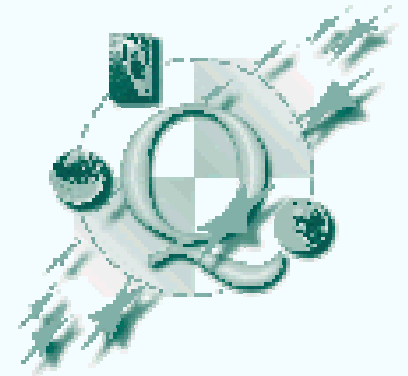


# 6<sup>th</sup> European Forum on Quality Improvement in Health Care

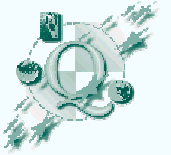
Thursday 29 – Saturday 31 March 2001  
Palazzo della Cultura e dei Congressi di Bologna



## **INTRODUCTION AND FRAMEWORK TO THE FORUM**

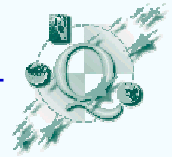
**Carlo Favaretti**

Director General – Health Care Service Trust,  
Autonomous Province of Trento, Italy



# Health care:

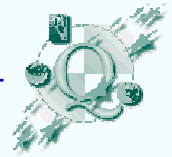
- is a process of high professional level and technical specificity
- is carried out in sophisticated organizations, which heavily affect the relationships between patients/consumers and professionals
- involves a number of stakeholders, whose legitimate needs and expectations must be balanced



# Professional and technical specificity

## questions:

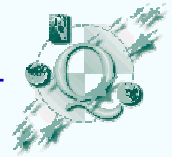
- Are clinical practices effective and safe?
- Do they lead to health gain at both individual and population level?
- What can be done to improve the implementation of good practices?
- Do study and research suggest the introduction of more effective health care interventions?



# Complex organizations

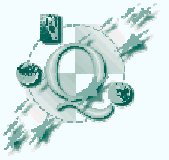
## formal networks linking :

- Hospitals
- Primary health care services
- General Practitioners
- Outpatients' facilities
- Nursing services
- Nursing homes
- Social services



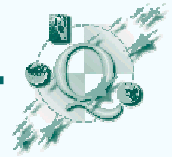
# Needs and expectations of stakeholders

- Effectiveness
- Safety
- Equity
- Universal coverage
- Accessibility
- Appropriateness (of clinical indications and levels of care)
- Efficiency
- Cost-effective health care packages
- Reduction of bureaucracy
- Humanization and respect
- Social accountability
- Acceptability of procedures
- Professional careers



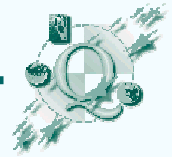
# Integration and contamination of approaches

- Evidence-based medicine and health care
- Professional and institutional accreditation systems
- ISO 9000 certification
- Total quality and excellence management models



## Quality promoting health care organizations

The quality system is a coordinated, explicit and widespread set of clinical behaviours, organizational arrangements, responsibilities, procedures, incentivisation systems, equipments, processes and resources.



## Quality promoting health care organizations

The quality system should be planned at various interdependent levels, related to single professionals, health care organizations, national and regional health care systems, research, intersectoral approaches with other components of the society.