
Kvalitetsomgrepet

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Er dette ei
kvalitetsklokke?

ISO-definisjon av kvalitet

- Kvalitet gjenspeiler i hvilken grad en samling av iboende egenskaper oppfyller krav

ISO 9000

Quality in health service

- Fully meeting the needs of those who needs the service most, at the lowest cost to the organization, within limits and directives set by higher authorities and purchasers

Øvretveit, 1992

Operasjonalisering av kvalitetsomgrepet – 4

■ **Client quality** (Basert på Øvretveit og Mainz)
■ What clients and carers want from the service

■ **Professional quality**

- Whether the service meets needs as defined by professional providers, and whether it correctly carries out procedures which are necessary to meet clients needs

■ **Management quality**

- Efficient use of resources, within limits set by authorities and purchasers

■ **Politisk perspektiv**

Døme - poliklinikk behandling

- Pasient: Ingen ventetid, lav betaling, kome til når det passar, imøtekommande helsepersonell, få avklart/hjelp for problem raskt
- Helsepersonell: Fagleg god og sikker behandling, fagleg nettverk, tilstrekkeleg tid, god infrastruktur/tilrettelegging, tilstrekkeleg opplæring, autonomi
- Leiing: Optimal ressursutnytting, høg produksjon, ingen dødtid

IOM sine mål for helsetenester

- *Safe*: avoiding injuries to patients from the care that is intended to help them.
- *Effective*: providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit (avoiding underuse and overuse, respectively).
- *Patient-centered*: providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.
- *Timely*: reducing waits and sometimes harmful delays for both those who receive and those who give care.
- *Efficient*: avoiding waste, including waste of equipment, supplies, ideas, and energy.
- *Equitable*: providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status.

Helsedirektoratet sin definisjon:

- Gode helsetenester:
 - Er virkningsfulle
 - Er trygge og sikre
 - Involverer brukarane
 - Er samordna og prega av kontinuitet
 - Utnyttar ressursane på ein god måte
 - Er rettferdig fordelt
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Kvalitetsdimensjonar

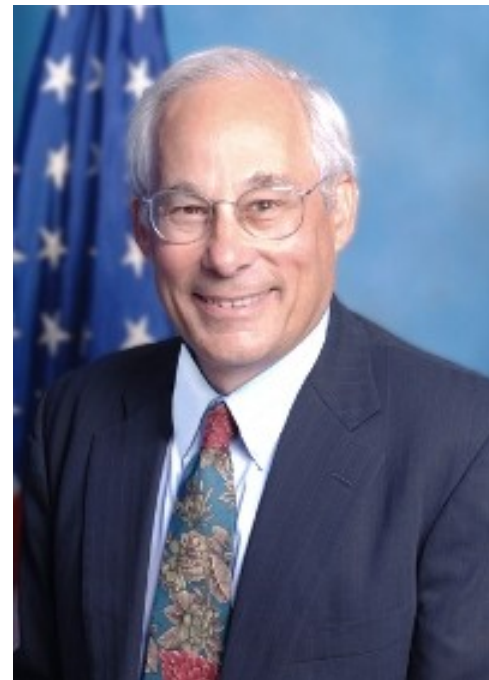
- IOM sine mål kan relaterast til kvalitetsdimensjonar
- Andre føreslåtte/brukte dimensjonar:
 - Tilgang til tenester
 - Kompetanse
 - Førebygging
- Måle kvalitet med indikatorar realtert til dimensjonar (National library of healthcare indicators Joint Commesion)

Donabedian sin SPO-modell



Grunnforståing

- The quality of health care depends primarily on the design of the system and to a lesser degree on the skills of individuals. (Berwick 2003)



Kvaliteten ligg i systemet

- *...the more we know about systems in general, the more we understand that the performance of a system – from the viewpoint of those being served – depends far more crucially on how elements work together than on how each element, in its role, performs separately. The management of excellence is the management of interdependency (Berwick, 1998).*
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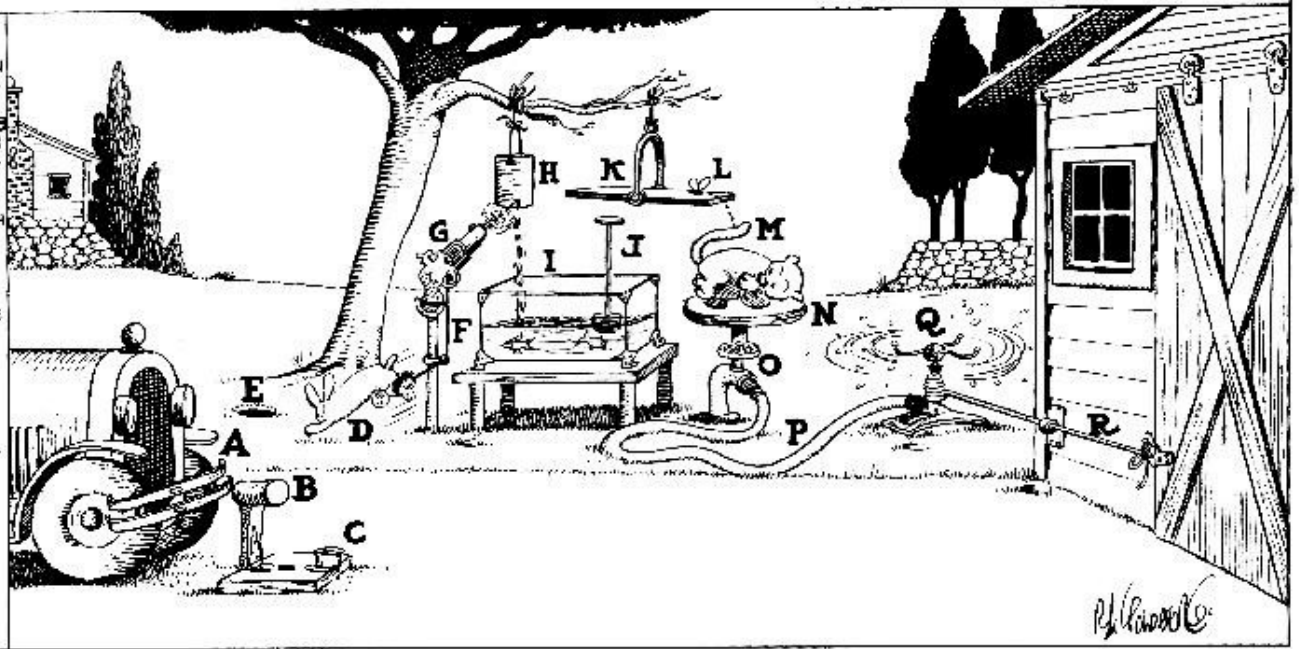
Kva er eit system

Automatic Garage Door Opener by Rube Goldberg

PROFESSOR BUTTS TAKES A DRINK OF STRANGE GIN AND EVOLVES AN INVENTION FOR OPENING THE GARAGE DOOR WITHOUT GETTING OUT OF THE CAR.

DRIVE AUTO BUMPER (A) AGAINST MALLETS PUSHING IT DOWN AND EXPLODING CAP (C) FRIGHTENING RABBIT (D) WHO RUNS TOWARD HIS BURROW (E) PULLING STRING (F) WHICH DISCHARGES PISTOL (G). THE BULLET PENETRATES CAN (H) FROM WHICH THE WATER DRIPS INTO AQUARIUM (I). AS THE TIDE RISES IN THE AQUARIUM IT ELEVATES THE FLOATING CORK-UP-RIGHT (J) WHICH PUSHES UP END OF SEE-SAW (K) CAUSING FLEA (L) TO LOSE ITS BALANCE AND FALL ON GEDUNK HOUND'S TAIL (M) WHO WAKES UP AND CHASES HIS TAIL ROUND AND ROUND CAUSING PLATFORM (N) TO SPIN AND TURN ON FAUCET (O). WATER RUNS THROUGH HOSE (P) STARTING REVOLVING LAWN SPRINKLER (Q) ON WHICH ROPE (R) WINDS ITSELF OPENING GARAGE DOOR.

OF COURSE, IF YOU WISH, YOU CAN DRIVE RIGHT THROUGH THE DOOR. AND THEN THERE WON'T BE ANY OBSTRUCTION LEFT TO BOTHER YOU IN THE FUTURE.



Kven kan vurdere kvalitet

- Brukarar
 - Service, tilgjengelighet, sluttresultat
 - Leiarar
 - Ressursutnytting, fordeling, tilgjengelegheit
 - Helsepersonell
 - Fagleg standard, risiko, tilgjengelegheit
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Viktig med heilskapleg kvalitetsvurdering

- Avgjere kvar vi har mest å hente
 - Prioritere innsatsområde
 - Definere kva som er godt nok
 - Tiltak retta inn mot eit perspektiv kan ha negative konsekvensar for eit anna perspektiv
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