

How to improve quality of health care with clinical and patient reported outcome measures?



Achmea Divisie Zorg & Gezondheid

Quality of Health Care Program



We see that quality improvement is possible at different levels

Right to treat	Only centres that meet the minimum requirements may treat patients	<ul style="list-style-type: none">- <i>Disclose trading volumes</i>- <i>Selective contracting based on minimum requirements¹</i>
Giving the appropriate treatment	Patients can often be treated in various ways. What is the appropriate choice for the patient?	<ul style="list-style-type: none">- <i>Engage in dialogue regarding diagnosis</i>- <i>Support field by making decision schemes</i>
Perform treatment correctly	Medical results differ everywhere because treatments vary between care providers.	<ul style="list-style-type: none">- <i>Develop and implement outcome indicators</i>

1) Selective contracting should only be applied when the criteria are met (norm consensus, no gaps in the provision of care in the region, sufficient total volume, reliable data, etc.)

Results of the Quality of Health Care Program

Approximately 40% of total health care will be made transparent by using clinical and patient reported outcome measures, resulting in

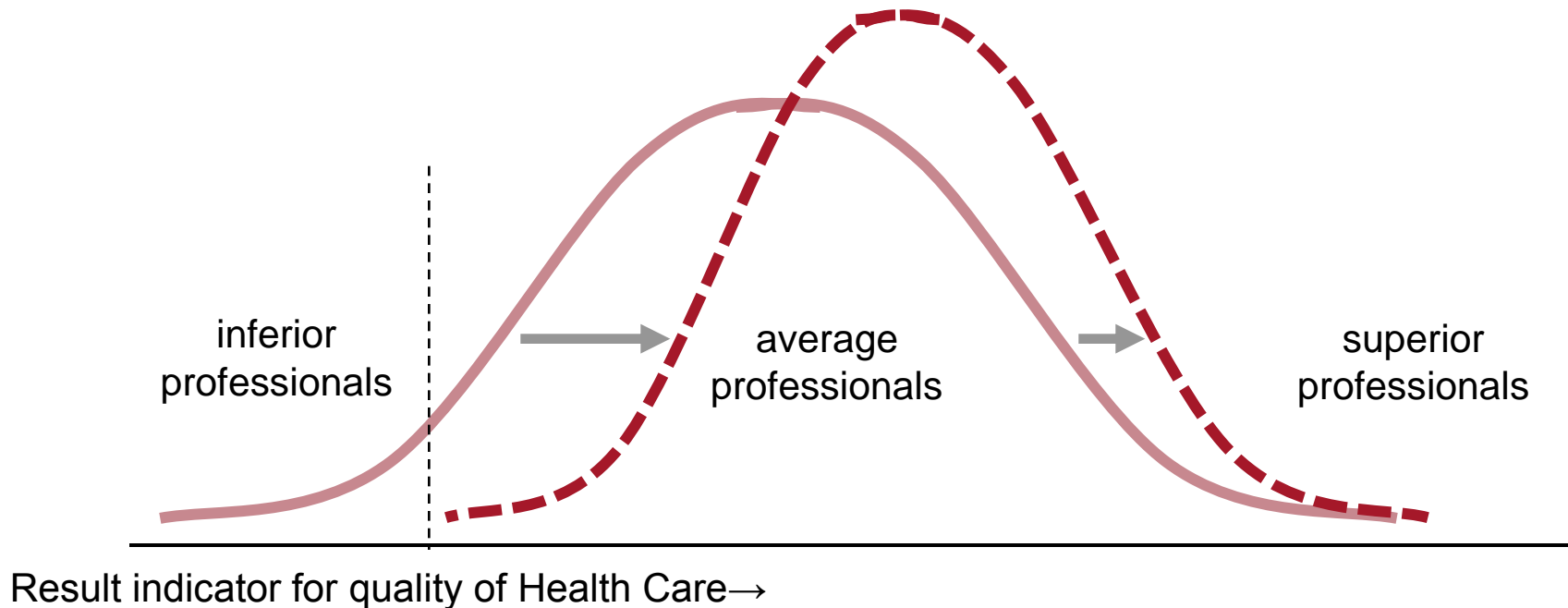
1. care providers to improve the quality of care they deliver
2. health care procurement based on insights into quality of health care
3. insured persons and referrers to choose consciously and to include information about quality of health care in their choices



We want to offer all our insured persons the best possible health care, that is why we promote quality improvement

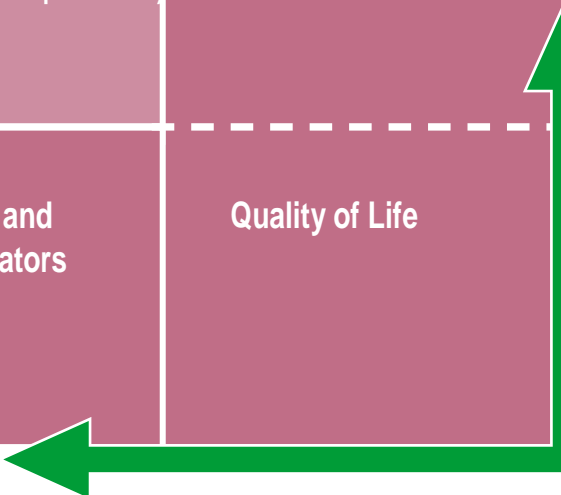
Shifting the curve right

— Current situation
- - - Desired situation



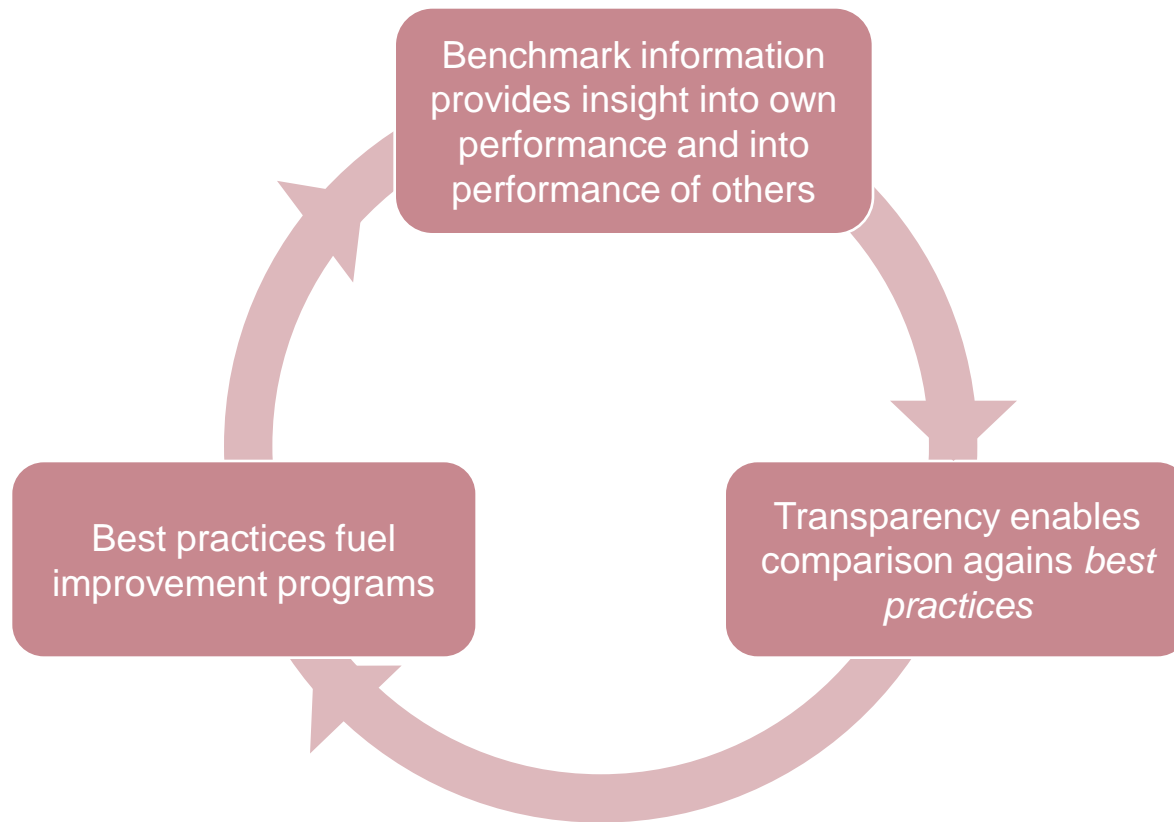
Achmea program focuses on health care results

	Organisation	Results
Professional perspective	Process- and structure- indicators (including volume requirements)	Medical Outcome
Patient perspective	Customer and Service indicators	Quality of Life



- To us, managing results means:
 - Focusing on the final result of healthcare provided
 - Focusing on what is important for the patient
- Focusing on results, health care professionals are free to determine how to achieve the best results; the professional association remains responsible for the guidelines and protocols

“By facilitating benchmarking of outcomes, we attempt to encourage a culture of continuous improvement”



The Quality of Health Care Program is developed applying the 'Swedish model'

Success factors of the Swedish model	Section QoHC?
1 Care providers are responsible for identifying, measuring and using quality indicators	<input checked="" type="checkbox"/>
2 Outcome indicators, adjusted for case mix, form the core indicators set	<input checked="" type="checkbox"/>
3 Additional process and structure indicators help care providers to reach the best results	<input type="checkbox"/>
4 Clear added value and limited effort required encourage care providers to participate	<input checked="" type="checkbox"/>
5 Active contribution to quality improvement through identification and implementation of best practice	<input checked="" type="checkbox"/>

QoHC considers this the responsibility of the care providers, but can facilitate where necessary

The disorders in the QofHC program 2012 are disorders with many patients, high total expenses, or high expenses per patient

Pilots gestart in 2011/2012	Pilots voor 2012/2013
Diabetes type 2	Verstandelijke beperking
Depressie	Mondzorg
Dementie	Slechtziendheid
Cerebrovasculair accident (CVA)	Coronaire hartziekten
Geboortezorg	Artrose
Perifeer arterieel vaatlijden (PAV)	Reumatoïde artritis
Borstkanker	Ziekte van Parkinson
Dikkedarmkanker	Hartfalen
Prostaatkanker	Palliatieve zorg
Longkanker	Lage rug klachten
Cystic Fibrosis	

Example: Outcome Indicators for Maternity Care

Four steps to transparency

- **Collaborating with midwives, gynaecologists, pediatricians and post-natal care specialists to identify outcome indicators of maternity care**
- **The potential indicators will be piloted in a large sample population**
- **Together with maternity care professionals we will develop suitable and understandable benchmark information**
- **Nationwide implementation of the indicators**

