



#jauta

Aprūpes kvalitāte.

Veselības aprūpes sistēmu uzlabošana. No politikas līdz rīcībai Eiropas reģionā

Žuans Žoakins Rodrigess da Silva Breda, PVO Aprūpes kvalitātes un pacientu drošības biroja vadītājs un reģionālā direktora īpašais padomnieks Atēnās



Veselības ministrija



Slimību profilakses un
kontroles centrs

Latvijas Ārstu biedrība

NACIONĀLAIS
ATTĪSTĪBAS
PLĀNS 2020



EIROPAS SAVIENĪBA
Eiropas Savienības
strukturārfondi un
Kohēzijas fonds

IEGULDĪJUMS TAVĀ NĀKOTNĒ

ESF projekts Nr. 9.2.3.0/15/I/001 "Veselības tīklu attīstības vadlīniju un kvalitātes nodrošināšanas sistēmas izstrāde un ieviešana prioritāro veselības jomu ietvaros".

Quality-of-Care

Driving healthcare systems' improvement

From policies to action in the European Region

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Special Advisor for the Regional Director



World Health
Organization

European Region



Outline

- Quality of Care as a driving force for Universal Health Coverage
- Current challenges of healthcare systems
- WHO Athens Office on Quality of Care and Patient Safety
 - Vision and mission
 - Country support across the WHO European Region
- The relevance of data and innovation for Quality of Care
- Q&A

UN AGENDA 2030

Quality of Care as a driving force to UHC



SDG 3.8

Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all



European Region

The overarching aim of Universal Health Coverage is for all people who need health services **to receive high-quality care without financial hardship**. Even with increased access to services, **health improvements can remain elusive unless those services are of sufficient quality to be effective**.

Recalling the definition

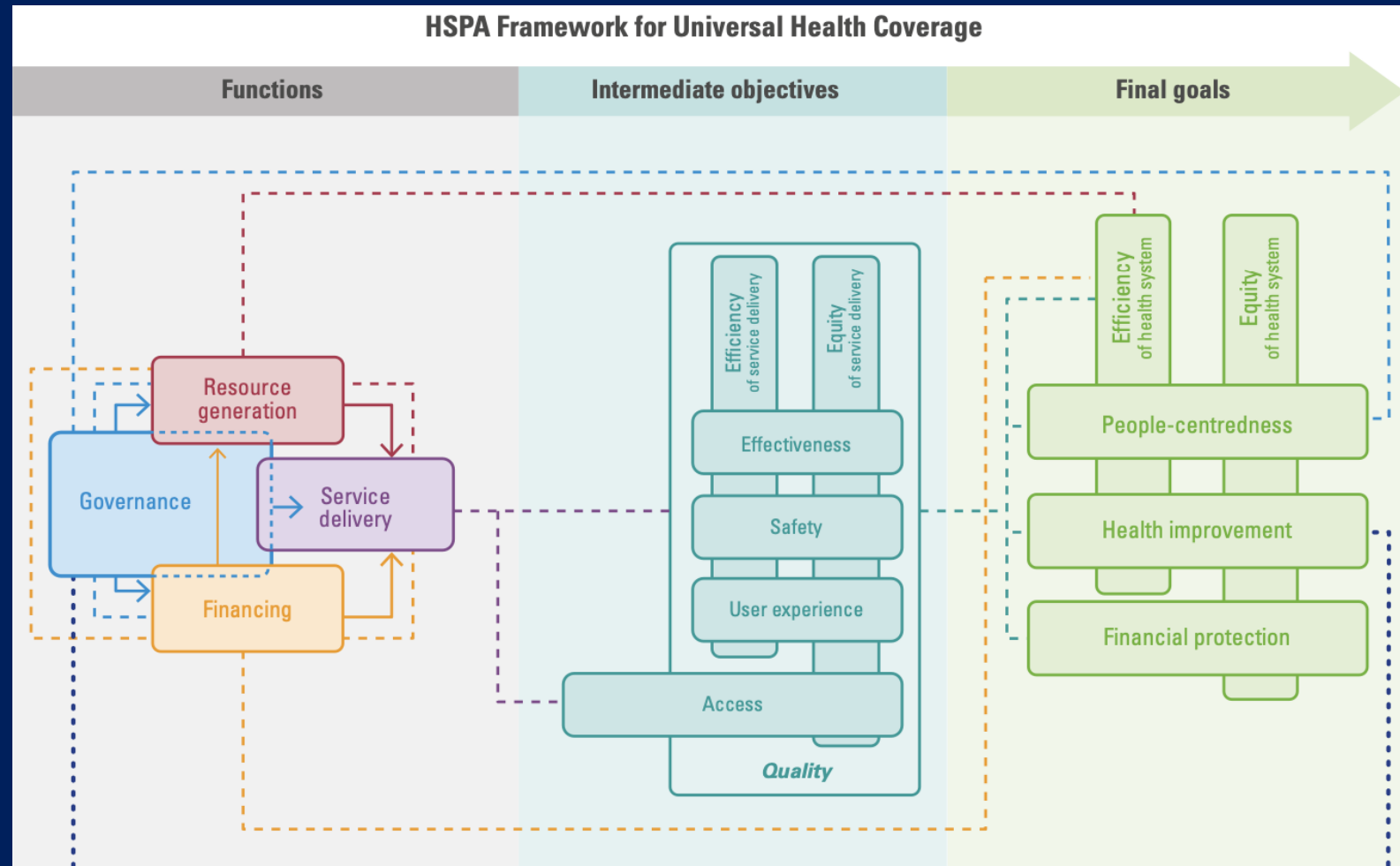
Quality of care is the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with evidence-based professional knowledge.

This definition of quality of care spans **promotion, prevention, treatment, rehabilitation and palliation**, and implies that quality of care can be **measured** and **continuously improved** through the provision of **evidence-based care** that takes into consideration the **needs and preferences of service users** – patients, families and communities.

QUALITY OF CARE

An integrated component of Health Systems' Performance

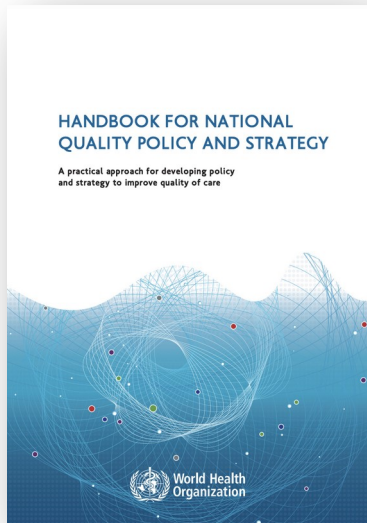
Quality of care is the **degree to which health services** for individuals and populations **increase the likelihood of desired health outcomes** and are consistent with **evidence-based professional knowledge**



QUALITY OF CARE

WHO strategies and frameworks over time

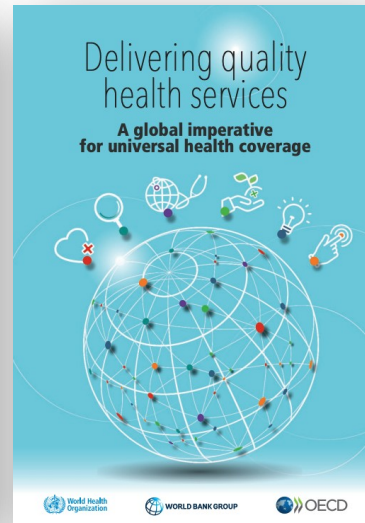
2018



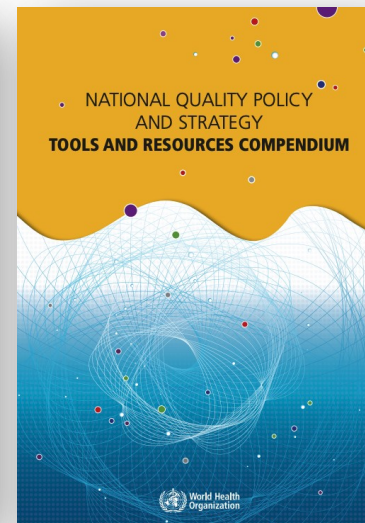
2019



2019



2019



2020

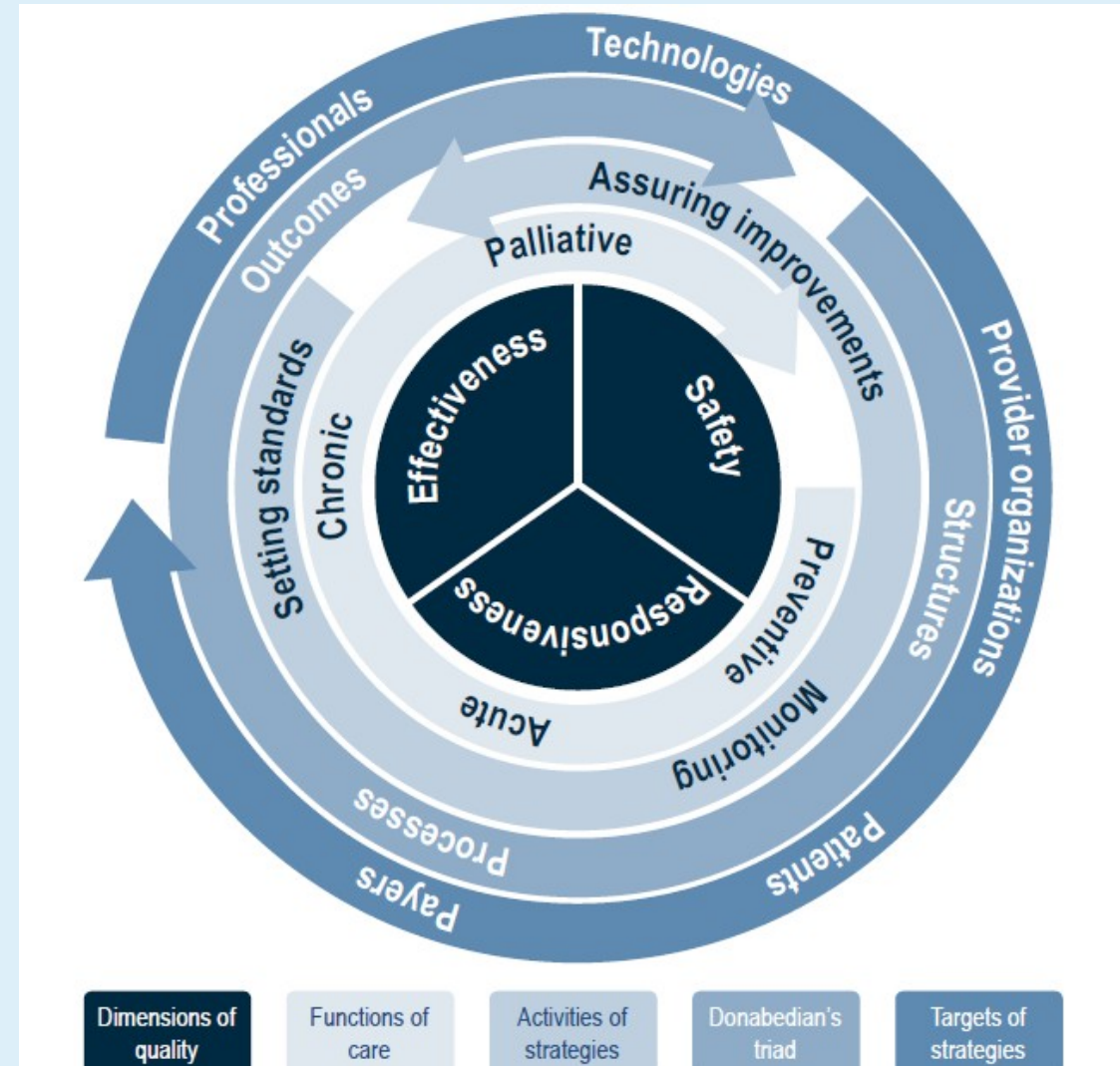


QUALITY OF CARE

The 5 lens' framework

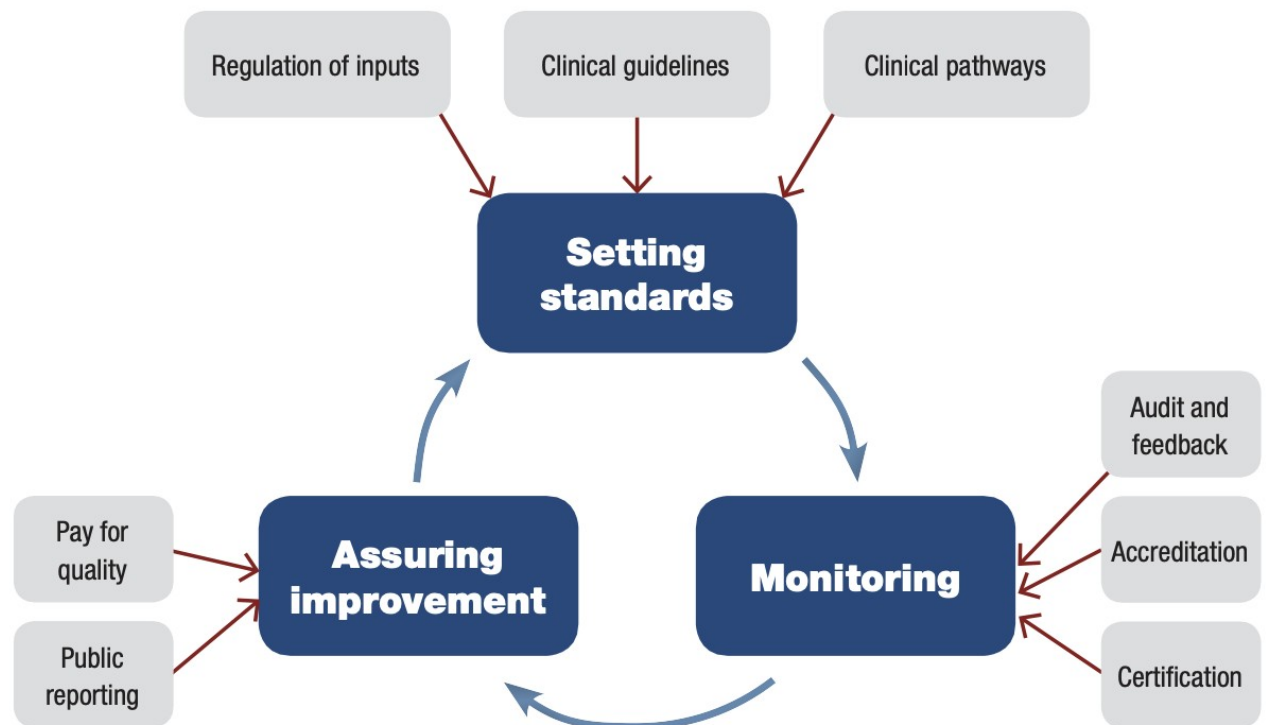


European Region



QUALITY OF CARE

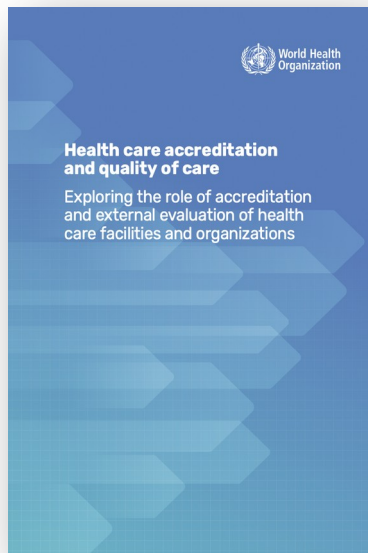
The 5 lens' framework



Source: authors' own compilation, inspired by WHO, 2018b

QUALITY OF CARE

Accreditation alone does not cover the full-spectrum of Quality of Care

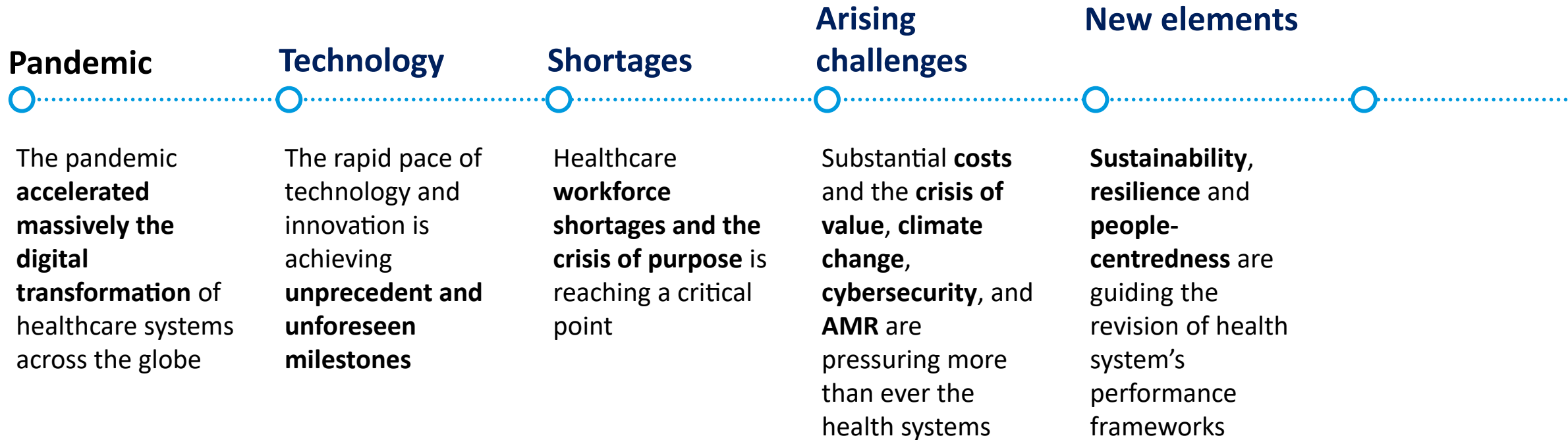


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- Accreditation is a form of **independent external assessment** of health care facilities against **quality standards**, with a reported outcome related to quality improvement **recommendations** at the level of the facility
- It is a **resource-intensive** interventions and the **evidence base is not straightforward**. **Integration** into a suite of quality interventions spanning different levels of the health system is critical for accreditation to potentially play a role in improving quality.
- New accreditation models may wish to focus on **primary care, user experience** of health services, and care packages for **clinical pathways** of certain conditions.

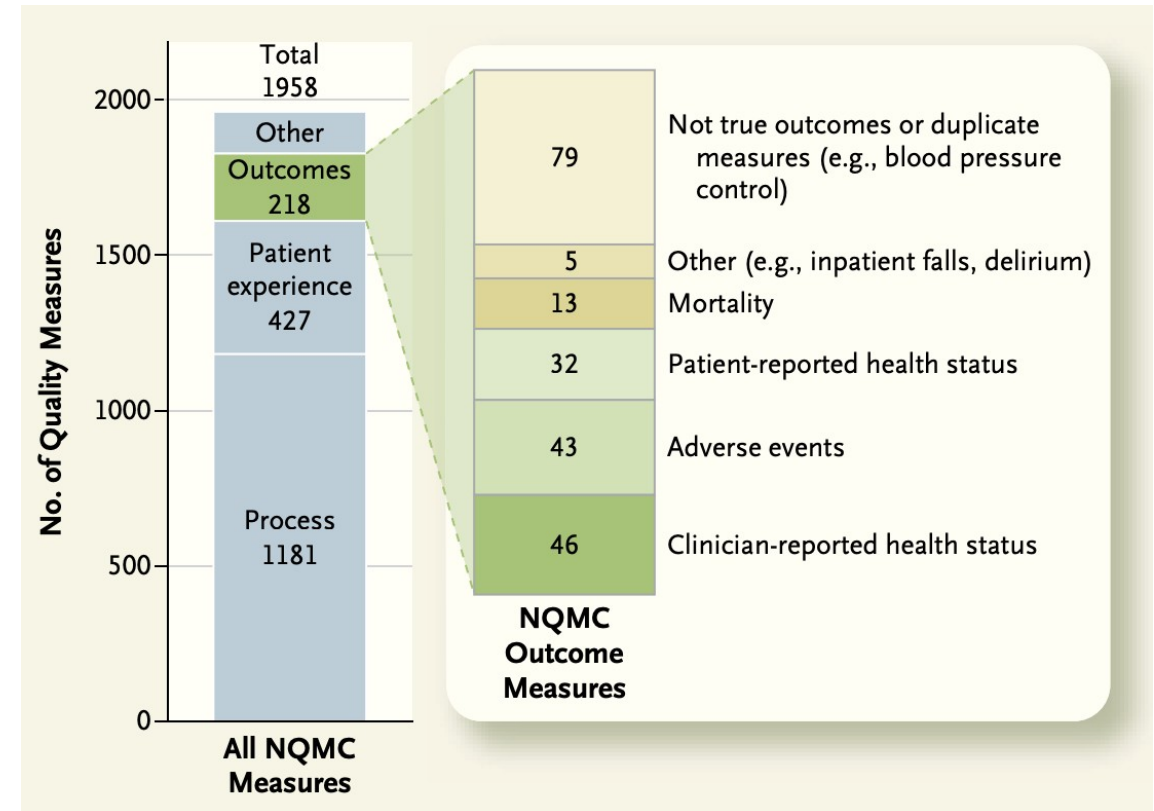
CURRENT CHALLENGES OF HEALTHCARE SYSTEMS

UN Agenda 2030 focus on Quality of Care, **but since then:**



And Quality-of-Care **remains much focused on processes'** **compliance** and service provision

- Quality improvement efforts may not improve patients' outcomes; even given similar processes, different teams' **results vary**
- Clinicians should follow evidence-based care guidelines, but **results matter**
- Satisfaction surveys ask patients, "**How were we?**" What about asking instead "How are you?"

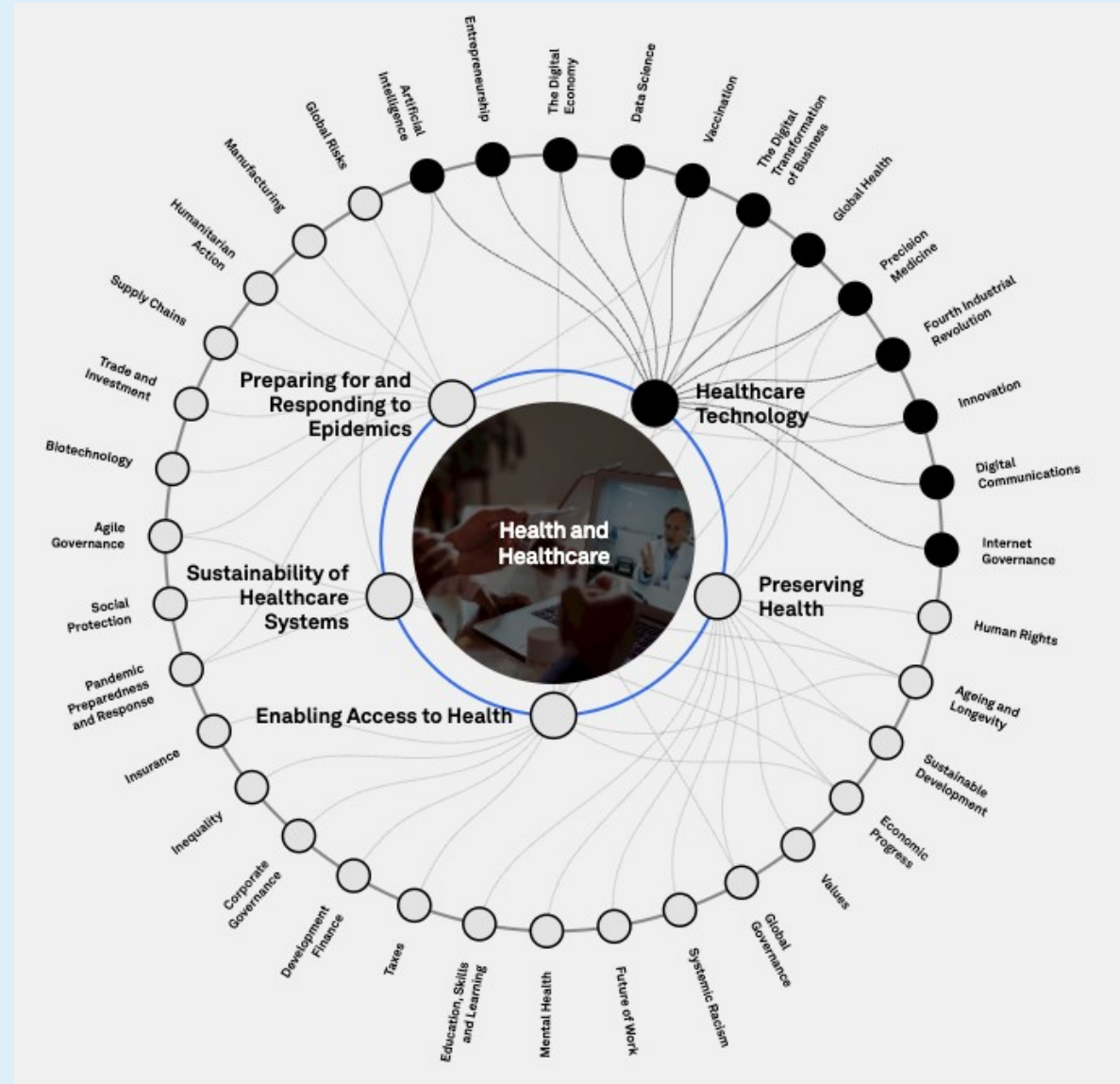


CURRENT CHALLENGES OF
DEMAND AN INNOVATIVE
APPROACH FOR QUALITY-OF-CARE

Innovation is driving
health systems'
transformation and
has the potential to
accelerate the
achievement of UHC
through Quality-of-
Care



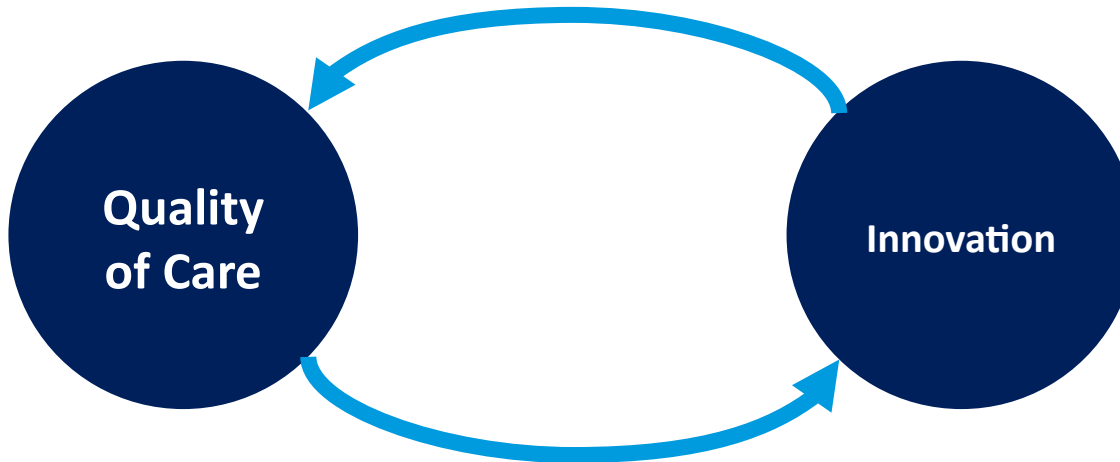
European Region



CURRENT CHALLENGES OF DEMAND AN INNOVATIVE APPROACH FOR QUALITY-OF-CARE

Quality of Care must **embrace and guide innovation**

ACCELERATE the achievement of QoC dimensions
(effectiveness, safety and people-centredness)



Innovation is the process of turning **new ideas into value**, in the form of **products, services, business models**, and other new ways of doing things.

GUIDE through QoC strategies the innovations
towards **ACCESS, QoC and health systems final goals**
(health improvement, efficiency and equity)

CURRENT CHALLENGES OF DEMAND AN INNOVATIVE APPROACH FOR QUALITY-OF-CARE

New Quality of Care tools is not only about digital

Innovation	Examples	Impact on QoC Dimensions	Guide through QoC Strategies
Consumer focused	<ul style="list-style-type: none">• Patient engagement• Patient self-management• Home care	Patient voice and promotion of self-management lead to improvement of people-centredness and effectiveness	The establishment of laws, regulations and standards (including accreditation) may enforce patient engagement and promote self-management in an evidence-based manner . Pay schemes integrating PROMS & PREMS may promote appropriateness of consumer-focused innovations.
Technology	<ul style="list-style-type: none">• New drugs and diagnostics• Medical devices and wearables• Artificial intelligence• Electronic health records• Telehealth	Technology can improve safety (drug delivery systems), effectiveness (risk stratification and remote care), but also people-centredness, access and equity.	Laws, regulations and certification prior to market (including comparison with standard of care) and continuous monitoring and audit of tailored indicators assure technology is produced and delivered accordingly to appropriateness principles. Public benchmarking may also assure quality.
Business model	<ul style="list-style-type: none">• Care process redesign• Value-based payments• Agile governance	Care redesign (clinical pathways and care automation) and value-based approaches can impact positively effectiveness and people-centredness . Other dimensions such as access, efficiency and timeliness also improve.	Standards and evidence-based guidelines should support care redesign. Audit and monitoring should be established to assure continuous improvement together with adjusted pay schemes and/or benchmarking .

QUALITY OF CARE

The WHO Athens Office on Quality of Care and Patient Safety



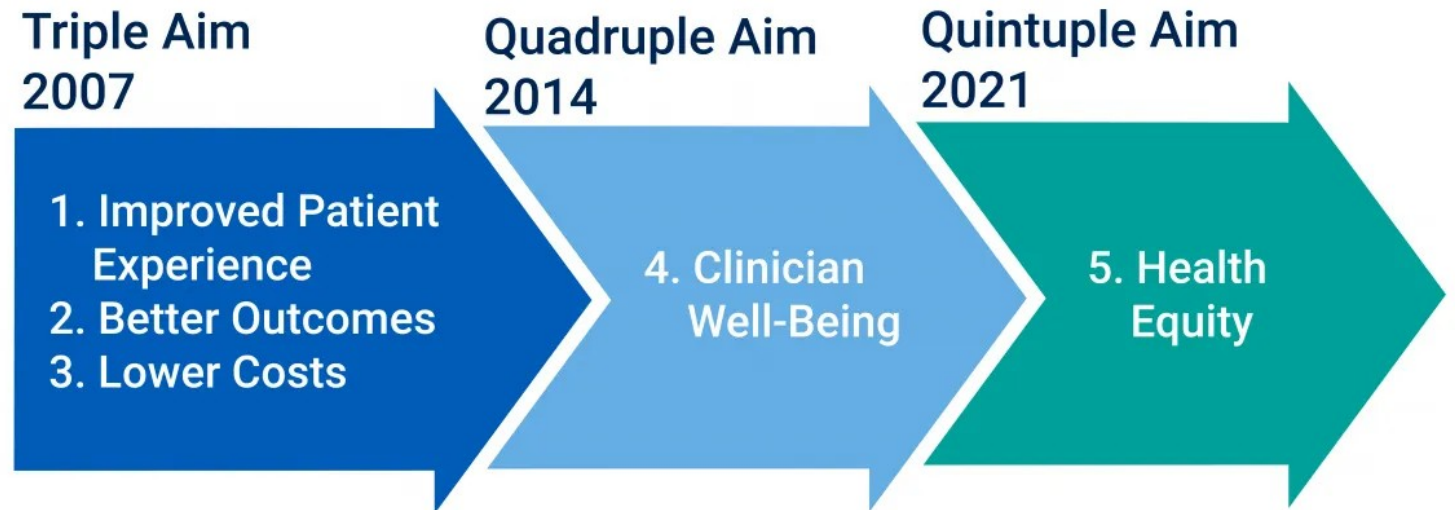
World Health
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OUR VISION

Quality of Care as a driver of positive transformation

Has the capacity to become the **organizing principle** not just for individual health care organizations, but **for national health systems and for the global health care sector as a whole**






The WHO Office on Quality of Care and Patient Safety



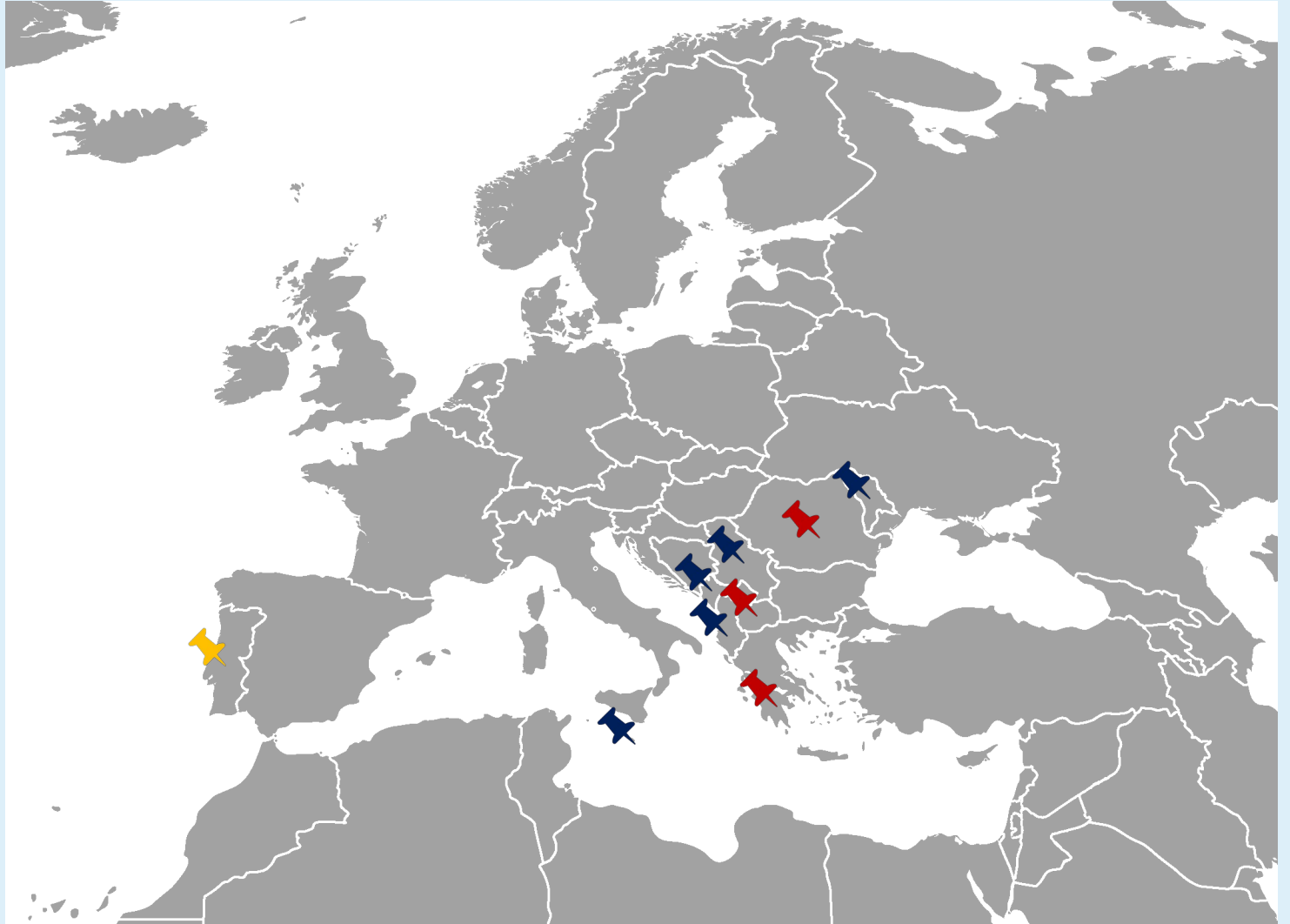
COUNTRY SUPPORT

Working together to strengthening quality-of-care across the European Region and to reduce health inequalities

-  Project implementation
-  Country missions
-  Collaborative Centre



European Region



Working together to strengthening quality-of-care across the European Region and to reduce health inequalities

GREECE

- Development and implementation of national strategies for quality of care and patient safety (EUR COMM DG REFORM)
- Establishment of a national framework for quality of care metrics and quality of care and patient safety capacity building (Greek Government Fund: HEALTH-IQ)

ROMANIA

- Implementation of a Health Quality Fund to reward hospitals that improve quality of care and patient safety based on a small core set of quality of care indicators focused on outcomes, patient safety and patient experience (EUR COMM NRRP)

NORTH MACEDONIA

- Design of a national action plan for patient safety with a focus on training, people engagement and strengthening of a non-blame culture

OUR WAY FORWARD

1st Report on Quality of Care and Patient Safety in the European Region



RC73

Consultation
Draft European Quality of Care and Patient Safety Status Report
State of play and future prospects
11 September 2023 | 10:00-11:30 CEST

Join online!
bit.ly/RC73QOC
Passcode: RC73side!

The banner features a large, stylized 'RC73' in the background. Below the text, there are illustrations of various architectural structures, including a pyramid, a sphere, a classical building, a tall tower, and a modern dome. A white arrow points from the 'Join online!' text to the tower illustration.

OUR WAY FORWARD

1st Report on Quality of Care and Patient Safety in the European Region



- **Reporting of quality-of-care dimensions remains highly heterogeneous** across the WHO European Region
- **Data fragmentation and knowledge gaps also assert a profound impact on both decision-making** and overall health outcomes
- **The adoption of agreed-upon metrics and comprehensive standards for data collection is paramount** in order to guide evidence-informed decisions across the Region
- **Coordinated actions to strengthening quality-of-care core dimension, and reducing data and knowledge gaps,** will drive the necessary transformation of healthcare systems towards reducing inequalities and to better face the challenges ahead

Quality-of-care dimensions reporting and composite analysis

- **People-centredness** reporting requires further action as it is seldomly reported across the region
- Interventions targeting **efficiency** have a great potential to improve healthcare systems as this composite revealed the lower average across the region

Fig. 3.3 Number of countries by income group reporting indicators by quality dimension

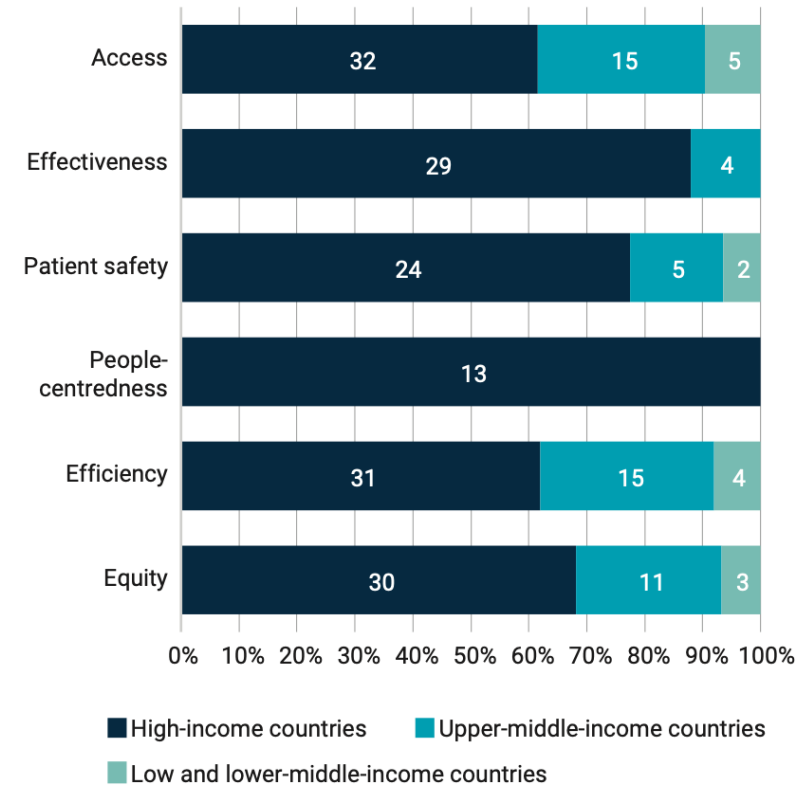
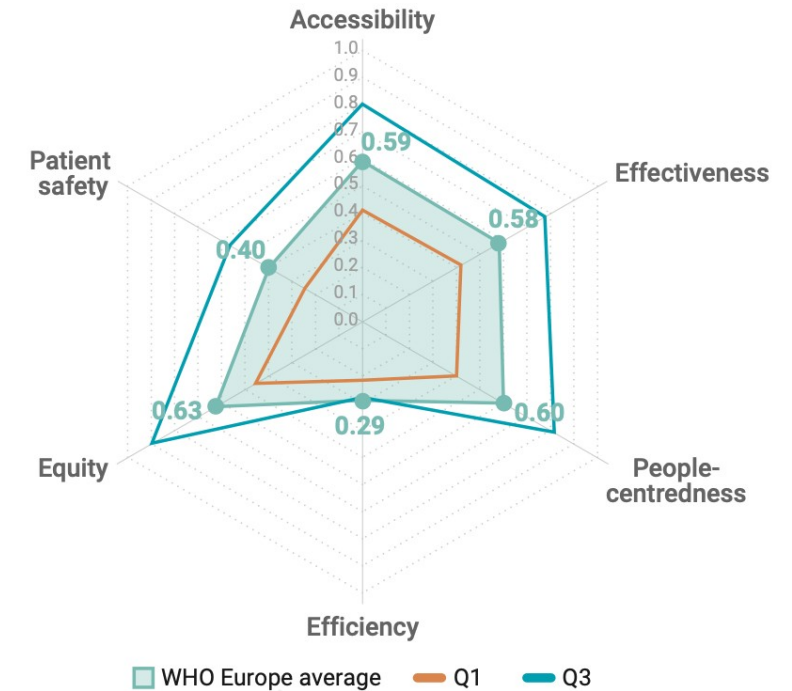


Fig. 3.4 WHO European Region average and third and first quartile scores

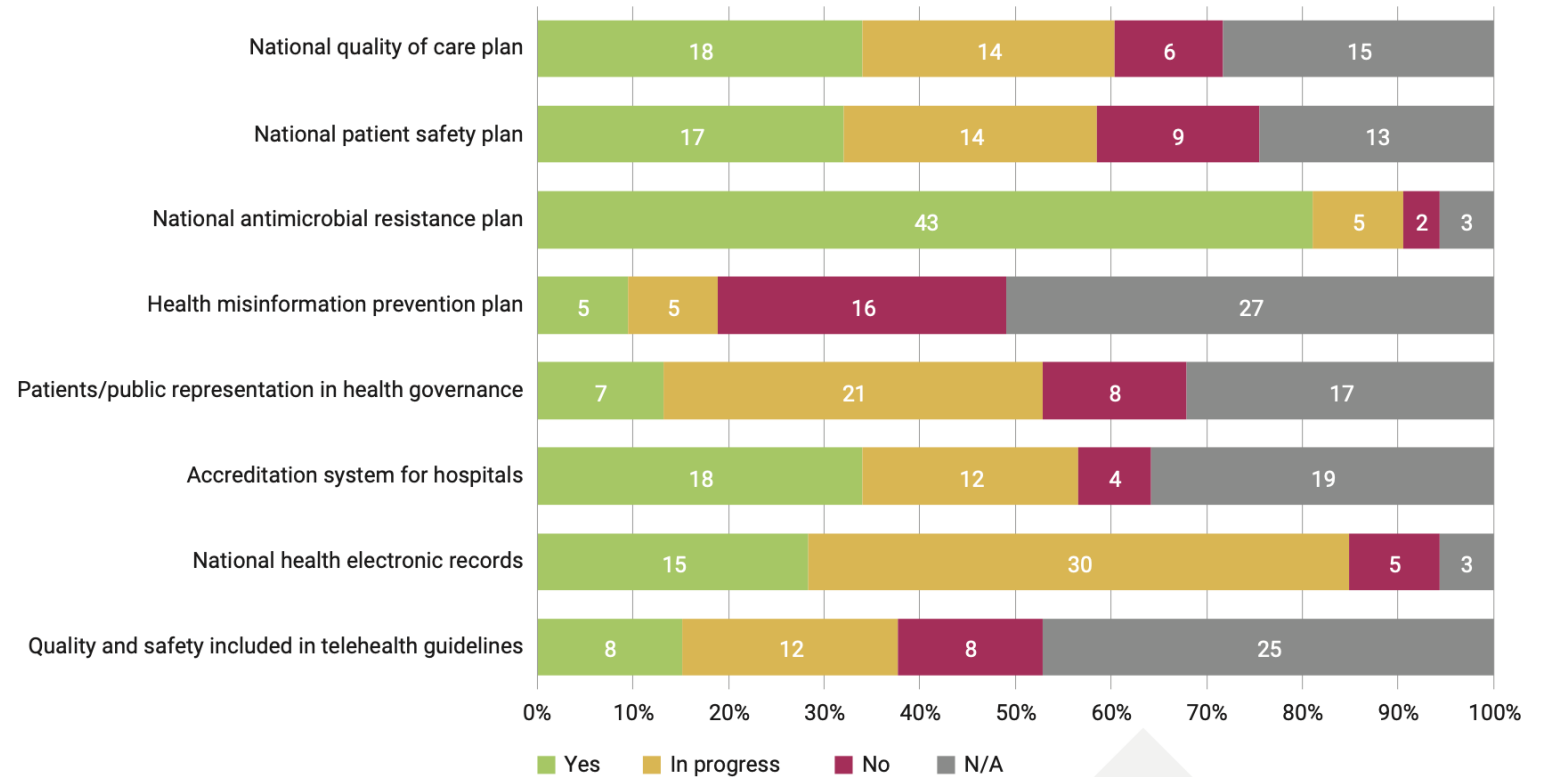


1st REPORT ON QUALITY OF CARE AND PATIENT SAFETY IN THE EUROPEAN REGION

National policies and frameworks on Quality-of-care

Fig. 3.5. Quality and safety environment in the WHO European Region

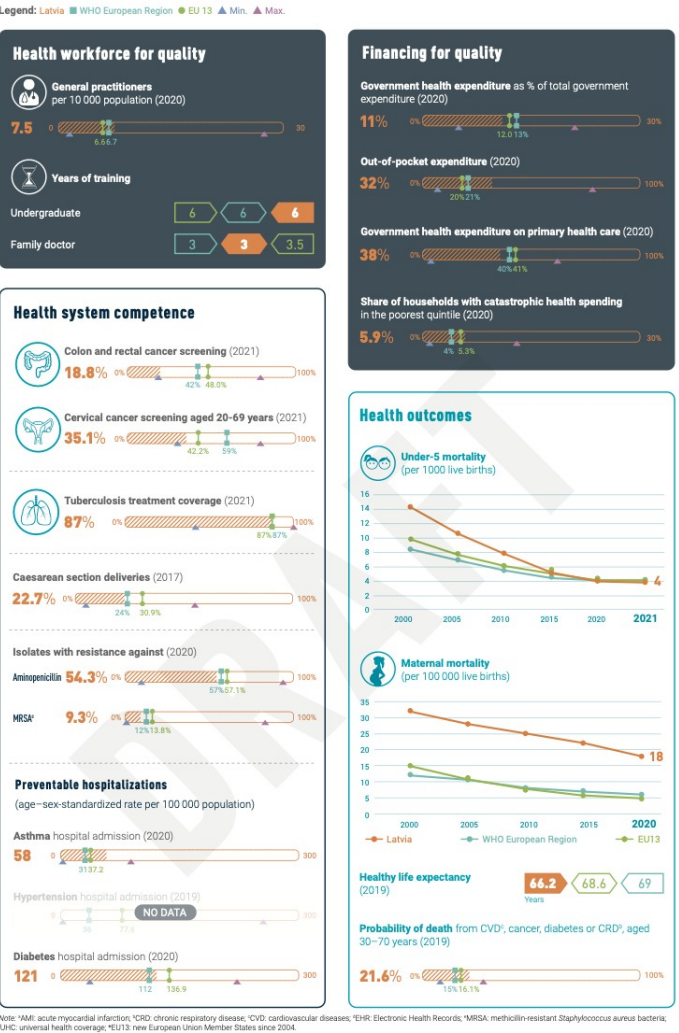
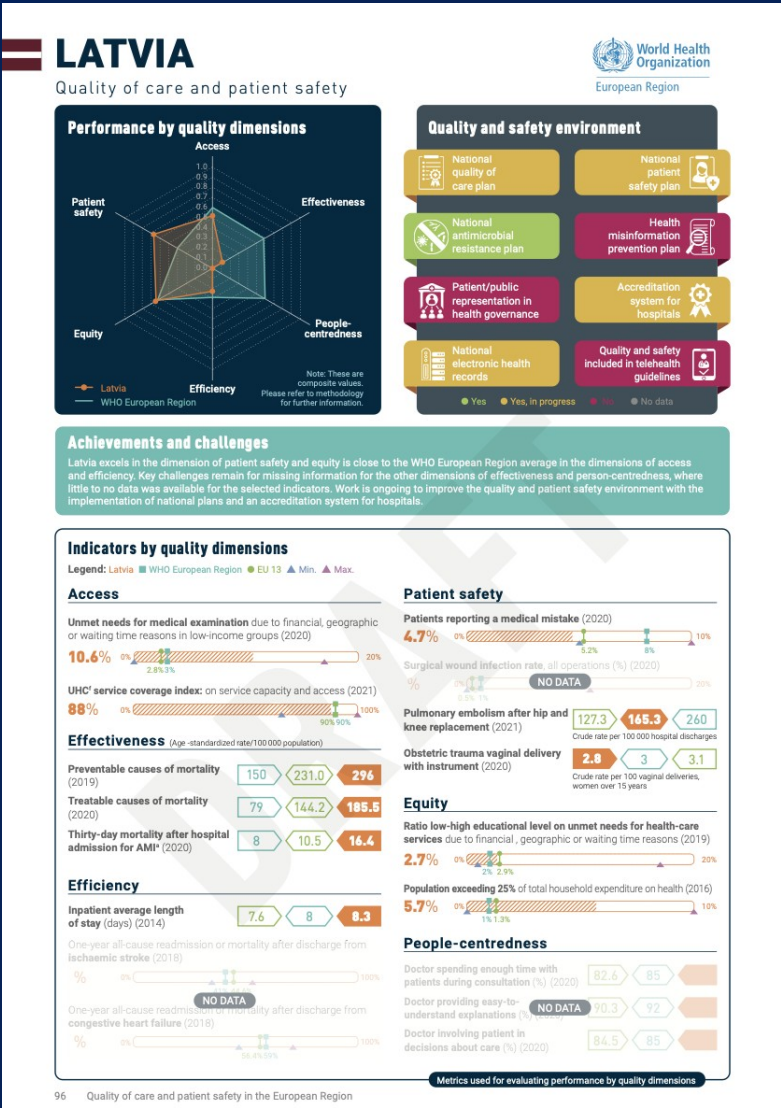
- While almost two-thirds have or are developing national plans on quality of care and patient safety there is a **urgent need to consolidate national frameworks** across the region
- Most countries have **national plans for AMR** and are investing in **electronic health records**



1st REPORT ON QUALITY OF CARE AND PATIENT SAFETY IN THE EUROPEAN REGION

Latvia

- The reforms and policies in Latvia have made a **positive impact on patient safety** and hospital-associated infections.
- Interventions targeting **effectiveness** can foster better health outcomes in the country



Final remarks

- Quality of Care is the **driver of positive healthcare systems' transformation** towards Universal Health Coverage
- Current challenges of healthcare systems demands an **innovative and system-wide approach** for Quality of Care
- Data and knowledge gaps call for urgent action towards **agreed-upon metrics that matter to people** across the European Region
- **Collaborative work and data-driven health policies** have the potential to **improve health outcomes** and **reduce health inequalities** across the European Region

Thank you

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European Region





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CILVĒKS - LATVIJAS VESELĪBAS NOZARES VĒRTĪBA

2023. gada 28. septembrī



Veselības ministrija



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kontroles centrs



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