

# International Journal of Reliable and Quality E-Healthcare

April-June 2014, Vol. 3, No. 2

## Table of Contents

### SPECIAL ISSUE ON HOW TO INTRODUCE HEALTH SYSTEM CHANGE STRATEGIES TO POLICY MAKERS?

#### EDITORIAL PREFACE

- iv **Redefining Patient-Centered Care**  
*Anastasios Mourtzoglou, P & A Kyriakou Children's Hospital, Athens, Greece*

#### GUEST EDITORIAL PREFACE

- vii *Vahé A. Kazandjian, ARALEZ HEALTH, Baltimore, MD, USA & Bloomberg School of Public Health, Johns Hopkins University, Baltimore, MD, USA*

#### RESEARCH ARTICLES

- 1 **Introducing Health System Change Strategies to Policy Makers: Some Australian Experiences**  
*Brian T. Collopy, Director CQM Consultants and Clinical Advisor ACHS Clinical Indicator Program, Australia*
- 15 **Management of Healthcare Processes Based on Measurement and Evaluation: Changing the Policy in an Italian Teaching Hospital**  
*Ulrich Wienand, Head of Research Innovation Quality and Accreditation Office, Ferrara University Hospital, Ferrara, Italy*  
*Gabriele Rinaldi, Director-General, Ferrara University Hospital, Ferrara, Italy*  
*Gloria Giansini, Orthopaedics Unit, Ferrara University Hospital, Ferrara, Italy*  
*Anna Ferrozzi, Management Engineer, Research Innovation Quality and Accreditation Office, Ferrara University Hospital, Ferrara, Italy*  
*Luca Poretti, Founder and CEO, XPSoft.it, Ferrara, Italy*  
*Giorgia Valpiani, Statistician, Research Innovation Quality and Accreditation Office, Ferrara University Hospital, Ferrara, Italy*  
*Adriano Verzola, Head of Performance Analysis and Programming Office, Ferrara University Hospital, Ferrara, Italy*
- 36 **Introducing Healthcare System Change Strategies to Policy Makers in the Open Society and Digital Environment: What Works Now, But May Not Work in the Near Future**  
*Aleš Bourek, Head of Center for Healthcare Quality, Masaryk University, Brno, Czech Republic*
- 60 **From “Don’t Ask, Just Trust” to “Trust Those Who are Accountable”: Performance Measurement and Its Transformation to Quality**  
*Vahé A. Kazandjian, ARALEZ HEALTH, Baltimore, MD, USA & Bloomberg School of Public Health, Johns Hopkins University, Baltimore, MD, USA*

#### Copyright

The **International Journal of Reliable and Quality E-Healthcare (IJRQEH)** (ISSN 2160-9551; eISSN 2160-956X), Copyright © 2014 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of this journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in this journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

The *International Journal of Reliable and Quality E-Healthcare* is indexed or listed in the following: Bacon's Media Directory; Google Scholar; INSPEC; JournalTOCs; MediaFinder; ProQuest Advanced Technologies & Aerospace Journals; ProQuest Computer Science Journals; ProQuest Illustrata: Technology; ProQuest SciTech Journals; ProQuest Technology Journals; The Standard Periodical Directory; Ulrich's Periodicals Directory