

COMPARISON OF PUBLIC HOSPITALS AND IMPLEMENTATION OF QUALITY IMPROVEMENT PROGRAMME IN VALLE DEL CAUCA, COLOMBIA



Secretaría de Salud
Valle del Cauca



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Introduction

- In Colombia, Health Sector Reform is advancing, approximately 55% of population have health insurance, unlike 23.4% in 1994.
- But there is a growing concern about quality in health care.
- As a part of Institutional Strengthening of hospitals, the Secretary of Health of Valle del Cauca- SHVC, in cooperation with FES Foundation, implemented a initiative with two phases:
 - The first, a research to measure quality in health care.
 - The second, design and implementation of improvement plans in hospitals.

Methods

- 10 public hospitals of second level of care Valle del Cauca were evaluated.
- Performance of hospitals was measured in four services: surgery, maternity, internal medicine and paediatric.
- In each one of them, tracer event (disease or surgical procedure) was selected considering frequency of the event and the extent of which it was possible to make a valid measure of process and outcome.
- Events selected were appendectomy, caesarean section, acute myocardial infarction (AMI), and pneumonia.

Methods

Data collection:

- Process indicators were collected from medical records considering clinical guidelines with the advice of expert in each area.
- Outcomes indicators (occurrence of adverse events and satisfaction about health care) were collected from medical records and by interview.
- Satisfaction was measured through the likelihood to return to hospital before need and the perception of benefits.

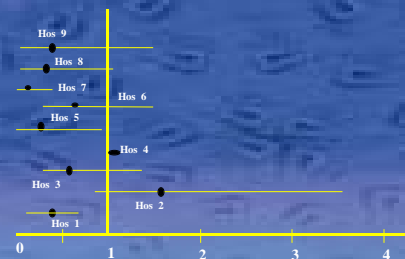
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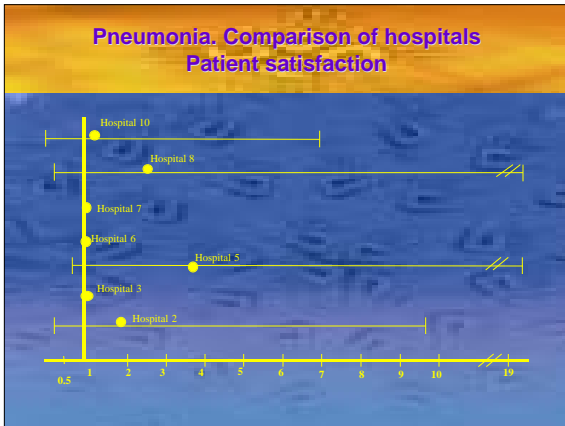
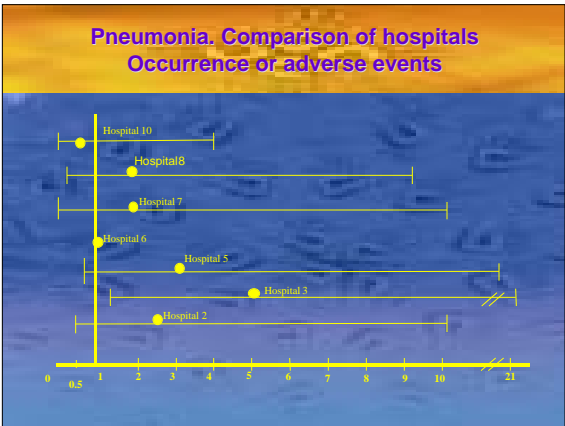
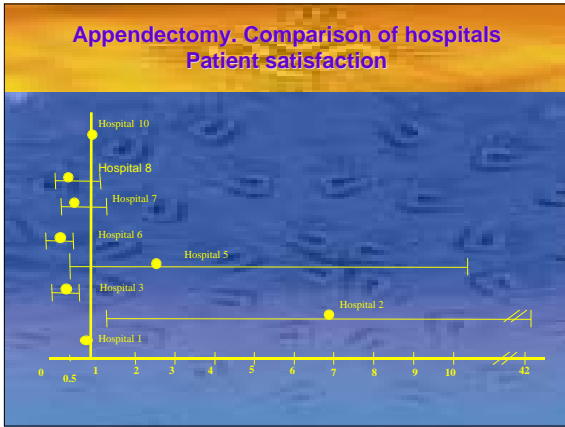
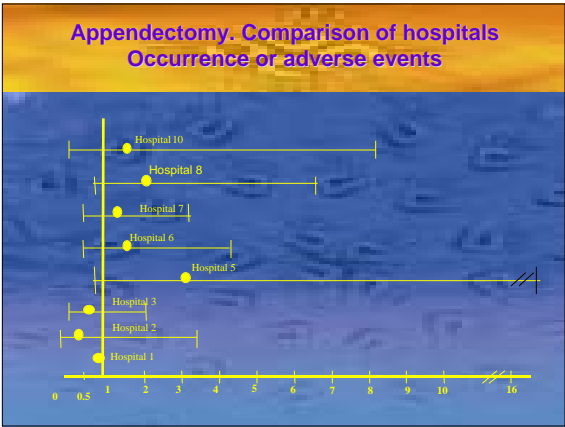
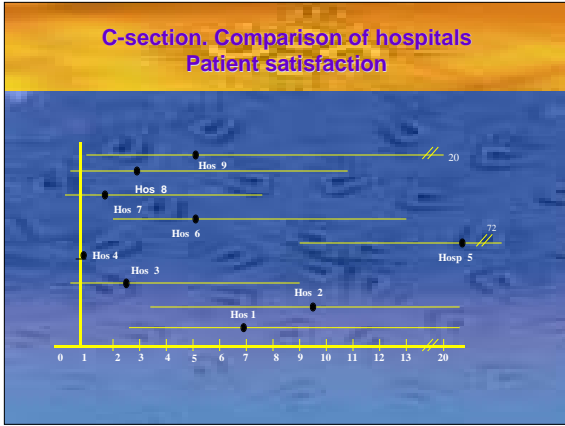
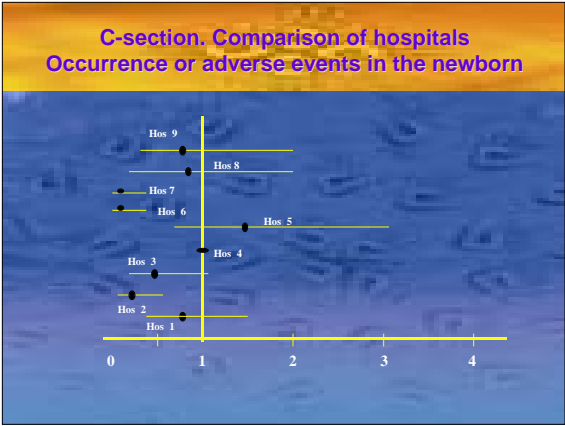
- Occurrence of adverse events and satisfaction were analysed as a dichotomy variable.
- Taking the hospital with the greater number of cases as a reference, OR were calculated, adjusting by case-mix (sex, age, co-morbidity and severity of illness).

Results

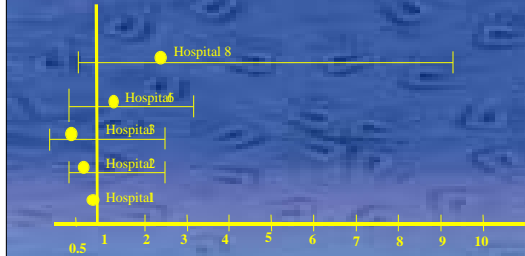
- 958 cases were captured : 422 caesarean sections
238 appendectomies
124 pneumonias
174 acute myocardial infarctions
- Occurrence of adverse events: 19.7% in caesarean section
32.5% in appendectomy
37.1% in pneumonia
36% in AMI
- Percentage of satisfied patients: 74.2% in caesarean section
64.5% in appendectomy
70% in pneumonia
82.8% in AMI

C-section. Comparison of hospitals Occurrence or adverse events in the mother

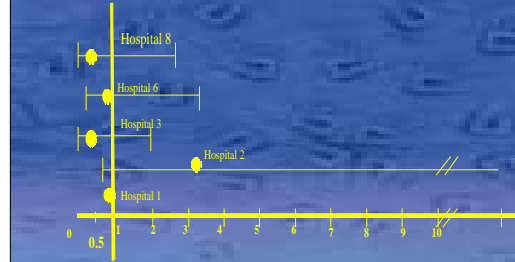




AMI. Comparison of hospitals Occurrence of adverse events



AMI. Comparison of hospitals Patient satisfaction



Improvement Plans In Hospitals

- Benchmarking
- Design of improvement plans with hospitals officials
- Facilitators inside hospitals – commitment of all officials.
- Improvement of characteristics of structure and process related to poor outcomes.
- Evaluation of quality in health care again in order to measure the changes:

Conclusions

- Even though, confidence interval of OR were large in some cases, the objectives of the project were achieved, for the adjusting by case-mix was done, and the comparison of the hospitals was possible and gave information to design improvement plans.
- In the context of HSR, a collaborative work between a Secretaries of Health and a Research Team for measurement and improvement quality in health care is welcomed. Such an initiative helps to cross boundaries between research and policies on quality improvement.