

# Qmentum Quarterly

QUALITY IN HEALTH CARE

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Les  ditions du Point is a specialized publisher. One of its journals, *Le Point en administration de la sant  et des services sociaux*, is intended for health professionals and administrators and has been published for five years.

Les  ditions du Point’s publications target administrators, managers, and professionals in health care. The publications are intended as tools for information, support, professional development, and continuing education, as well as for reflection, analysis, and expression. While remaining very close to the concerns of the targeted readership, the publications are also guided by national and international thinking.



WENDY NICKLIN  
President and Chief Executive Officer  
Accreditation Canada

# Measuring Quality



We are halfway through 2009 and summer is (finally) here. If you are like me, you'll take some time over the summer to simply relax, spend time with family and friends, and forget about work. But thoughts of work inevitably sneak in. How has the year progressed thus far? Are we achieving what we set out to do? Is improvement taking place?

Performance measures can help to answer these questions. When Qmentum was developed, it was essential to integrate performance measures as a component of the accreditation program. Following a comprehensive review of the performance measures collected and reported across Canada, as well as a thorough consultation process, a small number of measures were identified that are both relevant to client organizations and aligned with specific standards. Organizations use these measures and others to assess the quality of services provided, make improvements, and thus improve quality and safety.

*Qmentum Quarterly* contributes to knowledge exchange across Canada and beyond. In this issue, Accreditation Canada surveyor Gilbert Vergilio, of the Fraser Health Authority in British Columbia, reviews performance measures from a health care organization perspective and answers the question "Why measure?" Surveyor Theresa Fillatre of Safer Healthcare Now! (Atlantic Node) encourages organizations to take quality to new heights. She examines common perceptions of performance measurement and offers advice on making it work.

Jeanne Besner from Alberta Health Services in Calgary tells us about the structure, process, and outcome indicators used by her organization to make improvements to the workforce. Pedro Villigran and Hélène Racine from the Douglas Mental Health University Institute in Montreal explain how they used performance measures to encourage teamwork and improve the accreditation process at their organization.

From Accreditation Canada, Jonathan Mitchell provides a thorough look at performance measures in Qmentum, while Lacey Phillips summarizes the performance measures

component of the organ and tissue donation and transplantation standards.

Sten Ardal from Ontario's Ministry of Health and Long-Term Care describes how performance measurement relates to integration and provides a conceptual framework to link structure, process, and outcomes to integration goals. Dan Florizone from Saskatchewan's Ministry of Health details the many initiatives taking place for the development of a new performance measurement and reporting system.

Sophie de Villers and Kimberly Young of Canadian Blood Services summarize how their organization is addressing its organ and tissue mandate from a performance measures perspective. Helen Angus from the Canadian Institute of Health Information describes the Hospital Standardized Mortality Ratio (HSMR). She tells us how it is used and gives examples of the HSMR in action.

Gary Teare, Bonnie Brossart, and Greg Basky from Saskatchewan's Health Quality Council explain their organization's work to eliminate "indicator chaos," including the Quality Insight working group and collaboration with other organizations. Dr. John Cowell from the Health Quality Council of Alberta examines various patient surveys, including experience surveys. He provides valuable insight so others contemplating a patient survey can learn from his organization's experience.

When reading through the Performance Measures issue, take note of what might apply within your organization. As you are sitting by the beach, on the boat, at the cabin, by the campfire, or lounging in your own backyard, when those thoughts of work do materialize, you can contemplate improvements to make upon your return. Enjoy your summer!

Until next time...

*Wendy Nicklin*