

## The annual quality report

A dynamic tool for quality management and accountability

E. Heijdelberg, Interaction in Health Banska Bystrica July 16 2005

## The annual quality report

- z Is not a legal obligation in SR (as of now)
- z Is used in some hospitals in Slovakia
- z Is now common in most health institutions in The Netherlands and other EU countries
- z Has no compulsory standard format
- z Is a public document in understandable language

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## The annual quality report

- z Why we need it in quality development: external and internal quality management
- z How does it work technically: "a process approach"
- z How to get 10 quality reports on the table? Deadline: November

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## The annual quality report Why we need it:

- z A management tool
- z An instrument for accountability
- z Not an end but a start
- z An opportunity for exchange and dialogue

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## The annual quality report

- z Is more than a representation of data
- z Is part of a vision on the organisation, its environment and its task
- z Is part of a planning and reporting cycle
- z Is part of a quality system

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## The annual quality report How to do it:

- z Formulate a vision for the organisation
- z Form an operational committee
- z Identify domains for improvement
- z Create commitment
- z Identify performance indicators
- z Make a five years plan
- z Introduce annual planning and reporting cycle

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## The annual quality report An example I

- z Mission: excellent care with high transparency
- z leadership, strategy, staff, means, processes, results
- z CME on the work floor through expert panels, peer review, visitation
- z Stakeholder dialogue

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## The annual quality report An example II

- z Involve patient groups
- z Have a complaint procedure
- z Be a partner for the insurance company
- z Focus on training and education
- z Be a technological innovator
- z Use your data or get rid of them

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## The annual quality report group assignment

- z Analyse the format, make suggestions for improvement.
- z Give your approach in terms of building commitment and compliance
- z Present the major points per heading for your hospital
- z Briefly present

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