

# The International Society for Quality in Health Care



ISQua works to provide services to guide health professionals, health providers, researchers, agencies, policy makers and consumers to achieve excellence in health care delivery to all people and to continuously improve the quality and safety of care.

Quality of care matters. It requires 24 hours-a-day commitment and achievement towards excellence. With safe, high quality care, people can function better and enjoy a better life by surviving survival well. At stake can be life itself, quality of life and well-being.

ISQua offers a unique opportunity for individuals and institutions with a common interest to share expertise via an international multidisciplinary forum. ISQua is a non-aligned voluntary organisation, which is supported by its members, including leading quality health care providers and agencies in over 70 countries, together with additional funds from the Australian and Victorian Governments.

## ISQua's value

- Quality health care for all
- Promoting access for people throughout the world to safe, quality health care
- Responsiveness
- Understanding and meeting the needs of members and other clients and continually improving services for them
- Innovation
- Constantly exploring, studying and researching new concepts and opportunities
- Achieving together
- Collaborating for improvement through ongoing consultation, partnerships and teamwork
- Integrity
- Serving with an attitude of unselfish concern and acting ethically
- Stewardship
- Managing resources entrusted to ISQua in a responsible manner and strengthening ISQua's viability

## ISQua's Vision

Through providing access to objective, evidence-based and timely information to support informed decisions about health care, ISQua will continue to grow in credibility and position as the world leader in quality and safety in health care.

## Improving Healthcare Worldwide

ISQua's focus is on the methodologies needed to facilitate the delivery of safe, quality health care. The Society's links throughout the world are maintained through an active Executive Board of recognized leaders, members, regional and other networks, also other interest groups. Membership of steering groups comprises ISQua members who are acknowledged leaders in quality and safety of care.

ISQua's international Accreditation Program brings the world of healthcare accreditation and external evaluation together by providing:

- an international assessment and accreditation process for healthcare standards
- an international survey and accreditation process for the performance of accreditation and other external evaluation organisations, and
- an international assessment and accreditation program for surveyor/assessor training.

An advisory service is available and ISQua also hosts an annual International Accreditation Symposium in association with its annual conference.

With an annual International Summit on Indicators/Measures, ISQua also provides a broadbased global meeting point which brings together interested groups and individuals who are active in the development and use of indicators and/or performance measures.

## A world-class journal

*The International Journal for Quality in Health Care*, a bi-monthly peer-reviewed journal, is published jointly by ISQua and Oxford University Press. The Journal publishes papers in all disciplines engaged in healthcare quality improvement and research; its Editorial Board members represent countries in all regions of the world. Through the pages of the Journal and also via online electronic access, ISQua's worldwide membership and non-member Journal subscribers receive up-to-date information on current quality and safety in health care activities and research and access to the electronic version of the Journal online.

## International conference program

ISQua's annual international meeting with its pre-conference events is increasingly recognized as a not-to-be-missed forum for exchange of information and updates on quality improvement. Recent international conferences have been held in Venice, Melbourne, Dublin, Buenos Aires, Paris, Dallas, Amsterdam, Vancouver, London and Boston. ISQua's 26th International Conference will be in Dublin in 2009.

## ISQua Executive Board 2007–2009

**President** Bruce Barraclough, Australia

**Past President** John Helfrick, USA

**President Elect** Philip Hassen, Canada

**Treasurer** Philip Hassen, Canada

**Members** HIQA: Tracey Cooper, Ireland; HAS: Charles Bruneau, France;

CHKS-HAQU: Helen Crisp, UK; David Bates, USA;

Sheila Leatherman, USA; John Oldham, UK.

**Chief Executive Officer** Roisin Boland

**Editor** of *The International Journal for Quality in Health Care*,

Eric Schneider, USA, attends Board meetings by invitation.

## Foundation Institutional Members

**Canadian Council on Health Services Accreditation**, Ottawa, Ontario, Canada

**Center for Human Services**, Bethesda, Maryland, USA

**Department of Human Services**, Melbourne, Victoria, Australia

**New South Wales Health Department**, Sydney, New South Wales, Australia

For ISQua membership information please turn to the reverse of the title page at the front of this issue or check the ISQua website: [www.isqua.org](http://www.isqua.org)

# International Journal for Quality in Health Care

Volume 21 Number 3 June 2009

## Editorial

151 **International benchmarking. Option or illusion?**

*Jan Mainz, Paul Bartels, Hans Rutberg and Ed Kelley*

## Papers

153 **Pseudoinnovation: the development and spread of healthcare quality improvement methodologies**

*Kieran Walshe*

160 **Validation of data and indicators in the Danish Cholecystectomy Database**

*Kirstine Moll Harboe, Kristian Anthonsen and Linda Bardram*

169 **Selection of indicators for continuous monitoring of patient safety: recommendations of the project 'safety improvement for patients in Europe'**

*Solvejg Kristensen, Jan Mainz and Paul Bartels*

176 **Impact of a national campaign on hospital readmissions in home care patients**

*Charles Price Schade, Eve Esslinger, Donna Anderson, Yinghua Sun and Bethany Knowles*

183 **Evaluation of accreditation program in non-governmental organizations' health units in Egypt: short-term outcomes**

*Mabi Al Tebeny, Bssiouni Salem, Ihab Habil and Sayed El Okda*

190 **Psychometric evaluation of an instrument to assess patient-reported 'psychosocial care by physicians': a structural equation modeling approach**

*Oliver Ommen, Markus Wirtz, Christian Janssen, Melanie Neumann, Elke Driller, Nicole Ernstmann, Sabine Loeffert and Holger Pfaff*

198 **Validation of a tool assessing appropriateness of hospital days in rehabilitation centres**

*Romain Guilé, Christophe Leux, Cécile Paillé, Pierre Lombrail and Leila Moret*

206 **Patient satisfaction with and recommendation of a primary care provider: associations of perceived quality and patient education**

*Yu-Chi Tung and Guann-Ming Chang*

214 **Health care process modelling: which method when?**

*Gyuchan Thomas Jun, James Ward, Zoe Morris and John Clarkson*

## ISQua Page

**Abstracts en este número (online only)**

