

## Quality management in Slovakia: an overview of activities since 1990

Dr Martin Rusnak, M.D., CSc  
International NeuroTrauma Research Organization  
IGEH-INRO

rusnakm@igeh.org

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## Goals

- Introduce the background in Slovakia since 1989
- Overview of projects/programs related to quality of care and discuss the results
- Current situation
- Summarize and outline consequences for the MATRA project

rusnakm@igeh.org

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## What initiated the quality attempts?

- Recognition of poor health status of peoples
- The situation of abundance (human resources, beds, facilities) and in the same time deficiencies (apparatus, drugs, services) in resources
- Ethical and moral issues
- Pressure from abroad

rusnakm@igeh.org

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## The first hand solution: health insurance

- Reintroduction of health insurance from the first republic
- Agency for introduction of health insurance established
- Reimbursement for services based on points
- Inflation of points
- Transformation of the ownership in primary care
- Continuous changes in reimbursement of services

rusnakm@igeh.org

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## International Projects EU PHARE

- Hospital financing:
  - Propective/Strategic budgeting
  - Cost centers
  - Specialty related
  - DRG
- Management of health care facilities
  - Several projects on management education development
  - MBA in Leeds
  - Assessment of needs on human resources

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## EU Project on indicators

- National center for health promotion and Inst. Of health statistics cooperate with Birmingham on developing the first indicators of performance for care giving institutions in SR
- 1995 the first “map” of indicators
- Model on estimation of needs for health care services

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## US AID project in the Hospital Trnava

- Complex project of CQI:
- 3 years of journal DSQ distributed to all HC facilities in Slovakia
- Training and introduction of departmental Case Managers
- Development of hospital information system
- Prospective budgeting
- Satisfaction of patients surveys

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## King's Fund a Netherlands

- King's Fund: the first quality managers trained in UK
- Dutch projects:
  - Health Management School
  - Cooperation with a hospital in Groningen
  - Training of several hospital managers
  - Patients' Rights

rusnakm@igeh.org

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## Other projects

- Albert Schweitzer seminars on quality of care
- Salzburg seminars
- Myjava project

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## Today – the HC Reform

- Legal norm introducing the dimension of quality
- Introduction of “informed consent”
- Different ranges of health services financed from public sources:
  - List of priority diagnosis
  - Process of categorization of procedures, drugs, supplies and diet nutrition
  - Introduction of an Agency for health care supervision

rusnakm@igeh.org

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## World Bank

The project of the World Bank will continue on the results of the MATRA project

rusnakm@igeh.org

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## Initiatives of care giving organizations

- ISO norms
- External audits offered offered from organizations with limited experiences in health care
- Training of managers
- Educational credits from SI.Medical Assoc.
- Certification of laboratories

rusnakm@igeh.org

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## MATRA – main areas

- Quality of Care Indicators
- EBM in practice
- Education
- Accreditation and Certification
- Pilots in hospitals and primary care
- Policy advice