



# Inter-hospitals Cooperation Improvement the Performance of Healthcare Quality in Taiwan

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## Objectives

In 2014, the Taiwan Ministry of Health and Welfare has implemented "The Reporting System for Measurement of Hospital Quality Performance and Improvement Project". Providing financial support and reward to encourage hospitals to establish the quality indicators monitoring system and reporting indicators, continuing monitor and improve quality. However, the hospitals size difference and the resources obtained are not equal. In order to enhance the quality in healthcare service, the one medical centers (19 hospitals) had to lead 18 regional or community hospitals as a group (19 groups) to participate the project and help them to establish a quality monitoring and improvement system, and training them how to use indicator for quality improvement. In 2014, the pilot project (first-phase) was implemented 10 hospital-level indicators, 190 hospitals participated, second-phase project (2015-2016), implemented 35 hospital-level indicators and 3 patient-level indicators, 365 hospitals participated (covering about 80% of all Taiwan hospitals). The hospitals received financial support for reporting indicators and providing training. The project also rewarded hospitals for best team performance.

## Methods

We collected participating hospitals' feedback of the project by online questionnaire and focus group meetings in 2015 and again in 2016. There are 3 versions of questionnaires for medical center, regional and community hospitals. There are 6 medical center received best team award. We analyzed the performance dimensions who received rewards, including indicator performance, teamwork, consultation, and training courses attending and data auditing.

## Results

From the medical centers' response, they help their group hospitals to clarify the definition of indicators, establish data collection process, data analysis and using indicators for quality improvement. From the regional and community hospitals' response, it showed that after they had the medical center helping, they built the quality indicator monitor system successfully. The regional and community hospitals had positive responses of the project form focus group meetings. Because the medical center also assisted them do the auditing, PDCA and implemented the indicators for accreditation. There are 6 medical center received best team award and they had better performance on the dimension of the consultation, indicator performance and data auditing.

## Conclusion

The project enhance the inter-hospitals cooperation, and reduce the gap of quality care among different hospitals. The regional and community hospitals gain from the project not only built the quality indicator monitor and management system, but also enhance the healthcare professionals to participate the quality improvement activities. However, the burden of medical center is financial support and lack of manpower for providing counseling services. The participating hospital suggested the project provide financial support for establishing informatics system and decrease the number of hospitals in group for the medical center to consult in the next phase of the project.

## Acknowledgement

The project was funded by the Ministry of Health and Welfare .

**Keywords:** inter-hospitals cooperation, quality improvement, online questionnaire, focus group meeting, team award

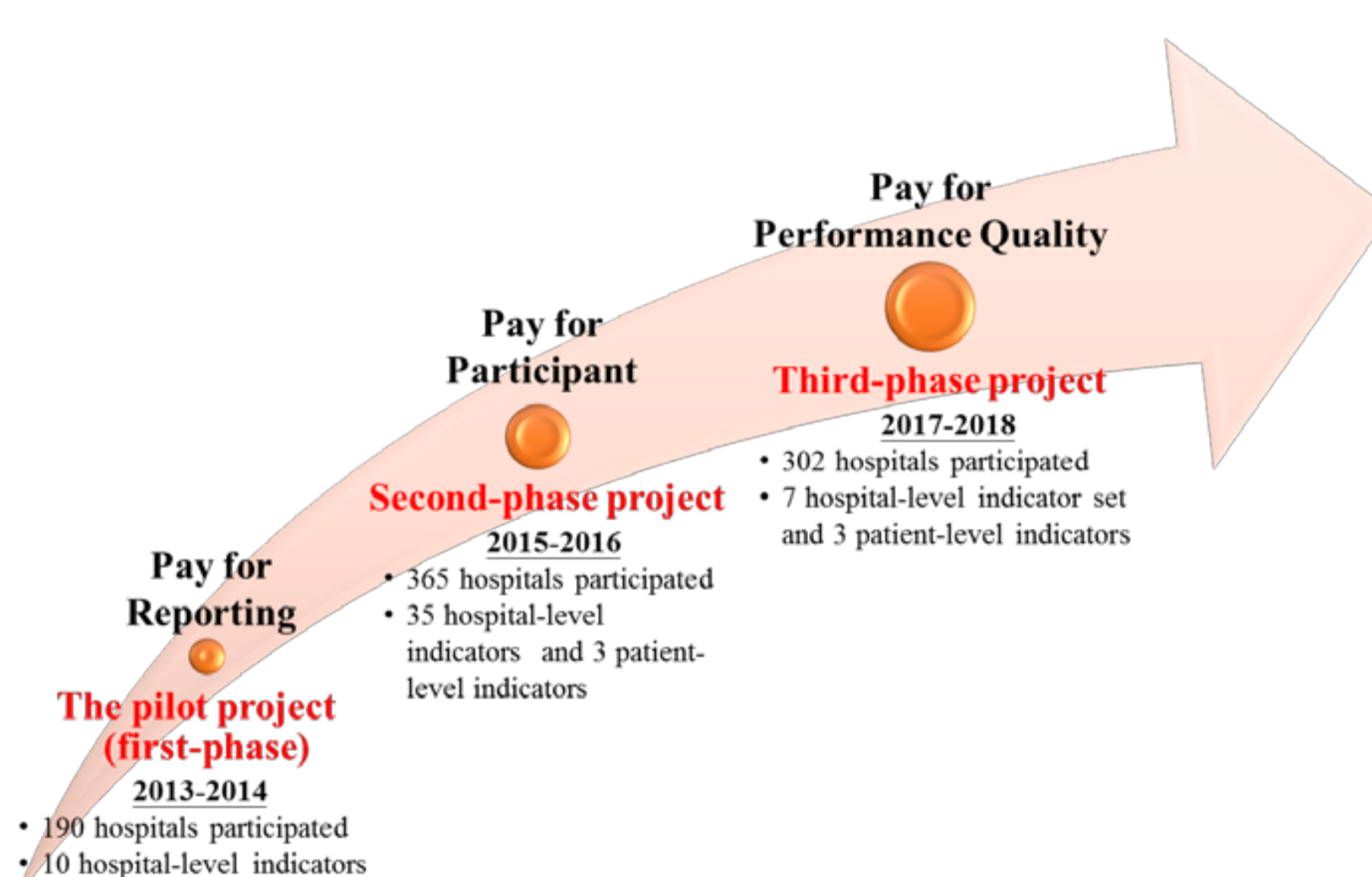


Figure 1. Project development duration

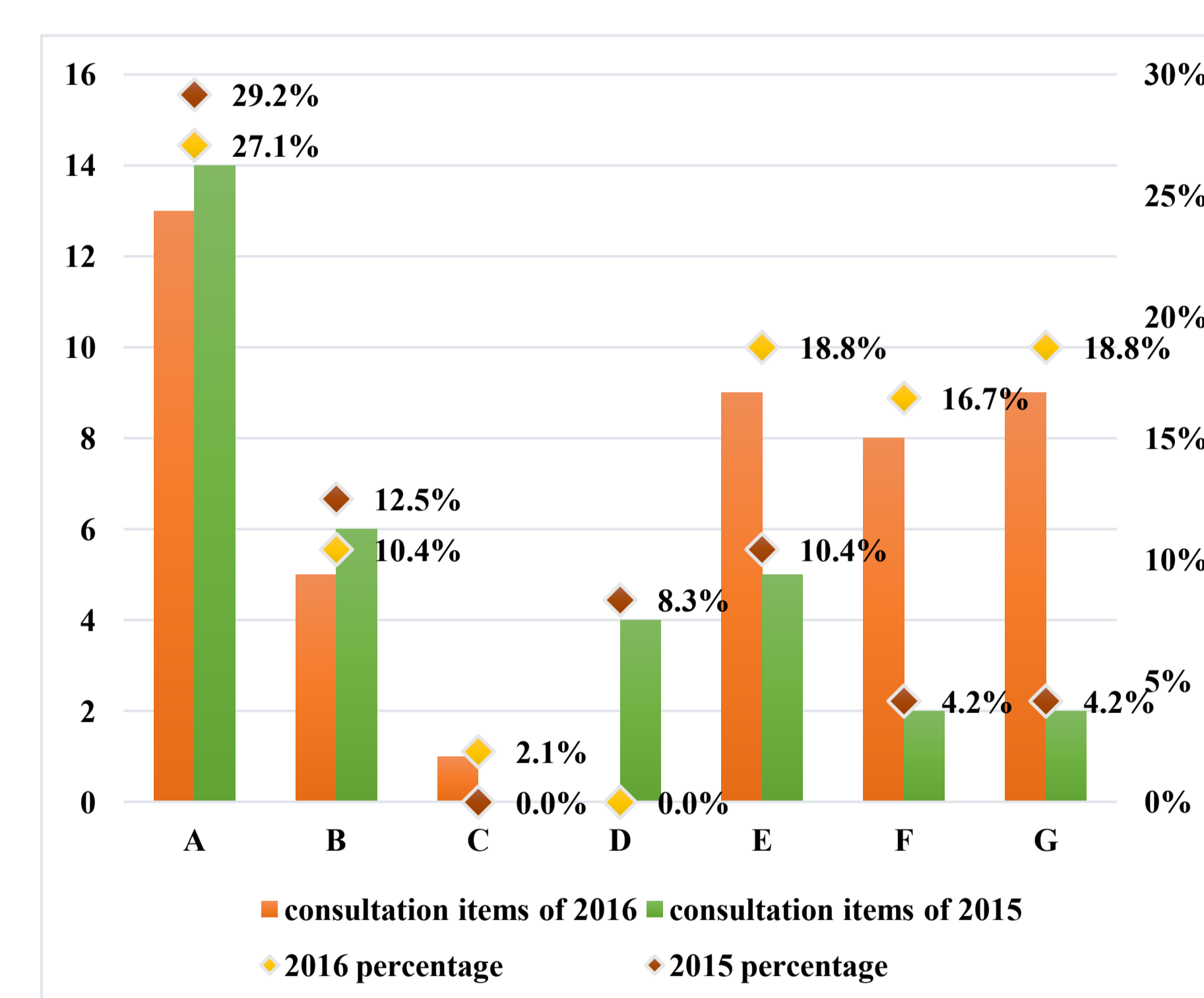


Figure 2. The most frequent consultations provided by medical centers  
 A=Clarify the definition of indicators  
 B=Establish data collection process  
 C=Indicators collecting informationization  
 D=System operation and reporting  
 E=Correctness and completeness of confirm indicators  
 F=Indicators analysis and reports interpretation  
 G=Data analysis and using indicators for quality improvement