

Estonian Society of Family Doctors

Building the Quality System in
Family Medicine – Estonian
experience.

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Estonian situation today

1,3 milj inhabitants

Gate-keeper frontline system staffed by GP-s

Payment – 79,9% per cap, 18,2% FFS, 1,2%

P4P (by Est. Health Insurance Fund)

468 GP-led private clinics (359 mono), 805
GP-s

Existing quality management...

From 2006 P4P by EHIF for quality of therapy
(consisting prevention, management of chr.
diseases – DM2, AH, HT, MI – and gyn,
minisurgery etc.)

From 2009...

EPS (Est. Society of
Fam. Doctors)
published Quality
Guide for Family
Practitioners –
collection of
standards, criteries
and indicators about
„how to do well“ in
family medicine
center



Why...

- ...to analyze
 - ... to compare practices
 - ... to show that we do well
- ...to make the development of practices more systemic
 - ...to standardize
 - ...to raise medium quality level

The document consists...

- ... written text-document which describes standards
- ...table of indicators
- ...questionnaire for patients backfeed
- ...digital table for practices data (in digital educational environment – intranet - Svoog)

Parts of the text- document...

- I - Access to practice
- II – Organization of practice work
- III – Quality of medical treatment
- IV – Practice as a base for studying and science

Digital tabel and control

- Digital tabel at SVOOG for **voluntary** inserting practice-data (from Sept/Oct. to May)
www.perearstiselts.ee
- ...indicators, score (max 20 p), A(19-20p),B,C-level
- Control – organ – the board of EPS , auditing A-practices during summer
- Honouring in general meeting in autumn

Audit of practice quality 2009/2010

- Total nr of practices taking part of - 79
- A-level practices – (18)
- Occasional audit of A-practices during summer,
- Result - 18 practices qualified to A-level
- Honouring in EPS General meeting
- Public interest
- Changes for y. 2010/2011
- Intensive negotiations (EHIF, Min.of Soc. Af) for financing of qual. system

Audit of practice quality 2010/2011

- Total nr of practices taking part of - 109
- A-level practices – 29
- Audit of all A-practices during summer,
- Result - 24 practices qualified to A-level
- Honouring in EPS General meeting
- Honouring by Estonian President - T.-H.Ilves
- Public interest
- Negotiations with 0-result, looking for financing

Where to go...

- Different quality systems in different countries - mandatory, voluntary...



Benefits and minuses to discuss

- Competition between colleagues
 - Audit from colleagues
 - Voluntary system
 - Public attention
- Additional money for practice(P4P)

Still...

Quality of family medicine is not only a quality
of therapy. Organization matters.

- Thank You.

- Katrin