

President Elect Obama has stated that one of the major problems with our health care system is a failure to provide “quality of care.”

1. When you are very ill and go to the hospital, would you like to receive “quality” health care?
2. What is the level of “quality” health care that you would like to receive?
3. Do health care providers always agree on what is the “best” health care for your particular condition?
4. How do you, the patient, define “quality” of health care? What factors are important to you, the patient? How would you explain what quality you want to your health care providers?
5. How does Donabedian suggest we should define “quality” in the context of health care?
6. What components does Donabedian suggest we should measure in order to determine whether “quality” health care has been provided?
7. How does Donabedian’s definition of quality of care differ from the IOM’s (Institute of Medicine) definition? Which would you recommend to President-Elect Obama?
8. Who decides what level of quality of care you, the patient, will receive?
9. What is the “absolutist” view of quality of care and how does it measure against Donabedian’s view?
10. Should there be a social dimension to our definition of quality of care?
11. The revolution in information processing has led to the ability to gather data on the “outcomes” of patient care, leading to hospital report cards. This is referred to as Outcome Management. Is this development a uniformly positive one for quality of care for all individuals?
12. Is a focus on Continuous Quality Improvement or Total Quality Management a uniformly positive one for quality of care for all individuals?
13. What are “DRGs,” who has instituted them and why?
14. Do DRGs factor in all the values captured by Donabedian’s definition of quality of health care? The IOMs?
15. Do you, the patient, have the power to choose the doctor or practice that provides you, in your opinion, with the best quality of care?

****16. *How does the description of quality of care in the readings compare with how a jury measures the quality of care in a medical malpractice case? *****