

“Measuring Up”

Improving Health Systems Performance in OECD Countries



Improving accountability in a decentralized system

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Health
Canada

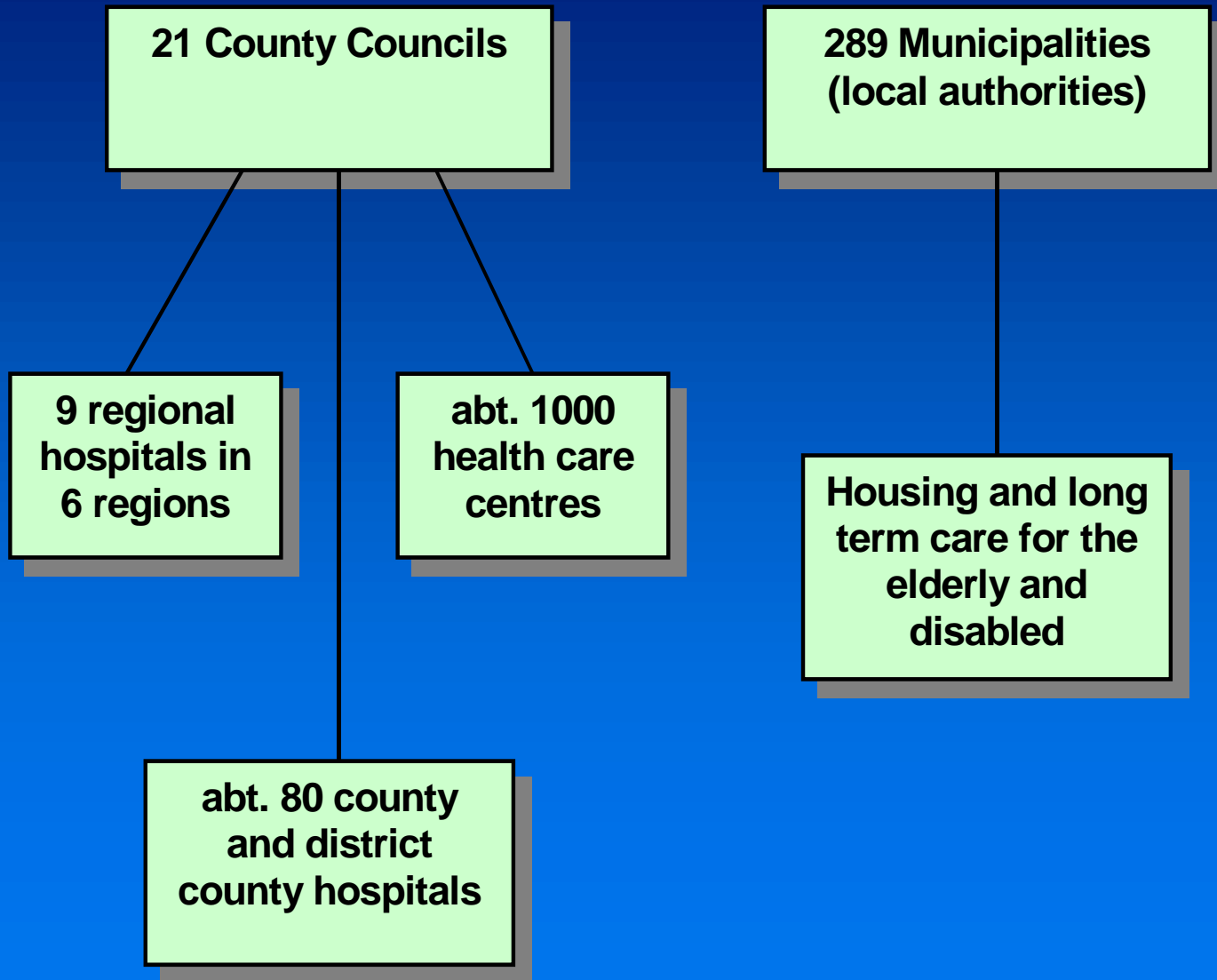
Santé
Canada

Canada

The main tasks of the National Board are:

- supervision of medical care and social services as to quality, safety, and the rights of the individual
- evaluation and follow-up studies of social policy
- mediation of expertise
- development and training
- responsible for official statistics on social services, public health, health care and medical services, and causes of death
- epidemiological surveying

Regional and local level



Swedish legislation

Health care

of good quality

on equal terms

easily accessible

those in greater need have priority

Financing - county council taxes based on
income

Responsibility - county councils

Producer - county councils
communities
private enterprises

Patient

choice of GP-office

hospital

and since 2001 county

if waiting list

Why no common indicators ?

- purpose of health care ?
- good quality = ?
- equal terms = ?
- equal access = ?

Process to define indicators involves

patients
profession
financier
politicians/ethicists

individual patients
group of patients
population

} concordance ?

The aim of the National Quality Registers

Provide knowledge of outcome and results to participating units over time and compared to the national average

Base for evaluation and improvement of the medical quality

Dissemination of good medical practice

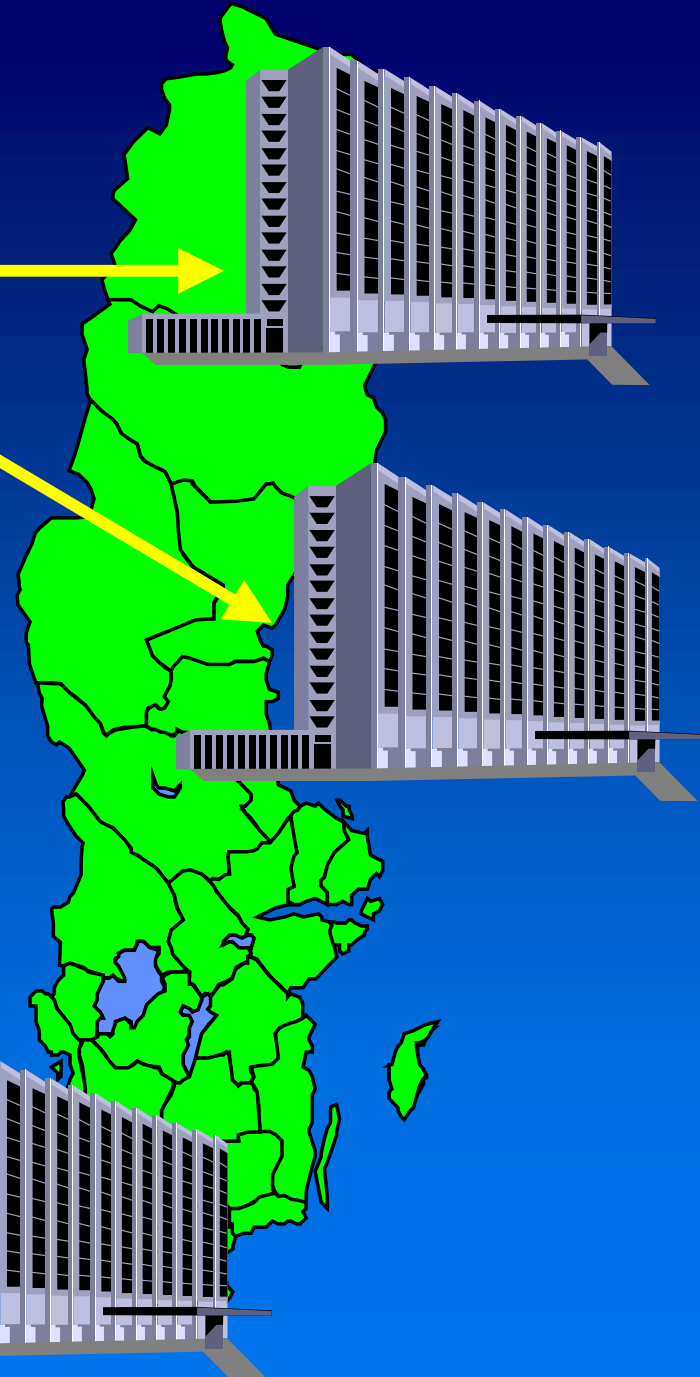
Management Group of the Register



National Board of Health and Welfare

Fed. of County Councils

Swedish Soc. of Medicine



Example of data in the registers

- length of stay, volume by age and sex, and longitudinal trends
- accessibility
- data on indications
- data on diagnostics, interventions, operations, technologies, drugs
- admission data, outcome/effectiveness measures (e.g. complications, side effects, reoperations, death)
- patient experience

Positive effects

- Increased interest for, and clarification of, quality-related issues
- Dissemination of information
 - treatment methods
 - highlight problem areas
- Increased collaboration at various levels
 - stimulate meetings, local collaboration, project elements, etc
- Basis for local, regional and national planning

Difficulties

- Difficulties initially
- Data collection
- Statistical analysis
- Practical work is time consuming
- How to implement the register work in the daily clinical practice?

Open account from 4 perspectives



- structure
- process
- result

Patient perspective

- easy access
- medical outcome
- overall satisfaction
- price - costs
- risks - side effects
- smoothness in the process
- integrity

Professional perspective

- working conditions
- professional development
- patient outcome
- side effects - complications
- patient satisfaction
- risk management

Organisational perspective

- structure - beds, personnel etc
- competence
- resources and economic result
- medical results
- side effects, complications, risks
- production

Population perspective

- health indicators
- equity
- in agreement with priority settings

Guidelines

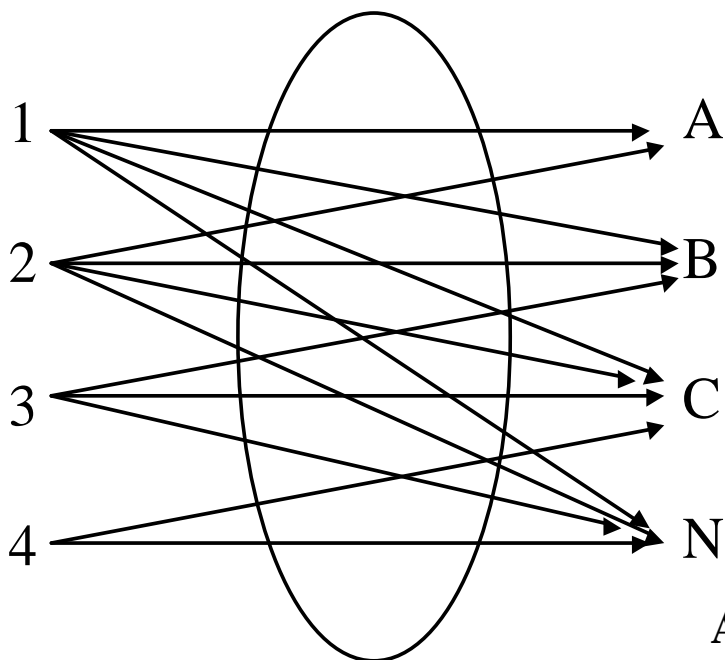
- Version for profession - experts
 - Version for decision makers - include priority settings and cost effectiveness
 - Version for patients - include patient - profession agreement
- Objective care of good quality on equal terms, easily accessible

Improved model for NG's

- Evidence-based
- Grading of evidence
- Cost of illness (direct/indirect)
- Analyses of economic consequences of the recommendation
- Cost-effectiveness
- Grading of recommendations
- Discussion on prioritization as a support to CC's own decisions

Evidence

Recommendations



↑
importance
cost-effectiveness

A = to all, provided demand and no
contraindications

B = to the majority, provided demand and
no contraindications

C = to some. Follow up needed

N = no

F.U
indicators

Future ambitions

Open yearly accounts 2003

Each GP office
ward department

Same data aggregated to hospital/community

county
regional
national

} level

Open account prevents tampering and maintains legitimacy (provided good outcome)

Support systems crucial