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QUALITY INDICATOR FOR REHABILITATIVE CARE (QUIRC) - EXPERIENCES IN TOOLKIT DEVELOPMENT AND PRELIMINARY EVALUATION OF POLISH PSYCHIATRIC FACILITIES

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Objective: Development of Quality Indicator for Rehabilitative Care (QUIRC), experiences of Polish partner in implementation of the toolkit and preliminary assessment of care standards in psychiatric institutions. Research constitutes a part of international project funded by European Commission.

Methods: Polish language version of QUIRC has been tested in 20 psychiatric units across 3 districts in Poland. Selected facilities differed in employment profile, living standards as well as location and service users turnover. Managers of participating units were interviewed using the refined tool with 145 items regarding domains identified during previous phases of the DEMoB.inc project. Each participant was questioned by a single researcher during face-to-face meeting. Lacking answers were completed on basis of service users' medical files and account departments' documents when necessary.

Results: Manager of only 1 out of 21 units refused to participate in interview. QUIRC usage was simple but time-consuming. The most common hardships in data collection referred to numbers of staff and trainings the employees participated in. It might be due to round-the-clock care in Polish units and common work in the shift system. Moreover ward managers in Poland in vast majority of the units were medical doctors and the facilities' economics was often obscure for them. Development of web version of the toolkit will facilitate its implementation in research projects but as well internal assessments for units' own purposes.