

A British view of German performance measurement in health care

Maggie Kemmner

Head of patient safety programme, Healthcare Commission, London

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The Healthcare Commission

We are responsible for:

- **Measuring the performance** of the 400 National Health Service (NHS) organisations in an annual rating
- **Regulating** 1800+ private healthcare providers
- **Resolving complaints** the public have about services
- **Investigating** where services have failed

(Cross-sector responsibilities)

The way we measure healthcare performance

Broad assessments of **organisations**
(against legal standards)

- Organisations self-assess whether they are meeting standards
- We cross-check against 2000+ measures of 'quality'
- We visit high-risk organisations

The way we measure healthcare performance

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*Quality and
financial
management*

- Focused assessment of 3-4 services a year
- Indicators

In-depth assessment of **service 1**

In-depth assessment of **service 2**

What can England and Germany learn from each other in healthcare performance measurement?

What can **England** learn from **Germany**?



So Mrs Jones, you are on holiday from England, but can't find your car? Don't you know where you parked it?

Yes, sir, I wrote down the road name, from the signs, but now I'm very confused...

...it was called 'Einbahnstrasse'.

What can **England** learn from **Germany**?

1) German performance measurement focuses on **clinical quality**, and produces results quickly

- indicators of clinical quality
- able to examine care and outcomes for individual patients
- software is *the* key tool

- rapid production of results
- well-focused on a selection of key indicators

What can **England** learn from **Germany**?

2) **Selection of indicators** is robust and clinicians have a major role in making decisions

- QUALIFY, a tool developed by BQS provides well-defined criteria for selecting indicators
- It is a rigorous, standardised method, where consistent information is collected on each indicator, and an agreed process is followed
- Clinicians are at the heart of decision making

What can **Germany** learn from England?

1) We have a **broad definition** of quality that includes patient perspectives

- our definition of quality includes things that are important to patients like waiting times and cleanliness
- overall we have about 2000 measures of quality
- there is a strong emphasis on patient views:
 - we carry out 3 large patient surveys a year, on average
 - we ask patients to *report* on what actually happened, NOT to *evaluate* how satisfied they were

What can **Germany** learn from England?

2) We **report** all results **to the public**, and give each organisation a 'rating'

- an overall summary rating for each hospital
- comparative information is available to the public

- empowers patients and helps them make decisions such as choice of hospital
- transparency and public reporting help learning and improvement

Our website...

- Homepage
- About us
- Patients and the public
- Healthcare providers
- News and events

Home » [About us](#) » [Search for healthcare providers](#) » [Plymouth Hospitals NHS Trust](#)

Information for patients and the public

Plymouth Hospitals NHS Trust

Overall rating for 2006/2007

Quality of services

This score covers a range of areas including safety of patients, cleanliness and waiting times.



2005/2006 ● ● ● ● ●

Use of resources

This score looks at how well the organisation manages its finances.



2005/2006 ● ● ● ● ●

Summary

Based on our assessment, Plymouth Hospitals NHS Trust provided a good quality of service to patients, having made improvements compared to the previous year. It managed its finances adequately and also made improvements. In a recent survey of trusts in England, patients rated this organisation as satisfactory in terms of their overall experience.

More information about our assessments is available below.

How this trust meets levels of service in:

- [Safety and cleanliness](#)
- [Standard of care](#)
- [Waiting to be seen](#)
- [Dignity and respect](#)
- [Empowering the public to healthy](#)
- [Good management](#)

How patients rate this trust

In our survey of patients, Plymouth Hospitals NHS Trust received an overall score of



[See the full patient survey results for Plymouth Hospitals NHS Trust](#)

Contact information

Address:

Deerford Hospital
Deerford Road
Plymouth
Devon
PL4 8DH

Tel: 0845 155 8155



[View information about this trust on the NHS choice website](#)

[Technical details about our assessments](#)

Finally...

England and Germany have taken very complementary approaches:

- Clinical indicators and non-clinical measures
- Focus on clinicians and focus on patients
- A set of key indicators to investigate a specialty, vs a broad range of indicators, to assess a whole hospital

... there is great potential for learning

