

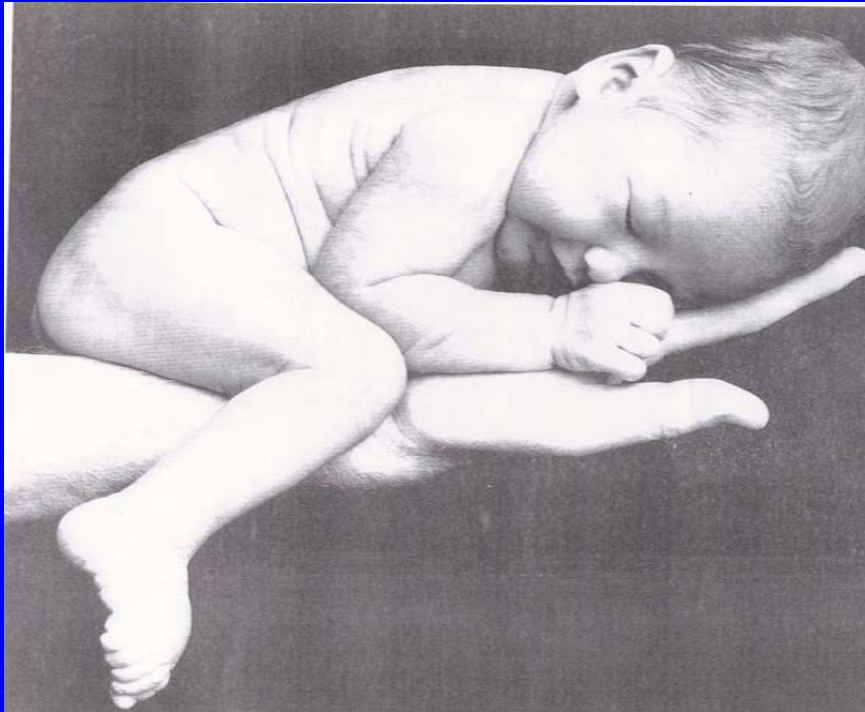
# Quality and Safety in European Union Hospitals (QUASER)

*A Research-based Guide for Implementing Best Practice and a Framework for Assessing Performance*

Boel Andersson Gäre, MD, professor, Jönköping Academy  
Director, Futurum, Jönköping County Council

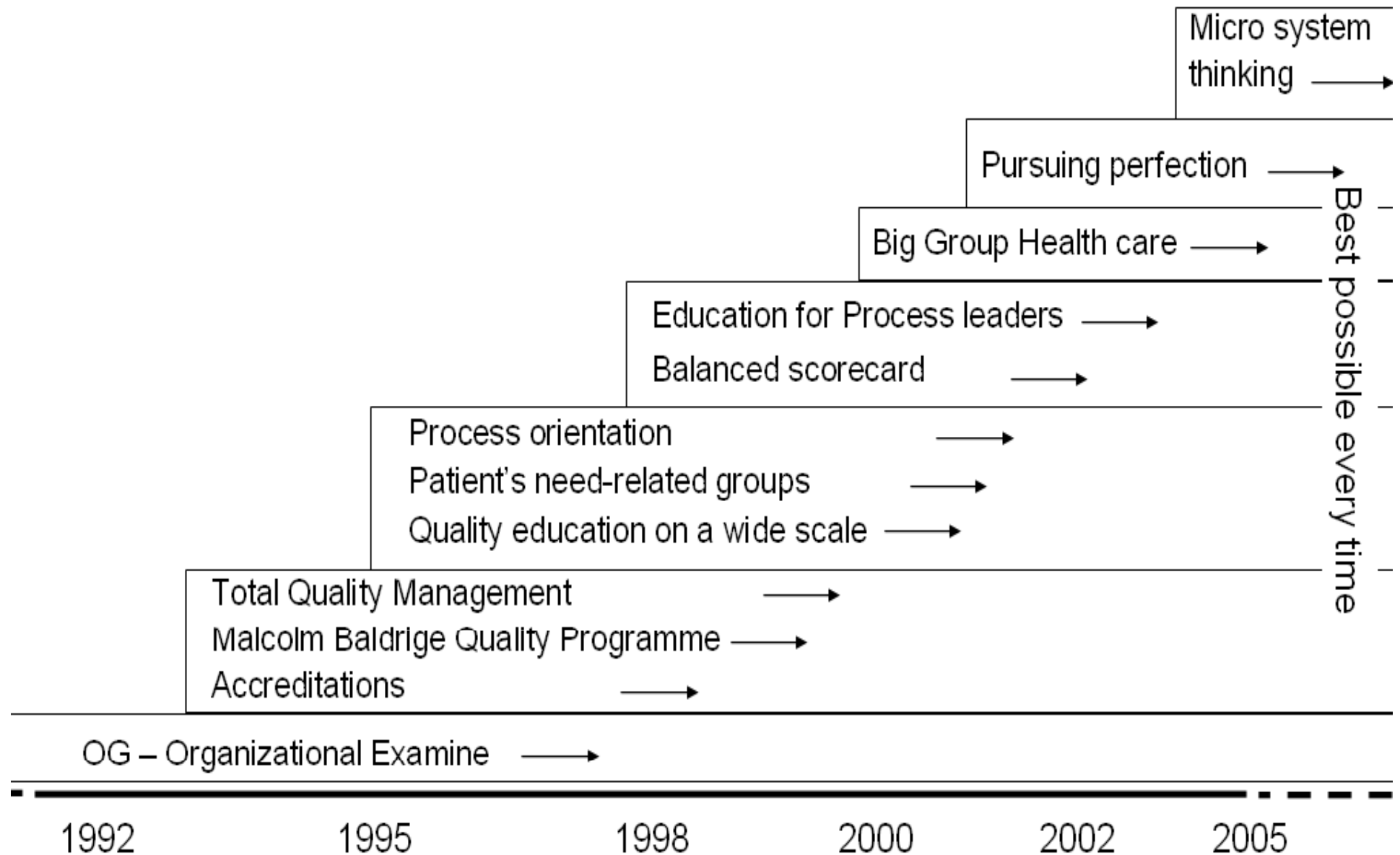


THE JÖNKÖPING ACADEMY  
FOR IMPROVEMENT OF HEALTH AND WELFARE

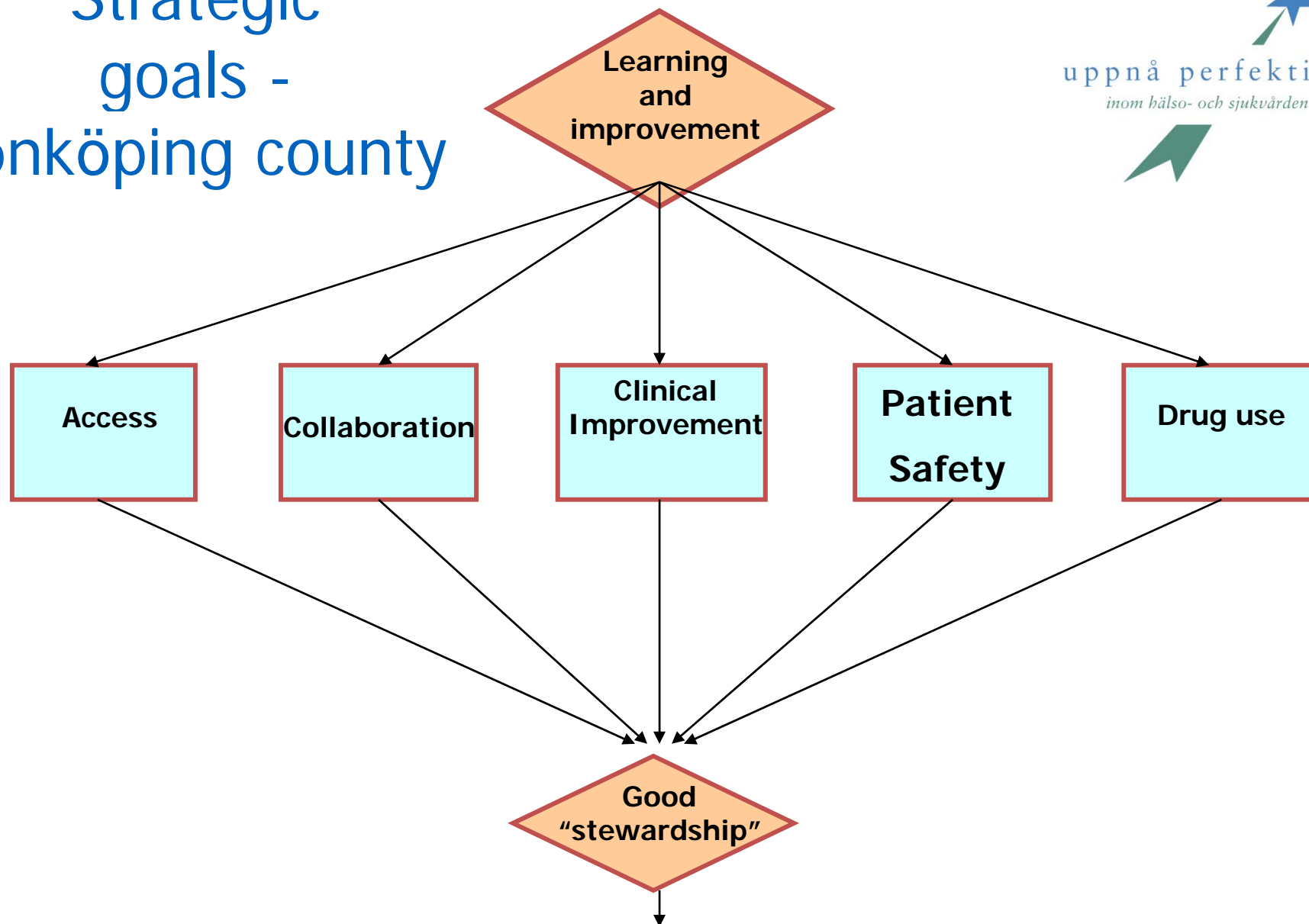


They give me what I need,  
when I need it and in the way I need it ...  
without harm

# Development stair of Jönköping County



# Strategic goals - Jönköping county



Value for the population in the County



What we know

What we do



## ”Bridging the Gaps” – a Vinnvård project

Research leader Boel Andersson Gäre



# THE JÖNKÖPING ACADEMY

FOR IMPROVEMENT OF HEALTH AND WELFARE

- **Education in Quality Improvement and safety**

Undergraduate healthprofessional education

Masterprogram and PhD program in quality improvement and leadership in health and welfare



- **Research in QI and Safety**

Bridging the gaps – 2 Vinnvård projects

**QUASER; Quality and Safety in European Hospitals, EU-financed. Led by King's College, London, UK.**



# Participants in "Quaser"

- UK: Project leader: Naomi Fulop, Kings College, London
- UK: Imperial College, London
- Norway: University of Stavanger, Bergen
- Holland: Erasmus University, Rotterdam
- Portugal: ISCTE, Lissabon
- Sweden: Jönköping Academy and Jönköping County

## The QUASER study has four major features:

1. **a multi-level** (macro, meso and micro-system), longitudinal comparative study of the 'quality of hospital care' in each of the five partner countries
2. our definition of 'quality of hospital care' for the purposes of this project will comprise three components: **clinical effectiveness, patient safety and patient experience**
3. our conceptualisation of **quality as both a human, social and organisational accomplishment** (as well as a technical one)
4. an emphasis on **translational research** that is evidence-based and that will provide strategic and practical guidance for hospital practitioners and health care policy makers in the EU.



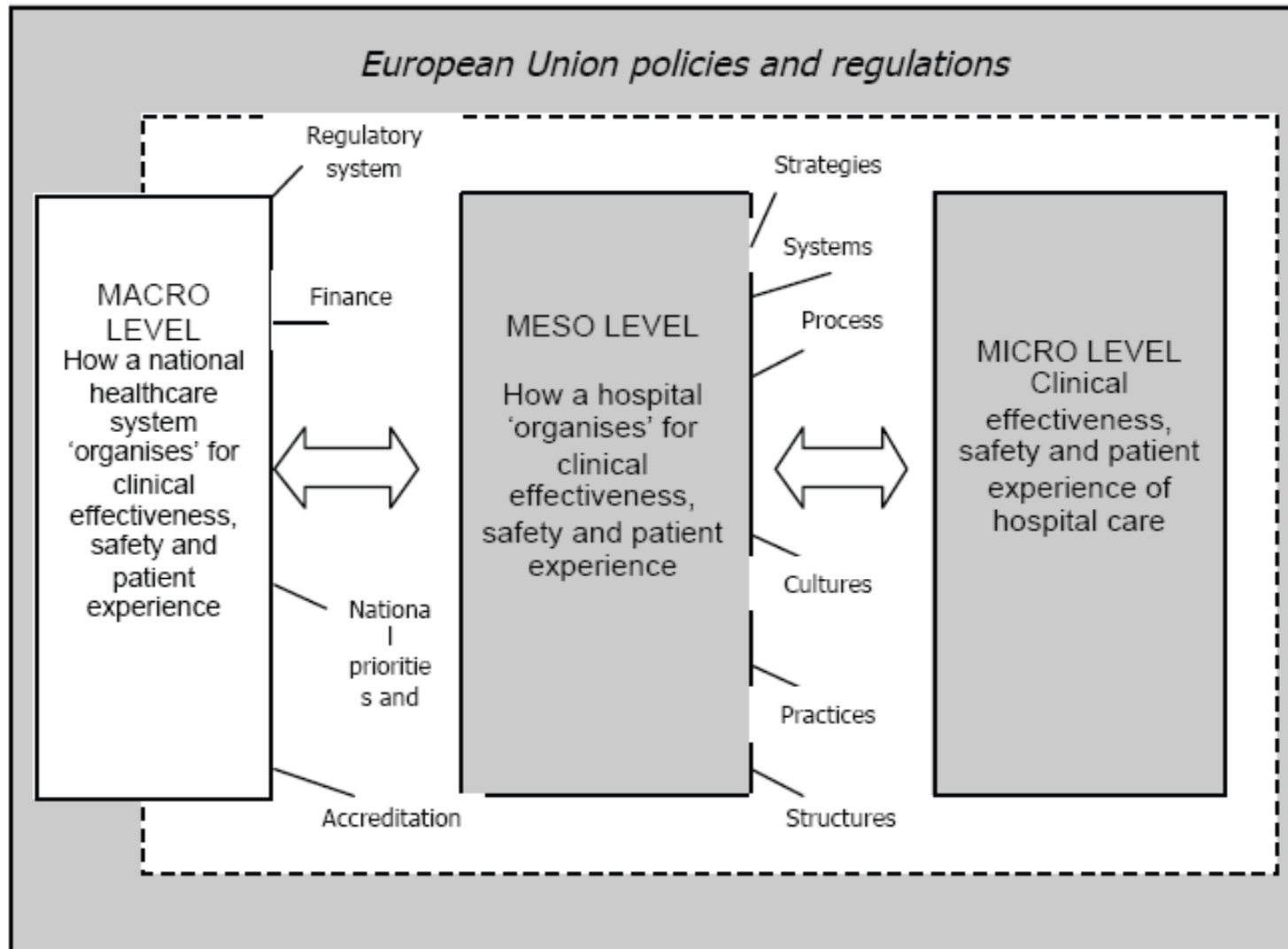
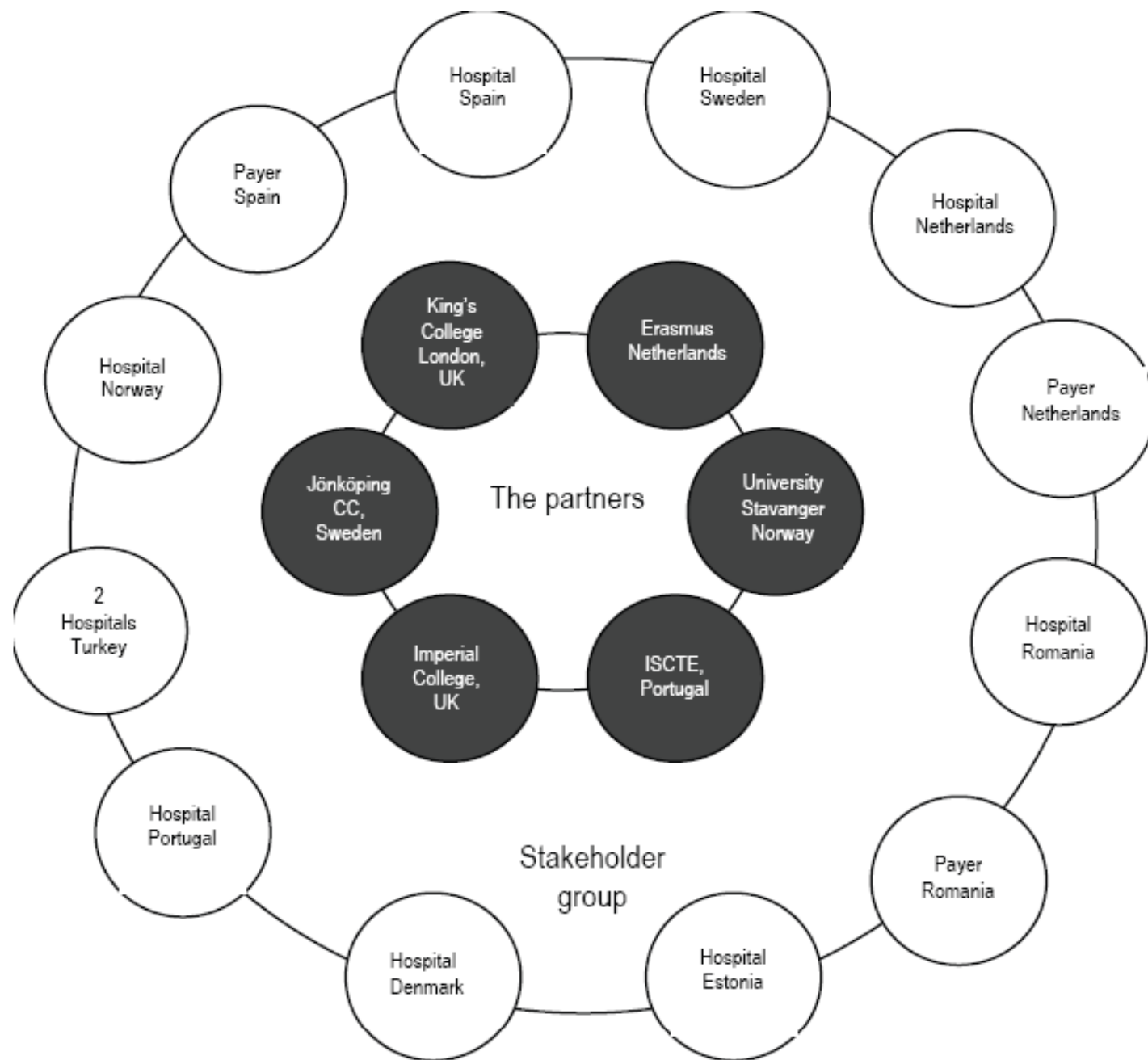


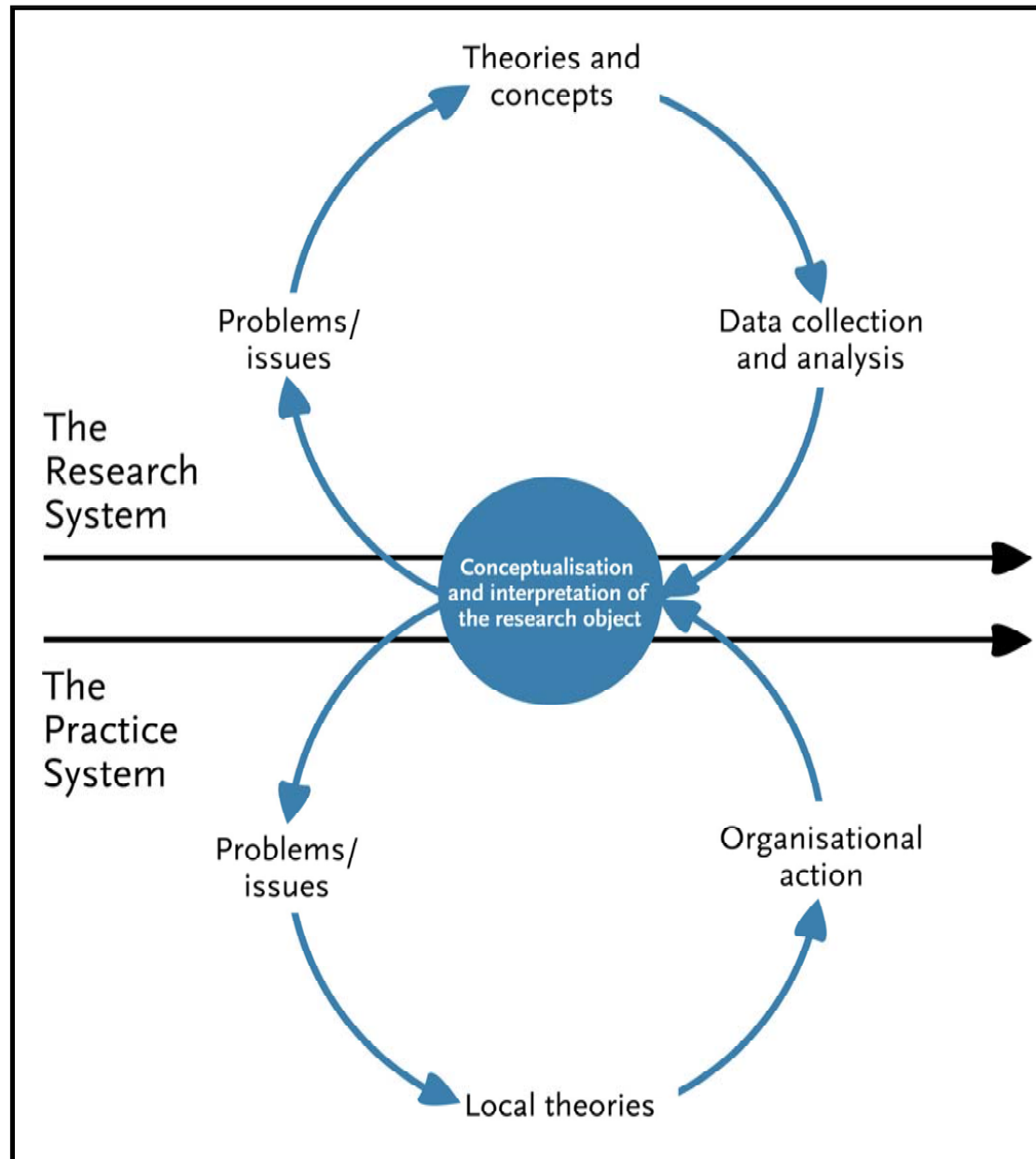
Figure 1 A multi level perspective.

# Methods and study objects

- Mixed methods
- 3 quality dimensions
  - clinical effectiveness
  - patient safety
  - patient experiences
- Macrolevel – each country
- Meso-level 10 hospitals – 2 in each country
- Micro – 2 microlevel studies in 5 of the hospitals



# A Model of Knowledge Creation Through Interactive Research “Research with”



# Time frames

- Month 6: Scoping reviews, tools and protocols
- Month 6-24: Hospital studies
- Month 24-30: Synthesis of case studies
- Month 30-33: Guide and Framework
- Month 33-36: Translation and dissemination

# Goal: to deliver relevant and useful "products" ...

- to design and disseminate the *Quality and Safety Guide for Hospitals* - an evidence-based guide to assist hospitals throughout the EU to implement effective organisation-wide quality improvement and safety programmes
- to compile and disseminate the *Framework for Assessing Hospital Quality* - an evidence-based framework by which purchasers of hospital services and national and local governments throughout the EU can monitor and assess the effectiveness, patient safety and patient experience of hospital care

“the important discovery  
journey is not seeking new  
landscapes, but to see the  
present with new eyes”

Marcel Proust