

## Performance measurement and systematic follow-up can improve the quality of care.

- Experiences from departments in the Psychiatry in Region North Denmark



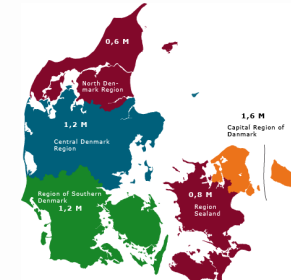
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## Regions in Denmark

North Denmark Region:  
7,933,32 km<sup>2</sup>  
578.839 citizens



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## North Denmark Region - Psychiatric Sector – University Hospital

△ Beds  
□ Ward  
○ Outpatient center



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## The Danish National Indicator Project

- Established 2000
- Developed 8 sets of indicators covering 120 individual clinical indicators
- Mandatory participation by all hospitals and relevant clinical departments in Denmark.

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## Diseases

- Stroke
- Hip fracture
- Schizophrenia
- Acute surgery
- Heart failure
- Lung cancer
- Diabetes
- COLD
- Depression (2010)
- Birth (2010)

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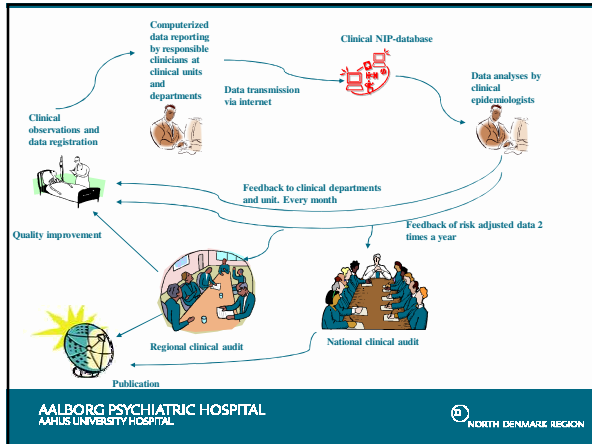


## Process Indicators in the Danish Indicator Project - Schizophrenia

- Diagnostic Proces
- Contact Person
- Medication
- Side Effects
- Family Intervention
- Psycho Education
- Planned Outpatient Treatment at Discharge
- Prevention of Suicide

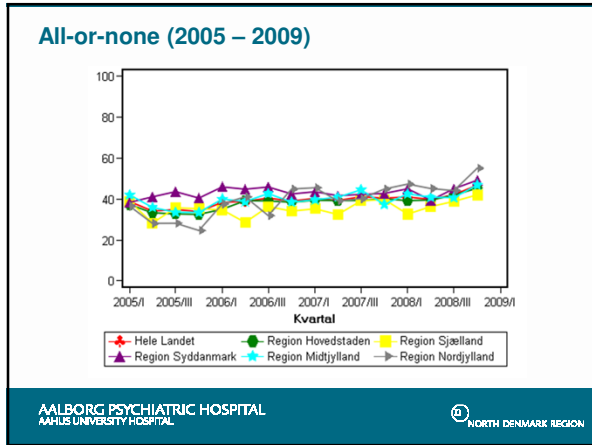
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### Quarterly results (example 1. – 3. quarter 2008)

Indicator	Standard	RN 1. quarter 2008	RN 2. quarter 2008	RN 3. quarter 2008	Not. 3. quarter 2008
1a1. Examination psychopathology	98	100 (59-100)	92 (64-100)	100 (72-100)	91 (85-95)
1a2. Assessment diagnostic instrument	80	43 (10-80)	64 (31-89)	67 (30-93)	54 (46-63)
1b. Cognitive function	50	14 (0-50)	54 (25-81)	38 (14-60)	39 (32-47)
1c. Need for social support	80	86 (42-100)	92 (64-100)	93 (66-100)	84 (78-89)
1d. Duration untreated psychosis	50	33 (4-78)	44 (14-75)	50 (23-77)	38 (30-46)
2. In contact with the treatment system	75	94 (90-97)	97 (91-99)	92 (80-97)	91 (90-95)
3. In contact with specific member of team	85	97 (94-99)	95 (89-98)	99 (94-100)	96 (95-97)
4a. Anti-psychotic medication (incident)	90	97 (94-98)	96 (92-98)	96 (91-98)	94 (94-95)
4b. Anti-psychotic medication (prevalent)	80	100 (59-100)	100 (72-100)	88 (47-100)	93 (87-96)
5a. Side effects (medication)	90	89 (85-92)	82 (76-87)	88 (81-93)	91 (80-82)
5b. Side effects (neurological)	90	81 (76-85)	76 (69-82)	84 (76-90)	73 (71-74)
5c. Side effects (sedation)	90	86 (82-90)	82 (76-87)	84 (76-90)	75 (74-77)
5d. Side effects (weight)	90	74 (68-79)	73 (66-80)	77 (69-84)	70 (68-72)
5e. Side effects (sexual)	90	30 (32-44)	44 (37-52)	35 (26-45)	38 (36-40)
5f. Side effects (blood sugar)	90	34 (28-40)	52 (45-60)	65 (56-74)	54 (52-56)
6. Family intervention (contact with relatives) (incident & prevalent patients)	90	54 (47-61)	31 (15-50)	82 (64-100)	79 (72-85)
7a. Individual psycho education	90	75 (70-80)	74 (68-80)	81 (72-89)	68 (67-70)
7b. Manualized psycho education (incident)	40	25 (8-38)	15 (3-35)	28 (4-48)	10 (6-15)
7bp. Manualized psycho education (prevalent)	20	7 (4-10)	5 (2-9)	8 (4-14)	4 (3-5)
8a. Planned support after discharge	90	100 (68-100)	88 (57-100)	100 (59-100)	94 (90-96)
8b. Psychiatric post-discharge treatment	90	82 (72-90)	74 (64-83)	73 (64-84)	86 (85-88)
9. Assessment of suicide risk before discharge	90	84 (72-92)	94 (83-96)	84 (73-92)	88 (87-90)



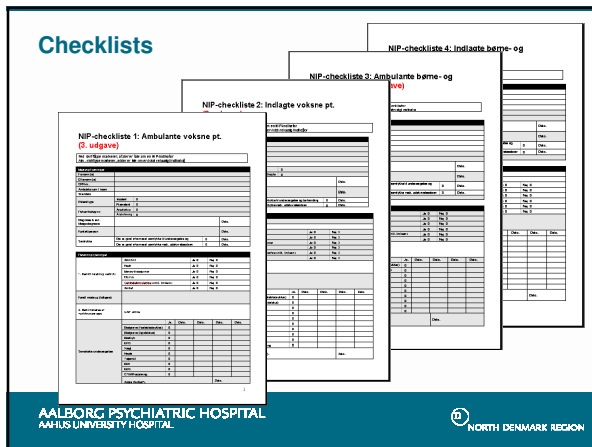
### What did we do?

- Interventions

- Strong management focus
- Continuous supply of reliable feedback (data) to support positive developments.
- Systematically and regularly structured audit processes
- Development and implementation of tools (e.g. checklists) to support local standard fulfillment.

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### Conclusions

The results indicate that

- systematic performance measurement
- continuously feed back to multi professional clinicians
- systematic regional and local audit processes in order to implement interventions in clinical practice and
- public disclosure of quality data

can improve the quality of care.

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## Conclusions

Based on systematic quality improvement activities utilising DNIP-data the Psychiatry in North Denmark Region has achieved remarkable progress in the quality of treatment of patients diagnosed with schizophrenia.

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*"Quality is never an accident. It is always the result of high intention, sincere effort, intelligent direction and skillful execution."*

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PSYKIATRIEN  
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