CONFERENCE ABSTRACT

Getting the measure of integration [advertised key note]

4th World Congress on Integrated Care, Wellington, NZ, 23-25 Nov 2016

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