



Newsletter

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REPORT

EQuIP Revisited: 2019

By Zalika Klemenc-Ketiš, EQuIP President

Dear EQuIP Council members, individual members, and institutional members,

This year was very busy for EQuIP and we achieved quite a lot, so I would like, on behalf of Executive Board, to shortly describe our achievements.

In the previous year, we mainly focused on the networking with other WONCA Europe networks, on reviving research field in EQuIP, on promoting EQuIP work, and attracting new members.

Two International Summer Schools in 2019

We derived the 1st International Summer School on quality improvement, together with Vasco da Gama. Three teachers worked with six students from all over Europe. The school took place in Torino, Italy, prior to Vasco da Gama Forum, from September 25-27 2019.

As traditionally, a French Summer School took place also this summer (July 3-6, 2019).

Quite Many WONCA Network Collaborations

EQuIP established cooperation with EGPRN on a common research project from the field of person-centred approach. We also started a cooperation with EUROPREV in the field of professional health.

We are establishing a joint project with all WONCA Europe networks on teaching research. We are aiming to produce an online course.

The European Teaching Quality Agenda

At the WONCA Europe council meeting, we presented the European Teaching Quality Agenda (a joint project with EURACT) and a Statement on Equity. Both were endorsed by the council, and at the WHO Assembly meeting in September, the president of WONCA Europe presented a statement on equity, which was very well received.

The EQuIP Position Paper on Quality

Another statement on quality, also adapted by the WONCA Europe Council last year, was published in the [Slovenian Journal of Public Health](#), an indexed journal with impact factor 1 in 2018.

Two EQuIP representatives on behalf of WONCA

WONCA Europe established cooperation with the European Medical Agency, and EQuIP was asked to suggest two representatives. We suggested Andree Rochfort and David Rodrigues.

New members of EQuIP

EQuIP managed to attract new members from Estonia, Greece, Israel, and Montenegro in 2019. Also, we have one new organisational member from Serbia.

In the beginning of December, the president of EQuIP will attend the national conference in Kiev, Ukraine, to overlook the process of election for a representative of Ukraine in EQuIP.

Presentations and Dissemination Activities

Beside all these activities, EQuIP members are very active at various international and national conferences, presenting our work. EQuIP is very proud on the short movie on patient safety: <https://youtu.be/CsVZKyq1jlo>



The Thessaloniki Conference

The collaboration and cooperation between members of EQuIP and ELEGIA who participated in both the Scientific and the Organizing Committee in formulation and implementation of the scientific program as well as in active monitoring was extremely auspicious with kind and productive spirit.

The title *Healthy Practices, Healthy Professionals, Healthier Patients* was attractive and interesting as many of the participants declared. The impressions and comments from the invited colleagues were particularly positive and cordial.

The scientific program consisted of 6 Key Lectures by invited Guest Speakers and 1 Featured Lecture, 1 Motivational Video, 9 Interactive Workshops and 24 Free Announcements.

Please access the interactive Thessaloniki ePDF here:

<http://bit.ly/EQuIP-Thessaloniki-ePDF-2019>

Password: EQuIPThessa2019

The Future...

The plans for the future are to:

- Promote the Teaching Quality Agenda
- To continue with organising International Summer Schools in close cooperation with VdGM and the French member
- To start an European research on patient-centredness in association with quality of work
- To cooperate with other WONCA Europe networks actively
- To attract even more new members
- To engage actively at many conferences - a good opportunity will be the next EQuIP Conference 7-9 May 2020 in Utrecht in the Netherlands
- An important task for EQuIP is to join the WONCA Europe commoc project on defining the core values of our discipline

At the end, I would like to sincerely thank all members of EQuIP - and all members of EQuIP Executive Board - for their excellent work they are doing in positioning EQuIP as the leading European network on quality and safety.

POIICY

The European Teaching Agenda

By Zalika Klemenc-Ketiš, EQuIP President

EUROPEAN TEACHING AGENDA ON QUALITY AND SAFETY IN FAMILY MEDICINE

APPROVED AND ENDORSED BY EQuIP
at its Council Meeting November 22-24, 2018

APPROVED AND ENDORSED BY EURACT
at its Council Meeting April 13, 2019

APPROVED AND ENDORSED BY WONCA EUROPE
at its Council Meeting June 26, 2019

November 2019

Editor: Zalika Klemenc-Ketiš



Background

In 2014, EQuIP decided, together with EURACT, to develop an educational agenda for quality and safety in general practice/family medicine based on the Competency Framework for Quality Improvement in Family Medicine (1).

A quality improvement competency framework can provide the basis for a self-assessment tool to help individual family physicians identify their training needs.

Just as quality improvement requires health care professionals to be clear about outcomes, family physicians also need to have clear and focused guidelines for choosing their educational goals.

A competency framework can also provide an organising structure to guide the development and evaluation of educational programs.

(1): Czabanowska K et al. Development of a competency framework for quality improvement in family medicine: a qualitative study. J Contin Educ Health Prof 2012; 32(3): 174-80.

Structure

The European Teaching Agenda on Quality and Safety in Family Medicine is divided into three parts:

- In a general part, an overview of different models of quality and safety competencies in family medicine is given, followed by aims and learning outcomes of quality and safety education.

Also, an overview of tools and methods for quality and safety education as well as an overview of the assessment tools and methods for quality and safety education is provided.

- In a competencies part, six quality and safety competencies from the abovementioned framework are described, with the focus on learning objectives, teaching tools and methods and assessment tools and methods.

The competencies are: equity and ethical practice, effectiveness and efficiency, continuing professional development, methods and tools, leadership and management, and patient care and safety.

- At the end, a glossary of term is provided.

The European Teaching Agenda on Quality and Safety in Family Medicine is an educational framework for teaching the core competencies of quality and safety at the speciality training level.

It is designed to serve as a basis for curriculum developers at the speciality training level to set the learning aims and methods, and the assessment aims and methods.

It is *not* designed as a curriculum and it should not be seen that way.

Endorsements

The European Teaching Agenda on Quality and Safety in Family Medicine was approved and endorsed by EQuIP, EURACT, and WONCA Europe.

Access

The European Teaching Agenda on Quality and Safety in Family Medicine can be accessed here:

<http://bit.ly/European-Teaching-Agenda>

MANUS

The 56th EQuIP Assembly Meeting 14-16 November 2019 in Zagreb, Croatia

By Jan Kovar, EQuIP Secretary

Welcome and introduction

The hostess welcomed all participants, informed about the anniversaries of Zagreb University and Andria Štampar School.

New delegates

- *Andrea Bitschnaufriedl* - second delegate from Austria, 16 years GP, runs a GP Quality Circle in Salzburg and Interdisciplinary Quality Circle.
- *Dorien Zwart*, Ass. Profesor, Dept. of GP Utrecht, Netherlands. She works 2 days as GP/3 days at University in Utrecht in Quality & Safety research.
- *Léa Pellerin* from France replaces Hector Falcoff for whom this was the last meeting as a delegate.

Working Goup Updates

Teaching Quality

A summary of the teaching quality agenda (the strategic document) will be prepared, the group articulated a need for spreading to the target population. All delegates are invited to translate the summary and spread it nationally.

Summer school will be attached as a pre-conference of the EQuIP open conference, planned from Wednesday afternoon to Thursday afternoon prior to the Assembly Meeting. Tailored program for both young and experienced GPs.

[Please access PP slides with status and plans here.](#)

eHealth

The group works on promoting the usage of IT supporting the key tasks of the GP, particularly related to shared decision-making, people with multiple health problems, and pPopulation health.

[Please access PP slides with status and plans here.](#)

Patient Safety & Professional Health

The group will focus on medication safety in 2020. The group proposed a workshop on awareness, preparedness in risky situations for the Utrecht conference 7-9 May 2020.

Overdiagnosis

The group proposed a workshop on 'reducing of overuse in urgent care' for the Utrecht conference.

Measuring Quality & Indicators

The group stressed the importance of adequate use of indicators - to improve practice, discussed the situation on a national level (somewhere and newly established P4P models).

[Please access PP slides with status and plans here.](#)

Structured Small Group Work: Quality Circles

Major progress, incl. new publications in 2020. Two workshops for WONCA 2020 in Berlin and the EQuIP conference in Utrecht proposed. The actual topic is the introduction of QC on the organisational level.

[Please access PP slides with status and plans here.](#)

Person-Centred Care (PCC)

Ongoing collaborative study with EGPRN about P-CC and its outcomes in different European countries. Currently a pilot study Part 1 - GPs attitudes.

Meso Level Quality

The group has identified a lot of common thoughts with both the Quality Circles and the Patient Safety working groups.

[Please access PP slides with status and plans here.](#)



KiAP: The National Quality Development Programme in General Practice in Denmark

By Rikke Agergaard, Head of Programme

New Organizational EQUIP Member: KiAP

KiAP (Quality in General Practice) was established in 2018 to support systematic quality development in General Practice in Denmark.

GPs were encouraged to cluster in groups of general practitioners from their local area.

GPs would meet 2-5 times a year to discuss clinically relevant themes of their own choice, based on descriptive data from every GP practice within the cluster.

A core purpose of KiAP was to support GPs to form working alliances within groups. 98% of all Danish GPs joined a cluster by November 2019. This results in 114 clusters with a total 3,277 GP's taking part.

Since this successful establishment of clusters, the primary focus of KiAP has developed from focusing on administrative support towards making clinically relevant data available for various quality purposes.

KiAP has developed resources to support GPs in working with quality improvement with regards to COPD, diabetes and conjunctivitis - soon to be followed by resources focusing on well-being among GPs, antibiotics, polypharmacy amongst others.

Read more: www.KiAP.dk

Contact

Head of Programme Rikke Agergaard,
ragergaard@kiap.dk

KiAP Kvalitet i Almen Praksis

Klynger ▾ Forløbsplaner RKKP DanPEP Koder ▾ Support Log på

Klyngemateriale

Her kan du finde inspiration til klyngearbejdet i KiAP's klyngepakker, eksempler fra andre klynger og se tilbud fra regionerne [Log på din klynge](#)

Klyngepakker Eksempler fra andre klynger Regionernes klyngetilbud

Klyngepakker

På denne side vil du løbende kunne finde nye klyngepakker. Du kan også se hvilke klyngepakker, der er under udarbejdelse. KiAP har desuden udviklet en generisk klyngepakke, som kan bruges som guide til arbejdet med de emner, som klyngen selv udvælger.

Materialet er ensartet opbygget og indeholder følgende:

- en introduktion til emnet
- en forklaring af, hvordan man trækker data
- et faktaark med nyttige informationer om emnet
- et refleksionsark og et klyngekoordinatorark med relevante spørgsmål til brug i egen praksis og på klyngemødet.

Regionernes klyngetilbud

De enkelte regioner stiller en lang række lokale tilbud til rådighed for klyngerne. Det kan for eksempel være hjælp til dataudtræk, hvordan man faciliterer et klyngemøde eller forslag og datapakker til forskellige emner, som klyngen kan arbejde med.

[Se regionernes klyngepakker her](#)

Conjunctivitis

Opdateret: 30-09-2019

[Hent PDF](#) [Se video](#)

CRP

Opdateret: 30-09-2019

[Hent PDF](#)

Diabetes - Behandling og opfølgning

Opdateret: 23-10-2019

[Hent PDF](#)

QUALITY INDICATORS OF FAMILY DOCTORS PRACTICE: SHARING THE INTERNATIONAL EXPERIENCE, DEVELOPING THE UKRAINIAN MODEL

By Pavlo Kolesnyk, Larysa Matyukha & Albina Zharkova (Ukrainian Association of Family Doctors)

Setting

The International Conference of Ukrainian Family doctors, conducted by the Ukrainian Association of Family Doctors, was held in Kiev on 5-6 December 2019.

More than 750 Ukrainian family doctors, nurses, managers of primary care, trainers and trainees, residents of family medicine took part in the event.

The traditional every 6 months events become winter and summer highlights for medical practitioners from different regions of Ukraine.

The meeting took place in the Ukrainian Congress Hall in the center of Kiev. This time the meeting was attended by:

- *Zoryana Skaletska*, Head of Ukrainian Ministry of Health Care
- *Mehmet Ungan*, President of WONCA Europe, Professor of Family Medicine at Ankara University (Turkey)
- *Zalika Klemenc-Ketiš*, President of EQUIP-WONCA Europe, Assistant Professor of Family Medicine, MD, PhD, Medical School Maribor (Slovenia)
- *Radost Assenova*, EGPRN Council Member, PhD, Professor of Family Medicine (Bulgaria)
- *Liga Kozlovska*, President of Rural Family Doctor Association, Chief of Private Practice, Head of Family Medicine Residency Program of Riga Stradins University (Latvia)
- *Victor Yaskiv*, Coordinator of International Resuscitation Training Center of American Heart Association (Israel)

After the plenaries, several workshops with international participation were conducted. One of workshops was dedicated to an actual topic in Ukraine: **Quality indicators of family doctors practice: sharing the international experience, developing the Ukrainian model.**

Zalika Klemenc-Ketiš, President of EQUIP (WONCA Europe), and *Pavlo Kolesnyk*, Director of Department of International Affairs of Ukrainian Association of Family Doctors chaired the session.

Background

There are no quality indicators in Ukrainian primary care now. The system is on the stage of transition from the old post-Soviet model where there no stimulation for a good quality, but only punishment for some indicators that were considered as indicators of family doctor's activity (i.e. disease rate, mortality rate, risk group population, number of fluorography, x-rays etc.).

During the reformation the old system of indicators was ruined but the new system was not created yet. The Ukrainian doctors started to be payed for number of registered population according to the capitation without extra stimuli. The quality of family doctor's work is not evaluated yet and remains low.

Aim of the workshop

The aim was to create a work group of primary care professionals to make recommendations concerning feasible quality indicators to be accepted by the Ukrainian Ministry of Health care.

Structure

During the first part - *Sharing the international experience* - Zalika Klemenc-Ketiš, President of EQUIP-WONCA Europe, explained the system of creating the quality indicators and showed the example of the model in Slovenia.

Then foreign experts from different countries had an opportunity to share the existing indicators in their countries: Turkey, Latvia, the Czech Republic, and Israel.

The second part - *Let's develop the Ukrainian proposals of quality indicators* - was held like a small group discussion. The participants were divided into 5 small groups. Each group was given a task to develop quality indicators in one of the topics:

- Patient's safety
- Medical education in the clinic
- Clinical indicators (e.g. diabetes mellitus)
- Family medicine practice management
- Prevention and screening

Each group had to develop 3 indicators of quality in the way:

- Structure
- Process
- Results

After this, they presented the most important indicator that they have discussed in each of the groups.

Feedback

After the active discussion the group responsible for *Patient's safety* suggested to create or get acquainted with the law statement considering the rights of patients, to let doctors know their rights and evaluate patient's satisfaction as a result which may be an indicator of quality.

The group *Medical education in the clinic* suggested to formulate the requirements for the clinic ready for residency training and to count number of the residency trained in the clinic and evaluate their satisfaction by the way of training.

The group *Clinical indicators* (e.g. diabetes mellitus) suggested to create a data of patients with DM II, then to evaluate the number of them who were tested by HbA1c and number of the patients managed in the practice in whom the target level of HbA1c was achieved.

The group *Family medicine practice management* suggested to evaluate number of vaccinations performed or BMI testing according to a number of the patients registered in the clinic.

The group *Prevention and screening* suggested to create a data of patients in the clinic and to use the questionnaire recommended by local protocol to screen for TB and evaluate number of patients evaluated by the screening.



Conclusion

Zalika emphasized the importance of development of local indicators of quality for Ukraine, considering the international experience by the primary care practitioners. She proposed the Ukrainian Ministry of Health Care how to implement this into practice.

Pavlo suggested to establish local groups to develop quality indicators feasible for family medicine practices in Ukraine.

It was decided to delegate members of the Ukrainian Association of Family Doctor (Albina Zharkova) to participate in the EQUIP Summer Schools as well as EQUIP conferences and meetings to coordinate and cultivate the Ukrainian workgroup in that perspective.

Mehmet Ungan also suggested to support Ukrainian activities in this field and to make a link between WHO and the Ukrainian Association of Family doctors to support activities of family doctors in the topic.

