



# Southern African HIV Clinicians Society 3rd Biennial Conference

13 - 16 April 2016  
Sandton Convention Centre  
Johannesburg

**Our Issues, Our Drugs,  
Our Patients**

[www.sahivsoc.org](http://www.sahivsoc.org)  
[www.sahivsoc2016.co.za](http://www.sahivsoc2016.co.za)

# How to Measure Quality in the Private Sector



2016

# Agenda

- ❖ Define Quality
- ❖ Why do we measure Quality?
- ❖ Who & how we measure Quality
- ❖ Measuring Quality Improvement

# What is Quality?

- ❖ Easy definition: doing the right thing (getting the healthcare service), at the right time (when you need it), in the right way (using appropriate tests or procedures), to achieve the best possible result.

Tristar Horizon Medical Center

- ❖ Institute of Medicine defines quality (2001) through six dimensions of high quality care:
  - ❖ Safe- no patient harm
  - ❖ Effective- evidence based care
  - ❖ Timely- no unnecessary delay
  - ❖ Patient- centered- patients needs
  - ❖ Efficient- reduce waste
  - ❖ Equitable- equal care for all



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# Why do we measure quality?

- ❖ Compliance to a set of standards (Core Standards- DoH)
- ❖ Improvement with an aim of:
  - ❖ Improve efficiency of care systems
  - ❖ Decrease waste and burnout while increasing the joy in work
  - ❖ Increase patient safety and decrease patient harm
  - ❖ Meet patient's needs
  - ❖ Care is available for all who access it

# Who & how of measuring quality?

- ❖ Who measures- know how and savvy NOT always managers
- ❖ Collection and collation of data – any of the stakeholders/ staff
- ❖ Compliance & Assurance examples (data for judgement)
  - ❖ Robot Colors
  - ❖ Percentages
  - ❖ Non-conformance reports
  - ❖ A combination

Hospital					
	Element 1	Element 2	Element 3	Element 4	Element 5
Ward	Green	Yellow	Green	Green	Yellow
Ward	Green	Green	Green	Green	Yellow
Ward	Yellow	Yellow	Yellow	Yellow	Red
Ward	Green	Green	Yellow	Green	Yellow
Ward	Green	Green	Yellow	Green	Yellow
Ward	Green	Green	Yellow	Green	Yellow
Ward	White	White	White	White	White
Ward	White	White	White	White	White
Ward	Green	Green	Yellow	Yellow	Yellow
Ward	Green	Green	Yellow	Yellow	Yellow
Ward	White	White	White	White	White
Cath Lab	Green	Green	Yellow	Yellow	Yellow
Theatre	Green	Yellow	Yellow	Yellow	Yellow
Trauma	White	White	White	White	White
Casualty	Green	Yellow	Yellow	Green	Yellow
ICU	Yellow	Yellow	Yellow	Yellow	Yellow
ICU	Yellow	Yellow	Yellow	Yellow	Yellow
ICU	Yellow	Yellow	Yellow	Yellow	Yellow
ICU	Yellow	Yellow	Yellow	Yellow	Yellow

# Robot Colors.....



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Review Area	Sub - area	Criteria Reference	Criteria
Core Standards	M03 Communications/PRO	M03.2	5.6.2.3.4 The health establishment responded within a reasonable time with communication to the public during a recent health related issue such as an outbreak or public health concern
Core Standards	M03 Communications/PRO	M03.3	5.6.2.5.1 The health establishment has a policy or protocol for the obtaining of patient consent if patient identifiable information needs to be communicated to the public or a 3rd party

ASSESSMENT OPTIONS:
Compliant: All standards are met
Non-compliant: Only some or none of the standards are met
Not applicable: Criterion not applicable for specific area or hospital/business unit

Review Guidelines	Priority	Assessment	Comments	Score
Document Analysis	V	Not Applicable		
Document Analysis	V	Compliant		

# Non-conformance Report

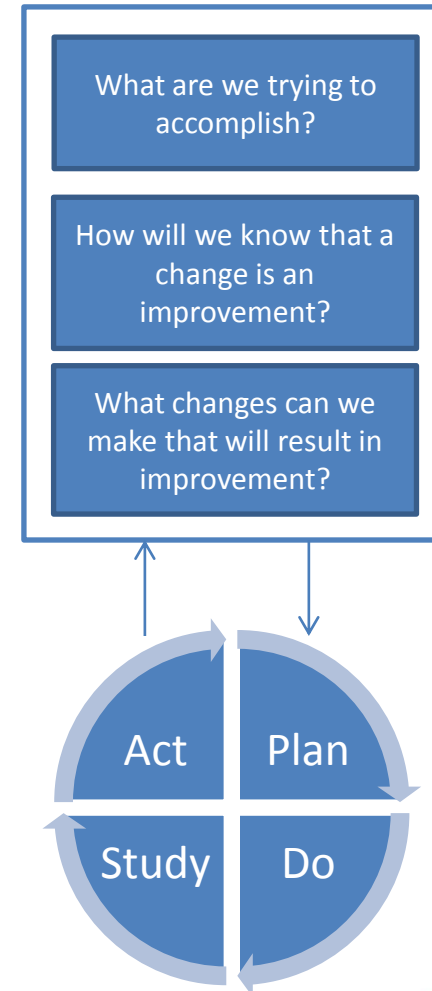


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# Measuring improvement

- ❖ Institute for Healthcare Improvement (IHI) uses the Associates in process Improvements “Model for Improvement”. This model is a tool that can be used to implement & accelerate improvement
- ❖ Best Care Always:
  - ❖ Philosophy- apply every element of the bundle on every patient at every opportunity
  - ❖ This leads to an improvement in patient outcomes in areas such as SSI

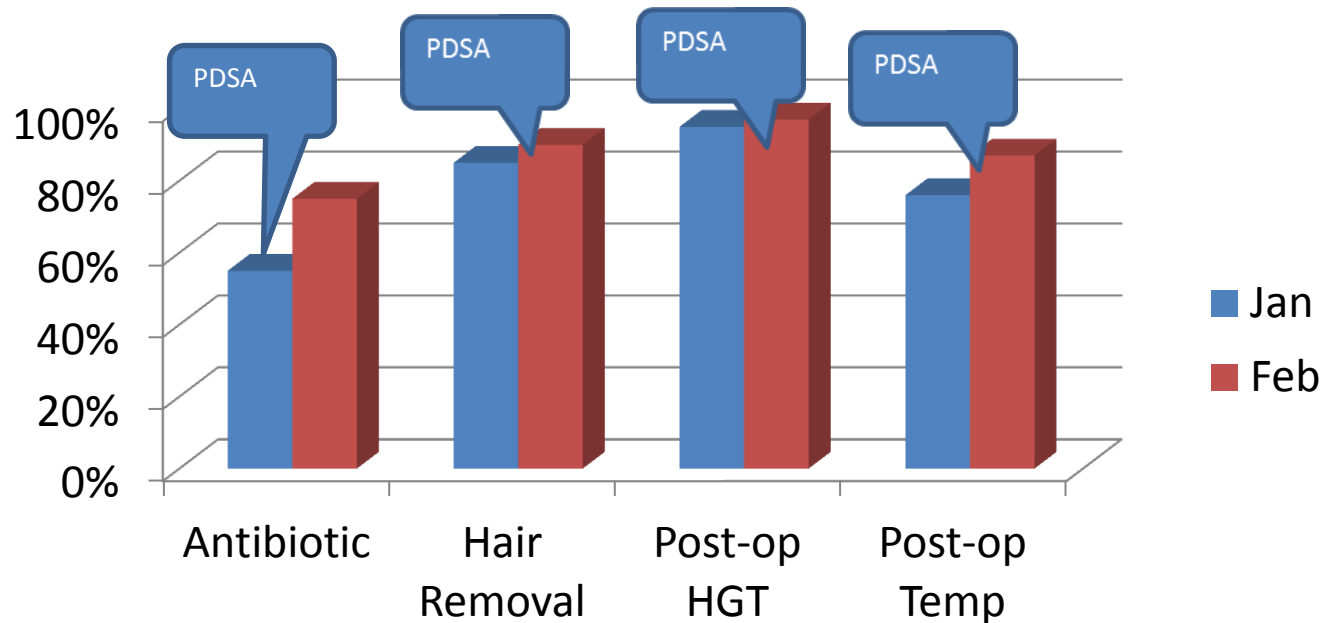


What changes can we make that will result in improvement?

Find out the changes that the team thinks can be implemented.

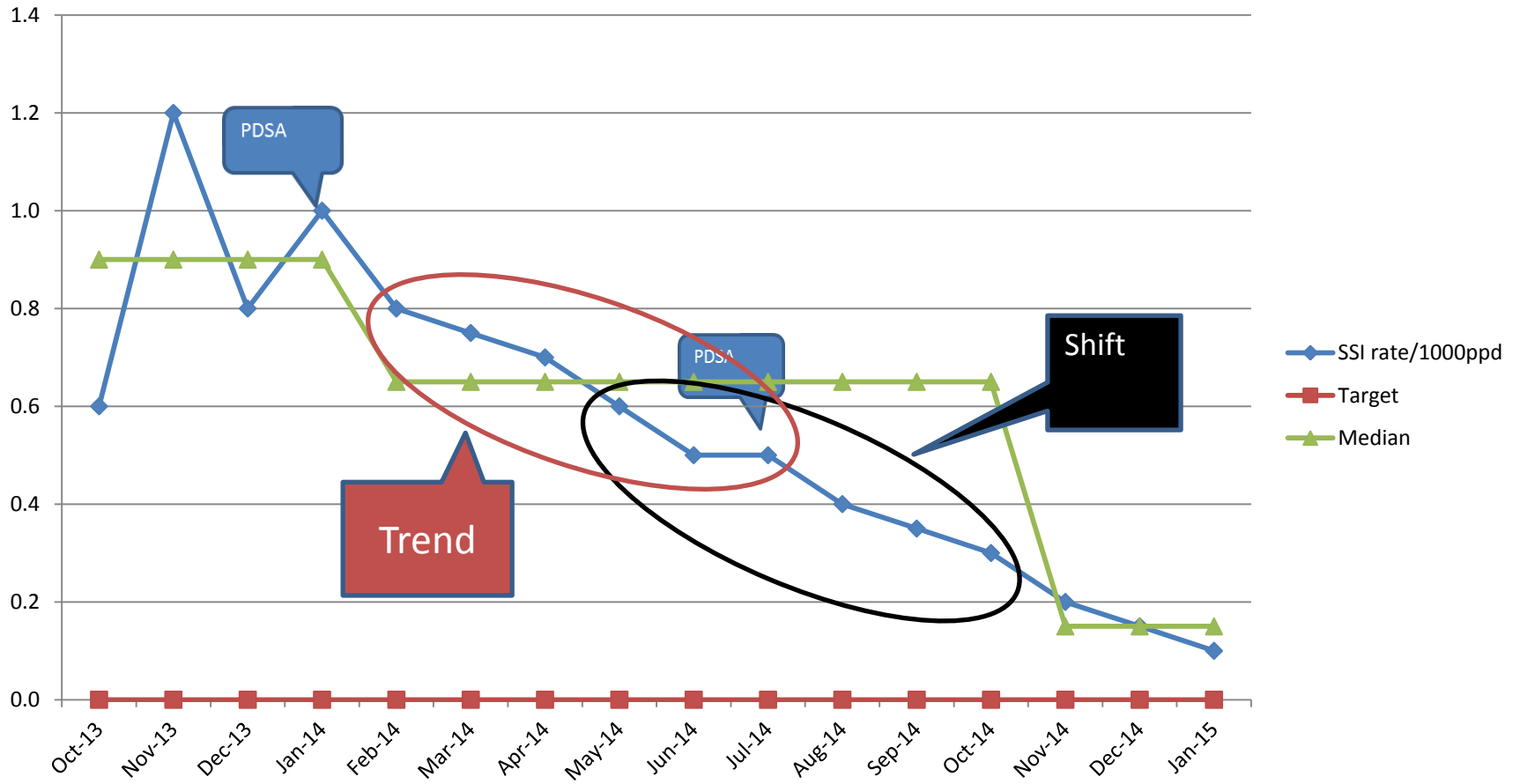
What are we measuring?

**The Process-** Surgical site infections: compliance to bundle



What are we measuring?

**Outcome-** Surgical Site Infections over time



IHI also refers to other measures that can be measured:

- ❖ Balancing Measures- be very aware of these
- ❖ Defined as changes designed to improve one part of a system causing new problems in another part of the system.

**All improvement is change, but not all change is improvement**



**2016**