

## **206: A CRITICAL APPRAISAL SYSTEM OF QUALITY OF HOSPITAL CARE INDICATORS: THE NEW "GUIDE ROUGE"**

### **Authors:**

Grenier-Sennelier C., Minvielle E. and G.R.E.P.E.P. (Groupe de Recherche en Évaluation de la Performance des Établissement de santé Privé)

### **Objective:**

To create a database of quality indicators in order to help French private hospitals for developing internal and comparative measurements.

### **Methods:**

Developing such a database of quality indicators requires:

1. A Taxonomic Exercise for covering the field of quality of care in order to classify indicators into autonomous dimensions and to define how they are related (e.g. a nosocomial infection rate is an intermediary result related to processes indicators, considering prevention actions, and to final results indicators considering the associated morbidity/mortality);
2. A Literature Review for identifying existing indicators (Conquest, NCQA, Oryx, etc.);
3. Four Case Studies in four volunteer private hospitals in order to identify key factors for implementing indicators on a routine basis (each case study was based on structured interviews with all concerned professionals);
4. A Data Processing System in order to bring the indicators together (including the development of cards for describing each indicator and the use of a database software).

At each step, two researchers presented information concerning the issue to a focus group (a group composed of seven representative professionals of the private-for-profit hospital sector) who made the final decisions. This group also developed new indicators when we didn't find them in the published literature. Findings of the first step have been validated by ten experts.

### **Results:**

- A database structured by seven dimensions of quality and composed of 314 cards about each indicator (including description of indicator, relation to the Accreditation referential, guidelines for the data collection, statistical analysis and modes of feedback, identification of related indicators, comments about the state of the art, and bibliographic references);
- General guidelines regarding the implementation of quality measures;
- Selection of 30 indicators for inter-hospitals' comparisons (based on criteria of acceptability, feasibility and capacity to standardize the data collection, and pertinence).

### **Conclusions:**

Such a database tries to give two answers for helping private hospitals in their efforts for measuring quality performance:

- first, by capturing all dimensions of quality measurement in a multidimensional system, this database can support a balanced approach with an array of indicators, as each set of stakeholders will need a different type of information to make better decisions;
- secondly, by combining a pragmatic way of presentation and a careful analysis stressing the strengths and weaknesses of each indicator, this database gives an overview of the state of the art that is more accessible to a wide readership. Consequently, this new "guide rouge" of indicators (in reference to the famous guide rouge which evaluates the French restaurants) can be helpful for supporting the learning process that requires the development of quality measurement among hospital managers, but also among patients, providers, purchasers and media.