

Evaluating Health Services



- Quality of Health Care
- Structure
- Process
- Outcome

Quality of Health Care

- # Common definitions:
 1. “That kind of care which is expected to maximize an inclusive measure of patient welfare, after one has taken account of expected gains and losses that attend the process of care” Donabedian (1980)
 2. “Care that consistently contributes to the improvement or maintenance of quality and/or duration of life” AMA (1986)
 3. “The degree to which health services for individuals or populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge” Institute of Medicine (Lohr 1990)

From Which Perspective?



- Blumenthal (1996)
 - Health care professional perspective (care, outcomes)
 - Patient perspective (outcomes)
 - Perspective of health care plans and organizations (needs of enrollees, fixed resources)
 - Purchaser perspective (health care org. quality and performance, value, efficiency)