

CLINICAL QUALITY MEASUREMENT AND EVALUATION SYSTEM IN TURKEY

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Abstract

I want to inform the readers about clinical quality measurement and evaluation system in Turkey. The aim of the system is monitoring the health-cases with indicators based on process and result. The programme was first initiated in 2012. The programme is still in developing process to gain better information about clinical quality from the healthcare institutions.

CLINICAL QUALITY MEASUREMENT AND EVALUATION SYSTEM IN TURKEY CLINICAL QUALITY

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ABSTRACT:

I want to inform the readers about clinical quality measurement and evaluation system in Turkey. The aim of the system is monitoring the health-cases with indicators based on process and result. The programme was first initiated in 2012.

The programme is still in developing process to gain better information about clinical quality from the healthcare institutions.

Key Words: Clinical quality; measurement; evaluation

SHORT REPORT

Clinical quality is defined as providing correct diagnosis and treatment with evidence-based medicine applications, preventing mistakes, enhancement of care period, increasing patient and employee satisfaction and achieving best health outcomes.¹ This definition was made after a research conducted by the Ministry of Health of Turkey.

The aim of the system is monitoring the health-cases with indicators based on process and result. The programme was first initiated in February 2012. The objectives are measuring the quality of the health services provided, creation of social clinical quality awareness, ensuring the dissemination of the program nationally and internationally and excellence in the health services provided. Clinical quality processes in this system are: definition, measurement, assessment, improvement and regulation.

Defination: First of all the health cases are determined . The cautions when the health cases to be monitored are determined, can be evaluated under two subheadings; qualitatively and quantitatively :

Qualitatively subjects

- High prevalence.
- The relation between an important care or/and burden of disease -DALY (Disability Adjusted Life Years) .
- High rate of YLD (Years lived with disability) and YLL (Years of life lost).
- The high incidence of illness and disease burden in its field when age classification (0-15/ 15-49/ 49-65/ 65+) and gender classification were made.
- Being included in early mortality reasons.
- Affecting life quality.
- Having an efficient treatment.
- Cost effectiveness of the diagnosis and treatment.
- Priority in the OECD cases.

Quantitatively subjects

- Compliance with country priorities and Ministry objectives.
- Results directly affect public health and social care.
- Compliance with current management's strategic plan.
- Ability to put traceable indicators in disease management.
- To be able to measure clinical outcomes and to be able to comment on clinical quality through measured outputs when followed by disease management indicators.
- The presence of evidence and interventions that can improve the outcome in the result of tracing health event.

Within the above principles, the views of the General Directorate of Health Services, the General Directorate of Health Research and the members of the scientific commission are taken and presented to the Minister of Health for final decision on health status determination.

After determining the health cases, the standards that determine the clinical quality and the indicators that ensure the measurability of the clinical outputs of these standards are prepared by considering the evidence-based guidelines and protocols for each health case. Indicator cards are prepared indicating the data source and calculation method to be used in the calculation of the indicators. Finally, clinical quality measurement and evaluation guidelines containing these indicator cards are published.²

Standard: Definite criteria that include accepted clinical guideline information or definitions regarding the defined health status. They are the main targets.

Indicator: The most important tools used in performance measurement and quality improvement by digitizing the subject and making it measurable.

Measurement: *Clinical Quality Decision Support System was created by General Directorate of Health Information Systems in order to collect, analyse and report the data about clinical quality.* ³

Assessment: Through clinical quality decision support systems institutional, provincial and national assessments are made.⁴

Improvement: Data are analysed and evaluated for the suitability to target values. Improvement activities are identified and implemented to achieve targets

Regulation: *Healthcare institution, Provincial Health Directorate and Ministry of Health do the regulations. These are:*

- Training of health care professionals
- Feedback to all health care institutions

- Prioritization of the subject by the institutional management
- Publication of the results
- Use of results as an incentive and sanction element⁴

The health cases which are determined to be monitored in Turkey now:

Cataract- Chronic Obstructive Pulmonary Disease- Colorectal cancer- Coronary Heart Disease- Dental Implant- Diabetes Mellitus- Hip Prosthesis Replacement- Knee Prosthesis Replacement- Pregnancy and Birth Process- Prostate Cancer- Stroke- Epilepsy- Asthma-Hypertension-Chronic Renal Failure- Breast Cancer

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