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Conference Abstract

## Quality Development Across Organisations and Settings

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### Abstract:

**Introduction.** The search for defining, assessing and improving quality in health and social care services has gained in importance over the past two decades, starting in particular in acute health care, later on also in social and long-term care with the development of specific criteria and indicators for these sectors.

**Methods.** In the EU (FP7) project INTERLINKS research teams from ten countries gathered information from literature, expert interviews and examples of good practice to identify innovative approaches, methods and indicators for quality assurance in long-term care, and provided national reports and a European overview.

**Results.** Quality management and quality assurance in long-term care are still in their very first stages, with amazing differences within and between countries. There is a wide range of approaches and methods that have been implemented, reaching from more or less regular inspection to third-party auditing and certification based on the classical quality management cycle. A general trend is towards more specific criteria and indicators that consider the characteristics of long-term care organisations.

**Discussion and Conclusion.** In spite of considerable progress, quality management and quality assurance remain to be further developed, in particular when it comes to quality assurance of integrated long-term care involving various professions, organisations and sectors.

### Keywords

quality management, quality assurance, long-term care

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**Presentation** available at <http://www.integratedcarefoundation.org/content/31-long-term-care-project-interlinks>