



Syllabus of Module

6. Quality Management in Healthcare

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Module Annotation

Monitoring and evaluation of quality and safety in the provision of health services is an integral part of the process of providing comprehensive health care. Ensuring the quality of health care is a process that consists of defining quality, determining indicators or criteria of the structure, processes, and results of care, specifying standardized methods for measuring indicators and criteria, institutionalizing, and establishing quality assurance programs, monitoring activities, planning, implementing interventions to problem solving and subsequent evaluation of interventions.

Module Objective

The aim of the module is to acquaint the listeners with quality indicators in healthcare in general and in the legislative framework. Define individual quality indicators and standards, their fulfillment in normal clinical practice, reserves, and shortcomings of the existing system. Based on the above, define methods leading to the improvement of quality monitoring. On March 19, 2010, the MZČR approved the Health Care Quality and Safety Action Plan for the period 2010 - 2012 and announced Departmental Safety Goals. These goals were expanded and newly published in the Journal of the Ministry of Health of the Czech Republic, amount No. 16/2015. The new goal focuses on the prevention of pressure ulcers. In 2015, the Health 2020 National Strategy for Health Protection and Promotion and Disease Prevention was approved. This national strategy includes Action Plan No. 9: Ensuring the quality and safety of provided health services. Following the above, in November 2010, the Ministry of Health and Welfare issued an instruction to directly managed organizations to join the National System

for Reporting Adverse Events. With this measure, the Ministry wants to continue effective measures to permanently improve the quality of health services and to fulfill part of the Recommendation on patient safety, including the prevention and control of healthcare-associated infections, issued by the Council of the European Union (2009/C 151/01). The results of the comparison of the reporting of adverse events at the central level according to the types of health service providers are available to the public on the ÚZIS website. Efforts to continuously improve quality in the field of health care have a chance to succeed only if such tools are available that by their very nature also meet quality requirements. Therefore, the basic prerequisite of a quality tool used as a quality assurance criterion is the clarity and reliability of the data and the indicators and standards created from them. Their creation is a demanding process that requires complex knowledge and is the subject of many expert consultations and verifications. Since quality is a relative concept and different subjects tend to look at it from different perspectives, it is impossible to measure it precisely. By decomposing quality, we get to the level of individual elements, which we collectively call standards. Each standard then discourages a certain element of the quality of care provided. By standard or norm, we mean a level of performance agreed by experts that respects the available resources. Expresses a certain precisely defined quantitative or qualitative level of care criteria, which at a given moment or time is an expression of good quality of health care.

Literature

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Legislative sources:

- Decree No. 102/2012 Coll., on the evaluation of the quality and safety of inpatient care, as amended
- Act No. 372/2011 Coll., on health services and conditions of their provision, as amended
- Act No. 373/2011 Coll., on specific health services, as amended
- Act No. 110/2019 Coll., on the processing of personal data

