

# Integrated Quality Management in Health Care

## Objective

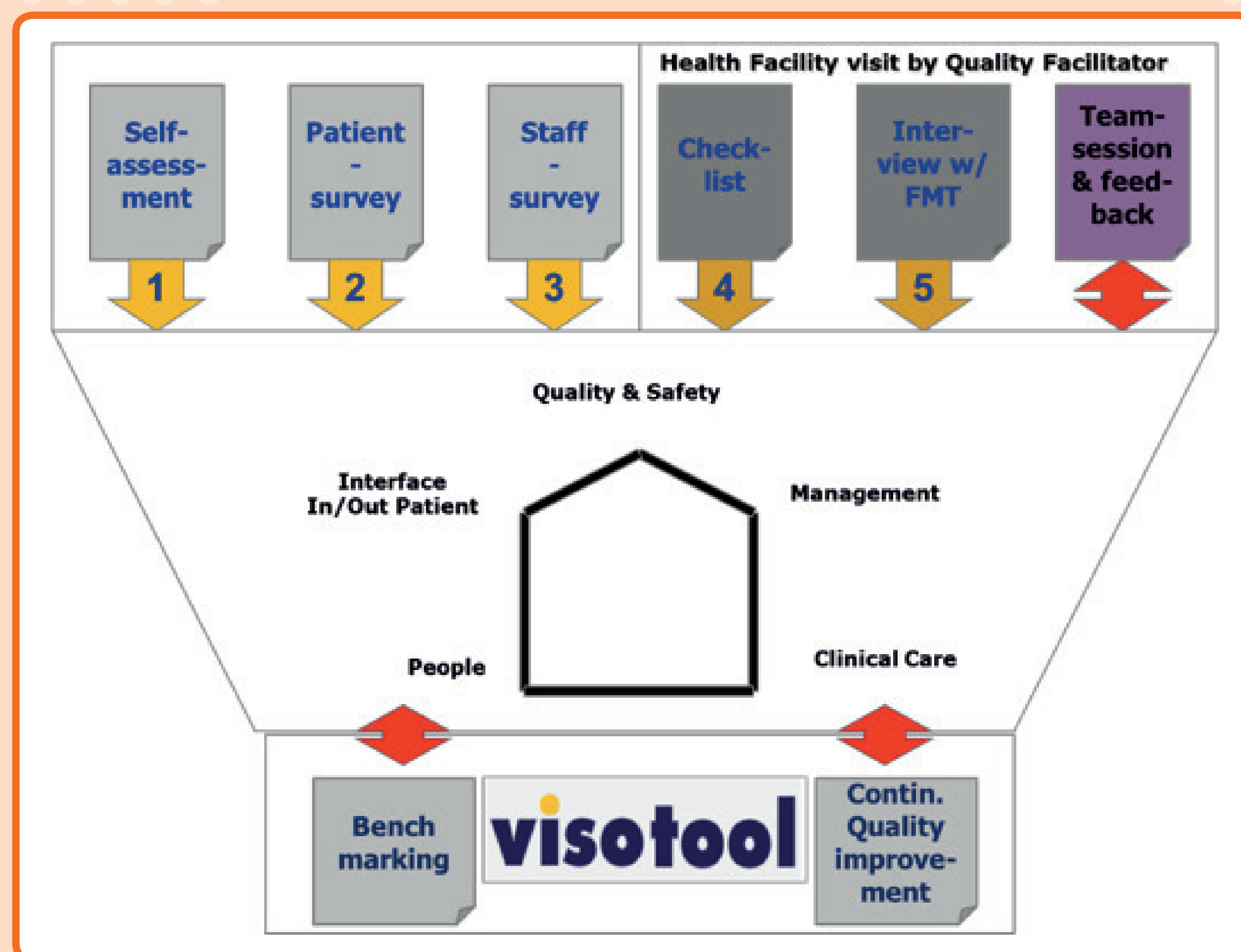
To develop adapted and integrated systems for systemic and continuous Quality Improvement (QI) in health care - based on evidence.

## Key features

- Participatory, multi-perspective and indicator based approach
- Indicators derived from national standards and guidelines and validated by national panel
- Methodology adopted from the European Practice Assessment (EPA) with proven scientific methods and instruments
- Design open for integration of different QM systems and approaches
- Supported by visualization and benchmarking software (VISOTOOL ®)
- Uses coaching, mentoring, quality circles and peer to peer learning to improve quality of service delivery

## Implementation steps

1. Analysis of the situation
2. Training of resource persons
3. Collection of indicators - definition of quality domains and dimensions
4. Revision and reformulation of indicators (Modified RAND/UCLA appropriateness method)
5. Validation of indicators
6. Preparation of assessment tools (questionnaires, checklists) for indicator measurement
7. Assessment – quality audits



## Overview of the approach

In the middle: the five major domains in which the indicators are classified. They can be changed and adapted according to needs and thematic focus.

Above: the tools that allow measuring the indicators - assessment tools.

Below: the tools that support continuous quality improvement.

8. Feedback to management + staff and action plan
9. Adaptation of indicators and tools for further assessments – continuous QI
10. Ongoing coaching and mentoring

## Strengths and added value

- Precise measurement leads to little variation in assessment results
- Detailed results provide focus for QI measures (Pareto principle)
- Objective and repeatable assessments generate transparency
- Uses already existing measuring and information systems, is flexible, non-competitive and avoids duplications
- Works with local partners to assure ownership and sustainability
- Low resource – high impact (scientifically proven)
- Allows for monitoring of each facility's progress over time – as well as benchmarking
- Incorporates all essential preconditions for accreditation

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