

Best Practice in long-term care: a review of eight national approaches

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Agenda

- Project Overview
- Definition of Best Practice and Quality Standards
- Country Approaches
- Discussion

Project Overview

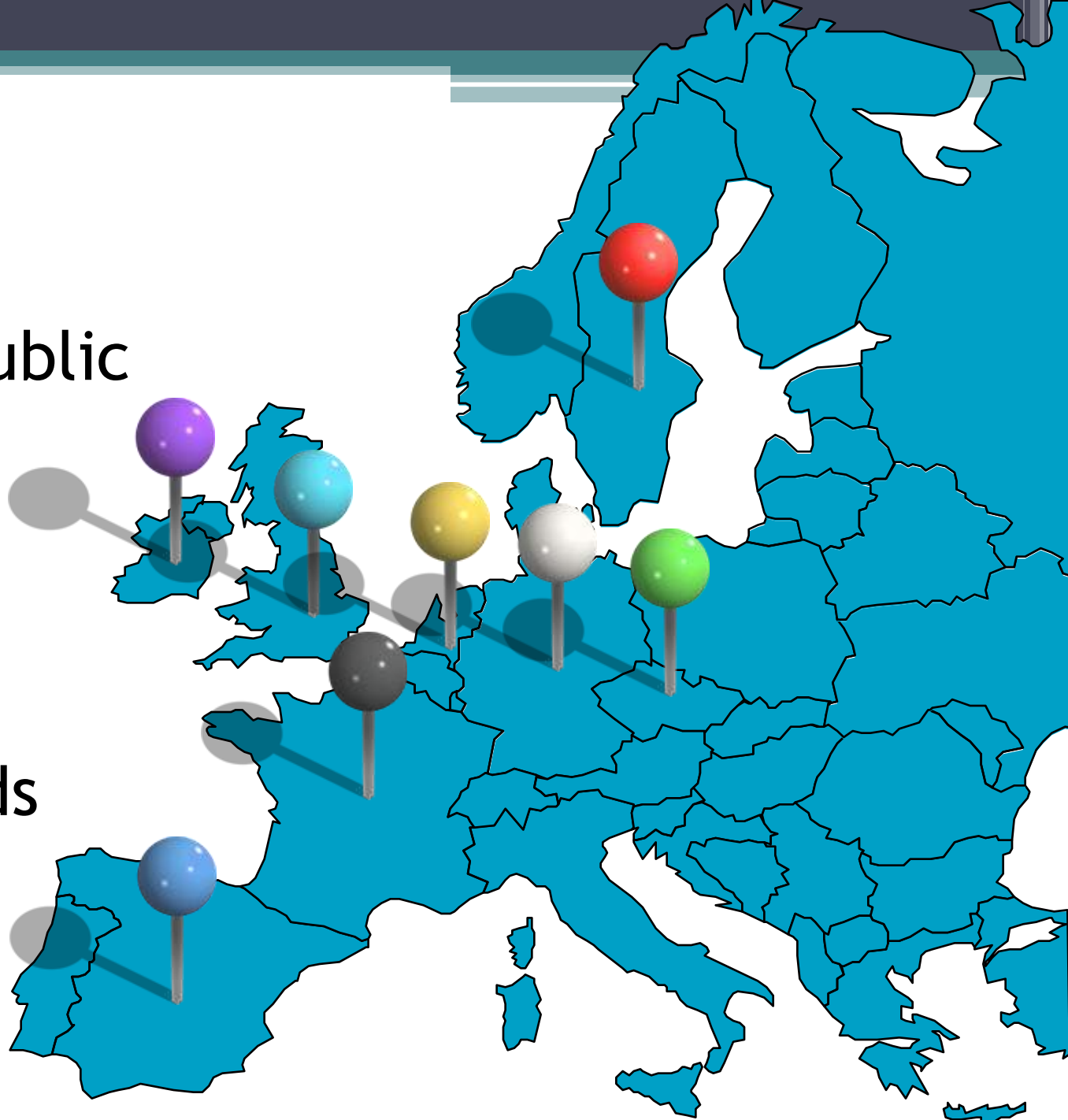
Goal of research

To describe the availability and implementation of best practice guidelines and quality standards for long-term care (for older people) focusing on:

- Stakeholders
- Development
- Implementation
- Organisation
- Future priorities

Countries

- Czech Republic
- England
- France
- Germany
- Ireland
- Netherlands
- Spain
- Sweden



Country Experts

Country	Expert	Organisation
Czech Republic	Ms Martina Mátlová	Czech Alzheimer's Society
England	Ms Jennifer Francis	Social Care Institute for Excellence
France	Dr Claudine Attias-Donfut	Centre Edgar Morin (EHESS)
Germany	Prof Dr Andreas Büscher	University of Applied Sciences in Osnabrück
Ireland	Dr Roman Romero-Ortuno	Centre for Ageing Research and Development in Ireland
Netherlands	Dr Bernard van den Berg	University of York
Spain	Dr Antonio Rodríguez Sampayo	Universidade de Santiago de Compostela
Sweden	Dr Elizabeth Åhsberg	Department of Knowledge-based Policy and Guidance, Socialstyrelsen

Best Practice and Quality Standards: Definition

What are best practice guidelines and quality standards?

Many terms, with policy implications:

- Best practice guidelines
- Quality standards
- Essential standards
- Expert standards
- Standards statements
- Benchmarks

Defining guidelines and standards

‘Guidelines’

- allow for more flexibility and adaptability to different settings and individuals
- should generally be followed
- deviation will be needed in order to tailor approaches to the needs of the individual

‘Standards’

- should be used where the positive outcomes of interventions or actions are clear
- should be seen as rules that should be followed rigidly
- should be followed in nearly all cases

EDDY, D. M. 1990. Designing a practice policy. Standards, guidelines, and options. JAMA, 263, 3077, 3081, 3084.

...but differences with definition for social work

“...a set of systematically compiled and organized statements of empirically tested knowledge and procedures to help practitioners select and implement interventions that are most effective and appropriate for attaining the desired outcomes.”

“Explicit adherence to guidelines” is required.

Rosen, A. & Proctor, E. K. 2003. Developing practice guidelines for social work intervention: Issues, methods, and research agenda. New York: Columbia University Press.







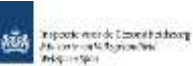





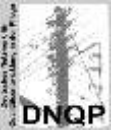



Where does best practice fit?

Three broad approaches to quality improvement:

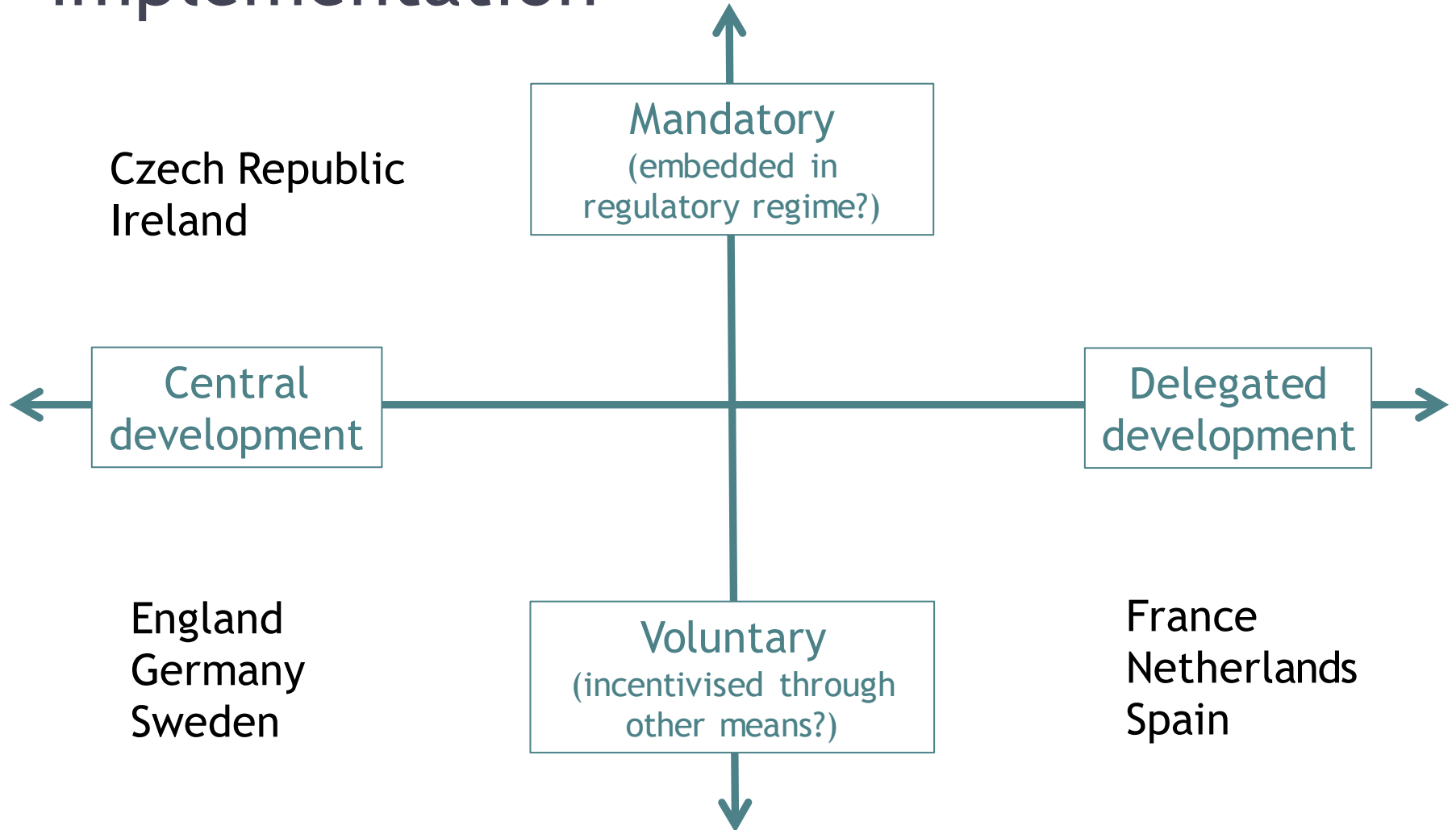
- Mandatory external pressure: regulation, inspection
- Voluntary external incentives: market structure, public reporting, quality-based pricing
- Voluntary approaches: best practice, organisational change, quality certification

Wiener, J. M., Freiman, M. P. & Brown, D. 2007. Strategies for improving the quality of long-term care. Washington DC, National Commission for Quality Long-Term Care.

Country Approaches

	Czech Republic	England	France	Germany	Ireland	Netherlands	Spain	Sweden
Central government or quasi-government		 	 <small>Agence nationale de l'évaluation et de la qualité des établissements et services sociaux et médicaux sociaux</small>		 <small>HeALTH SERVICE EXECUTIVE</small>  <small>Health Information and Quality Authority</small> <small>Safer Better Care</small>	 		  <small>SBU Kunningscentrum för hälso- och sjukvården</small>
Other central organisations				  <small>Medizinischer Dienst der Krankenversicherung</small>				
Centrally-run quality programmes								
Other stakeholders	<p>Regional and local government Commercial quality organisations Industry associations Professional organisations Users and carers Advocacy and consumer groups Providers</p>							

Best practice: development and implementation



Implementation of best practice

- Mandatory external pressure
 - Czech Republic, Ireland
 - All regulatory regimes?
- Voluntary external incentives
 - Public reporting (Netherlands, Sweden)
 - Competition (all)
- Voluntary approaches
 - Quality certification
 - Optional best practice guidelines
 - 'Hidden' initiatives

Wiener, J. M., Freiman, M. P. & Brown, D. 2007. Strategies for improving the quality of long-term care. Washington DC, National Commission for Quality Long-Term Care.

Regulatory regime: centralised or distributed?

Czech Republic
England
Ireland
Netherlands

Germany
Sweden

France
Spain



Centralised

Combination

Distributed

However, best practice can be embedded in the regulatory regime

- Compliance-based versus deterrence-based
- Minimum standards or best practice?
- Style of regulation
 - Prescriptive
 - System or management-based
 - Performance-based

Discussion

Discussion

- Comparisons are difficult:
 - Defining quality and best practice
 - Underpinning philosophies
 - Expectations of formal and unpaid care
 - 'Ownership' is not limited to formal organisations
 - Overarching strategies and plans
 - Theory vs reality

Future priorities

- Coherent and consistent definitions
- Audit of existing guidelines and standards
- Determining what works:
 - Overall approach to best practice and quality
 - Specific guidelines
 - Clinical versus social care model?