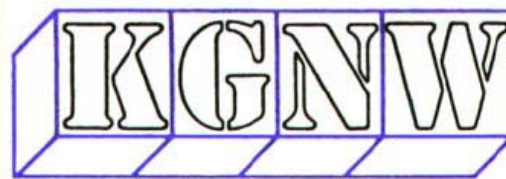


Der deutsche Qualitätsbericht im internationalen Vergleich

-

Ein Blick über den Tellerrand



1. Krankenhaus-Qualitätstag NRW
Donnerstag, 02.02.2006

Dr. med. P. Lütkes

Stabsstelle Medizinisches Controlling und Qualitätsmanagement
Universitätsklinikum Essen

Der deutsche Ansatz: Qualitätsbericht nach §137 SGB V

Qualitätsberichte der Krankenhäuser

Information versus Marketing

Einzelstrategien unterlaufen ursprüngliche Ziele.

- Leber (AOK-Bundesverband), Oktober 2005
 - „Die durch Spitzenvereinbarungs-Vereinbarung festgelegte Struktur des Qualitätsberichts reduziert den Bericht auf einen Mengenreport ohne Ergebnisqualität.“
- Hildebrandt (Dr. Hildebrand & Partner GmbH), Juni 2005
 - <http://www.qualitaetsbericht.de/> Unsinn - und der auch noch computerisiert!

Qualitätsberichte – wie vergleichen?

- Kein feststehender Begriff des Qualitätsmanagements
 - Am nächsten kommt der Begriff des Qualitätshandbuches der DIN EN ISO 9001:2000.
 - Für Fragen der Struktur- und Prozessqualität ist der KTQ-Bericht vergleichbar.
- Empfehlungen
 - LORAS – Outcome Projekte Kanton Zürich
 - Indicator Measurement System (IMSystem)
 - Maryland Hospital Association Quality Indicator Project
 - ORYX-Initiative
 - Risikoadjustierte Core-Measures der JCAHO
 - Indicators of Inpatient Care des Texas Healthcare Information Council

Quality Report



- **Mehr als 300.000 Treffer mit den Suchbegriffen „Quality Report“ und „Hospital“**
 - HealthGrades - Information on Hospitals, Doctors and Nursing Homes - [Diese Seite übersetzen]
Information on: **Hospital Quality Report**. Quality Ratings; 28 Common Procedures and Diagnoses; Award Recipients ... and much more! ...
www.healthgrades.com/ - 72k - Im Cache - Ähnliche Seiten
 - **[PDF]** Patient Safety in American Hospitals July 2004 HealthGrades ...
Dateiformat: PDF/Adobe Acrobat - HTML-Version
Per 1000 at risk **hospital** admissions, national patient safety incident rates varied ... National Healthcare **Quality Report**. December 2003. Rockville, MD. ...
www.healthgrades.com/media/english/pdf/HG_Patient_Safety_Study_Final.pdf - Ähnliche Seiten
[Weitere Ergebnisse von **www.healthgrades.com**]
 - Quality Check Home Page - [Diese Seite übersetzen]
Who is the Joint Commission? The nation's leading standards-setting and accrediting body in health care; focused on improving the quality and safety of care ...
www.jcaho.org/quality+check/ - 13k - Im Cache - Ähnliche Seiten
 - Quality Check - Consumer Search - Zip Code - [Diese Seite übersetzen]
JCAHO Quality Check Locator. ... About Quality Check | Give Us Your Feedback |
Search by Organization Name | Contact Us | Help - >JCAHO > Quality Check ...
www.jcaho.org/qualitycheck/directry/consumer/zipcode.aspx - 11k - Im Cache - Ähnliche Seiten
 - **Quality Report** Card, Robert Wood Johnson University **Hospital**, New ... - [Diese Seite übersetzen]
Quality Report Card, Robert Wood Johnson University **Hospital**, New Brunswick, NJ.
www.rwjuh.edu/quality/quality.html - 8k - Im Cache - Ähnliche Seiten
 - **BRISTOL HOSPITAL** - HEALTH CARE INSTITUTION - health care provider ... - [Diese Seite übersetzen]
For a copy of Bristol **Hospital's Quality Report**, please click here For a copy of Bristol **Hospital's Quality Report**, please click here. ...
www.bristolhospital.org/ - 13k - Im Cache - Ähnliche Seiten



Was findet man in der Presse?

■ USNews: Best Hospitals 2005

- Ranking aus insgesamt 176 Krankenhäusern nach 17 Schwerpunkten
- 16 Häuser mit besonderer Auszeichnung (Honor Roll, nehmen in mindestens 6 Disziplinen einen hohen Rankingplatz ein).
- Die übrigen der 6.007 medizinischen Einrichtungen der USA haben mangels Rankingspunkten die Aufnahme in das eigentliche Ranking nicht geschafft.

US News

Best Hospitals 2005

Rankings Index Honor Roll Methodology Glossary Search



(Jeffrey MacMillan for US&WR)

Honor Roll

Of the 176 medical centers that appear in this year's edition of America's Best Hospitals, 16 earned Honor Roll status, a mark of particular distinction.

2005 Rankings

[Cancer](#)
[Digestive Disorders](#)
[Ear, Nose & Throat](#)
[Geriatrics](#)
[Gynecology](#)
[Heart and Heart Surgery](#)
[Hormonal Disorders](#)
[Kidney Disease](#)
[Neurology and Neurosurgery](#)
[Ophthalmology](#)
[Orthopedics](#)
[Pediatrics](#)
[Psychiatry](#)
[Rehabilitation](#)
[Respiratory Disorders](#)
[Rheumatology](#)
[Urology](#)

Articles

[Saving lives](#)

Hospitals have signed on to a six-part plan to avoid a multitude of unnecessary deaths.

- ▶ [Quick reactions](#)
- ▶ [Breathing better](#)
- ▶ [Avoiding heartbreak](#)
- ▶ [Getting meds right](#)
- ▶ [Much cleaner cuts](#)
- ▶ [Keeping germs out](#)

["You really listen"](#)

Donald Berwick's quest to reform healthcare

[Helping yourself](#)

What can patients do to prevent medical mistakes in hospitals?

[Beyond safety](#)

Really sick patients need expertise—not just protection.

[Military might](#)

Today's VA hospitals are models of top-notch care.

[Truly intensive care](#)

The hospital has become a powerful living organism that renders intensive care.

Tools

[Advanced Search](#)

Search by specialty and/or location to find a hospital that meets your needs.

[Alphabetical index](#)

Find a hospital by name

More information

[Rankings methodology](#)
[Glossary of terms](#)
[Badges for ranked hospitals](#)

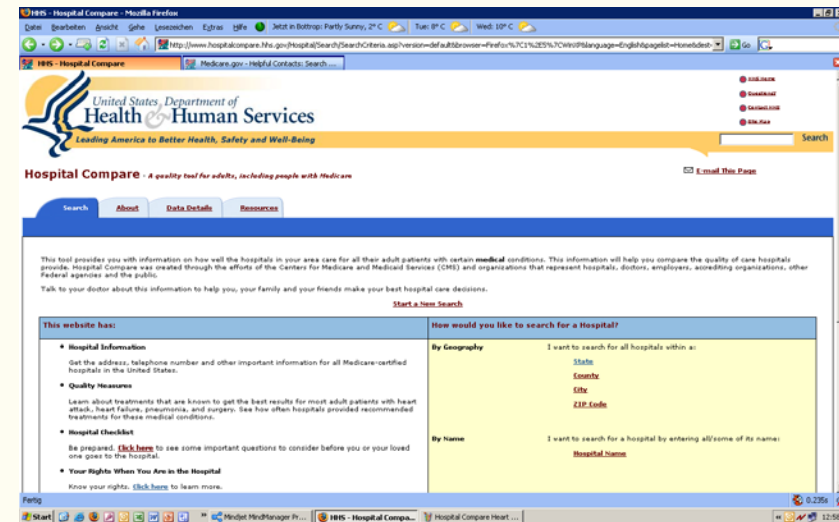
HEART AND HEART SURGERY

Heart disease gets more attention as the No. 1 killer of women

Rank	U.S. News Score	Reputation (%)	Mortality ratio	Discharges (3 years)	Nurse/patient index	Nurse magnet facility	Key technologies (of 8)	Patient/community services (of 7)	Trauma center	Hospice/palliative care	
1.	Cleveland Clinic	100.0	70.1	0.62	16,729	1.5	Yes	8.0	5	No	H, P
2.	Mayo Clinic, Rochester, Minn.	85.4	56.4	0.86	18,461	2.5	Yes	8.0	7	Yes	H, P
3.	Johns Hopkins Hospital, Baltimore	55.9	27.4	0.82	7,547	2.2	Yes	8.0	7	Yes	H, P
4.	Duke University Medical Center, Durham, N.C.	53.6	27.3	0.85	13,076	1.8	No	8.0	6	Yes	H, P
5.	Massachusetts General Hospital, Boston	52.5	24.1	0.83	12,980	2.1	Yes	8.0	6	Yes	H, P
6.	Brigham and Women's Hospital, Boston	49.5	21.1	0.65	9,039	2.2	No	8.0	5	Yes	H, P

Hospitalcompare.com

- Vergleich von
 - Behandlungsarten
 - Anzahl von "heart attack, heart failure, pneumonia, and surgery"
- Suchfunktion über Bundesstaaten, Stadt, PLZ...
- Angebot einer Checkliste für Patienten
- Datengrundlage: Patientenepisoden in den Häusern



Hospitalcompare.com

Heart Attack Care Quality Measures - Higher Percentages Are Better (some of the recommended care given to patients if appropriate*)			
Quality Measure Click on a measure name to compare all hospitals in a graph	PERCENTAGE FOR ARIZONA HEART HOSPITAL	PERCENTAGE FOR ARROWHEAD HOSPITAL	PERCENTAGE FOR BANNER BAYWOOD HEART HOSPITAL
Percent of Heart Attack Patients Given ACE Inhibitor for Left Ventricular Systolic Dysfunction (LVSD) if appropriate*	57% of 21 patients ¹	100% of 6 patients ¹	71% of 21 patients ^{1,2}
Percent of Heart Attack Patients Given Adult Smoking Cessation Advice/Counseling if appropriate*	89% of 100 patients	88% of 16 patients ¹	93% of 114 patients ²
Percent of Heart Attack Patients Given Aspirin at Arrival if appropriate*	97% of 77 patients	100% of 71 patients	95% of 339 patients ²
Percent of Heart Attack Patients Given Aspirin at Discharge if appropriate*	92% of 283 patients	98% of 57 patients	96% of 430 patients ²
Percent of Heart Attack Patients Given Beta Blocker at Arrival if appropriate*	91% of 74 patients	97% of 70 patients	92% of 196 patients ²
Percent of Heart Attack Patients Given Beta Blocker at Discharge if appropriate*	86% of 277 patients	98% of 60 patients	93% of 442 patients ²
Percent of Heart Attack Patients Given PCI Within 120 Minutes Of Arrival if appropriate*	68% of 19 patients ¹	67% of 12 patients ¹	34% of 56 patients ²
Percent of Heart Attack Patients Given Thrombolytic Medication Within 30 Minutes Of Arrival if appropriate*	0% of 1 patients ¹	0% of 1 patients ^{1,3}	14% of 14 patients ^{1,2,3}

Quality Measure Graphs

[Start a New Search](#)

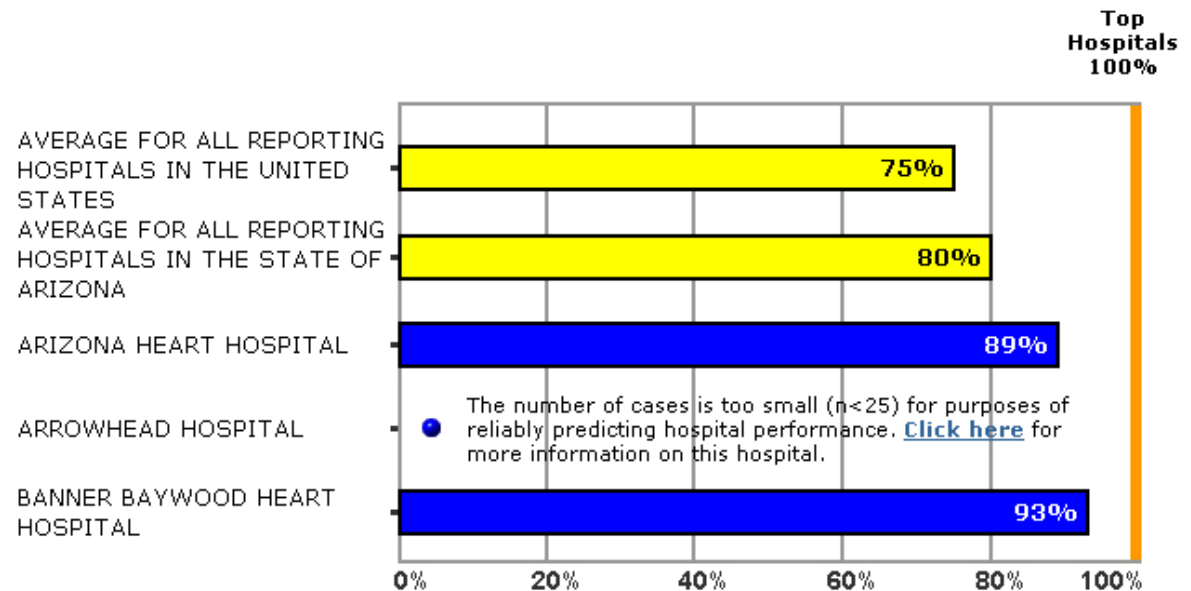
Heart Attack Graphs

Graph 1 of 8

- ☒ **Percent of Heart Attack Patients Given ACE Inhibitor for Left Ventricular Systolic Dysfunction (LVSD)**
The rates displayed in this graph are from data reported for discharges January 2005 through March 2005.

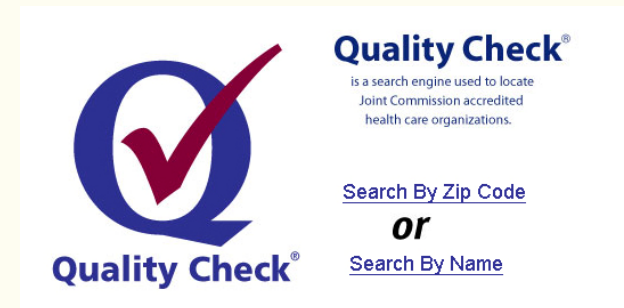
Graph 2 of 8

- ☒ **Percent of Heart Attack Patients Given Adult Smoking Cessation Advice/Counseling**
The rates displayed in this graph are from data reported for discharges April 2004 through March 2005.



Top Hospitals represents the top 10% of hospitals nationwide. Top hospitals achieved a 100% rate or better.

Joint Commission – Die Mutter der Akkreditierung



- Veröffentlichung sog. "Performance Reports" die Auskunft geben über:
 - Akkreditierungen durch die Joint Commission mit Begründungen
 - akkreditierte Programme durch die Joint Commission und andere
 - Übereinstimmung mit den Joint Commission's National Patient Safety Goals, z. B. die Performance der National Quality Improvement Goals
 - spezielle Preise, für z. B. spezielle Behandlungszertifikate, "Eisenberg Patientensicherheitspreis" (Eisenberg Patient Safety Award)

Health Grades.com

- Health Grades, Inc. (NASDAQ:HGRD)
 - Rating im Gesundheitswesen
 - Informationsvermittlung
 - Lenken von Patientenströmen

„Our mission is to guide America to better healthcare.“

The screenshot displays the HealthGrades.com website interface. At the top, the logo reads "HEALTHGRADES GUIDING AMERICA TO BETTER HEALTHCARE™" with navigation links for "Contact Us", "FAQs", "Conference Center", "Get Previous Order", and "Site Map".

The main content area is divided into two primary search sections:

- RESEARCH HOSPITALS:** Features a "Start your hospital search:" section with radio buttons for "FREE Hospital Ratings" (selected) and "Comprehensive Hospital Report". It includes checkboxes for "Costs" and "Patient Safety", a "State:" dropdown menu, and a "Start" button. Below this, an "Information on:" section lists "Quality Ratings", "28 Common Procedures and Diagnoses", and "Award Recipients ... and much more!".
- RESEARCH PHYSICIANS:** Features a "Start your physician search:" section with radio buttons for "Physician by Name", "Physician by City & State / Specialty", and "Find New Physicians". It includes a "Physician's Last Name:" text field, a "State:" dropdown menu, and a "Start" button. Below this, an "Information on:" section lists "Disciplinary Actions", "Board Certification", "Education/Training", "Patient Opinions", "Decision Support Tools", and "... and much more!".

To the right of these sections is a "HealthGrades News" section featuring a quote from "THE WALL STREET JOURNAL" dated 12/30/04. Below this is a "RESEARCH NURSING HOMES" section with a "Start" button. Further down is a "Find Physicians by Specialty" section listing various medical specialties like Cardiology, Pediatrics, etc.

At the bottom of the page, there is a section titled "HealthGrades, the leading independent healthcare ratings company" with a paragraph about its reach and a "HealthGrades Research" section listing recent news items with dates and links to press releases. On the right side of the bottom section, there is a "NEWSLETTER SIGN-UP" form with a "Subscribe" button and a "Solutions for Business" section.

Health Grades.com



HEALTH GRADES[®]
GUIDING AMERICA TO BETTER HEALTHCARE[™]

RESEARCH HOSPITALS

Start your hospital search:



FREE Hospital Ratings



Comprehensive Hospital Report

Includes additional information on:



Costs



Patient Safety

State:

Select a state



Physicians

Hospitals

Nursing Homes

Free Ratings
Search for Hospitals

Select a Procedure/Diagnosis:

- ◆ [Appendectomy](#)
- ◆ [Atrial Fibrillation](#)
- ◆ [Back and Neck Surgery \(except Spinal Fusion\)](#)
- ◆ [Back and Neck Surgery \(Spinal Fusion\)](#)
- ◆ [Bowel Obstruction](#)
- ◆ [Carotid Endarterectomy](#)
- ◆ [Cholecystectomy](#)
- ◆ [Chronic Obstructive Pulmonary Disease \(COPD\)](#)
- ◆ [Community Acquired Pneumonia](#)
- ◆ [Coronary Bypass Surgery](#)
- ◆ [Coronary Interventional Procedures \(Angioplasty/ Stent\)](#)

Or select award recipient category:

- ◆ [Distinguished Hospital -- Clinical Excellence](#)
- ◆ [Distinguished Hospital -- Patient Safety](#)
- ◆ [Specialty Excellence](#)

★★★★★ Best

★★★ As Expected

★ Poor

Current
Ratings

Previous
Ratings

Clinical
Excellence-DHA

Patient
Safety-DHA

Specialty
Excellence

Quality
Reports

Hospital's Name

Inhospital
Mortality
(Survival)

Inhospital +1 Month
Mortality
(Recovery +30)

Inhospital +6 Month
Mortality
(Recovery +180)

2006 Ratings

+ = view details

Coronary Interventional Procedures (Angioplasty/ Stent)

High Volume Hospitals

+ <u>Brigham And Womens Hospital</u> Boston, MA	★★★	★★★	★★★★★
+ <u>Southcoast Hospitals Group Charlton Memorial St Lukes</u> Fall River, MA	★★★	★★★	★★★★★
+ <u>Cape Cod Hospital</u> Hyannis, MA	★★★	★★★	★★★
+ <u>Massachusetts General Hospital</u> Boston, MA	★★★	★★★	★★★
+ <u>Tufts New England Medical Center</u>

Brigham And Womens Hospital

75 Francis Street
Boston, MA 02115
(617) 732-5500
[See map to this location](#)

Is this the right hospital? If not, [click here](#) to return to your search results.

Want to know more about this hospital?

GET a Comprehensive Hospital Report

- ✓ Patient safety ratings on over a dozen indicators
- ✓ Easy to understand survival, complication & recovery ratings
- ✓ Overall service ratings for 7 major care areas

Click to Order

Get Report

PLUS

Customize Your Own Report

Select up to 20 procedures/medical conditions to receive:

- ✓ Ratings on procedures/diagnoses that interest you the most
- ✓ Average procedure costs
- ✓ Average length of stay

No Extra Cost

Report Pricing

Only \$9.95

\$2.95 for each additional Hospital Report on this order only.



[View a Sample Report](#)

Wie sieht so ein Bericht aus?

1. About this Hospital

Größe, Träger, Akkreditierung

An **accreditation** helps ensure that the hospital is meeting certain health and safety requirements. If the hospital you are considering is not accredited, it is important to know why.

2. Awards

3. Overall Service Ratings



Hospital Quality Report™

Sample Hospital
555 Bevy Boulevard
Any Town, USA
[View location map](#)
(555) 555-1234

Report Created 02/01/2006

To help you make the best choice possible, HealthGrades has compiled information on this hospital in the following eight sections.

1. [About this Hospital](#)
2. [Awards](#)
3. [Overall Service Ratings](#)
4. [Patient Safety Ratings](#)
5. [Safe Practices by the Leapfrog Group](#)
6. [Medical Issue Ratings](#)
7. [Is this Hospital Right for You?](#)
8. [Medical Issue Glossary](#)

Overall Service Ratings

Cardiac ★★★★★

Orthopedic ★

Pulmonary ★★★★★

Vascular ★★★

Gastrointestinal ★★★★★

Critical Care ★★★★★

Stroke ★★★★★



HEALTHGRADES™
THE HEALTHCARE QUALITY EXPERTS®
[Review HealthGrades!](#)
quality ratings methodology

★★★★★ Best
★★★★ As Expected
★ Poor
● Not Rated*

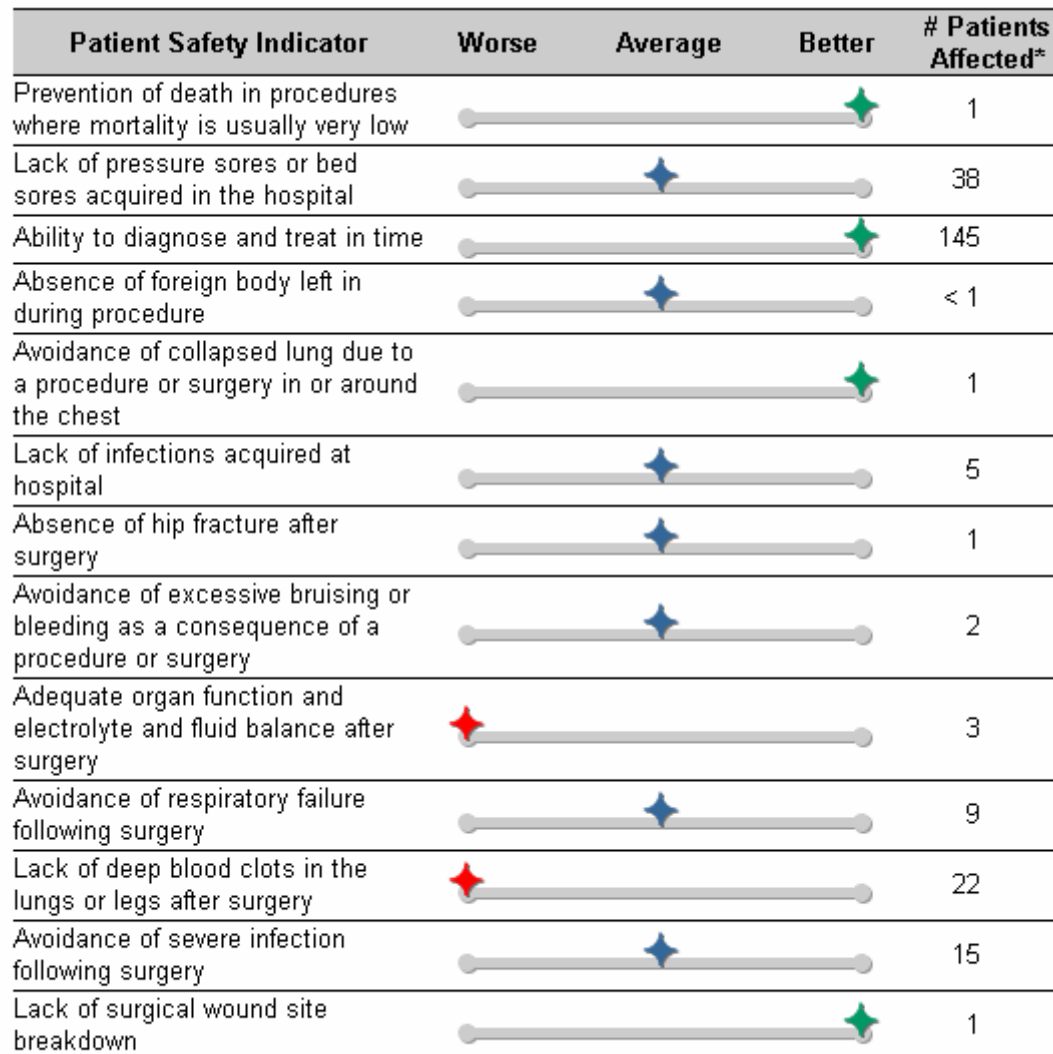
* Not rated means that the hospital treated fewer than 30 patients with that procedure or diagnosis and therefore is not rated.

4. Patient Safety Indicator

Methodisches Vorgehen

- Indikatoren (Auswahl)
 - Todesrate in „Low Mortality“ DRGs
 - Dekubitus
 - Fremdkörper in situ
 - Postoperative Komplikationen
- Datenquelle
 - CMS MedPAR
 - Gesetzlich vorgeschriebene Dokumentation für Medicare-Patienten

Patient Safety Indicator



* out of 1,000

Wie sieht so ein Bericht aus?

5. Safe Practices by the Leapfrog Group

6. Medical Issue Ratings

Heart Bypass Surgery

Survival

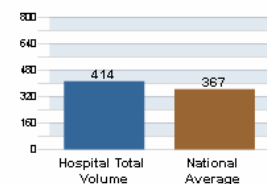
While in Hospital ★★ ★

1 month after discharge ★★ ★

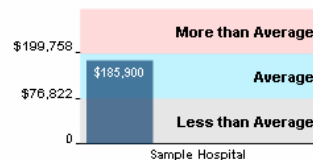
6 months after discharge ★★ ★

Number of Patients

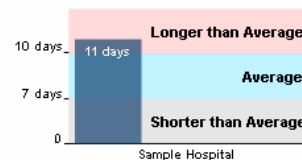
Over the 3-year period from 2002-2004



Average Hospital Cost



Average Hospital Stay



Computerized Drug Orders	✓
ICU Specialist Staffing	✓✓✓✓
Overall Safe Practices	✓

Computerized Drug Orders

More than a million serious medication errors occur every year in U.S. hospitals. Studies show that a computerized prescription system can reduce serious medication mistakes by up to 86 percent. With an automated prescription system, physicians enter orders directly into a computer which automatically checks for potential mistakes or problems according to the patient's current information. For example, the computer determines if the new prescription will interact badly with another drug the patient is taking, or if the patient is known to be allergic to the new drug. Additionally the system reduces mistakes from misreading a doctor's handwriting.

THE LEAPFROG GROUP
Informing Choices. Rewarding Excellence.
Getting Healthcare Right.

For more information visit www.leapfroggroup.org

✓ Fully Implemented
 ✓ Good Progress
 ✓ Good Early Stage Effort
 ○ Did Not Yet Meet
 ○ Did Not Disclose
 NA Not Applicable
 NT Not Targeted

Data provided by the Leapfrog Group. Each hospital voluntarily completes a survey to The Leapfrog Group.

7. Is this Hospital Right for You?

Does the hospital **accept your insurance**? ☐ Yes ☐ No

Insurance plans often provide more coverage for services received at an affiliated hospital. By choosing a hospital that is part of your health insurance plan, you are likely to pay less out-of-pocket costs.

Is there an **infection control practitioner** on staff at the hospital? ☐ Yes ☐ No

8. Medical Issue Glossary

"International Quality Indicator Project"

- Freiwillige Teilnahme weltweit möglich
 - Kommerziell, ermöglicht Vergleiche und Trendaussagen über Krankenhaussituation und die Prozesse
 - Indikatorenliste (auf Grundlage der Maryland-Indikatoren):
 - Akutpflege-Indikatoren (einschließlich Indikatoren für ambulante Pflege)
 - Psychiatrie-Indikatoren (einschließlich der Abteilung für Jugendliche und Erwachsene)
 - Langzeitpflege-Indikatoren
 - Hauspflege-Indikatoren



Schweiz – St. Gallen

- Das CIRS als Qualitätsmanagement wurde in allen Spitälern des Unternehmens Kantonsspital St.Gallen eingeführt.
 - Es wurden in zwei Jahren insgesamt 1470 Meldungen von kritischen Zwischenfällen unterschiedlichen Schweregrades gesammelt, aus denen dann 203 Verbesserungsmaßnahmen entstanden sind.





Fazit

- Der Blick über den Tellerrand
 - Lohnt sich
 - Zeigt Stärken und Schwächen anderer Ansätze
 - Darstellung von Indikatoren
Problematisch
 - Risikoadjustierung
 - Umgang mit Hochrisiko-Patienten
 - Interpretation der Daten
 - Betonung der Patientensicherheit
 - Oft sehr detaillierte Darstellungen, aber nur punktuell
- Deutsche Qualitätsberichte
 - Nur in der Minimalvariante ungenügend
 - Die gebotene Information sagt viel über ein Krankenhaus als Ganzes aus
 - Die vorgegebene Struktur erleichtert die Orientierung
 - Alle Freiheiten, die Stärken eines Krankenhauses besser zu betonen, sind da, sie müssen nur genutzt werden!