

The background features a white lion's head on the left, a blue and red crescent moon on the right, and a horizontal line of snowflakes at the top. The text 'fadiC' is prominently displayed in the center. The letters 'f', 'a', 'd', and 'i' are in a bold, blue, lowercase sans-serif font. The letter 'C' is a large, stylized crescent moon, with the upper half in blue and the lower half in red. The background is light blue with white bokeh and curved lines.

fadiC

SINGAPORE 2009

Quality

Chris Hayward

BDA

ERO meeting

FDI Annual Congress Singapore

2009

What are the issues ?

- How can quality be measured
- Where should quality be centered
- What contributes to quality

How can quality be measured

- Peer review
- Audit against recognised outcome measures and guidelines
- Patient feedback
- Appraisal

Audit

- Assess quality against either a recognised outcome measure or guideline
- Second leg assessment to reassess improved quality after any change of practice following the first leg of audit

be centered

- Can be centered around the patient journey
- Patient safety
- Patient experience
- Effectiveness of care

Safety

- Governance
- Registration
- Education
- Appraisal
- Audit and Peer review

Governance

- Independent third party
- Self governance

Education

- Undergraduate
- Postgraduate
- Continuing Professional Education
- Specialist training

Appraisal

- Appraisal by a fellow professional
- Reflective practice
- Personal development planning

Assessment

- Self assessment
- Third party assessment

Self Assessment

- Personal Development Planning
- Reflective practice
- Audit outcomes

Assessment

- Registering body
- Appraisal
- Reaccreditation
- Third party audit of records & treatment outcomes
- Competency
- Patient feedback



He does it

Competency examples

- Clinical skill
- Practical procedure
- Patient investigation
- Patient management
- Health promotion
- Communication

What is competency

-a theoretical knowledge and understanding of the subject together with an adequate clinical experience to be able to resolve problems encountered independently or without assistance

edition 2008

GDC First Five Years 3rd

Quality incentives

- Perverse the No track
- Non perverse the Yes track

the NO track

- Poor treatment outcomes
- Loss of income
- Loss of registration
- Self adjusting competition
- Loss of applying the Medical Act
- Loss of self respect
- Loss of self determination

incentives the YES track

- Improved treatment outcomes
- Increased honoraria
- Increased self respect
- Increased respect within the profession
- Most important of all, an improved patient journey in all respects

What are the barriers

- Attitude
- Finance
- Time
- Increased political interference
- Number vs Quality issues
- Availability of resources

The profession are the appropriately qualified professionals to determine what standards are; bound in guidelines and evidence based standards.

Quality is not an
option it is a
necessity

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