

Optimizing quality in primary care

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PHC holds the key to optimizing care at the 'start of the care continuum' by addressing the needs of a changing population while reducing health care expenditures through prevention. Many large PHC providers, clinics and networks across Europe and around the world experience some level of fragmentation, meaning patients in the same jurisdictions may have varying experiences with the health care system.

This presentation will explore ways in which accreditation

can address these issues unifying PHC providers, to optimize health care quality and safety. It will speak to the new insights and innovations into the delivery of quality processes using the Health Standards Organization (HSO) model which includes primary care standards (PCS) and patient-centered care. The capacity to customize continuous improvement efforts to meet the challenges facing PHC organizations today will also be explored.

Biography

Yuliya Shcherbina is the Market Development Lead for the European Region of Accreditation Canada.

*Accreditation Europe is an affiliate of Accreditation Canada.

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