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# Results of the European Practice Assessment

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## Aim

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to develop a set of indicators and a practice assessment method that assists primary care practices in improving their practice performance

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## Good practice management:

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“Systems (structures and processes) meant to enable the delivery of good quality patient care”

# Framework

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1. Infrastructure
2. Staff
3. Information
4. Finance
5. Quality and safety

## 171 indicators, e.g.:

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Domain: Infrastructure

Dimension: Medical equipment and drugs

Indicator: The emergency bag contains the relevant emergency drugs

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# Delphi procedure

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171 indicators



Translation of the draft set of indicators



Delphi procedure



Rated by 10 GPs / experts in 6 countries

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## Indicators rated 'face valid'

Engels et al., Fam. Pract in press

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By all countries	62	
France	103	
Germany	103	
Swiss	116	
Belgium	121	
Netherlands	125	
England/Wales	142	
'Overall' panel	138	(82%)

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## Indicator → questions

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The emergency bag contains the relevant emergency drugs

These are not over expiry dates

- Acetylsalicyl acid
  - Adrenaline
  - Atropine
  - Tranquillizer injection
  - Etc etc...
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# The Instrument

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*Short self-administered questionnaires:*

1. principal GP or practice manager
2. individual GPs
3. staff members
4. patients

*Observer/facilitator visits the practice:*

6. structured interview with GP/PM
  7. checklist
  8. (Maturity Matrix)
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# The pilot

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September 2003-May 2004

Pilot in ± 270 practices

(9 countries, 30 each)

> 10.000 patients

# Why a pilot?

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- Feasibility
- Validity and reliability of the indicators
- Discriminative power

# Feasibility

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## *Success factors:*

- Practice well-prepared, time
  - Open atmosphere
  - Motivation to improve
  - Observer skills
  - Support professional bodies
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## Some examples

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But remind:

- Pilot situation
- Convenience samples
- Not representative for the whole country

## INFRASTRUCTURE

### *Medical equipment, including drugs*

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Core drugs available in emergency bag	73%
Belgium	85%
France	51%
Germany	65%
Netherlands	81%
Switzerland	90%
UK	41%
Slovenia	85%
Austria	81%
Israel	63%

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## INFRASTRUCTURE

### *Medical equipment, including drugs*

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Core drugs available in emergency bag	73%
Single-handed practices	79%
Larger practices	69%

# PEOPLE

## *Working conditions*

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Work satisfaction GPs 77%

Belgium 77%

France 78%

Germany 64%

Netherlands 86%

Switzerland 88%

UK 76%

Slovenia 67%

Austria 79%

Israel 78%

*Warr, Cook, Wall; 1979*

# PEOPLE

## *Working conditions*

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Work satisfaction GPs 77%

Single-handed practices 75%

Larger practices 78%

## INFORMATION

### *Patient information about non-clinical issues*

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Practice information sheet	52%
Belgium	41%
France	42%
Germany	55%
Netherlands	88%
Switzerland	48%
UK	87%
Slovenia	48%
Austria	27%
Israel	37%

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## INFORMATION

### *Patient information about non-clinical issues*

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Practice information sheet	52%
Single-handed practices	39%
Larger practices	60%

# FINANCE

## *financial planning*

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Producing annual financial plan	41%
Belgium	36%
France	41%
Germany	47%
Netherlands	16%
Switzerland	29%
UK	37%
Slovenia	90%
Austria	33%
Israel	37%

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# FINANCE

## *financial planning*

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Producing annual financial plan	41%
Single-handed practices	31%
Larger practices	47%

# QUALITY AND SAFETY

## *quality policy*

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Critical incident register	32%
Belgium	26%
France	3%
Germany	19%
Netherlands	28%
Switzerland	25%
UK	89%
Slovenia	36%
Austria	18%
Israel	53%

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# QUALITY AND SAFETY

*quality policy*

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Critical incident register	32%
Single-handed practices	26%
Larger practices	36%

## Why using EPA?

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- Assessment and feedback individual practices
  - National comparisons of practices
  - International comparisons of practices
  - International comparisons of health care systems
  - Comparing / controlling for subgroups
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