

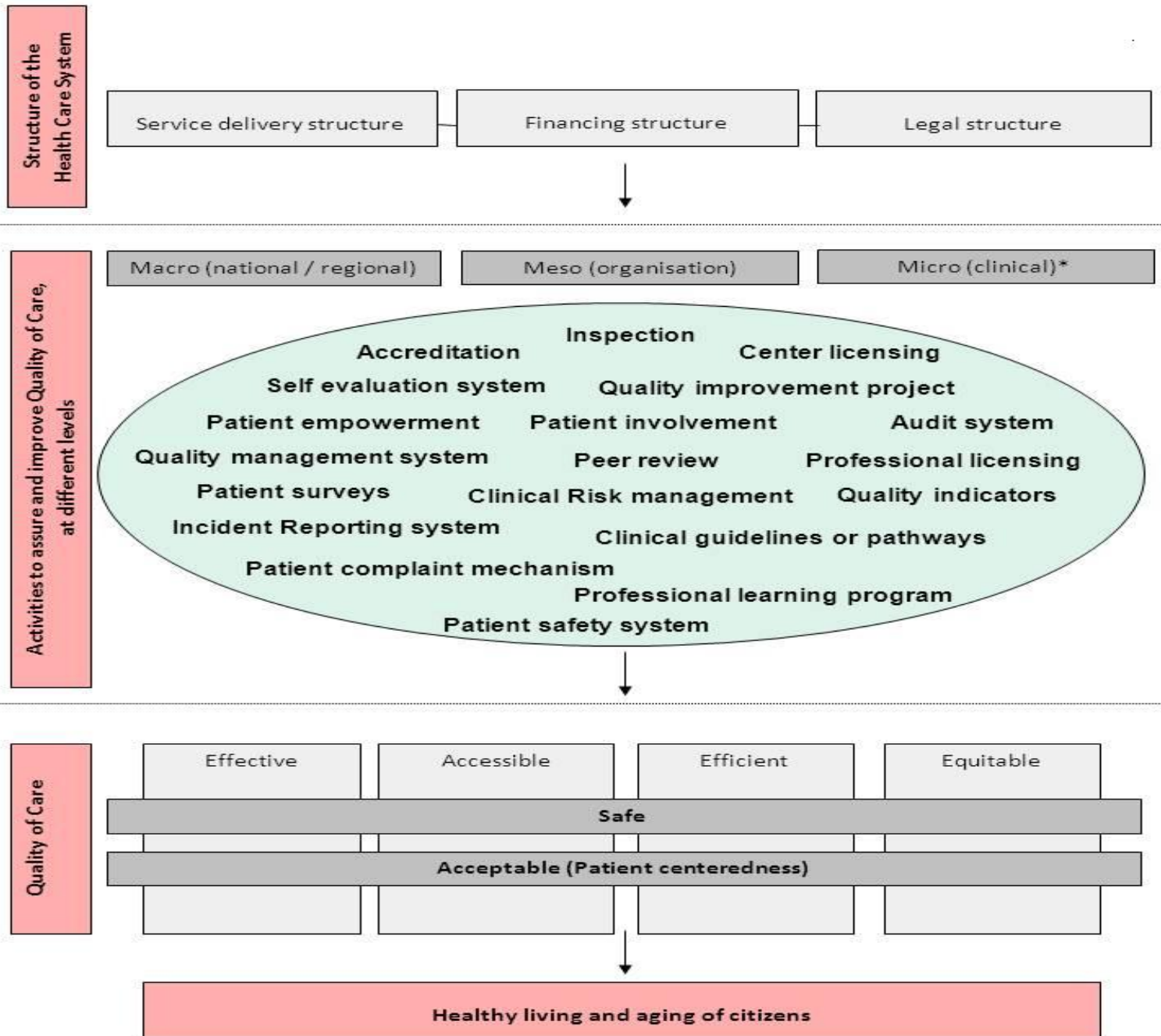
# Quality Management Systems and Quality Improvement Activities in European Member States

Work Package 6: EU Collaboration for Health Care Quality Management Systems  
Package 6: EU Collaboration for Health Care Quality Management Systems



European Union Network for Patient Safety and Quality of Care

# Framework for health care QM in MS



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\*Planned strategies at macro level for implementation at micro level

# Questionnaire

Part 1: Structure of the health care system in relation to quality of care:

- Service delivery structure,
- Financing structure,
- Legal structure.

Part 2: Specific activities displayed to assure and improve quality of care:

- Activities aimed at health care organizations (HCO)
- Activities aimed at patients

Part 3: Good organisational practices (next presentation/ Rosa).



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# Structure of the health care system

The structure of the health care system in EU member states (candidates) is well arranged.

Further improvements possible by:

1. Publishing national or regional reports on quality performance.
2. Use of financial incentives related to quality and safety.



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# Activities to assure and improve quality of care: HCO

All countries and regions reported the use of multiple activities, but which activities are being used differs amongst countries and regions.

Almost all countries deploy professional licensing and professional learning programs.

The use of accreditation of integrated health services, peer-review, and the re-validation of professionals are least often reported by countries and regions.



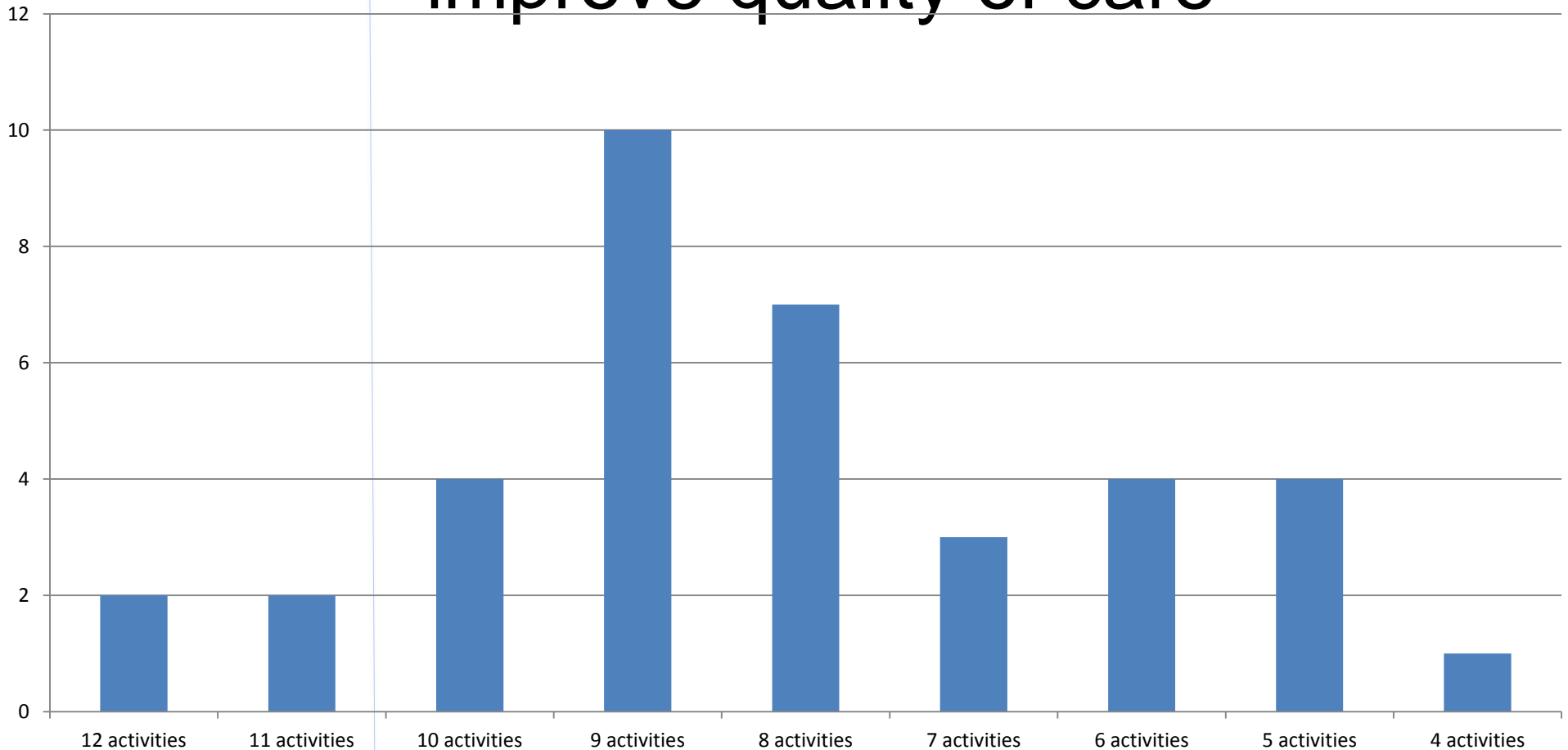
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# Number of countries/ regions and number of activities to assure and improve quality of care



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# Activities to assure and improve quality of care: patients

Overall, (a mix of) activities aimed at patients is used by the MS.

The degree to which the individual activities are present differs.

In 70% patient organizations are involved in the development of policies that address quality and safety of health care provision.

In 60% both consumer organizations and patient organizations are involved in the development of these policies.



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# Activities to assure and improve quality of care: patients

In the majority of countries and regions, the involvement of patients is organized at both national and regional level at the same time.

But, patient involvement needs more attention in most European member states.

Most is to gain in the involvement of patient and consumer organizations in quality and safety issues, shared decision making and the use of patient feedback.



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# Conclusions

Most countries have structures that can assure and improve quality and safety of health care

There is a large diversity in countries and regions when it comes to more advanced, integrated activities for quality improvement at meso and micro level

Exchange of knowledge and experience can help countries to develop towards more advanced health care systems which will ultimately lead to higher quality of care for their citizens.



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