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Original Study

Priorities of Health Care Outcomes for the Elderly

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A B S T R A C T

Keyword:
Geriatrics
quality of care
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Objectives: Physicians are uncertain about what medical services should be provided to older and/or disabled patients. Better understanding of health outcome prioritization among health care providers and recipients may help the process of decision- and policy-making. For this purpose, surveys were conducted on priorities of health care outcomes for the elderly.

Design: Survey research.

Setting: Four groups of health care providers and four groups of health care recipients.

Participants: A total of 2512 health care providers and 4277 recipients.

Measurements: Questionnaires were sent to more than 8000 health care providers and more than 9000 health care recipients: geriatricians, physicians who commonly see older patients or work in long term care facilities, staff members and participants in adult day care, patients in outpatient geriatric clinics, family members of patients with dementia, and community-dwelling older adults. The questionnaire asked the subjects to rank 12 measures of health care outcomes.

Results: The mean response rate was 49%. All health care provider groups considered "improvement of quality of life" the most important. In contrast, in health care recipient groups, "effective treatment of illness," "improvement of physical function," and "reduction of carer burden" were given high priority, whereas "improvement of quality of life" was perceived as less important. All the groups, including health care providers and recipients, ranked "reduction of mortality" the least important, followed by "avoiding institutional care." Stratification analysis showed that the results did not differ by sex, nursing care level, or the existence of relatives who required nursing care, whereas age slightly influenced the order of high-ranked measures.

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Conclusion: Priorities of health care services and their differences between providers and recipients should be taken into account in the health care of older patients and the design of health care policies and research.
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Japanese society has been rapidly aging owing to long life expectancy and a low birth rate.¹ People older than 65 comprised 23.8% of the population in 2012, which is expected to rise to 31.8% in 2030² and will be by far the highest in the world. Japanese physicians have been exposed to a high load of older patients, and management of older patients remains a major challenge. There are several reasons for this difficulty. Evidence is still largely lacking for older patients, especially for those older than 75 years, who account for 11.8% of the Japanese population.^{2,3} Older patients are likely to have multimorbidities, or co-occurrence of two or more chronic conditions,⁴ but application of disease-specific guidelines to older patients with multimorbidities may result in polypharmacy, an increased risk of adverse drug reactions, and poor outcomes.^{5,6} At the same time, however, older patients are at increased risk of underuse of necessary medication, for fear of polypharmacy or complications.^{7,8}

In an attempt to help optimize prescribing for older patients, investigators have devised numerous tools to guide clinicians, such as lists of indicated, beneficial medication or medication with high potential for harm.^{9,10} Although these tools are helpful in reducing exposure of older patients to inappropriate medication and risk of adverse drug events,¹¹ they do not provide more general considerations, such as when or how to discontinue potentially inappropriate medications, how to balance risks and benefits of unlisted medication, or how to manage medication in special circumstances, such as palliative and hospice care where symptom control is of higher priority. Therefore, the process of determining the medication regimen is inevitably subjective and individualized, taking into account patients' cognitive, physical, and social function, remaining life expectancy, and the goals of care.

Unfortunately, few studies have examined the priorities of health care perceived by health care providers and recipients in geriatric medicine. One small study conducted in England more than 15 years ago showed that geriatricians and patients similarly gave high priority to reducing disability and improving quality of care, and low priority to reducing mortality.¹² However, the serious question of whether there may be a gap in priorities of health care between health care providers and recipients has been raised.^{13,14}

Better understanding of health outcome prioritization among health care providers and recipients in geriatric medicine is necessary

to help physicians, older patients, and their family members discuss the goals of care and to assist health policy makers in effectively using resources to address the needs of older patients. In this study, we aimed to obtain a comprehensive picture of the views of groups with an important stake in geriatric health care services (geriatricians, physicians who commonly see older patients or work in long term care facilities, staff members and participants in adult day care, patients in outpatient geriatric clinics, family members of patients with dementia, and community-dwelling older adults) on the relative priorities of different outcome measures that are relevant to geriatric clinical practice and health care policy.

Methods

Between September 2010 and October 2011, surveys were conducted in the following eight groups:

- (1) All geriatricians (approximately 1500) board certified by the Japan Geriatrics Society
- (2) A total of 5000 physicians randomly selected from the list of board-certified physicians in five subspecialties (two internal medicine subspecialties, two surgical subspecialties, and one other) with high exposure to older patients
- (3) Physicians working in 800 long term care facilities that were randomly chosen from the nationwide list of long term care facilities
- (4) Staff members working in adult day care at 400 randomly chosen long term care facilities as mentioned previously
- (5) Participants in adult day care at the same 400 long term care facilities as mentioned previously
- (6) Patients in geriatric outpatient clinics at five university teaching hospitals (the University of Tokyo, Kyorin University, Nagoya University, Kyoto University, and Tohoku University)
- (7) Family members of patients with dementia who had been seen in geriatric outpatient clinics at four university teaching hospitals (Tohoku University was excluded because of the Tohoku Earthquake at the time of this survey)
- (8) A total of 6000 community-dwelling, functionally independent (ie, not requiring nursing care provided by long term care

Table 1
Survey Methods and Number of Valid Answers in 8 Groups

Groups	Time of Survey	Survey Methods	No. of Questionnaires Sent	No. (%) of Valid Answers*
Health care providers				
Geriatricians	2010, Sep	By post	1500	619 (41)
Physicians in 5 subspecialties	2011, Oct	By post	5000	1305 (26)
Physicians in long term care facilities	2011, Oct	By post	800	384 (48)
Adult day care staff	2010, Sep	By post for each facility	400 facilities (2 per facility)	204†
Health care recipients				
Adult day care participants	2010, Sep	By post for each facility	400 facilities (5–10 per facility)	795‡
Patients in geriatric outpatient clinics	2010, Sep	Distributed by physicians and returned by post	950	512 (55)
Family members of patients with dementia	2011, Oct	Distributed by physicians and returned by post	542	333 (61)
Community-dwelling older adults	2010, Sep	By post	6000	2637 (44)

*Responses with missing items or invalid answers were excluded.

†For adult day care staff members and participants, questionnaires were sent to each facility by post, where 2 staff members and 5 to 10 participants were offered the questionnaire; 123 facilities (31%) returned the completed questionnaires.

insurance) older adults randomly drawn from the community registers of two target areas (Kashiwa, Chiba Prefecture, a city close to Tokyo, and Sabae, Fukui Prefecture, a provincial city), from which men and women, 65 to 74 years and older than 75 years, were equally selected

Postal questionnaires were sent to all groups of physicians and community-dwelling old adults. For adult day care staff members and participants, questionnaires were sent to each facility, where two staff members and 5 to 10 participants were offered the questionnaire, to be completed on a voluntary basis. The completed questionnaires were gathered at each facility and then returned to us. Patients and family members of patients with dementia received the questionnaires from their physicians (Table 1).

The questionnaire asked about the relative priorities of 12 health care measures that were derived from a literature review and a previous Internet-based survey conducted by the National Center for Geriatrics and Gerontology in 2009 (in Japanese; <http://www.ncgg.go.jp/pdf/itaku/21hokoku/20si-3.pdf>). Each item was expressed as several words so as to help health care recipients understand the meaning. The respondents were asked to rank the measures in order of priority from 1 (most importance) to 12 (least important). To facilitate ranking the outcomes in order, they were prompted to choose and rank the three most important outcomes, then the three least important outcomes, and last, the six middle outcomes. Ties, or the same ranks, were not allowed.

To examine whether variation in the question wording could affect the results, we devised another version of the questionnaire with different wording for four items and sent that version to a randomly selected subset of participants; however, the results were almost identical (data not shown). We also tested whether the order of health care measures that appeared in the questionnaire would affect the results in a random subset of participants, but the responses to the reverse order questionnaire were similar to those of the original version (data not shown). Therefore, we analyzed the responses from different versions (wording and order) together.

The following information was also collected using the questionnaire: age and sex for all participants; specialty (internal medicine, surgery, psychiatry, or others) and years of experience for physicians; qualification and years of experience for adult day care staff; nursing care level (level of required nursing care: relatively independent, limited impairment, needing extensive help, or severely dependent) for adult day care participants; nursing care level and the existence of relatives who required nursing care for patients in geriatric outpatient clinics; nursing care level, morbid conditions, and the existence of relatives who required nursing care for community-dwelling older adults.

The study protocol was approved by the Ethics Committee of the Graduate School of Medicine, The University of Tokyo. Ethical approval for the surveys on patients in geriatric outpatient clinics and family members of patients with dementia was also obtained from the participating institutions.

Results

The mean response rate for the eight groups was 49%, which varied from 28% for board-certified physicians to 68% for family members of patients with dementia (Table 1). The analytic sample included a total of 2512 health care providers and 4277 recipients.

Tables 2 and 3 show the relative priorities of 12 measures of health care services from the highest importance to the lowest, with mean and 95% CI, perceived by health care providers and recipients, respectively.

All physician groups considered "improvement of quality of life" the most important, and the low mean value for this item across physician

Table 2
Health Care Providers' Priorities for Health Care Outcome

Rank Order	Centricians (n = 619)			Physicians from 5 Relevant Subspecialties (n = 1305)			Physicians in Long Term Care Facilities (n = 384)			Adult Day Care Staff (n = 204)		
	Outcome	Mean	95% CI	Outcome	Mean	95% CI	Outcome	Mean	95% CI	Outcome	Mean	95% CI
1	Improvement of quality of life	2.62	2.45–2.80	Improvement of quality of life	3.09	2.96–3.22	Improvement of quality of life	2.88	2.62–3.14	Improvement of quality of life	4.29	3.88–4.71
2	Patient satisfaction with care	4.37	4.15–4.58	Patient satisfaction with care	4.34	4.19–4.49	Patient satisfaction with care	4.60	4.32–4.88	Maintaining a high level of activity	4.35	3.96–4.73
3	Effective treatment of illness	4.80	4.53–5.07	Maintaining a high level of activity	4.64	4.48–4.80	Improvement of physical function	4.68	4.39–4.97	Reduction of carer burden	4.80	4.42–5.17
4	Maintaining a high level of activity	4.92	4.69–5.15	Improvement of physical function	5.25	5.08–5.42	Maintaining a high level of activity	4.73	4.43–5.03	Resolution of assessed problems	5.15	4.74–5.55
5	Improvement of physical function	4.94	4.71–5.18	Effective treatment of illness	5.32	5.13–5.52	Improvement of mental health	5.50	5.29–5.71	Improvement of mental health	5.26	4.86–5.65
6	Improvement of mental health	6.04	5.87–6.20	Reduction of carer burden	5.93	5.79–6.07	Resolution of assessed problems	5.77	5.51–6.04	Patient satisfaction with care	5.43	5.03–5.83
7	Resolution of assessed problems	6.39	6.17–6.61	Resolution of assessed problems	6.12	5.97–6.27	Reduction of carer burden	6.10	5.84–6.37	Improvement of physical function	5.83	5.42–6.25
8	Reduction of carer burden	6.45	6.27–6.64	Improvement of mental health	6.39	6.26–6.52	Effective treatment of illness	6.22	5.87–6.57	Improvement of social functioning	7.17	6.79–7.55
9	Efficient use of resources	7.83	7.67–8.00	Efficient use of resources	7.50	7.37–7.62	Efficient use of resources	8.15	7.95–8.35	Effective treatment of illness	7.41	6.95–7.87
10	Improvement of social functioning	8.80	8.62–8.98	Improvement of social functioning	8.69	8.56–8.82	Improvement of social functioning	8.20	7.95–8.44	Efficient use of resources	7.43	7.04–7.81
11	Avoiding institutional care	10.28	10.15–10.42	Avoiding institutional care	10.24	10.14–10.34	Avoiding institutional care	10.31	10.13–10.50	Avoiding institutional care	9.97	9.71–10.23
12	Reduction of mortality	10.56	10.37–10.76	Reduction of mortality	10.49	10.36–10.62	Reduction of mortality	10.85	10.67–11.04	Reduction of mortality	10.92	10.66–11.17

CI, confidence interval.

Table 3
Health Care Recipients' Priorities for Health Care Outcome

Rank Order	Family Members of Patients With Dementia (n = 333)			Patients in Geriatric Outpatient Clinics (n = 512)			Adult Day Care Participants (n = 795)		
	Outcome	Mean	95% CI	Outcome	Mean	95% CI	Outcome	Mean	95% CI
1	Effective treatment of illness	4.23	4.11–4.36	Effective treatment of illness	3.04	2.76–3.32	Effective treatment of illness	2.79	2.58–3.00
2	Reduction of carer burden	4.56	4.44–4.67	Improvement of physical function	4.49	4.19–4.78	Improvement of physical function	4.06	3.84–4.29
3	Improvement of physical function	5.24	5.13–5.36	Maintaining high level of activity	5.11	4.76–5.45	Improvement of quality of life	5.46	5.19–5.73
4	Maintaining high level of activity	5.88	5.76–5.99	Reduction of carer burden	5.29	4.98–5.61	Reduction of carer burden	5.52	5.28–5.77
5	Resolution of assessed problems	5.91	5.76–6.05	Improvement of mental health	5.53	5.24–5.82	Improvement of mental health	5.81	5.58–6.04
6	Improvement of mental health	6.26	6.15–6.36	Improvement of quality of life	5.80	5.48–6.13	Maintaining high level of activity	5.97	5.66–6.28
7	Improvement of quality of life	6.36	6.23–6.49	Resolution of assessed problems	5.98	5.69–6.27	Resolution of assessed problems	6.17	5.93–6.42
8	Patient satisfaction with care	6.81	6.70–6.92	Patient satisfaction with care	6.01	5.70–6.31	Patient satisfaction with care	6.72	6.47–6.96
9	Efficient use of resources	6.91	6.81–7.02	Efficient use of resources	7.49	7.21–7.76	Efficient use of resources	7.46	7.24–7.69
10	Improvement of social functioning	7.44	7.32–7.56	Improvement of social functioning	9.17	8.90–9.45	Improvement of social functioning	8.42	8.18–8.65
11	Avoiding institutional care	8.43	8.31–8.56	Avoiding institutional care	9.86	9.60–10.12	Avoiding institutional care	9.39	9.16–9.62
12	Reduction of mortality	9.98	9.87–10.08	Reduction of mortality	10.23	9.99–10.48	Reduction of mortality	10.22	10.00–10.44

CI, confidence interval.

groups indicated physicians' strong preference for this item. All the physician groups also considered "patient satisfaction," "maintaining a high level of activity," and "improvement of physical function" important after "improvement of quality of life," with some variation in the order of their preferences. Geriatricians ranked "effective treatment of illness" the third most important, in contrast to the other two physician groups that ranked this item lower. Adult day care staff ranked "improvement of quality of life" and "maintaining a high level of activity" first and second, respectively, but placed "reduction of carer burden" the third most important, unlike physicians.

With regard to the receiving side of health care, "effective treatment of illness," "improvement of physical function," and "reduction of carer burden" were given high priority, whereas "improvement of quality of life" tended to be perceived as less important.

All the groups, including both health care providers and recipients, ranked "reduction of mortality" the least important, followed by "avoiding institutional care," "improvement of social functioning," and "efficient use of resources," except for the adult day care staff who ranked "improvement of social functioning" higher than "effective treatment of illness."

Stratification analysis demonstrated that the results from physicians were not influenced by sex (male vs female, data not shown); however, physicians older than 60 years tended to rank "effective treatment of illness" and "improvement of physical function" higher compared with younger physicians, who appeared to prioritize "patient satisfaction" and "maintaining a high level of activity." Physicians with more than 30 years' experience, most of whom were older than 60 years, showed a similar tendency, prioritizing "effective treatment of illness" and "improvement of physical function." The results from adult day care staff were identical across groups stratified by age, years of experience, and qualification (data not shown).

The results from the health care recipients did not differ by nursing care level (relatively independent vs limited impairment or higher, or limited impairment vs needing extensive help or higher) for adult day care participants and patients in geriatric outpatient clinics, the existence of relatives who required nursing care (present vs absent) for patients in geriatric outpatient clinics, study site for patients in geriatric outpatient clinics and community-dwelling older adults, or sex for all health care recipient groups (data not shown). Although stratification by age showed that the three measures given highest priority were the same across the age groups (65 to 74 vs older than 75) in community-dwelling older adults, the younger group ranked "reduction of carer burden" first, whereas the older group ranked "effective treatment of illness" first (data not shown).

Discussion

This study is, to our knowledge, the largest survey ever conducted to describe health outcome prioritization in geriatric medicine. We aimed to obtain a comprehensive picture of the views of those involved in decision-making processes in geriatric medicine and compare views between health care providers and recipients. We chose four groups each from providers and recipients that are considered relevant to our purpose. The mean response rate was close to 50%, which was good for a large-scale postal survey and ensured the representative nature of our respondents.

This survey demonstrated that there may be an important gap in health outcome prioritization between health care providers and recipients in geriatric medicine. All health care provider groups, notably physicians, expressed a strong preference for improvement in quality of life (QOL) as a priority of care, whereas health care recipients gave the highest priority to effective treatment of diseases and tended to put lower importance on QOL. In the context of clinical medicine, QOL is often used as a nonspecific, all-encompassing term to describe

nonmortality outcomes averaged over multiple domains (ie, physical, social, and psychological functioning and well-being). Consideration of QOL is essential for the selection of a treatment option, particularly when conditions are noncurative and chronic.¹⁵ Therefore, it is not surprising that physicians who regularly see older patients with multiple chronic conditions consider QOL the most important health care outcome. On the other hand, the term QOL may not be familiar to many health care recipients, and we cannot exclude the possibility that QOL might be confused with other terms, such as standard of living.

Most health care recipients ranked effective treatment of diseases as the most important, suggesting that patients are concerned about their own particular symptoms rather than nonspecific QOL, arguing for efforts to examine the symptoms most concerning to patients. The high importance of effective treatment of diseases ascribed by health care recipients, but not physicians, also implies the significance of the often-neglected aspect of inappropriate prescribing in older adults: underuse of medication likely to be beneficial to older adults. Increased evidence has suggested that failure to prescribe indicated, beneficial medication is common in older adults,^{7,8,16} and recent attempts to provide an explicit list of appropriate, indicated medication for older adults are justified.¹⁰

Interestingly, views on patient satisfaction were also different. All physician groups ranked patient satisfaction as the second top priority, whereas health care recipients considered this to be less important. This tendency has been demonstrated in a prior small study in England more than 15 years ago.¹² Recently, patient satisfaction has been increasingly used to measure health care qualities and compare health plans or physicians.¹⁷ However, our finding may argue against the value of patient satisfaction as a performance measure in geriatric medicine, especially in light of recent evidence suggesting that higher patient satisfaction is accomplished at the sacrifice of increased use of health care resources and may not be directly associated with technical quality of care or improved outcome.^{17,18}

We observed agreement on several items between health care providers and recipients. The importance of physical and mental function, such as maintaining activity or improving physical function, was expressed by both health care providers and recipients. This finding was consistent with prior studies in older adults with multiple chronic conditions^{12,19} or terminal conditions,^{20,21} suggesting that physical and mental function should be an essential factor to consider as a health care outcome in various care settings for older patients.

Reduction in mortality was given the lowest priority by all the groups in health care providers and recipients alike. This view is similar to that observed in previous studies.^{12,19} This finding supports the contention that treatment interventions should be assessed in terms of reduced morbidity and improved QOL in addition to reduced mortality.

In this survey, respondents' characteristics, except age, had limited influence on their views on health outcome prioritization within each group. Geriatricians older than 60 years and community-dwelling adults older than 75 years gave higher priority to effective treatment of diseases compared with their younger counterparts. This suggests that health outcome priorities may not be stable, and can change as respondents age or differ from generation to generation. The cross-sectional design of our survey prevented us from separating the age effect from the secular trend, and further studies will be required to examine the time- or setting-dependent variability of health outcome prioritization.

This study has several limitations. First, although the average response rate was high for a postal survey, it was lower in physician groups than in health care recipient groups (26% to 48% vs 44% to 61%, Table 1). Thus, selection bias cannot be excluded. Second, it was not sure that health care recipients, particularly adult day care participants, correctly understood the study terminology. Third, some of the

items used in the survey were not mutually exclusive. Nevertheless, a similar trend in priorities of outcome measures according to either side of health care providers or recipients suggests that the overall results were not significantly affected by these limitations.

Conclusion

We demonstrated that there was significant agreement and disagreement of health outcome prioritization between health care providers and recipients in geriatric medicine. Health care providers and recipients agreed on high priority for function and low priority for reduction in mortality, but there was obvious disagreement in how they perceived QOL, treatment effect, and patient satisfaction as goals of care. Such disagreement necessitates better communication between providers and recipients to reach goals of care that are mutually understandable and tailored to meet patients' specific needs. The low importance of reduction in mortality and patient satisfaction ascribed by health care recipients may question the value of these outcomes as a way to assess treatment interventions and quality of care. We propose that the priorities of health care outcomes and their differences between providers and recipients demonstrated in this study should be taken into account in the health care of older patients and the design of health care policies and research.

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