

Patients' Satisfaction with Care about their Treatment of Chronic Renal Failure



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1. Introduction

- Renal replacement therapy (RRT)
 - ⇒ Major life change
 - ⇒ Long lasting and intense relationship with health care providers

- Patients' satisfaction < qualitative care
 - ⇒ Lack of research, unlike QoL

2. Method

- Dialysis centre 'UZ Brussel'
 - High care & low care dialysis
 - Haemodialysis & peritoneal dialysis

Please rate the following (Fill in the corresponding circle on each line):		Poor	Fair	Good	Very good	Excellent	Not applicable to me
1	How easy is it to reach the kidney doctor?	○	○	○	○	○	○

- Standardised questionnaires
 - CHOICE-satisfaction questionnaire
 - 3 overall questions, VAS-scale

24	Where do you situate your nephrologist, in general?	Not at all satisfied	Highly satisfied
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3. Results

Overall satisfaction with dialysis care

How would you rate the quality of care you received as a dialysis patient, on a scale of 1 to 10?

Total dialysis care
7.7/10

■ Excellent ■ Fair ■ Poor

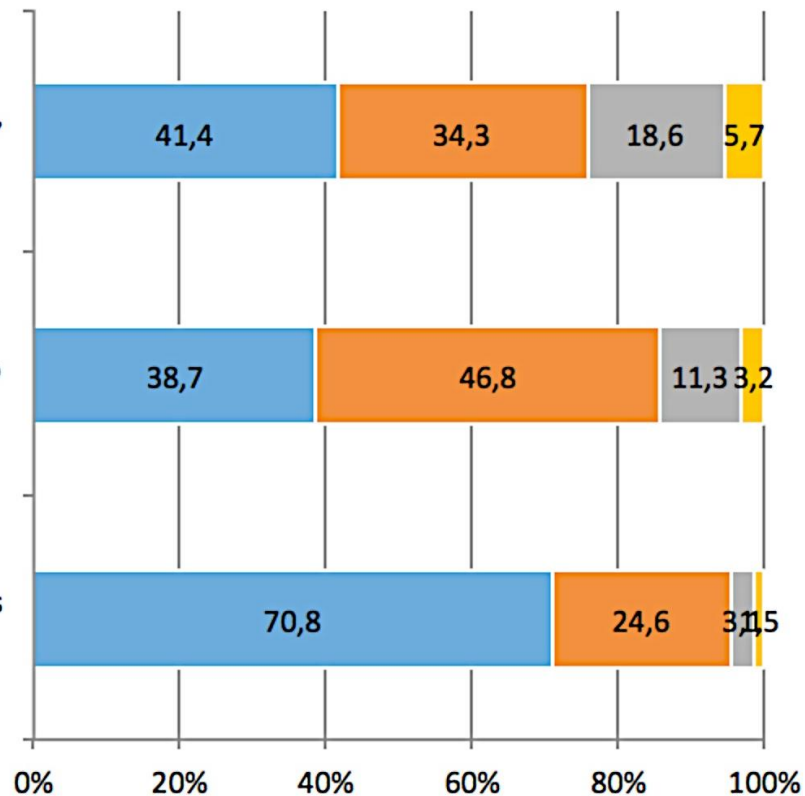
Thinking about your dialysis care overall, how much could be better?

■ Nothing at all ■ 1 or 2 things ■ Some things ■ Many things

Would you recommend your dialysis center to a friend or relative who needs dialysis?

■ Definitely yes ■ Maybe yes ■ Not sure

■ Maybe not ■ Definitely not



3. Results

Ratings of overall care by dialysis patients

Nephrologists

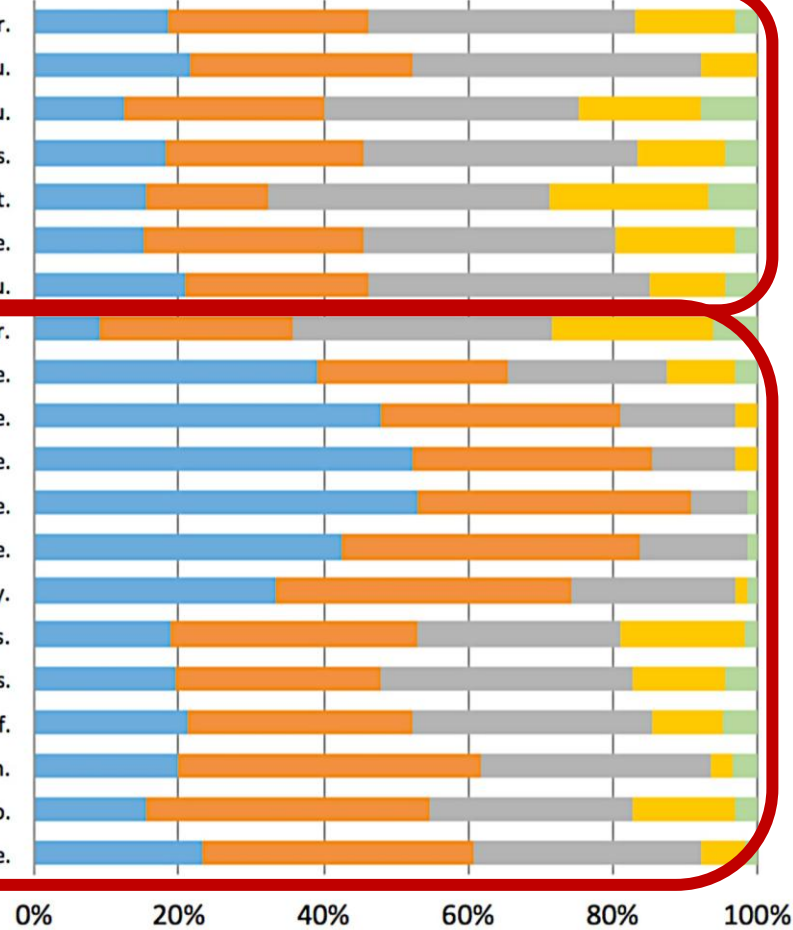
7.06/10

- How easy is it to reach te kidney doctor.
- The nephrologist's caring and concern about you.
- How accurate the nephrologist is about information the nephrologist sees you.
- How well the nephrologist makes sure the amount of dialysis you are getting is just right for you.

Dialysis team

7.85/10

- How well the nephrologist and other doctors you see coördinate with each other.
- How easy is it to reach your dialysis center by telephone.
- How much attention doctors and nurses pay to claenliness when they work with your IV or access site.
- How helpful and caring the nurses at your dialysis center are.
- How sensitive, helpful and caring your dialysis center staff are.
- How well your dialysis center staff take care of you when you are in an emergency.
- The amount of information you are being given to help you choose between hemodialysis and peritoneal dialysis.
- How much information you are given about the amount of fluid to take in and take off.
- How much fluid is removed during your dialysis session.
- How easy is it to meet the social worker when you want to.
- How well new medical problems taken care of by the dialysis center staff when they arise.



■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

3. Results

- Differences by vascular access
 - AV-fistula more satisfied with nephrologist & overall dialysis care
- Difference high care versus low care
 - Satisfaction with nephrologist: HC 6.48 vs. LC 7.85

3. Results

- Lower satisfaction with aspects of communication
 - Singles
 - Divorcees
 - Widow(er)s
 - Living alone

Characteristic (N=70)	n (%)
Gender, male (N=62)	41 (66,1)
Age (in years) (N=66)	
< 70 years	23 (34,8)
70-79 years	24 (36,4)
≥ 80 years	19 (28,8)
Marital status (N=66)	
Married	35 (53,0)
Divorced/widow(er)	23 (34,9)
Single	8 (12,1)
Living situation (N=66)	
Living at home, alone	22 (33,3)
Living at home with partner	35 (53,0)
Living with family	6 (9,1)
Living in a nursing home	3 (4,5)

4. Implications for Practice

Improvement in communication strategies

- Information which responds to the patient's expectations
 - Coordination of communication between treating doctors
 - More information
 - From nephrologist about condition & prognosis
 - From dialysis team about current dialysis session
- Special attention information needs
 - Singles, divorcees, widow(er)s
 - People living alone

5. Conclusion

- Improvement possibilities in different aspects of dialysis care
- Investment in communication
 - According to patient's expectations
 - Attention for precarious subgroups

Quality health care
means
doing the **right thing**,
at the **right time**,
in the **right way**
for the **right person**
and
having the best possible results

(Institute of Medicine, 2001)