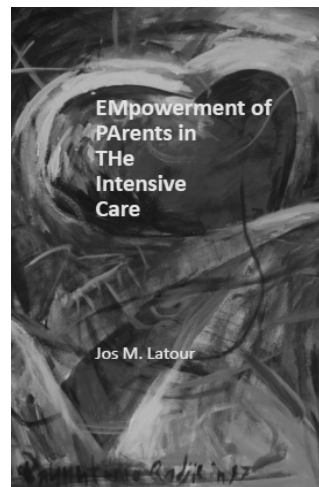


Oudertevredenheid op de ICK & ICN

Jos Latour



ACHTERGROND

EMPATHIC studie =

EMpowerment of PArnts in THE Intensive Care

EMPATHIC = empathie = het zich kunnen inleven in
de gedachtegang of gevoelens van een ander

RELEVANTIE

*Principles of family-centered care are well-known
but not consistently implemented into daily practice*

Latour JM. Is family-centred care in critical care units that difficult? A view from Europe.
Nurs Crit Care 2005;10;51-3

Ervaringen en tevredenheid als kwaliteitsindicator

Latour JM and Haines C. Families in ICU: Do we truly consider their needs, experiences and satisfaction? *Nurs Crit Care* 2007;12;173-4

STUDIE

EMPATHIC Studie

Een multi-center, descriptieve, prospectieve cohort studie naar de ontwikkeling, implementatie en gebruik van een oudertevredenheid instrument voor kwaliteitsverbetering van zorg op de IC-Kinderen en de IC-Neonatologie

STUDIE

Primaire Vraagstellingen

1. Welke onderwerpen vinden verpleegkundigen en artsen belangrijk?
2. Welke onderwerpen vinden ouders belangrijk in de zorg?
3. Is de oudertevredenheidslijst valide en betrouwbaar?
4. Is de oudertevredenheidslijst geschikt voor het evalueren en verbeteren van de zorgverlening?

KADER

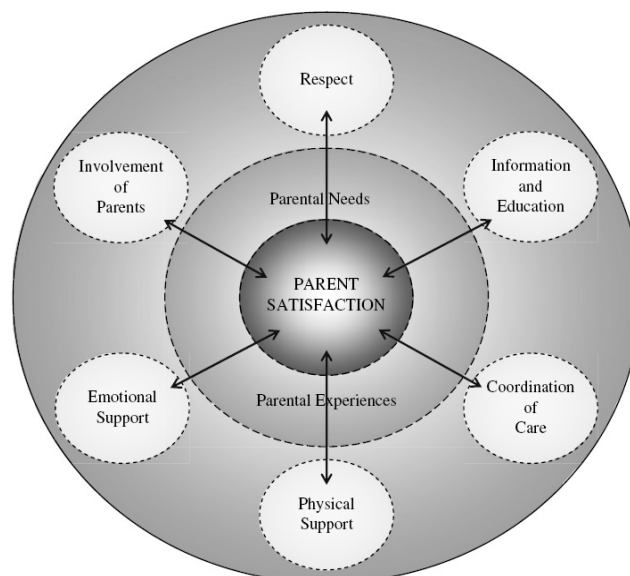


Fig. 1. Framework for parent satisfaction in pediatric intensive care.

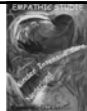
Latour JM et al. Parent Satisfaction in PICU. *Ped Clin North Am* 2008;55:779-790

LITERATUUR

- Literatuur tevredenheidslijsten ($n=11$):
 - PICU ($n=2$) McPherson et al. 2000, Haines & Childs 2005
 - NICU ($n=2$)
 - ICU-Volwassenen ($n=2$)
 - Kindergeneeskunde ($n=5$)
- Totaal 248 items in alle vragenlijsten
- Na filtering duplicaten totaal 94 items

Latour JM et al. Parent satisfaction in pediatric intensive care: a critical appraisal of the literature. *Ped Crit Care Med* 2005;6:578-584.

ONTWIKKEL



Delphi studie (302 verpleegkundigen & 62 artsen)

- Consensus 78 zorgonderwerpen

Latour JM et al. Construction of a parent satisfaction instrument: Perceptions of pediatric intensive care nurses and physicians. *J Crit Care* 2009; 24: 255-266.

Survey ouders ($n=1042/559$, 54%)

- Prioriteit ouders van 78 zorgonderwerpen

Latour JM et al. Perceptions of parents on satisfaction with care in the pediatric intensive care unit: the EMPATHIC study. *Intensive Care Med* 2009; 35:1082-1089.

ZORGVERLENERS & OUDERS ICN

Delphi Studie zorgverleners ICN (n=98 – 81)

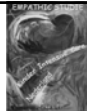
3 vragenrondes 92 zorgonderwerpen ICN

Survey ouders ICN (n=148/259, 57%)

Prioriteit ouders; 92 zorgonderwerpen ICN



COHENSIE



Ouders vs Zorgverleners

Table 1. Care items (n=31) ranked by parents as more important than healthcare professionals

	Parents n=559		Professional n=264		Cohen's d	P (2-tailed)
	$\hat{\mu}$	$\hat{\sigma}$	$\hat{\mu}$	$\hat{\sigma}$		
Parents are informed about the (adverse) effects of the medication	9.20	1.23	7.81	1.11	1.18	0.001
The correct medication is given at the right time	9.50	0.98	8.95	0.73	0.64	0.001

Scoring scale was a 10 point scale: 1=completely unimportant to 10=extremely important; Ranking of items is based on Cohen's d (unit weighted); $\hat{\mu}$ =mean; $\hat{\sigma}$ =standard deviation.

Latour JM et al. Differences in perceptions of parent and healthcare professionals on pediatric intensive care practices. Ped Crit Care Med 2010, online ahead of print

COHENSIE



Zorgverleners vs Ouders

Table 2. Care items ($n=12$) ranked by healthcare professionals as more important than parents

	Parents $n=559$		Professionals $n=264$		Cohen's d	P (2-tailed)
	$\hat{\mu}$	$\hat{\sigma}$	$\hat{\mu}$	$\hat{\sigma}$		
Parents are offered religious / spiritual support	6.98	2.35	8.18	0.93	-0.73	0.001
Caregivers work in team with a strong group cohesion	8.53	1.48	9.04	0.69	-0.47	0.001

Scoring scale was a 10 point scale: 1=completely unimportant to 10=extremely important; Ranking of items is based on Cohen's d (unit weighted); $\hat{\mu}$ =mean; $\hat{\sigma}$ =standard deviation.

Latour JM et al. Differences in perceptions of parent and healthcare professionals on pediatric intensive care practices. *Ped Crit Care Med* 2010, online ahead of print

OUDERS & ZORGVERLENERS



Table 3. Care items ($n=25$) parents find more important than NICU professionals¹
1-6 point scale from 'completely unimportant' to 'extremely important'

	Parents ($n=148$)		Professionals ($n=81$)		Cohen's d	P (2-tailed)
	$\hat{\mu}$	$\hat{\sigma}$	$\hat{\mu}$	$\hat{\sigma}$		
Parents are informed about the (adverse) effects of the medication	5.52	0.79	4.74	0.85	0.95	<0.01
The correct medication is given at the right time	5.84	0.39	5.27	0.61	1.14	<0.01
Moment of discharge is not influenced by bed capacity	5.38	0.90	4.67	0.89	0.79	<0.01
Caregivers stimulate parents to stay close to their child during procedures and tests	5.38	0.84	4.91	0.73	0.60	<0.01

Latour JM et al. Perceptions of parents, nurses, and physicians on neonatal intensive care practices. *J Pediatr* 2010;157:215-220

ouders & zorgverleners

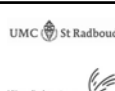
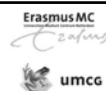
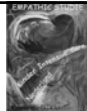


Table 4. Care items (n=7) NICU professionals find more important than parents¹
1-6 point scale from 'completely unimportant' to 'extremely important'

	Parents (n=148)		Professionals (n=81)		Cohen's d	p (2-tailed)
	$\hat{\mu}$	$\hat{\sigma}$	$\hat{\mu}$	$\hat{\sigma}$		
Caregivers' communication with non Dutch speaking parents is through an interpreter or the interpreter-telephone	4.64	1.56	5.31	0.75	-0.58	<0.01
Caregivers are alert to the cultural background of the infant and parents	4.45	1.27	4.83	0.69	-0.39	<0.01
Parents are offered religious / spiritual support	4.23	1.38	4.77	0.69	-0.52	<0.01

Latour JM et al. Perceptions of parents, nurses, and physicians on neonatal intensive care practices. *J Pediatr* 2010;157:215-220

KENNIS



Interviews ouders (64 moeder/vaders van 41 kinderen)

"I know a PICU is usually quite sterile but human feelings are not sterile and they really do count" [mother]

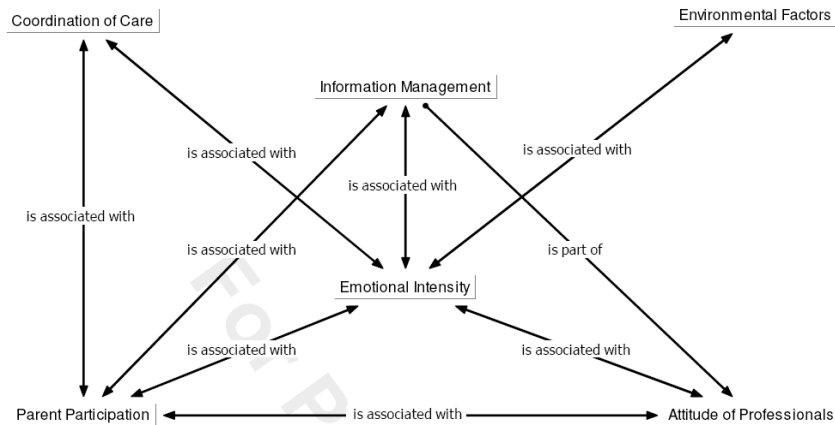
then he returned to the ICU. He was warmly welcomed, but we were terrified that he had to go back on the dialysis machine...He had yellow eyes, yellow skin and you would not see that on the ICU, artificial light you know... I said immediately he has yellow eyes. The next one came and I said John has yellow eyes. Yes, we learned that; never rely on one person, always three different persons. Everybody who comes to the bedside will be told, always three different persons, because there is always one who picks it up and does something with it."

Latour JM et al. A qualitative study exploring the experiences of parents of children admitted to seven Dutch pediatric intensive care units. *Intensive Care Med* 2011;37:319-325

KENNIS

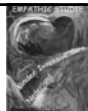


Interviews ouders (samenhang thema's)



Latour JM et al. A qualitative study exploring the experiences of parents of children admitted to seven Dutch pediatric intensive care units. *Intensive Care Med* 2011;37:319-325

EMPATHIC



Ontwikkelen en valideren van de EMPATHIC lijst

2046 ouders: Cohort 1: 667/1055 (63%)
Cohort 2: 551/991 (56%)

1. Structural Equation Modeling – relatie tussen studie variabelen
2. Betrouwbaarheid – metingen zijn representatief
3. Validiteit – meten wat instrument moet meten

Latour JM et al. Construction and psychometric testing of the EMPATHIC questionnaire measuring parent satisfaction in the pediatric intensive care unit. *Intensive Care Med* 2011;37:310-318

EMPATHIC



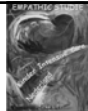
Table 4. Descriptives, reliability estimates, and testing on domains of two cohorts

Domains (statements)	Cohort 1 (n=667)			Cohort 2 (n=551)			Levene's test differences on variances		T-test differences on means
	$\hat{\mu}$	$\hat{\sigma}$	α	$\hat{\mu}$	$\hat{\sigma}$	α	F	P-value	P-value
Information (9)	5.32	0.72	0.84	5.33	0.68	0.81	1.19	0.28	0.84
Care & Cure (30)	5.32	0.60	0.92	5.35	0.61	0.93	1.19	0.28	0.35
Parental Participation (8)	5.23	0.73	0.77	5.30	0.71	0.76	0.11	0.73	0.13
Organization (6)	5.42	0.63	0.73	5.47	0.61	0.73	1.56	0.21	0.19
Professional Attitude (12)	5.47	0.58	0.88	5.50	0.57	0.88	0.94	0.33	0.30

$\hat{\mu}$ =mean; $\hat{\sigma}$ =standard deviation; α =Cronbach's alpha on standardized items; P-value is two-tailed; Range of scoring scale was 1-6.

Latour JM et al. Construction and psychometric testing of the EMPATHIC questionnaire measuring parent satisfaction in the pediatric intensive care unit. Intensive Care Med 2011;37:310-318

AANDACHT



Scores <5.0

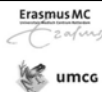
We were well prepared for our child's discharge by the doctors

During our child's stay we were assigned to a first responsible nurse

During our stay the staff regularly asked for our experiences

Latour JM et al. Construction and psychometric testing of the EMPATHIC questionnaire measuring parent satisfaction in the pediatric intensive care unit. Intensive Care Med 2011;37:310-318

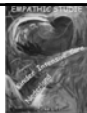
VERHALEN



Verblijf:

- *De communicatie was slecht, misschien omdat we buitenlanders zijn en ze dachten dat wij de taal niet spraken, wij moesten alles zelf vragen over ons kind terwijl we wel zagen dat ze andere ouders wel op de hoogte stelden*

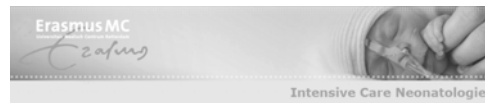
VERHALEN



Overplaatsing/ontslag:

- *Wij hadden een intensiever ontslag gesprek verwacht en een beter beeld over "hoe nu verder"... De communicatie verloopt wel eens stroef, bijvoorbeeld tijdstip van overplaatsing naar babyzaal, datum ontslag, echo's etc. Vaak werd dit niet gemeld en overviel het ons. Daar is een punt van verbetering mogelijk. Verder zijn we enorm tevreden.*

Tevredenheid ICN



	ZW <30wkn			ZW ≥30wn			Cohen's d	p
	n	mean	sd	n	mean	sd		
Tevredenheid	55	5.33	0.54	141	5.19	0.65	0.22	0.14
Parental Stress	56	2.55	0.70	159	1.98	0.65	0.86	<0.01

	non-Dutch			Dutch			Cohen's d	p
	n	mean	sd	n	mean	sd		
Tevredenheid	47	5.20	0.74	149	5.24	0.58	-0.06	0.73
Parental Stress	47	2.37	0.83	168	2.07	0.66	0.43	0.03

Cohen's d = Standardized Mean Difference; p-value (2-tailed)

ouders ICN

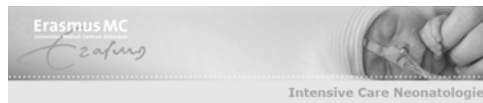


Verblijf

Verblijf van onze zoon op IC was prima, eigen verblijf op kraamafdeling was verschrikkelijk, had het gevoel dat er niet wordt omgekeken naar de kraamvrouw. Kraamvrouw krijgt te eten en zoekt het verder maar uit

...vind alleen dat ze er op de kraamafdeling meer mogen zijn voor de ouders, want die worden toch wel erg aan hun lot overgelaten

ouders ICN



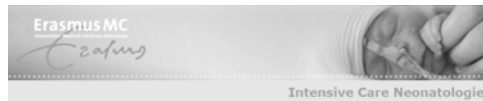
Overplaatsing (verbetering...)

Was goed voorbereid en werd uitgezwaaid

We hadden het gevoel dat de overplaatsing te maken had met ruimtegebrek

Er was een miscommunicatie met de kraamafdeling dus het was een behoorlijke schok dat we hoorde op de neonatologie dat we overgeplaatst zouden worden

ouders ICN



Overplaatsing (verbetering...)

Snel – onverwachts – plotseling – heel snel

Zeer vervelend – niet handig – rot gevoel



Wij waren boven, als ambu er was zouden ze ons bellen. Wij kwamen toevallig beneden en zagen ambu-personeel staan en ons zoontje was al losgekoppeld en uit couveuse. Snel een kus en weg was hij!

Oudertevredenheid - model

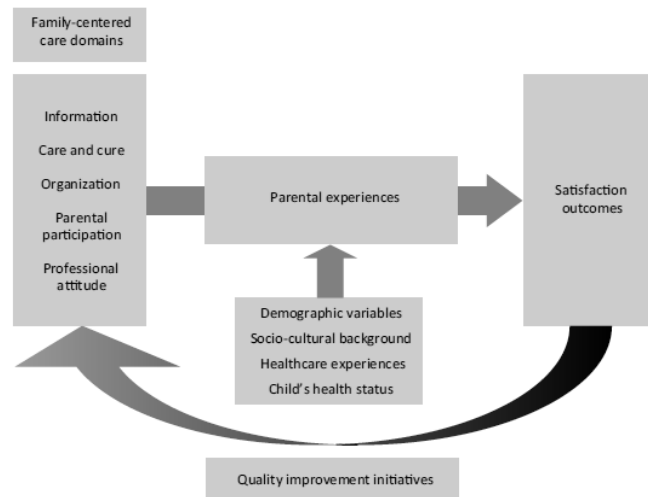


Figure 1 | Parent satisfaction model for intensive care quality performance

SAMENGEVAT

Ouders zijn overwegend tevreden (hoge cijfers)

Ouders geven vaak/veel verbeterpunten aan (veel letters)

Verschillen en overeenkomsten bij UMCs

En verder...



...werk aan de winkel



EMPATHIC STUDIE GROEP ICK

AMC – EKZ	Marjorie de Neef & Bert Bos
MUMC (azM)	Eugenie Dullaart & Gijs Vos
LUMC	Karin Ommering & Nicolette van Dam
UMCG – BKZ	Sandra Dijkstra & Marcel Albers
UMC St Radboud	Angélique van der Zande & Carin Verlaat
UMCU – WKZ	Elise van Vught & Koos Jansen
VUmc	Bianca de Graauw & Marc van Heerde
Erasmus MC – Sophia	Beatrix Elink Schuurman, Thelma van Eijk, Hans van Goudoever, Jan Hazelzet, Christel van Leeuwen, Hugo Duivenvoorden, Jos Latour

En vele anderen & met dank aan alle ouders



EMPATHIC-N STUDIE GROEP ICN

Erasmus MC – Sophia Beatrix Elink Schuurman, Hans van Goudoever,
Yvonne Kant, Ingrid Pols – de Bruijn, Jan Hazelzet,
Hugo Duivenvoorden, Jos Latour

En vele anderen & met dank aan alle ouders