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BUILDING INSTRUMENT TO ASSESS USER SATISFACTION IN COMMUNICATING WITH HEALTH PROFESSIONALS BASED ON THE CONSENSUS OF THE DELPHI METHOD

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Introduction: Recent research in user-health professionals communication have emphasized the need to develop new instruments to evaluate user satisfaction in communicating with health professionals.

Objective: To build a tool to assess user satisfaction in communicating with healthcare professionals given by consensus of a panel of experts in the field of health communication.

Methods: We developed a structured questionnaire online, resulting from the literature review, with dimensions of communication and items for each dimension, the computer platform of questionnaires - Survey Monkey. We used the modified Delphi method in 3 rounds, with a panel of 25 national experts. These were invited to modify and add dimensions of communication to the questionnaire and to evaluate the importance of each item using a scale of evaluation. We established as the minimum retention criteria for the next round a 70% consensus by the panel. We used Survey Monkey software platform for data collection and data analysis results.

Results: After three rounds, we got an instrument with six communicative dimensions (verbal communication, non-verbal communication, empathy, respect, problem solving and supporting material), and twenty-five specific items.

Conclusions: It is available a new tool to assist in the management and planning process necessary for improving the quality of services and health institutions.

Descriptors: New Instrument, user satisfaction, communication, healthcare professionals.

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GLOBAL GERIATRIC EVALUATION OF THE ALGARVE POPULATION

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Introduction: The ageing of population challenges communities to adapt and evolve to accommodate the needs of people that live longer (mostly out of work, either healthy, fragile or with chronic disease). Population ageing in the Algarve is higher than in overall Portugal. Studies on health conditions, frailty risk factors and elderly specific needs are undeveloped in Portugal and unknown in the Algarve.

Objective: To prepare a tool for Global Geriatric Evaluation, to be used in the “Survey of Health and Ageing in the Region of Algarve – SHARA”, a commitment to “European Innovation Partnership on Active and Healthy Ageing”.

Methods: A preliminary version of the screening tool, which includes well-known instruments to measure health condition (EASY-care), risk of fall (Tinetti), physical activity (Baecke’s modified questionnaire), nutritional condition (MNA), cognitive and depressive status (MMSE, Yesavage geriatric depression scale), together with socio-demographic characteristics, was applied to an independent sample of subjects from a community centre – ARPI (“Associação de Reformados, Pensionistas e Idosos do Concelho de Faro”), with ages between 55 and 89.

Results: ARPI is mostly frequented by women, who have either risk of malnutrition or malnutrition incidence, a relevant risk of fall or are physically active. Those who live alone, show a higher risk of fall.

Conclusions: ARPI members are active, but with risk of malnutrition and fall, suggesting the relevance and importance of future interventions in these areas. The proposed screening tool showed to be adequate for SHARA study, suitable to provide wider information on frailty and other health conditions.

Descriptors: ageing; frailty; geriatric evaluation; screening tools.

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