Estonian Society of Family Doctors

Building the Quality System in Family Medicine – Estonian experience.

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Estonian situation today

1,3 milj inhabitants
Gate-keeper frontline system staffed by GP-s
Payment – 79,9% per cap, 18,2% FFS, 1,2% P4P (by Est. Health Insurance Fund)
468 GP-led private clinics (359 mono), 805 GP-s
Existing quality management...

From 2006 P4P by EHIF for quality of therapy (consisting prevention, management of chr. diseases – DM2, AH, HT, MI – and gyn, minisurgery etc.)
From 2009...

EPS (Est. Society of Fam. Doctors) published Quality Guide for Family Practitioners – collection of standards, criteries and indicators about „how to do well“ in family medicine center
Why...

...to analyze
... to compare practices
... to show that we do well
...to make the development of practices more systemic
...to standardize
...to raise medium quality level
The document consists...

... written text-document which describes standards
... table of indicators
... questionnaire for patients backfeed
... digital table for practices data (in digital educational environment – intranet - Svoog)
Parts of the text- document...

I - Access to practice
II – Organization of practice work
III – Quality of medical treatment
IV – Practice as a base for studying and science
Digital tabel and control

- Digital tabel at SVOOG for voluntary inserting practice-data (from Sept/Oct. to May)
  www.perearstiselts.ee
- ...indicators, score (max 20 p), A(19-20p),B,C-level
- Control – organ – the board of EPS, auditing A-practices during summer
- Honouring in general meeting in autumn
Audit of practice quality 2009/2010

- Total nr of practices taking part of - 79
- A-level practices – (18)
- Occasional audit of A-practices during summer,
- Result - 18 practices qualified to A-level
- Honouring in EPS General meeting
- Public interest
- Changes for y. 2010/2011
- Intensive negotiations (EHIF, Min.of Soc. Af) for financing of qual. system
Audit of practice quality 2010/2011

- Total nr of practices taking part of - 109
- A-level practices – 29
- Audit of all A-practices during summer,
- Result - 24 practices qualified to A-level
- Honouring in EPS General meeting
- Honouring by Estonian President - T.-H.Ilves
- Public interest
- Negotiations with 0-result, looking for financing
Where to go...

- Different quality systems in different countries - mandatory, voluntary...
Benefits and minuses to discuss

- Competition between colleagues
- Audit from colleagues
- Voluntary system
- Public attention
- Additional money for practice (P4P)
Quality of family medicine is not only a quality of therapy. Organization matters.

- Thank You.
- Katrin