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Quality of Care Perceived by Those Hospitalized for Heart Failure

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Quality of care from patients' perspective is a crucial step in improving the quality of care in healthcare service. However, few studies have focus on quality of care from patients' perspective, particular in Thailand. The purpose of this study was to investigate the influences of preference for participation, symptom burden, age, gender, and educational level on quality of care from patients with heart failure. Ninety- two patients with heart failure participated in this study. Data were collected on two unit in medical wards (one male unite and one female unit) of one tertiary care, university hospital in Bangkok. All patients were asked to complete four questionnaires: demographic data, preference and actual participation in symptom management and care, symptom burden, and quality of care from patients' perspectives. Statistical analysis was performed by using frequency, percentage, mean, standard deviation, and logistic regression. The results revealed that most of the patients perceived quality of care as balance high quality (BHQ) and preferred "shared-passive" role for participation in symptom management and care. The results of logistic regression revealed that gender, "difficulty sleeping", "waking up breathless at night" and interaction effect of "difficulty sleeping" and "waking up breathless at night" were predictive factors of quality of care from patients with heart failure. All variables could together explain 26.6% of variance in quality of care from patients' perspectives. The findings can be used as a guide for improving quality of care in persons with heart failure and promote their participation in care during hospitalization.

Biography

Pornsiri Phipatanapanit was a lecturer of Ramathibodi School of Nursing, Faculty of Medicine Ramathibodi Hospital, Thailand. She was studing doctoral program in nursing at Mahidol University. She has experience to take care cardiovascular patients at critical care unit of Ramathibodi Hospital, Thailand more than 10 years.

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