

Developing a **Dignity in Care** Questionnaire

for older people (and their carer) in the hospital setting



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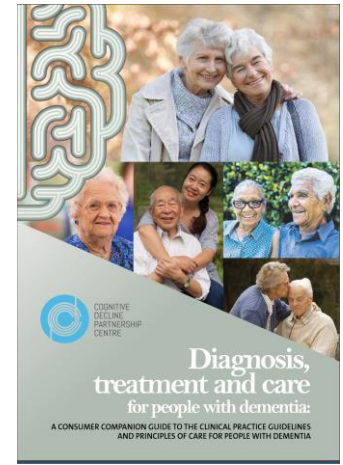
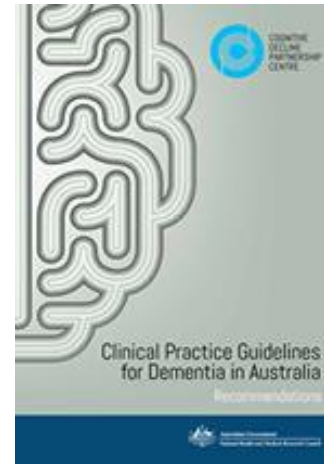


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Let's start with Policy...

No.1 Recommendation



“Health and aged care professionals should provide person-centred care, by identifying and responding to the individual needs and preferences of the person with dementia, their carers and family. The **10 Principles of Dignity in Care** should be used as the standard by which care is delivered and evaluated.”

<http://sydney.edu.au/medicine/cdpc/resources/dementia-guidelines.php>











10 Principles of Dignity in care

www.dignityincare.org.uk

1. Zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service
4. Enable people to maintain the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respect people's privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and a positive self-esteem
10. Act to alleviate people's loneliness and isolation

Australian Charter of Healthcare Rights

www.safetyandquality.gov.au

- | | |
|--|---|
|  | SAFETY: I have a right to receive safe and high quality care. |
|  | RESPECT: I have a right to be shown respect, dignity and consideration. |
|  | |
|  | PARTICIPATION: I have a right to be included in decisions and choices about my care. |
|  | COMMUNICATION : I have a right to be informed about services, treatment, options and costs in a clear and open way. |
|  | PRIVACY: I have a right to privacy and confidentiality of my personal information. |
|  | COMMENT: I have a right to comment on my care and to have my concerns addressed. |
|  | |
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We will develop a **Dignity in Care Questionnaire**

based on the 10 Principles of Dignity in Care

- A version for the patient
- A version for their carer

Participant Number					
	5 Strongly Disagree	4 Disagree	3 Undecided	2 Agree	1 Strongly Agree
Q1	●	●	●	●	●
Q2	●	●	●	●	●
Q3	●	●	●	●	●
Q4	●	●	●	●	●
Q5	●	●	●	●	●
Q6	●	●	●	●	●
Q7	●	●	●	●	●

How might Principle 1 translate into a questionnaire?

10 PRINCIPLES OF DIGNITY IN CARE

1. Zero tolerance of all forms of abuse.

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Principle 1. Zero tolerance of all forms of abuse

While I have been in hospital...

	SA	A	N	D	SD	N/A
Item 1.1 ... I was fearful of staff						
Item 1.2 ... I was physically abused by staff						
Item 1.3 ... I was physically restrained against my will						
Item 1.4 ... I was given medication against my will						
Item 1.5 ... I was emotionally abused by staff						
Item 1.6 ... I was ignored by staff						

-ve

+ve

Item 1.7 ... I felt safe						
Item 1.8 ... staff made me feel safe						
Item 1.9 ... staff made sure I was aware of my healthcare rights						

Who decides what to include?

The Delphi method is based on the assumption that group judgments are more valid than individual judgments

It is the role of the **Delphi panel** to consider the items to be included in the questionnaire.

but...YOU TOO CAN HAVE A SAY

Suggest an item (or items) to include in the Dignity in Care Questionnaire

for **PRINCIPLE 1. ZERO TOLERANCE OF ALL FORMS OF ABUSE**

🐦 Tweet your item(s) to **#louheuzenroeder**

Or write it on a piece of paper and give it to me after the presentation



This is not a picture of the actual Delphi panel

Once the **Dignity in Care Questionnaire** has been developed by the Delphi Panel...

It will be pilot tested

In 1 acute hospital in Adelaide, with up to 50 patients and 50 carers

Who will complete the questionnaire and participate in a brief interview



The brief **interview** will consider:

- ✈️ Face validity of items
- ✈️ Ease of administration
- ✈️ Number of items
- ✈️ Time demands on respondents
- ✈️ Scoring &
- ✈️ Interpretation

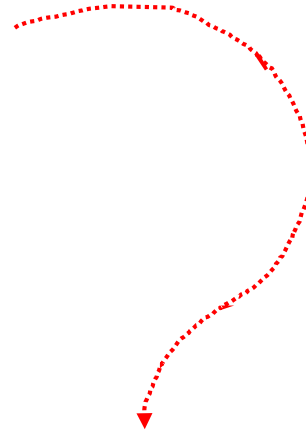
Data Collection



3 acute hospitals in Adelaide

Up to 600 patient questionnaires

Up to 600 carer questionnaires



Data Analysis

Validity &

Reliability

Testing



Implementation



We will develop an *Implementation Guide* as part of this research, but implementation of the Dignity in Care questionnaire is not part of this research project.

The *Implementation Guide* will include consideration of how to:

- Administer the questionnaire
- Report the findings of the questionnaire
- Use the questionnaire to acknowledge good performance & align with Awards programs
- Use the questionnaire to design/redesign education/training to improve performance



Talk with me...

#louheuzenroeder



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