Quality and Professional Issues in Internal Medicine

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Annual average growth rate in per capita health expenditure (OECD, 2003-2009 and 2009-2016)
Annual average growth rate in per capita health expenditure (OECD, 2003-2009 and 2009-2016)

OCDE Health at a glance 2017
A new model
Economic methods
3 highest impact actions

“Good quality is less costly because of more accurate diagnoses, fewer treatment errors, lower complication rates, faster recovery, less invasive treatment, and the minimization of the need for treatment. More broadly, better health is less expensive than illness.”

Michael E. Porter

Redefining Health Care: Creating Value-based Competition on Results
Topics

1. Review some basic concepts of Quality in healthcare

2. Characterize the main features of the healthcare evolution that condition the quality of care

3. Identify some strategies of Quality Improvement in the hospitals and Internal Medicine departments
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2. Characterize the main features of the healthcare evolution that condition the quality of care

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Definition of Quality in Healthcare

“Doing the right thing right, at the first time to the right people, at the right time, in the right place, at the lower cost”

Conceptual Framework for Quality in Healthcare

Luis Campos, Quality in the Portuguese National Health Plan 2011-2016 (available in http://pns.dgs.pt/ae-q/)
Main determinants of Healthcare Quality

Socio-economic factors | Environmental factors

Healthcare Policy | Regulation

- Community
- Family
- Patients
- Implementation of Care
- Care Delivery
- Systems
- Units
- Providers

Outcomes in Health

Luis Campos, Quality in the Portuguese National Health Plan 2011-2016 (available in http://pns.dgs.pt/ae-q/)
Health Determinants

- **Behaviour (40%)**
- **Genetics (30%)**
- **Socio-economic (15%)**
- **Health care (10%)**
- **Environment (5%)**

McGinnis JM et al. Health Affairs, 21, no.2 (2002):78-93
Self-reported overweight (including obesity) among 15-year-olds, 2013-14 (OECD)
Topics

1. Review some basic concepts of Quality in healthcare

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Features of the healthcare evolution that condition the quality of health care

Context

Demand
Patients preferences and needs

Supply
Healthcare

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Future life expectancy in 35 industrialised countries: projection to 2030

Kontis V, Bennett JE, Mathers CD, Li G, Foreman K, Ezzati M. Future life expectancy in 35 industrialized countries: projections with a Bayesian model ensemble. Lancet. 2017; Published Online February 21,
Future life expectancy in 35 industrialised countries: projection to 2030

Kontis V, Bennett JE, Mathers CD, Li G, Foreman K, Ezzati M. Future life expectancy in 35 industrialized countries: projections with a Bayesian model ensemble. Lancet. 2017; Published Online February 21,
<table>
<thead>
<tr>
<th>Diagnosis</th>
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<tbody>
<tr>
<td>Acute tracheobronchitis</td>
</tr>
<tr>
<td>Arterial hypertension</td>
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<tr>
<td>Ischemic and hypertensive heart disease with NYHA III heart failure</td>
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<tr>
<td>Chronic Kidney Disease</td>
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<tr>
<td>Cerebrovascular disease: Post-stroke status with sequelae left hemiparesis</td>
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<tr>
<td>Normocytic and normochromic anemia</td>
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<td>Hypertriglyceridemia</td>
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<tr>
<td>Hypothyroidism</td>
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<tr>
<td>Hyperuricemia</td>
</tr>
<tr>
<td>Peptic ulcer disease</td>
</tr>
<tr>
<td>Depressive syndrome</td>
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<tr>
<td>Atrial fibrillation</td>
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</tbody>
</table>

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Mrs. Rosa - Episodes of contact with the health system in the last year
Distribution of Medicare beneficiaries by number of chronic diseases and total spending of Medicare (2010)

Chronic conditions among Medicare beneficiaries. Chartbook: 2012 edition
Quase mil pessoas internadas por não terem para onde ir

Têm alta clínica mas mantêm-se internadas nos hospitais por falta de resposta da rede de cuidados continuados ou por incapacidade de as famílias as receberem. Casos sociais custam ao Sistema Nacional de Saúde milhões de euros num ano

Ana Maia

A pesar de já terem dirigido, os pais, a escolha do lugar em que estar num hospital por motivos de saúde, a 9 de Fevereiro 399 pessoas permanecem internadas no Serviço Nacional de Saúde (SNS) por motivos sociais. O sismo grau terremoto, consecutiva à instabilidade financeira, levou a aumento de casos que se encontram no sistema de saúde em Portugal, de forma que o número de internações continuadas devido a questões de saúde e não de saúde aumentou, de 3% em outubro de 2019 para 18% em ocaso de insuficiência respiratória.

“Angustiamos-nos diariamente com realidades cada vez mais dramáticas”

Ana Maia

A idade média dos doentes internados nos serviços de saúde é de 67 anos, muito com alguns graus de incapacidade.

Luis Campos

O presidente da Sociedade Portuguesa de Medicina Interna comenta o problemática que se compara com os internamentos sociais.

A segunda edição dos Internamentos Sociais, que teve lugar nos dias 8 e 9 de Fevereiro, 399 nove pessoas foram internadas por motivos sociais. Segundo este exame que está a ser realizado, este tipo de internamento é uma realidade que está em constante aumento.

Dias inteiros seguidos de internação por motivos sociais podem levar a uma insuficiência respiratória e também a outras doenças graves, como o câncer.

“Por isso estamos a fazer um esforço para que os doentes internados possam ter um ambiente que lhes permita continuar a viver de forma autônoma e saudável.”

Esta palavra é do pai de um dos doentes internados, que está há dois meses em hospital por motivos sociais.

“O que mais nos preocupa é que, mesmo após a saída do hospital, os doentes ainda estão internados devido a questões de saúde e não de saúde.

Emora a situação seja difícil, estamos a fazer um esforço para que os doentes internados possam ter um ambiente que lhes permita continuar a viver de forma autônoma e saudável.”

Luis Campos, o presidente da Sociedade Portuguesa de Medicina Interna comenta o problema que se compara com os internamentos sociais.
Evolution of the place of death in Portugal (1988-2013)

DGS 2017, Relatório das Doenças cardio e cerebrovasculares em Portugal 2017
"I'M SORRY DOCTOR, BUT AGAIN I HAVE TO DISAGREE."
Buckminster Fuller's Knowledge Doubling Curve, with post-1982 addition by IBM
The Subspecialization in Cardiology

- Cardiology
  - General Cardiology
    - Interventional Cardiology
    - Heart Imagiology
    - Arrhythmology
    - Cardiology Intensive Care
    - Heart Failure
    - Risk Factors
"I've been to so many doctors in the last few months, I need a doctor to put it all together ..."

A patient in the US Urgency (quoted by Barbara Starfield)
Growth of the number of hospitalists in the United States, 2003-2016

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Two global strategies to approach quality improvement in healthcare

Specific strategies to improve Healthcare Quality

- Building
- Equipment
- Human resources
- Financing

- Process Reengineering

- Continuous education
- Decision Aids

- Changing strategies
Evolution of the number of the NHS Acute Hospitals in Portugal, (2005-2018)

- 73 Acute Hospitals (2005)
  - >200 beds: 45%
  - 100-200 beds: 29%
  - <100 beds: 26%

- 40 Acute Hospitals (2018)
  - >200 beds: 26%
  - 100-200 beds: 29%
  - <100 beds: 45%

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Healing Environment

- Natural Light
- View of nature
- Indirect lighting
- Color
- Pleasant Odors
- Noise Control
- Thermal Comfort

- Texture
- Adaptive Furniture
- Nice Aesthetics
- Respect for privacy
- Family company
- Appropriate Signage
- Art
The Hospitals are fragmented in services according to organs or systems

Cardiology  Pneumology  Nephrology
Gastroenterology  Endocrinology  Neurology
Hematology  Hepatology  Internal Medicine
Oncology  Rheumatology  Immuno Allergology

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Implement medical departments managed by Internal Medicine

- Cardiology
- Pneumology
- Neurology
- Immuno Allergology
- Rheumatology
- Hepatology
- Endocrinology
- Hematology
- Oncology
- Gastroenterology
- Nephrology

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Differentiated units in Internal Medicine Department of Hospital Center of Western Lisbon

- Stroke Unit
- Intermediary Care Unit
- Heart Failure Unit
- Ortogeriatric Unit
The actual care of our chronic patients

- Acute and episodic
- Reactive and fragmented
- Focused on the disease
Number of emergency admissions per 100 inhabitants OECD (2001 and 2011)
We need a paradigm shift on the care of chronic patients

- Acute and episodic
- Reactive and fragmented
- Focused on the disease

- Continuity of care
- Proactive and integrated
- Patient-centered

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Integrated Care Concept

- Disease prevention and health promotion
- Primary Care
- Secondary care
- Continuous care
- Palliative care

Hospital Ambulatory Medicine

- Day Hospital
- Integrated Care Units
- Hospital at Home
- Quick Diagnosis Units
Integrated Care Program to the Complex Chronic Patients (CHLO, 2017-2018)

Which is the main problem that you liked to be solved?

- Dispneia 23%
- Dificuldade em andar 12%
- Diminuição Acuidade visual 6%
- Descontrolo metabólico 6%
- Obstipação 53%
PERCURSOS de vida
LITERACIA em saúde
INTEGRAÇÃO de cuidados

REFORMAS DE PROXIMIDADE

18/19 OUTUBRO 2016
Health promotion and disease prevention should be a priority

80% of the cases of Coronary Heart Disease, Stroke, Adult Diabetes and 40% of Cancer

Might be prevented by correction of dietary habits, physical exercise and the tobacco cessation.

WHO. Preventing Chronic Diseases, 2005
Festa da Saúde
8 e 9 de julho
Jardins de Belém

ATIVIDADES AO AR LIVRE
- Tai chi
- Yoga
- Body balance
- Zumba
- Caminhada
- Pilates
- Fitaese
- Patinação
- Remo
- Jogos Tradicionais
- Comida Saudável

CONVERSAS SAUDÁVEIS
A importância dos estilos de vida saudáveis | Como pode a cidade promover a saúde? | Como mudar comportamentos de risco? | Como gerir a sua saúde?
Improving patient safety ...

Risk of death in the hospital by mistake or accident

1:300

1:14,000,000

Institute of Medicine.: To Err is Human: National Academy Press, 2000; IATA, IATA Safety Report 2016, 2017
Staphylococcus aureus. Percentage (%) of invasive isolates with resistance to meticillin (MRSA), by country, EU/EEA countries, 2015
Diagnostic Errors Are the Most Common Type of Medical Mistake

By Alexandra Sifferlin | April 24, 2013 | 1 Comment

When Dr. David Newman-Toker was a medical resident at a Boston hospital, he witnessed what he calls tragic cases in which otherwise healthy people suffered serious consequences from misdiagnoses that could have been prevented.

Newman-Toker, now an associate professor of neurology at the Johns Hopkins University School of Medicine, recalls an 18-year-old aspiring Olympic skater who fell on a ski slope and came to the hospital with weakness on one side of her body and a headache. She was told she had a migraine and was sent home. Six days later, she returned to the
Analysis of a diagnostic error

09/04/2011 05h22m
Sala Operatória
Diário de Enfermagem

Extracção de feto morto com malformação

09/04/2011 05h45m
Sala Operatória
Diário de Enfermagem

Doente hemodinamicamente instável
Tentativa de colocação de CVC jugular

Paragem cardíaco-respiratória
AESP
Iniciado SAV
Cardiologista, M. Interna, Anestesia, Obstetrícia

09/04/2011 05h55m
Sala Operatória
Folha de Anestesia

Óbito às 6h33min

Rx Tórax disponível em película às 05h30:
ARDS

EcoTT (05h50): VE e cavidades direitas não dilatadas. Sem derrame pericárdico. PSAP 38. VCI 20mm

Inicial recuperação de pulso às 6h02
Nova PCR em AESP às 6h12
Current Clinician Guidance Standards are not appropriate for our patients

Age and Ageing Advance Access published August 21, 2012

Guidelines for people not for diseases: the challenges of applying UK clinical guidelines to people with multimorbidity

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2Department of Medicine, University of Dundee, Ninewells Hospital, Dundee DD1 9SY, UK
3Population Health Sciences, University of Dundee, Dundee, Tayside, UK

Address correspondence to: B. Guthrie. Tel: +44 (0)1382 420000; Fax: +44 (0)1382 420010. Email: b.guthrie@chs.dundee.ac.uk
Impact of ICTs on quality of care for chronic patients
The PCs should be where and when the professionals need them...
Some rules for a successful quality improvement strategy

• Quality improvement should involve all professionals in the organization

• Improving quality implies a structure, resources, training and an explicit strategy

• Improving quality implies leadership, management commitment, transparency in processes, evaluation and communication of results
18th European Congress of INTERNAL MEDICINE
29-31 August, 2019
Lisbon
President of ECIM 2019: Luís Campos, Lisbon, Portugal
EFIM President: Nicola Montano, Milan, Italy

Innovation in Health Care: New Opportunities for Internal Medicine
“The best way to predict the future is to create it”

Peter Drucker