



**UNIVERSITY OF ICELAND**

# **The Concept of Patient satisfaction in Adolescent Psychiatric Care**

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# Iceland

 Akureyri: 16.000

**Population: 300.000**

 **Capital Region: 180.000**

# The Background

- Caregivers need to develop knowledge about their patients' views on good and poor quality of care .
- Valid instruments are a necessary prerequisite for using patient satisfaction as a quality indicator.
- One factor that must be considered in developing valid patient satisfaction instruments is the patients' own perceptions of quality of care.
- Very few studies have been done to explore how adolescents perceive the quality of psychiatric care.

# Purpose of the Study

- To explore adolescents' perception of quality of care and of satisfying treatment outcomes.
- To contribute to the development of a questionnaire.

# Method

- Hermeneutical study
- Purposive sampling.
- Participants
  - 14 adolescents who had been patient on a adolescent psychiatric ward,
- Data collection
  - Interviews

# The participants

- Gender
  - 8 girls and 7 boys
- Age
  - one 14 years old; six 15 years old; seven 16 years old
- Communities
  - 7 from rural and 7 from urban communities.
- Length of stay
  - 1,5 to 5 months
- Diagnoses
  - depression (8), self injury and suicide attempts (8), ADHD (4), social phobia(3), anxiety (3), moods disorder (2), eating disorders (2)

# Interpretation of Data

- The two following questions guided the interpretation of the research data:
  - What components of the services and treatments delivered at the hospital contribute to the adolescents' satisfaction or dissatisfaction?
  - How do the adolescents comprehend satisfying treatment outcomes?

# Findings

- Following concepts describe factors which contribute to the adolescents' satisfaction or dissatisfaction:
  - Secure place
  - Isolation from the outside world
  - Activity
  - Tough love or discipline
  - Peer solidarity
  - Self-expression
  - A person not a patient,
  - Consideration

# Findings

- Concepts describing treatment outcomes fell into three categories:
  1. Improved mental health
  2. Personal development
  3. Strengthening or healing of the self.
    - Improved family relations were also identified as a successful treatment outcome

# Secure place

- The adolescents found it satisfying to experience the ward as a secure shelter from a harsh world.
  - I learned a lot and this is a very good place. You experience things you have not experienced before: safety and trust, I learned to trust.
- This theme was especially significant for those who had experienced violent family problems and/or mobbing by peers,
  - I realized that I wanted to stay longer [on the ward] . . . The situation at home, it is bad memories . . . pause. . . OK, mobbing and beating.

# Isolation from the outside world

- While being sheltered from a hard world, the adolescents felt that they had lost connection with the world they came from and that they were not being prepared for their inevitable return to it
- They were dissatisfied losing connection with family, friends, and school
  - You are so much away from your school and your friends and your family. And just from your home. That is awfully difficult

# Tough love or discipline

- This concept applies to situations where the adolescent's had to do something which they found boring or difficult but satisfying afterwards.
  - Yes, it was very good for me to do the house-work even though it is terrible boring.

*What was so good about it?*

You really have to learn this, to learn to do these things. This is of course not like some hospital were you just lay in bed. . . This is more like you are having some purpose. You have to do something.

# Tough love or discipline

*Did you think that the staff listened to you?*

Yes, except when I did not want to go to school, then they did of course not listen to me.

*What did you feel about that?*

I thought it was very irritating but nevertheless they made me go to school. One way or another they made me go. Nobody listened to me then you just gave up and went to school.

*Do you think it would have made any difference if you had been allowed to lie in bed?*

I would not have passed the exams. I have just taken the exams.

# Peer solidarity

- The adolescents found they benefited from meeting other adolescent with similar problems, from getting their support, and building trusting relationships.
  - Well you know it is like a community, with lot of kids. It can be lot of fun. When I came I was feeling really bad. I did not expect to be spoken to. . . . but then the other kids were just talking to me . . . just like I was not any worse then they.
  - . . . just that you often think that you are the only one having such problems and it is very good to realize that there are others who are also feeling bad. And maybe to be able to feel a sense of belonging with them. For me it was very good.

# Self-expression

- The adolescents were satisfied with the opportunities and encouragements they were given to express their feelings and confine painful experiences to peers and caregivers.

It was this time when we were supposed to talk about our feelings, yes in the group. It was just great. To hear what others thought and also to get a chance to express yourself.

*Why was that so great?*

Why? I don't know . . . you let go of something, what you had been carrying. You could talk and not feel ashamed about it.

# A person not a patient

- The adolescents emphasized that they were satisfied when the caregivers treated them with respect.
- The staff showed respect by treating them like persons instead of patients.
  - Yes, I was very happy with the staff. They just talked normally with me; did not act like you were a patient or such. And just very great fun and nice.

# Consideration

- The adolescent found it very important to be treated with consideration and care especially when they were feeling vulnerable.
  - I remember one thing that offended me. It was when I was telling one of the staff about my brother being mobbed at school and that I had not done anything about it and then I got all this preaching poured all over me about not doing nothing. But I was very vulnerable at this time and very sensitive to everything that was said to me.

# Satisfying treatment outcomes

- Improved Mental Health

The most common way of describing positive treatment outcome was to declare that one felt better after the treatment than before.

- I felt much better [after discharge]. It is beyond comparison. Also when I came out again people were saying that I looked much better and were more relaxed and such.

# Satisfying treatment outcomes

- Personal Development

The line between personal development and overcoming symptoms of mental problems are vague since removing the symptom and growing as a person are often inseparable processes.

- Finding hope

- Overcoming shyness

- Developing philosophical attitude to life

- I learned how life is, for what reason it was. To live in the day, but not in what had happened, to live in the moment. It is like this. It was a very nice experience . . . Yes, before I came here I found everything hopeless, no purpose in life

# Satisfying treatment outcomes

- **Healing the self**

In many cases the adolescents used self-related concepts to express positive treatment.

- Self-esteem

“Self-esteem! I wanted to live and everything”

- Self-respect

“To respect myself. To be more open and jolly without acting as a clown.”

- Self-knowledge

“When I came her for the second time and began to write about . . . directly about my illness, then I had to observe myself extremely well. First you really had, or I had to, know myself really well.”

# Conclusions & Implementations

- A questionnaire had been developed drawing from this study.
- The findings indicate treatment factors that can be improved.
  - Isolation from the outside world
- The findings indicate strengths in the treatment that can be developed further.
  - Solidarity with peers
  - Personal Development

# Conclusions

- Satisfying treatment outcomes were seldom related to symptoms of mental disorders.
- They were related to general well being and personal development.



Thanks for listening!