

Quality of Care in Hospitals

- committees, guidelines, indicators, Q-systems -

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Quality of Care in Hospitals

- Professionals, medical effectiveness and safety, evidence-based medicine
- Managers, efficiency, products, processes, output, outcome
- Patients, patient centeredness, experiences/satisfaction
- Insurers/Policy makers, certification, indicators, contracts

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The nature of quality assurance and quality improvement in the hospital organization.

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Clinical topics

- autopsy meetings
- infection control
- blood transfusion policy
- medication use
- record keeping
- pre-operative assessment
- prevention bedsores
- oncology
- ICU
- emergencies

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Hospital wide topics

- patient surveys
- accidents
- QI-projects (logistics)
- quality systems (EFQM-ISO)
- co-ordination/budget

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Indicators

- internal (improvement)
- external (accountability)

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Pilot project

- describe existing quality management activities
- identify indicators
- agree with insurers/policy makers on a common set