

Title Quality indicators for primary care professionals and managers

Agency INESSS, Institut national d'excellence en santé et en services sociaux
2535 boul. Laurier, 5^{ème} étage, Québec, QC G1V 4M3;
Tel: 418 643-1339, Fax: 418 646-8349, inesss@inesss.qc.ca, www.inesss.qc.ca

Reference ETMIS 2012 8 (12)
Printed French edition 978-2-550-65020-1
http://www.inesss.qc.ca/fileadmin/doc/INESSS/Rapports/MaladiesChroniques/ETMIS2012_Vol8_No12.pdf
English summary (PDF) 978-2-550-65019-5
http://www.inesss.qc.ca/fileadmin/doc/INESSS/Rapports/MaladiesChroniques/INESSS_Summary_IndicatorChronicDiseases_EN.pdf

Aim

Québec has been fully engaged for nearly a decade in several transformations designed to improve the healthcare services delivered in the primary care sector. It is primarily in response to the needs expressed by these professionals that in April 2010, the ministère de la Santé et des Services sociaux (MSSS) entrusted INESSS, formerly AETMIS, with the mandate to develop quality indicators for the management of selected chronic diseases.

Conclusions and results

The identified or proposed indicators were distributed fairly among the different diseases and the majority of them were judged to be very relevant by the professionals and patients consulted.

By giving this mandate to INESSS, the MSSS broke new ground and gave impetus to the primary care organizations and professionals concerned. The work performed as part of this mandate served both to determine a series of quality indicators for chronic disease management that are scientifically valid and relevant for potential users and to identify ways to promote the uptake of these indicators by professionals and practice settings. It also served to establish a method that could be reproduced in the development of other quality indicators in the future.

Recommendations

INESSS has proposed an integrated vision of the elements that could potentially be used in an implementation strategy for Québec. The overall strategy for supporting indicator use and uptake must be developed by adopting a systemic perspective. The pivotal elements of the strategy may be summarized as follows:

- Begin introducing quality indicators immediately, gradually and in a coordinated fashion;
- Establish an indicator implementation plan;
- Assist and support professionals and contribute to developing a quality improvement culture; and
- Plan for implementation evaluation.

Methods

The perspective adopted by INESSS was to develop a set of indicators recognized as being evidence-based, clinically relevant and measurable in order to support chronic disease management in Québec in different contexts. The working philosophy used to develop these indicators was centered first of all on the clinical needs expressed by primary care practitioners and by patients with chronic illnesses. The approach was intended to be participatory and to build on the expertise already present in Québec.

Written by

Marie-Dominique Beaulieu, INESSS, Canada