



## Factors influencing home care coordination and quality

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### Abstract

#### Background

Health care services' persistent fragmentation, lack of information flow, coordination and collaboration pose a major challenge to quality of care at clients' homes. While it is useful to enhance know-how and resources, these alone cannot enhance quality, the way care delivery is organized is essential. Several factors on the governmental and organizational level such as regulations or the work environment influence coordination. However, the evidence in home care is scarce and does not consider the interplay of the different levels for a better coordination and quality of care. It is also essential to examine the full range of quality-influencing factors across and between all levels of the health care system, with particular attention to their interplay and their effect on coordination. However, the current literature reveals no such examinations for the Swiss home care setting.

#### Aim

This PhD project has 3 aims: (1) to explore how (macro-level) funding sources and regulations influence differences between (meso-level) home care agencies regarding agency structures, processes and work environments; (2) to explore how macro- and meso-level factors influence care coordination (micro-level); and (3) to explore how care coordination is related to quality of care, i.e., at the level of the individual home care client.

#### Methods

This study will be a national, multi-center, cross-sectional survey of about 103 stratified random selected home care agencies, with a questionnaire survey of ca. 5000 employees and 3000 clients in Switzerland. Data will be collected between September 2020 and February 2021. To answer our research question, we will assess funding sources and regulations, agency structures and processes, the work environments, coordination and quality of care. Therefore, questionnaires will be delivered to home care agency management; employee questionnaires will be distributed within the participating agencies; and client questionnaires will be sent to home care clients by the participating agencies. Electronic home care and client health insurance data will be provided by home care agencies and health insurance companies. Multilevel analysis will be conducted to answer our research questions.

#### Expected results

First, we expect to develop national insights concerning home care quality in Switzerland. Further, we expect to find multi-level factors related to coordination and quality in Swiss home care. The results of this study should help to reduce resource waste and increase efficient, needs-oriented care provision, which is expected to lead to enhanced client care.