Co-Creation Roadmap Towards Sustainable Quality of Care: A multi-method study

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A DECADE OF COMMITMENT TO QUALITY

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Van Wilder, A et al. (2021) BMC Health Services Research.
CONTEXT

- Heterogeneity in perceptions towards quality initiatives
- Several Flemish hospitals leave hospital-wide accreditation
- Questions are raised on how to incorporate quality sustainably into the daily workflow of healthcare professionals

AIMS

1) To identify drivers for a sustainable quality management system in hospitals
2) To incorporate them into a framework
### METHODS

Multi-method design guided by Jabareen’s eight-phase approach

1. **Mapping the selected data sources**
   - Searched electronic databases (MEDLINE and Google Scholar) and grey literature (from internationally recognised (research) institutes in healthcare quality) from 2010 to 2020
   - Included 59 papers (S1 Fig)

2. **Reading and categorising selected data**
   - Captured relevant concepts by a qualitative, in-depth thematic analysis in NVivo12 (n=593 concepts)

3. **Identifying and naming concepts**
   - Clustered the concepts into 6 broad key themes or drivers during content analysis in NVivo12

4. **Deconstructing and categorising the concepts**
   - Refined the primary drivers by constructing 18 secondary drivers or building blocks
   - Six primary drivers and 18 building blocks were visualised as a driver diagram with examples of evidence-based actions

5. **Integrating concepts**
   - Aggregated building blocks or separated into new ones
   - Total number of building blocks remained unchanged (n=18)

6. **Synthesis, resynthesis and making it all sense**
   - Discussed each building block in detail with the research team (all authors)
   - Developed the graphical design of the driver diagram

7. **Validating the conceptual framework**
   - Presented the designed framework to a healthcare stakeholder group (n=33) and appropriate edits were made based on their feedback

8. **Rethinking the conceptual framework**
   - Based on recommendations from hospital board members, quality steering groups and various healthcare disciplines and clinicians in one small regional hospital and one large academic centre, a nineteenth building block ‘Legal and technical requirements for inspections, audits and labels’ was added to the primary driver ‘Quality Control’.

**FIGURE 1** Eight-phase framework development approach
RESULTS

The framework:

1) is presented as a driver diagram
2) guides healthcare organisations as a roadmap

Primary drivers (n=6) are related to:

Secondary drivers or building blocks (n=19) are made actionable for healthcare organisations with:

Evidence-based action fields (n=104)
The aim is to incorporate quality sustainably into the daily workflow of hospitals, in order to maintain health benefits for patients, their kin and healthcare stakeholders.

FIGURE 2 Integrated Co-Creation Roadmap Towards Sustainable Quality of Care
DISCUSSION

• Flanders Quality Model (FlaQuM) is a roadmap towards a holistic, integrated approach to sustainable quality management.

• A manageable number of drivers, building blocks and action fields may support the sustainable incorporation of quality into the daily workflow.

• By integrating these quality concepts into one roadmap, we put attention to the complexity of sustainability and its holistic approach.
FUTURE RESEARCH

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19 FLEMISH HOSPITALS AS PILOTS
CONCLUSION

• Flanders Quality Model (FlaQuM) is a new, unique co-creation roadmap towards sustainable quality of care that will guide researchers, policymakers, hospital managers and clinicians in the sustainability landscape.

• Clinical and managerial relevance is ensured by including feedback from multidisciplinary healthcare stakeholders, including clinicians, managers, policy makers and patient representatives.

• By focusing on co-creating quality with patients, kin and all relevant stakeholders, we aim to regain commitment, ownership and engagement to healthcare quality.
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REFERENCES

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