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Tools for evaluating results of quality improvement programs in hospitals

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The precursors to the issue of quality improvement in health services mention that ensuring quality implies changing the performance and professionals behavior, institutions and systems towards more appropriate and acceptable practices in terms of health outcomes and costs , Using evaluative strategies[1]. An effective evaluation of health services can only be conducted from programs that establish criteria, standards and indicators with the purpose of instrumentalizing the evaluation process of services. Among these programs, we highlight Hospital Accreditation. Considering the foregoing, the study aimed to identify and analyze the evidence about the tools used to evaluate results of quality improvement programs in hospitals. It was performed an integrative literature review, which included national and international studies, of all data available in the MEDLINE, LILACS and CINAHL in Portuguese, English and Spanish, from 2003 to 2016. Nine studies were selected in which were extracted twelve instruments with different evaluation methods, such as: questionnaires, semi-structured interviews, checklists, and document analysis and case studies. The studies highlighted that after the adoption of quality improvement programs there was an improvement in the quality of care, safety, patient satisfaction and in infrastructure. There is an absence of national publications, which indicate the importance of development of studies that aim to validate and implement results of assessment tools according to the reality in Brazil.

Keywords: Accreditation; Quality Assurance, Health Care and Questionnaires.

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