



European Society for Quality and Safety  
in Family Practice

A network organisation within WONCA Region Europe - ESGP/FM

# INDICATORS AND MEASURING QUALITY:

## WHAT'S NEXT?

EVA ARVIDSSON, FAMILY PHYSICIAN, PHD

RESEARCH AND DEVELOPMENT UNIT FOR PRIMARY CARE,  
FUTURUM, JÖNKÖPING, SWEDEN

56TH EQUIP ASSEMBLY MEETING, 14-16 NOVEMBER 2019  
ZAGREB, CROATIA

# ZAGREB 2018: VISION ON QUALITY INDICATORS

Stijn  
Jan K  
Maria  
Andrée  
Ulrik  
Gunnar  
Eva

We would like this to become a common knowledge:

- **Quality indicators for external use have a limited impact**
- **Quality indicators for internal use → Quality improvement**

Klaus  
Janecke  
Sofia  
Lea  
André  
Dijana

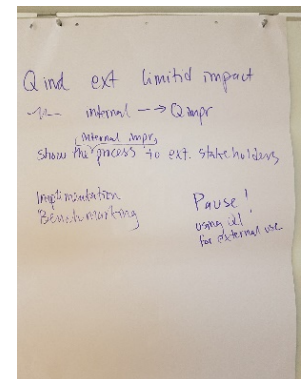
**A way to reach it:**

**Show the internal improvement process to external stakeholders**

- Implementation, benchmarking, etc.

**Meanwhile:**

**Pause in using Quality Indicators externally!!**



# DONE: WORKSHOPS

The joy of quality indicators in small groups

Bratislava March 2018, 53rd EQuIP Assembly Meeting

Health Care Quality Indicators in the Context of Primary Health Care

Thessaloniki March 2019, 55rd EQuIP Assembly Meeting



Quality indicators: From Worthless to Useful

Bratislava, June 2019, 24th WONCA Europe Conference 2019

## POSITION PAPER

Published - Endorsed

Arvidsson, E., et al. (2019).  
"Measuring Quality in Primary  
Healthcare - Opportunities and  
Weaknesses." Zdr Varst 58(3):  
101-103.



**Measuring Quality in Primary Health Care – EQuIP Position Paper 2017**

The EQuIP Position Paper on Measuring Quality in Primary Health Care is a statement for all partners in health care. EQuIP wants to emphasise the following principles concerning measurements of quality in primary health care:

**Privacy and confidentiality**

- Use of personal health data from patient records should always be used in way that guarantees patients' privacy and confidentiality in the doctor-patient relationship.

**Quality indicators have limitations**

- Quality indicators reflect simplified measurable dimensions of more complex phenomena. Many of the goals and values in primary care can't be measured, e.g. ethics and humanism in consultations or if priorities are set right in everyday practice.
- Quality indicators are useful as starting points for discussions about the complex reality as a part of a process to initiate, stimulate and support local improvement work.

**Quality indicators are useful tools for quality improvement**

- Primary care quality depends on each employee's competence, responsibility, initiative and sense of context. It is therefore important to support internal drivers for improvement.
- Quality development must be an integrated part of all primary care. GPs are urged to monitor systematically the quality of their own and their team's work as well as their working environment. The measurements should cover the different aspects of quality e.g. patient centeredness, access to, equity in and content of care, process and clinical outcome measurements and work satisfaction of physicians and other personnel.
- Drilling down to individual patients for acting on care gaps should be possible for the GPs caring for the patients in the target population.



# IDEAS FOR FUTURE WORK:

1. A. European indicators? - Share useful QI indicators  
B. Survey/questionnaire to EQuIP delegates
  - a) Few shared indicators:
    - Care according to needs/Equity
    - Overdiagnosis/Overtreatment
    - Patient Safety
  - b) Develop on a workshop
2. Process of constructing indicators
3. New names/nomenclature
  - a) Quality Improvement Indicator – for internal use
  - b) Quality Control Indicators – accountability, for “top down” use
4. Involve patients
5. Indicators for the meso level
6. Indicators for urgent care
7. Co-work with other working groups!

# NEXT STEP

Revise vision?

More ideas on what to do?

Prioritise ideas

Start with one, incl. plan workshops for:

- 57th EQuIP Assembly Meeting  
Utrecht, the Netherlands, 7-9 May 2020
- 25th WONCA Europe Conference  
Berlin, Germany, 24-27 June 2020