



CHKS Portugal Conference, 13th November 2018

Panel discussion:
Accreditation cycle fatigue – how to maintain improvement in patient care

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How to maintain improvement in patient care ?



Top Management Motivation

Staff Motivation

The Future for Health

Lord Nigel Crisp (Chair)
Donald Berwick
Ilona Kickbusch
Wouter Bos
João Lobo Antunes
Pedro Pita Barros
Jorge Soares

everyone
has a role
to play

Fundação Calouste Gulbenkian

RECOMMENDATIONS

- 12. CONTINUOUS QUALITY IMPROVEMENT.** All partners in the health system from the Ministry and citizens to SNS bodies, municipalities, universities and industry need to ensure that the approach of continuous quality improvement is adopted throughout the system as a means both of promoting quality and of ensuring that new scientific and technological advances can be systematically integrated and implemented everywhere. Expertise in quality improvement needs to become part of every health worker's education and training. This should be supported by a new expert agency able to promote quality improvement, identify and spread good practice and support implementation. It should work with health and other bodies to create and confirm shared methodologies for quality improvement and implementation; facilitate training and be able to offer advice and support as necessary. This needs to be accompanied by standardisation of accreditation processes and of data collection and reporting.

Is having quality as an item on the executive board agenda associated with the implementation of quality management systems in European hospitals: a quantitative analysis

Conclusions

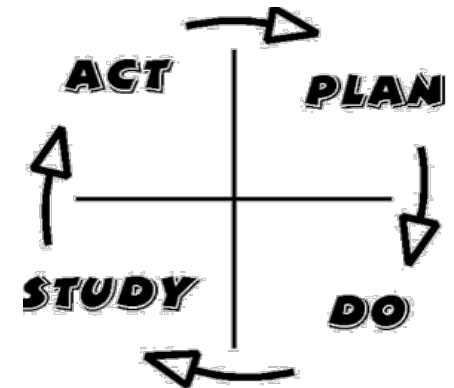
Having quality on the executive board's agenda allows them to review and discuss quality performance more often in order to improve their hospital's quality management. Generally, and our study supports this, having quality on the executive board's agenda therefore matters.

How to maintain improvement in patient care ?

Continuous Quality Improvement requires that Quality management is assumed and embedded internally to the organization.

QI depends largely on internal activities.

External pressure from external programs (accreditation) results mainly through the pressure on internal actions and projects.



How to maintain improvement in patient care ?

Top Management Motivation

External pressure or internal bottom-up approach ?

Staff Motivation

Reward schemes or a culture approach ?





**Avedis
Donabedian**

“To my mind, the most important single condition for success in quality assurance is the determination to make it work.

If we are truly committed to quality, almost any reasonable method will work. If we are not, the most elegantly constructed of mechanisms will fail”