

Perceived effectiveness of domiciliary care services at Hospital Seberang Jaya: A qualitative study on the healthcare professionals' views

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ABSTRACT

Introduction: The domiciliary (domi) service comprises, medical and rehabilitation services done at the home of patients to ensure uninterrupted care upon early discharge from the hospital. It renders support to family members in training the caregiver and reduces readmission by providing quality medical care at home and in the community. The objective of the study is to explore the perceived effectiveness of domiciliary services at Hospital Seberang Jaya (HSJ), Penang. **Methods:** A total of 53 respondents (34 trained nurses, 5 matrons, 8 sisters, 4 occupational therapists and 2 physiotherapists) involved in domiciliary care from the medical, surgical, orthopaedic and paediatric wards of HSJ were interviewed using a semi-structured questionnaire as a guide. The interviews were done in homogenous focus groups or as individual interviews, which were audio recorded, transcribed and thematically analysed using NVivo 12 Plus. **Results:** The perceived effectiveness in 3 domains are categorised into current and future. Current; Health System Factors (Lesser readmissions and smooth inter-departmental referrals), Health Professional Factors (positive outlook for domic continuation), Patient and Caregiver factors (hasten wound healing and continual home rehabilitation). Future effectiveness; Health System Factors (Improvise technical support, dedicated ward, a mobile, stronger team, create public awareness, equipment guidance and bilateral communication with Health Centres), Health Professional Factors (pre-plan discharges, tasks continual reminders), Patient and Caregiver Factors (active participation and family support). Encompassing all are continual monitoring and knowledge update measures. **Conclusion:** The health system, health professional and Patient and Caregiver factors are optimal for a more feasible, conceivable and effective delivery of domiciliary services at HSJ.