



What affects residents and family experience with Nursing Homes in Italy?

Speaker

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Summary

- ✓ The project: *The system of Nursing Homes in Tuscany: mapping and evaluation*
- ✓ Residents' and relatives' satisfaction
- ✓ Measuring the customer satisfaction: the questionnaires
- ✓ The sample and the participation
- ✓ Results and comparisons
- ✓ Conclusions



Nursing Homes in Tuscany

(2012)



- 875.208 people over 65 years old*
- 13.647 LTC beds (11.221 funded by National Healthcare System)
- 324 Nursing Homes, specifically
 - 120 public facilities
 - 204 private owned facilities
- 5 different possible legal forms
 - Public depending on Local health authorities
 - Public depending on Districts
 - Public facilities called APSP ("Aziende Pubbliche di Servizi alla Persona")
 - Charitable private owned facilities (i.e. cooperative company, foundation, etc.)
 - Profit private owned facilities (i.e. L.t.d.)

ISTAT Data (January 1st 2012)



The system of Nursing Homes in Tuscany: mapping and evaluation

The Sponsor



Regione Toscana

**Policy for Health and
Social Services
Integration Department,
Regione Toscana**

*Scientific and methodological
Supervisor*



**Management and Health Lab,
Institute of Management,
Scuola Superiore Sant'Anna
di Pisa**

THE PROJECT

**November 2011 –
February 2013**

***Overall 30 days of
meeting with Nursing
Homes Managers***

**63 voluntary
Nursing Homes
Involved**

***Each one visited by MeS
Lab Researchers (July-
November 2012)***

**3411 residents
living in the facilities**

***1692 residents
interviewed***

***1209 relatives
interviewed***

Residents' and their relatives' satisfaction



- ✓ Multidimensional
- ✓ Difficult to interpret, due to the influence of customers expectations, characteristics and experiences



- ✓ Necessary to point out the *perception* of quality of life in the Nursing Home
- ✓ Useful to direct the management of Nursing Homes



Measuring the customer satisfaction: the questionnaire for the residents

- Face to face interview
- 57 closed-ended questions
- 9 dimensions (number of questions pertaining to each dimension is shown in parentheses)
 - Welcome and orientation (3);
 - Comfort (7);
 - Services (8);
 - Activities (9);
 - External relationships (4);
 - Assistance and care (12);
 - Staff (9);
 - Privacy (3);
 - Overall quality (2)
- In addition
 - 3 introductory questions, to verify if the resident is able to give the interview
 - Survey of general data about the interviewed (i.e. male/female; on wheelchair; blind; deaf; with or without relatives, etc.).



Measuring the customer satisfaction: the questionnaire for the relatives

- Telephone interview (Computer Assisted telephone interview)
- 37 closed-ended questions
- 9 dimensions (number of questions pertaining to each dimension is shown in parentheses)
 - Welcome and orientation (7);
 - Comfort (6);
 - Laundry service (1);
 - Activities (3);
 - Organization and involvement (6)
 - Assistance (9)
 - Staff (4)
 - Privacy (1)
 - Overall quality (3)



In addition

- Survey of general data about the interviewed (i.e. male/female; age; educational qualification; degree of kinship; etc.)
- Survey of general data about the resident (i.e. permanent/temporary stay in Nursing home; stay duration; etc.)



The sample...

For each facility, a minimum threshold of interviews has been determined, based on the number of beds.

Specifically, the thresholds were

- Less than 35 beds – 10 interviews
- From 36 to 45 beds – 15 interviews
- From 46 to 60 beds – 20 interviews
- More than 61 beds – 30 interviews

The survey for each Nursing home is not statistically relevant. On the other hand, representative sample has statistical significance once the answers are gathered together into groups by legal form.

... and the participation

The residents

- 1692 interviews (55,6% of residents present)
- 1116 valid interviews (66% of interviewed)

The relatives

- Relatives interviewed: 1013 (88% of the sample)
- Wrong telephone numbers: 104;
Refusals: 196

The portrait of the resident



- Woman (68%)
- Medium age: 83 years old
- With relatives (91%)
- He/she used to live near the Nursing home (71%)
- He/she has been living in the Nursing home for more than three years (40%)
- No chronic diseases (58%)
- At least once a month he/she receives a visit from the GP (55%)
- He/she states that his/her health condition is "very good" (40%)
- He/she does not feel lonely (60%)

The portrait of the patient (by relative's point of view)



The relative:

Before being admitted to the Nursing home, the resident..

- was not in a hospital (71%)
- did not make use of home care (80%)
- did not make use of informal home care (64%)

The Nursing home was chosen by the relative (53%)

The relative approached a social worker (48%)

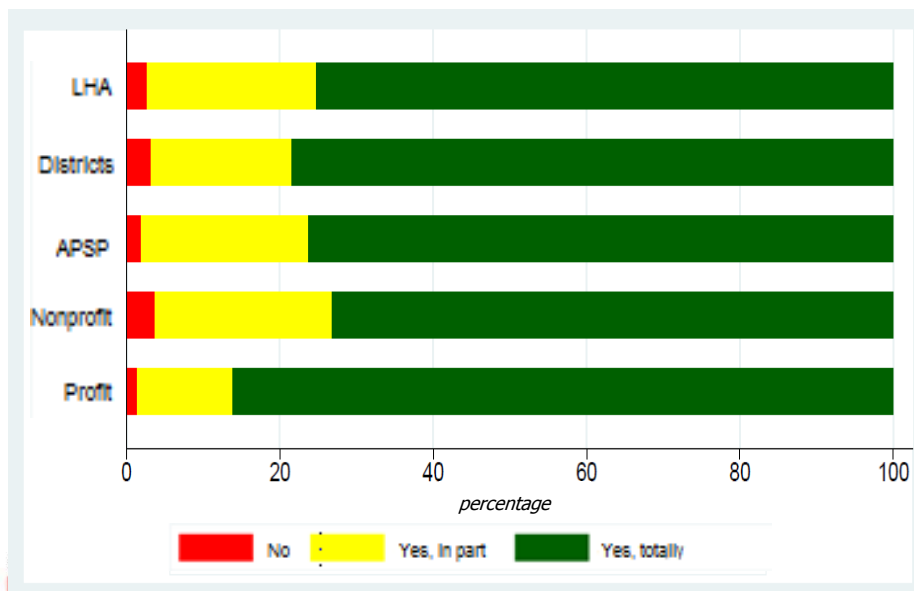
He/she waited less than a month for the assisted admission (39%)

- Woman (62%)
- Less than 65 years old (65%)
- Educational qualification: graduated (36,5%)
- Only relative (32%).

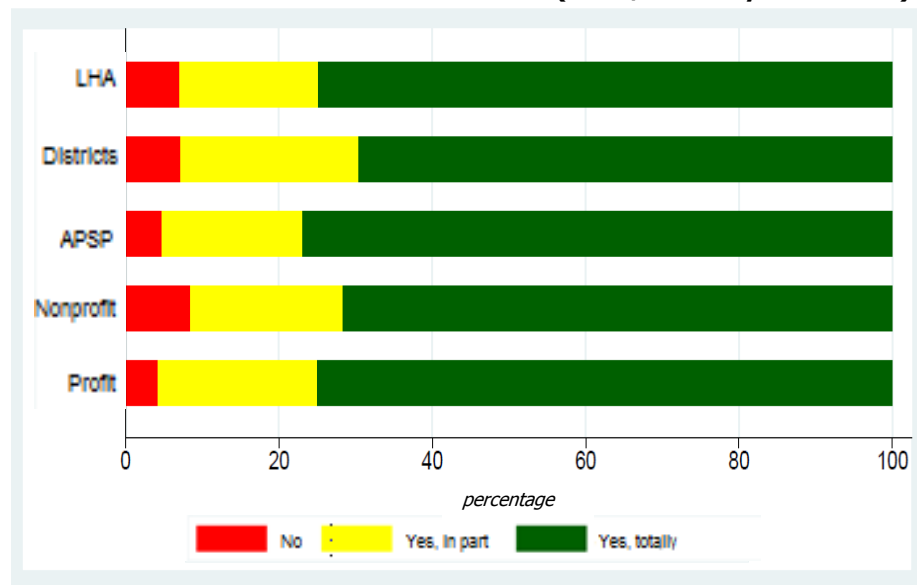
Some results (residents)



“Are caregivers kind?”
(Yes, completely: 76%)



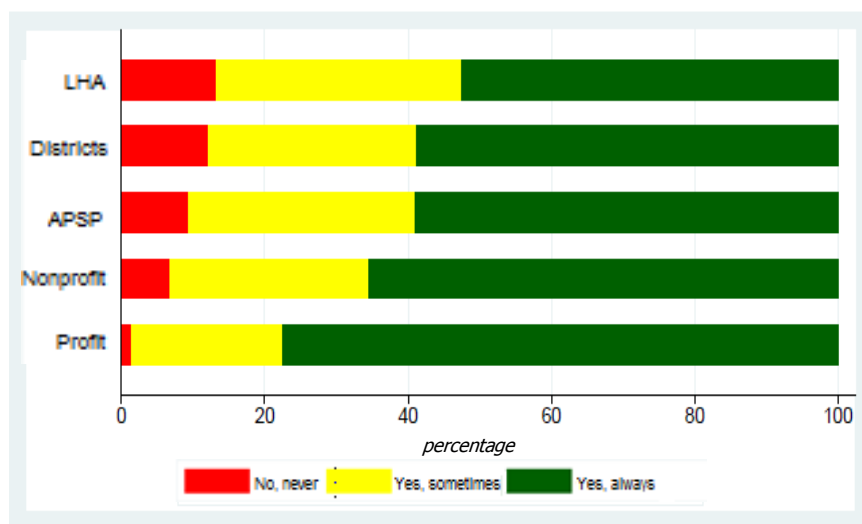
“Do caregivers ask you how do you feel?”
(Yes, always: 74%)



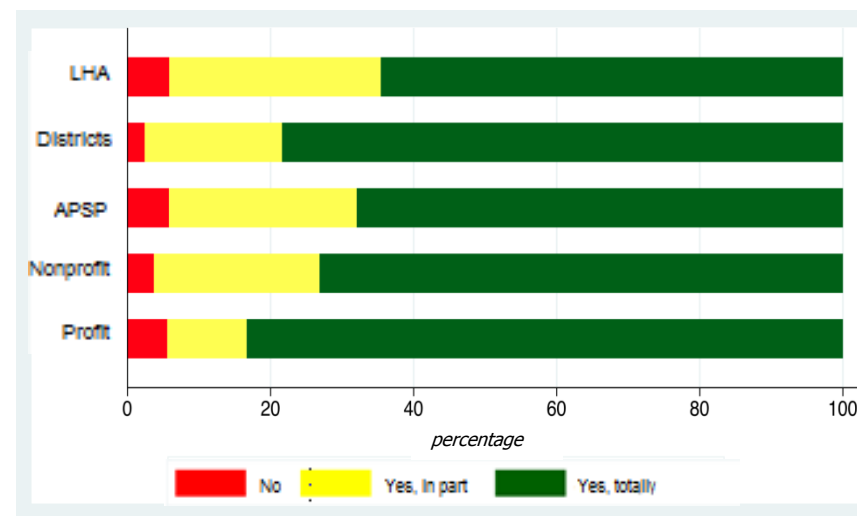
Some results (residents)



"Is the food tasty?"
(Yes, always: 60%)



"Do you feel comfortable
in this Nursing Home?"
(Yes, totally: 71%)

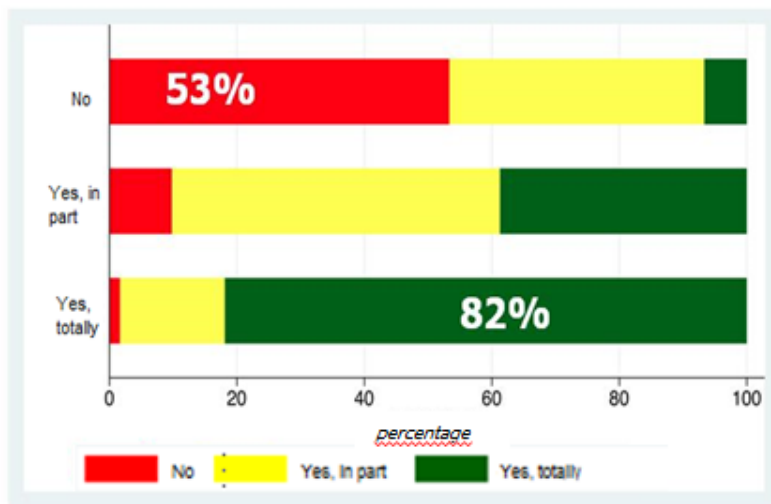


Interrelated results (residents)

Positive evaluations are positively interrelated with:

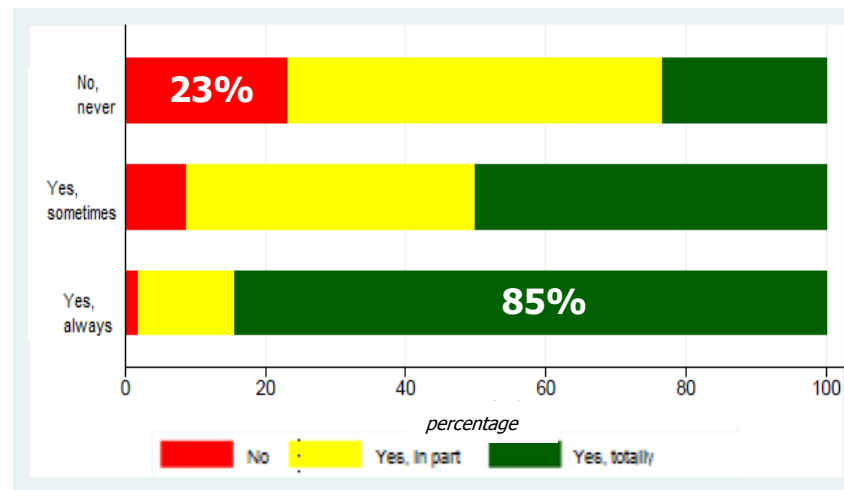
- *Caregivers' kindness*
- *Caregivers' willingness to listen*
- *Food tastiness*

Kindness



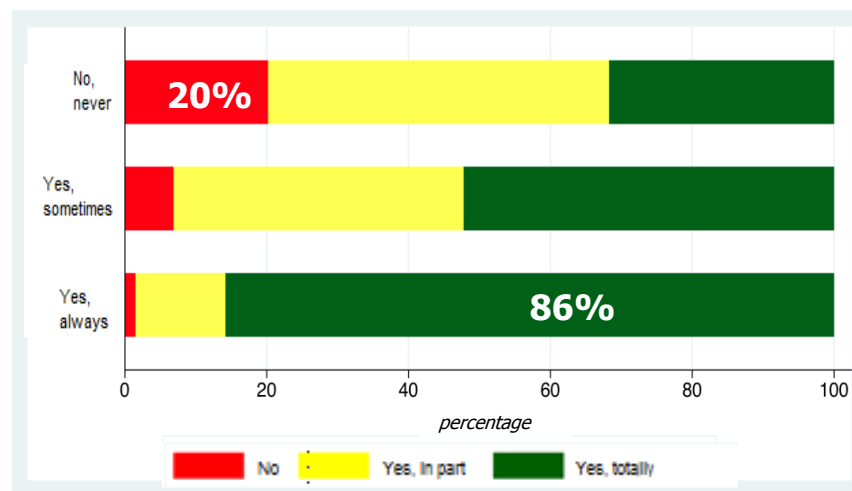
Overall assessment

Willingness to listen



Overall assessment

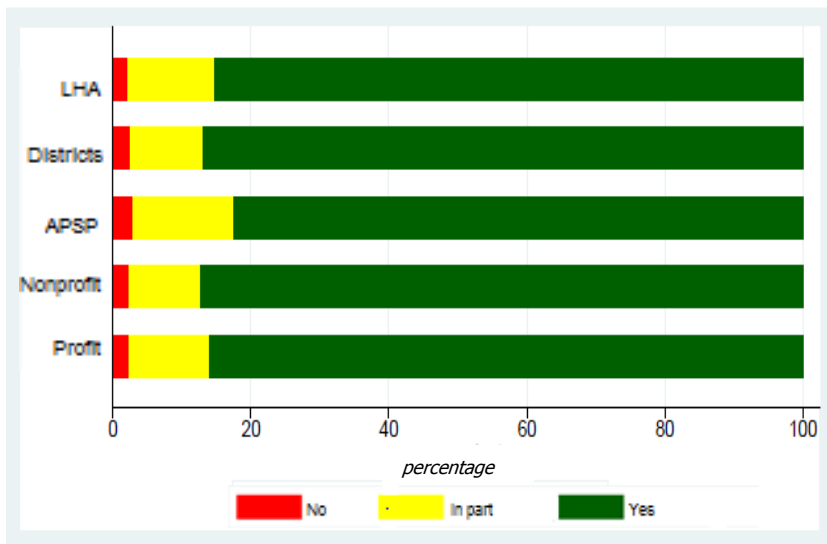
Food tastiness



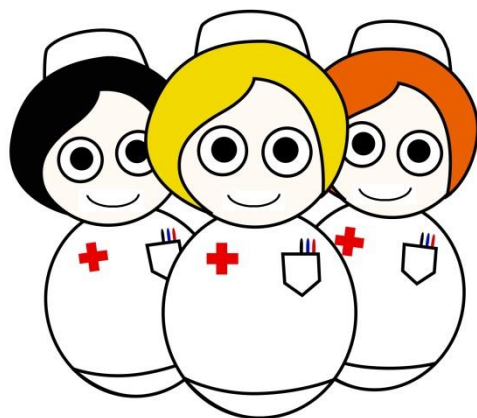
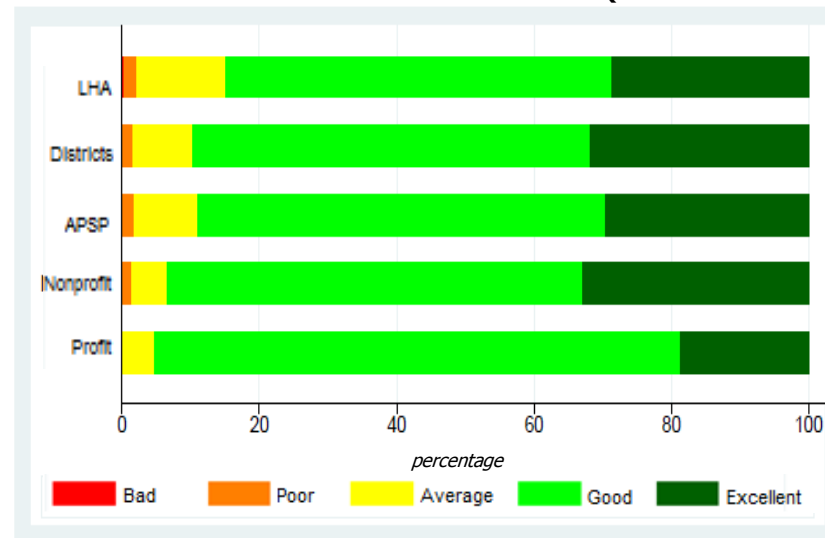
Overall assessment

Some results (relatives)

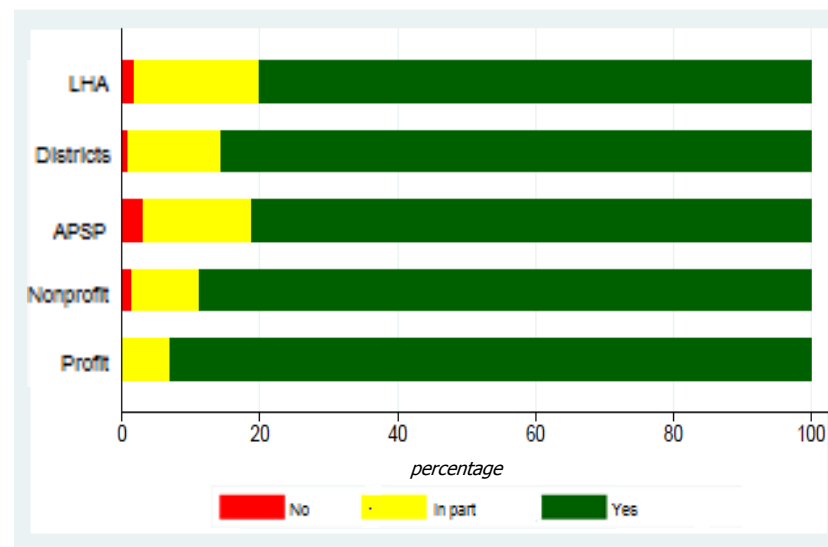
"Are you satisfied with the assistance given to your relative in daily activities?"
(Yes: 85%)



"How would you rate your relationship with the caregivers?"
(Good: 59%)



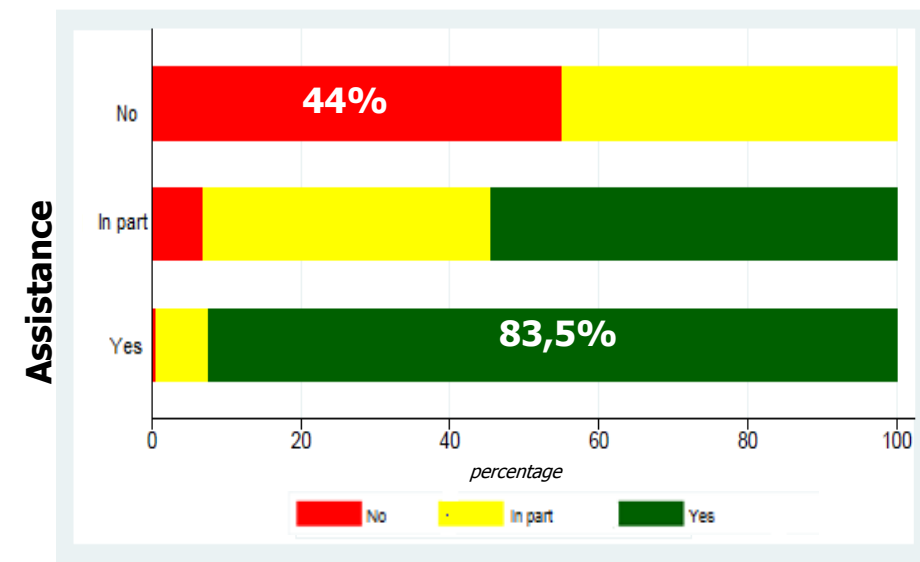
"Are you satisfied with Nursing home services?"
(Yes: 83,6%)



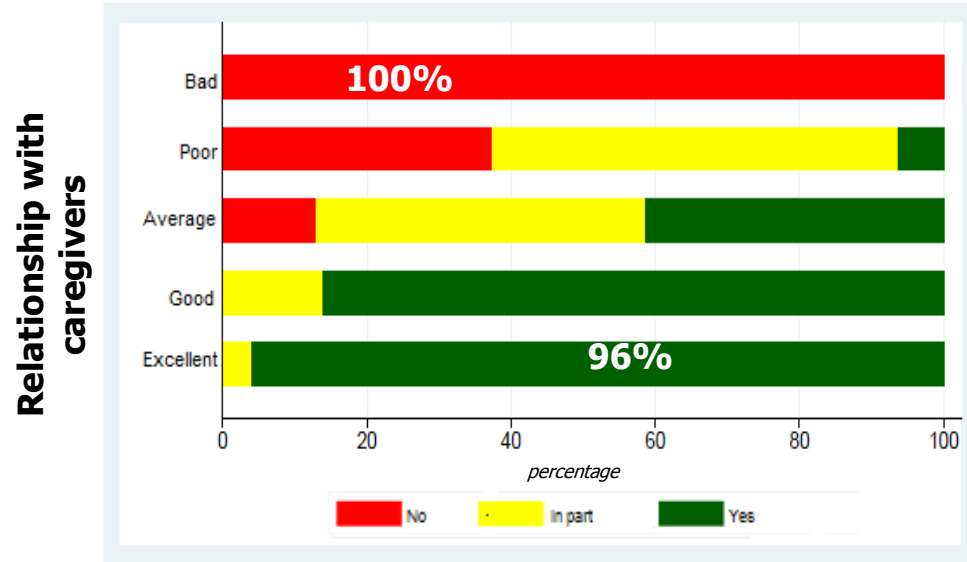
Interrelated results (relatives)

Positive evaluations are positively interrelated with:

- *Evaluation of assistance*
- *Relationship with caregivers*



Overall assessment

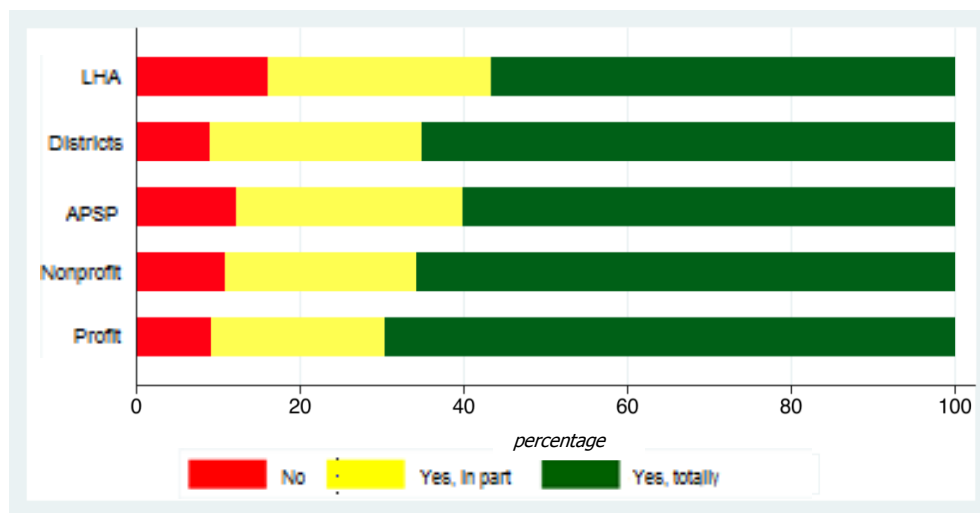


Overall assessment

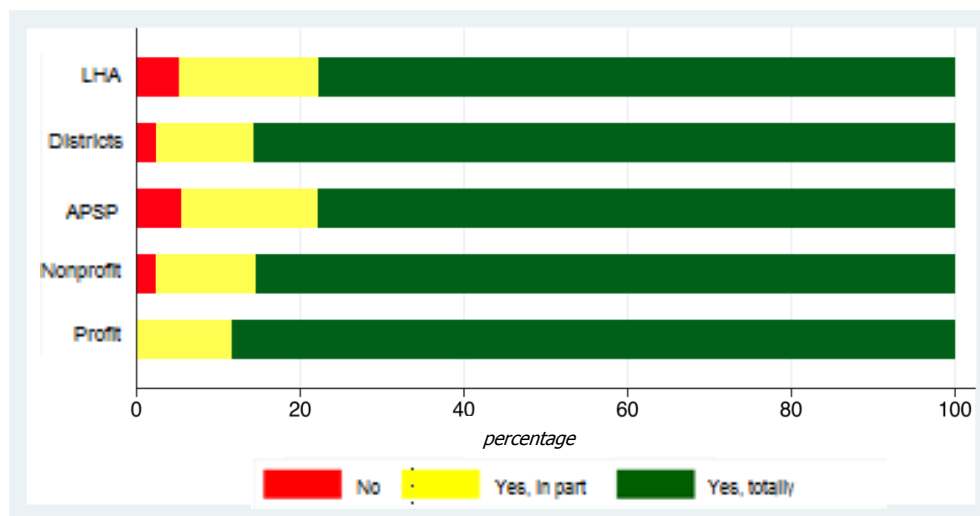


Results in comparison

“Would you recommend this Nursing home to your friends or relatives?”



Residents
(Yes, completely : 62%)



Relatives
(Yes: 81%)



Conclusions

- ✓ The items that influence the perception of a good quality in NHs may vary among residents and family; as a consequence, it is important to take into account both points of view, and separately.
- ✓ The relationship with caregivers is fundamental for both residents and relatives.
- ✓ Knowledge about how the residents and family experience care quality in nursing homes is fundamental to determine what is quality of life and care. Taking into account the residents' and relatives' preferences helps creating person-centered nursing home services.



Thank you!

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