



CEEQNET

Health Care Quality Newsletter 2005

Dear partners of the CEEQNET project,

as you are all aware of, the main aim of our project is to share best practices for the improvement of all the health care services our respective facilities provide to our patients. There is a multitude of activities targeted on improvement of quality, accessibility, efficiency, efficacy, safety and timeliness of the services we are providing. The core product of our efforts (the identification and appropriate use of some core measures which can be extracted from the already used databases of our respective health care facilities) would be useless, unless we are able to interpret the measures in the context of our health care systems and assure appropriate processes leading to improvement in the work we are doing. In order to facilitate the process of reflection and reorientation of some of our everyday efforts, please accept the following newsletter (which is produced periodically) as a service to all members of our community – „ to find out what's going on in other places and organizations“. We sincerely hope, that you will (if you have lists of significant links relating to performance and quality management in health care, or if you can provide or point to significant documents) all actively collaborate in the production of our future newsletters. We are more than eager to receive any of your comments that will help us to develop this newsletter into a useful resource not only for you, but also for any health care facilities you may be collaborating with.

Sincerely yours

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*Please be so kind and send your comments and suggestions to
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This newsletter keywords:
health care, excellence, patient information, evidence

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October – December 2005

Is better Health Care less Expensive?

NCQA Tool Shows Costs Fall, Productivity Rises as Quality of Care Improves

<http://www.ncqacalculator.com/>

Quality Dividend Calculator lets employers compare health plans, judge value.

A new version of NCQA's free, online Quality Dividend Calculator (QDC) demonstrates that improving health care quality frequently results in lower costs for preventable hospitalizations and other waste in health care. For diabetes and cardiovascular disease, the calculator demonstrates that there is an inverse relationship between quality and waste—and that better care may actually be less expensive in the long run.

The Quality Dividend Calculator also allows users to model how various health plans in their area can be expected to affect employee productivity at their company. The calculator makes projections of sick days and productivity based on information about the company supplied by the user and data showing how effectively various plans treat illnesses such as diabetes, asthma, cardiac issues and so on. The tool offers users a clear picture of which plan represents the best value.

The latest version of the QDC looks at the costs of alcoholism for the first time; alcoholism is among the most common and most under-treated chronic illnesses in the nation and the human and financial costs are staggering. By some estimates, alcoholism costs the nation more than \$185 billion annually in medical and indirect expenses

The National Institute for Health and Clinical Excellence (NICE)

<http://www.nice.org.uk/>

NICE is the independent organisation responsible for providing national guidance on the promotion of good health and the prevention and treatment of ill health.

NICE produces guidance in three areas of health:

- public health - guidance on the promotion of good health and the prevention of ill health for those working in the NHS, local authorities and the wider public and voluntary sector
- health technologies - guidance on the use of new and existing medicines, treatments and procedures within the NHS
- clinical practice - guidance on the appropriate treatment and care of people with specific diseases and conditions within the NHS.

National Council on Patient Information and Education

"Educate before you medicate" National Council on Patient Information and Education - NCPIE:
"Talk about Prescriptions" Planning Kit for October 2005

<http://www.talkaboutrx.org/rxmonth2005.jsp>

This national consumer and healthcare provider awareness and educational campaign was developed to focus attention on the role that high-quality medicine communication can play in promoting safe and appropriate medicine use. Whether you represent or work in a healthcare professional organization, community-based service organization, senior center, library, major corporation, or small business setting, there are lots of ways for your group or organization to "Talk About Prescriptions" during October and all year long.

Clinical Evidence - the international source of the best available evidence for effective health care

<http://www.clinicalevidence.com/ceweb/conditions/index.jsp>

Clinical Evidence summarizes the current state of knowledge and uncertainty about the prevention and treatment of clinical conditions, based on thorough searches and appraisal of the literature. It is neither a textbook of medicine nor a set of guidelines. It describes the best available evidence from systematic reviews, RCTs and observational studies where appropriate, and if there is no good evidence it says so.

Joint Commission Resources

<http://www.jcrinc.com/generic.asp?durki=23>

Joint Commission Resources, Inc. (JCR) is a global, knowledge-based organization which disseminates information regarding accreditation, standards development and compliance, good practices, and health care quality improvement. Joint Commission Resources is dedicated to helping health care organizations world-wide to improve the quality of patient care and achieve peak performance.

JCR offers a full spectrum of resources for the advantage of any organization in the business of providing or managing health care. Through education programs, publications and multimedia products, the Continuous Service Readiness initiative, comprehensive health care consulting and custom education, and even accreditation and international consulting for organizations abroad, JCR provides expertise on every aspect of accreditation, performance improvement, and the many other issues organizations face in a challenging health care environment.

MAKER - Management for health services delivery

<http://www.who.int/management/contact/en/index.html>

WHO's new website makes available current information and tools to help managers in their day to day work of organizing and providing health services.

