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Application of patient-centered care and indicator analysis to improve the quality of health care in Taiwan

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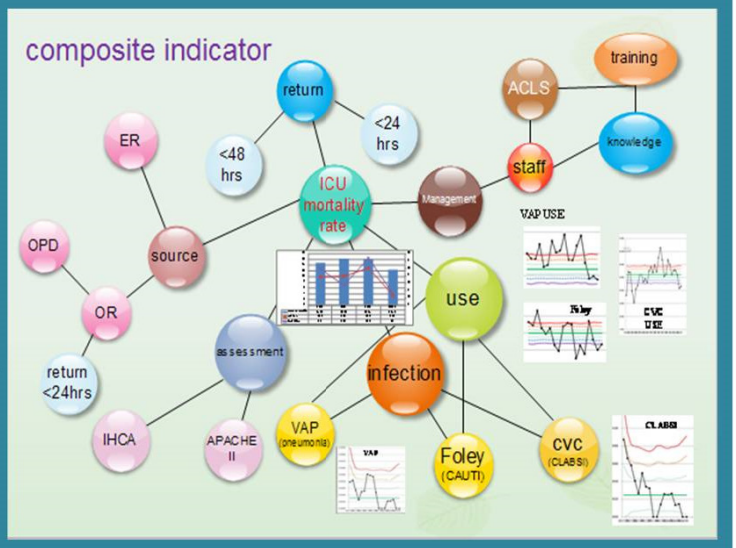
Objectives.

There are many clinical indicators to monitor the medical quality that are expected to improve the quality of medical care in St. Paul's hospital. Since 1996, the government promoted evidence-based application on health care in Taiwan. Before the project, our mortality rate is higher than other regional hospitals. The purpose of this project is to use patient flow and the concepts of patient-centered medical services to reduce the mortality in the intensive care unit by a composite indicator (CI).(Figure)



Methods.

First, we identify the purpose and review the literature. Then we applied the patient-centered health care and CI method to analyze 25 indicators. We examined the data between 1st January 2015 and 31st December 2017. Based on the results, we summarized some articles of evidence-based medicine to the clinical staff. For example, one of the literature shows that infection of CVC might increase 10% mortality rate. Therefore, we immediately carried out an improvement project to reduce the infection rate.

Results.

Through the analysis of composite indicator and evidence-based medicine, we provided standard precautions to clinicians. By the end of the intervention until June 2018, the central line associated blood stream infection (CLABSI) reduced from 3.21‰ to 0.8‰ while the mortality rate was reduced from 16.04% to 12.46%. The quality improvement is consistent with the conclusion of reference which suggested by using the CI method will improve the health care project.

Conclusions.

Based on our results, we applied the method of the composite indicators by patient flow and evidence-based medicine. The quality managers can provide clinicians the analysis immediately and effectively. Clinical staff can quickly find the problems for medical quality improvement projects. In the future, the quality of healthcare should focus on diseases conditions and use characteristics based on the evidence. We should build indicator dashboards to allow and respond to the clinical problems quickly by systems.

Relevance to HPH

In 2018, St. Paul's Hospital accredited of a smoke-free hospital, an age-friendly and environmentally friendly hospital. We want to join the HPH network to design innovation and health promotion to become a powerful method in health care services..

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