Background and Motivation

- **Integrated care** as an approach for ensuring and improving the quality of care, patient satisfaction and system efficiency, especially against the background of an increasing prevalence of chronically ill and multimorbid patients
- Currently there is no commonly used, comprehensive approach for the quality management in integrated care settings
- There are quality indicators available, but their implementation in the care process has deficits
- **Integrated care pathways** as essential tool for the provision of integrated care (process-oriented view)

### Objective

**To utilise care pathways for quality management in integrated care**

**RQ1:** How can process-relevant quality indicators for health care networks be identified and classified?

**RQ2:** What are the relevant concepts for the integration of quality indicators in care pathway process models?

### Environment

**Application domain** (Healthcare domain)
- People: health care providers, patients, ...
- Organisational systems: care facilities, care networks, ...
- Technical systems: hospital information systems, ...
- Problems & opportunities: quality goals/ guidelines not systematically translated into care pathways; missing methodological and technological support for integration of quality indicators in care processes, ...

### Method

**Build design artefact** (Overall research project): Quality indicator-based development and monitoring method for care pathways

- Conceptual foundations (addressed in the RIP paper):
  - Process quality framework (RQ1)
  - Domain ontology (RQ2)

**Evaluate** in application domain
- Integrated stroke care
- Integrated cancer care

### Results

- **Classification framework for process quality in integrated care settings (→ RQ1)**
  - **Health care need:** staying healthy, getting better, living with illness/disability, end-of-life care
  - **Quality goal:** effectiveness, safety, patient-centeredness, continuity
  - **Levels of analysis:** micro, meso, macro
- **Domain ontology preparing method development/ language extension (→ RQ2)**

### Outlook

- Extending existing pathway modelling language BPMN4CP by a quality perspective
- Methodological support for development and implementation of care pathways in a comprehensive network of care providers
- Demonstration and evaluation of the artefact (method)

### References


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