

A Modern Approach to Assessing the Satisfaction of Medical Staff in a Psychiatric Institution with the Quality of Medical Services

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Abstract

Purpose: The aim of the study is to develop a methodology for assessing the quality of mental health services.

Research Material - The participation of psychiatric staff in a sociological study of the availability and quality of mental health services. Refusal of psychiatric staff to participate in the survey. The necessary questionnaires were provided to record the psychiatric staff's responses to the survey. The questionnaires were completed by the surveyed nurses as workplace respondents. In order not to violate the anonymity of the survey, the last name or first name of the respondent should not be indicated in the questionnaire. The study involved 100 people.

Results - A social survey of patients in psychiatric institutions is of great importance and highlights a number of questions aimed at improving it. Thus, in order to improve the work of the hospital, first of all, the results of a sociological survey conducted among psychiatric workers should be taken into account. Employees are very incompetent to involve family members in the treatment of patients - 20%.

Conclusion - There is no doubt that future solutions to the main problems identified in this paper will help improve the quality of mental health care.

Key words: psychiatric institution; medical staff; Azerbaijan; hospital; survey; regional nature; mental health care

Introduction

Given the importance of improving the quality of psychiatric services, it is important in the modern world to assess the satisfaction of medical staff in psychiatric institutions with the quality of medical services provided there. For this purpose, the staff of the department prepared a questionnaire. The purpose of this study was to find out the opinions of psychiatric professionals about the quality of medical care provided to them and their satisfaction with their activities.

This is necessary to find effective ways to improve the quality of service and perform. The following questions are asked to find out how much you are personally satisfied with the activities of this organization.

Nothing you write here will be disclosed and will remain anonymous. When filling out the questionnaire, carefully read the question, all the answer options and translate the number that suits your opinion. We will be grateful if you make any comments at the end of the survey. Thank you for agreeing to answer the following questions!

Name of the institution: Republican Psychiatric Hospital No. 1 of the Ministry of Health of Azerbaijan (hereinafter referred to as "RPX").

Date: January 2010 - July 2021
Table

Questions	Answers in percent
How long do you work in this hospital?	between the ages of 5 and 10 - 50% more than 10 years - 50%
2. How do you get to work?	by personal vehicle -50% in public transport - 40%

	on foot - 10%
3. How much time do you spend going from home to work?	30-60 minutes - 30% more than 60 minutes - 70%
4. How easy is it for you to get started?	very easy - 40% more easy - 60%
5. Are you satisfied with your place of work?	completely satisfied - 50% to some extent satisfied -40% not satisfied at all - 10%
6. Are you satisfied with your work?	totally agree - 50% somewhat satisfied - 40% not satisfied at all - 10%
7. Are your expectations for career advancement justified?	most likely - 50% more likely - 40% difficult - 10%
8. Do your expectations for career advancement come true?	fully justified - 50% somewhat justified - 40% no - 10%
9. Is your job a responsibility?	very responsible - 70% more responsible - 30%
10. Are you satisfied with the level of responsibility you have at work?	completely satisfied - 70% somewhat satisfied - 30%
11. Do you feel overwhelmed by this work?	always - 70% often - 30%
12. Are you generally satisfied with your relationships with colleagues?	completely satisfied - 70% somewhat satisfied - 15% to some extent dissatisfied - 15%
13. How often do you hold staff meetings?	more than once a week - 40% once a week - 60%
14. Are you satisfied with the frequency of these meetings?	completely satisfied - 100%
15. Are you satisfied with the meetings with the staff?	completely satisfied - 60% somewhat satisfied - 40%
16. Are you satisfied with the efficiency of the meetings?	completely satisfied - 60% somewhat satisfied - 40%
17. Do you get the necessary support from your closest leader?	always - 60% often - 40%
18. Are you satisfied with the support you	completely satisfied - 50% somewhat satisfied - 50%
19. Do you think that the heads of enterprises (departments) control you too much?	always - 50% often - 30% sometimes - 20%
20. Are you satisfied with this degree of control?	completely satisfied - 50% somewhat satisfied - 30% to some extent dissatisfied - 20%
21. Are you satisfied with the degree of independence you have at work?	completely satisfied - 60% somewhat satisfied - 40%
22. Are you satisfied with communication with your colleagues in professional matters?	completely satisfied - 30% somewhat satisfied - 30% not satisfied at all - 40%
23. Are you generally satisfied with your communication with management?	completely satisfied - 50% somewhat satisfied - 50%
24. Are you involved in quality improvement decisions in this regard?	very often - 1; 50% often - 2; 30% sometimes - 4; 20%
25. To what extent are you satisfied with your participation in decision-making to improve the quality of care?	completely satisfied - 60% somewhat satisfied - 20% not satisfied at all - 20%
26. Do you participate in the practical implementation of new programs (new activities) in your work?	very often - 50% often - 20% sometimes - 30%
27. How satisfied are you with your participation in the practical implementation of new programs (new activities) in your work?	completely satisfied - 40% somewhat satisfied - 30% I'm not satisfied at all - 30%

28. Do you participate in the evaluation of the activities (or programs) of your organization?	very often - 40% often - 30% sometimes - 30%
29. Are you satisfied with the degree of participation in the evaluation of the activities of your organization?	completely satisfied - 30% somewhat satisfied - 40% I'm not satisfied at all - 30%
30. From your point of view, how often are your opinions taken into account?	very often - 50% often - 30% sometimes - 20%
31. Are you satisfied with the attention paid to your opinion?	completely satisfied - 50% somewhat satisfied - 30% I'm not satisfied at all - 20%
32. How satisfied are you with the microclimate in your enterprise?	completely satisfied - 40% somewhat satisfied - 40% I'm not satisfied at all - 5. 20%
33. How do you assess the level of friendliness of employees of your company?	very kind - 30% very kind - 40% no friends - 30%
34. Are you satisfied with your salary?	completely satisfied - 30% somewhat satisfied - 30% I'm not satisfied at all - 40%
35. Are you satisfied with the benefits you receive at work?	completely satisfied - 30% somewhat satisfied - 30% not satisfied at all - 40%
36. How satisfied are you with the care and attention provided to patients?	completely satisfied - 50% somewhat satisfied - 40% not satisfied at all - 20%
37. Do you think that the specialists of your institution listen to the opinions of patients?	always - 50% often - 30% never - 20%
38. How well do you think patients generally understand their problems?	very good - 40% pretty good - 40% not very good - 20%
39. How do you think employees in your organization generally understand what help their patients need?	very good - 50% pretty good - 30% do not understand at all - 20%
40. Given the general needs of patients treated in your facility, how does the care you provide match them?	completely compatible - 50% to some extent - 20% does not match at all - 30%
41. Do you think the cost of services provided by patients here is acceptable?	fully helps - 50% partially helps - 20% does not help - 30%
42. Are you satisfied with the amount of information provided to patients about their illness?	fully justified - 50% quite acceptable - 30% quite unreasonable - 20%
43. Are you satisfied with the amount of information provided to patients about their treatment?	completely satisfied - 50% somewhat satisfied - 30% not satisfied at all - 20%
44. Do you think that the process of enrolling patients from this institution is discussed enough?	completely satisfied - 50% somewhat satisfied - 50%
45. Do you think that the process of enrolling patients from this institution is sufficiently discussed with patients?	yes, enough - 50% not enough - 30% not discussed at all - 20%
46. Are you generally satisfied with the treatment of patients by the medical staff?	completely satisfied - 40% somewhat satisfied - 40% not satisfied at all - 20%
46. Are you generally satisfied with the treatment of patients by the medical staff?	completely satisfied - 40% somewhat satisfied - 40% not satisfied at all - 20%

47. Are you satisfied with the amount of services provided to patients of this institution?	completely satisfied - 40% somewhat satisfied - 30% not satisfied at all - 30%
48. Are you satisfied with the measures taken in this institution to ensure the patient's privacy and peace during treatment (for example, closed doors, no interference, breaks in the process of talking to the doctor)?	completely satisfied - 50% somewhat satisfied - 50%
49. Are you satisfied with your privacy practices?	completely satisfied - 50% somewhat satisfied - 50%
50. Do you think that the staff of this institution is usually attentive to patients?	always - 50% often - 30% never - 20%
51. To what extent are you satisfied with the volume of communication between employees and patients?	completely satisfied - 40% somewhat satisfied - 40% not satisfied at all - 20%
52. To what extent are you satisfied with the volume of communication between employees and patients?	once a day - 50% 1-2 times a week - 50%
53. How satisfied are you with the volume of communication between employees and patients?	very often - 50% often - 40% never - 10%
54. Do patients have a choice of psychiatric institution? 55. If there is a choice, why did they choose this institution?	very often - 20% often - 50% never - 30%
55. If there is a choice, why did they choose this institution?	previously treated here - 70% knew someone who had been treated here before - 30%
56. Are you satisfied with the involvement of relatives in the treatment of patients?	completely satisfied - 30% somewhat satisfied - 40% not satisfied at all - 30%
57. Do you think that employees should encourage their relatives to take an active part in their treatment?	as a rule, yes - 70% depending on the conditions - 30%
58. Are you satisfied with the attitude of your employees towards the relatives of patients?	I am completely satisfied - 70% somewhat satisfied - 30% not satisfied at all - 20%
59. Do you think that the staff of the institution is skilled enough to involve family members in the treatment of patients?	I think they are very talented - 40% sufficiently competent - 40% very incompetent - 20%
60. How do you assess the general competence of your company's employees?	very competent - 50% sufficiently competent - 30% very incompetent - 20%
61. To what extent are you satisfied with the professional competence of employees?	completely satisfied - 50% somewhat satisfied - 30% not satisfied at all - 20%
62. Do you take the necessary measures to feel safe in the event of an incident of violence during the work of the enterprise?	fully accepted - 50% accepted to some extent - 50%
63. Are you satisfied with the security measures taken in your enterprise?	completely satisfied - 50% somewhat satisfied - 30% not satisfied - 40% somewhat satisfied - 40% to some extent dissatisfied - 20% at all - 20%
64. How satisfied are you with your relationship with other psychiatric institutions?	completely satisfied - 40% somewhat satisfied - 40% to some extent dissatisfied - 20%
65. How do you assess the conditions of stay in your enterprise (bathroom, toilet, food, external and internal condition of the building, etc.)?	good - 80% not very good - 20%
66. Are you satisfied with the comfort and convenience in the enterprise?	completely satisfied - 60% somewhat satisfied - 20%

	to some extent I do not agree - 20
67. If a friend or relative needed mental health care, would you recommend the company you work for?	of course yes - 70% maybe yes - 30%

Table 1: The method of Questionnaires of Cox J., Muholland H An instrument assessment of videotapes of general practitioners performance // *British Medical Journal.* — 1993. — Vol. 306. — P.1043–1046. Were modifying by Doctors of Medical Sciences T.A. Gafarov, Doctors of Medical Sciences N.A. Aliyev assistant E.R. Hagverdi of the Department of Psychiatry and Addiction, Azerbaijan State Advanced Training Institute for Doctors named by A. Aliyev

Results and Discussion

Thus, the social survey conducted among psychiatric staff is of great importance.

It is proposed to evaluate the results of the survey based on the following positions:

1. Completely or to some extent satisfied with the psychiatric service provided: 70% of the total number of respondents who answered all the questions of the questionnaire positively.
2. Psychiatry is dissatisfied or somewhat dissatisfied with the quality of service: the survey - 20% of the total number of respondents who answered all the negative questions of the questionnaire.
3. The percentage of respondents who are dissatisfied with the quality is 10% who answered the relevant questions negatively.

Thus, 100% of hospital staff have been working for more than 5-10 years, 90% of their plans are satisfactory; 100% feel responsible and overworked: 60% of those who meet with employees twice a week. In addition, 80% of the respondents answered positively to the question of how you assess the conditions of your stay (bathroom, toilet, food, exterior and interior of the building, etc.) and 70% answered positively to the question of whether you would recommend a friend or relative for mental health care.

Limitations of the work:

1) Although the information obtained is of a regional nature, the study of this issue in other countries of the world will be of great importance;

2) The number of participants in the study is limited. Despite the limitation, the study of these issues is extremely important and promising. Finally, it aims to improve care for patients with mental disorders.

Conclusion

The social survey of patients in psychiatric institutions is of great importance and highlights a number of issues aimed at improving it. Thus, in order to improve the work of the hospital, first of all, the results of a social survey conducted among the staff of psychiatric institutions should be taken into account. Employees are very incompetent enough to involve family members in the process of treating patients - 20%. Rehabilitation and labor treatment of patients in particular are at a very low level. However, the material and technical base of the hospital is positively assessed by the majority of all respondents.

There is no doubt that addressing the key issues outlined in the summary will help improve the quality of psychiatric care in the future.

Reference

1. Cox J., Muholland H. (1993). An instrument assessment of videotapes of general practitioners performance. *British Medical Journal.* 1993. Vol. 306; P.1043–1046.



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