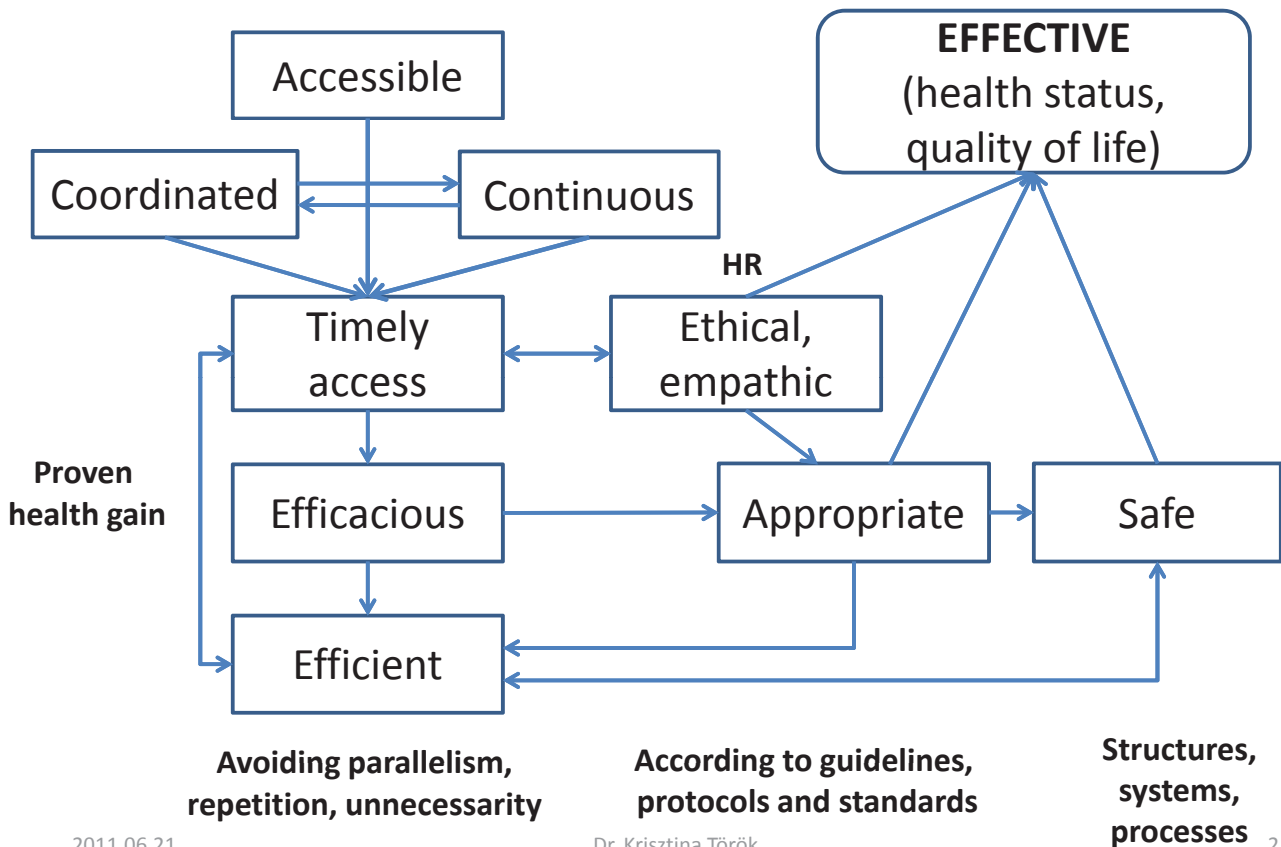




# Quality Improvement and Patient Safety Strategy Development in the Hungarian Healthcare System

**Dr. Krisztina Török**  
Director General

## Objectives of healthcare services and the terms and conditions of reaching those objectives



## Common tools of quality

- Rules and regulations
  - Operation and professional work
- Motivation
  - Incentive and professional support
- Control
  - Revision, analysis, evaluation and feedback

Question:

**What are the weaknesses to be managed?**

**Which managerial tools can be effective?**

Effective and efficient answer:

**Development of strategies and action plans**

Strategy development:

# National Strategy on Healthcare Quality Improvement and Patient Safety

MIBES 2011

## MIBES 2011

### Objective:

- to develop a framework of objectives and an action plan to solve the most important problems
- The action plan:
  - specifies the most important goals and tasks of development which will be effective and efficient in solving ground problems;
  - helps evolve the main trends of health policy and decisions;
  - helps the healthcare providers regarding which tools and methods should they choose and apply.
- EU requirement

## Focus of MIBES 2011

The strategy aims to

- improve the quality and increase the safety of healthcare services,
- improve the connection between all healthcare providers,
- improve the coordination and continuity of healthcare.

## Methodology

**Defining objectives:**

- **To collect and prioritize** the quality and patient safety problems by using the **two-round Delphi method** (with well-known providers of health quality , managers, decision makers and representatives of civil societies)

**Development of action plans:**

- **Exploring the prioritized problems, detection of causes** originated in the system and process organization;
- **determination** of possible solutions and **actions to be carried out;**
- **schedule**

## Results (1)

- Number of contacted possible participants: 140
- Question to be answered:
  - What are the 10 most important problematic issues of activities, operating systems, processes and results related to quality and patient safety to be solved?
- Number of questionnaires filled in: 68 (48%)
- Number of problems described: 650

## Results (2)

- Interpretation of problems, merge the similar ones into one item, then categorize
  - 13 categories
  - 4-17 items per category; 107 in total
- Round 2: prioritization
  - Importance of items shown on a 5 grade scale
  - Choosing the 3 most important categories
- Response rate: 58/68 (83%)



**GYEMSZI**

National Institute for Quality- and Organizational  
Development in Healthcare and Medicines

## Goals of the Strategy

Goal 1:

**Improve patient safety during healthcare activities**

Goal 2:

**Improve the functioning of healthcare services, systems and processes**

Goal 3:

**Improve the professional activities of healthcare services**

Goal 4:

**Improve cooperation between healthcare providers and improve the coordination of healthcare**

2011.06.21.

Dr. Krisztina Török

11



**GYEMSZI**

National Institute for Quality- and Organizational  
Development in Healthcare and Medicines

## Priorities

2011.06.21.

Dr. Krisztina Török

12

## **Goal 1: Improve patient safety during healthcare activities**

- learn from adverse events by developing the practice of reporting and by phrasing the lessons learnt
- define and disseminate knowledge necessary for avoiding errors of healthcare
- increase safety of medication
- disseminate knowledge and practice necessary to avoid hospital acquired infections
- increase safety of patient handover

## **Goal 2: Improve the functioning of healthcare services, systems and processes**

- develop an organizational culture that promotes quality and patient safety
- methodological development and application of quality assessment and performance measurement
- development of tools for encouraging interest in quality and patient safety
- development of organizational operation of healthcare providers
- improve the utilization of capacities

## **Goal 3: Improve the professional activities of healthcare services**

- improve evidence based healthcare
- reduce variability
- strengthen healthcare based on professional competencies
- develop professional training according to needs
- improve satisfaction of professionals

## **Goal 4: Improve cooperation between healthcare providers; improve the coordination of healthcare**

- improve contact between healthcare providers
- improve patient handover, management and coordination of healthcare
- develop and disseminate ways of communication and information exchange
- improve patient satisfaction
- improve transparency of healthcare services



## Semmelweis Plan

- Official government program (accepted: May 31st, 2011.)
- Includes quality improvement and patient safety concept (p. 93-95.)
  - The problems prioritized by the workgroup are presented in it
  - Contains recommendations for the management of problems
  - Contains list of planned and ongoing programs
  - Forms a base for the action plans
    - Focus groups with the involvement of previous participants of survey to start soon.

## Ideas for action plans (1)

### *Goal 1: Improve patient safety during healthcare activities*

- Development of the accreditation system of healthcare services
  - education
  - reporting and analysing adverse events
  - standards, checklists
- Development of a recommendation for actions following an adverse event
- Development and analysis of service-specific patient safety indicators (OECD)
- Using the experiences learnt from the Joint Action on Patient Safety (2012-2015; EU)

## Ideas for action plans (2)

*Goal 2: Improve the functioning of healthcare services, systems and processes*

- Development of the accreditation system of healthcare services
  - operational standards
  - unified external revision system, feedback of results for the developments
  - expect the implementation of indicators
- P4P (pay for performance)

## Ideas for action plans (3)

*Goal 3: Improve the professional activities of healthcare services*

- Methodological principles for development of professional guidelines
- Unify the system of clinical audits
  - Modification of clinical audit system
- Development, analysis and feedback of healthcare indicators

## Ideas for action plans (4)

*Goal 4: Improve cooperation between healthcare providers;  
improve the coordination of healthcare*

- Develop of IT systems (Informatics and System Analysis Directorate - ESKI)
- Organize patient routes (Regional Care Centers)
- Standardized patient satisfaction surveys (Patient Reported Outcome Measures - later)
- Measurements and evaluation of operational and professional indicators; impact assessments

# Thank you for your attention!