

Faculty of Humanities and Social Sciences  
Department Health Sciences and Health Policy

LECTURE SERIES FALL 2016

## Measuring Hospital Quality and Performance



-A Charlatan performing an Operation.—Fac-simile of an Engraving by Wael  
(Seventeenth Century).

WEDNESDAYS AT 5.00 PM, HS 10

UNIVERSITY OF LUCERNE, FROHBURGSTRASSE 3, 6002 LUCERNE

# Introduction

We demand good quality in all services and products that we buy. In health care, however, good quality is not just an amenity, but can be a matter of life and death. Regulators (i.e. the Swiss cantons) must use quality assessments to determine which hospitals to reimburse for which services, while service providers must rely on quality criteria to justify their role and costs. Furthermore, society is only willing to pay for infrastructure and services that guarantee an efficient use of their money.

Quality assurance was mandated in the Swiss Health Insurance Act of 1996 without much impact on quality initiatives by the tariff partners. The incentives to invest in quality programs were weak and sanctioning mechanisms by regulatory bodies non-existent. Ten years later, the Organization for Economic Co-operation and Development (OECD) and the World Health Organization (WHO) described the Swiss health system as intransparent with lack of information service quality. Another ten years later – today – some initiatives of government and private stakeholders concerning hospital quality have been established.

This lecture series aims to present some of these promising new initiatives to measure quality of care in Swiss hospitals. The lecturers will introduce perspectives of health care practitioners and policy stakeholders alike and will elaborate on the scientific foundation and the international context of quality initiatives. We are convinced that this emerging topic is of high relevance not only to health care providers, but even more so to future patients who want to be knowledgeable and self-determined when it comes to choosing the right hospital for treatment. In the name of the Department of Health Sciences and Health Policy we cordially invite you to this lecture series.

**Coordinator of the lecture series:**



Prof. Dr. Armin Gemperli

[www.unilu.ch/healthsem](http://www.unilu.ch/healthsem)

# Program

**September 21, 2016    Quality and Registries in Trauma Surgery**



**PD Dr. med. Valentin Neuhaus**  
Department of Trauma Surgery, University Hospital Zurich

Patient safety and quality is a common topic. However, what is good quality in surgery and how can we measure it? Registries can give us some answers. In the talk, examples of current initiatives will be presented.

**October 5, 2016    International Initiatives in Assessing Quality of Healthcare and Patient Safety using Routine Data from Hospitals**



**Prof. Dr. Jean-Marie Januel**  
University Sorbonne Paris Cité (USPC) and French School of Public Health (EHESP)

The program of the Organization for Economic Co-operation and Development (OECD) in assessing international comparisons using outcome metrics for quality of health and patient safety will be presented, along with the important contribution of routine data from hospitals that are encoded using the International classification of Diseases (ICD) from the World Health Organization (WHO) and particularly on the new potential of the 11th revision of the ICD in terms of quality of care and patient safety assessment.

**October 19, 2016    Measuring and Improving Medical Outcome in Hospitals and Possible Ways to Quality Related Payments**



**Prof. Dr. med. Thomas Mansky**  
Technical University of Berlin

Using existing administrative data the outcome of some inpatient treatments can be estimated and improvement processes can be established. Some remaining weaknesses concerning the reliability of outcome measurement can be overcome by combining the measurement with peer review processes. First projects in the USA show possible ways of how to integrate outcome measures in the payment model.

**November 2, 2016**

## **Going the Last Mile in Quality Management: Effective Use of Quality Indicators, Transparency and Peer Review**



**Prof. Dr. Daniel W. Zahnd**  
Bern University of Applied Sciences

Quality management in healthcare contents its efforts mostly with thoroughly measuring process indicators, describing structures, installing strategic boards and publishing impressive reports addressed to the quality community. The effect on patient treatment seems limited. Quality measurements with the Swiss Inpatient Quality Indicators (CH-IQI) and peer reviews conducted by Initiative Qualitätsmedizin (IQM) are a powerful and promising exception of this mainstream.

**November 16, 2016**

## **The Quality Strategy of the Swiss Federal Council**



**Oliver Peters**  
Federal Office of Public Health, Bern

Switzerland has one of the most expensive health care systems worldwide. Although one normally assumes that this very high costs are correlated with an excellent quality, statistical comparisons and population surveys show that this is not the case. Oliver Peters explains the strategy of the Federal Council in the fields of quality and patient safety.

# Department of Health Sciences and Health Policy

The lecture series is organized by the Department of Health Sciences and Health Policy of the University of Lucerne. The department promotes research and prepares scientists to work in the field of health and disability from a biopsychosocial perspective. The theoretical framework of the department is rooted in the concept of human functioning, as codified by the World Health Organization's International Classification of Functioning, Disability and Health.

## **Master in Health Sciences**

This innovative educational program launched by the Department of Health Sciences and Health Policy of the University of Lucerne is the ideal preparation for an exciting career in health. Students of the Master program in Health Sciences also attend the lecture series. It is an important part of their curriculum to broaden their interdisciplinary understanding of health.

The program offers different majors that will provide students with the unique opportunity to closely work with their supervisors and further develop their expertise in the chosen area of interest. After completion of the first semester, students can then choose from the following majors:

*Health Communication:* Studying the science of using communication to influence health decisions at the individual level, in institutions and in policy.

*Health Behavior and Management:* Facilitate learning on how health behaviors and health experiences can be addressed and changed with appropriate interventions or changes to the health system.

*Health Economics & Health Policy:* Providing the basic foundation and principles of economic thinking and theories of political science to understand complex health systems, and to identify and address future challenges in the health care sector.

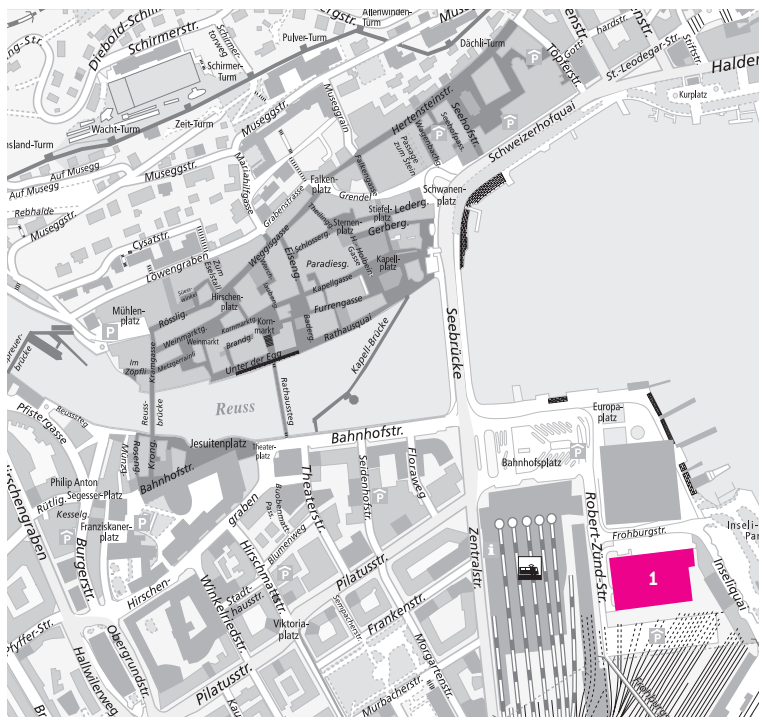
*Health Services Research:* Get accustomed with different health systems and learn the fundamental tools to develop and assess effective strategies to improve health from an institutional perspective.

*Research Methods:* Developing skills to aid decision making processes in health sciences and related fields using state of the art quantitative and qualitative research.

The Master in Health Sciences aims to bring a new dimension into research, health service provision, and healthcare management by pioneering the development and application of a comprehensive approach in the field of health.



[www.master-healthsciences.ch](http://www.master-healthsciences.ch)



## Information

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