

Implementing Quality Indicators the NSW Health Experience

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June 2009

Quality and Safety the scene in NSW

- Quality in Australian Health Care Study – the result prompted the establishment of:
- The Council for Safety and Quality in Healthcare
- NSW Ministerial Advisory Committee
- NSW Institute of Clinical Excellence
- NSW Health Quality and Safety Branch – NSW Quality Framework
- NSW Clinical Excellence Commission
- ACHS accreditation and clinical indicators program

My experience with indicators

- 1989 ACHS Care Evaluation Program – clinical indicators developed for clinical speciality.
 - Collected at hospital unit level, voluntary, sent to ACHS benchmarking etc
 - 2000 NSW Quality Framework – 6 dimensions of quality
 - Access
 - Efficiency
 - Appropriateness
 - Effectiveness
 - Safety
 - Consumer participation
- NSW Indicators Implementation Group (IIG)

NSW Quality Framework

Facility and Area Health Service

Developed a Clinical Governance Framework and reporting processes for the 6 dimensions of quality.

2001 State IIG - University of Newcastle
appropriateness indicators

Road show rates of hysterectomy, tonsillectomy,
CABGs – what did it all mean?

NSW experience

- 2003 Patient Safety Program
Mandated reporting of serious (SAC 1) incidents to NSW Department of Health.

2005 public reporting of incident data

Incident data “interpreted” as a measure of safety

- 2005 Patient Safety Clinical Quality Program

- 2007 NSW quality and safety performance agreement

Director General agreement with Chief Executive
– process indicators and incident reduction

- 2009 NSW performance management framework
3 or 4 Quality and Safety indicators – very difficult to select collectable meaningful indicator.

A single measure of quality

State plan over the next 5 years develop a robust measure of quality

Not know to exist anywhere in the world

The measure could be used for benchmarking and provide confidence to the community about the quality of the health system.

Implementing Quality Indicators

Why focus on indicators

Indicators help us understand a system, compare it and improve it.

Important and controversial

Can do as much harm as good

Improving any system depends on good measurement and good understanding

Measure and Indicators are they interchangeable

Measure - directly quantify quality of care

Indicators - reflect the performance of the health system

Indicators the challenge

- No one will dispute the big opportunity identified... for other people. They will however dispute issues regarding details of how it doesn't apply to them.
 - Davis Balestracci

Collect a small number of indicators that are:

clearly defined

able to be reliability collected, analysed and feedback to clinical teams in a format to identify when there is “problem” and triggers action to drive improvement.

Provide assurance at unit, facility, AHS and State level that things are OK

- “I am not interested in measurement per se. I am obsessed by improvement and the role measurement has in that process”

Don Berwick

Thank You