

BUILDING INSTRUMENT TO ASSESS USER SATISFACTION IN COMMUNICATING WITH HEALTH PROFESSIONALS BASED ON THE CONSENSUS OF THE DELPHI METHOD

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Introduction: Recent research in user-health professionals communication have emphasized the need to develop new instruments to evaluate user satisfaction in communicating with health professionals.

Objective: To build a tool to assess user satisfaction in communicating with healthcare professionals given by consensus of a panel of experts in the field of health communication.

Methods: We developed a structured questionnaire online, resulting from the literature review, with dimensions of communication and items for each dimension, the computer platform of questionnaires - Survey Monkey. We used the modified Delphi method in 3 rounds, with a panel of 25 national experts. These were invited to modify and add dimensions of communication to the questionnaire and to evaluate the importance of each item using a scale of evaluation. We established as the minimum retention criteria for the next round a 70% consensus by the panel. We used Survey Monkey software platform for data collection and data analysis results.

Results: After three rounds, we got an instrument with six communicative dimensions (verbal communication, non-verbal communication, empathy, respect, problem solving and supporting material), and twenty-five specific items.

Conclusions: It is available a new tool to assist in the management and planning process necessary for improving the quality of services and health institutions.

Descriptors: New Instrument, user satisfaction, communication, healthcare professionals.

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