

What measurements matter to the public?

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What measurements do we want?

We want measurements that empower us and engage us in our own health and our care when we are unhealthy.

These include those that provide:

- Transparency
- Outcomes related to quality and safety
- Communication/information
- Patient centredness
- Those that find a balance between a just and trusting culture and accountability

Transparency

- Information from government and organizations that help us understand health issues and health care.
- Information that helps us understand the basis of decisions made that affect us
- Information about costs involved
- Measurements related to long term plans

Outcomes related to quality and safety

- A comprehensive safety reporting system that is supported by the culture and leadership.
- Comprehensive includes all parts of the system including primary care, acute care, continuing care, etc.
- Also includes patient reporting
- Adverse event management – disclosure, compliance with recommendations of reviews
- Concerns that are raised

Patient Centredness

- Satisfaction reports = indicator of trust and confidence that relates to our health
- Engagement at meaningful levels from bedside to boardroom
- Not just at community level but also at leadership, operational, clinical, etc

Education/information

- Literacy, understanding, expectations
- About all parts of the system of care
- Explaining equity around the province
- Based on long term goals not just short term fixes

Balance 'just and trusting' and accountability

- To values and mission of organizations
- To competence issues of the providers
- To economic issues

Thank you.

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