

028: QUALITY PERSPECTIVES FOR A HEALTH CARE AREA; WHAT KIND OF INDICATORS ARE RELEVANT?

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Objective:

How to assess quality in a community based health care area?

Methods:

In Jönköping health care area we have developed a quality system called "Development in dialogue". In this quality system we have integrated Balanced scorecard for line functions and the clinical value compass for clinical processes as instruments for goals and results account.

1998 and 2001 we evaluated our quality system. We used a TQM framework (Swedish variant of MBA).

Results:

The TQM assessments showed that our indicators for clinical processes, learning and development and resources are relevant and relatively comprehensive. In the patient perspective we summarised many different surveys and interviews in a common score. The inhabitants trust in the health care system was accounted for. For clinical processes we used a list of indicators recommended by the National board for health and welfare. In learning and development we had used indicators such as participation in process development and employees satisfaction.

In the resource/financial perspective we accounted for cost per inhabitant, costs in relation to budget and compared to Sweden as a whole.

Examples of indicators will be presented in the definitive poster of which an idea is given below.

Conclusion:

Indicators for quality in a community based health care system should include clinical processes, resource-, learning and development and patient perspectives.

Indicators- health care area level

