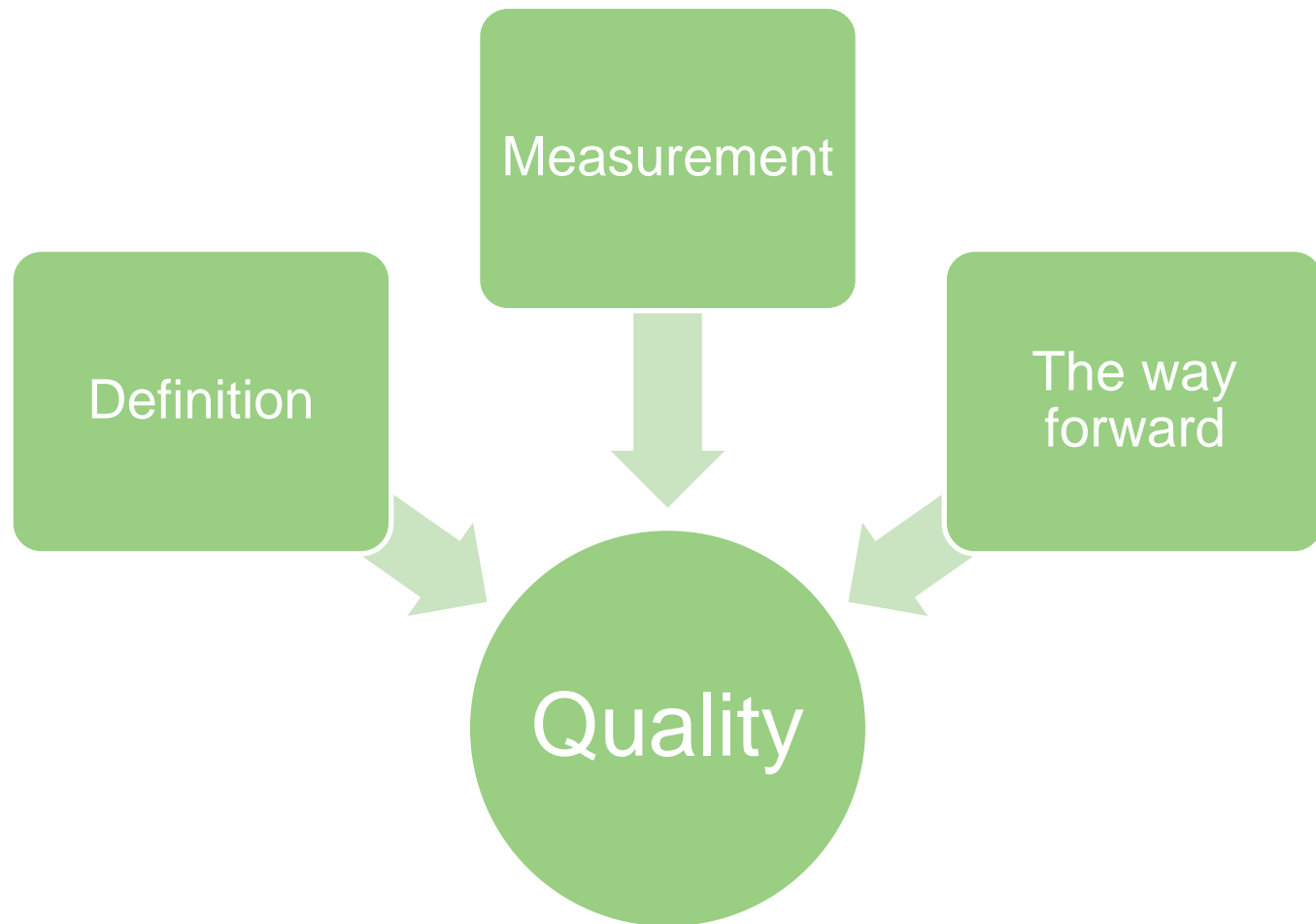




## Quality in medical tourism

*Maria Georga*



- Even though quality cannot be defined, you know what quality is.....

Robert M. Pirsig 1928, American philosopher

# HOW CAN WE DEFINE QUALITY IN HEALTHCARE?



- “Quality is a **process** of meeting the needs and expectations of patients and health service staff”
- “Quality is the degree to which care services influence the probability of optimal patient **outcomes**”.



## 6 So....what can we measure?



# PROCESS – THE WAY THINGS GET DONE

☐ **Yes**

☒ **No**



- About PROCESS
  - Quality in International Patient Care
  - Excellence in Medical Tourism
  - Quality in International Dental Care
  - Quality in International Rehabilitation Care
  - Quality in International Reproductive Care





- About business PROCESS, not clinical practice
- Aims to:
  - encourage best practice
  - drive quality
  - provide reassurance



European Committee for Standardization  
Comité Européen de Normalisation  
Europäisches Komitee für Normung



- European Standard in Aesthetic Surgery Services

# CLINICAL OUTCOME – DID IT WORK?

## Effectiveness – 84 indicators

- 30 day mortality after aortic valve replacement
- Mortality following a hip replacement
- Mortality following a knee replacement
- Pressure ulcer incidence per 10,000 patients

## Safety and process – 16 indicators

- Incidence of clostridium difficile
- Incidence of MRSA bacteraemia
- Availability of hand washing facilities
- Sickness Absence Rate

# The challenge you face

What outcome data  
do you collect?



Is it comparable?



Are you willing to  
publish it?

# PATIENT EXPERIENCE – AM I HAPPY?



# Patient satisfaction

## Patient Satisfaction Survey

Progressive Care Network is very committed to ensuring patient satisfaction and quality of care. If you would take the time to complete the following survey and return it in the attached self-addressed envelope, it would help us to improve our services and ensure that we meet your expectations. Your assistance is very much appreciated. Please rate your satisfaction or dissatisfaction with each of the following by circling the number which best reflects your opinion. Please mark not applicable for those questions that do not apply.

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Not applicable
The staff was knowledgeable, courteous, and helpful.	-2	-1	0	1	2	3
Contacting Progressive and receiving assistance was simple.	-2	-1	0	1	2	3
The information I received in the hospital from the Progressive Nurse was helpful.	-2	-1	0	1	2	3
I was contacted by my Home Health/Equipment/Supply company in a timely manner.	-2	-1	0	1	2	3
My supplies and services arrived as anticipated.	-2	-1	0	1	2	3
I was given the contact information for all of my services.	-2	-1	0	1	2	3
The equipment company explained my equipment to my satisfaction.	-2	-1	0	1	2	3
The Nurse/Therapist explained my treatment plan to my satisfaction.	-2	-1	0	1	2	3
I received after hour's assistance quickly, and they were able to answer my questions.	-2	-1	0	1	2	3
I would recommend Progressive Care Network to my friends and family.	-2	-1	0	1	2	3

Comments:

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- What do we ask?
- How do we ask?
- When do we ask?
- What do we do about feedback?

# The way forward


As a country, as a cluster, as a business...

1. Standards
2. Clinical outcome measures
3. Patient satisfaction measures



# 17 The challenge

Agree a common approach



Apply it



And publish the results!

