**Chapter 6 Improving quality of care – questions**

Self assessment

Question 1 of 4

According to a King’s Fund study, the issues important to patients include all of the following except:

1. Equality in access to services
2. Comprehensive information about services
3. Which services are cost effective
4. Receiving care in an appropriate place
5. Gender of doctor looking after them Question 2 of 4

The breast cancer screening programme screened 54,000 eligible women in an area. This is

an example of which of the following elements of quality?

1. Structure
2. Process
3. Output
4. Outcomes
5. None of the above

Question 3 of 4

Health services and programmes are increasingly being subjected to evaluation. We can carry out evaluations of structure, process, output and outcome. Which of the statements below provides an example of an evaluation of structure?

1. Number of outpatients treated
2. Number of surgical interventions performed
3. Length of stay of inpatients
4. Number of physiotherapists
5. Postoperative mortality rate

Question 4 of 4

Which of the following is not a component of clinical governance?

1. Patient and public involvement
2. Risk management
3. Clinical audit
4. Cost effectiveness programmes
5. Clinical effectiveness programmes

Short answer questions

Question 1 of 7

What are six dimensions of quality as described by Maxwell or the Institute of Medicine (IOM)?

Question 2 of 7

Define the term ‘evaluation’. Question 3 of 7

What are the four elements that should be audited or evaluated? Question 4 of 7

What factors would be appropriate to evaluate a chronic obstructive pulmonary disease (COPD) management programme?

Question 5 of 7

Apply Porter’s hierarchy of outcomes to suggest some indicators to assess and evaluate falls prevention.

Question 6 of 7

Define the term ‘clinical governance’? Question 7 of 7

What is clinical audit?

Interactive exercises

* 1. What do you understand by the term ‘Never event’? Can you name a few? What steps can be taken to avoid these?

Now look at the following Department of Health website and check your answers.

<https://www.england.nhs.uk/publication/never-events/>

* 1. What tools might you use to improve management of hypertension in primary care? Compare your ideas to the suggestions in these guides.

<https://www.england.nhs.uk/publication/quality-service-improvement-and-redesign-programmes/>

<https://www.health.org.uk/sites/default/files/QualityImprovementMadeSimple.pdf>

Web resources and further reading

1. [WHO Guide to Quality of Care](https://www.who.int/health-topics/quality-of-care#tab=tab_1)
2. [Health equity guide example - for screening providers](https://www.gov.uk/government/publications/nhs-population-screening-a-health-equity-audit-guide)
3. [NHS Governance, patient safety and quality](https://www.england.nhs.uk/mat-transformation/matrons-handbook/governance-patient-safety-and-quality/)
4. [NHS Patient Safety Syllabus training programme](https://www.e-lfh.org.uk/programmes/patient-safety-syllabus-training/)
5. [Model for measuring quality of care (Donabedian)](https://www.england.nhs.uk/wp-content/uploads/2022/02/qsir-measuring-quality-care.pdf)
6. [PDSA cycles and the model for improvement](https://www.england.nhs.uk/wp-content/uploads/2022/01/qsir-pdsa-cycles-model-for-improvement.pdf)