

# **The European Practice Assessment (EPA) - National Perspectives:**

**Germany  
Switzerland  
Slovenia  
Belgium  
France**

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# Situation in Germany

- 90% of population in statutory health care
- Free access to specialist or GP in ambulatory care
- patients pay € 10 for first quarterly contact
- new (optional) contracts: patients save € 10 and/or medication co-payment, if GP is first choice
  
- 2004: Quality management mandatory for all ambulatory and hospital care
- Federal Committee (GEMBA) will set basic rules

# Practice management/ quality management (QM)

- Established QM systems developed for industry or service organisations focus on documents, flow-charts etc.
- Extra workload, high costs
- No or little evidence on change of performance or on care delivered
- QM is mostly seen independently from continuous professional development

# How to improve quality on a practice level?

## ➤ Assessment and feedback

- Validated Indicators (*Engels et al. Family Practice 2005, in press*)
- Learn from comparable „best practices“
- Learn from variation
- Multi-perspective (patients, doctor, team, etc.)
- individualised and needs oriented
  - Written feedback alone is mostly ineffective (*Cochr Database Syst Rev 2002*)

## ➤ Framework and personal support

- Quality circles (*Wensing, Szecsenyi et al. J Eval Clin Pract 2004*)
- Educational outreach visits/visitors (*v d Homberg et al. QSHC 1999*)

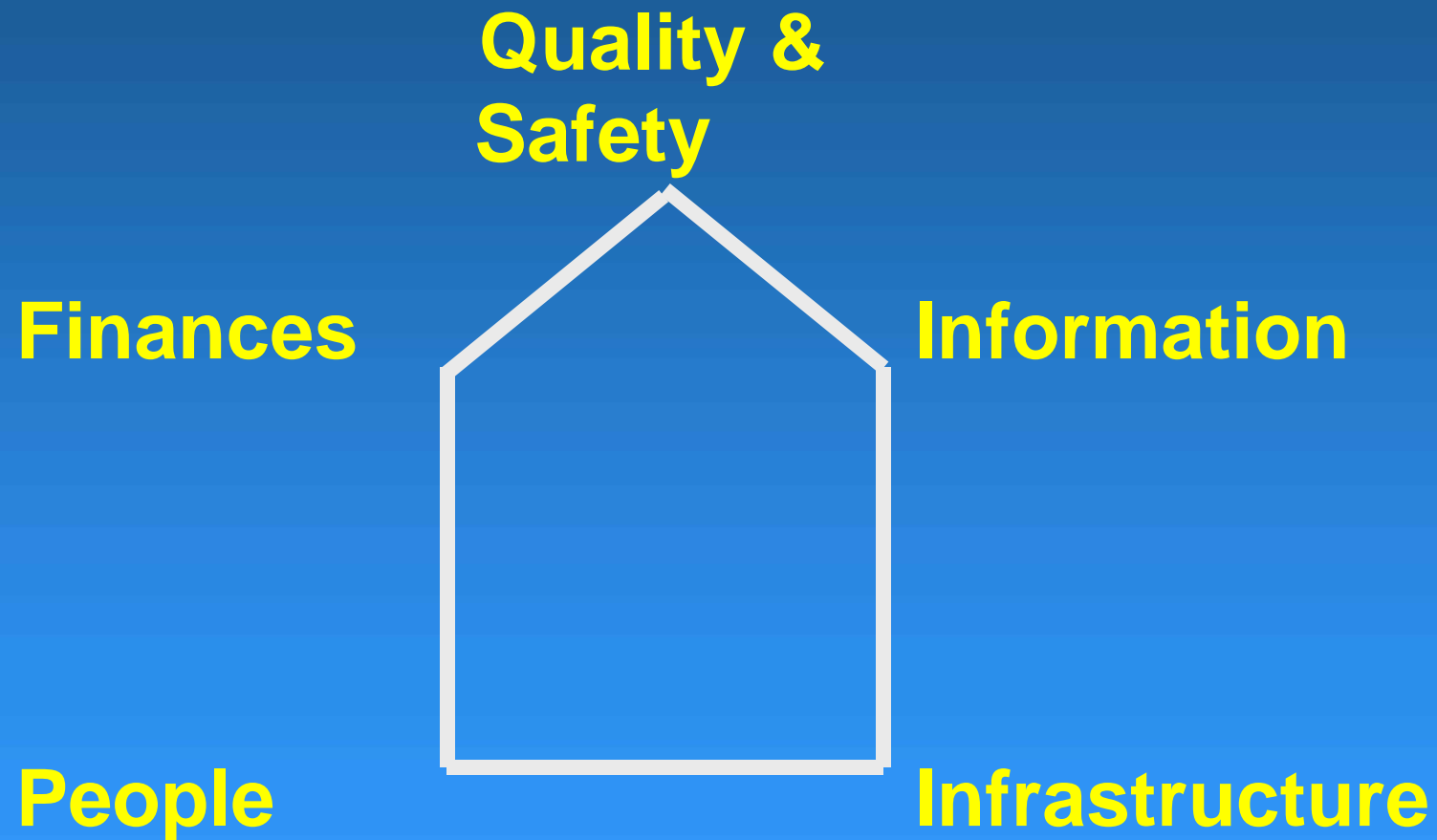
## ➤ Multifaceted interventions are more effective

- (*Grol, Grimshaw: Lancet 2003*)

# The focus of EPA in Germany

- Focus on internal quality management and improvement
  - individual, needs oriented feedback and benchmarking
  - visitor as auditor and educational facilitator
  - software for immediate feedback in team session
- Focus on transparency
  - Certificate for practice which has performed EPA successfully
  - Transparent criteria and procedures
  - STIFTUNG PRAXISTEST e.V.: Independent from payers and providers

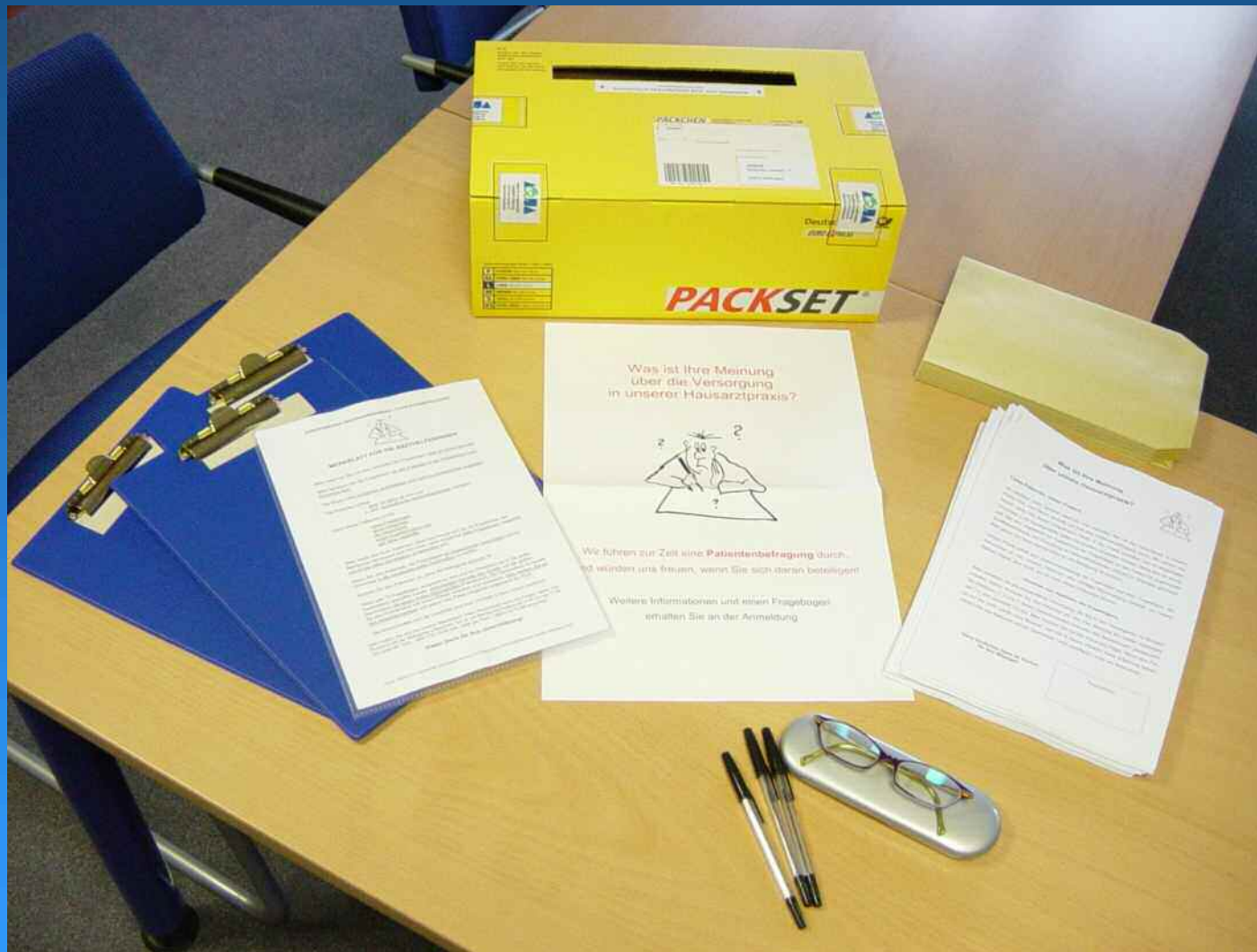
# EPA domains



# Elements and processes of EPA

1. Selfassessment
2. Patient survey
3. Team questionnaire
4. Practice visit by trained visitor:
  - Check of premises and equipment
  - Interview with main GP
  - Team session with feedback (online) - strengths and weaknesses
5. Paper-based feedback to practices
6. Problem and needs oriented continuous quality improvement activities
7. Certificate - when criteria are met

# Patient survey (EUROPEP)



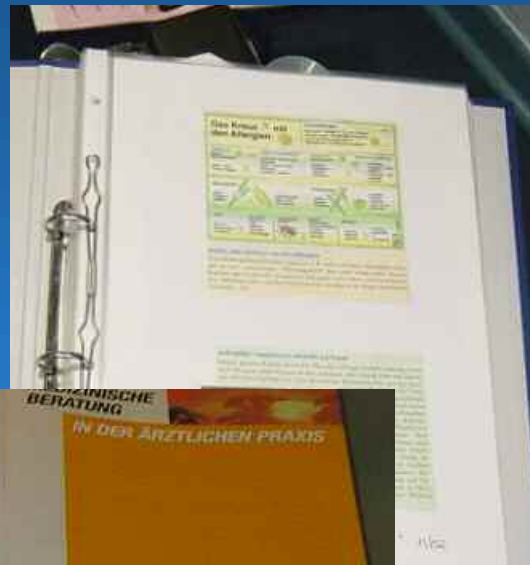
# Practice visit: Check of premises and equipment



Refrigerator for  
vaccines

# Practice visit: Check of premises and equipment

Check of information leaflets for patients



# Practice visit: Check of premises and equipment



Check of doctor`s bag

# Practice visit: Interview with main GP



# Practice visit: Team session with feedback



## Welcome page

This internet page serves as platform for the online-benchmarking and for the online data input for practices which participate at the program European Practices Assessment (EPA).

As practice or visitor within the framework of the project you get access to the software with your passwords.



In the case that you are not participate at this program but you are interested you get further details under the following addresses:

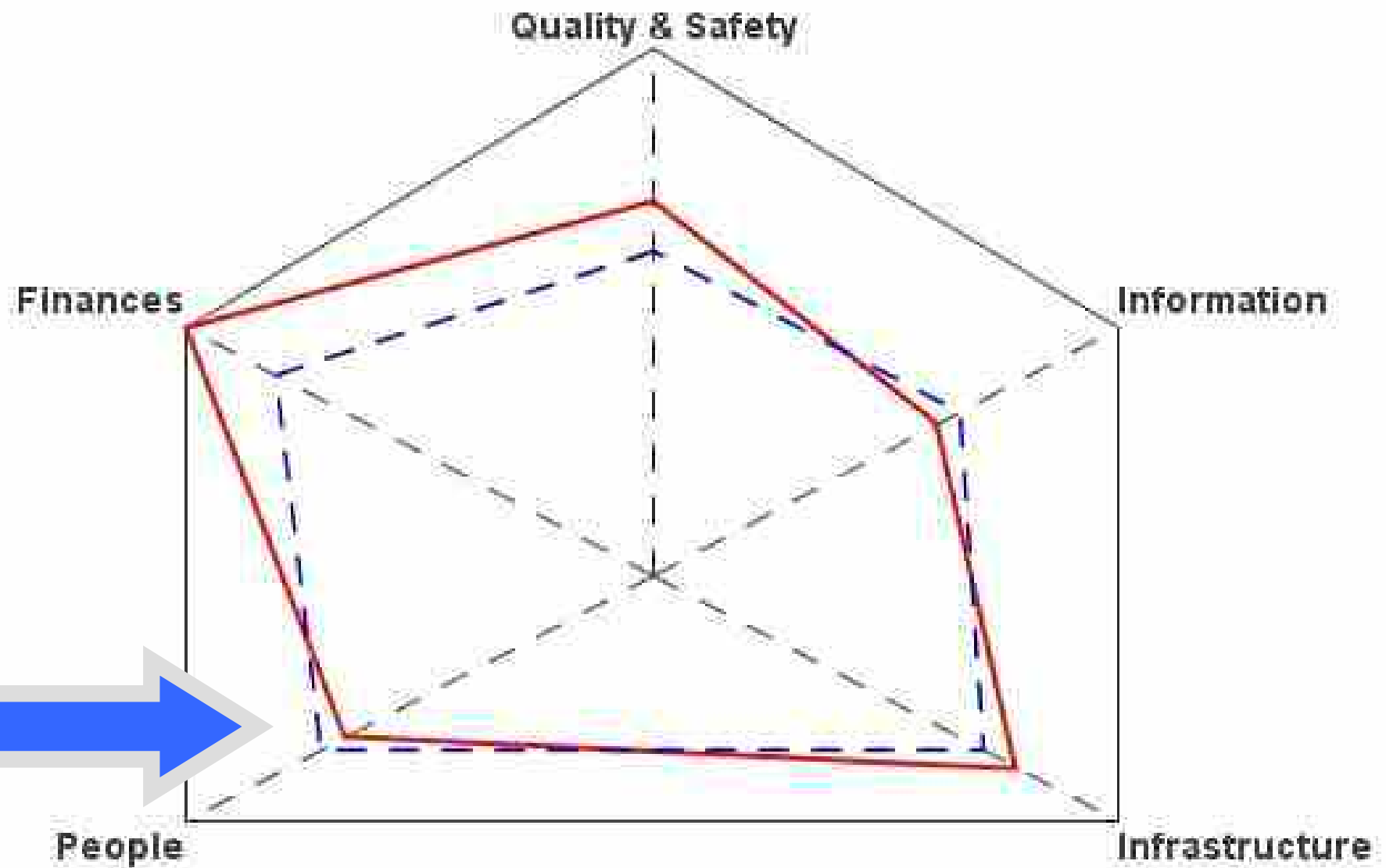
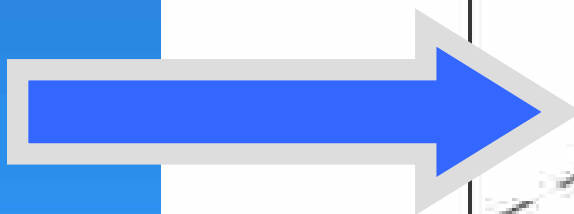
- to the implementation of EPA in Germany and registration for the project:  
[www.aqua-institut.de](http://www.aqua-institut.de)
- to the international EPA development group:  
[www.topas-europe.org](http://www.topas-europe.org)
- to the certificate of the association Praxistest:  
[www.praxistest.de](http://www.praxistest.de)

## Login

Please identify yourself



???



- (potential) best value    - mean value    - your practice

???



## Feedback (1088) Menu

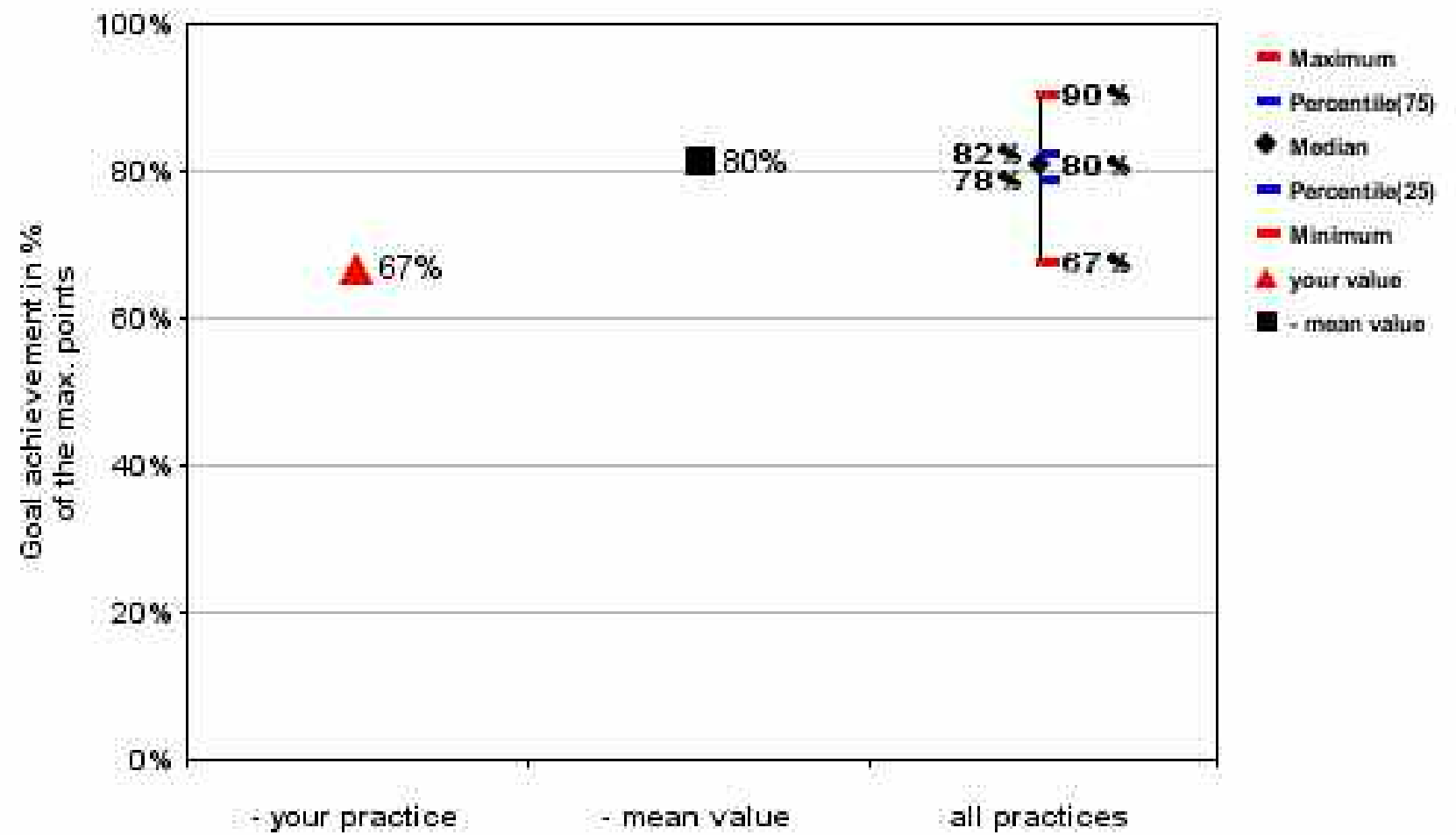
(People)	?Goal achievement in % of max.points				Indicators	
	- your practice	mean	graphic	to do	count	detail
Education and training	42%	43%			5	
Human resource management	77%	55%			11	
Patients perspective	67%	81%			26	
Perspective of non-medical staff	62%	77%			5	
Perspective of medical staff	65%	71%			10	
Total (People)	66%	72%			57	

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## Patients perspective

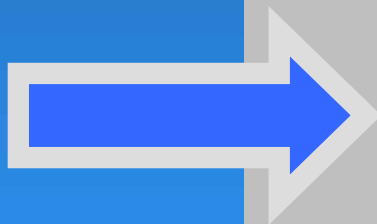


Feedback (1088) ▲

Menu

(Patients perspective)	?Goal achievement in % of max.points				Items count
	- your practice	mean	graphic	to do	
Enough time during consultation	79%	85%			1
Offering preventive services	68%	78%			1
Showing interest	71%	85%			1
Easyness for patients to tell the doctor about theirs problems	65%	84%			1
Patient involvement	64%	82%			1
Listening to Patients	61%	87%			1
Keeping records and data confidential	65%	88%			1
Relief of symptoms	63%	80%			1
Thoroughness	67%	85%			1
Physical examination	63%	83%			1
explaining the purpose of tests and treatments	71%	82%			1
telling the Patient what he wanted to know about symptoms and/or illness	64%	82%			1
deal with emotional problems related to your health status	64%	80%			1
understand the importance of following his or her advice	65%	79%			1
knowing what she/he had done or told to patients	69%	80%			1

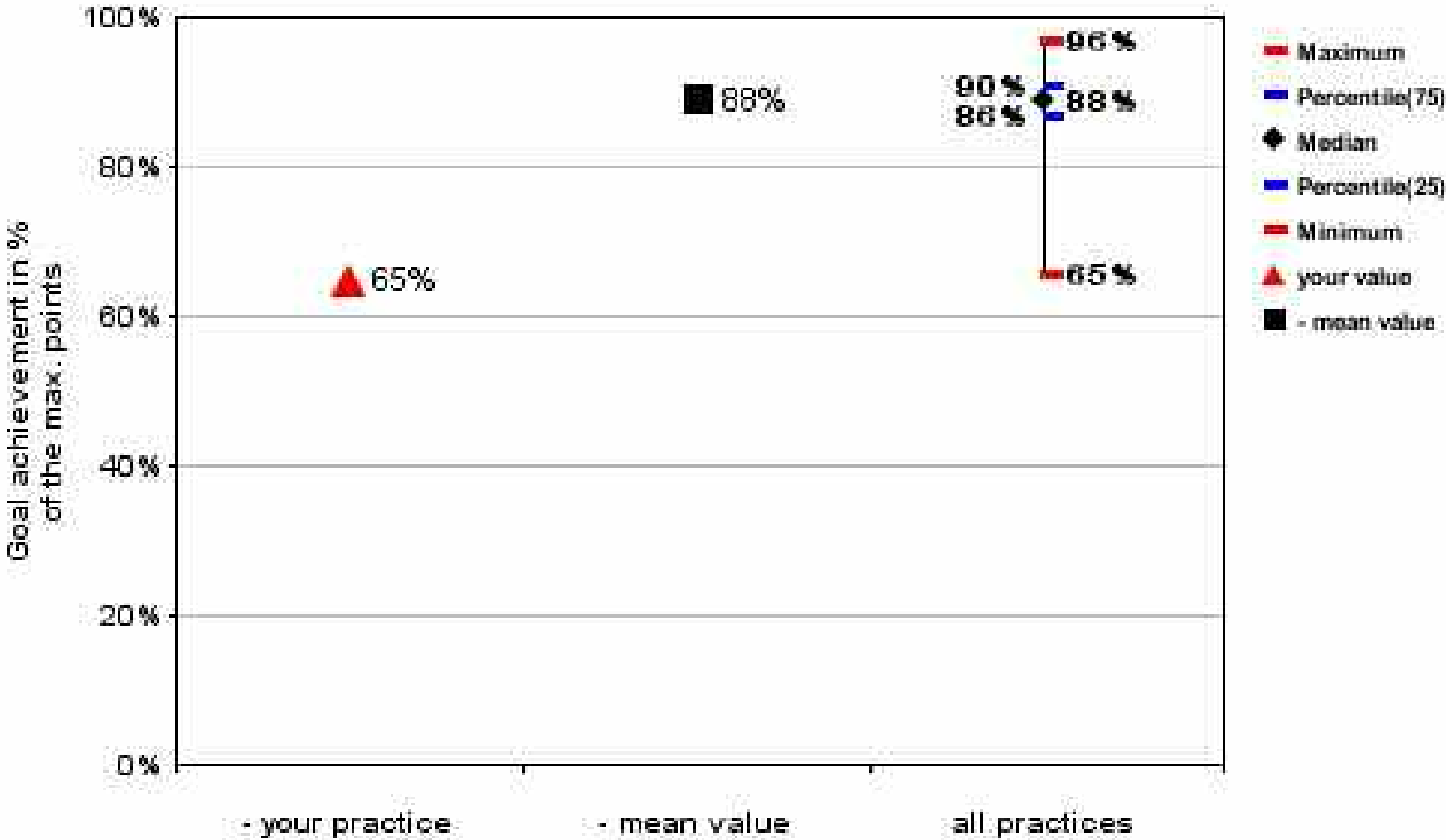
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# Keeping records and data confidential



show all

keyword:  OK

pages: 1 of 1

lines: 15

- Add
- Data
- Feedback
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- ...

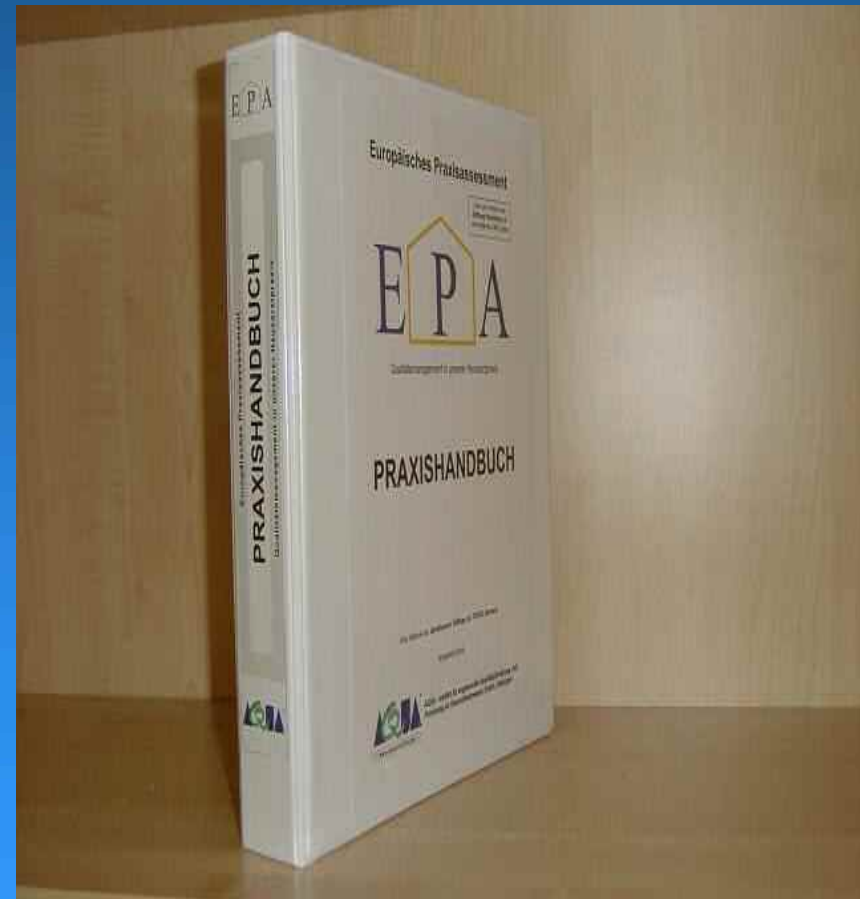
Domain ▲▼	Dimension ▲▼	Indicator ▲▼	to do ▲▼	Up To ▲▼	Who ▲▼	Done ▲▼
People	Patients perspective	Keeping records and data confidential	Non-urgent telephone calls from outside: Refer to separate time for telephone consultations	2005-01-31	All receptionists; Melanie is responsible	
People	Patients perspective	Keeping records and data confidential	Computer monitors at reception in position which guarantees better confidentiality	2005-01-28	Melanie	
People	Patients perspective	Keeping records and data confidential	Check/Re-Install screen saver in consultation room	2005-01-27	Doc	

3 lines

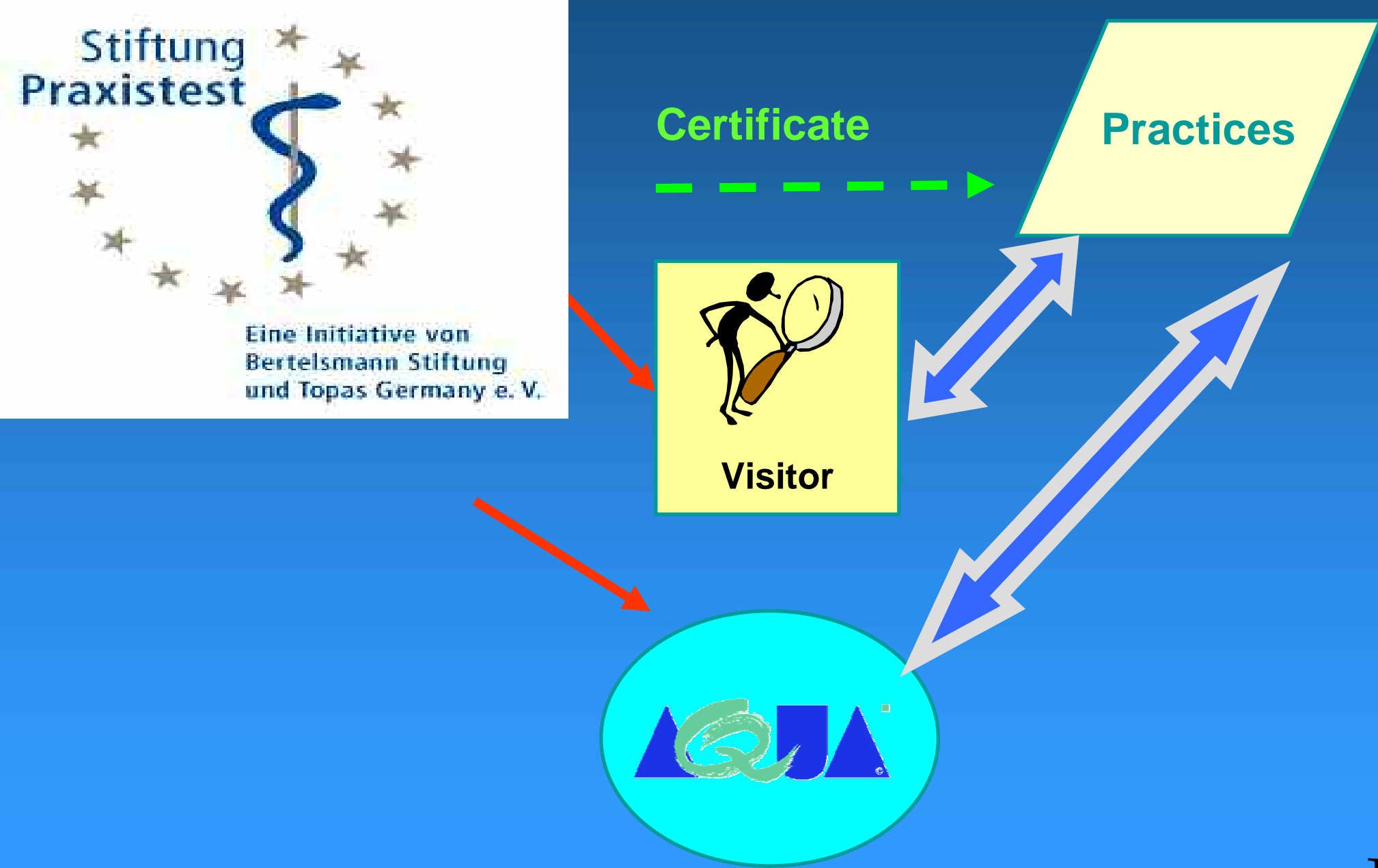
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# Problem oriented practice handbook

- Results of all indicators
- Shows strengths and weaknesses of own practice
- Benchmarking against other practices



# EPA / QM and Certification



# Certificate – Germany

- PRAXISTEST- a non-profit foundation, founded by EPA developers and the Bertelsmann-Foundation
- Independent from institution which does the assessment
- Independent from professional bodies
- Complete EPA process
- Fullfillment of defined criteria



## Zertifikat

Hiermit wird bestätigt, dass die Praxis

**Max Mustermann**

in 99999 Musterhausen

ein Qualitätsmanagement-System gemäß den Kriterien von Stiftung Praxistest e. V. erfolgreich eingeführt hat.

Stiftung Praxistest e. V. bestätigt:

die erfolgreiche Teilnahme am Qualitätsmanagement-System „Europäisches Praxisassessment“ mit den Elementen Selbstbewertung der Praxis, Patientenbefragung, Mitarbeiterbefragung, Begehung eines externen Visitors, Fremdbewertung und Teambesprechung sowie die vollständige Erfüllung von Kernanforderungen in den Bereichen Sicherheit und Infrastruktur.

Gültigkeitsdauer: April 2007

Registrier-Nr.: 99999999

Datum der Ausstellung: XX. April 2004

Dr. med. Thomas Ruprecht

Dr. Brigitte Mohn, MBA

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Stiftung Praxistest e. V. fördert Qualität und Transparenz im Gesundheitswesen und ist unabhängig von Verbänden, Kostenträgern, Körperschaften und Industrie.

# Where are we now?

- > 100 practices through EPA process, certified
- increasing number in process
- very positive evaluation of GPs and teams
- numerous quality improvement activities in individual practices
  
- growing public awareness of Stiftung PRAXISTEST and the EPA certificate

# Next steps

- **Dissemination of EPA in all regions in Germany**
- **Practice networks**
  
- **EPA for dentists (collaborative project with Academy for Dental Education, Karlsruhe)**
  - **Revision of EPA instruments, new indicators**
  - **Pilot study in Germany started, international working group established.**
- **EPA for specialists under development**

# More info

[www.praxistest.de](http://www.praxistest.de)

[www.aqua-institut.de](http://www.aqua-institut.de)

Leaflets (in english) about VISOTOOL are available  
at the information desk

**End**

**Visitor**

**Practice**

**AQUA**

**Visotool  
feedback-  
Data**

**Visotool  
CRM-Data**

linked  
via Id

# Quality management

„Quality management is a systematic way to ensure that activities are performed as they were planned .... It is about preventing problems from the very beginning by establishing **attitudes** and **methods** which make prevention of problems possible“

(Crosby 1979)

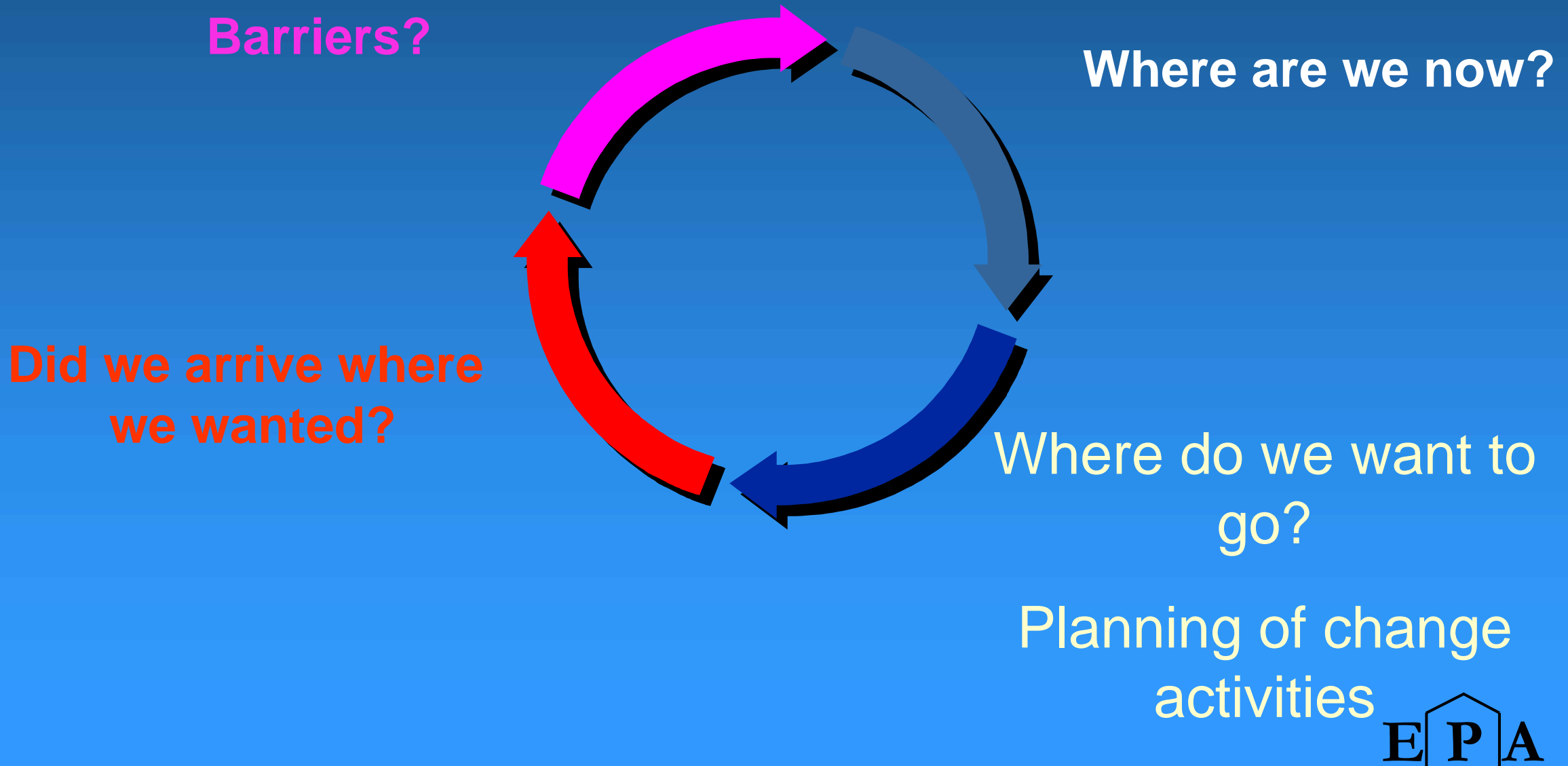
# Measurement and management

- „If you can't measure it, you can't change it“

*(D. Berwick)*

- „If you don't want to change it,  
don't measure it“

# Basic model - the quality cycle




Visotool - Microsoft Internet Explorer

Datei Bearbeiten Ansicht Favoriten Extras ?

Zurück Suchen Favoriten Medien

Adresse <http://www.visotool.de/web/index.jsp?workspace=materials&menuChoice=4> Wechseln zu



Software zur Administration  
Unterstützung des Europäischen  
Praxisassessments (I

### Menü



- ☑ Administration
- ☑ Dateneingabe
- ☑ Feedback
- Materialien

Pilot version 01 (N

## Materialien

Allgemein Qualität und Sicherheit Informationen Infrastruktur **Menschen** Finanzen Visitation

### Menschen

Aus- und Weiterbildung Personalmanagement Perspektive der Patienten Perspektive der Mitarbeiter	Wie beurteilen Patienten Hausärzte und ihre Praxen?	Klingenberg, Anja; Bahrs, Ottomar; Szecsenyi, Joachim	1999	ZaeFO 	Pat dur Deu der zur hau Ver Pat
	Qualität quo vadis - die Perspektive der Patienten	Ruprecht, Dr. Thomas	1999	Newsletter der GQMG 	Qu ges vora fest Erf wer Erf der Ges Gr