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Background: Appropriate tools and administration methodology to evaluate patient/carers satisfaction from inpatient palliative care (PC) provision and illustrate possible quality improvements are not yet available in our country.

Research Question: To identify the level of satisfaction of patients/carers from care provided at an inpatient free-standing hospice through a semi structured questionnaire .

Methods

A questionnaire was devised for patients/carers, based on a general hospital’s quality assessment tool, modified to apply to PC’s unique multidisciplinary care profile. The resulting questionnaire comprises 5 fixed domains namely on general and specific issues of care, personnel’s performance, admission and discharge procedures elaborated through 45 questions and 2 additional open questions on complaints and improvement suggestions (Table 1).

Rating scale was adjusted per question. A response was considered as low satisfaction/low service availability if not answered. Statistical analysis using Excel was performed.

Participants

The questionnaire was administered to each consecutive patient admitted from 2/2018 to 10/2024 at discharge or post-mailed at home. Anonymity was optional.

Results

The response rate was 383 out of 990 hospice admissions (38,7%). Most of them were filled at discharge (90.9%), 44.0% by patients and only 15.7% were anonymous.

Mainly **high levels of satisfaction** and only in a few questions low levels of non-completion/satisfaction (highlighted) were found (Table1).

Quality improvement suggestions were retrieved directly from question 7, or indirectly from question 6 and from questions with low satisfaction score or high non-completion rate.

Discussion

The devised questionnaire and implementation strategy were deemed useful in identifying patient/carers satisfaction in services provided at our hospice. Further work needs to be done for the questionnaire’s validation.

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Table 1			
FIELD /QUESTION ON	SATISFACTION (% OF COMPLETED ITEMS)	MV (%)	COMMENT
1. GENERAL ISSUES OF CARE			
1.1a PREVIOUSLY CARED BY OUR TEAM?	N/A	3	(ANSWERED ONLY BY THOSE SAID 'YES' PREVIOUSLY)
1.1b IF YES, AT WHICH SERVICE	N/A	61	
1.2 OVERALL SATISFACTION	100	6	
1.3a SATISFACTION: FACILITIES	99	2	
1.3b SATISFACTION: PRIVACY	94	1	
1.3c SATISFACTION: CLEANLINESS	99	1	
1.3d SATISFACTION: MEALS' QUALITY	90	3	
1.3e SATISFACTION: MEALS' SERVING	98	3	
1.3f SATISFACTION: AMBIENT TEMPERATURE	95	3	
1.3g SATISFACTION: LINEN	99	4	
1.3h SATISFACTION: CREATIVE ACTIVITIES	74	55	
1.4 WOULD YOU USE OUR SERVICES AGAIN IF NEEDED?	99	1	
1.5 WOULD YOU RECOMMEND OUR TEAM?	100	2	
2. ADMISSION PROCEDURES			
2.1 DID YOU HAVE TO WAIT?	99	2	
2.2 IF YOU HAD TO WAIT, WAS AN EXPLANATION GIVEN?	99	4	
2.3 POLITELY WELCOMED BY RECEPTION PERSONEL?	100	1	
2.4 ADEQUATE INFORMATION UPON ADMISSION?	100	1	
3. PERSONNEL'S PERFORMANCE			
3.1a SATISFACTION: DOCTOR	92	2	
3.1b SATISFACTION: NURSE	97	1	
3.1c SATISFACTION: ASSISTANT NURSE	98	5	
3.1d SATISFACTION: SOCIAL WORKER	93	10	
3.1e SATISFACTION: PSYCHOLOGIST	94	33	
3.1f SATISFACTION: PRIEST	96	22	
3.1g SATISFACTION: CLEANING LADY	97	21	67% N/A. NOT EVALUATED FROM THE BEGINNING
3.1h SATISFACTION: WAITER	97	7	67% N/A. NOT EVALUATED FROM THE BEGINNING
3.1i SATISFACTION: RECEPTION	98	7	
3.1j SATISFACTION: VOLUNTEERS	94	30	
3.2 EASY TO COMMUNICATE WITH PERSONNEL?	91	3	
3.3 PERSONNEL's RESPONSIVENESS TO CALLS	100	2	
3.4 PERSONNEL's HELP TO MOVE AROUND HOSPICE	95	5	
3.5 ADEQUATE ANSWERS TO QUESTIONS	94	2	
3.6 PERSONNEL's RESPONSE TIME TO YOUR CALLS	92	4	
3.7 PERSONNEL'S EFFORTS TO RELIEVE YOU	100	3	
4. SPECIFIC ISSUES OF CARE			
4.1 QUALITY OF CARE DURING DAYTIME	97	10	
4.1 QUALITY OF CARE DURING NIGHT	93	8	
4.1 QUALITY OF CARE DURING WEEKENDS/HOLIDAYS	93	11	
4.2 RESPECT OF YOUR RIGHTS AS PATIENT	98	3	
4.3 RESPECT OF YOUR DIGNITY	98	3	
4.4 CONFIDENTIALITY	97	5	
4.5 FELT COMFORTABLE TO ASK QUESTIONS ABOUT CARE?	99	4	
4.6 RESPECTED AS A PERSON BY PERSONNEL?	99	3	
4.7 SATISFACTION ACTIVE INVOLEVEMENT IN THE CARE PLAN	80	10	
4.8 SATISFACTION BY CLARIFICATIONS ABOUT CARE ISSUES	94	6	
5. DISCHARGE PROCEDURES			
5.1 ADEQUATE INSTRUCTIONS AT DISCHARGE	100	34	
5.2 EASY/QUICK DISCHARGE PROCESS	100	40	
6. COMMENTS	N/A		195 QUESTIONNAIRES WITH COMMENTS (MOSTLY POSSITIVE)
7. QUALITY IMPROVEMENT SUGGESTIONS/COMPLAINS	N/A		14 QUALITY IMPROVEMENT SUGGESTIONS/5 COMPLAINS