Models for harmonising health service standards in Europe

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Models for service standards

- 1 Development of CPGs: SIGN
- 2 Appraisal of CPGs: AGREE, AHRQ
- 3 National quality standards: NICE
- 4 Standards for external assessment: ISQua
- 5 ISO and EN standards
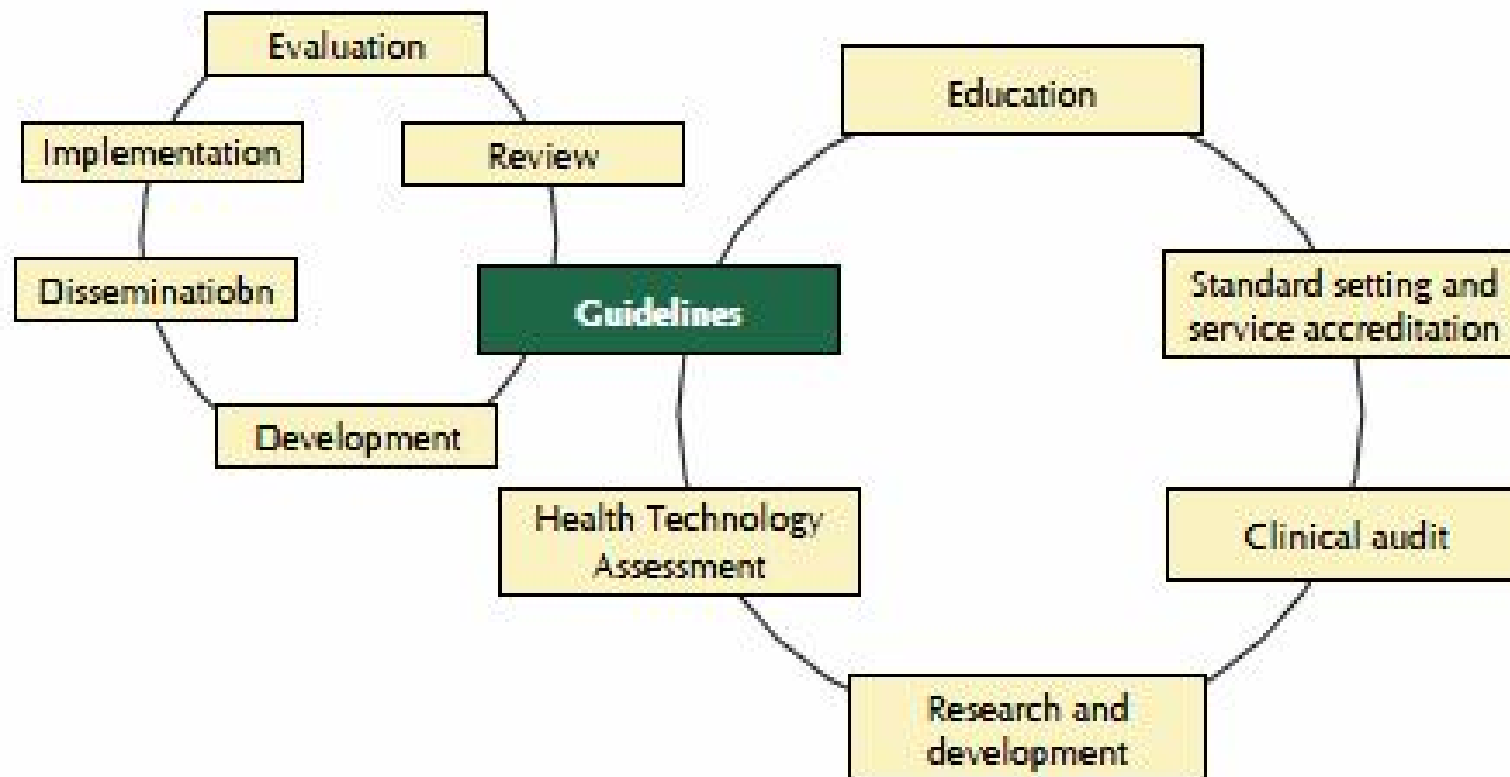
1 Clinical practice guidelines

- Scottish Intercollegiate Guidelines Network SIGN 50: A guideline developer's handbook
- "Processes required to produce reliable advice for patients, practitioners and planners"
- Explicitly link clinical guidelines to training and development
- http://www.sign.ac.uk/guidelines/fulltext/50/index.html

1 SIGN development process

- Organisation of guideline development
- Selection of guideline topics
- Involving patients, representatives
- Guideline development group
- Systematic literature review
- Forming guideline recommendations
- Consultation and peer review
- Presentation and dissemination
- Implementation

1 Guideline and audit cycle, SIGN

Figure 1: Guideline and audit cycles

2 Appraisal of Guidelines for Research & Evaluation (AGREE)

- "To help share clinical guidelines between developers and across borders"

- "To improve health care"

- 2003 tool to assess the quality of guidelines replaced by AGREE II

- Criteria ("domains") for evaluating guidelines include:

2 AGREE criteria for CPGs

- Scope and Purpose
- Stakeholder Involvement
- Rigour of Development
- Clarity of Presentation
- Applicability
- Editorial Independence

2 AGREE process

1. Development group: participants, leaders
2. Literature review: existing advice, directives
3. Drafting the document: structure, content
4. Consultation: refer draft to stakeholders
5. Field testing: training, self-assessment
6. Evaluation: feedback – assessors, assessed

2 Agency for Healthcare Research and Quality (AHRQ)

- In USA, AHRQ has defined criteria for CPGs to be included in the national guidelines clearing house (NGC).

- http://www.guideline.gov/about/inclusion-criteria.aspx

- Criteria include:

2 AHRQ criteria for CPGs

- Systematically developed statements, recommendations, strategies, information
- Produced by medical specialty associations…government agencies…HCOs
- Systematic literature review of existing scientific evidence
- CPG developed, reviewed, or revised within the last five years

3 National quality standards

- Extension of CPGs to define requirements for services across sectors.

- Eg National Institute for Health and Clinical Excellence. Healthcare quality standards. Process guide . Jan 2012

- http://www.nice.org.uk/media/6E3/84/NICE_quality_standards_interim_process_guide_in_Spring_2012.pdf

- "NICE process systematically gathers valid evidence to translate into recommendations and measures of impact"

3 process guide - NICE

- Topic scoping and collation of information
- Developing statements and measures
- Consultation and review of feedback
- Scrutiny and validation
- Publication
- Reviewing and updating

3 Standards development, NICE

Figure 1 Overview of process

Topic — Requires

Evidence source
NICE or other NICE accredited source — Generates

Guidance recommendations — Distilled into

Quality statements — Produce

Quality measures

4 Standards for external assessment - ISQua

- International Society for Quality in Healthcare (ISQuA) standards for external assessment in healthcare

- National standards currently "accredited" by ISQua include Denmark (IKAS), France (HAS), Netherlands (NIAZ), UK (CHKS)

- http://www.isqua.org/accreditations.htm

- The ISQua principles require standards to…

4 ISQua principles for standards

- Designed to improve quality, performance
- Focus on patients, continuum of service.
- To assess capacity and efficiency of HCOs
- To improve safety – patients, staff, visitors
- Standards are planned, formulated and evaluated through a defined process
- Standards enable consistent rating and measurement of achievement

5 Developing European standards, CEN