

WP 6 QUESTIONNAIRE – PART 3: Good Organizational Practices

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European Union Network for
Patient Safety and Quality of Care

WP6

WP 6 QUESTIONNAIRE – PART 3

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WP 6 QUESTIONNAIRE – PART 3

- Objectives

To collect information about:

- The most relevant Transferable Good Organisational Practices to be shared by EU Member States through Exchange Mechanisms in PaSQ
- Perceived needs of EU Members for learning from Transferable Good Organisational Practices through the Exchange Mechanisms

The information presented will set the basis for arrangement of Exchange Mechanisms and collaboration networks in the EU regarding Healthcare Quality Management Systems.

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- Questionnaire contents

- Q1 **Organisation** that will be sharing the GOP
- Q2 **Title** of the GOP
- Q3 Does the GOP impact in any of the following **quality dimensions**?
- Q4 Indicate the **level** where this practice has been implemented.
- Q5 Clinical **setting** where it has been implemented
- Q6 Describe GOP **objectives**
- Q7 Describe GOP target **population**
- Q8 Describe GOP **methodology**
- Q9 **Timeframe** for proper implementation (based on experience)
- Q10 Please describe the **implementation tools** related to this GOP that are available
- Q11 Describe the **implementation cost** (based on experience).
- Q12 Method used to **measure the results**
- Q13 **Results obtained** (data)
- Q14 **Analysis of the results**
- Q15 Did you find implementation **barriers**?
- Q16 Please describe
- Q17 Describe the **strategies** used to overcome the barriers (If needed)
- Q18 **Other information** about the GOP that you would like to add



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Results

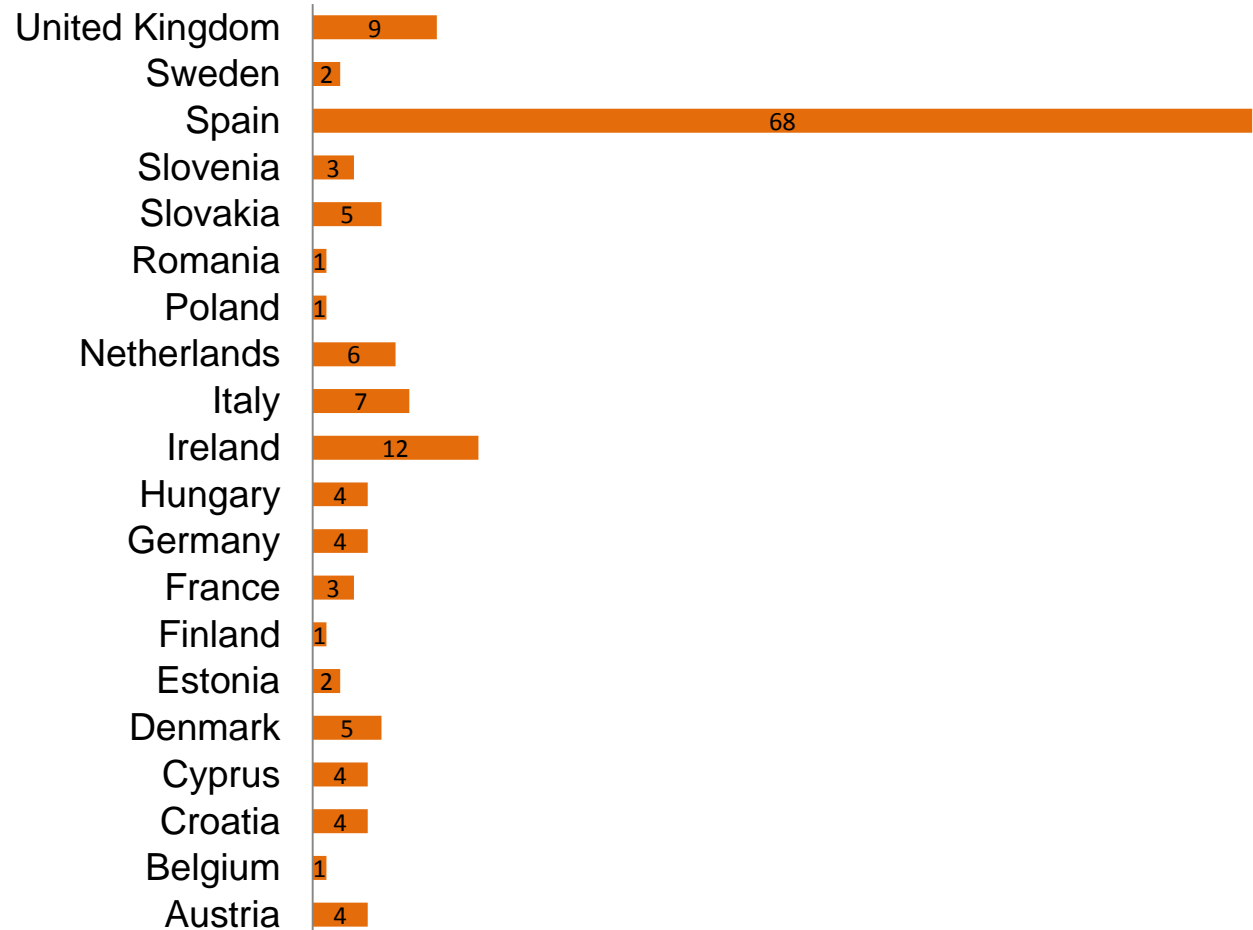


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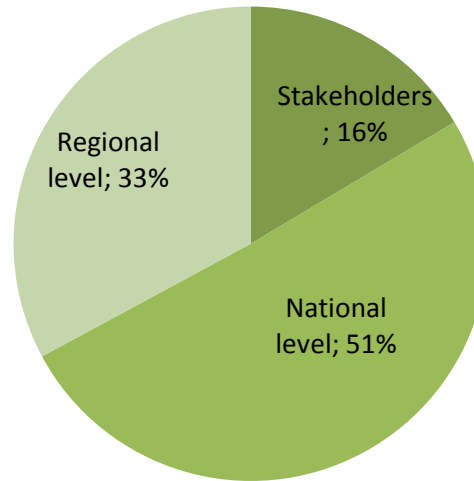
DESCRIPTION OF RESPONSES

■ 146 Good Organizational Practices submitted

GOPs submitted by Member State



■ Organizations sharing the GOP:

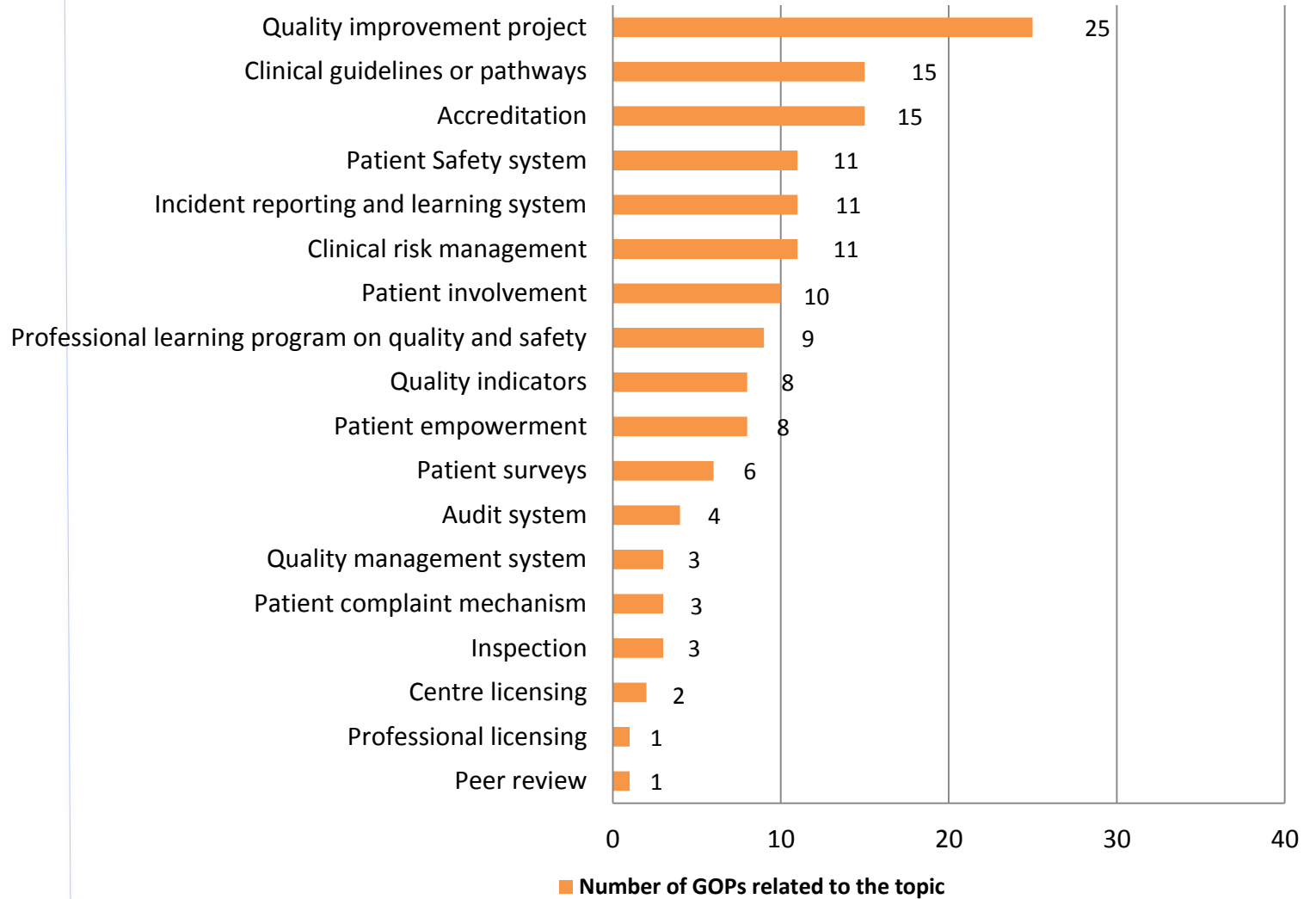


Stakeholders	24
National level	74
Regional level	48

Table 6: Types of organisations providing GOP

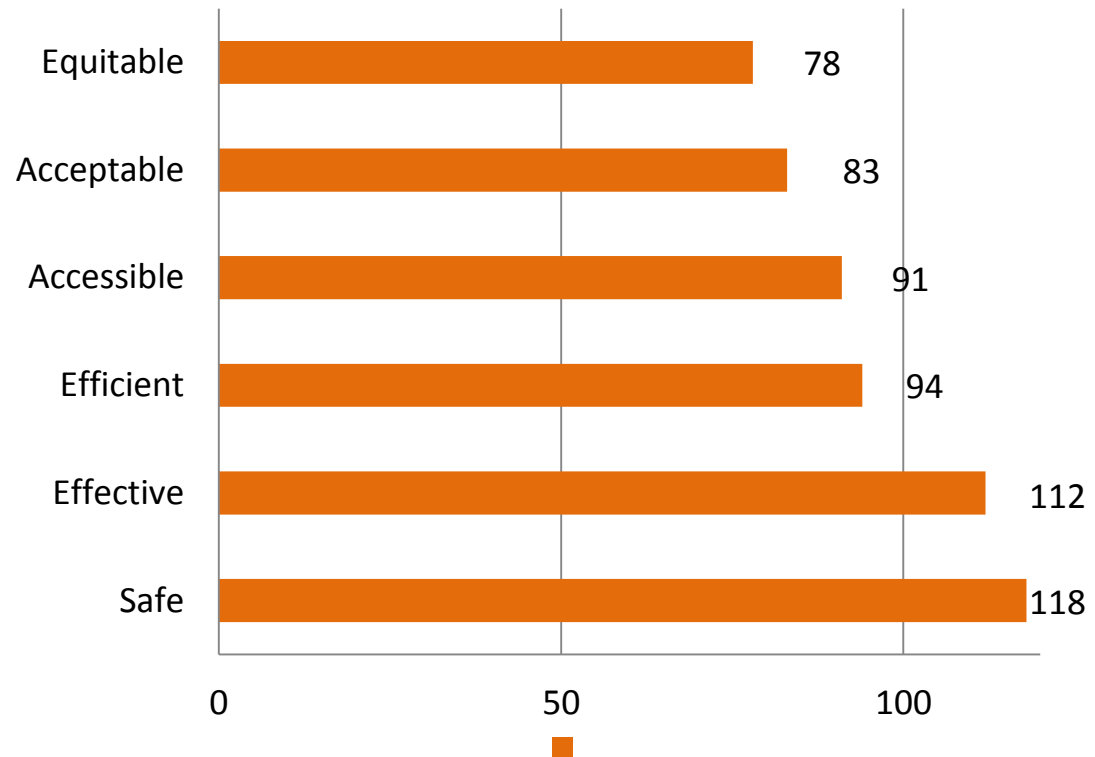
Type of organisation	No. GOP
Accreditation Body	2
Healthcare Provider	20
Healthcare Provider & National Agency	2
Healthcare Quality Agency	20
Ministry of Health	29
National Agency	3
Professional Association or Society	14
Regional Authority of Health	49
University or Research Agency	7
TOTAL	146

■ GOPs by topic



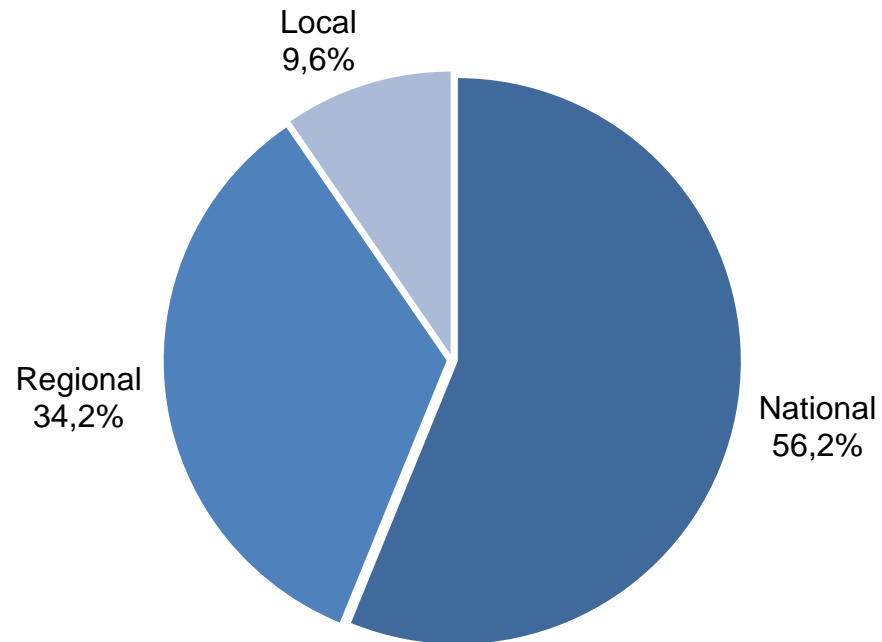
Total number of GOP = 146

■ Quality dimensions impacted by the GOPs submitted



(One GOP could impact several dimensions)

■ GOPs implementation level



- “National level”: practices implemented at national level + practices at national and also at any other level (regional, local or both).
- “Regional level” practices implemented at regional level + practices at both regional and local levels.
- “Local level” only includes practices implemented at this specific level,

■ Implementation barriers

Over 60% of the respondents reported that they found some barriers during the implementation phase.

Main barriers:

- Funding, budget or resources constraints - impacted on 23 GOPs
- Resistance to change or lack of motivation from staff – 21 GOPs
- Lack of knowledge, expertise or training for staff - 13 GOPs
- Lack of time from staff, extra work needed to implement the GOP –12 GOPs
- Lack of safety culture, fear of punishment -12 GOPs
- Limitations due to the design or the methods of the strategy – 10 GOPs
- Lack of access or knowledge to technical, electronic equipment – 8 GOPs
- Lack of leadership commitment, involvement or participation - 7 GOPs
- Coordination, communication, consensus and management – 3 GOPs
- No value added visibility – 3 GOPs
- Political or legal barriers – 3 GOPs
- Results not measured – 3 GOPs
- Poor clinical documentation - 3 GOPs

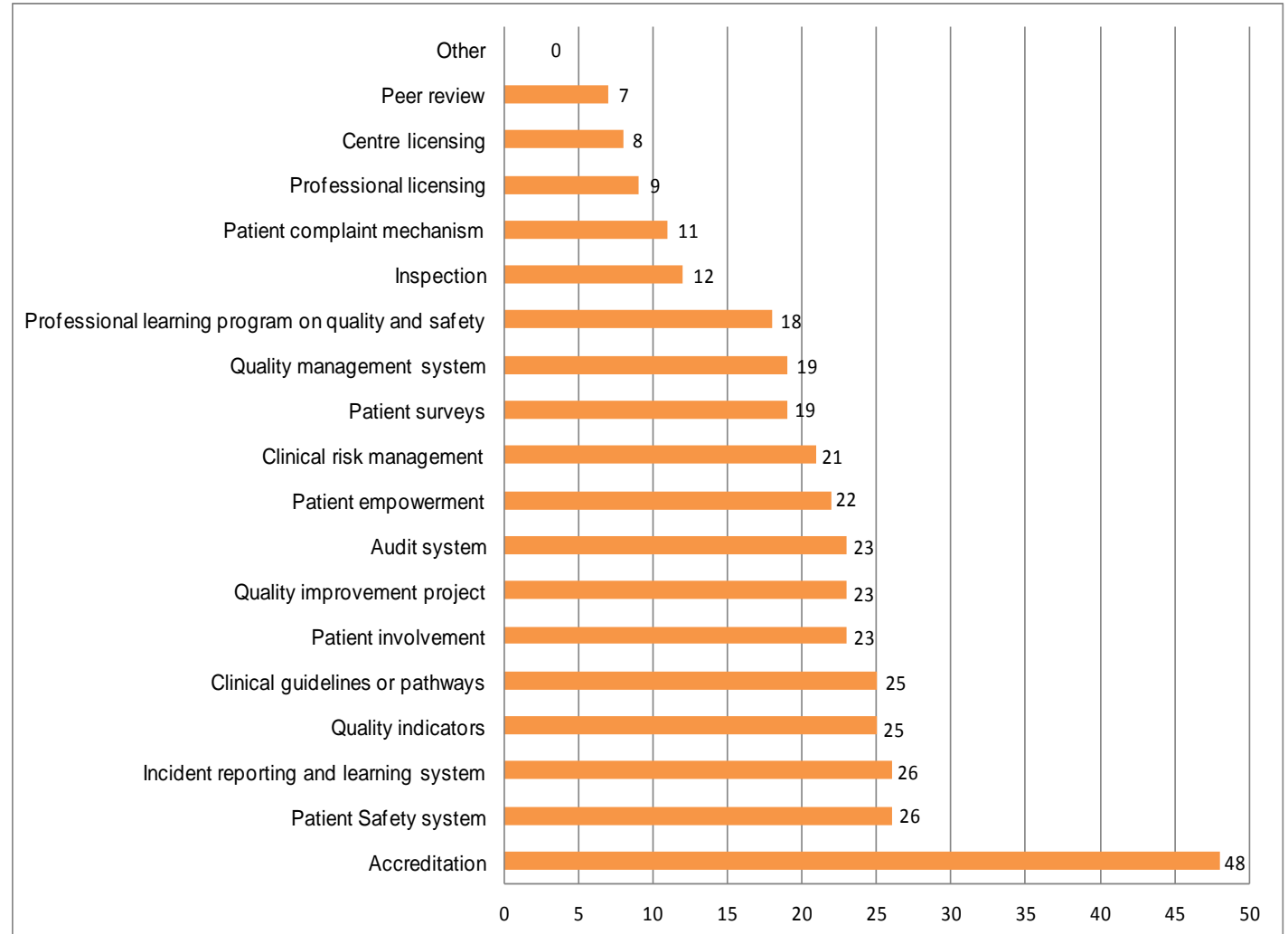
Implementation barriers

Barriers classified by GOP topic

Table 10: Implementation barriers by topic*			
Topic	Total No. of GOPs	Implementation barriers found	% barriers
Accreditation	15	8	53,3%
Clinical guidelines or pathways	15	7	46,7%
Clinical risk management	11	10	90,9%
Incident reporting and learning system	11	10	90,9%
Patient empowerment	8	6	75,0%
Patient involvement	10	5	50,0%
Patient Safety system	11	9	81,8%
Patient surveys	6	4	66,7%
Professional learning program on quality and safety	9	2	22,2%
Quality improvement project	25	17	68,0%
Quality indicators	8	4	50,0%

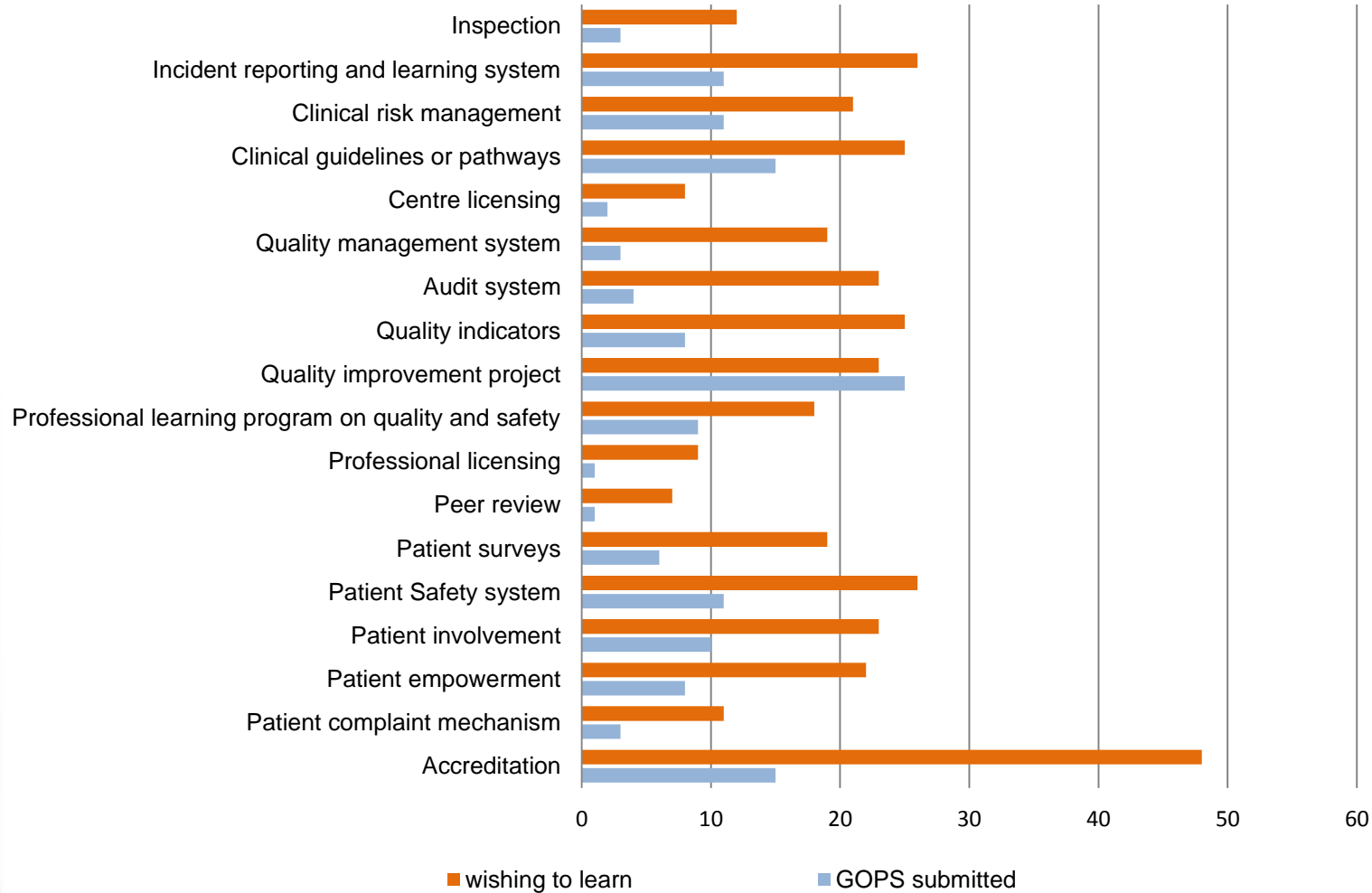
**The table only includes topic categories with more than 5 GOPs that had data about implementation barriers*

■ Learning interest



Total = 365

GOP submitted versus learning interest



TOTAL	N° GOPs submitted 146	N° Wishing to learn 365
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CONCLUSION:

The information collected regarding the 146 GOPs submitted and the perceived needs of Member States for learning from Transferable Good Organizational Practices was a useful basis to organize Exchange Mechanism in further steps of this project.



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