

CONFERENCE ABSTRACT

Getting the measure of integration [advertised key note]

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Richard Hamblin

HQSC, New Zealand

The importance of health care being integrated around the consumer is increasingly widely recognised, but while other aspects of healthcare quality have been subject to a "measurement frenzy" over the last twenty years, measurement of integration is still somewhat underdeveloped. This talk provides an overview of potential approaches, and introduces relevant recent developments from New Zealand: the System level measures framework and the primary care patient experience survey.

Keywords: integration; measurement; system level; patient experience
