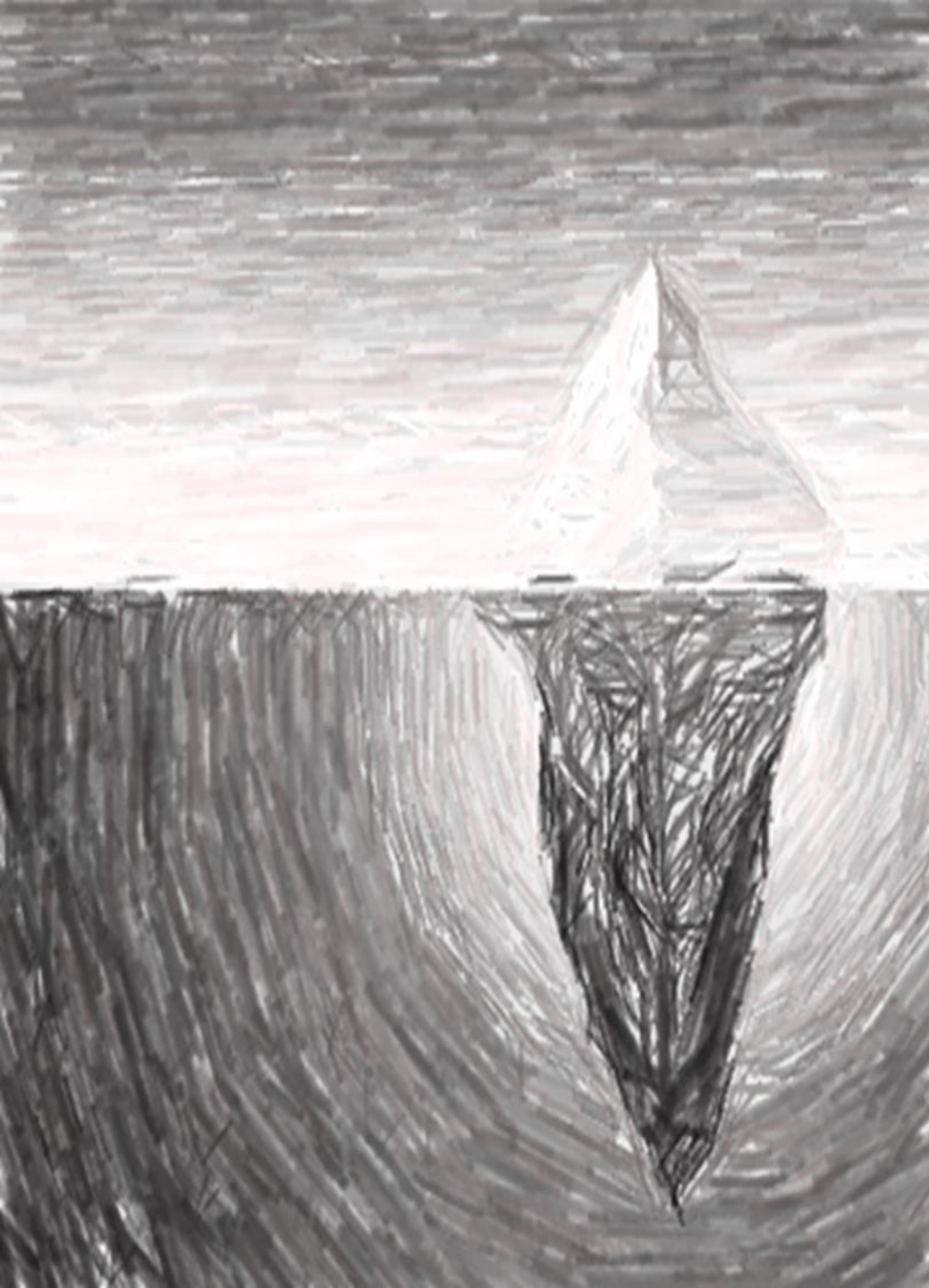




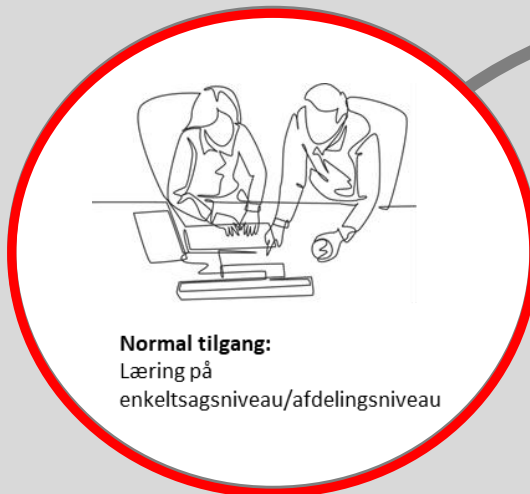
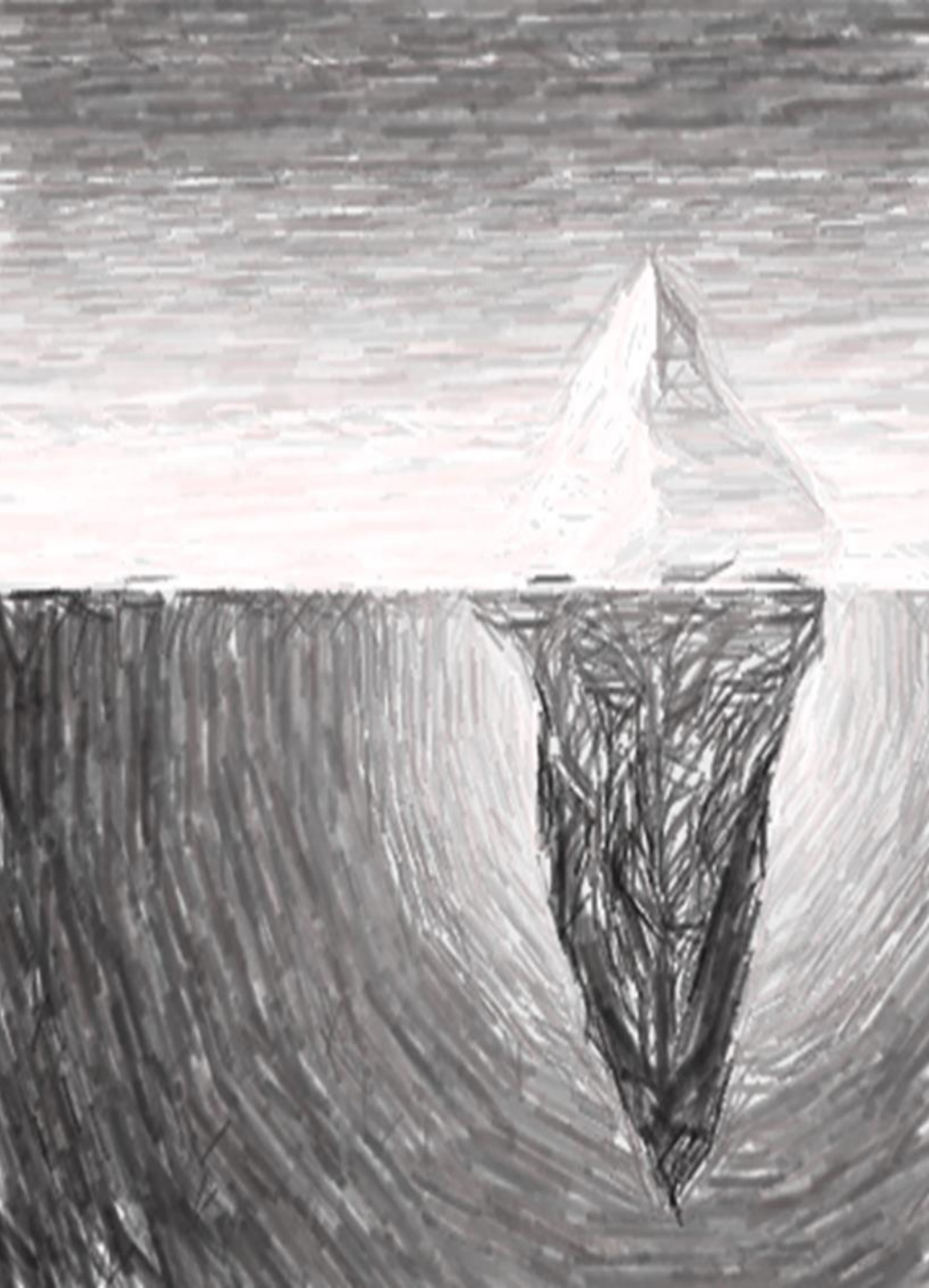
Det der ikke klages over –
*afdækning af mørketal omkring
uhensigtsmæssige fødselsoplevelser*

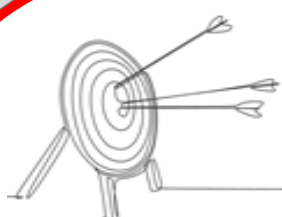
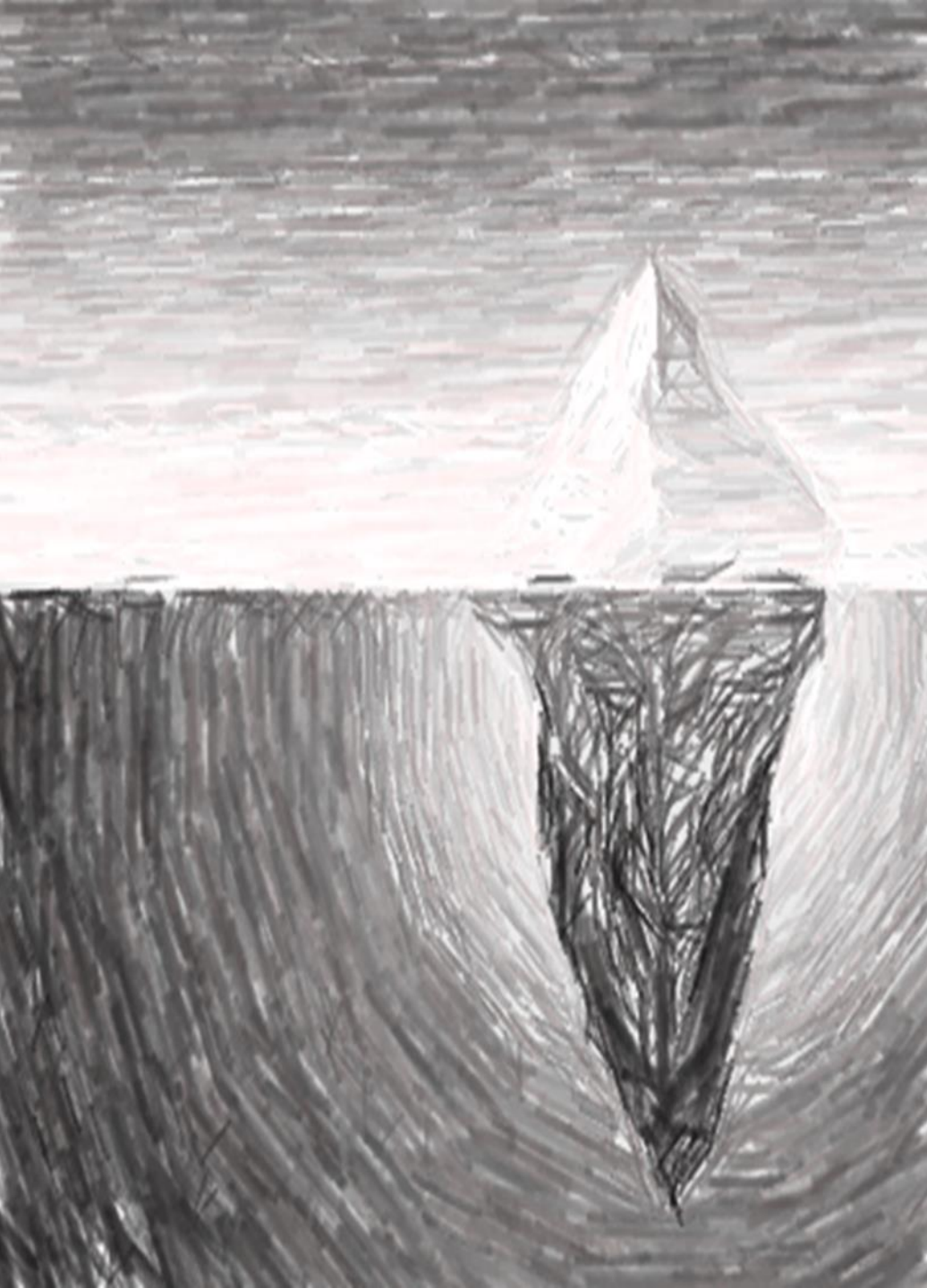
DSKS, Januar 2024

Lars Morsø, MPH, Ph.d.
OPEN Research Unit, Odense Universitetshospital
Klinisk Institut, Syddansk Universitet



$< 0.2\%$






Kodnings tilgang:
Læring på tværs af sager giver mulighed for at sætte målet ind, hvor flest patienter oplever problemer

Nyttigt at identificere:

Problemet og alvorlighed + Hvor i forløbet + Graden af skade + Involverede fagpersoner



Man kan udtrække en liste over grupperede klager, som man så undersøger nærmere

Analysen muliggør identifikation af problemområder på tværs af sager



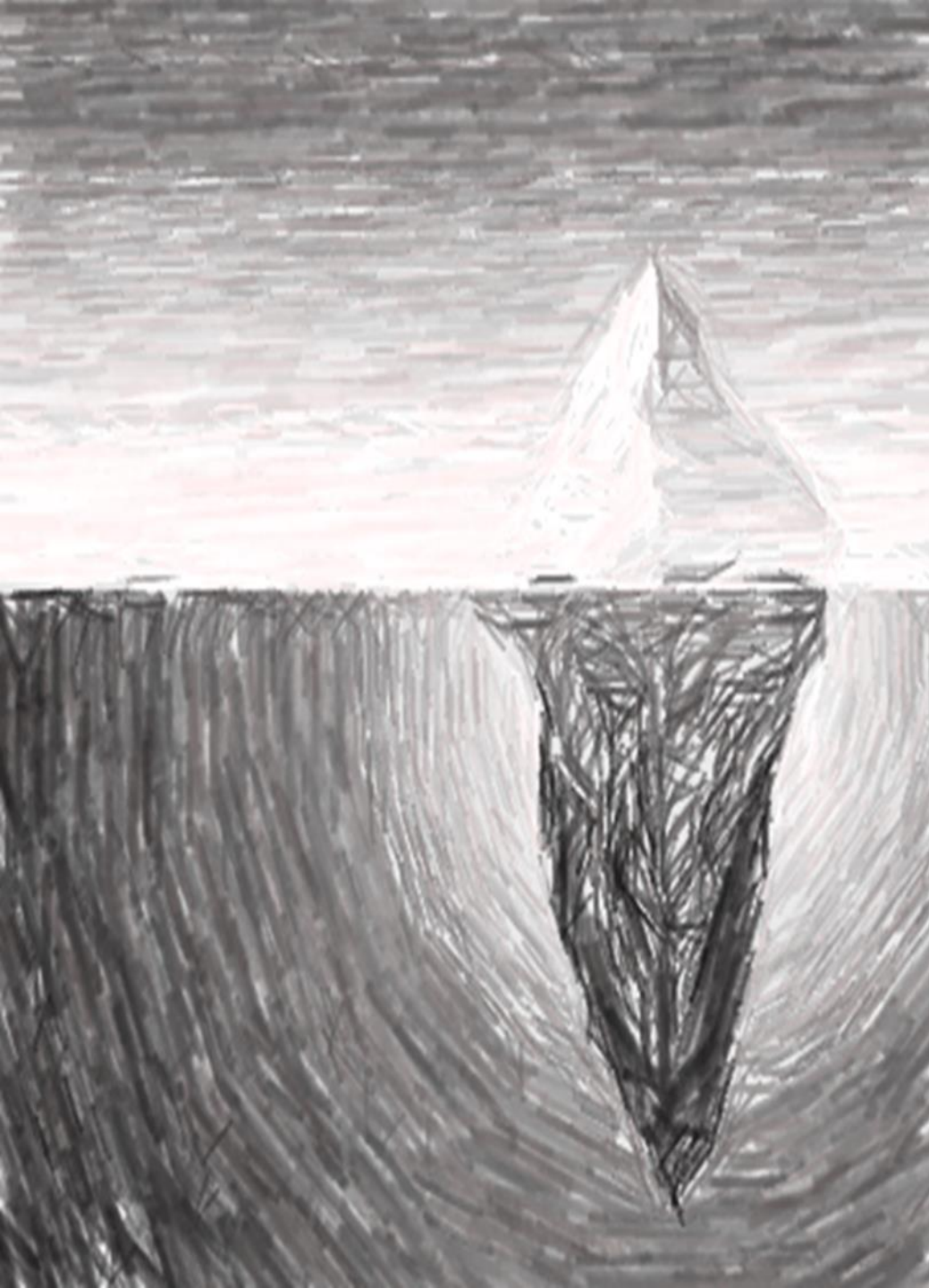
Complaint categories, stages of care, severity and harm in obstetric care vs. other hospital services.

	Obstetric care	Other hospital care
Total number of complaint problems in the filed complaints, n	728	1,552
Complaint problems per case, median [IQR]	3; [1;5]	2 [1;2]
Problem categories, n (%)		
• Quality	225 (30.9%)	608 (39.2%)
• Safety	147 (20.2%)	359 (23.1%)
• Environment	67 (9.2%)	51 (3.3%)
• Institutional processes	52 (7.1%)	134 (8.6%)
• Listening	105 (14.4%)	172 (11.1%)
• Communication	62 (8.5%)	117 (7.5%)
• Respect and patient rights	70 (9.6%)	111 (7.2%)
Stages of care for complaint problem items, n (%)		
• Admission	39 (5.4%)	49 (3.2%)
• Examination/diagnosis	179 (24.6%)	453 (29.2%)
• Care on ward	207 (28.4%)	120 (7.7%)
• Operation/procedures	213 (29.3%)	595 (38.4%)
• Discharge/transfers	29 (4%)	33 (2.1%)
• Other/unspecified	11 (1.5%)	74 (4.8%)
• Missing	50 (6.9%)	228 (14.7%)

Complaint categories, stages of care, severity and harm in obstetric care vs. other hospital services.

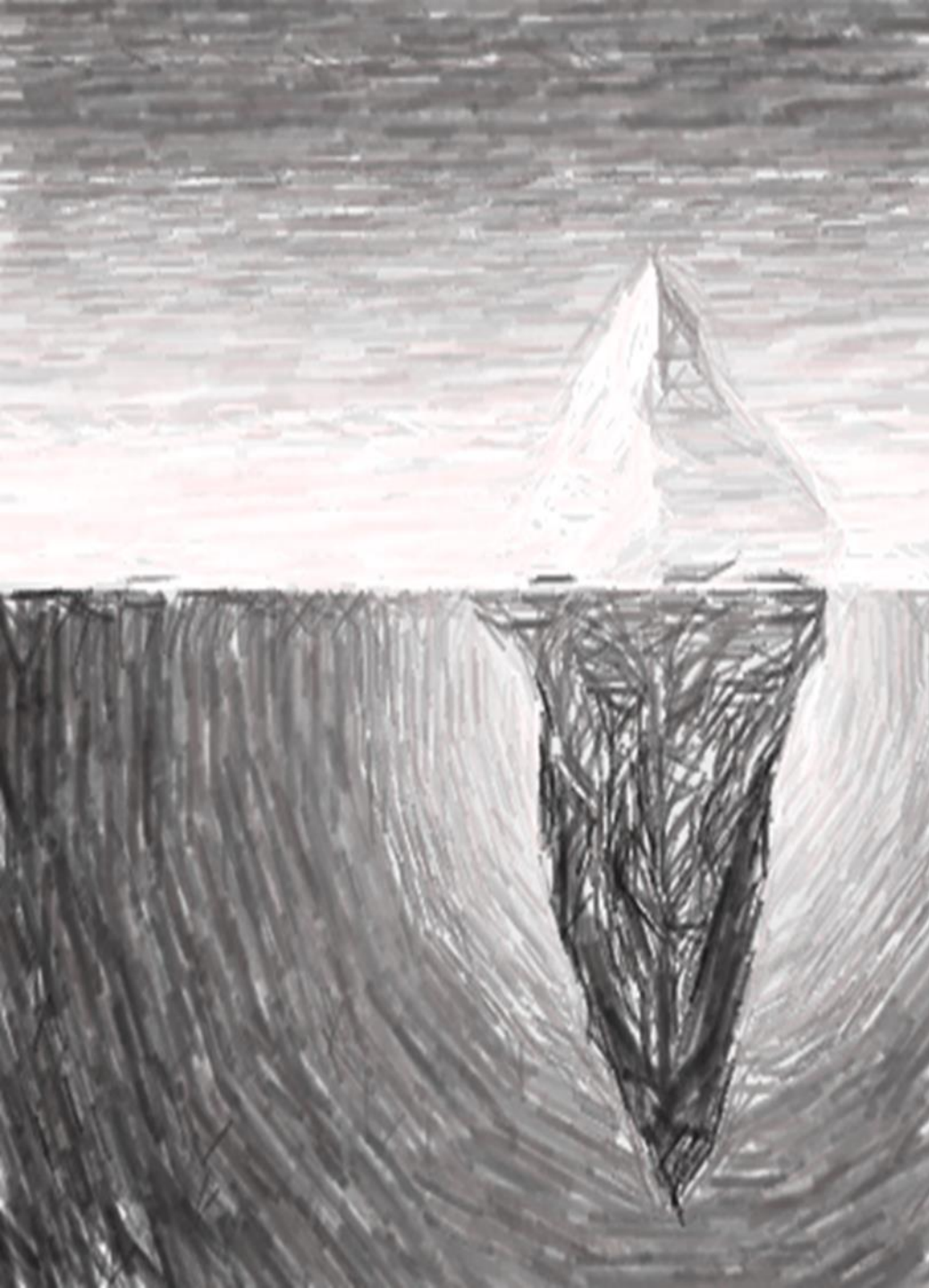
	Obstetric care	Other hospital care
Total number of complaint problems in the filed complaints, n	728	1,552
<ul style="list-style-type: none"> • Low • Medium • High 	144 (19.8%) 365 (50.1%) 219 (30.1%)	285 (18.4%) 807 (52%) 460 (29.6%)
Harm, n (%)[†]		
<ul style="list-style-type: none"> • Minimal • Minor • Moderate • Major • Catastrophic • N/A 	56 (7.7%) 100 (13.7%) 263 (36.1%) 140 (19.2%) 161 (22.1%) 8 (1.1%)	143 (9.2%) 130 (8.4%) 375 (24.2%) 614 (39.6%) 255 (16.4%) 35 (2.3%)

[†] Level of harm relates to the outcome as described by the patient, and severity relates to the potential hazard of a given problem independent of actual harm.



MEN IKKE ALLE KLAGER!

$\frac{\text{Klager} + \text{Mørketal}}{\text{Klager}} = \text{Faktor for omfang af problem}$



Formål

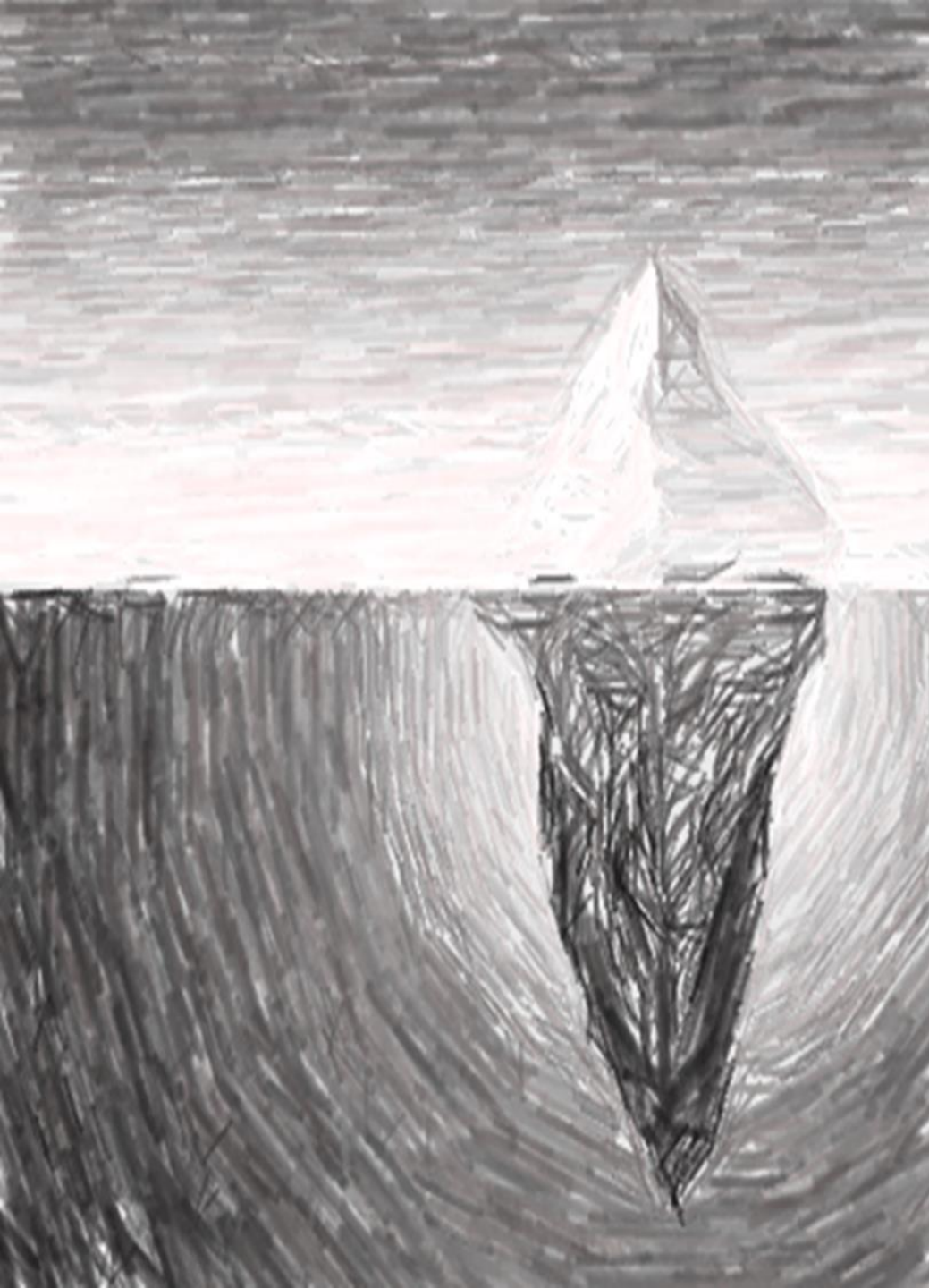
- I hvilket omfang er kvinder på fødeafdelingen, der ikke klager, udsat for oplevelser der burde give anledning til at klage, og ligner disse klagemønstret i det indkomne patientklager?
- Hvad afholder kvinder, der har dårlige oplevelser på fødeafdelingen fra at klage?

Complaints in the maternity ward: patterns, underestimations, and reasons why women abstain from complaining - A mixed methods study

Mette Kring Clausen^{1,2} and Søren Bie Bogh²

¹Stud.scient.san.publ., University of Southern Denmark, Odense, Denmark

²Open Patient data Explorative Network, Odense University Hospital, Odense, Denmark



Metode i Mørketals pilotstudie

- Opdatering af kodede fødselsklager (2016 – 2022)
- Udsendelse af spørgeskema til 500 kvinder (1/7 – 31/12 2022)
- Opfølgende interviews (5 kvinder)

Opdateret Klagemønster

HCAT domains and problem categories	Complaint sample N (%)	Erstatningsager N (%)	Patientklager N (%)
Total number of problems	799 (100)	355 (100)	348 (100)
Clinical	425 (53.2)	217 (61.1)	173 (49.7)
Quality	253 (31.7)	129 (36.3)	104 (29.9)
Safety	172 (21.5)	88 (24.8)	69 (19.8)
Management	127 (15.9)	61 (17.2)	48 (13.8)
Environment	56 (7.0)	28 (7.9)	24 (6.9)
Institutional processes	71 (8.9)	33 (9.3)	24 (6.9)
Relationship	247 (30.9)	77 (21.7)	127 (36.5)
Listening	109 (13.6)	44 (12.4)	51 (14.7)
Communication	72 (9.0)	23 (6.5)	38 (10.9)
Respect and patient rights	66 (8.3)	10 (2.8)	38 (10.9)

Opdateret Klagemønster

Levels of harm	Complaint sample N (%)	Erstatningsager N (%)	Patientklager N (%)
Total number of cases	234 (100)	126 (100)	89 (100)
Minimal	18 (7.7)	0 (0)	12 (13.5)
Minor	22 (9.4)	4 (3.2)	12 (13.5)
Moderate	64 (27.4)	34 (27.0)	29 (32.6)
Major	63 (26.9)	45 (35.7)	16 (18.0)
Catastrophic	62 (26.5)	40 (31.7)	18 (20.2)
No information	5 (2.1)	3 (2.4)	2 (2.2)

Mørketalsdata

165 svarede
Svar pct = 33

Experience at the maternity ward

Negative

51

30.9

Positive

114

69.1

Considerations about filing a complaint of those who had a negative experience (total = 51)

Submitted

2

3.9

Considering

11

21.6

No intention

37

72.6

No response

1

2

Table 1 Complaint patterns in the complaint sample and survey sample

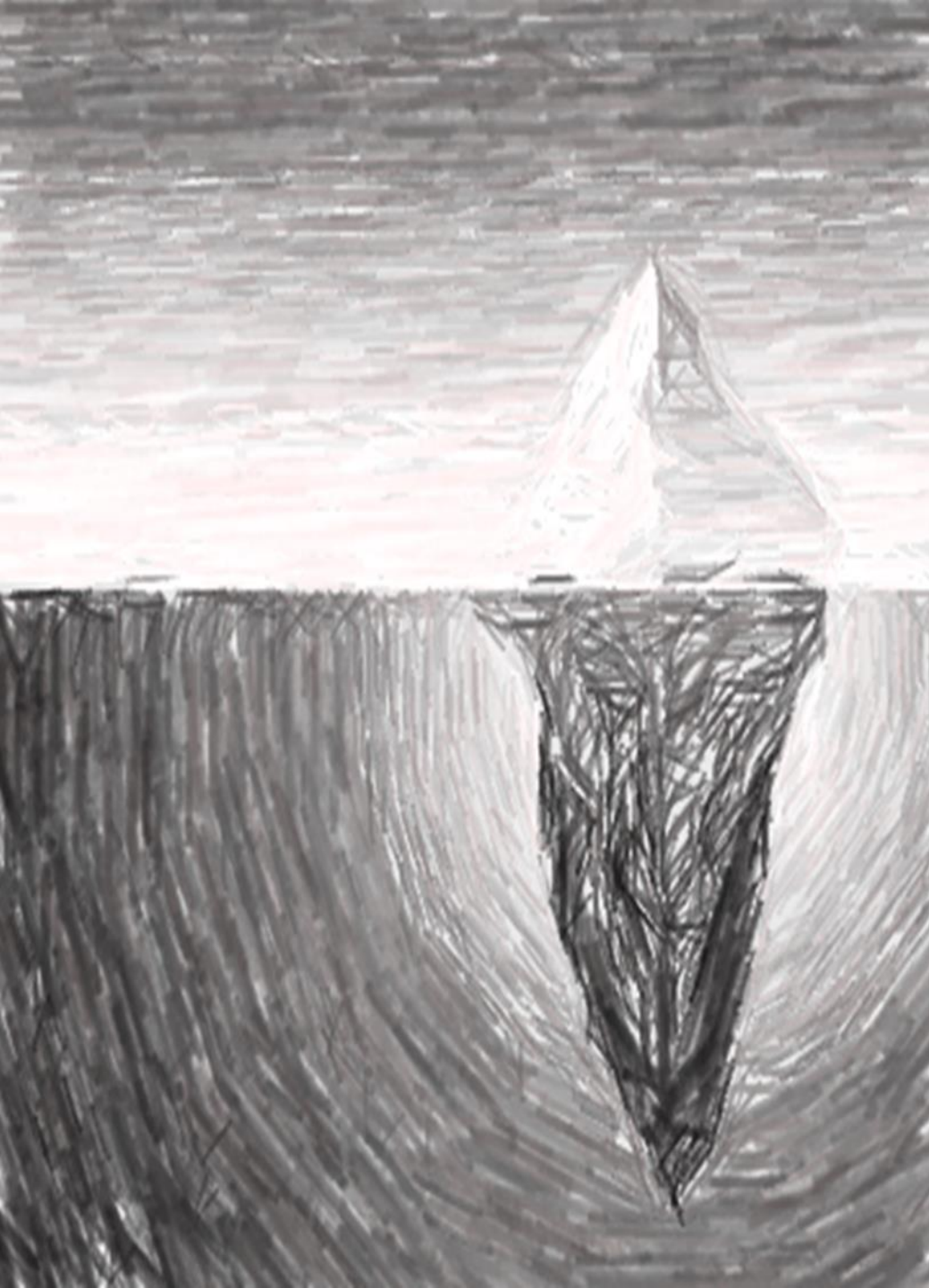
HCAT** domains and problem categories	Complaint sample	Survey sample
	N* (%)	N* (%)
Total number of problems	799 (100)	134 (100)
Clinical	425 (53.2)	43 (32.1)
Quality	253 (31.7)	25 (18.7)
Safety	172 (21.5)	18 (13.4)
Management	127 (15.9)	36 (26.9)
Environment	56 (7.0)	22 (16.4)
Institutional processes	71 (8.9)	14 (10.4)
Relationship	247 (30.9)	55 (41.0)
Listening	109 (13.6)	18 (13.4)
Communication	72 (9.0)	27 (20.1)
Respect and patient rights	66 (8.3)	10 (7.5)

*N: Number

**HCAT: Healthcare Complaint Analysis Tool

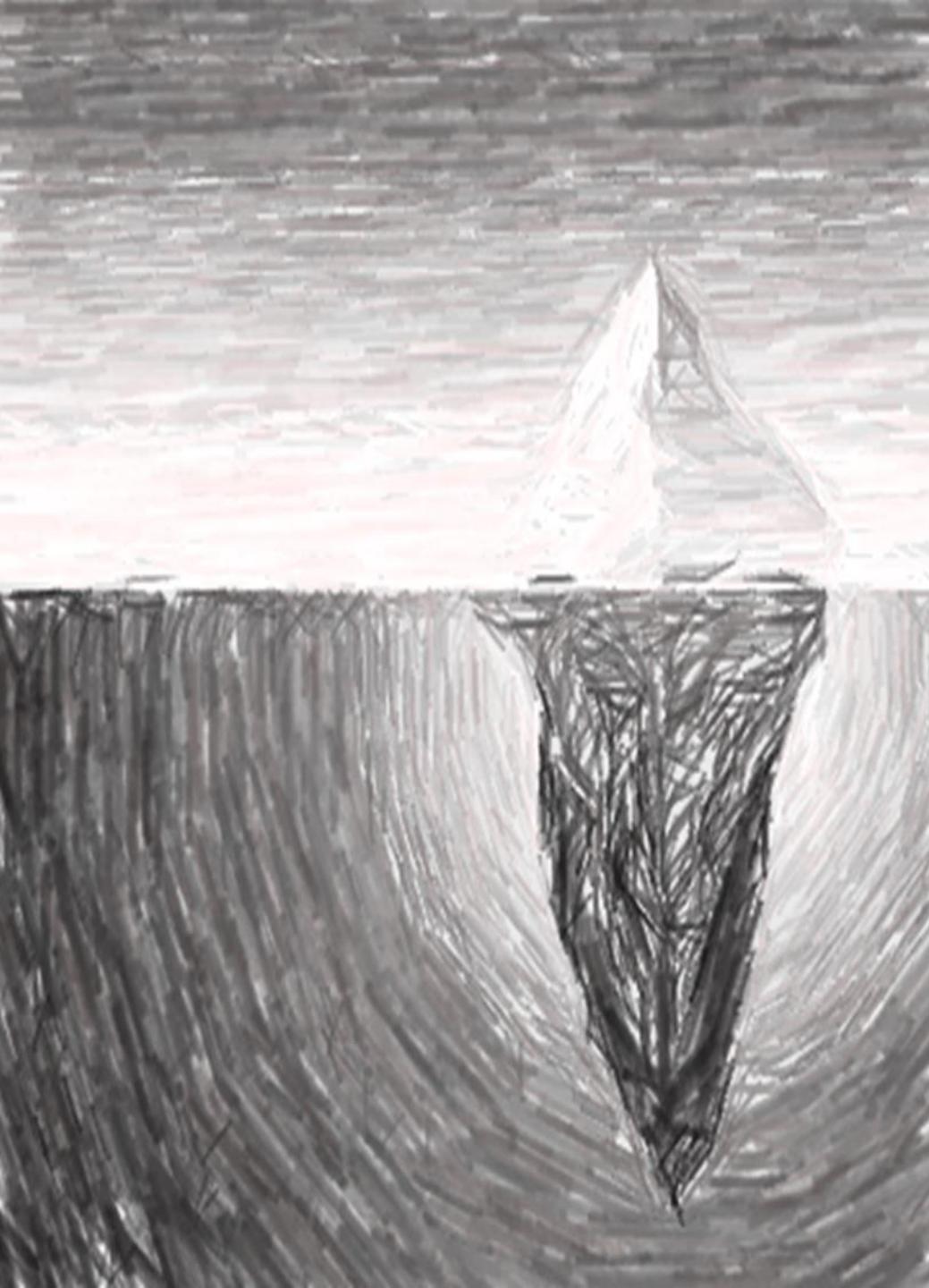
Two different populations are used for the two patterns; the complaint sample with 799 problems described in submitted complaints, and the survey sample with 134 problems described in their experiences in the questionnaire.

The text and numbers marked in bold shows the three HCAT domains, while the text and numbers not marked in bold shows the seven underlying HCAT problem categories.



Konklusion

- 30% har uhensigtsmæssige oplevelser
- Mønstret i oplevelserne afspejler mønstret i klager
- Der er udfordringer omkring det relationelle
- Samtidig angives at det er gode relationer der afholder kvinderne fra at klage



Perspektiv

- Vi skal nu udsende til 4000 kvinder, og lave studiet i fuld skala.
- Mørketallet på andre afdelinger ser måske anderledes ud
- Oplevelser som måske afspejles i LUP (landsdækkende undersøgelse af patientoplevelser)
- Samme kategorisering som klager – så har man fælles datagrundlag?



Tak for opmærksomheden