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Quality and Safety in European Union Hospitals 2010-2013

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

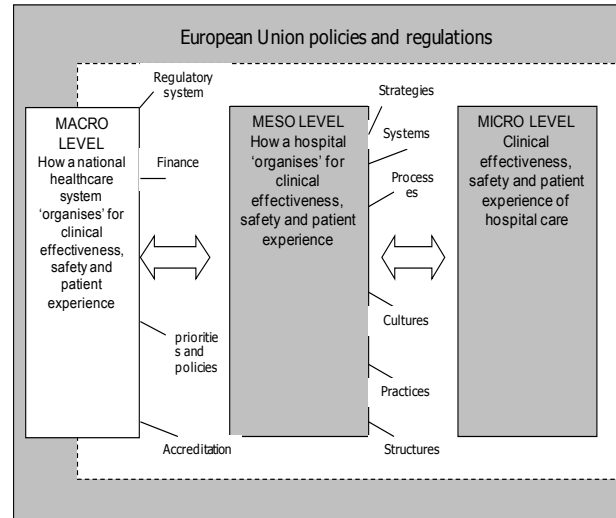
Objective

The overall aim of the three year QUASER study is to explore the relationships between the organisational and cultural characteristics of hospitals, and how these impact upon clinical effectiveness, patient safety and patient experience in European Union countries.

Research design and conceptual framework

The QUASER study has four major features:

- It is a multi-level (macro, meso and micro-system), longitudinal comparative study.
- It has a definition of 'quality of hospital care' comprising three components: clinical effectiveness, patient safety and patient experience.
- It builds on a conceptualisation of quality as both a human, social and organisational accomplishment (as well as a technical one).
- It has an emphasis on translational research that is evidence-based.



Overall aims

This three year qualitative study will focus on delivering relevant and useful products to hospital leaders and purchasers of services based on the day-to-day realities of leading and implementing quality improvement programmes.

Setting

The study involves a national (macro) level analysis of socio-political influences on hospital quality, and in depth field studies (meso and micro systems) in two hospitals in each country - England, Norway, Portugal, Sweden and the Netherlands.

Main research outputs

- To design and disseminate a 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 development of the research outputs will be tested within a wider stakeholder group of hospitals and payers across Europe through a parallel process of translational workshops.