

The expectations of patients and caregivers attending an Ambulatory Unit for Dementia: Customer Satisfaction Survey

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Background

Dementia is a disease that involves the whole family. The responsibility of caring for relatives often falls on the family members. It's important to know the needs of patients and caregivers to improve the care provided.

Methods

In 2015 were administered 100 questionnaires at the ambulatory unit for dementia's evaluation. Patients and caregivers were involved in the compilation of the questionnaire. The questionnaire contained 18 items. The questions were related to communication of the diagnosis, listening skills, request for information, problem solving, quality of the activity of daily living, suggestions to improve the service, customer satisfaction.

Results

All 100 questionnaires were completed, 23% by patients and 77% by caregivers. Patients were 75% women and 25% men, mean age $73,9 \pm 8,9$. Caregivers were 80% women and 20% men, mean age $56,4 \pm 6,9$. Data analysis showed that the diagnosis was communicated in 83% of cases by a neurologist and 11% of cases by the general practitioner. The requests for information were satisfactory during regular visits in ambulatory. In order to solve clinical problems, patients and their families relied in 69% of cases to the neurologist and 21% of cases to the primary care physician. 79% of patients showed to be limited in daily activities within the family, while 81% of caregivers left work or reduced work because of the familial disease. The emotions during the day for caregivers were in 39% of cases the resignation and in 21% of cases the hope, for patients in 18% of cases the resignation and in 41% of cases the hope. The question about the suggestions to improve the service, 84% of caregivers requested more information on the evolution of the disease and the best way to take care of patient at specific stages of the disease, 72% of patients required additional information about options treatment and strategies for better living. Customer satisfaction as outcome of the services offered showed "very satisfied" in 71% of cases.

Conclusions

The aim of the present study was to evaluate the expectations about health services dedicated to demented care among the caregivers and the patients attending an ambulatory unit. Our data showed that an ambulatory unit for dementia needs to attend both patients and their caregivers and provide a direct approach by professional doctor with an opportunity to ask questions. The degree of satisfaction was related to take care using interdisciplinary resources, to respect of patients goals and choices, to recognize and address the caregivers concerns, to build systems and support options.

References

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