



## AGENDA

Dear Ladies and Gentlemen,

in light of great advances in the assessment and improvement of quality of care, policymakers, healthcare providers and researchers are keen to evaluate the effectiveness of various quality improvement governance approaches, particularly at the hospital level. The DUQuE project, led by a consortium of prestigious research centres and universities in the field of health care quality in Europe, provides promising theoretical insights and evidence-based toolkits related to improving the effectiveness of quality improvement systems in hospitals.

Using data from 9689 professionals, 6536 patients and 9082 chart reviews of 188 hospitals from seven European countries (Czech Republic, France, Germany, Poland, Portugal, Spain and Turkey), the four year multi-method project assessed the relationship of various quality improvement governance approaches with quality indicators of hospital care (specifically clinical effectiveness, patient safety and patient reported outcomes).

The conference will enable the presentation of DUQuE's main findings, and provide a friendly, open forum for the discussion of the results. Evidence-based guidance documents, practical toolkits and appraisal schemes for hospital managers, purchasing agencies and governments interested in the development and assessment of hospital quality improvement systems will also be presented. The conference attendance will be free.

Looking forward to seeing you in Berlin!

Rosa Sunol MD PhD  
General Director Avedis Donabedian  
Institute and Avedis Donabedian Research  
Chair; Autonomous University of Barcelona

Holger Pfaff  
Direktor des Instituts für Medizinsoziologie,  
Versorgungsforschung und Rehabilitationswissenschaft (IMVR)  
der Humanwissenschaftlichen Fakultät und  
der Medizinischen Fakultät der Universität zu Köln (KöR)

09.00 – 09.30

- » Opening  
*Holger Pfaff, University of Cologne*
- » Quality and patient safety improvement in Germany  
*Günther Jonitz, Berlin Chamber of Physicians*
- » Quality and patient safety strategies in Europe  
*Agnieszka Daval-Cichon, European Commission DG SANCO*

### SESSION 1 (CHAIR PFAFF)

09.30 – 09.50

- » Conceptual framework and objectives of the DUQUE study  
*Rosa Sunol, Autonomous University of Barcelona*

09.50 – 10.35

- » Hospital quality management systems: state of the art and development of a measurement tool  
*Cordula Wagner, Netherlands Institute for Health Services Research*
- » Discussion  
*Ales Bourek, European Society for Quality in Healthcare*

10.35 – 11.00 COFFEE

### SESSION 2 (CHAIR KLAZINGA)

11.00 – 11.50

- » Making it happen: Practical, logistical, ethical and others challenges in assessing hospital quality management systems in European countries  
*Barbara Kutryba, European Society for Quality in Health Care; Frantisek Vlack, Czech Accreditation Committee*

11.50 – 12.30

- » How are the hospital cultures related to hospital quality management systems?  
*Solvejg Kristensen, RM Department of Clinical Quality and Patient Safety, Central Denmark Region*

12.30 – 13.30 LUNCH

### SESSION 3 (CHAIR GROENE)

13.30 – 14.15

- » What is the impact of quality management systems on patient level outcomes?  
*Rosa Sunol, Autonomous University of Barcelona*

14.15 – 15.00

- » Results of sensitivity analysis of the findings  
*Onyebuchi Arah, University of California, Los Angeles; Caroline Thompson, University of California, Los Angeles*

15.00 – 15.30 COFFEE

### SESSION 4 (CHAIR PFAFF)

15.30 – 16.15

- » What guidance to hospitals and purchasers? The DUQuE Appraisal tool  
*Oliver Groene, London School of Hygiene*
- » Discussion  
*Reinhard Busse, European Observatory on Health Systems and Policies*

16.15 – 17.00

- » Panel discussion: next steps  
*Pascal Garel, European Hospital and Healthcare Federation; Jennifer Bremner, European Health Management Association; Valentina Hafner, WHO Regional Office - EUROPE; Nicola Bedlington, European Patient Forum; Ales Bourek, European Society for Quality in Healthcare; Niek Klazinga, Department of Social Medicine, Academic Medical Centre, University of Amsterdam*

17.00 – 17.15

- » Concluding remarks and closure of the conference  
*Rosa Sunol, Autonomous University Barcelona; Holger Pfaff, University of Cologne*