



Measurement of a regulatory process: Self assessed compliance, capability to monitor, and quality improvement activities for legislated health standards

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Health Quality and Complaints Commission | Queensland, Australia

International Society for Quality in Health Care
26th International Conference, Dublin, 26 October 2009

HQCC functions

The Health Quality and Complaints Commission was established by the *Health Quality and Complaints Commission Act 2006*:

- monitor provider compliance with section 20
- independently manage complaints
- make standards related to the quality of health services
- assess the quality of health services and processes
- recommend ways of improving health services
- receive, analyse and disseminate information

HQCC standards

Implemented July 2007

- Clinical – patient focused
 - Review of hospital-related deaths
 - Management of Acute Myocardial Infarction on and following discharge
 - Surgical safety
 - Antibiotic prophylaxis
 - Correct site surgery
 - Venous thromboembolism prophylaxis
- Provider functions
 - Hand hygiene
 - Credentialing and scope of clinical practice
 - Complaints management
- Improving quality
 - Providers duty to improve the quality of health services (s20 of HQCC Act)

Monitoring processes

For public and private acute hospitals and day surgeries (N=226)

Self assessed compliance

- Yes/No to 44 key underlying principles

Quantitative data provision

- numerical data about outcomes and processes
- approx 70 items – can say ‘unable to report’

Quality improvement activities

- brief glean of what’s going on in facilities

Action plans for improvement

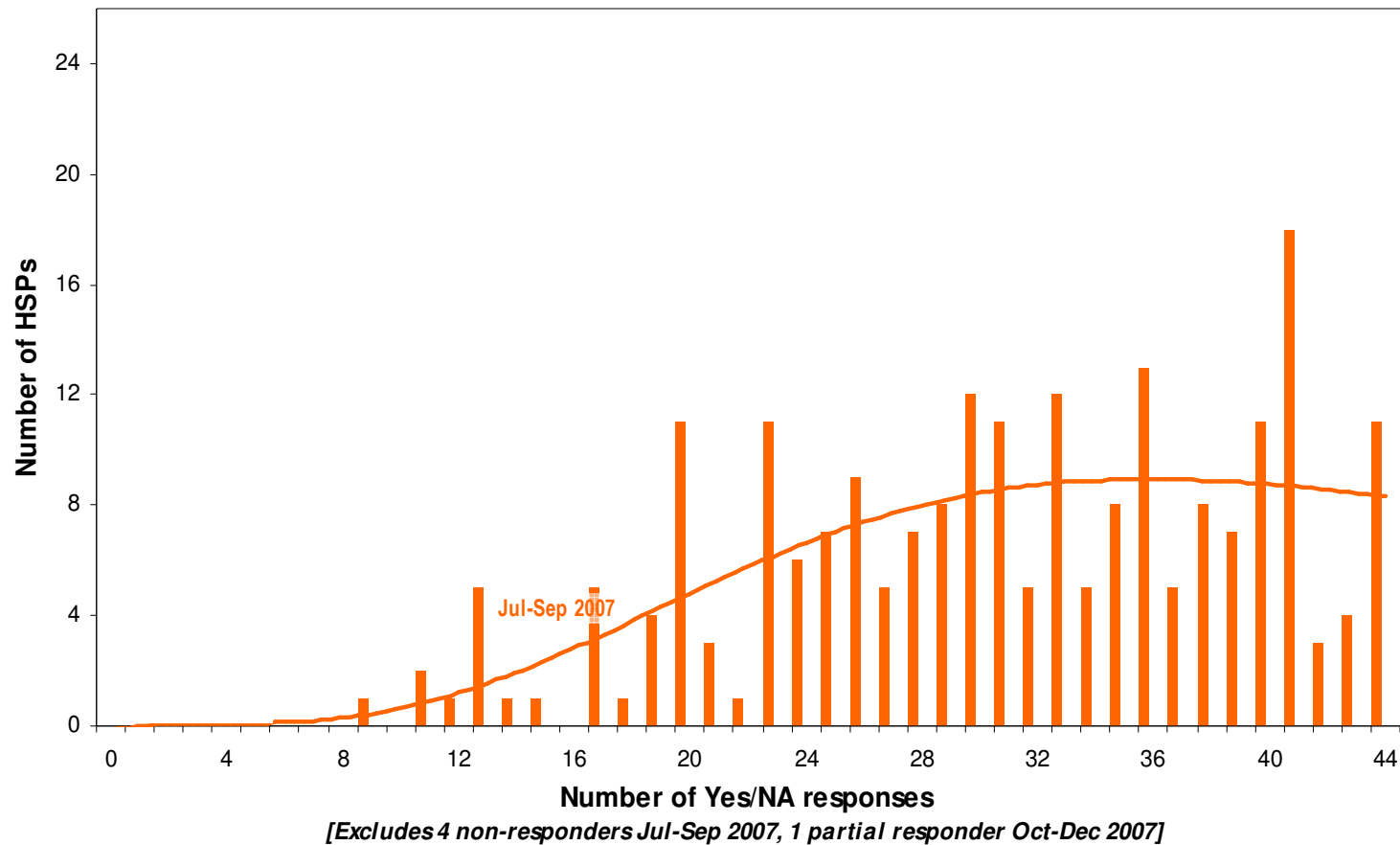
- risk management for gaps in service of what is reasonably expected

Verification framework

- in development

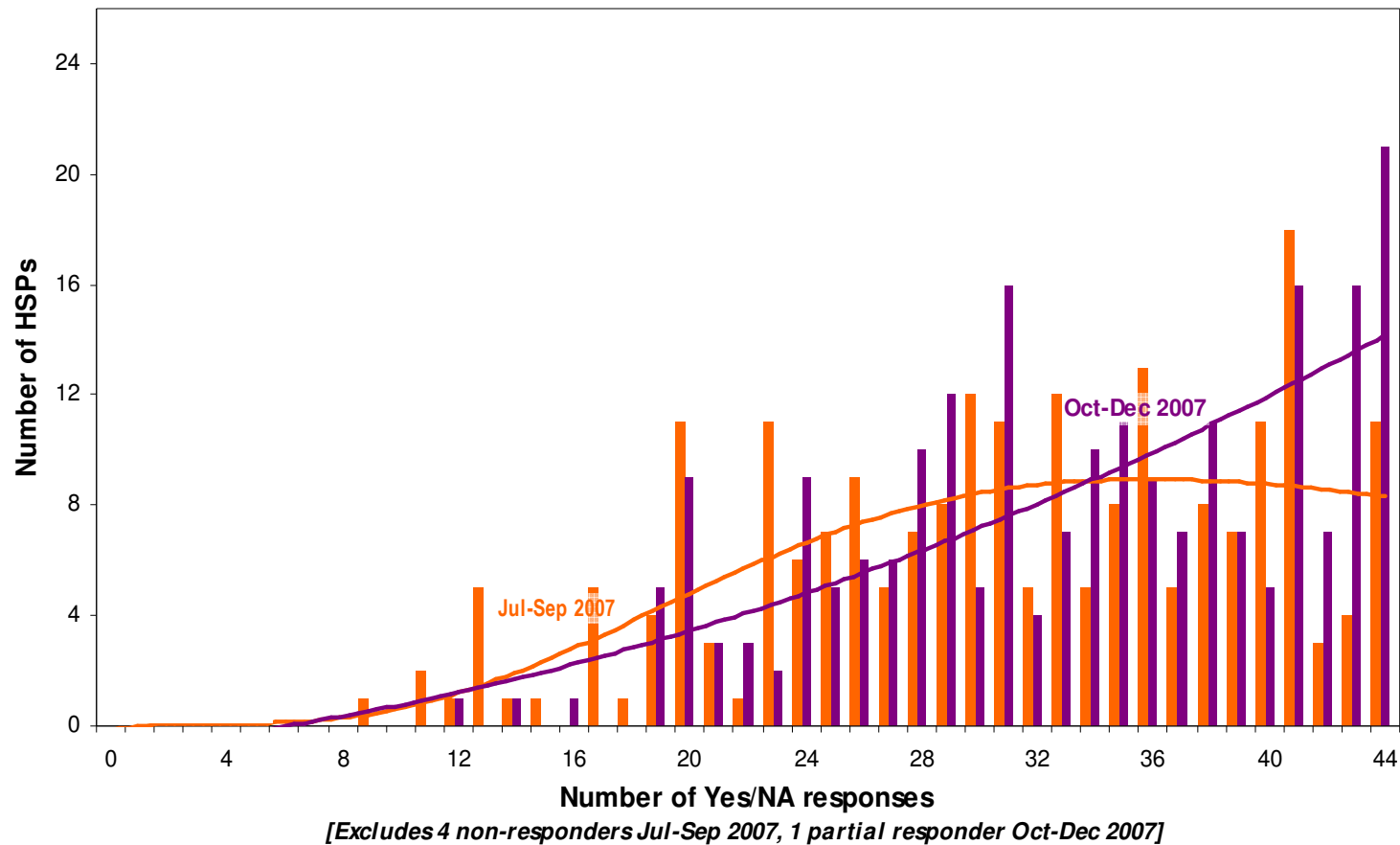
Standards self assessment – 44 items summary

Derived distributions of facilities by responses to the 44 self assessment questions:
Jul-Sep 2007, Oct-Dec 2007 and Jul-Dec 2008



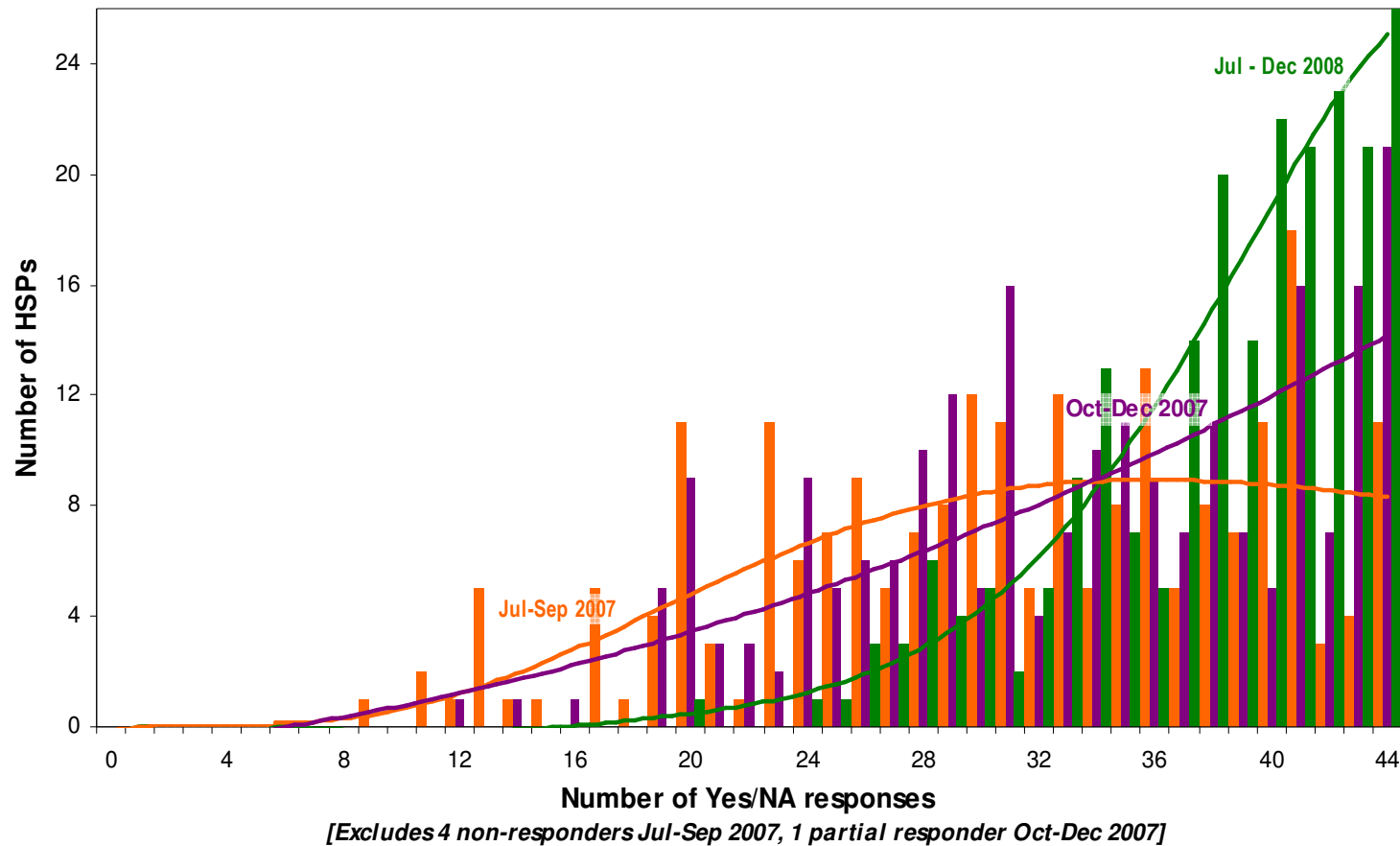
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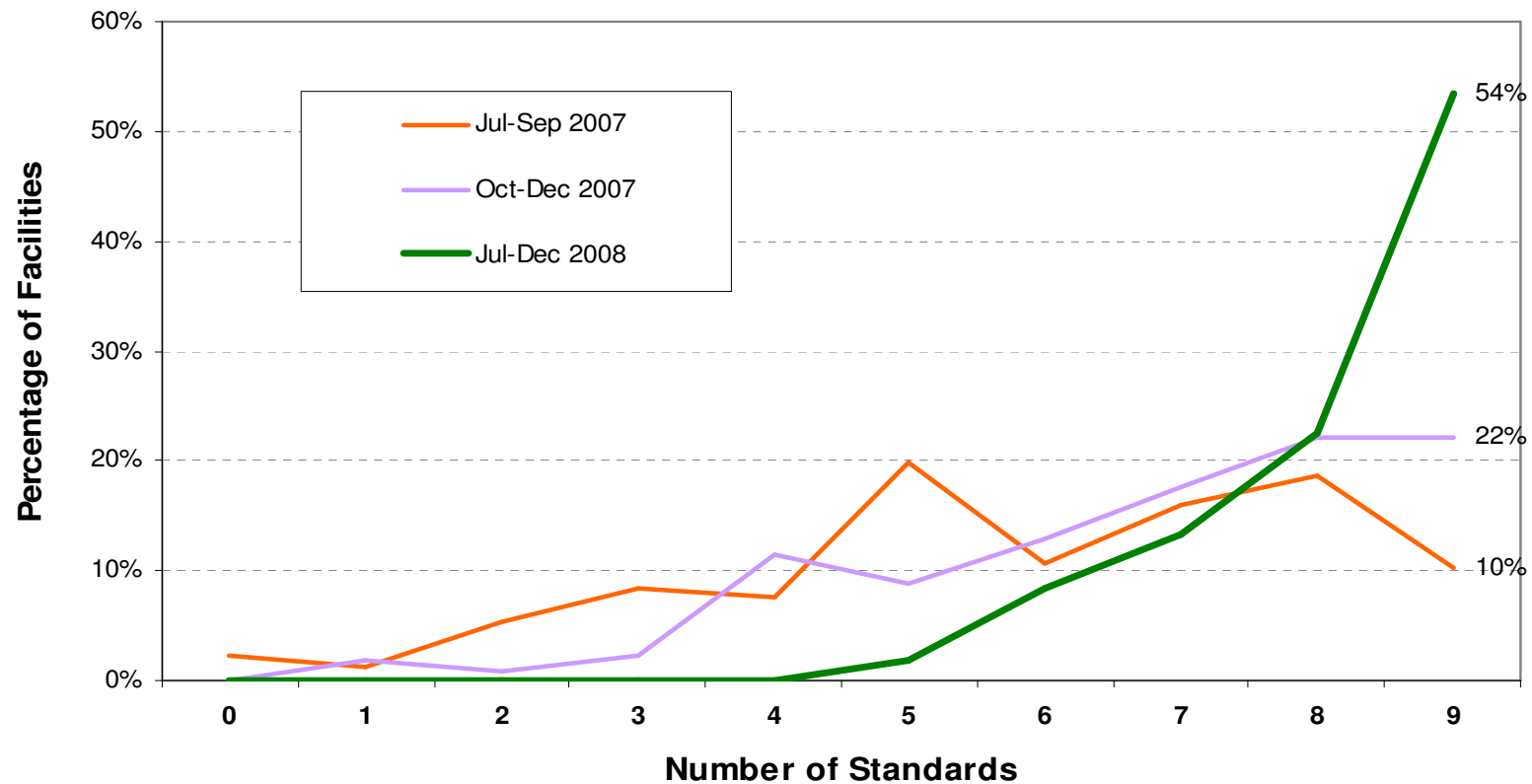


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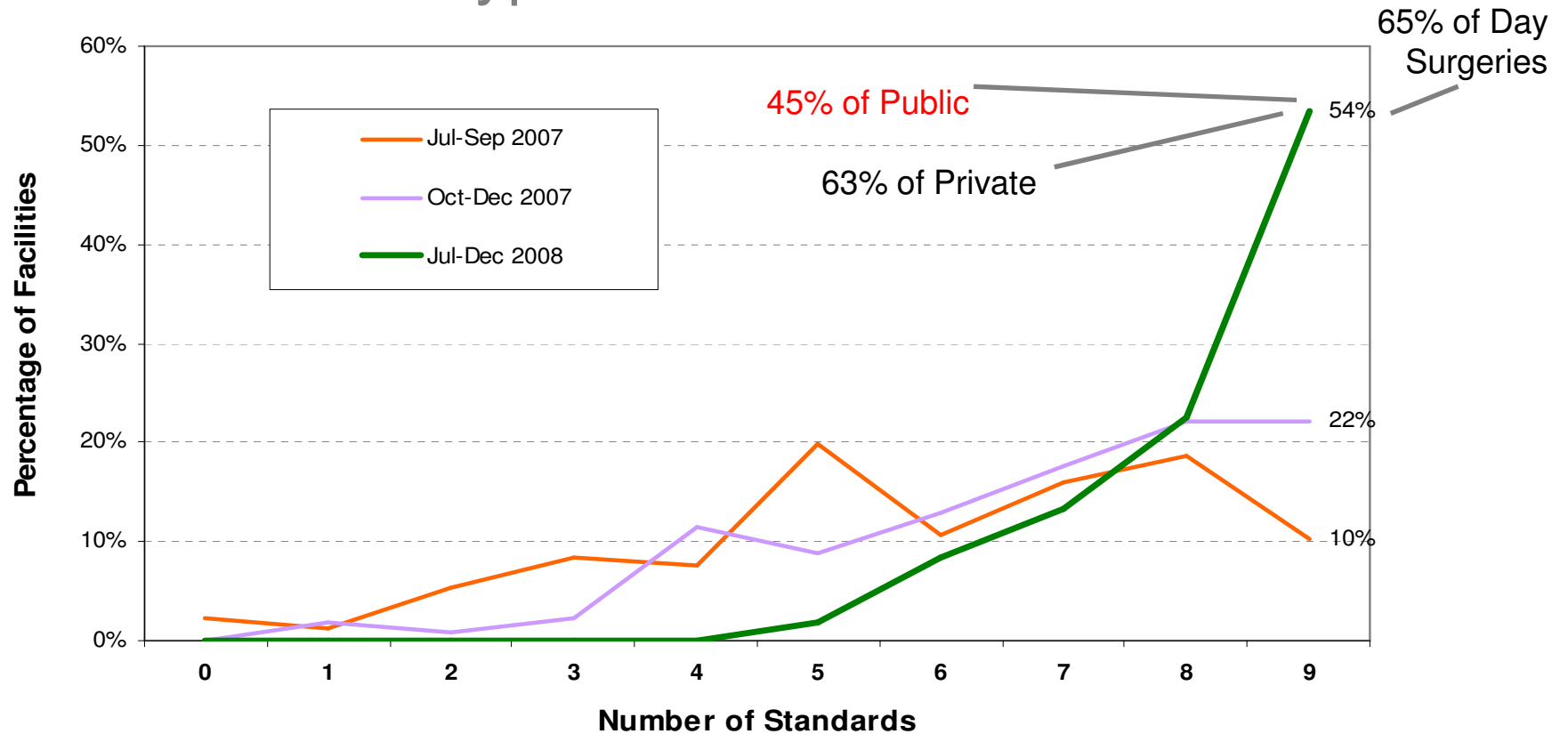


Percent of facilities in alignment to number of HQCC standards (period 1,2,5)

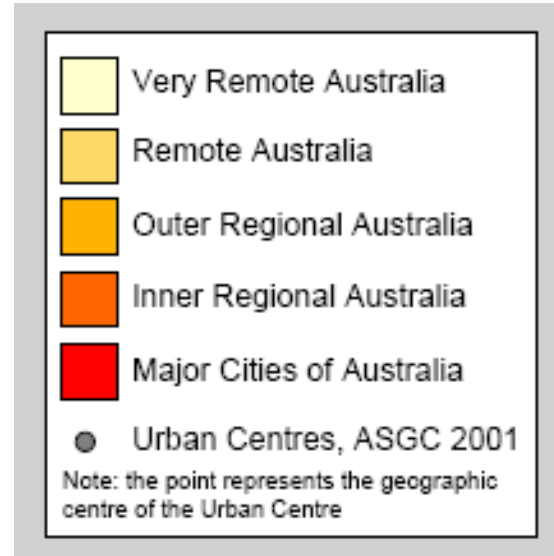
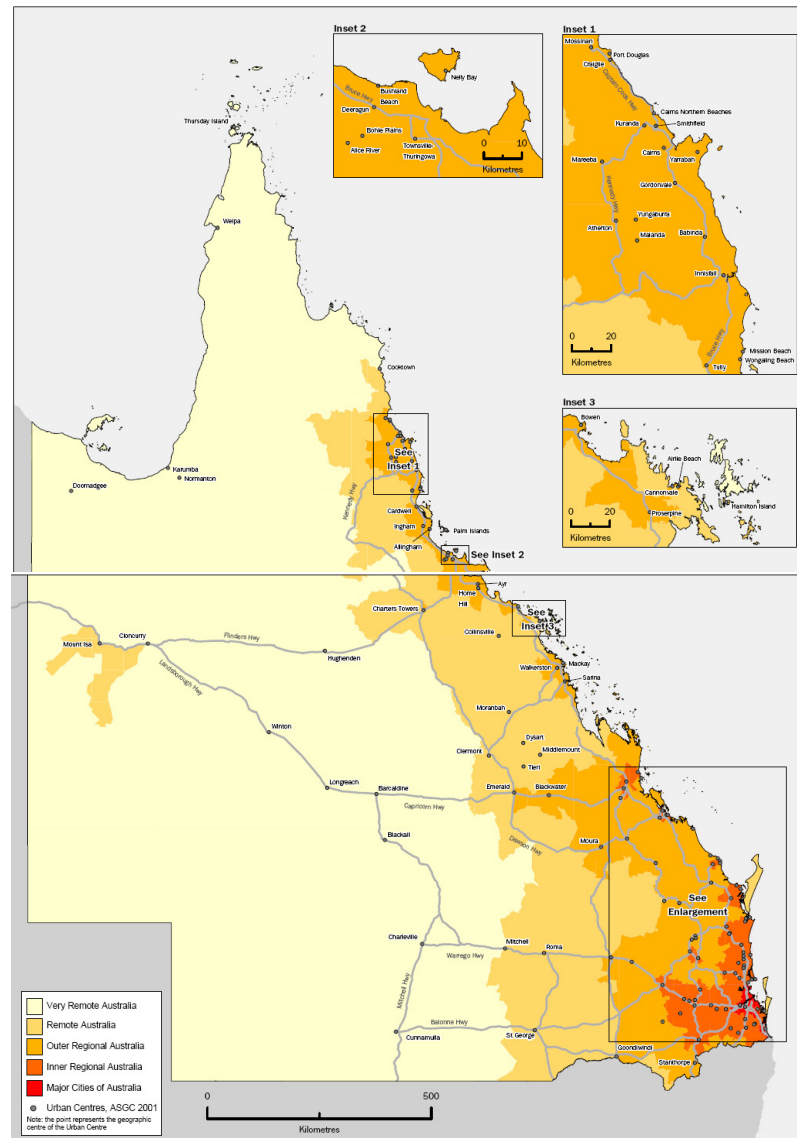


Percent of facilities in alignment to number of HQCC standards (period 5)

Provider types and location differences

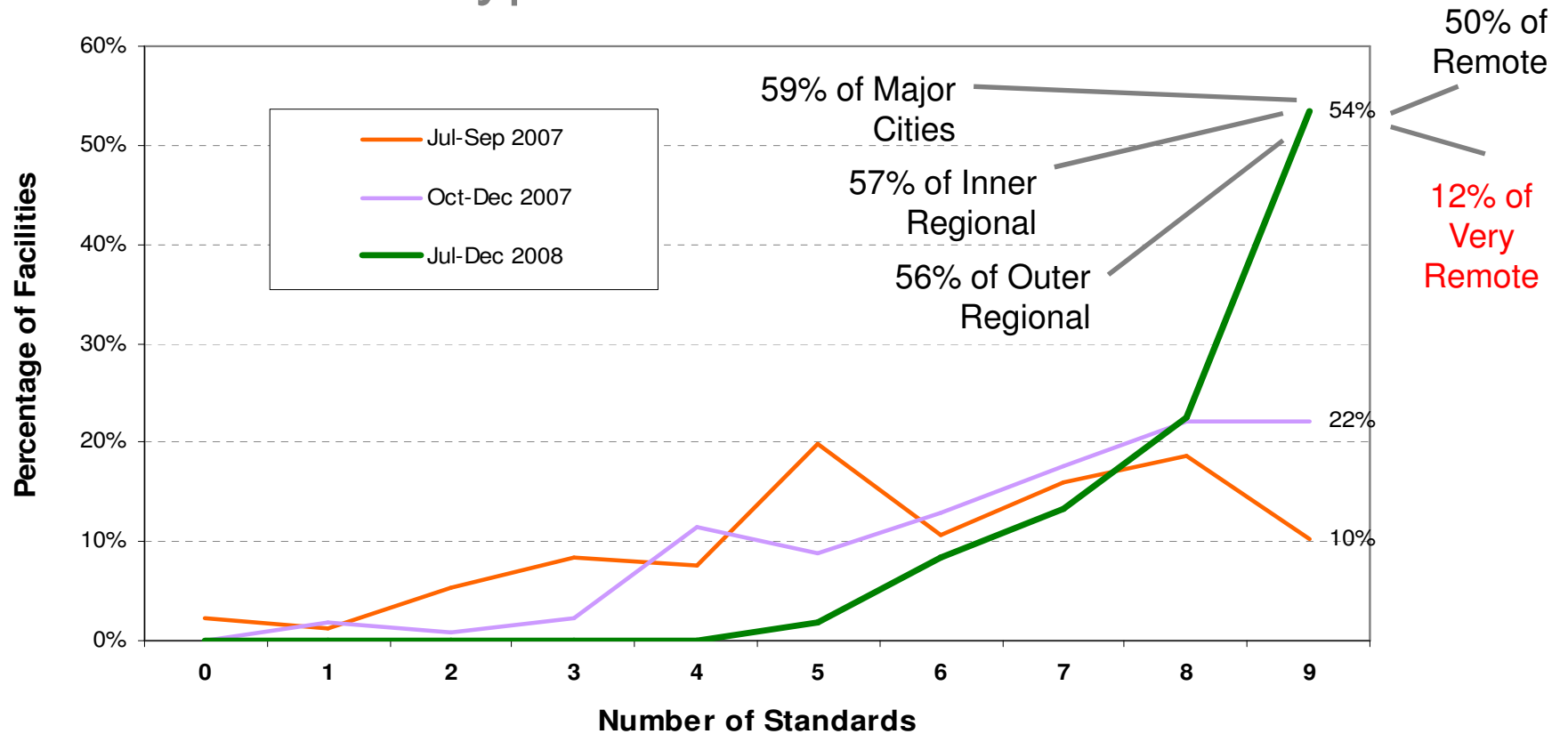


Queensland – remoteness areas

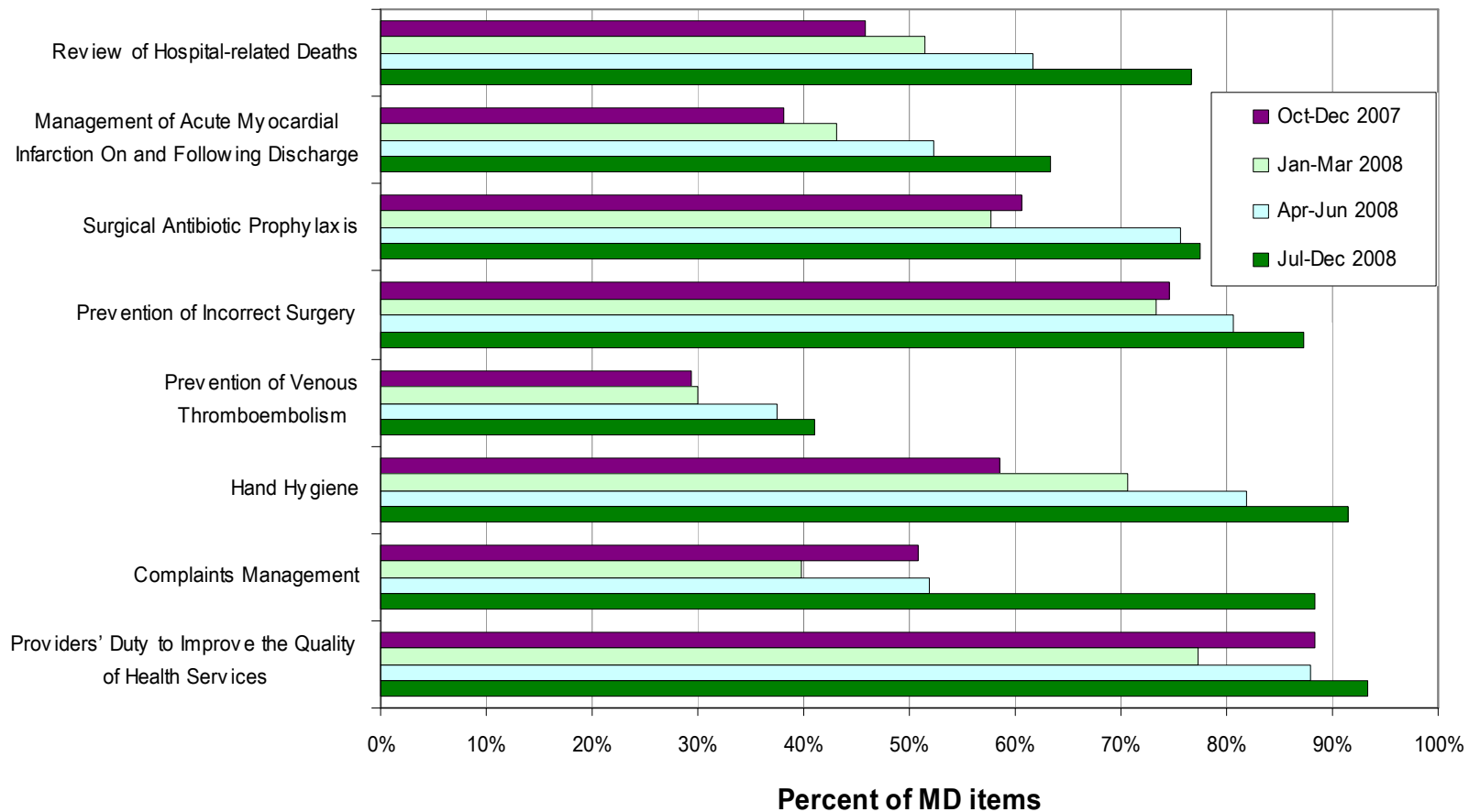


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Provider types and location differences

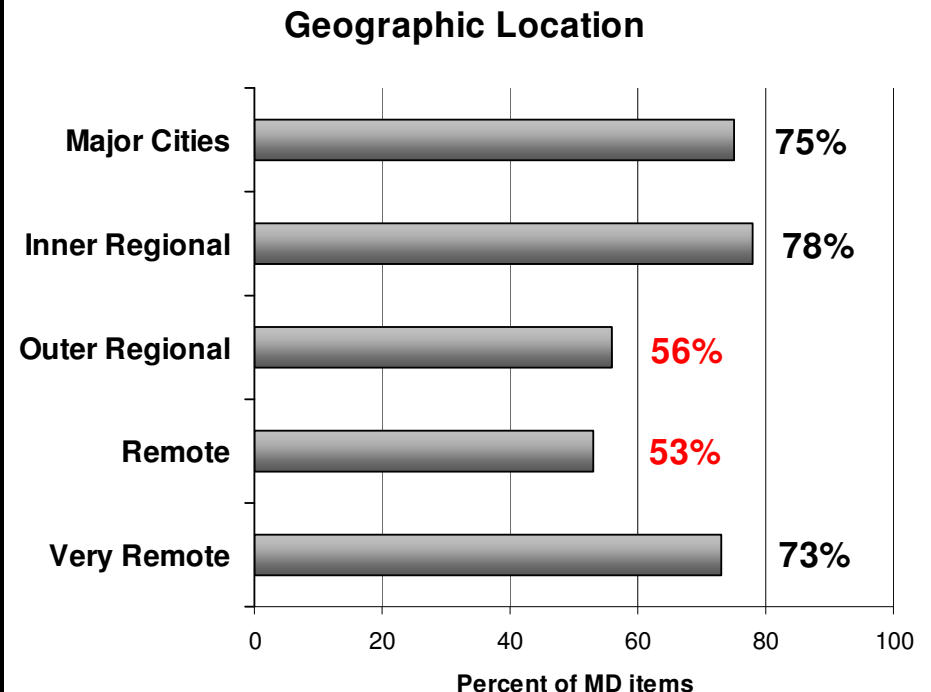
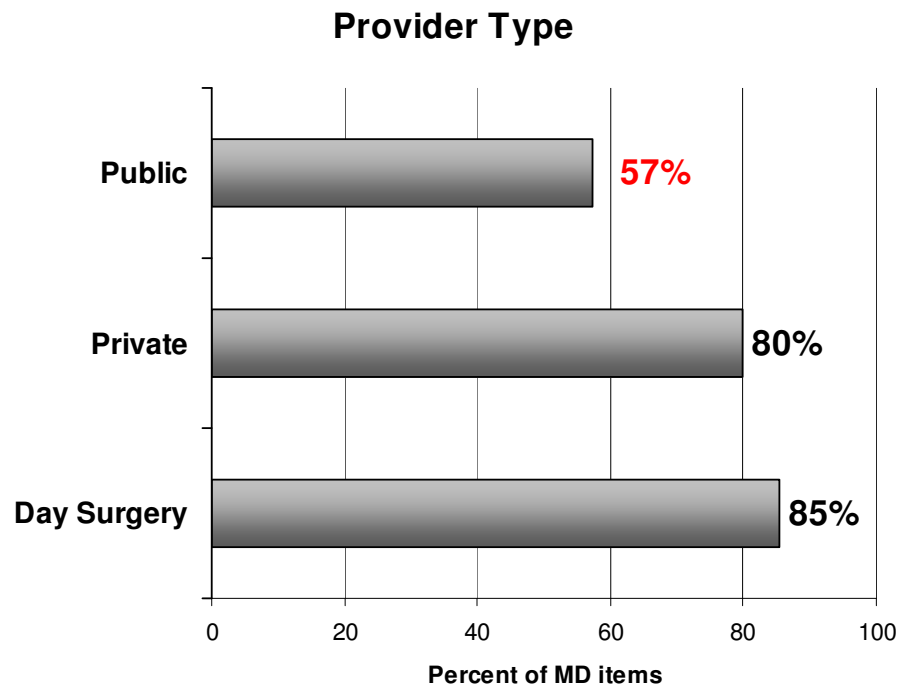


Quantitative data - capability to monitor processes and outcomes (periods 2-5)

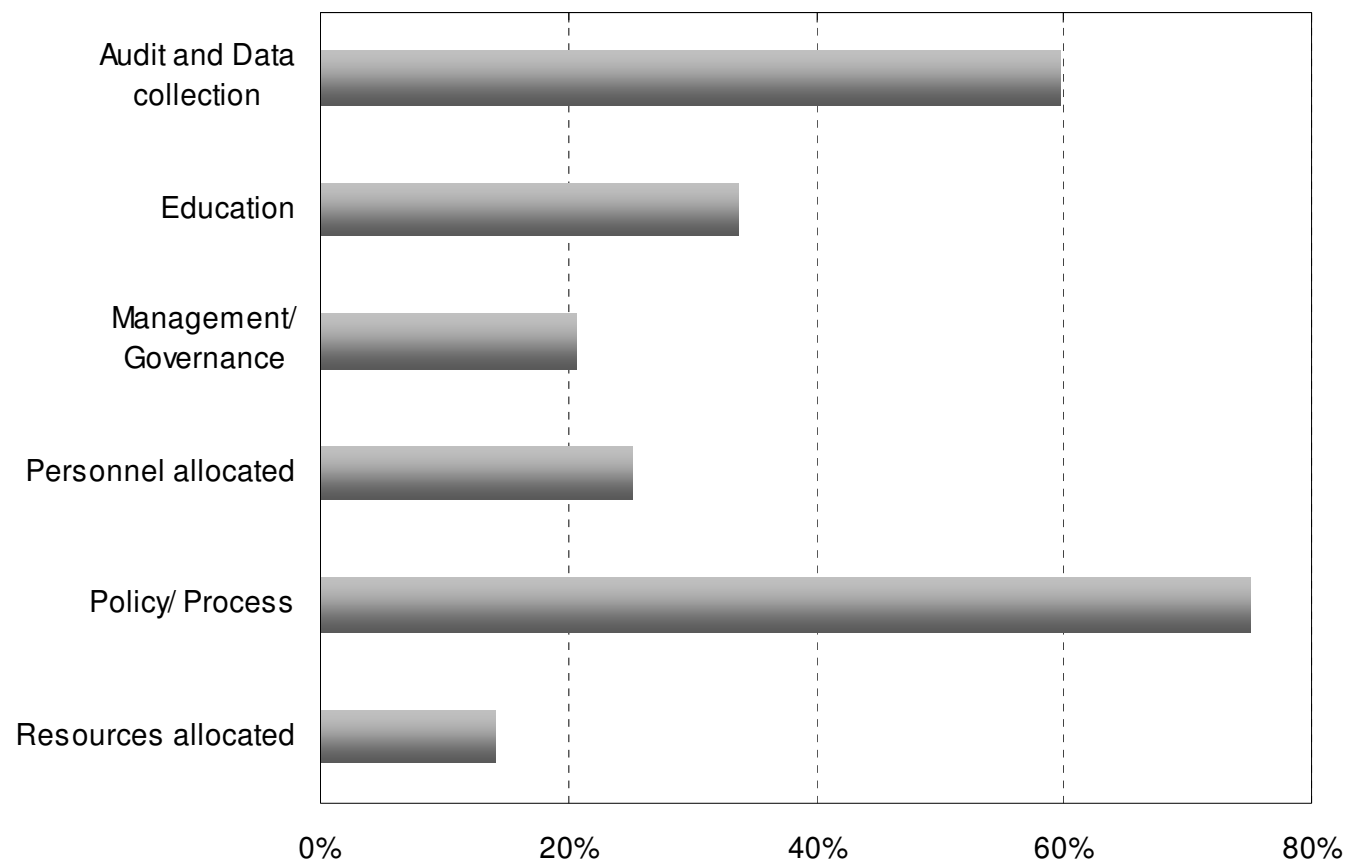


Quantitative data - capability to monitor processes and outcomes (period 5)

Provider types and location differences



Quality improvement initiatives



Next stages

Action plans for improvement

- facility actions plans now being reviewed if HQCC agree/appropriate

Verification framework

- in development

Full review of standards underway

- finalise July 2010



Want to
know more?

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