

Quality Programme

Functions

Methodology support for the Commissions and Administration Services

Mobilising all of the quality activities.

Teaching functions of quality matters

Consulting for the Administration in matters of Quality and Excellence.

Awareness and dissemination actions for promoting "cultural change".

Creating measurement proposals and automating quality indicators, and incorporating these in the remaining hospital management systems.

Tracking the quality indicators that have been established.

Quality Unit activity.

Activities developed by the Quality Unit.

Tracking and assessment of the 2003-2007 Strategic Plan.

Tracking and assessment of the 2003-2007 Quality Plan.

Methodology consulting for the elaboration of lectures, communications and posters to be presented at various Nursing conferences.

Evaluation and consulting of informed consent.

Carrying out patient surveys in the areas of: Hospitalised Patients, Emergency Care, Outpatient Care, Paediatrics and Home Hospitalisation.

Participation in the distinguished processes of: Cataracts, Childbirths, Hip, Knee, Oncology, Dialysis, A.M.I., C.V.A. (ECVA).

External comparison of Cruces Hospital using the European Management Model EFQM as a reference.

Participation and methodology assistance with workgroups of the Blood Bank ISO 9001/2000 certification project.

Participation in meetings/workgroups with: the Basque Health Care Service Regional Department and Health Care Quality Section Moderator and Member of the Organisation and Scientific Committee of the 6th National Symposium on Pressure Ulcers and Chronic Wounds.

Organisation of the 1st Cruces Hospital Quality Session. Quality Management Systems, Environmental and Occupational Risks.

Organisation and Participation in Cruces Hospital Management Training.

Quality Unit activity.

Commission Name

No. of Meetings

Administration Commission

38

Administration Council

1

Technical Council

6

Teaching Commission

10

Research Commission

6

Clinical Research Ethical Committee

13

Library Commission

4

Organ and Tissue Transplant Commission

2

Health Care Services Ethics Committee

12

Infections Commission

Pharmacy Commission

5

Colon and Rectal Tumours Sub-Committee

11

Head-Neck Sub-Committee

2

Lung Sub-Committee

50

Gynaecological Tumours Sub-Committee	37			
Onco-Haematological Tumours Sub-Committee	20			
Central Nervous System Tumours Sub-Committee	11			
Voluntary Pregnancy Interruption Commission	7			
Occupational Safety And Health Committee	9			
Technical Commission For The Study Of Violence	1			
Transfers Due To Health Reasons Commission	2			
Horizontal Mobility Commission	2			
Nuclear Medicine Quality Guarantee Commission	1			
Clinical Records Commission	5			
Radiotherapy Quality Guarantee Commission	1			
Bariatric Surgery Commission	3			
Heart Surgery Morbi-Mortality Commission	4			
Cytostatic And Other At Risk Pharmaceuticals Commission	3			
Laboratory Management Committee	10			
Commission For The Promotion Of The Basque Language	2			
Professional Development Evaluation Committee Of Licensed Health Care Professionals	1			
Professional Development Evaluation Committee Of Health Care Professionals With Degrees	2			
Commission For Teaching And Continuing Education In Nursing	3			
Commission for the Planning and Tracking of Nosocomial Infections	8			
Cardiopulmonary Resuscitation Commission	8			
Commission For Continuing Education	5			
Waste Management Commission	3			
Mortality Commission	7			
Paediatric Tumours Committee	12			
Health Care Quality And Safety Commission	6			
Quality Indicators				
Structural	2007	2008	%	
Average stay	6,11	5,73	-6,2	
Occupancy rate	86,43	84,98	-1,5	
Operating room use ratio	87	89,3	2,3	
Cancelled / Completed interventions ratio	3,38	2,91	-0,5	
Surgery wait list:				
< 1 month	947	1.116	17,8	
1-3 months	1106	915	-17,3	
3-6 months	214	138	-35,5	
No. of days of surgery delay	44	40	-9,1	
Average preoperative stay	0,62	0,55	-11,3	
Successive / first consultation ratio	3,79	3,46	0	
No. of patients of consultation delay	7.864	6.320	-19,6	
No. of days of consultation delay	6	19	216,7	
Health Care	2007	2008	%	

Death rate	2,76	2,63	-0,1	
Necropsy rate	4,64	5,09	0,5	
% Ulcers / Post-admittance	2	2,05	0	
% Accidents	0,48	0,47	0	
Outpatients / Possible Outpatients	68,5	70,47	2	
Re-admittance within 30 days ratio	5,57	5,07	-0,5	
Satisfaction survey				
HOSPITALISATION AREA				
	2005	2006	2007	2008
	%	%	%	%
Prehospitalisation Time Area				
Positive evaluation of the wait time prior to admittance	57,3	69,4	62,1	71,2
Information Area				
Patients informed of their test results	78	79,2	86,5	82,3
Patients informed of various therapeutic alternatives	70,6	87,4	82,1	71,4
Patients informed of wait time	58,5	67,9	55,2	74,2
Patients that receive the discharge report in-hand	89,2	93,9	95,3	96,2
Positive evaluation of the information provided by the doctors	85,7	89,7	91,7	93,7
Positive evaluation of the information provided by the nurses	91,9	92,3	96	95,1
Personnel Treatment Area				
Positive evaluation of the doctors' kindness and respect	95,6	93,6	96,5	96,2
Positive evaluation of the nurses' kindness and respect	93,8	94,3	96,6	94,8
Felt that their privacy was respected	90,5	94	96,3	93,8
Positive evaluation of the health care personnel's support abilities	90	92	95,3	93,1
Technical Evaluation Area				
Positive evaluation of medical technical quality	95	95	97,1	96,1
Positive evaluation of nurses' technical quality	94,6	95,1	98,2	97,2
Catering Area				
Positive evaluation of food quality	81	88,5	89,6	86,3
Positive evaluation of the number of visits (normal number of visits)	58,5	71,4	74,9	76,1
Positive evaluation of room comfort	65,9	78,2	85,5	79,4
Positive evaluation of room and bathroom cleanliness	88,8	93,6	95,2	95,5
Results Area				
Patients whose pain was resolved (completely + sufficient)	88	98,2	95,6	94,6
Positive evaluation of improvement of the problem for which they were admitted, after their hospital stay	82,7	86,5	83,8	90,2
Overall Evaluation Area				
Positive evaluation of health care received	95	91,4	96,8	96,2
Patients that would use the services again	96,3	92,9	96,3	96,2
EMERGENCY CARE AREA				
	2005	2006	2007	2008
	%	%	%	%
Positive evaluation of the delay until the first contact with the doctor	73,9	65,5	74	76,3
Was given the opportunity to be accompanied	86,4	83,5	87,1	92,4
Received information about the results of the examinations	91	89,6	88,9	90,2

Felt that their privacy was respected	99	96	94,7	97,1
Positive evaluation of the doctors´ kindness and respect	95,3	93,4	94,7	95
Positive evaluation of the professional abilities	94,9	93	93	94,9
Positive evaluation of the comfort of the facilities	54,6	54,9	67,7	70,8
improvement of the problem for which they went to Emergency Care	78,9	82	81,7	75,5
Positive evaluation of health care received in Emergency Care	93,5	89,7	93,8	94,1
Pacientes que volverían a utilizar este Servicio	92,5	94,8	91,7	96,6