

Research Into Care Quality Criteria for Long-Term Care Institutions

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Abstract

The purpose of this paper was to determine the criteria reflecting care quality of long-term care institutions. It was conducted with a two-step procedure: first, we utilized the SERVQUAL model with Fuzzy Delphi Method to build up the criteria for measuring the service quality for institutional care. 200 questionnaires were mailed to expert respondents and 89 of them responded. 77 of the returned questionnaires were valid and analyzed. We then applied Multi-Criteria Decision Making Process to find out the important degree of each criterion for proceeding service quality planning of the long-term care institutions. At the second step, 200 questionnaires were distributed with 74 being valid. Based on the 5 constructs of SERVQUAL model, this study found that, among the 28 criteria obtained, 17 of them pertained to nursing care quality, and those under Responsiveness and Empathy domains were the most important ones needed to be improved in providing care in the institutional contexts.

Keyword : long-term care institution, service quality, SERVQUAL model, multi-criteria decision making analysis.