

Evaluating an online questionnaire for monitoring the quality of palliative care

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Introduction

The IMPACT partners conducted a feasibility study regarding the use of an online questionnaire for assessing the quality of the organization of palliative care. The study was conducted in the 40 health care services in Germany, England, Italy, Norway and the Netherlands that participated in the IMPACT project. The aim was to identify difficulties the participants had experienced while filling in the questionnaire, and evaluate if changes had to be made to the questionnaire. Participants from different professions in each of the 40 services were interviewed.

What did we learn?

Barriers to using the questionnaire	Facilitators to using the questionnaire
Technical issues <ul style="list-style-type: none"> getting access to questionnaire data not stored e-mails from LimeSurvey defined as spam 	Technical issues <ul style="list-style-type: none"> carefully select and test online survey programs prior to start provide an option for paper questionnaire increase the number of free text options for most questions
Content issues <ul style="list-style-type: none"> questionnaire did not capture organizational factors properly in all services questionnaire was not sensitive enough to capture smaller improvements participants misunderstood some questions 	Content issues <ul style="list-style-type: none"> tailor questionnaire to the specific setting provide more sensitive answer categories to register smaller improvements provide more detailed definitions with examples
Practical issues <ul style="list-style-type: none"> difficulties finding the information needed variable knowledge about the organization variable IT skills among participants some leaders did not allocate time for filling in the questionnaire / finding information 	Practical issues <ul style="list-style-type: none"> use a multidisciplinary group when filling in the questionnaire ensure that participants have the necessary knowledge about their organization leader involvement; allocation of sufficient time for staff to fill in the questionnaire
Administrative issues <ul style="list-style-type: none"> ongoing and long-lasting local / national reorganization processes caused delays and lack of motivation 	Administrative issues <ul style="list-style-type: none"> time the assessment process with external factors to avoid periods with reorganization processes

Policy proposals

- Signal to health care services that monitoring the quality of palliative care is important
- Generate positive incentives to encourage health care services to monitor the quality of the palliative care they provide
- Implement the updated IMPACT questionnaire for quality improvement purposes
- Limit completion of questionnaire to once a year



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