

Using quality indicators to improve the organisation of palliative care

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Types of quality indicators

- 1) For external -judgemental- purposes, e.g. by health care insurers.
- 2) For internal -quality improvement- purposes.

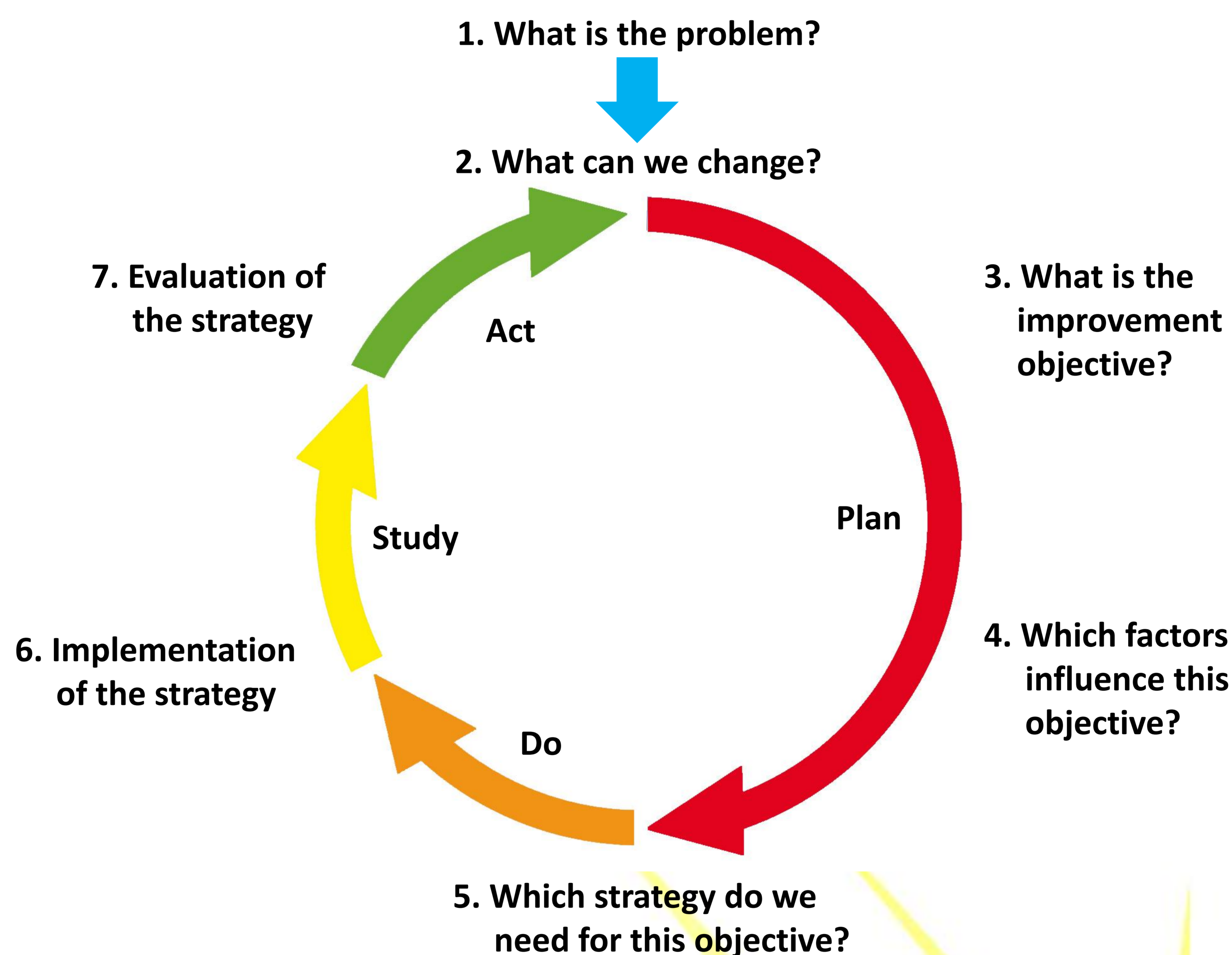
Quality indicators in the IMPACT project

Quality indicators have been developed to assess the

organisation of palliative care (step 1 and 2 in the figure below) in order to initiate quality improvements.

Recommendations

- 1) Ensure the implementation of quality indicators;
- 2) Stimulate the use of quality indicators by using them to initiate quality improvement processes, using the steps below.



Step-by-step guide to improve the organisation of care

1. What is the problem

- a. What would you like to improve?

2. What can we change?

- b. Which aspects need to be changed?
- c. Which aspects need to receive attention?

3. What is the improvement objective?

- d. What is the current situation?
- e. What is the preferred situation?
- f. Formulate the objective in a SMART way

4. Which factors influence this objective?

- g. Why has the preferred situation not yet been achieved?

5. Which strategy do we need for this objective?

- h. Which actions do we need to achieve the objective?
- i. When should these actions be completed?
- j. Who is responsible for these actions?

6. Implementation of the strategy

- k. Do you experience challenges implementing the actions?

7. Evaluation of the strategy

- l. Has the improvement objective been achieved?
- m. If yes: Does the result meet the preferred situation?
- n. If not: Why not, what should be changed?

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