

# **IESS**

INSTITUTO DE ESTUDOS  
DE SAÚDE SUPLEMENTAR

**SEMINÁRIO INTERNACIONAL**

# QUALIDADE ASSISTENCIAL E SEGURANÇA DO PACIENTE EM SERVIÇOS DA SAÚDE

**Luiz Augusto Carneiro**  
Superintendente Executivo do IESS

**15 de agosto de 2018**





## NOSSA MISSÃO

**IESS**

*INSTITUTO DE ESTUDOS  
DE SAÚDE SUPLEMENTAR*

Ser agente promotor da sustentabilidade da saúde suplementar pela produção de conhecimento do setor e melhoria da informação sobre a qual se tomam decisões.



## TRANSPARÊNCIA É UM VALOR UNIVERSAL

As pessoas querem saber mais com quem estão se relacionando, sejam empresas ou pessoas públicas. Quem são, de onde vieram e o que pensam.





**VALE PARA  
TODOS**



Health Care  
Doctor  
Hospital  
Pharmacist  
Nurse  
Dentist  
First Aid  
Surgeon

MEDICAL

MEDICAL

# INCLUSIVE NA SAÚDE





**Hospital Choices**  
and why they matter

**Hospital Ratings**  
and reports

**Survey Lo**  
and materia

**1000**

people will die  
today due to  
preventable  
hospital errors

## The hospital you choose matters.

You deserve to know about the quality of care your  
hospital provides, both good and bad.

[Compare Hospitals Now](#)

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## Compare Hospitals

[Back to Results](#)

General information

Survey of patients' experiences

Timely & effective care

Complications & deaths

Hospital returns

Use of medical imaging

x  
ADAMS COUNTY  
REGIONAL MEDICAL  
CENTER  
230 MEDICAL CENTER DRIVE  
SEAMAN, OH 45679  
(937) 286-2400

x  
ADENA PIKE MEDICAL  
CENTER  
100 DAWN LANE  
WAVERLY, OH 45690  
(740) 947-2186

ADENA  
MEDICAL  
272 HO  
CHILLI  
(740) 7

# Dollars for Docs

By [Mike Tigas](#), [Ryann Grochowski Jones](#), [Charles Ornstein](#), and [Lena Groeger](#), ProPublica. Updated June 28, 2018

Pharmaceutical and medical device companies are required by law to release details of their payments to a variety of doctors and U.S. teaching hospitals for promotional talks, research and consulting, among other categories. Use this tool to search for general payments (excluding research and ownership interests) made from August 2013 to December 2016. | [Related Story: Opioid Makers, Blamed for Overdose Epidemic, Cut Back on Marketing Payments to Doctors](#) →

## Has Your Doctor Received Drug or Device Company Money?




For example: [Andrew Jones](#), Boston, 10013

**\$9.15B**  
in disclosed payments

**904,922**  
doctors

**1,216**  
teaching hospitals

**2,005**  
companies

Totals listed below account for all payments from August 2013 to December 2016.

## Top 50 Companies

Click on a company to see how its payments break down by drug, device or doctor. Or, [see](#)

## Highest-Earning Doctors

NAME	PAYMENTS
<a href="#">STEPHEN BURKHART</a>	\$65.2M

## About the Dollars for Docs Data

Details behind our drug company money database.

## Download the Data

The entire data set is available for purchase in the [ProPublica Data Store](#).

## Source

The Centers for Medicare and Medicaid Services [Open Payments](#) data.

## Archive

Search for payments made by 17 drug companies between 2009 and 2013.

## Patients Take Action







1 - 12 of 105 results [St James's Square Garden, St James's Square, St. James's, London SW1Y 4LE, Reino Unido](#)

Data updated on: **03/06/2018**

Refine results



Show

Hospital Summary


Patient Feedback

Hospital Details



Distance 

Regulator Rating 

Length of Stay 

Patient Num



**Queen Anne Medical Centre**

18-22 Queen Anne Street, London, W1G 8HU  
020 7034 3301

0.9 mi

Distance

Distance from search location.



Requires improvement

Not performing as well as it should.

96%

Day Case


Treatment performed as a day case.



Fewer than

Number of patients per hospital

**Private Healthcare Information Network (PHIN)**



**HÁ UMA  
NOVA ORDEM  
EM CURSO**

**No Brasil, as  
operadoras já  
estão obrigadas  
a informar:**



**Número de beneficiários**



**IDSS**



**Demonstrações financeiras auditadas e publicadas**



**Provisões técnicas**

# É hora de universalizar a informação e apoiar as escolhas do paciente.

## Agenda global: Organização Mundial da Saúde



World Health Organization

عربي 中文



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Em

### Patient safety

Patient safety

Policies and strategies

Medication Without Harm

Education and training

Technical topics

Patient engagement

Networks and partnerships

Publications

### Eastern-Mediterranean Regional Launch of the Global Patient Medication Without Harm



The first regional launch of the Global Patient Medication Without Harm took place in September 2017. The event was a landmark in the importance of medication safety in the Eastern Mediterranean region since it signified a commitment to address the serious problem of medication errors and unsafe medication use, the Challenge.

For more information, please click



Magnitude

**1 in 10**

As many as 1 in 10 patients are harmed whilst receiving health care

Incidence

**43 million**

Approximately 43 million patient safety incidences occur every year

Evidence of unsafe care

The global burden of unsafe



Me

# É hora de universalizar a informação e apoiar as escolhas do paciente.

## Agenda global:

## CMS

nova agenda de transparência e empoderamento do paciente

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**CMS.gov**  
Centers for Medicare & Medicaid Services

Medicare Medicaid/CHIP Medicare-Medicaid Coordination Private Insurance Innovation Center Regulations & Guidance Research, Statistics, Data & Systems Outreach & Education

Patients Over Paperwork Reducing Opioid Misuse New Medicare cards

### CMS news

Fact Sheet: Proposed Pathways to Success for the Medicare Shared Savings Program

Press Release: CMS Proposes "Pathways to Success," an Overhaul of Medicare's ACO Program

Press Release: CMS issues proposed additional rule to address risk adjustment program for the 2018 benefit year

## We're putting patients first.

We pledge to put patients first in all of our programs – Medicaid, Medicare, and the Health Insurance Exchanges. To do this, we must empower patients to work with their doctors and make health care decisions that are best for them.

This means giving them meaningful information about quality and costs to be active health care consumers. It also includes supporting innovative approaches to improving quality, accessibility, and affordability, while finding the best ways to use innovative technology to support patient-centered care.

# O IESS incentiva que a saúde do Brasil acompanhe esse processo.

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SEMINÁRIO  
INTERNACIONAL

INDICADORES DE  
QUALIDADE  
E SEGURANÇA DO  
PACIENTE  
NA PRESTAÇÃO DE  
SERVIÇOS NA SAÚDE



MELHORES PRÁTICAS INTERNACIONAIS E PROPOSTAS PARA A  
CONSTANTE MELHORIA DA QUALIDADE NA SAÚDE NO BRASIL

Estamos sintonizados ao  
desejo das pessoas.



# PROGRAMAÇÃO

**8h30** – Credenciamento e Welcome Coffee

**9h** – Abertura

Luiz Augusto Carneiro, superintendente executivo do IESS

**9h30** – Palestra 1: Avaliação do desempenho da qualidade na saúde brasileira – Apresentação dos Resultados do Anuário 2018 da Segurança Assistencial Hospitalar no Brasil

Renato Camargos Couto, Médico, Professor da Pós-graduação da Faculdade de Ciências Médicas de Minas Gerais e Diretor do IAG Saúde

**10h15** – Coffee Break

**10h35** – Palestra 2: O uso dos indicadores de qualidade nas operadoras de planos de saúde: A experiência do Grupo NotreDame Intermédica

Luiz Celso Dias Lopes, Diretor Técnico do Grupo NotreDame Intermédica

**11h20** – Palestra 3: O uso dos indicadores de qualidade em hospitais: A experiência da Americas Serviços Médicos (UHG Brasil)

Dr. Dario Ferreira, Diretor da Americas Serviços Médicos

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# PROGRAMAÇÃO

**12h** – Intervalo para almoço

**13h30** – Palestra 4: A experiência do Reino Unido na disponibilização de informações para as escolhas dos pacientes no sistema privado de saúde

Andrew Vallance-Owen, Presidente do PHIN - Private Healthcare Information Network

**14h15** – Perguntas, respostas e debates

Luiz Augusto Carneiro

José Cechin, diretor executivo da FenaSaúde

Claudio Gastal, presidente executivo do Movimento Brasil Competitivo

Micha Nussbaum, diretor de Valor Médico e Acesso da Roche

**14h45** – Palestra 5: Como as agendas de segurança do paciente e transparência transformam os hospitais dos EUA?

Jay Bhatt, Chief Medical Officer and President of the Health Research and Educational Trust (HRET) of the American Hospital Association (AHA)

**15h30** – Perguntas, respostas e debates

Renato Camargos Couto

Marcos Novaes, economista chefe da Abramge

Micha Nussbaum

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# PROGRAMAÇÃO

**16h – Coffee Break**

**16h20 – Como mobilizar a implementação de agendas de transparência e qualidade em favor da segurança dos pacientes - Lançamento do Portal da Transparência na Saúde**

**Renato Camargos Couto**

**17h – Encerramento**

**Luiz Augusto Carneiro**



**OBRIGADO.**

**Bom evento a todos.**

**LUIZ AUGUSTO CARNEIRO,**  
SUPERINTENDENTE EXECUTIVO

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