

Quality Measurements in Switzerland: Pioneering Performance in Transparency and Publication of Results

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Introduction incl. objectives

The ANQ implements consistent quality measurements in the in-patient setting of acute care, rehabilitation and psychiatry in Switzerland. The ANQ work is based on the Swiss health insurance act. It requires a contractually agreed quality assurance with periodic review of services. This includes hospital and clinic comparisons, specifically on costs and result quality. For this reason, all payers and service providers of the Swiss healthcare area are represented in the ANQ association. The objective is to transparently present outcome measures that are comparable on a national level. This public benchmark supports and triggers the quality improvement processes in hospitals.

Table

Example:

LPZ International – prevalence measurement falls and decubitus ulcer

Prevalence rates adults, in %	2015	2014	2013	2012	2011
Decubitus ulcer - acquired in the hospital, categories 1-4	4.1	4.3	4.6	4.4	5.8
Decubitus ulcer - acquired in the hospital, categories 2-4	1.9	1.8	2.0	1.7	2.1
Falls in the hospital	3.0	3.6	4.1	3.8	4.3

Results

Approximately 400 hospitals are connected to the ANQ which collect the required data on a regular basis. Because the ANQ measuring plan covers several years, results can be displayed on the time line. This will make changes as compared to the prior years visible and quality improvements become evident.

Methods

The national quality contract is joined by all hospitals and clinics, all cantons and insurers. They therefore commit to participating in the ANQ measurements and to finance these. The ANQ measuring plan specifies measuring subjects and methods. It has a broad basis, politically and practically, and is nationally recognised.

On the order of the ANQ, independent organisations collect and evaluate data scientifically and according to international standards. The ANQ always points out the limits of the applied methods and the interpretation freedom. Measured results are only published transparently if the data quality is sufficient for this. Individual measured results do not permit conclusions to the entire quality of an institution after all, therefore the ANQ deliberately does not publish any hospital rankings.

Conclusion

Detailed disclosure of the measured results enables hospitals and clinics to make differentiated comparisons with and to learn from each other. As a consequence, targeted measures for quality improvement can be derived and developed. Awareness about the respective measuring subjects is raised inside the hospital and in public. The results are also used to support argumentation for investment in improvement projects such as deeper process analyses, trainings, etc.

All ANQ measurements follow a practical approach. Several measuring instruments can be integrated directly into the treatments. It is important that the hospitals and clinics can use and apply the instruments and data directly in clinical everyday work.

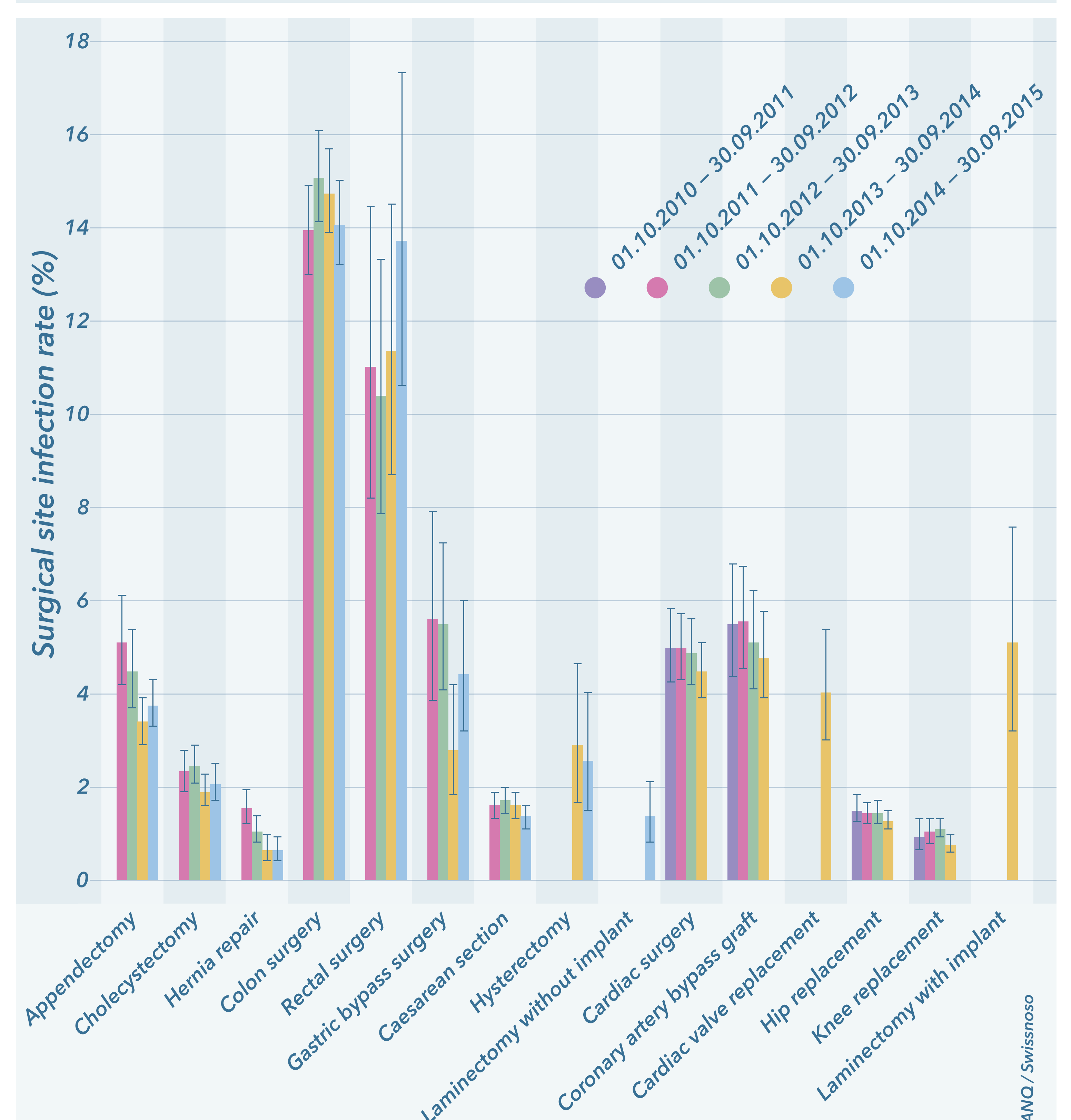
Implementation of country-wide and consistent quality measurements in the hospitals and clinics in Switzerland is unique in an international context as well. Cooperation and the commitment of all involved are basic prerequisites for a national measuring system to become established.

Graph

Example:

Surgical site infection surveillance

At the moment, the data from twelve surgical interventions with and without implant have been recorded and evaluated. Across several measuring periods, there is a trend towards lower surgical site infection rates after appendectomy (removal of the appendix) and hernia surgery.



Crude infection rates by type of procedure and surveillance period

References

anq.ch/messergebnisse