Definition and validation of a panel of quality indicators sensitive to nursing care: study in the context of a palliative care unit

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Abstract

Promoting and guaranteeing the quality of nursing care is an ethical and deontological imperative. Designing any program to promote and manage the quality of care while neglecting to define a panel of indicators that translate what is desired is not in line with the structuring principles of quality in health.

If quality monitoring is already taking place in different global contexts, it is noticeable in the Portuguese reality that there is little evidence available, as well as the almost zero existence of programs to promote, monitor and manage the quality of palliative care.

Based on these assumptions, we developed this work guided by a perspective of qualitative research, using the scoping review approach, to identify the quality indicators of palliative care considered relevant in the available literature, followed by the validation and consideration of the opinions of a panel of experts in the field. Finally, a panel of quality indicators was consensualized, with nurses belonging to a palliative care unit in a hospital in Greater Porto, in order to define a possible and potential program to promote the quality of healthcare at the scale and context of that unit.

Summarily, the quality indicators obtained are in line with formal knowledge in the scope of palliative care. The consensual panel of indicators emphasizes: the importance of training professionals, the existence of guides and protocols for clinical practice, the management and control of symptoms such as pain, the appreciation of the wishes expressed by the patient and the facilitation of end-of-life processes.

References

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Biography



Jorge Miguel Pereira is a nurse in the palliative care unit at Hospital CUF Porto (Porto, Portugal) with an enthusiastic drive for everything that has to do with the facilitation of the end-of-life processes and the pivotal role that nursing can have in it. Since the beginning of his professional career elderly and palliative care has been his preferred area, having worked in different services, units and hospitals in Northern Ireland, England and Portugal, where he acquired experience in also different contexts of this same area of nursing care provision. In parallel to this, he has had different roles in quality of care auditioning and promotion in this same institutions. In addition to his clinical practice, he has been pursuing an academic career having completed postgraduate courses in mentorship and infection control in health care, specialization in medical-surgical nursing, and recently a masters degree in the same area.

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