

Patient-Healthcare Provider Interaction: The Way Forward for Quality of Care Delivery

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1. Introduction

The patient-Healthcare provider interaction, is an integral part of healthcare profession job, it is essential for patient care and for effective health care delivery. The quality improvement project was conducted at CHUB, Pediatric Department.

2. Objectives

To evaluate the patients' care is delivered according to the policies to identify the gaps against standards

To formulate ways of closing gaps

To demonstrate quality improvement care delivery

3. Methods

The interview was conducted to patients/next of kin.

The sample size is made of 90 participants; randomly 10 patients/next of kin every month from January 2016-September 2016

Data sources: Patients/next of kin and questionnaire reflecting the patients' quality of care delivery.

Data collection and analysis: The questionnaire was used to collect data. Moreover, data was analyzed using Microsoft Excel.

4. Results

79% of patients or next of kin got information to their diagnosis and treatment, gap of 21% is explained by lack of knowledge on existing standards, orientation for new residents, workloads and language barriers. 80% of patients or next of kin received the informed consent at admission the gap is 20% due to lack of familiarity on existing standards, attitudes and lack of feedback.

67% of patients their pain has been managed adequately, the gap is 33% in pain assessment and management. The gap is due to Failure to the following: acknowledge pain, initial pain assessment, pain documentation, assess treatment adequacy, and meet patient's expectations regarding pain management.

91% of patients or next of kin have been well explained their rights, the gap is explained by Attitude, workload, lack of knowledge and awareness on existing patient right policy.

Withdrawal of life support (100%), end of life care (93 %) this also need to be improved.

5. Conclusion

Changing attitudes, regular staff orientation, improving knowledge , awareness on existing standards ,complying with them, communication skills, reacting to guideline deviations, adequate feedback to the healthcare providers, avail resources (e.g. tools for pain management), initial pain assessment as well will improve the quality of care.

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