

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

16 June 2005
Introduction
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16 June 2005

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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

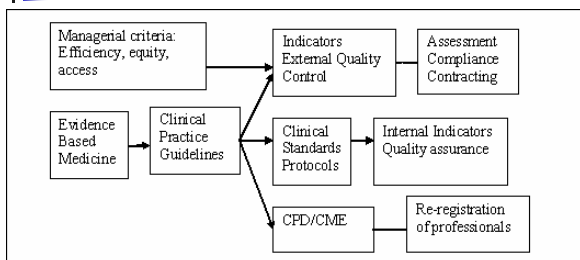
- n Information on quality assurance programmes in EU countries
 - n UK standards and indicators
 - n NL system of formulating indicators
- n Inventory of issues in general practice in Slovakia
 - n Role of GPs in health care
 - n Relation GPs and Insurance Companies
- n Technical standards for GP offices/clinics

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Conceptual Framework Indicators



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Internal and external indicators

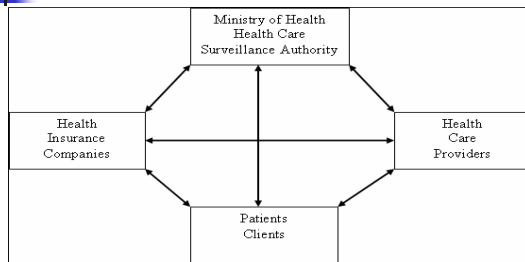
- n Internal indicators
 - n Quality of service provision
 - n Continuous improvement based on evidence
- n External indicators
 - n Quality of services
 - n Managerial aspects (efficiency, equity, etc.)
- n Partially ext/int indicators overlap

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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