A framework for quality of care for chronic conditions: results from a Scoping Review

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Objective

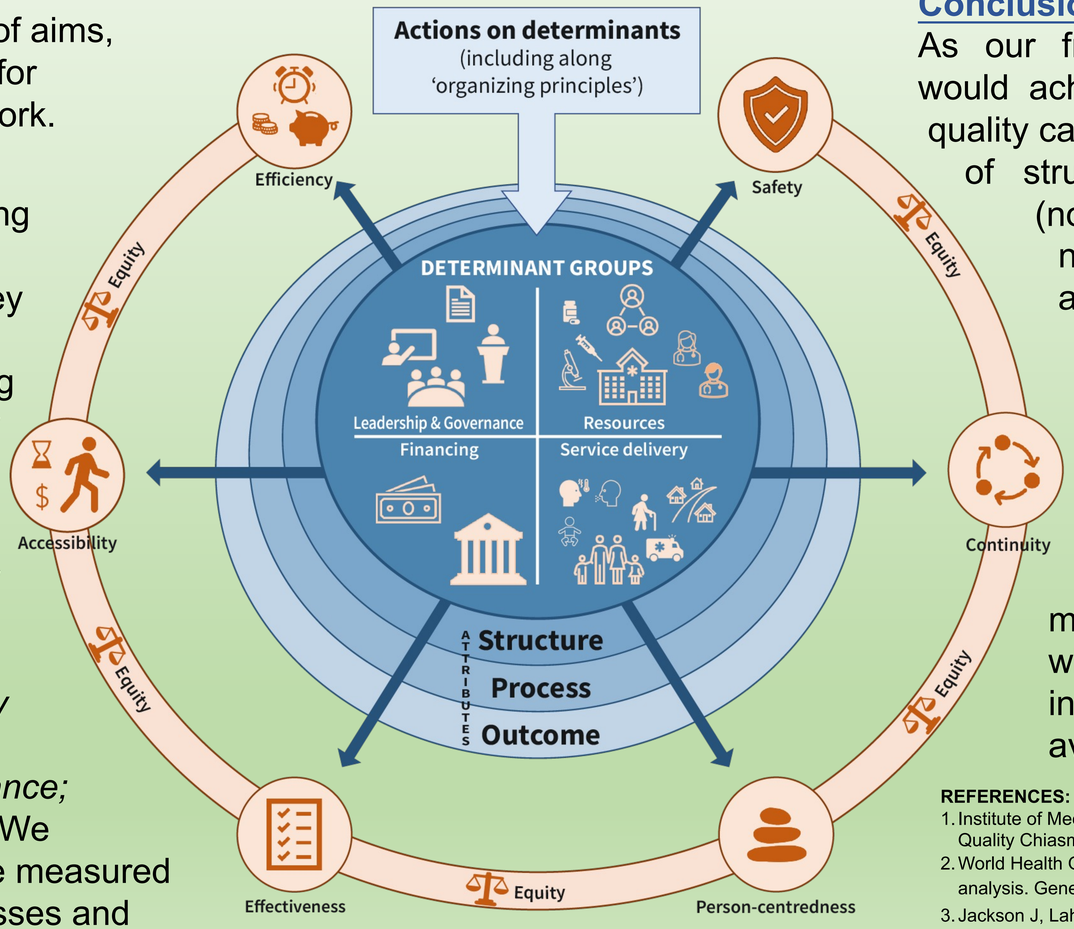
We produced a comprehensive specification of aims, determinants and attributes of quality of care for chronic conditions, and constructed a framework.

Methodology

Scoping review → 48 scientific articles studying implementation of (new / established) models and/or aims of chronic care quality and 26 grey literature on quality of care.
Deductive and inductive analysis → identifying aims and determinants of chronic care quality and measurable attributes.

Results

We retained the Institute of Medicine's quality aims [1]: *effectiveness; efficiency; safety; equity; accessibility, affordability, timeliness*; and *person-centredness* and added *continuity of care*.[2] We considered the health system determinants groups: *leadership and governance; financing; resources;* and *service delivery*.[3] We determined that quality of chronic care can be measured using attributes as related to structure, processes and outcomes.[4]



Conclusion

As our framework indicates, acting on determinants would achieve chronic care quality aims. Chronic. care quality can be measured through the presence / absence of structures, the presence / absence and / or (non)adherence. to processes, and positive / negative outcomes. (clinical, functional, assessment of care by people with chronic conditions and by care providers, etc).

Next step

The chronic care quality framework was finalised in a Delphi. with various stakeholders from the different WHO regions, and was calibrated for financing mechanisms to improve quality of chronic care with particular attention to low- and middle-income countries. The report will soon be available.

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3. Jackson J, Lahtinen M, Cooke T. Understanding patient and provider experience with relationship, management and informational continuity. Canada: Health Quality Council of Alberta; 2016.
4. Donabedian A. Evaluating the quality of care. Milbank Q. 2005 Dec. 83(4):691-729.
5. + 48 scientific articles and 22 grey literature