

# A Survey to Evaluate Facilitators and Barriers to Quality Measurement and Improvement:

## Adapting Tools for Implementation Research in Palliative Care Programs

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### BACKGROUND

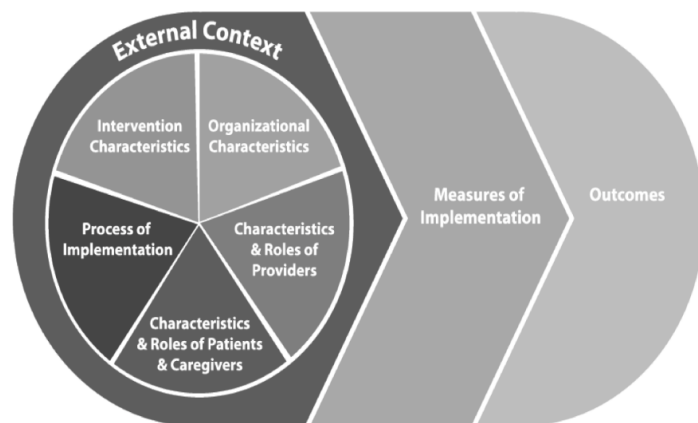
- Measuring and improving the quality of care of palliative care (PC) programs is essential for improving outcomes for patients with serious and advanced illnesses.
- Use of PC indicators to measure and improve the quality of PC programs has been slow to develop.
- Better understanding of facilitators and barriers to PC quality measurement (QM) and improvement (QI) may improve implementation and overall program quality.

### OBJECTIVE

- Development of an instrument to assess PC team perspectives on facilitators and barriers to quality of care implementation in PC programs

### SURVEY DEVELOPMENT

- Definition of focal constructs and conceptual model



- Operationalization of focal construct via selection of validated instrument items
  - 5 instruments, 2 item sets
- Further adapted and revised through expert cognitive interviews
  - Subject matter experts, frontline team members, target survey participants
- Clear definitions of terms
  - Uncertainty: e.g. “organization” vs “leadership”
  - “Physician”/”Providers”/”Staff” changed to “PC team members”
- Uncertainty regarding quality initiatives within the program

### FOR MORE INFORMATION:

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### SURVEY MODULES

Module	Description
<b>A</b> 30 Items	Program characteristics and quality infrastructure for QI; individual, leadership and program support for QI
<b>B</b> 18 Items	Program and team member characteristics, individual’s engagement with QI; implementation climate for QI;
<b>C</b> 11 Items	Communication, teamwork and collective accountability within PC team
<b>D</b> 54 Items	Program characteristics and quality infrastructure for QM; leadership and program support; appropriateness of QM interventions
<b>E</b> 11 Items	Perceptions of quality related to quality indicators
<b>F</b> 6 Items	Demographic information, PC team role and experience

### LIMITATIONS

- More work is needed to understand how to address identified issues in PC quality initiatives
- Many CFIR constructs do not have established instruments that correlate with these constructs

### NEXT STEPS

- Currently implementing the survey ~20 sites internationally
- Individual site feedback and PC program quality benchmarking
- Correlation with program quality data

### CONCLUSIONS

- Development of a novel instrument for the measurement of PC team members perspectives on program quality
- Use of a rigorous survey to assess these perspectives can help advance and improve PC quality initiatives
- This information needs to be used in combination with patient and family perspectives on PC quality

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