



REIMAGINE. RETHINK. REBUILD.

GIZELDA ZUBI

Foresight 2021

17.05.21

RETRACING QUALITY IMPROVEMENT







Critical of the industry's **lack of reporting on quality and outcomes.**

Outcomes Outcomes Outcomes

Indictment that industry has not measured quality comprehensively and shared this with consumers. HMI views quality measurement and reporting key to improving market performance.

Emphasis is on outcomes – what's really important for patients. New body Outcomes Monitoring and Reporting Organisation (OMRO) suggested to collect and report on quality data. Voluntarily and privately first, then publicly.

Quality measurement

Structure

Process

Outcome

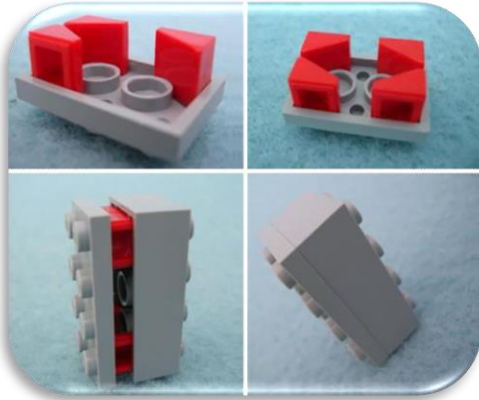


Quality measurement



Quality measurement

Research



Improvement



Judgement



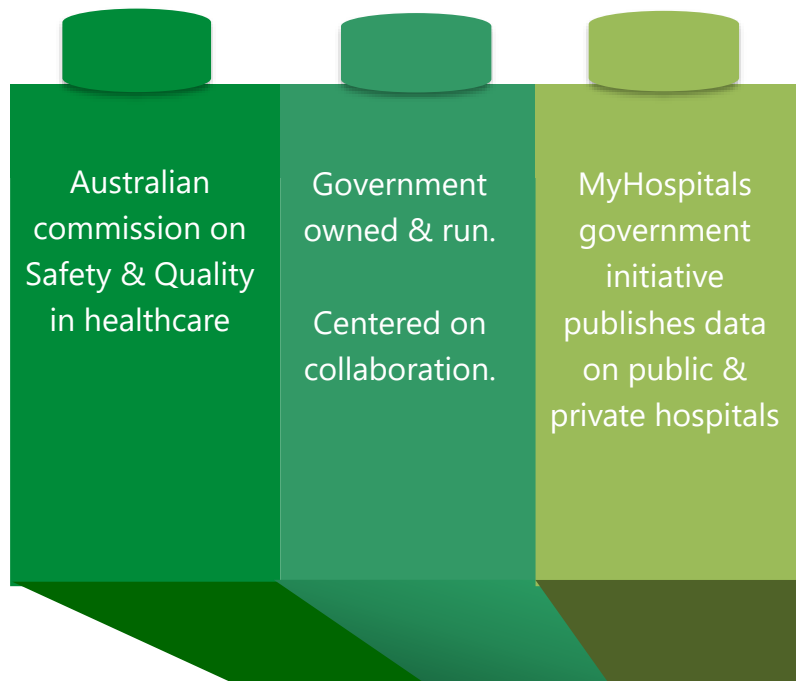
Quality indicators



International Experience

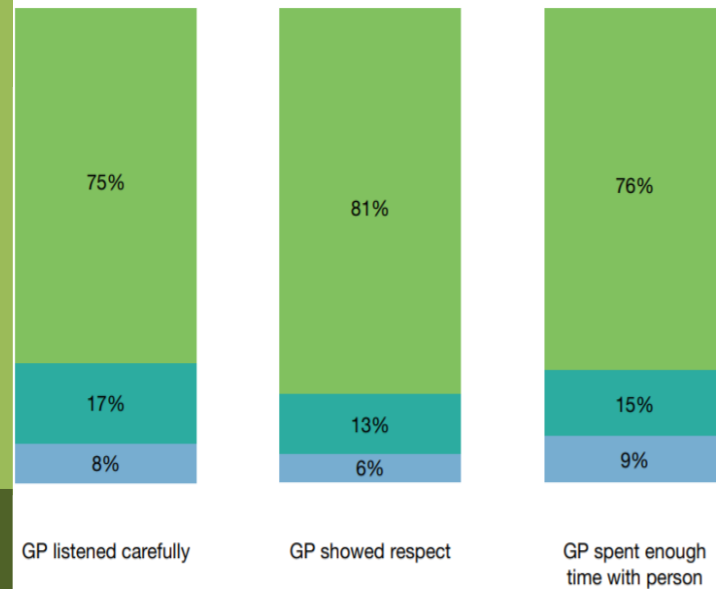
International perspectives

Australia



The Royal Australian College of General Practitioners.
General Practice: Health of the Nation 2018.

<https://www.racgp.org.au/download/Documents/Publications/Health-of-the-Nation-2018-Report.pdf>



Always Often Sometimes/rarely/never

International perspectives

USA



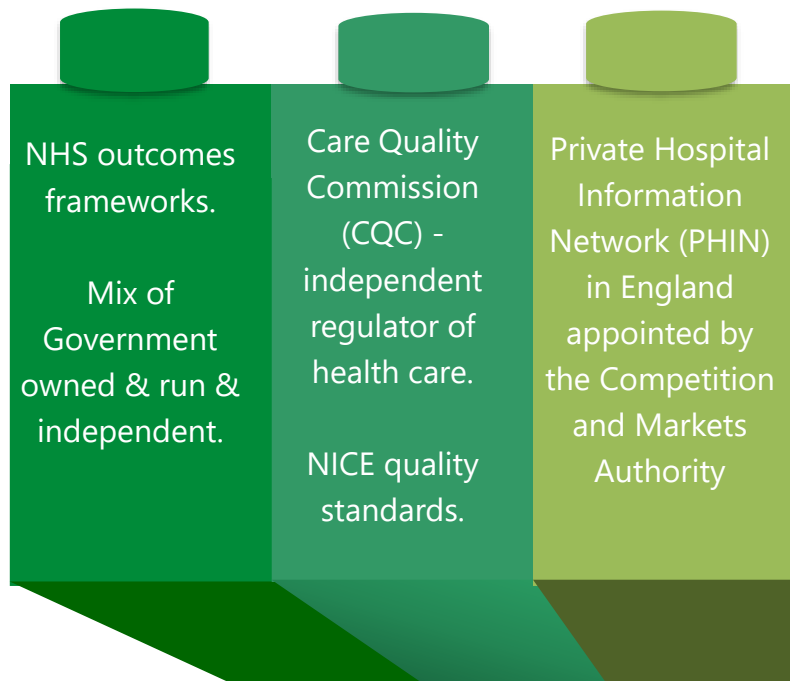
Figure 1: Percent of Hospitals Meeting Leapfrog's Standard for Never Events (2014-2018)

Source: Leapfrog Hospital Survey

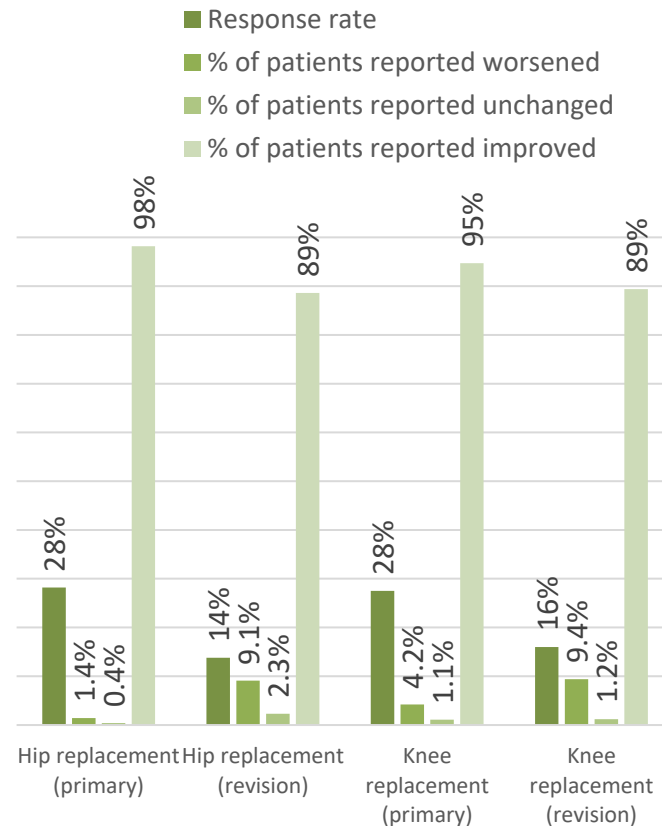


International perspectives

UK



NICE National Institute for Health and Care Excellence



<https://media.phin.org.uk/health-improvement-datasheets-2/>

Quality measurement

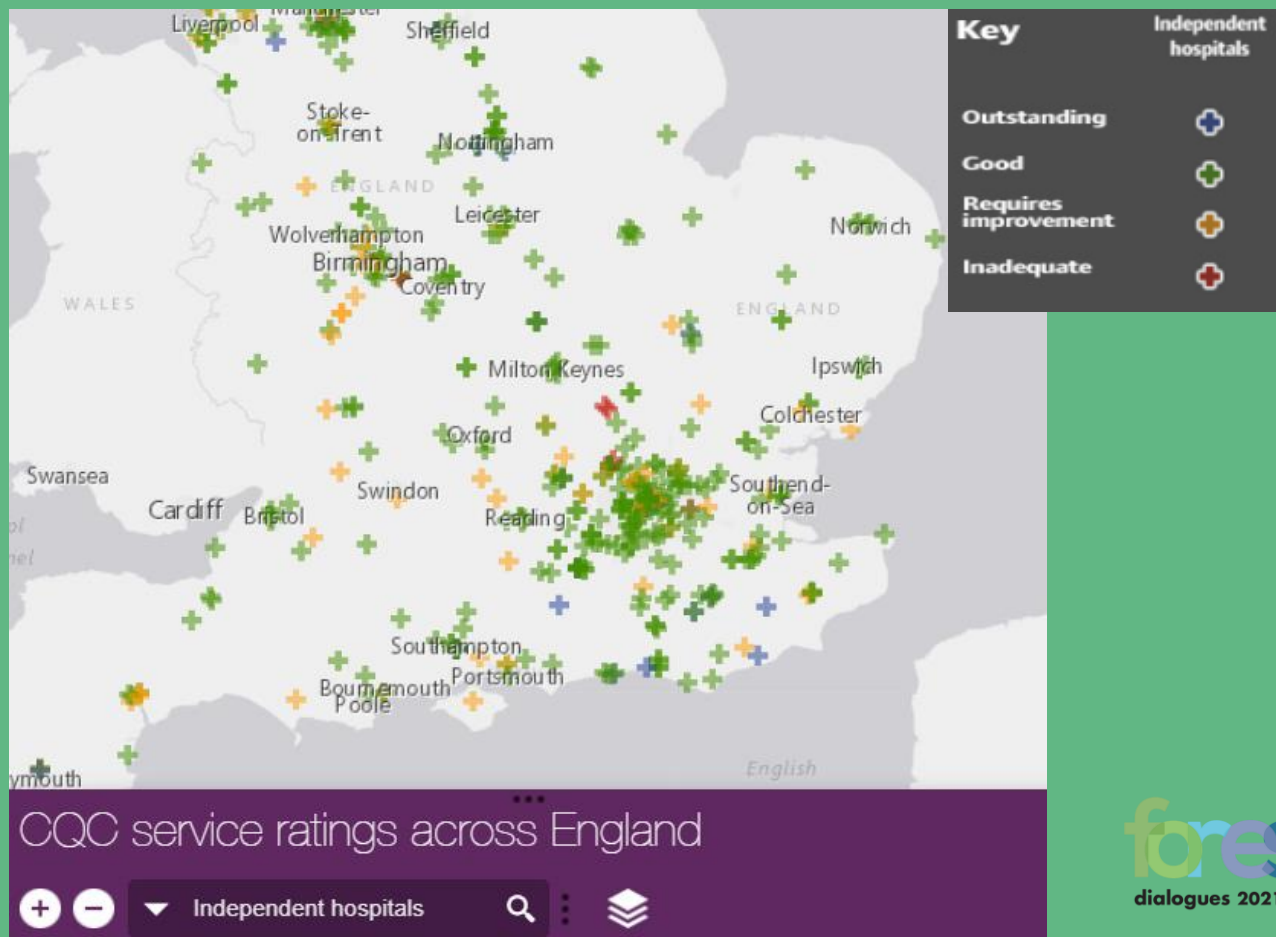
Safe

Effective

Caring

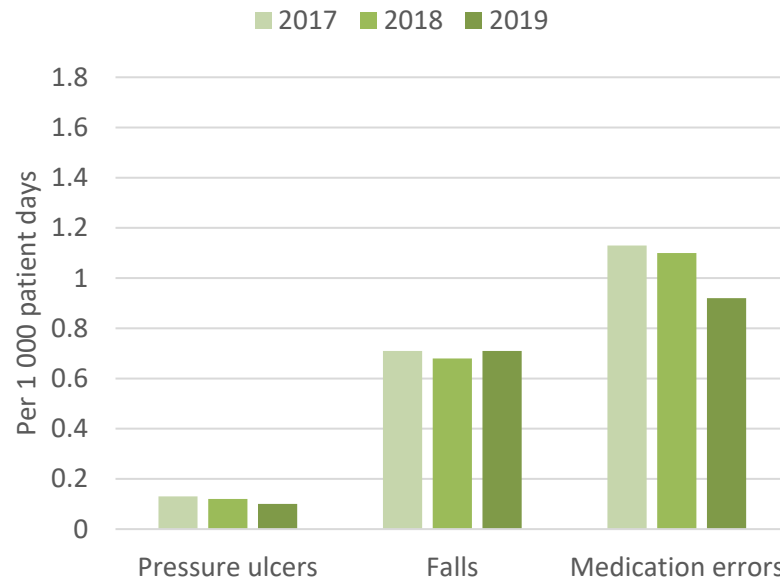
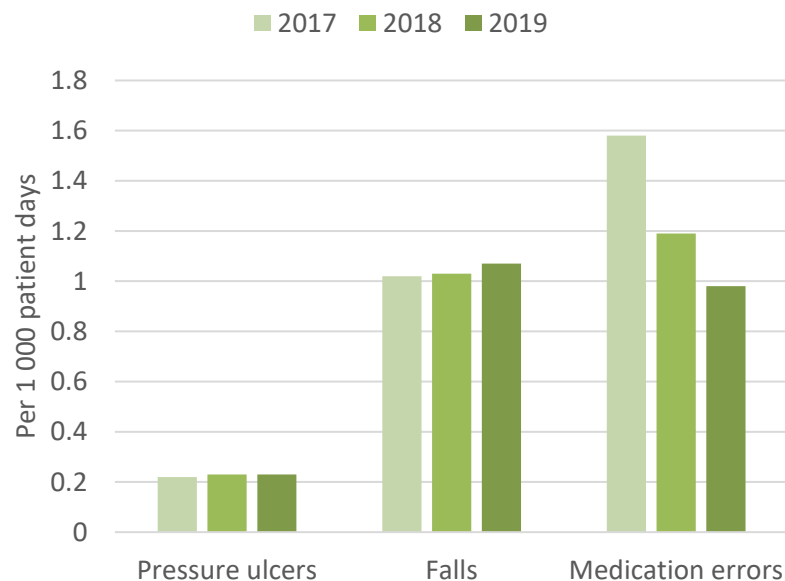
Responsive

Well-led



South Africa

Patient safety



Reimagine, Rethink, Rebuild

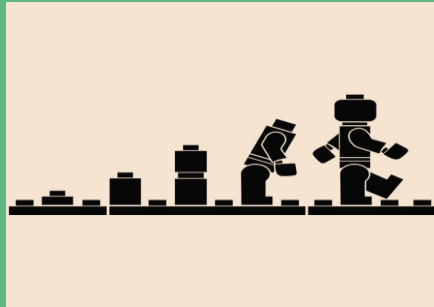
Formulate focus areas



Use data to maximum benefit



Rebuild with pilot projects



Visualise data



THANK YOU.

What's the most common operation in a
Lego hospital?

Plastic Surgery