

Building Quality Development Programme in Slovakia

Second Quarterly Report

Senter MAT03/SK/9/1

Consortium

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Annexes:

- q Presentation Niek Klazinga WHO-workshop
- q Presentation Maarten Boon WHO-workshop

1 Introduction

1.1 General

This is the first progress report for the programme “Building quality development in Slovakia” (Mat 03/SK/91).

The first quarter of the project implementation was highly influenced by discussions and further refining on the Inception Report that was presented to Senter on April 15th and subsequently discussed in the PAC meeting of May 7th.

Visits to Slovakia were held May 4-7th and June 2-4th.

During the first visit the Ministry of Health did not yet approve the inception report and approval from the side of Senter was pending the subsequent discussions with the Ministry of Health. Different departments within the MoH gave detailed comments. As a result a format was agreed to accommodate the comments and expressed needs of the MoH. This format was approved by the MoH and subsequently “filled in” by the consultants.

The work on the inception report coincided with the first reading in parliament of six new Health Acts. The final outcome of this process, which will continue in September, may still influence the planning and focus of this project. Especially when it comes to the role, tasks and competency of the Health Surveillance Authority (HAS). During the second visit of the consultants to Slovakia the MoH expressed satisfaction with this document. On the basis of this document a second comprehensive version of the inception report was made and put forward for final approval to both the MoH in the Slovak Republic and Senter.

During the extended work on the inception report contributions were made to the planned work for result 1 (1.2 executive summary). The two visits to Slovakia were used to work with the taskforce (see inception report for membership), to establish a working relationship with Trnava University in a first mutual workshop on quality assurance, to hold a joint WHO/Worldbank/Matra conference on hospital indicators (strategic purchasing) and to present quality measurement for clinical guidelines (AGREE instrument).

1.2 Executive summary

This executive summary highlights the major achievements of the reporting period:

q Inception report and planning

The major changes as to the first draft of the inception report were in a greater focus on the results and the actual steps to achieve these. A lot of attention was given to the products of the programme.

Moreover the inception report does present in the annexes a number of technical documents and inventories of resources that are a part of the work for result 1, analysis of existing situation in quality assurance, particularly.

q Taskforce and stakeholder participation

During the reporting period an important landmark was the formation and first meeting of the taskforce, made up of major stakeholders in quality development in Slovakia.

Members of the taskforce contributed to a first inventory of current practices and initiatives in quality assurance in Slovakia through presentations. Representatives of the General Practitioners Association and the Hospital association proposed a first initiative to establish a Slovak Health Quality Institute. This institute would take responsibility for sustaining the use of quality indicators and especially give guidance to the formulation and maintenance of clinical guidelines. This institute would strongly contribute to the sustainability of the Matra quality project.

q Inventory

A start was made with the Terms of Reference for Continuous Education and technical standards in primary care (result 1). Also a set up for the reference centre (result 1) was made.

q Indicators

The Matra project co-organised a WHO/Worldbank/Matra conference on strategic purchasing and hospital indicators. Matra consultants gave two presentations (on state of the art in quality and health insurance and indicators) and co-chaired meetings.

q Guidelines

Two presentations were given on the AGREE instrument which is able to measure the quality of guidelines.

q Pilots design

A first design of the pilots for results 2 and 3 was made and included in the inception report. The conference on strategic purchasing resulted in the candidature of several hospital for participation in the pilots.

2 Progress report

2.1 Progress

2.1.1 Result 1

Result 1: Analysis of current system of monitoring and evaluation of quality of health services						
Activity	Products and deliverables	Expected starting date	Started on	completed	In progress	Expected completion date
An assessment of the existing quality of care policies in the Slovak Republic with respect to professionals and institutions as compared with the existing policies in The Netherlands and other EU countries.	An overview document (including technical sub-documents) describing the current state of the art in quality of care in the Slovak Republic.	01-05-04	1-5-2004		Yes, design for reference center made	01-10-04
Inventory state of the art quality systems	Report describing the state of the art of quality systems for hospitals and primary care facilities.	01-06-04	05-6-2004		yes	01-12-04
Assessment on technological Standards in Primary Care	Report on technological Standards in Primary Care.	01-06-04	05-6-2004		Tor in process	01-12-04
Assessment on continuing medical education policies, structures and activities.	Report on continuing medical education policies, structures and activities.	01-06-04	05-6-2004		Tor in process	01-12-04
Overview on quality requirements in the contracting between financiers and providers	Report on quality requirements in the contracting between financiers and providers.	01-06-04	04-6-2004		presentation	01-12-04

2.1.2 Result 2

Result 2: Set of process and institutional indicators						
Activity	Products and deliverables	Expected starting date	Started on	Completed	In progress	Expected completion date
A joint workshop on strategic purchasing with the WHO Observatory PATH initiative.	Familiarization with indicators in hospital setting. Insight in role of health insurance in purchasing care.	01-05-04	1-05-2004	June 2-4 2004		30-06-04
A workshop on the application of external quality assurance mechanisms on institutional level.	Preparation of key stakeholders for pilots on indicators.	01-09-04				01-10-04
Education and training at Trnava University/HMS in quality process management with the aim to help to develop a local module on quality of care in the public health/management curriculum	- Education/training at Trnava University/HMS in quality process - Local module on quality of care in the public health/management curriculum.	01-10-04				01-01-05
Teams of Slovak experts on study visit to the Netherlands as a contribution to the inventory of state of the art and a preparation for the pilots.	Insight in the role of different stakeholders in designing and implementing indicator sets and monitoring its use.	01-09-04				01-11-04
Study visits to Austria and Hungary for similar, small-scale projects.	Exchange of experiences.	01-10-04				01-01-05
Set up of health system indicators, hospitals / institutional indicators and primary care indicators.	- Proposed indicator set on health system performance (10-15 indicators). - Proposed indicator set on the quality of hospital/institutional performance (10-15 indicators). - Proposed indicators set on the quality of primary care (10-15 indicators).	01-02-05				01-08-05
Performance indicators and role of health insurance and regional government	Determination of roles and responsibilities through workshops.	01-02-05				01-08-05

Preparation of pilots and questionnaires.	Start of pilots	01-02-05				01-03-05
Pilots in 4-5 hospitals.	Implementing / calculating indicator set in hospitals / Annual quality report	01-02-05				01-08-05
Pilots in 2 primary care settings.	Implementing / calculating indicator set in primary care setting	01-02-05				01-08-05
Summary of results.	Presentation in a forum	01-09-05				01-10-05
Policy document.	Wrap up with a focus on roles of stakeholders	01-09-05				01-10-05

2.1.3 Result 3

Result 3: Set of guidelines and clinical indicators						
Activity	Products and deliverables	Expected starting date	Started on	Completed	In progress	Expected completion date
An inventory on existing clinical practice guidelines in the SR.	Report on existence and quality of local guidelines (including assessment of selected guidelines from international sources for implementation in Slovakia).	01-06-04	01-06-04		Through taskforce	01-11-04
Assessment of the quality of existing sets of clinical guidelines in the Slovak Republic with the help of the AGREE instrument.	See above	01-06-04	01-06-04		Through taskforce	01-12-04
Training of local expert with the AGREE instrument and development of user manual	Training module for local experts on the AGREE instrument and development of user manual	01-08-04				01-08-05
Development of a model for ongoing design of guidelines.	Training module of evidence-based guideline development	01-08-04				01-08-05
Support with the development of a limited set of guidelines.	A set of tested guidelines and an endorsed format for guideline development.	01-08-04				01-08-05

2.1.4 Result 4

Result 4 Advice developed on the introduction of a system for internal and external quality monitoring and evaluation						
Activity	Products and deliverables	Expected starting date	Started on	Completed	In progress	Expected completion date
Refine guidelines	Quality book consisting of tailor-made approaches adapting internationally proven best practices.	01-08-05				01-10-05
Identification quality monitoring		01-08-05				01-10-05
Revisiting experiences		01-08-05				01-10-05
Four workshops	Integrated advice on the implementation of quality assurance and monitoring in Slovakia. The advice will include a tested and endorsed (by stakeholders) list of process and institutional indicators for hospitals and general practitioners, a set of guidelines and clinical indicators and a monitoring mechanism for each of these. This will be done by planning a national roll out in a controlled time lapse under guidance of the HCSA. The advice will include maintenance and sustainability of the practices proposed. This will be done by indicating the ongoing development of a national reference centre on quality assurance and monitoring, and the drafting of modules for basic and postdoctoral education in medicine and health management in Slovakia.	01-10-05				31-12-05
Overall implementation advice		01-12-05				31-12-05
		01-12-05				31-12-05
National conference						
Training course for policy makers	Training course for policy makers	01-10-05				31-12-05

2.2 Resource utilisation

2.2.1 Result 1

expert name	days spent in NL	days spent in Slovakia
Heijdelberg	1	3
de Koning		2
Rusnak		6
Stofko		1
Rusnakova		3.5
Findo		1

2.2.2 Result 2

expert name	days spent in NL	days spent in Slovakia
Heijdelberg	1	3
Klazinga	1	2
Asbroek		3
Boon		3

2.2.3 Result 3

expert name	days spent in NL	days spent in Slovakia
de Koning		1

2.2.4 Result 4

expert name	days spent in NL	days spent in Slovakia

3 Implementation issues

3.1 General implementation issues

Implementation of planned activities was slightly delayed by the parallel work on the final version of the inception report. However the (technical) annexes of the inception report are actually first drafts of work under the results 1, 2 and, to a lesser degree, 3. The inception report also contained a more detailed set-up of the design of hospital and primary care pilots.

It is expected that the process of approval of the Health Acts will continue to influence the project. This is especially true for the competencies that have to be established in the Health Surveillance Authority. This will also have influence on the competencies in the field of quality assurance to be built and/or retained in the Ministry of Health. Currently we are awaiting the list of proposed candidates, to be reviewed by the project leader quality of MoH and the minister, for the planned visit to the Netherlands. Currently the number of MoH staff with a role in quality development is very small.

The role of the taskforce is very important and a great source of information and materials. It is expected that some participants (Hospital Association and General Practitioners) will take the initiative for a Slovak Health Quality Institute. The programme plans to facilitate the establishment by making available information from Netherlands institutes and facilitate discussion on the Terms of Reference of such an institute. The major changes as to the first draft of the inception report were in a greater focus on the results and the actual steps to achieve these.

Moreover the inception report does present in the annexes a number of technical documents and inventories of resources that are a part of the work for result 1, analysis of existing situation in quality assurance, particularly.

During the reporting period an important landmark was the formation and first meeting of the taskforce, made up of major stakeholders in quality development in Slovakia.

Members of the taskforce contributed to a first inventory of current practices and initiatives

3.2 Specific implementation issues per project result

3.2.1 Result 1

A first set-up for the reference centre on quality assurance materials was drafted. A closer look will be taken on how to make the material available to stakeholders. The Taskforce will monitor the terms of reference for sub-documents on technical standards and continuous medical education.

3.2.2 Result 2

Taskforce meeting on indicators was organised June 30th. The agenda for 2nd meeting of Task Force will be:

- q link hospital indicators with insurance companies indicators;
- q help in guidelines development (AGREE Instrument evaluation);
- q make list of disease for guidelines development (HP, DM, Breast cancer);
- q define the term: Guidelines recommendation;
- q check OECD indicators, if emergency care indicator can be included.

3.2.3 Result 3

Inventory of existing guidelines and use of AGREE instrument are under way.

3.2.4 Result 4

Not yet implemented (according to plan)

3.3 Change request

There are no change requests.

4 Plans for the next reporting period

4.1 Detailed workplan

4.1.1 Result 1

- q An inventory of the current state of the art in quality of care in the Slovak Republic resulting in an overview document and technical sub-documents. Mapping out of general quality policies, nationally and internationally, practical activities and procedures in SR.

Support activities

- q A National Taskforce on quality assurance made up of key stakeholders is established and active.
- q Objective to ascertain input of relevant experts and stakeholders in SR. The taskforce will function in close collaboration with the reference centre.
- q Initial training set up at Trnava University with the aim to help to develop a local module on quality of care in the public health/management curriculum
- q A National Reference Centre will be set up in the person of Lucia Lenartova, located at the Ministry of Health.

4.1.2 Result 2

An exercise (review, survey on technical equipment standards in ambulatory care).

An inventory is made of the existing databases and registries in SR especially the databases of the Central Institute for Health Statistics and the General Insurance. These databases provide a first insight in the potential for developing quality indicators on process and institutions. Based on the OECD set of quality indicators for health care systems a first attempt will be made to calculate this indicators for SR. With respect to performance indicators for hospitals the indicator set developed by WHO/EURO will be used and its concrete applicability further explored during the hospital pilots as part of phase II of the project.

4.1.3 Result 3

- q An exercise (review, survey) on continuous medical education.

In addition to the inventory on existing databases described under result 2, an inventory is made on the existing clinical practice guidelines in the SR, especially the ones developed by the scientific societies (SMS) and the committee for rationalisation of therapeutically drug use. The guidelines are collected and their quality is assessed with the help of the AGREE instrument, a tool developed as part of an EU-Biomed project to assess the quality of practice guidelines

4.1.4 Result 4

Result 4 is not touched in the third quarter of 2004.

4.2 Human Resource Allocation

4.2.1

Heijdelberg, Rusnak, de Koning participate in taskforce and PAC meeting,

Rusnakova and Koot starts with CME studies

Lenartova co-ordinates and plays role in managing taskforce resources and inventory of current practices (indicators and guidelines)

Findo and Stofko support inventory and assist in preparation of pilots.

Ten Asbroek contribute to inventory.

4.2.2

Lombarts facilitates workshop accreditation and certification (external quality assurance instruments)

4.2.3

Ten Asbroek, de Koning and Rusnak contribute to inventory.

4.2.4

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