



European Society
for Quality in Healthcare

Croatian Society for Quality
Improvement in Health Care



Hrvatsko društvo za poboljšanje
kvalitete zdravstvene zaštite



ESQH Annual Workshop

Performance measurement in healthcare

in association with

Croatian Society for Quality Improvement in Health Care Croatian Medical Association 10th Anniversary

23 - 24 May, 2013

University of Zagreb School of Medicine,
School of Public Health "Andrija Štampar", Room A



Organizers: European Society for Quality in Healthcare (ESQH),
Croatian Society for Quality Improvement in HealthCare,
Croatian Medical Association

Co-organizers: University of Zagreb School of Medicine, School
of Public Health „Andrija Štampar“

www.esqh.net

www.zdravstvo-kvaliteta.org

Under the auspices of Ministry of Health, and Agency for Quality
and Accreditation in Health Care and Social Welfare, Croatia

INTRODUCTION

During the last 10 years measurement of health care institutions performance has been increasingly used both on clinical, organisational and national levels. The original clinical rationale – quality improvement is still important but the use of performance measures for organisational accountability and regulation has been increasingly popular and coupled to interventions as publication of league tables and pay for performance. The present workshop aims at an overview over modern performance measurement and a critical discussion of the success of the intended effects.

The ESQH Annual Workshop, 2013 is hosted by the Croatian Society for Quality Improvement in HealthCare, Croatian Medical Association. It commences at 12.30 on Thursday 23 May and finishes at 12.30 on Friday 24. The language of the Workshop is English.

You are welcome to join Croatian Society for Quality Improvement in HealthCare 10th Anniversary which will be held on Thursday 23 May commences at 9.00 and finishes at 11.30. No attendance fee.

VENUE

School of Public Health „Andrija Štampar“. More details how to get there you will find in itinerary instruction available on <http://www.otours.hr/esqh/itinerary>

REGISTRATION FEE

The registration fee of the ESQH Workshop is € 100 or HRK 760. Further payment details are given on registration form. The fee covers: workshops participation, coffee-breaks, lunch.

REGISTRATION AND ACCOMODATION

Please fill in the on-line or off-line registration form available on technical organizer web site <http://www.otours.hr/esqh/registration> no later than 6 May 2013. From technical organizer O-tours you'll receive a confirmation mail upon registration and payment.

CERTIFICATE

Certificate of attendance will be given to all registered participants.

Croatian Society for Quality Improvement in Health Care, 10th Anniversary

Thursday

23 May, 9.00-11.30

9.00

Registration

9.30

Opening remarks

Jasna Mesarić, *President of the Society*

Željko Krznarić, *President of Croatian Medical Association*

9.45

History of the Society

Jadranka Mustajbegović, *First president of the Society*

Ana Stavljenic Rukavina, *First vice president of the Society*

10.15

Present status, future perspectives of the Society

Jasna Mesarić, *President of the Society*

Davor Štimac, *Vice president of the Society*

10.45

Healthcare quality culture in Europe: ESQH address to Croatian Society for Quality in Healthcare at its 10th anniversary

Basia Kutryba, *ESQH fellow*

11.30

Lunch

ESQH Annual Workshop

Performance measurement in healthcare

Thursday 23 May, 12.30-17.30

Chaired by Basia Kutryba, Solvejg Kristensen

- 12.30 Performance measurement: What it is, and how it can strengthen clinical leadership**
Jan Mainz, Paul Bartels, *DK*
- 13.40 Questions and answers**
- 13.50 Refreshments**
- 14.10 WHO Performance measurement tools for Hospitals (PATH): experience in Croatia**
Jasna Mesarić, *PATH coordinator in Croatia*
Mirjana Katušin-Lončar, *PATH hospital coordinator, General hospital Karlovac*
Alex Anton Bruno Lozić, *PATH hospital coordinator, General hospital Pula*
- 15.00 Scientific basis of performance indicators, case quality monitoring by clinical registry for hip fracture**
Alma Becic Pedersen, *DK*
- 16.00 Refreshments**
- 16.15 How to use quality indicators for improvement and governance**
Siniša Varga, *HR*
- 16.45 Simultaneous Development of National Sets of Guidelines and Quality Indicators in the Czech Republic**
Ales Bourek, *CZ*
- 17.15 Questions and answers**

Friday 24 May, 9.00 -12.30

Chaired by Ales Bourek

- 9.00 How to measure patient safety performance - an overview**
Paul Bartels, *DK*
- 9.30 Patient-related aspect of performance measurement**
Jasna Mesarić, *HR*, Piera Poletti, *IT*
- 10.00 Patient Safety culture as measure of Patient Safety**
Solvejg Kristensen, *DK*
- 10.30 Discussion**
- 10.45 Refreshments**
- 11.15 Summing up: the role of performance measurement in evaluation of health care provider quality**
Charles Shaw, *UK*
- 12.00 Panel discussion about the possible future of performance measurement**
All speakers led by Ales Bourek

13.00-16.00 ESQH Office Meeting

**ORGANIZING and
PROGRAMME COMMITTEE**

Paul Bartels (ESQH)

Ales Bourek (ESQH)

Ivan Lukovnjak (CSQIH)

Jasna Mesarić (CSQIH, ESQH)

Davor Štimac (CSQIH)

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