

Maximising Quality using Outcomes

The Schoen approach to outcome measurement

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Agenda

What is quality?

How can we measure and evaluate quality?

How can the data be used to ensure and improve quality in healthcare?

Do you judge a flight only based on whether you survived or not?



Quality of a plane trip

- | | | |
|--|--|--|
| <ul style="list-style-type: none">• Survival• No technical issues• Plane took me from A to B | <ul style="list-style-type: none">• Flight was on time• Cleanliness of the airplane• All luggage items arrived | <ul style="list-style-type: none">• Friendly cabin crew• In-flight catering• In-flight entertainment |
|--|--|--|

A hospital stay is also being evaluated based on various criteria



Quality of a hospital stay

- Survival
- No complications / incidents

Patient Safety

- Treatment led to improvement of condition
- Expert staff

Patient Outcomes

- Friendly staff
- Food
- Room amenities
- Cleanliness of the hospital/ patient room

Patient Experience

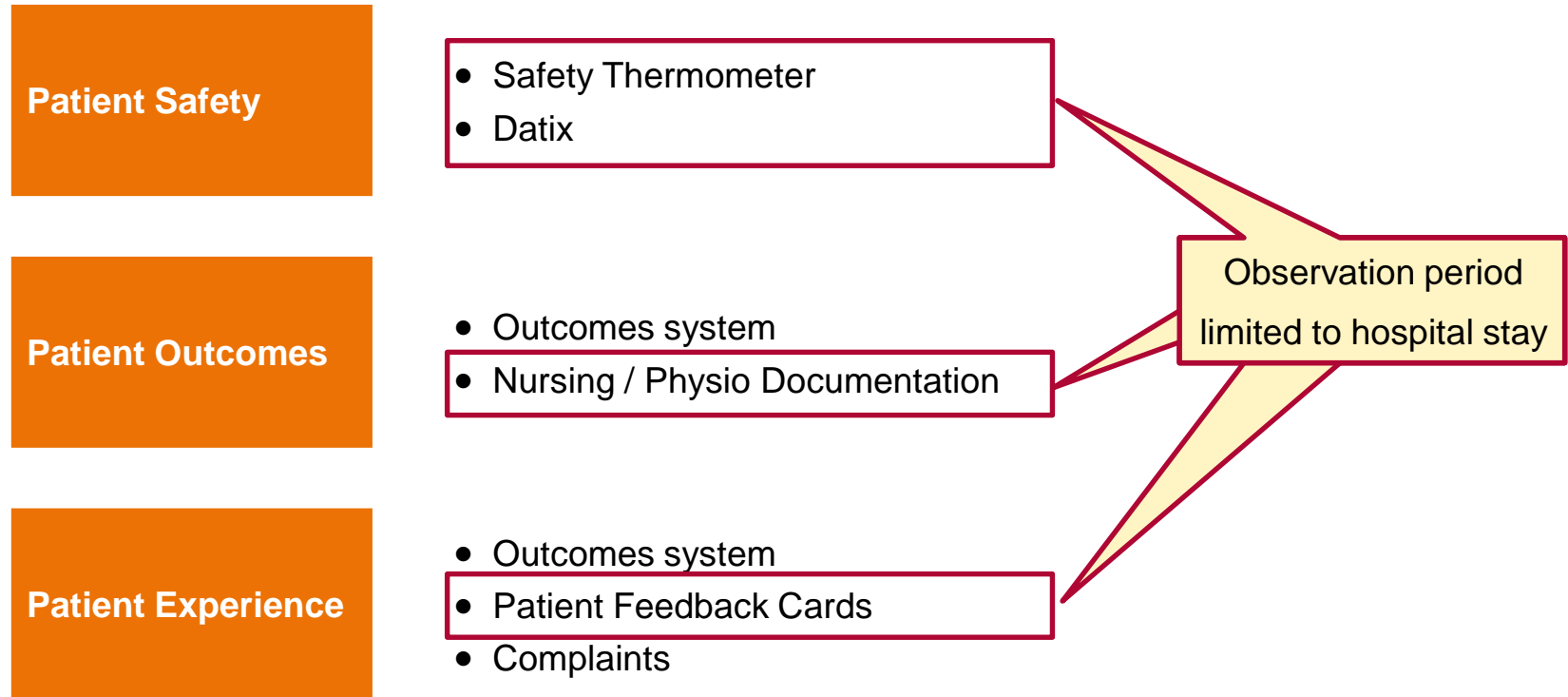
Agenda

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How can the data be used to ensure and improve quality in healthcare?

There are various tools to support the measurement of quality within a hospital



▶ Given the sometimes short length of stay, this timeframe might not be enough

Certain key requirements need to be met, to obtain reliable and meaningful data

Systematic Approach

- Defined processes and responsibilities

Dedicated team

- Quality and Outcomes Department
- Outcome Measurement Champions Network

Electronic data collection beyond hospital stay

- Systems allowing us to collect follow up data

Validated and standardised questionnaires

- To obtain meaningful data that can be benchmarked

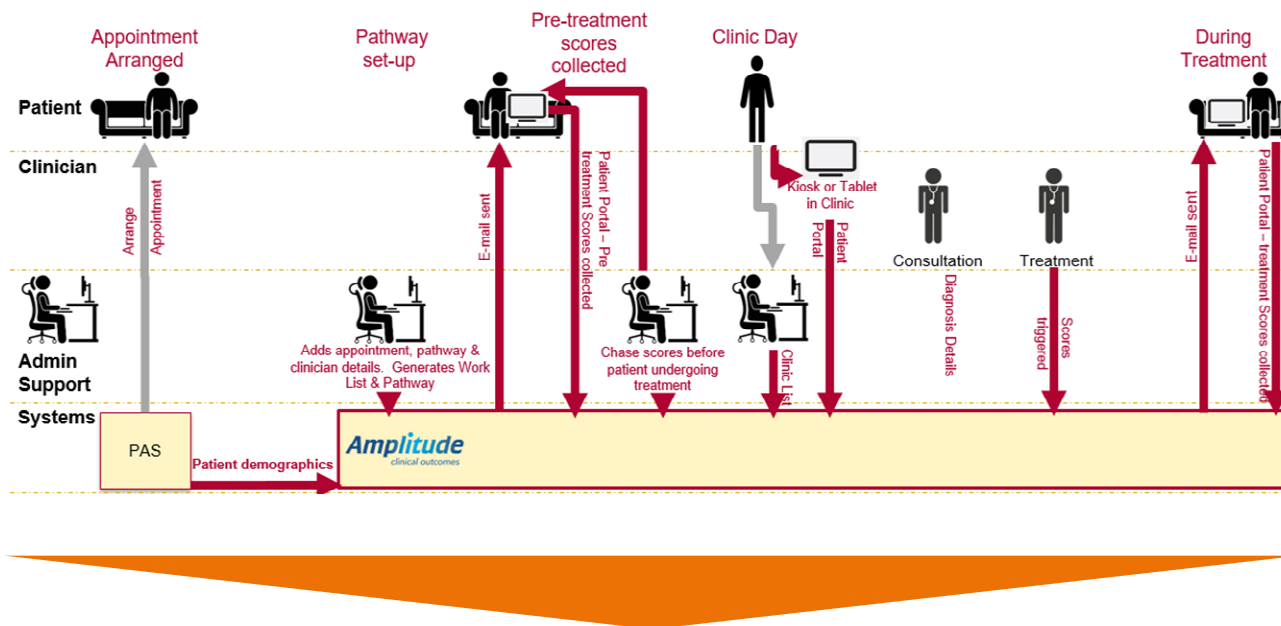
Sufficient return rates

- To obtain reliable data



Let's have a closer look at the individual requirements

Outcome measurement requires clearly defined processes and responsibilities, as well as a lot of dedication

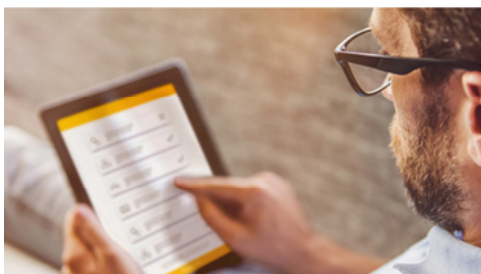


Supported by a dedicated team

- Quality and Outcomes Manager → Strategy and development, dashboards, PMI relations
 - Outcome Measurement Administrator → Support of patients to fill in questionnaires
 - Data Analyst → Analysis and reporting
- Quality & Outcomes Department**
- Outcome Measurement Champions Network → link roles in all involved departments

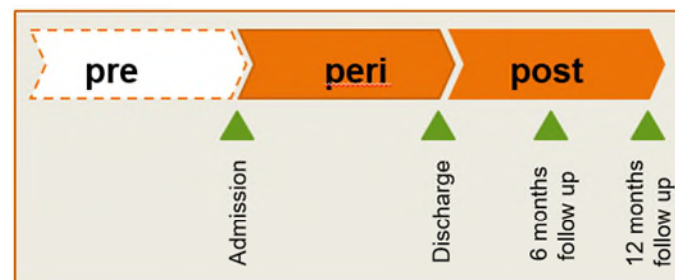
An electronic system simplifies the accessibility and automates parts of the process, allowing you to use human resources in a more targeted manner

Accessibility of forms/ questionnaires



Patients can fill in the questionnaires whenever and wherever they want to, using their own devices.

Long-term outcomes

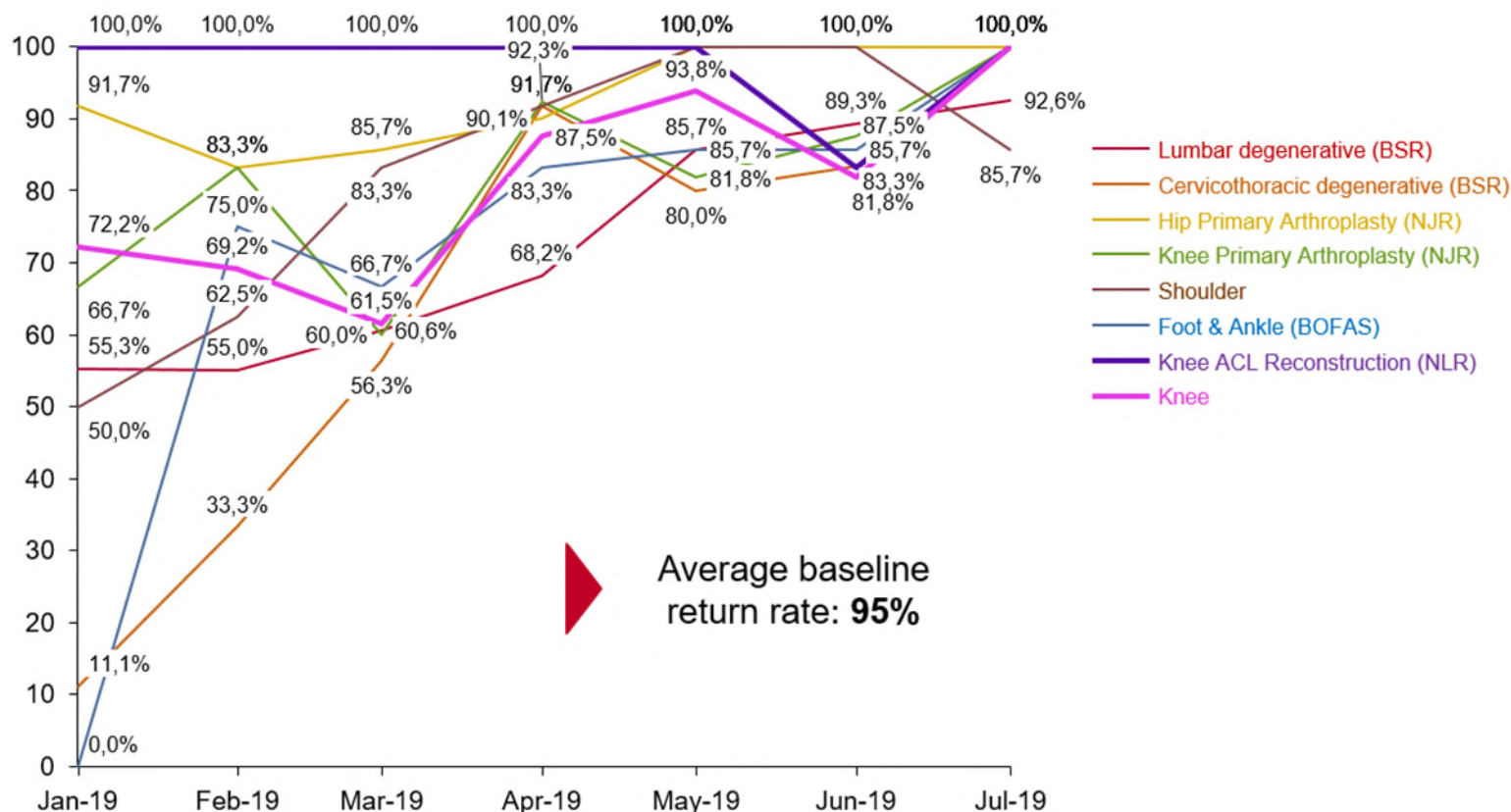


Long-term outcomes are as important as the short-term ones, so you need to be able to get in touch with the patient even after their hospital stay



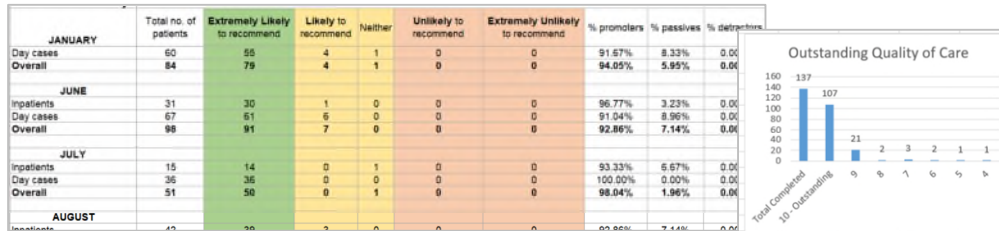
The downside of follow up data is that it may be heavily influenced by factors outside of our control: i.e. patient compliance or further treatments the patient has undergone

To gain meaningful insights the questionnaires need to be standardised and sufficient return rates need to be obtained



► The introduction of an outcome measurement administrator in April has proven highly successful to gain return rates of >90% within a year of operations

But it does not end at collecting the data – analysing, reporting and displaying are the next steps



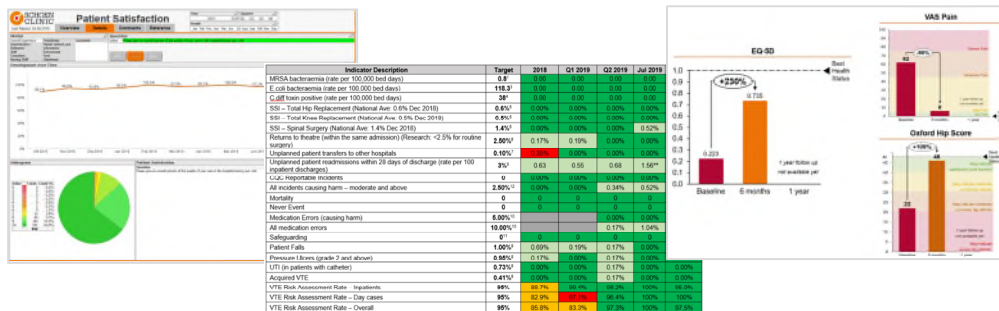
Analysis

- Excel
- QlikView




Reporting

- Registries
- PHIN
- ...



Display

- Dashboards
- Web-based applications

 **The prepared data can then be used to initiate improvement activities**

Agenda

What is quality?

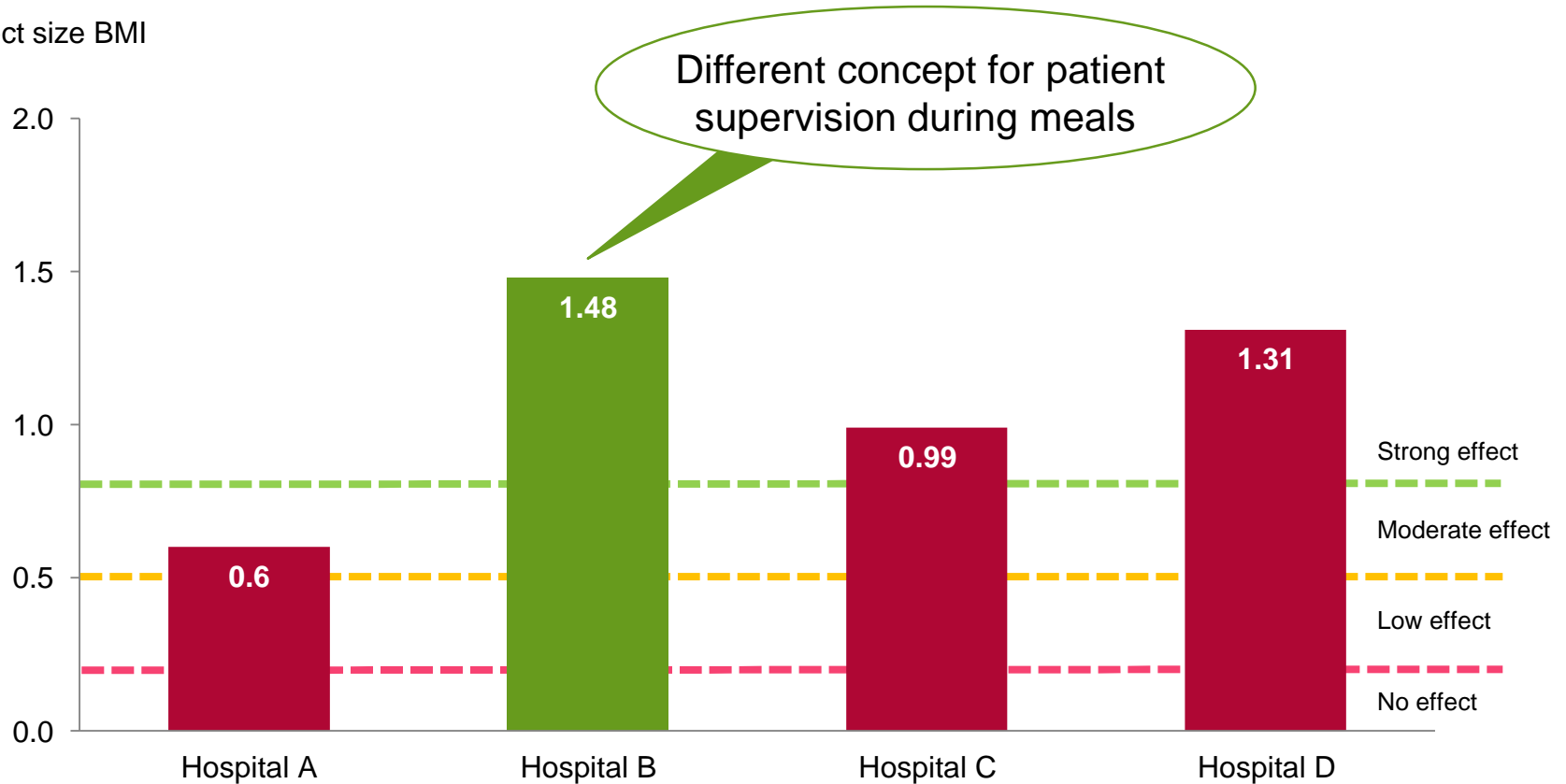
How can we measure and evaluate quality?

How can the data be used to ensure and improve quality in healthcare?



Benchmarking is the most effective approach to get new impulses to improve medical treatments

Effect size BMI



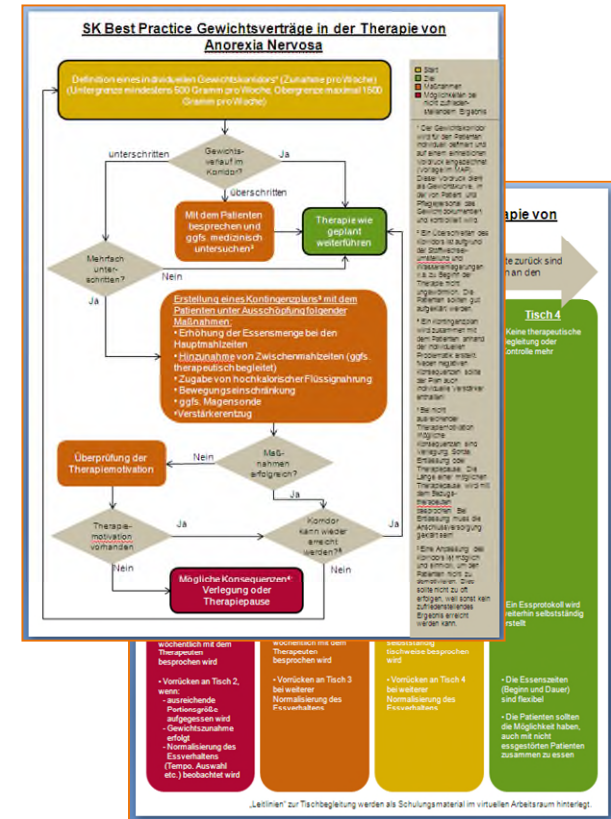
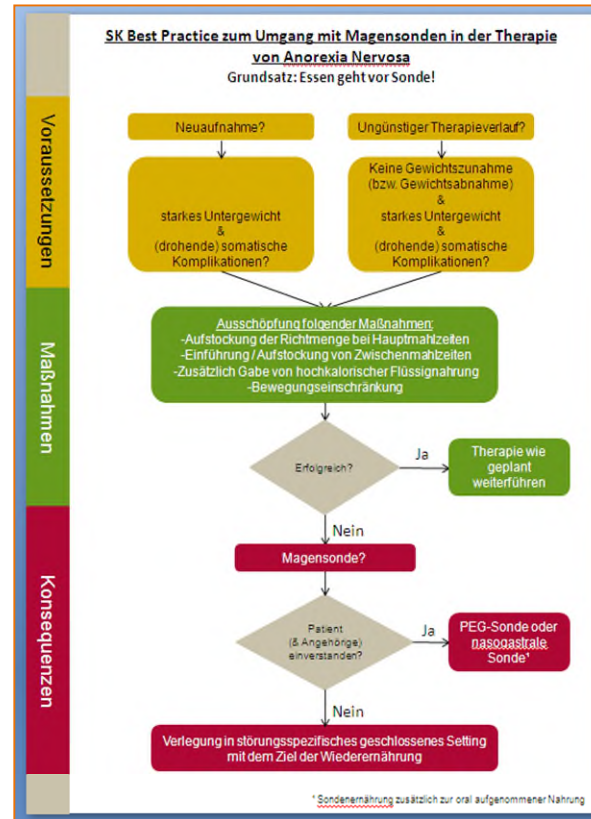


The results of internal discussions in expert groups lead to a 'best practice' treatment pathway for all hospitals in Schoen Clinics treating Anorexia Nervosa

SCHÖN KLINIK

Schön Klinik Best Practice in der Therapie von Anorexia Nervosa

Praxisgruppentreffen Psychosomatik
Bad Staffelstein, 07.11.2012



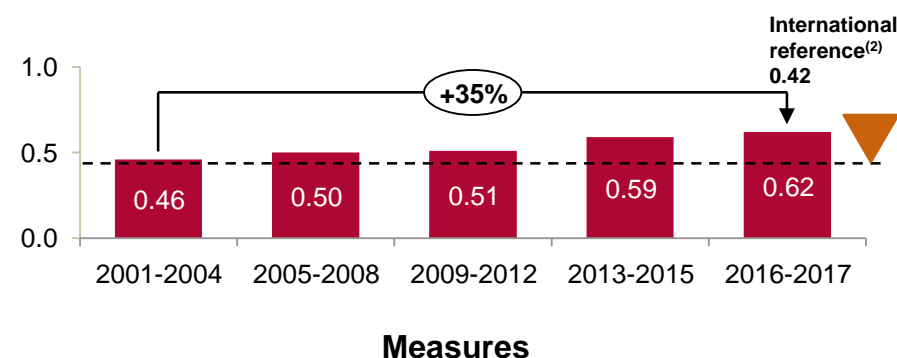


Patient Outcome: Optimized treatment leads to better outcome

CompCard - Psychosomatics Anorexia Nervosa	
Dimension	Indicator
Medical Indication	International diagnosis check lists for main and secondary diagnosis
Mortality	Mortality rate
Complications	therapy discontinuations
	Pairings (during the stay)
	LifeEvents
	pathological lab results (i.e. potassium)
Processes	Length of Stay (mean)
	Length of Stay (Median)
	Implementation level of Best Practice Anorexia nervosa
	patient satisfaction care
Outcome from a patient perspective	patient satisfaction treatment
	BSI GSI effect size
	PHQ-9 effect size
	EDI-2 Body dissatisfaction effect size after 6

	ED-2 impulse regulation effect size after 6 months
	EDI-2 perfectionism effect size
	EDI-2 perfectionism effect size after 6 months
Outcome from an expert perspective	Weight gain per week in kg
	BMI on admission (Mittelwert)
	BodyMassIndex bei Entlassung (Mittelwert)
	BMI effect size admission / discharge

Average weight gained per week⁽¹⁾ (in kg/week)



- Continuous measurement of results
- Regular discussion in expert teams
- Revision of existing standards
- 2013: Introduction of best practice treatment standard for eating disorder

Value – measureable, tangible, better

- For patients:
 - Improved outcomes at discharge
 - Better long term outcomes
- For Schoen Clinic:
 - Efficiency of therapy, reduction of length of stay
 - Reputation and branding

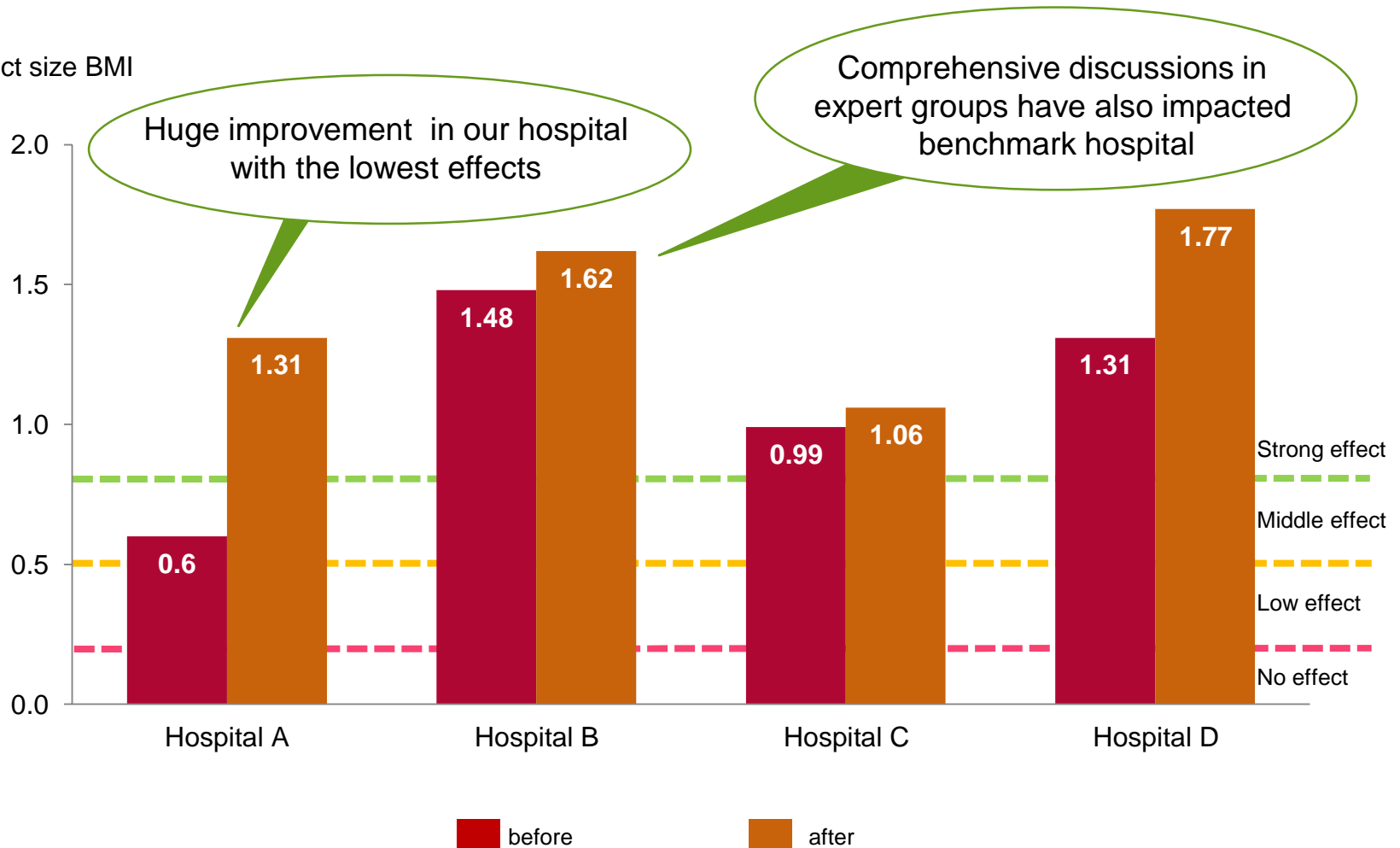
(1) Schoen Clinic Roseneck, approx. **10,000 cases**

(2) Weighted average of 8 major studies



The implementation of the best practice standard shows increasing effects and better outcomes in all hospitals

Effect size BMI

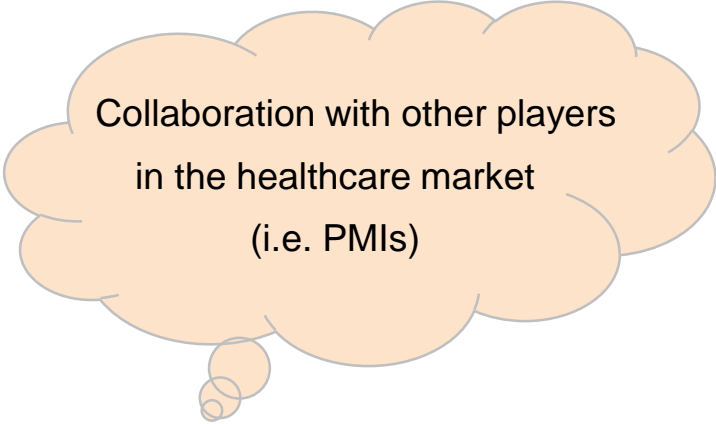


To sum it up: valid data together with expert knowledge can be transformed into improvements

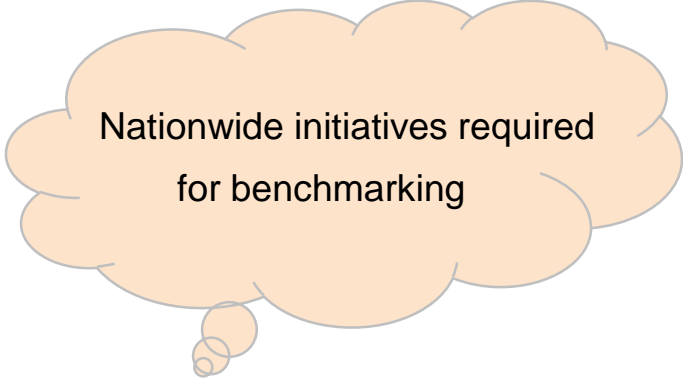


▶ It takes some courage to publish and compare your data but ultimately this is what is required to translate it into improvements

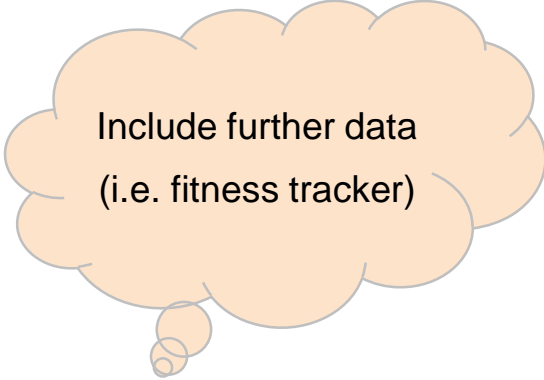
Outcome Measurement – quo vadis?



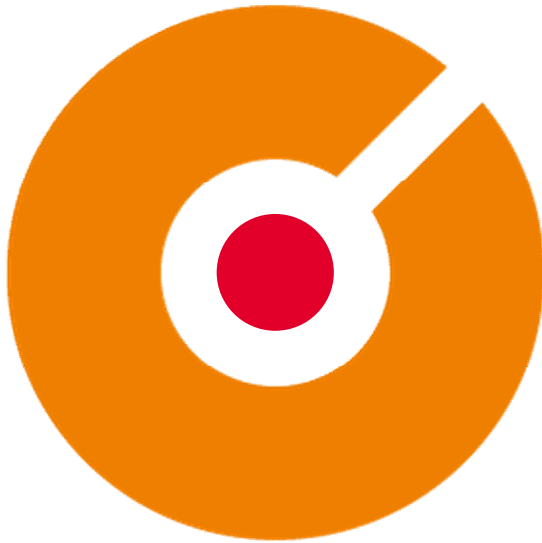
Collaboration with other players
in the healthcare market
(i.e. PMIs)



Nationwide initiatives required
for benchmarking



Include further data
(i.e. fitness tracker)



Thank you!