


Volume 13, 23 October 2013

Publisher: Igitur publishing

URL: <http://www.ijic.org>

Cite this as: Int J Integr Care 2013; Annual Conf Suppl; [URN:NBN:NL:UI:10-1-114662](https://nbn-resolving.org/urn:nbn:nl:ui-10-1-114662)

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Conference Abstract

Measuring quality, equity, outcomes and efficiency in pharmaceutical care as a part of managed care

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Abstract:

The abstract presents results of the “InterQuality Project – International Research Project on Financing Quality in Healthcare” funded by the 7th Framework Programme (FP7) for Research and Technological Development of the European Union.

Grant Agreement No: HEALTH-F3-2010-261369

Objectives: To identify, classify and assess indicators reflecting outcomes, efficiency, quality and equity of pharmaceutical care services from the perspective of three stakeholders: healthcare professionals, patients and payers as well as to describe them in accordance with Donabedian’s [1] and ECHO [2] models.

Theory: Providing guidance for authorities seeking scientifically validated knowledge in the area of pharmaceutical care as a part of managed care is needed.

Methods: A systematic review restricted to the last 10 years was conducted in Medline, Embase and the Cochrane Library. A non-systematic review was added.

Results: 87 articles were identified during the systematic review and 10 publications were manually added. Indicators were assigned according to topic (efficiency, outcomes, quality and

equity), according to Donabedian's model [1] as structure, process and outcomes indicators and according to ECHO model [2] as clinical intermediary, clinical outcomes, humanistic intermediary, humanistic and economic outcomes.

Discussion: The indicators that are probably most useful for population-wide decision making are generic ones, as they allow comparisons between interventions. However, specific indicators are also sensible as they are more responsive to changes caused by interventions, and thus allow those changes to be measured.

Conclusions: Our work provides a comprehensive overview and new classification of indicators ready to use for decision makers to help identify areas of outstanding quality in the area of pharmaceutical care.

Keywords

indicators, outcomes, efficiency, quality, equity, pharmaceutical

References

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