

Patients' satisfaction assessment of a specific intervention programme for the local police (Guardia Urbana) of Barcelona

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Introduction

In August 2002, our psychiatric department carried out a specific psychiatric and psychological intervention programme for the local police (Guardia Urbana). That programme was created to detect and treat psychiatric and addictive disorders. Its main objective is the Policeman recover to their previous daily occupation or other work not directly related to civic safety (alternative activity). Patients' satisfaction is a good indicator of acceptance and well-being of these programs.¹

Aim

To assess the level of patients' satisfaction treated in the programme.

Methods

A year and a half later, subjects who had been visited for no less than three months during that period, were selected.

Their collaboration was requested in responding to a self administered voluntarily and anonymously satisfaction survey.

The instrument used was the Spanish version of the Verona Service Satisfaction Scale (VSSS)²⁻⁴. The VSSS is a self-reported instrument to assess patients' satisfaction with mental health services. The scale version used is composed by 27 items to reproduce three factors: basic interventions, specific interventions and psychiatrist, psychologist and nursery skills (table 1). All items, except those which evaluated the specific interventions, have a five-point Likert scale response option (1-terrible; 2-mostly dissatisfied; 3-mixed; 4-mostly satisfied; 5-excellent) presented with alternate directionality. In the case of the items of the specific interventions, only if they had received those intervention, satisfaction was rated in the same way as other items on the scale. If they hadn't received it, patients were asked if they would have liked to receive the intervention (6-no; 7-do not know; 8-not applicable; 9=yes).

Table 1. VSSS Items Description

Basic Interventions Items

- 1- Helping patient deal with problems
- 4- Referring to other specialists
- 5- Overall satisfaction
- 7- Improving relationship between patient and relatives
- 8- Helping family members to understand patient's problems
- 9- Nurses' knowledge of patient's medical history
- 10- Information on addiction
- 11- Helping patient in relationships outside the family
- 12- Instructions between visits
- 13- Helping patient to look after himself
- 15- Help received for methadone side effects

Specific Interventions Items

- 16- Individual rehabilitation
- 17- Individual psychotherapy
- 18- Family therapy
- 19- Activities organised by centre
- 20- Group therapy
- 21- Sheltered work
- 22- Help by the centre at home
- 23- Help to join in activities separate from the centre

Professional Skills Items

- 2- Doctor, psychologist and nurses ability to listen
- 3- Doctor, psychologists' and nurses manner

Results

Fifty-four subjects (mean age 44 years, age range 32-59, 96% male) of the 75 seen in the programme over this period, were selected to participate in the survey. Forty-three of them (80%) returned correctly completed survey forms. All factors were taken into consideration and their average score was above 4 (value set between mostly satisfied and excellent).

In respect to basic interventions the average scores of the factors evaluated was 3,9, being the item about "Overall satisfaction" which had received the best rated (figure 1). The average scores for the specific interventions was 4.3 (figure 2). "Family Therapy" was the best rated item. Those subjects who hadn't been included in a less stressful work activity would have liked to receive that intervention (figure 3). In terms of the professional skills, all items were rated above 4 (figure 4).

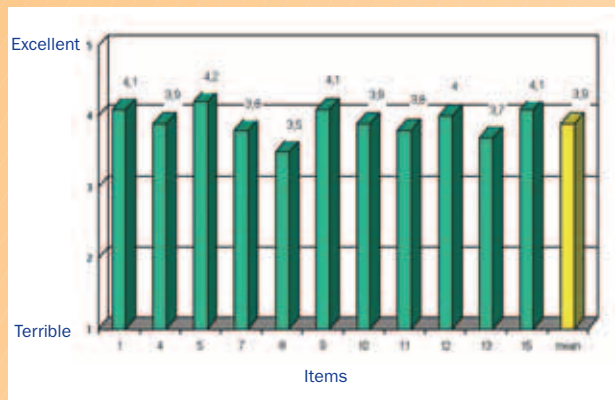


Figure 1. Basic Interventions

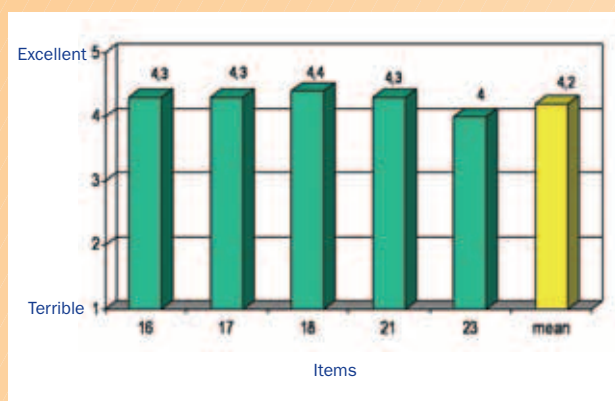


Figure 2. Specific Interventions

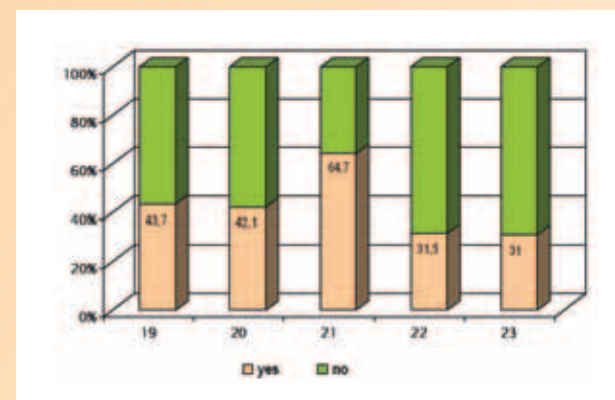


Figure 3. Specific Interventions they would like to receive

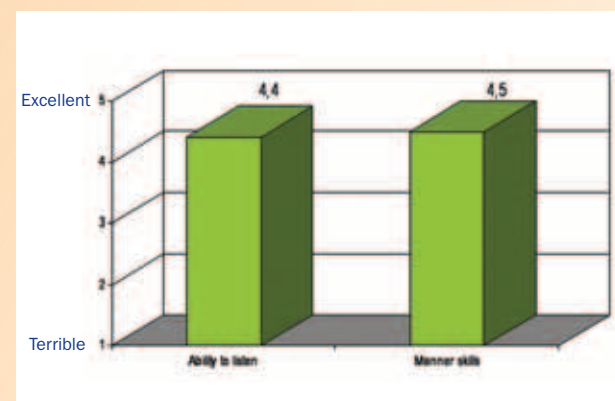


Figure 4. Professional Skills

Conclusions

- 1- High collaboration and positive evaluation in the survey showed the good acceptance of the programme
- 2- Most of the patients attended in that programme confirmed the psychological impairment and work stress relation

References

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