

Perceptions of quality and satisfaction with primary healthcare in Ukraine

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STELLINGEN

Behorende bij het proefschrift

PERCEPTIONS OF QUALITY AND SATISFACTION WITH PRIMARY HEALTHCARE IN UKRAINE

door

Valentyna Anufriyeva

1. Satisfaction with healthcare measures aspects of quality that are not measured by clinical quality measurement tools. (*this thesis*)
2. The healthcare financing reform of 2017-2020 has changed the discussion on the quality and satisfaction with healthcare in Ukraine. (*this thesis*)
3. Primary healthcare managers and patients in Ukraine perceive quality mostly as process quality. The attention to outcome quality is limited. (*this thesis*)
4. A clear consensus about quality assessment and how to measure it is needed in Ukraine. (*this thesis*)
5. Paradoxically in Ukraine, satisfaction with primary care is high, although the healthcare system does not perform well. (*this thesis*)
6. Providers in healthcare would benefit if objective indicators of quality are used.
7. "Quality is everyone's responsibility". (William Edwards Deming)
8. "Systems awareness and systems design are important for health professionals, but they are not enough. ... It is the ethical dimensions of individuals that are essential to a system's success". (Avedis Donabedian)
9. Quality management practicing irreversibility, changes the focus from assessment for assessment to assessment for improvement.
10. Writing a PhD thesis resembles the PDCA quality management cycle. First you Plan, then Do, then Check and then Act.