Experiences from the Copenhagen Centre for Cancer and Health

A FRAMEWORK FOR QUALITY IMPROVEMENT

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PROBLEM

Copenhagen Centre for Cancer and Health (CCCH) offers municipality-based rehabilitation for cancer patients. The overall goal is to improve or stabilize health related quality of life. Appx 1400 patients are referred every year.
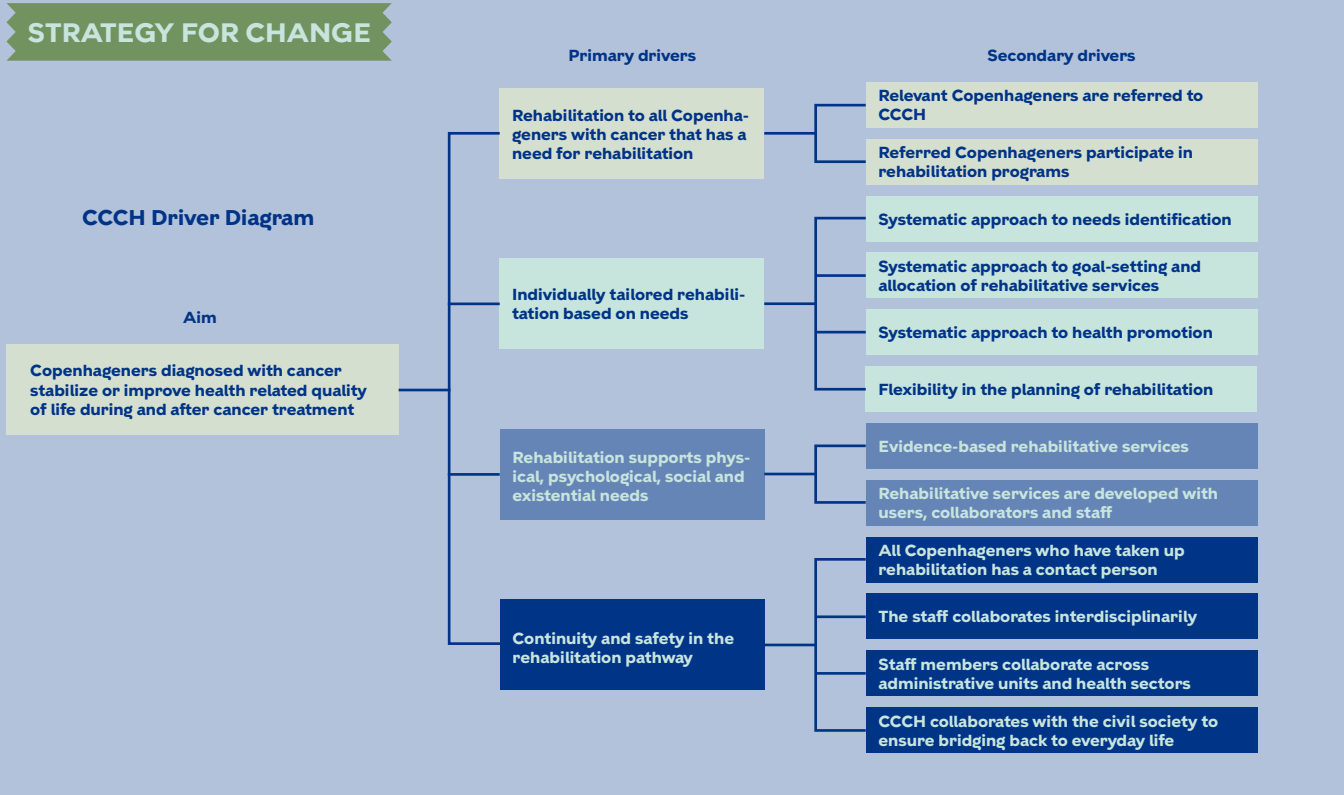
CCCH is a data rich organization, but it has proved difficult to select improvement projects as data point in different directions that seems equally important.

WE WANTED TO
Implement a systematic approach to channelize improvement ideas into manageable projects that have the largest value on a patient level and are well-aligned with the overall goal

INTERVENTION

We developed:

- **CCCH Driver Diagram**

- **An indicator catalogue for data monitoring attaching measurements to CCCH Driver Diagram**

- **Improvement goals: All staff involved in decision making**

- **A quality organization: Quality forum (initiate projects), Quality groups (complete projects), a user panel with patients and relatives**

STRATEGY FOR CHANGE

CCCH Driver Diagram

Aim

Primary drivers

Secondary drivers

Aim	Primary drivers	Secondary drivers
Copenhageners diagnosed with cancer stabilize or improve health related quality of life during and after cancer treatment	Rehabilitation to all Copenhageners with cancer that has a need for rehabilitation	Relevant Copenhageners are referred to CCCH
		Referred Copenhageners participate in rehabilitation programs
	Individually tailored rehabilitation based on needs	Systematic approach to needs identification
		Systematic approach to goal-setting and allocation of rehabilitative services
		Systematic approach to health promotion
		Flexibility in the planning of rehabilitation
	Rehabilitation supports physical, psychological, social and existential needs	Evidence-based rehabilitative services
		Rehabilitative services are developed with users, collaborators and staff
	Continuity and safety in the rehabilitation pathway	All Copenhageners who have taken up rehabilitation has a contact person
		The staff collaborates interdisciplinarily
		Staff members collaborate across administrative units and health sectors
		CCCH collaborates with the civil society to ensure bridging back to everyday life

EFFECT OF CHANGE

- **Initiation of eleven improvement projects and nine Quality groups linked to the CCCH Driver Diagram**

- **Implementation of a systematic approach to quality improvement with systematic involvement of cancer patients and relatives**

MESSAGES FOR OTHERS
Developing and using an organisation Driver Diagram ensures priority of projects that matter most to patients.

An organisation Driver Diagram and a quality organisation are a successful framework for quality development.

Integrate continuous data monitoring in the Driver Diagram and let the data guide you when choosing projects.