Healthcare Matrix for TRM

林季緯

六大核心能力

- 美國畢業後醫學教育評鑑委員會 (ACGME) 提出的醫學教育下應使未來的醫生應具備的核心能力
  - 病患照顧能力（ Patient Care ）
  - 醫學知識（ Medical Knowledge ）
  - 以現行執業為基礎之學習與改進（ Practice-Based Learning and Improvement ）
  - 人際關係以及溝通技巧（ Interpersonal and Communication Skills ）
  - 專業態度（ Professionalism ）
  - 醫療體系內的執業能力（ System-Based Practice ）

六大醫療品質目標

- 美國醫學研究院 IOM (Institute of Medicine Of the National Academy of Sciences) 於 2001 年提出六大醫療品質目標
  - 安全（ Safety ）
  - 有效（ Effective ）
  - 病人為中心（ Patient Centered ）
  - 及時（ Timely ）
  - 有效率（ Efficient ）
  - 平等（ Equitable ）

Health Professions Education

Using a Healthcare Matrix to Assess Patient Care in Terms of Aims for Improvement and Core Competencies

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何謂 Healthcare Matrix

- 2005 年 Bingham 與 Quinn 等人以醫療品質六項目標為縱座標，核心能力六項要件為橫座標，組合成"健康照護矩陣"（ Healthcare Matrix ）。

- 健康照護矩陣將醫療照護品質與醫師核心能力整合成一項評估工具，將品質評核方式由線提升到面，達成更全方面的目標。

Healthcare Matrix

Healthcare Matrix: Care of Patient(s) with…						
AIMS Competencies	Safe	Timely	Effective	Efficient	Equitable	Patient-Centered
Patient Care						
Medical Knowledge						
Interpersonal/ Comm. Skills						
Professionalism						
Systems Based Practice						
Practice-Based Learning /Improvement						

特點

- 適用於所有的臨床學科
- 可應用於病例討論會，包括死亡病例或合併症病例討論會
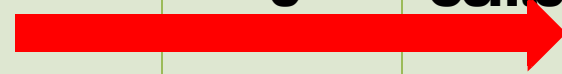- 可與不同領域專業人員的共同學習與檢討改進：臨床照顧病人之護理、藥學、營養、復健等醫療專科，可填寫矩陣表單，並提到會議討論，促進團隊照護之整合

執行方式

- 可利用 30 分鐘進行包括診斷、治療、預後等傳統臨床課題討論
- 以 15 分鐘進行矩陣表單檢討分析
- 最後利用 15 分鐘開放所有與會人員進行討論

Healthcare Matrix: Care of Patient(s) with…

AIMS Competencies	Safe	Timely	Effective	Efficient	Equitable	Patient-Centered
Patient Care						

Assessment of Care →

Patient Care Should Be:

- <u>Safe</u>: Avoiding injuries to patients from care intended to help them.

- <u>Timely</u>: Reducing waits and sometimes harmful delays for those who receive and give care.

- <u>Effective</u>: Providing services based on scientific knowledge to all who could benefit; refraining from providing services to those likely not to benefit.

- <u>Efficient</u>: Avoiding waste of equipment, supplies, ideas, energy.

- <u>Equitable</u>: Providing care that does not vary in quality because of personal characteristics.

- <u>Patient-Centered</u>: Providing care that is respectful of and responsive to individual patient preferences, needs, values; ensuring that patient values guide all clinical decisions.

Medical Knowledge:
What Must We Know?

Patient care	Safe	Timely	Effective	Efficient	Equitable	Patient Centered
Medical Knowledge						

"…about established and evolving biomedical, clinical, and cognate sciences, and application of this knowledge to patient care."

Interpersonal/Communication Skills: What Must We Say?

Patient care	Safe	Timely	Effective	Efficient	Equitable	Patient Centered
MK						
Interpersonal & Communication Skills						

"…that will result in effective information exchange and teaming with patients, their families, & other health professionals."

Professionalism: How Must We Behave?

Patient care	Safe	Timely	Effective	Efficient	Equitable	Patient Centered
MK						
ICS						
Professional-ism						

"…as manifested through commitment to carrying out professional responsibilities, adherence to ethical principles, & sensitivity to diverse patient population."

Systems-Based Practice: What is the Process? On Whom Do We Depend? Who Depends On Us?

Patient care	Safe	Timely	Effective	Efficient	Equitable	Patient Centered
MK						
ICS						
Prof						
Systems-Based Practice						

"…as manifested by actions that demonstrate an awareness of, and responsiveness to, a larger context & system of healthcare and ability to effectively call on system resources to provide care of optimal value."

Practice-Based Learning & Improvement: What Have We Learned? What Will We Improve?

Patient care	Safe	Timely	Effective	Efficient	Equitable	Patient Centered
MK						
ICS						
Prof						
SBP						
Practice-Based Learning & Improvement						

"…involves investigation & evaluation of residents' [program's, or institution's] own patient care, appraisal and assimilation of scientific evidence, and improvements in patient care."

Healthcare Matrix: Care of Patient(s) with...

AIMS / Competencies	Safe	Timely	Effective	Efficient	Equitable	Patient-Centered
PC	YES	NO	YES	NO	YES	YES
MK				Disagreement over def. of CI		
ICS		Poor comm. Btween surgery -primary service		Only LH cath performed; requested RH & LH		
Prof						
SBP		Outside recs. Not available no review				
PBLI	IMPROVEMENT					
		XXX		XXX		

Improvements

- <u>Timeliness</u>: Need to have direct contact with referring physician from outside the hospital. If outside records arrive, primary team should be paged or information should be flagged in the chart.

- <u>Efficiency</u>: Direct communication must occur between teams if questions exist regarding proposed procedures.