

Development of quality measurement tool for hospice care in the Czech Republic

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BACKGROUND

Along with the development and professionalization of hospice and palliative care in the Czech Republic, there is an increasing need to monitor the service quality and provided care. However, Czech hospices do not dispose of a standardized measurement tool.

AIM

The aim of a three-year project was to develop a complex tool for measuring the quality of hospice care in the Czech Republic which would be used either by the community or by the inpatient care providers.

DESIGN AND METHODS

The tool was designed by an expert research group consisting of representatives of community and inpatient hospice care providers and palliative care researchers. Over the period of one-year, subsequent strategy meetings were organized to (i) determine the set of quality indicators and to (ii) prepare a questionnaire for bereaved caregivers of hospice patients. A consensus method was used to develop the standardized tool. In the first phase, the expert research group made an inventory of actually reported relevant quality indicators. In the second phase, guided by the literature and evidence-based practice, the expert research group developed a new set of quality indicators. For the candidate indicators, the expert group assessed their feasibility, importance and sensitivity to change. In the third phase, the final set was established. In the fourth phase, the questionnaire for bereaved caregivers was consensually agreed, then piloted with 15 bereaved caregivers and 8 hospice workers.

RESULTS

As a result (i) a set of quality indicators for hospice palliative care has been developed and (ii) a questionnaire for bereaved informal caregivers of hospice patients measuring the quality of hospice care was designed. Both tools reflect the recommended quality standards domains of palliative care.

CONCLUSION

This is the first standardized tool for measuring the quality of hospice care which was developed within the Eastern European region. The tool is currently being pilot tested in 4 hospices.

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