



# **Mental Health Service Evaluation: Developing Reliable Measures**

**First International ENMESH conference  
European Network for  
Mental Health Service Evaluation**

**June 10 - 12, 1994**

**Department of Psychiatry,  
Academic Medical Centre, Amsterdam**



**PAOG**

**ACADEMISCH  
ONDERWIJS  
GENEESKUNDE  
AMSTERDAM**

## PROGRAMME

*FRIDAY, 10 June 1994*

13.30-14.30: Registration and lunch

### OPENING SESSION

14.30-14.35: Opening by *Leendert Krol*, member of the Board of Directors of the Academical Medical Center

14.35-14.45: Welcome and introduction  
ENMESH: history, aims, present status  
*Aart Schene*

14.45-15.10: Thirty years of WHO experience in developing instruments for psychiatric research  
*Norman Sartorius*

15.10-15.35: Technical aspects of instrument development  
*Graham Dunn*

15.35-16.00: coffee/tea break

### INTRODUCTION TO THE THEMES

Chair: Helle Charlotte Knudsen

16.00-16.20: Need assessment: introduction  
*Graham Thornicroft*

16.20-16.40: Quality of life: introduction  
*Peter Huxley*

16.40-17.00: Family or caregiver burden: introduction  
*Aart Schene*

17.00-17.20: Satisfaction with services: introduction  
*Mirella Ruggeri*

17.20-17.40: The health economics dimension: possibilities for international comparative research  
*Martin Knapp*

17.40-17.45: Introduction to workshops

19.00-22.30: Buffet (Petrus church, Sloterdijk)

*SATURDAY, 11 June 1994*

**CONCEPTUALIZATION AND ASSESSMENT**

09.00-12.15: Four parallel workshops:

- 09.00-10.30: Presentation of papers (see enclosed schedule)
- 10.30-11.00: Coffee break, Posters
- 11.00-12.15: Workshop discussion

12.15-13.45: Lunch/ Posters

**CLINICAL APPLICATION**

13.45-16.30: Four parallel workshops:

- 13.45-15.05: Presentation of papers (see enclosed schedule)
- 15.05-15.30: Coffee/tea break, Posters
- 15.30-16.30: Workshop discussion

16.30-18.00: Presentation of the results of the workshops; general discussion  
Chair: Graham Thornicroft

*SUNDAY, 12 June 1994*

**THE FUTURE**

Chair: Berthold Gersons

- 09.00-09.05: Introduction  
*Aart Schene*
- 09.05-10.55: Plans for future research
- 09.05-09.25: Need assessment: *Durk Wiersma*
  - 09.25-09.45: Quality of life: *Tom Burns*
  - 09.45-10.15: Coffee break
  - 10.15-10.35: Family and caregiver burden: *George Szmukler*
  - 10.35-10.55: Satisfaction with services: *Michele Tansella*
- 10.55-11.30: General discussion
- 11.30-11.50: Mental health care services evaluation research: need for international collaboration  
*José Sampaio Faria*
- 11.50-12.10: Funding of research networks in the European Union  
*Dik van Waarde*
- 12.10-12.25: Summary and synthesis  
*José Luis Vázquez-Barquero*
- 12.25-12.40: The role of ENMESH in future collaboration  
*Helle Charlotte Knudsen*
- 12.40-13.10: General discussion
- 13.10-13.15: Closing remarks  
*Aart Schene*
- 13.15: Lunch

PROGRAMME PARALLEL WORKSHOPS

CONCEPTUALIZATION AND ASSESSMENT				
	NEED ASSESSMENT Chair: Graham Thornicroft	QUALITY OF LIFE Chair: Berthold Gersons	CAREGIVER BURDEN Chair: Aart Schene	SATISFACTION Chair: Michele Tansella
9.10-9.30	<i>H.B. Pomerantz</i> A multi-method approach to program design and evaluation	<i>W.A. Boevink</i> The use of concept mapping to explore the quality of life concept of the chronically mentally ill	<i>R. Raphael</i> Assessing family burden in SMI patients subject to intensive case management	<i>L. Hansson</i> The development of a patient satisfaction questionnaire in Sweden
9.30-9.50	<i>M.F. Carter</i> Developing reliability in client-centered Needs Assessment	<i>M. Nordentoft</i> Quality of life measurement	<i>Ph.A.E.G. Delespaul</i> Developing sensitive change measures of subjective well-being: quality of life, family/caregiver burden, and satisfaction with services	<i>B. van Wijngaarden</i> Client satisfaction as an index for quality of care: the development of an instrument (OOB)
9.50-10.10	<i>M. Phelan</i> The validity and reliability of the Camberwell Assessment of Need (CAN)	<i>Ch. van Nieuwenhuizen</i> Assessment of quality of life of the chronically mentally ill: a comparison between caregivers and their patients	<i>G. Szmulker</i> Understanding caregiving for relatives with serious mental illness: a measure of the experience and its relationship to coping and morbidity.	<i>V. Evtushenko</i> Methodological aspects of the evaluation of the psychiatric service satisfaction
10.10-10.30	<i>M. Holm</i> The 'pattern of care' of psychotic patients in different settings in Sweden	<i>A. Caria</i> The development of the World Health Organization Quality of Life instrument: the WHOQOL	<i>T. Sorensen</i> The Norwegian Family Impact Questionnaire	<i>M. Ruggeri</i> The Verona Service Satisfaction Scale: validation and findings in an Italian community-based setting

**CLINICAL APPLICATION**

	<b>NEED ASSESSMENT</b> Chair: Helle Charlotte Knudsen	<b>QUALITY OF LIFE</b> Chair: Peter Huxley	<b>CAREGIVER BURDEN</b> Chair: Maarten Koeter	<b>SATISFACTION</b> Chair: José Vázquez-Barquero
13.45-14.05	<i>T. Honkonen</i> Need for care in schizophrenia: a follow-up study of discharged schizophrenia patients	<i>J.P.J. Oliver</i> The use of quality of life measures in the evaluation of 'new look' community mental health service	<i>E. Stengard</i> Living with the mentally ill	<i>T.J. Taiminen</i> Crisis intervention in a general hospital
14.05-14.25	<i>D. Wiersma</i> Needs for care in schizophrenia after 15 years since onset of psychosis	<i>W. Kaiser</i> Differences in quality of life between schizophrenic longstay and out-patients	<i>A.H. Schene</i> The Involvement Evaluation Questionnaire: psychometrics of an instrument to measure caregiver burden	<i>T. Ruud</i> Satisfaction of patients and general practitioners with mental health services in Norway
14.25-14.45	<i>T. Sorensen</i> Need assessment- Therapists and patients point of view	<i>M. Jarema</i> A pilot study on quality of life in psychotic patients	<i>F. Keogh</i> Family burden in community psychiatry	<i>P. van Veen</i> Opinions of clients and goals of service delivery
14.45-15.05	<i>J. Wancata</i> Need for psychiatric treatment in medical, surgical and gynaecological wards	<i>P.M. van der Lubbe</i> Measuring social functioning by self report: the development of the Groningen Questionnaire about social functioning (GSQB)		<i>J.L. Vázquez-Barquero</i> Satisfaction with psychiatric care using the Spanish version of the Verona Service Satisfaction Scale of 54 items (VSSS)

## POSTERS

Posters will be on presentation on Saturday 11 June 1994 from 8.30 to 18.00.

### NEED ASSESSMENT

- 1 *S. Friss*  
Monitoring treatment programs by the use of routine data: possibilities and limitations
- 2 *B.A.R. Ivarsson, L. Lundin, U. Malm*  
Monitoring need concepts in optimal treatment for schizophrenia
- 3 *A. Kent*  
Assessing needs in SMI patients subject to intensive case management
- 4 *U. Malm, L. Lundin, B.A.R. Ivarsson*  
One responsible agency for schizophrenia
- 5 *A.A. McKechnie*  
Measuring needs and assessing progress in a Scottish community of care of the elderly
- 6 *C. Oancea, I. Gherman*  
The needs of the families and of the patient admitted in a short-term children psychiatric department
- 7 *V. Rotstein*  
Who and why needs the psychiatric care in Russia
- 8 *R.K.R. Salokangas, T. Honkonen*  
Need for care and treatment situation among schizophrenic patients discharged from hospital
- 9 *A.Y. Samanci*  
Assessment of the psychiatric services in Turkey
- 10 *M. Slade, M. Phelan, G. Thornicroft*  
Assessment of need by staff and users-does it differ?
- 11 *V. Yastrebow*  
Need in psychiatric care and its organizational forms

### QUALITY OF LIFE

- 12 *T. Burns*  
Assessing quality of life in SMI patients subject to intensive case management
- 13 *A. Jarema, M. Jarema*  
Quality of life in cancer patients during radiotherapy
- 14 *T. Middelboe*  
Quality of life measures in long-term mentally ill group home residents. Methodological considerations
- 15 *T.A. Solokhina, E. Reetick*  
The quality of psychiatric care as one of the aspects of mentally ill patients' quality of life
- 16 *R.E. Taylor, L. Loftus, G. Thornicroft*  
Measuring quality of life in people with psychosis

### SATISFACTION WITH SERVICES

- 17 *A.E. Lopez Martinez, M. Munoz, T. Rivas, C. Berrocal*  
Do professionals estimate their clients satisfaction correctly?
- 18 *P. McCrone, G. Thornicroft*  
Exploring the link between economic cost and satisfaction
- 19 *B. Thomas*  
Patient satisfaction in acute psychiatric settings

# GROUNDPLAN OF THE ACADEMIC MEDICAL CENTER

