

## Consensus Workshop on Quality Indicators and Minimal Technical Standards for GP's

16 June 2005  
Introduction  
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## Today's workshop

- n Reminder: where is this project about?
- n Quality indicators and their context
  - n Internal and external use of indicators
  - n Process of developing indicators
- n Technical Standards
  - n Minimum standards recommended
- n Preparation for Saturday's discussion

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## Project results MATRA project

- n Inventory and analysis of current monitoring of quality in health services
- n Development of process and institutional indicators
- n Development of guidelines and clinical indicators
- n Advice to MoH on implementation of quality monitoring in the Slovak Republic

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## Previous meeting in January

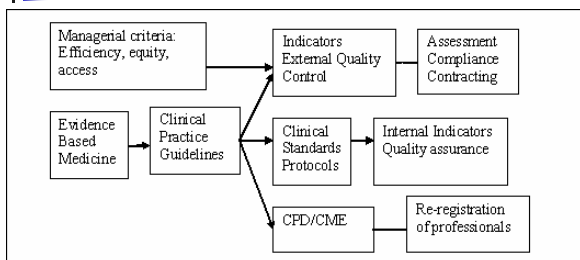
- n Information on quality assurance programmes in EU countries
  - n UK standards and indicators
  - n NL system of formulating indicators
- n Inventory of issues in general practice in Slovakia
  - n Role of GPs in health care
  - n Relation GPs and Insurance Companies
- n Technical standards for GP offices/clinics

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## Conceptual Framework Indicators



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## Internal and external indicators

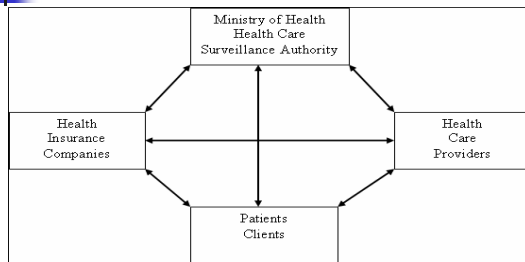
- n Internal indicators
  - n Quality of service provision
  - n Continuous improvement based on evidence
- n External indicators
  - n Quality of services
  - n Managerial aspects (efficiency, equity, etc.)
- n Partially ext/int indicators overlap

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## Relations between stakeholders



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## Quality is common interest Costs is opposite interest

- n Government – providers
  - n Quality, accessibility
- n Government – HICs
  - n Quality, cost reduction, service package
- n Government – population
  - n Quality, health status people, costs
- n HICs – patients
  - n Quality, service package, costs
- n HICs – providers
  - n Quality, service package, value for money
- n Patients – providers
  - n Quality, service package, accessibility

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## Quality indicators GPs

### Basis for defining indicators:

- n Clinical guidelines (evidence based medicine)
  - n Adaptation of general guidelines into standards and protocols for GPs, suitable for SR situation
- n Service package by GPs
  - n Definition for adult GPs/children GPs
  - n Demarcation vs. hospitals and vs. SHI

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## Process of formulating indicators

- n Internal indicators
  - n By professionals
  - n Based on international guidelines (adapted)
- n External indicators
  - n By stakeholders (four groups)
  - n Based on minimum standards by government, HCSA, HICs, professional bodies, etc.

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## SMART indicators

- n Specific
  - n Relation indicator – topic to be monitored
- n Measurable
  - n Data availability
- n Acceptable
  - n Ethics and privacy
- n Realistic
  - n Change not dependent on too many factors
- n Time-bound
  - n Change measurable within reasonable period

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## When defining indicators

- n Think of which data sources and which data collection methods
- n Look at the examples given in document
- n Define the purpose
  - n internal and/or external and/or incentive payment
- n Discuss appropriate criteria/targets
- n Fine-tune the draft indicators
- n Pilot the indicators

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## Areas for indicators

- n Structure and organisation
  - n Premises
  - n Access to practice
  - n Medical record
  - n equipment
- n Care process
  - n General
  - n Hypertension
  - n Diabetes type II
  - n Sore throat
  - n Otitis media
  - n Urinary tract infection
  - n Antibiotics
  - n Lipid regulating drugs

## Areas for indicators (continued)

- n (intermediate) outcomes of care
  - n Morbidity, mortality
- n Preventive tasks
  - n Health education, prevention
- n Quality assurance activities
  - n Calibration and maintenance
  - n Communication about patients
  - n Quality of Information
  - n Continuing professional development

## Methodological issues

- n Case definitions
- n Definition of numerator and denominator
- n Minimum standards (in some cases)
- n Data collection systems
- n Data analysis and interpretation

## Use of indicators in practice

- n Internal indicators
  - n Quality improvement GPs
- n External indicators
  - n Licence (renewal of licence)
  - n Contracts with HICs
  - n P4P: incentive scheme for performance?

## Forum for discussion internal indicators (quality assurance)?

- n Colleagues in the clinic
- n Regional GP association
- n Slovak Medical Chamber

## Forum for discussion external indicators?

- n Negotiation on licence
- n Contract negotiations with HIC