



Healthcare Quality: how to measure

Healthcare Quality assessment and improvement
in Primary Healthcare facilities
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Introduction

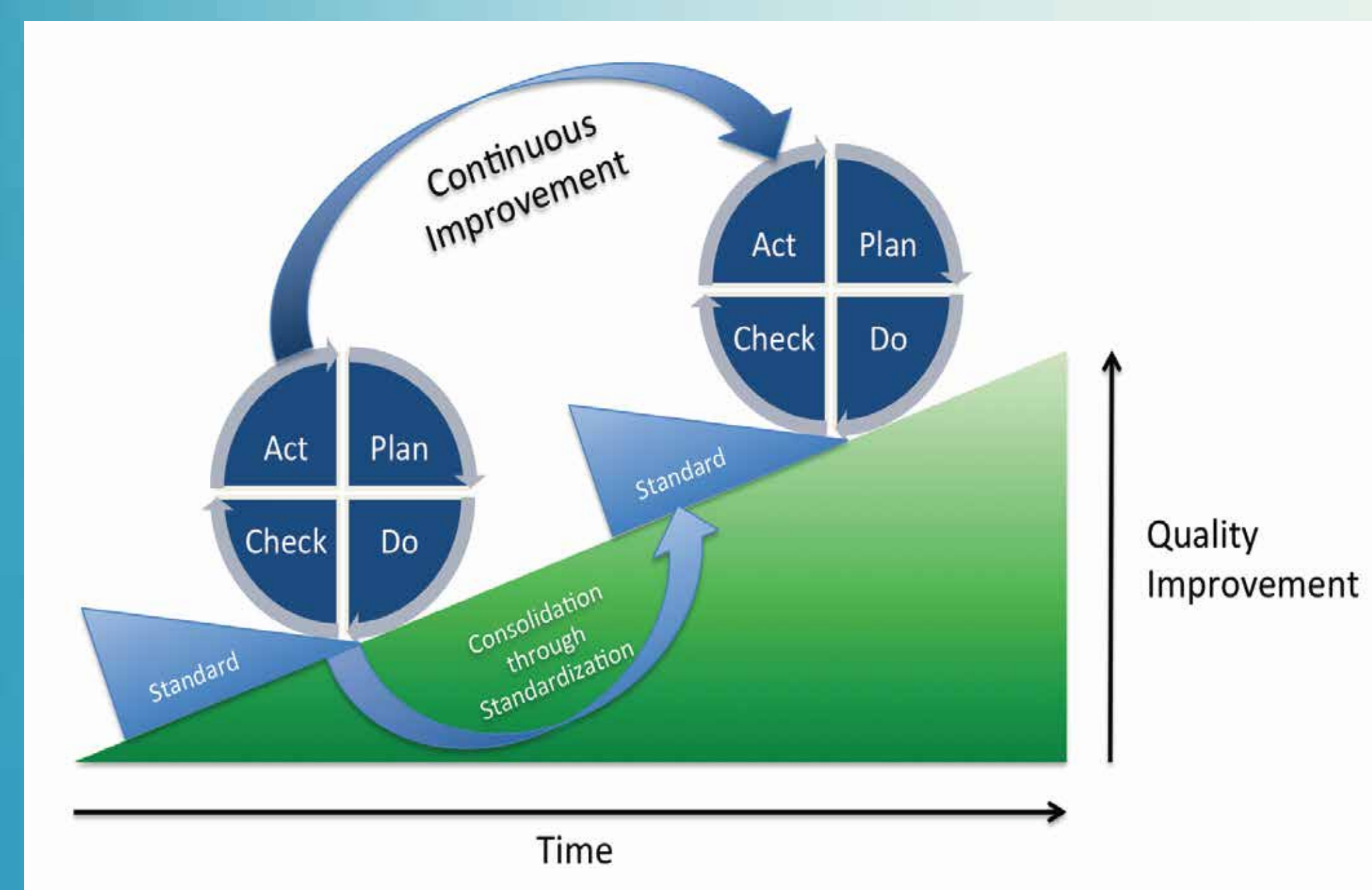
Quality care may vary among different health care institutions. Improving quality of care requires standardization and consistency of all aspects of health care across different institutions.

Quality improvement should result in.

- Improved patients' care experience
- Consistent application of Evidence-based protocols and guidelines to translate into improved outcome
- Improving patient safety by reducing diagnostic errors.

Aim

To develop evidence-based process to improve the quality of medical care across Primary Care setting in Armenia using the quality assurance methods and tools based on the results obtained at healthcare facilities.



Results

Health care practitioners in Rural Primary Care Clinics had more compliance with comprehensive approach to chronic medical management than providers who are based at Polyclinics. The later group tends to refer their patients more often to specialty services located in Polyclinic thereby creating more fragmented care and driving cost of care higher for patients receiving their care in Polyclinics.

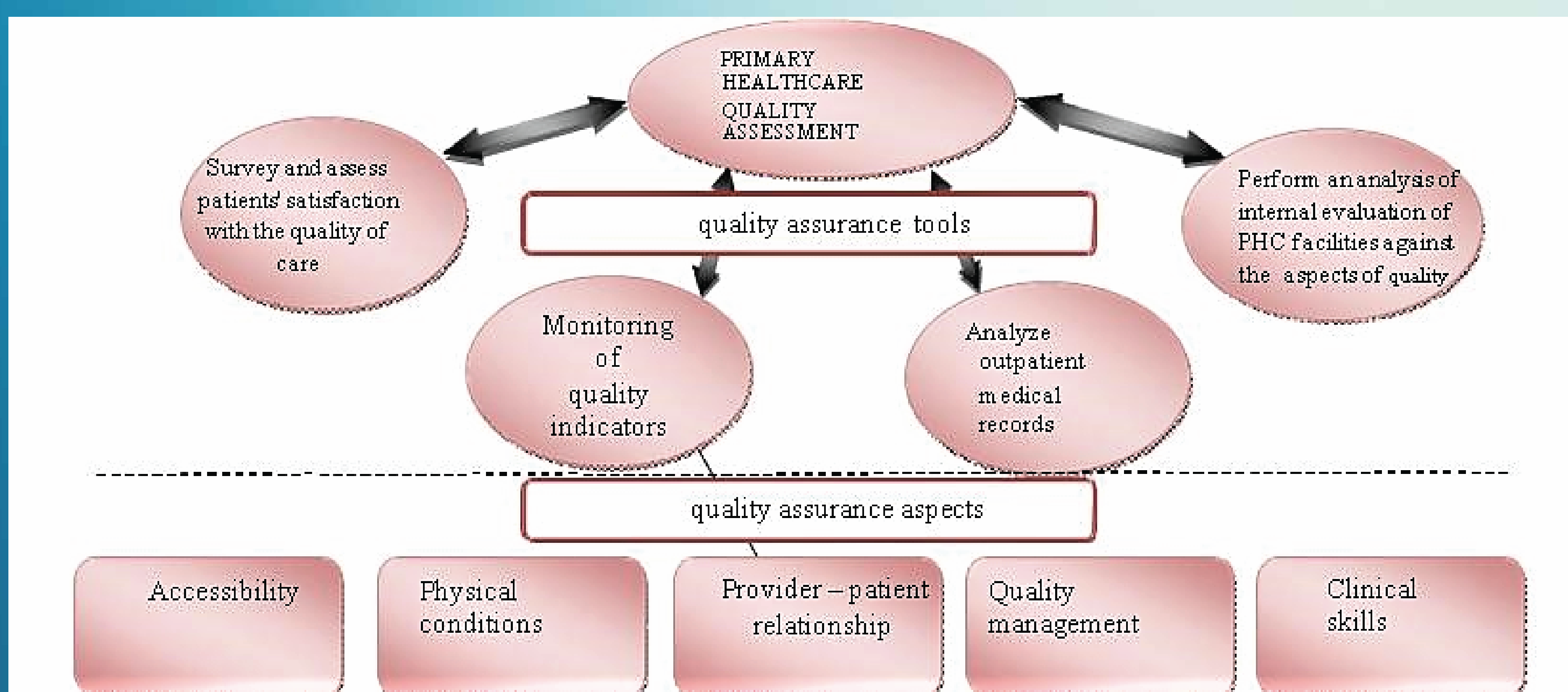
Conclusions

There is an opportunity to spread comprehensive primary care practice standards to Polyclinics Primary Care clinics similar to what is taking place in Rural Primary Care clinics, this has potential of not only improving patients' care experience but also quality outcome and reduction in cost which will result in higher value based primary care in Polyclinics.

-The Patient Satisfaction Survey questionnaire developed by our team and approved by the Minister of Health (Order N815-A) to be regularly used at different types of outpatient medical facilities.

Tools & Methods

The study was conducted at Primary Care facilities, comparing Rural Primary Care Clinics practice with Primary care clinics in multispecialty facilities (aka Polyclinics) in Armenia. The data was obtained from reviewing 5077 outpatient medical records, 227 patient survey forms, and 214 outpatient medical records, comparing chronic care management practices among adult and pediatric patient population in two facilities.



About our Partners

IHI Open School of Armenia

IHI Open School of Armenia was opened thanks to the efforts of the Armenian EyeCare Project (the AACP) and its board member, Dr. Khodam Rostomian, in the scope of the professional education programs. The first Armenia IHI chapter was in 2017, by recruiting 50 healthcare specialists, out of which 27 participants got Basic Certificates in Quality and Safety. In 2018 AACP is sponsoring the second IHI Open School chapter for a cohort of 50 healthcare professionals from the various spheres and organizations in Armenia.



Armenian EyeCare Project

The Armenian EyeCare Project is a charity organization founded in 1992 by Armenian-American ophthalmologist Roger Ohanesian, MD in the USA. The Armenian EyeCare Project Charitable Foundation in Armenia was opened in 2002 as a local legal entity.

The five-point comprehensive and integrated strategy that the AACP has as core for its activities and programs has contributed to the organization's success and improvement of eyecare care and healthcare in Armenia. Each focus area reinforces the other and creates a synergistic effect. The five-point strategy includes Medical education and training; Direct patient care; Public education; Research; Capacity building.

