

# Update on Hospital Quality of Care and Accreditation in India

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Health Care Insurance***



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# Quality Defined

- Quality is not a process, but rather an end product. The product should be engineered to meet the voice of the customer (VOC). In a hospital, there are many customers and "voices" converging simultaneously on care delivery, each day, at any one time. For example, customers include: patients, patients' families, nurses, physicians, and Medicare to name a few.
- A common statement utilized in the industry is: ***ensuring the right patient, gets the right care, at that right time.*** Well, if this statement reflects the expectations of the patient and the healthcare industry (an advocate for the patient) then quality professionals need to work to design processes and systems that yield a favorable and reliable product = quality. When not met, the organization yields defects, waste, or poor quality.

# Quality Defined

- ***The degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge."***

The elements of quality care are as follows:

- 1. Recognize patients at risk for diseases
- 2. Do appropriate evaluation
- 3. Make the appropriate diagnosis
- 4. Start the appropriate treatment
- 5. Schedule the appropriate follow-up
- 6. Stimulate the appropriate compliance/adherence to treatment
- Goal is to decrease complication rate, morbidity, mortality and cost of care

# Typical Areas of Interest

- Drugs administration and dosing
- Infections
- Blood clots after surgery
- Inappropriate admissions (Ambulatory sensitive cases)
- Discharge planning
- Right person and right body part and right service at right time
- Oversimplification but easy to see the impact on cost
- Markers for quality
- Actuaries can analyze and benchmark hospitals against high quality expected levels

# Quality Tools and Analyses

- Gap Analysis
- Need acceptable measures and a tool to benchmark processes
- Standard values for measuring quality
- Recognized standards to create better processes
  - Check lists : Atul Gawande
  - Order sets
  - Clinical protocols

# Why important to actuaries

- Rate making
  - Impact on health care cost
  - Additional admin expenses
- Short term vs long term impact on health of a population
- Overall quality practice (OPD) vs hospital quality
- Impact on health status and underwriting
- Medical tourism requires it to be competitive
- Affects network membership and can affect what providers are paid (PFP programs)
- Measures to use; Credibility and measure benchmarking are something actuaries get involved with
- Estimate the impact of new approaches to delivering quality service