

**Can performance and outcome measurement  
improve the quality of care?  
15 years experiences from the Danish Health  
Care System**

**Jan Mainz**

**Professor, Vicepresident, Ph.D.**

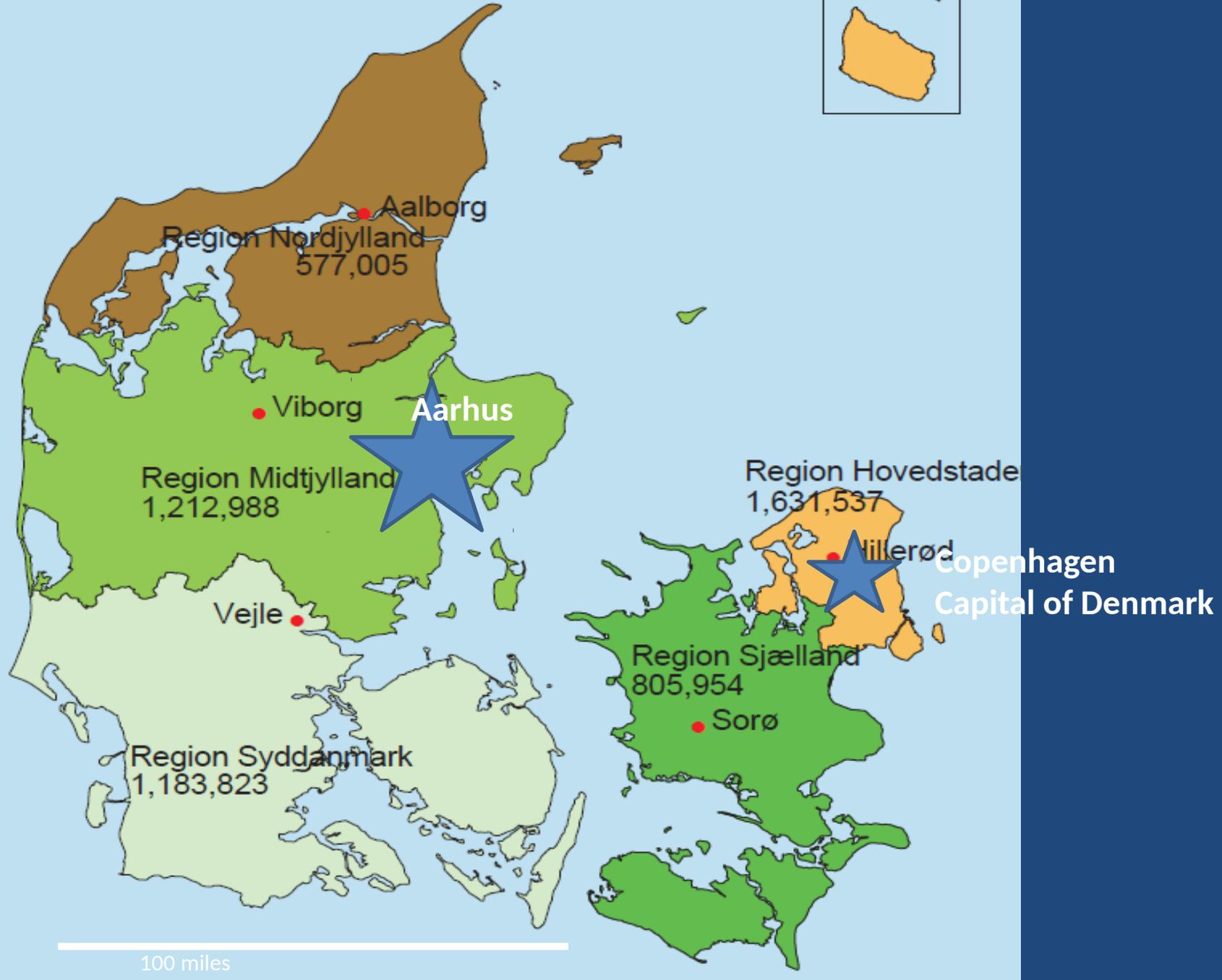
**Aalborg University Hospital, Psychiatry**

**and**

**National Institute for Health Data and Disease control**

# The Danish Healthcare system

- Denmark has 5.5 mio. inhabitants
- The Danish Health Care System is mainly public owned and run
- The public health care services is financed by taxes
- The Health Care system is decentralized to 5 regions
- It is a fundamental principle, that all citizens should have free and equal access to health care services
- Freedom of choice of hospitals and general practitioner



# Denmark has unique opportunities for quality measurement and benchmarking

- Denmark has developed Health and National Quality Registries
- Denmark has Unique Patient Identifier (UPI)

- > Sundhed og forebyggelse
- > Sygdom og medicin
- > Behandling og rettigheder
- > Sundhedsjournal og registreringer

### Den offentlige sundhedsportal



Sundhed.dk er din indgang til sundhedsvæsenet. Her kan du finde information om sundhed og sygdom, og du kan logge på og få adgang til dine sundhedsdata.

> Læs mere om dine muligheder på sundhed.dk

### Dine sundhedsdata



Med nem-id kan du logge på sundhed.dk og se dine sundhedsdata, fx:

- > Journal fra sygehus (e-journal)
- > Behandlinger på sygehuse
- > Donorregistrering
- > Laboratoriesvar

> Få mere at vide  
> Log på sundhed.dk

### Find behandler

Søg kontaktoplysninger i sundhedsvæsenet og se ventetider.

Sundhedsområde:

Alle områder

Region:

Alle regioner

Behandlerens navn:

Søg

> Udvidet søgning

### Nyt om rejsesygesikring



Fra 1. august 2014 dækker dit gule sundhedskort ikke længere som rejsesygesikring uden for Danmark, Færøerne og Grønland. Du skal i stedet bestille det blå eu-rejsesygesikringskort.

> Læs mere om de nye regler

### Nyheder fra sundhed.dk

**Bred opbakning til at sundhedsfaglige kan slå patienters data op**  
18.08.2014 — Der er flere, som bekymrer sig om datasikkerhed generelt. Sundhed.dk har...

**Medicinprofilen lukker**  
15.08.2014 — Fra midten af august kan Medicinprofilen ikke længere bruges til at tilgå...

> Flere nyheder

### Digital Post



Flere sygehuse sender nu indkaldelsesbreve i digital form.

> Læs mere om Digital Post

### Organdonor?



På sundhed.dk har du adgang til Donorregisteret. Her kan du selv fortælle, om du ønsker at donere organer.

> Læs om organdonation

## National quality improvement initiatives

- National clinical guidelines
- National clinical registries (databases)
- National patient satisfaction surveys in somatic and psychiatric hospital and ambulatory care
- National relatives satisfaction surveys in psychiatric hospital and ambulatory care
- National Agency for Patients` Rights and Complaints and reporting of Adverse Events
- The Danish Health Quality Programme
- Public disclosure of quality of care data

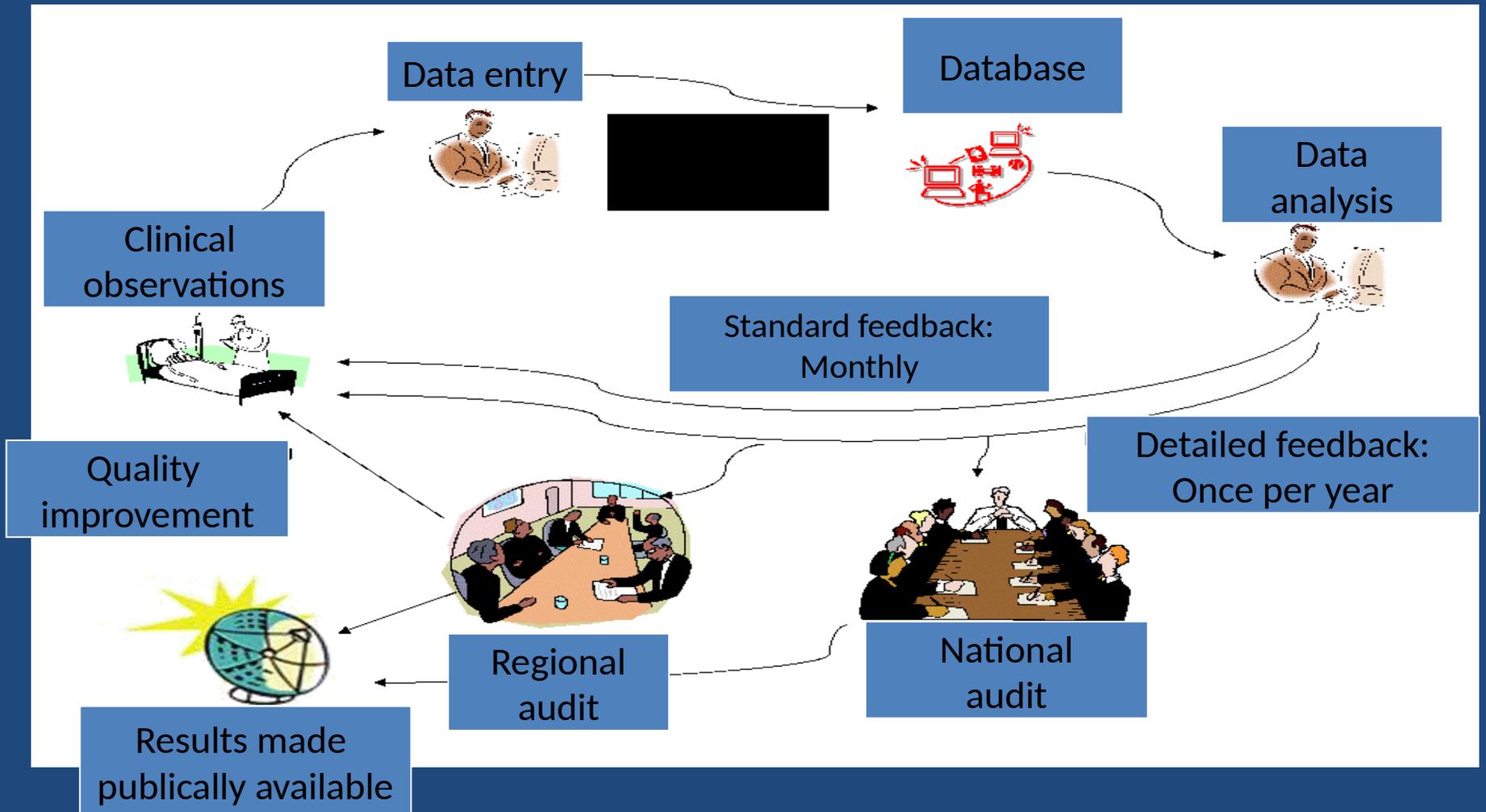
# The history of clinical registries

- 1976 First national registry (breast cancer)
  - 2000 The National Indicator Project (10 diseases)
  - 2010 Quality Improvement Programme (RKKP) established
- 
- 61 clinical registries (including NIP)
  - Public funding
  - Measuring the quality of care
  - Public disclosure

# The Danish Quality Registries

- Aim: documentation and development of quality of care in the Danish health care system
- Indicator monitoring based on evidence based process-, and outcome indicators developed by clinicians
- Data collection initiated in 2000
- Nationwide clinical registries
- Reporting is mandatory for all hospital departments
- Coverage (sensitivity): >90%

# The Danish Quality Registries



# Public disclosure of quality of care data

- In the Danish health care system there is transparency in relation to the quality care
- All data and results achieved in the national initiatives on quality improvement are available and assessible on the Danish e-health portal, [www.Sundhed.dk](http://www.Sundhed.dk).
- This enables patients and health care professionals to access information.

# Public disclosure of quality of care data

- The Danish e-health portal is a public, internet based portal that collects and distributes health care information and information on the quality of care, including waiting times at all hospitals and ratings of hospitals, departments and clinical units among the Danish residents and health care professionals

# Public disclosure of quality of care data

- In a secure part of the portal the patients have access to personal data on treatments from medical records in hospitals and GPs.
- Via the e-health portal it is possible for patients to make appointments with GPs, ask for renewals of prescriptions and communicate with GPs electronically.
- Via the e-health portal patients have access to handbooks on health care for patients

# Public disclosure of quality of care data

- The Danish e-health portal is aiming at bringing the entire Danish health care system together on the Internet and providing an accessible setting for residents and health care professionals to meet and exchange information.
- In this way the portal enables cooperation between patients and health care professionals based on the same data.
- This should support empowerment of patients and give health professionals better tools for improving the quality of care

**Can quality measurement improve  
the quality of care?**

**What have we achieved?**

# CONCLUSION

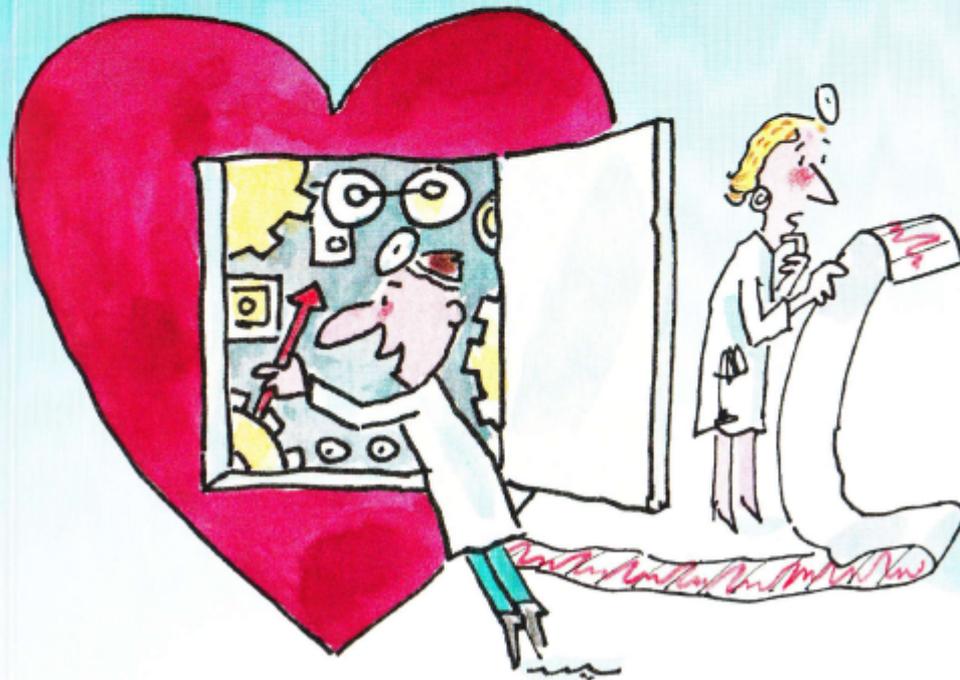
**The Quality of care has improved substantially since systematic monitoring and auditing was initiated in Denmark.**



OECD Reviews of Health Care Quality

# DENMARK

RAISING STANDARDS



# OECD review 2013

- Denmark is rightly seen as a pioneer in health care quality initiatives among OECD countries. Over many years, it has developed a sophisticated array of quality assurance mechanisms.
- Denmark has impressive *quality monitoring and improvement initiatives*.
- It has extensive databases on the processes and outcomes of care.
- It can also boast many local clinical guidelines, national guidelines and standards developed as part of disease management programmes and pathways.

Kilde:

1. OECD reviews of Health Care Quality. Denmark. Raising Standards, OECD 2013.

**Thank you for your attention**

