



Tools for performance assessment of hospitals

MARQUiS Project Conference

14th October 2005, Brussels.

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WHO Regional Office for Europe

WHO Performance Assessment Tool for Quality Improvement in Hospitals (PATH)

To support hospitals in:

- **assessing their performance,**
- **questioning their own results, and**
- **translating them into actions for improvement.**

Through:

- **providing tools for performance assessment,**
- **Enabling collegial support and networking among hospitals.**



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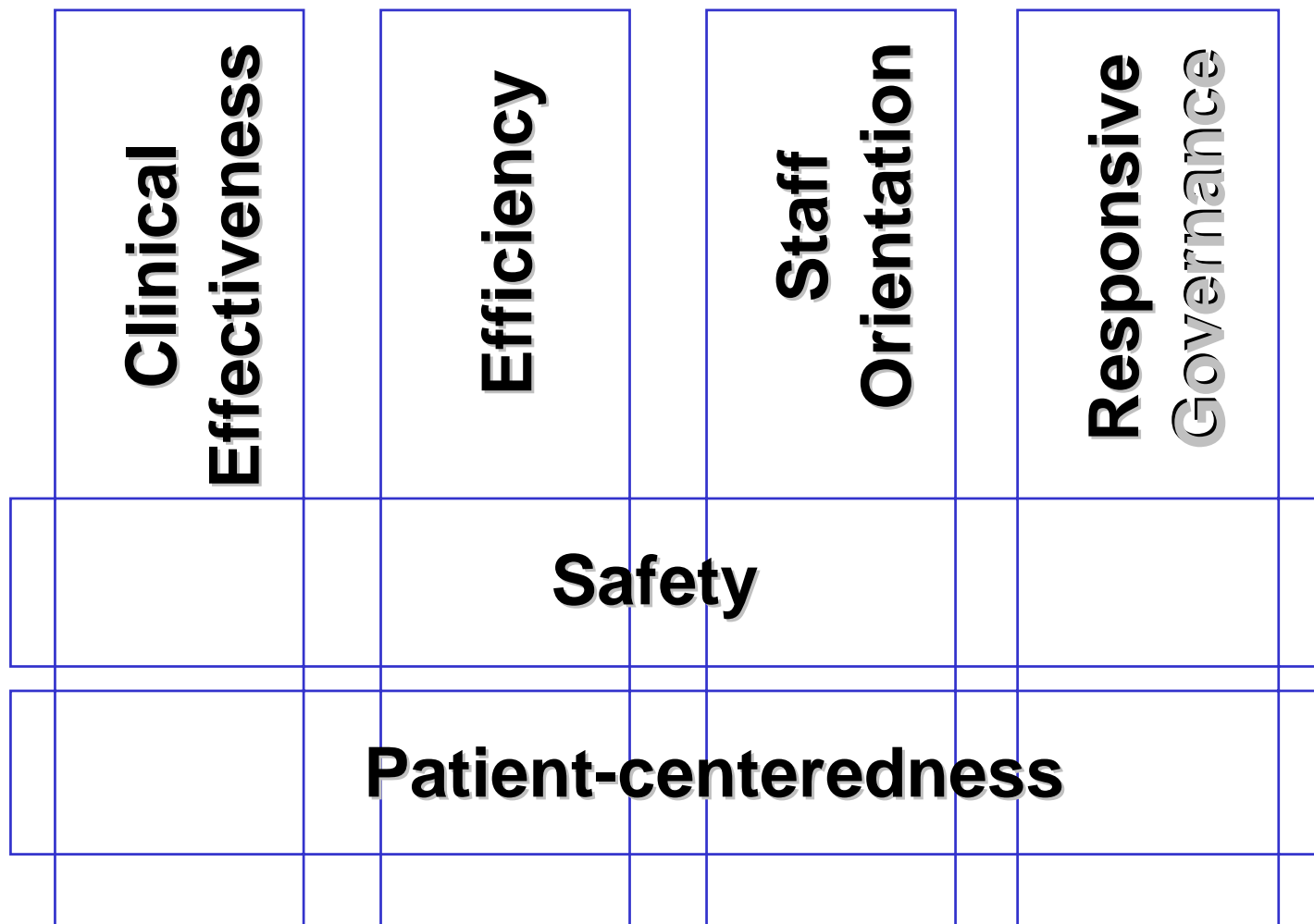
PATH features

- **Comprehensive framework**
- **Six interrelated dimensions of performance**
 - **Descriptive sheets: Background information to motivate the use of indicators and support interpretation**
 - **Dashboard: Key message: Do not interpret indicators in isolation**



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PATH conceptual model



Set of performance indicators

Patient centeredness

Cancelled surgical procedures

Score on patient perception/satisfaction survey

Score on interpersonal aspects

Score on client orientation: information and empowerment

Responsive governance

Perceived continuity through patient survey

Women breastfeeding at discharge

Staff orientation

Training expenditures on average number of FTE staff

Budget dedicated to staff health promotion activities

Short and long term absenteeism

Percutaneous injuries on average number of FTE staff

Staff excessive weekly working hours

Set of performance indicators

Clinical effectiveness

Primary Caesarean section delivery rate

Appropriateness of prophylactic antibiotic use

Rate of readmission for selected tracer conditions

Rate of admission after day surgery

Return to ICU for selected procedures/conditions

Safety

Mortality rates for selected tracers and procedures

Formal procedure to report and analyze sentinel events

Work-related injuries (percutaneous injuries)

Efficiency

Ambulatory surgery use

Median length of stay for specific procedures

Average inventory in stock for pharmaceuticals

Wastage of blood products

Operating rooms unused sessions



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PATH pilot implementation

6 countries – 51 hospitals

Belgium	22 hospitals
Canada (Ontario)	4 hospitals
Denmark	1 hospitals
France	13 hospitals
Slovakia	8 hospitals
South Africa (Natal)	3 hospitals



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Comparing hospital performance

- No ranking of individual hospitals!
- No comparisons on a by country basis!
- Comparisons within peer groups:
 - Size and level of certification of hospital,
 - Quality structures and processes,
 - Specialties.



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Comparing hospital performance

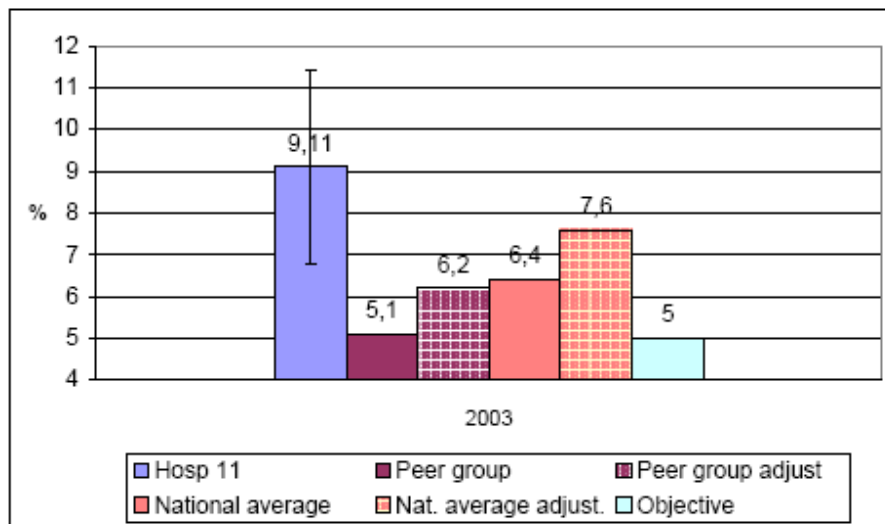
Table 2 : Example of the dashboard of the PATH project

Country :
 Hospital : 11
 Data collect : Année 2003 et janvier 2004 pour prendre en compte les réhospitalisations en lien avec une hospitalisation en décembre 2003

CORE Indicator : Readmission within 30 days ; Risk-adjustment : age and sex
 Stratification / tracer : Acute Myocardial Infarction (AMI)

Global rate : 9,11 %
 CI : 2,32 %
 N : 593

Stratify by sex and age		n	N	%
Male	age 0-14			
	age 15-24			
	age 25-44	2	41	4,88
	age 45-64	12	147	8,16
	age 65-79	16	126	12,70
	age 80-89	5	61	8,20
	age over 89	1	19	5,26
	total	36	394	9,14
Female	age 0-14			
	age 15-24			
	age 25-44	3	12	25,00
	age 45-64	4	18	22,22
	age 65-79	6	79	7,59
	age 80-89	4	56	7,14
	age over 89	1	34	2,94
	total	18	199	9,05





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Developing a network to assess hospital performance

- **Evaluation of experiences from pilot implementation (adoption of indicators and methodology, November 2005),**
- **International conference with advisory committee, country coordinators and hospital coordinators (mid 2006).**

Developing a network to assess hospital performance

- **WHO Collaborating Centres to support:**
 - a) **developing an Internet platform for information, data collection and analysis;**
 - b) **training and support.**



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Contact

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