Private versus public hospital performance, the private sector perspective

VASM seminar - The Journey To ‘Target Zero’

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The Journey To ‘Target Zero’

• VASM seminar 2016:
  
  “Private is different but the same”
The Journey To ‘Target Zero’

• VASM seminar 2016:
  “Private is different but the same”

• National standards
• Information sources
• SCV, VAHI
• Health funds not Gov’t
• Largely visiting specialists
The Journey To ‘Target Zero’

• Governance context

Review of Hospital Safety and Quality Assurance in Victoria to Target Zero
Review of Hospital Safety and Quality Assurance in Victoria: SCOPE

“The scope of this review

2. We were to assess the department’s systems for all in-hospital care......in both the public and private sectors.

3. In particular, we were asked to consider governance issues pertaining to the following issues:

• whether the scope of the reporting to the department should be differently configured in public health services ......and what the scope of reporting for private hospitals should be.

• the relationship and information flows between the department and private hospitals regarding quality and safety.”
145 mentions of private plus 25 clear statements of ‘applicable to private sector’

Executive Summary: 28 mentions
Hospital Safety and Quality Assurance in Victoria: REPORT

In the **private** sector.......the department’s responsibilities for assuring safety and quality is roughly equivalent.......and conducts no routine monitoring of patient outcomes or serious incidents

*Finding*

All hospitals should be held to account for improving safety and quality of care, regardless of their size or **sector**. *Recommendation*
Recommendations

2.6 That the proposed Victorian Health Performance Authority [now VAHI] produces a safety and quality analytics report ......and for private hospitals at an appropriate interval based on their size.

2.11.1. the department monitors a common set of performance indicators across all hospitals
2.11.2. private hospitals be subject to the same public reporting requirements as public hospitals
2.11.3. the department requires all private hospitals to report sentinel events to the department, if necessary through regulation
We will also:

• ensure public and **private hospitals** are held to the same quality and safety standards and reporting requirements – because patients deserve to feel safe wherever they receive care
SCV functions:

- Support all public and **private** health services to prioritise and improve safety and quality for patients

- Provide independent advice and support to public and **private** health services to respond and address serious quality and safety concerns

- Review public and **private** health services and health service performance, in conjunction with the department, in order to investigate and improve safety and quality for patients
Mission:
We monitor and report on public and private services that support health and well-being to stimulate quality and safety improvements, increase transparency and accountability, and inform the community.

2017–18 Initiatives:
Develop methods to benchmark the performance of health services and public and private hospitals.
Challenges

• Patient *ownership*
• Who is the customer?
• By what right.....?
• Health funds
Solutions- principles

- Establish trust
- Create routine through systems
- Robust information and processes
  - Document these
- Carrot and stick
- Make it easy
- Ask
Summary

• Private is different but the same
• Partner
• Make it clinically relevant
• Make it normal