Evidence-informed decision-making in healthcare management
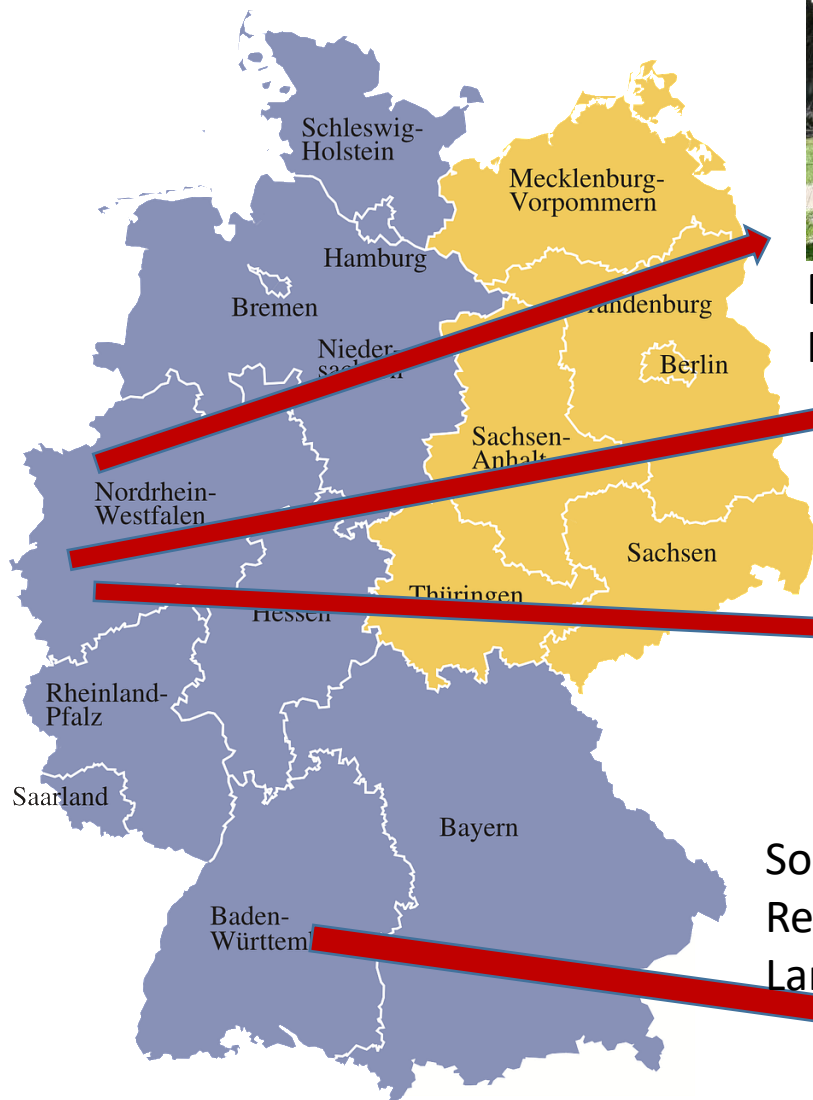
hope

European Hospital and Healthcare Federation

HOPE AGORA 2019
Ljubljana, Slovenia

HOPE Germany placements

Elisabeth Kimeswenger Herne

Miriam Merchante - Dortmund

Sophia Eberhard
Regina Leppänen
Langenfeld

Krisztina Kasza – Göppingen

HOPE 2019

2

Quality indicators – an Evidence-based decision making tool used in the Psychiatric LVR-clinic of Langenfeld, Germany

The 10 psychiatric hospitals included in the regional collaboration recently introduced a 17 quality-indicator benchmarking model.

The indicators cover results, processes and structure of the clinics and are reported in numbers and visualized in bar-charts.

The results are monthly benchmarked with the other hospitals within the Region (Landesverand Rheinland), with a future plan of benchmarking with other German regions.

An enabler is the direct access to data electronically from the medical records.

A potential barrier seems to be a certain unfamiliarity with benchmarking itself, where professionals might feel criticized.

Initiative Qualitätsmedizin

- Basis of IQM
  - Quality measurement - application of routine datas
  - Publication of the results

- Members of IQM
  - Clinics from Germany, Switzerland, Austria

- Aim of IQM
  - To raise the welfare of the patients
  - To recognize the potential for improvement – **quality improvement**

Qualitätsergebnisse
Klinik am Eichert Göppingen

G-IQI / CH-IQI 5.1 Stand: 15.04.2019	Jahr:		2018	
IQM Indikatoren	**IQM Zielwert** Quelle	**IQM Durchschnittswert** Fallzahl	**Klinik Ist-Wert** Fallzahl	**Klinik Erwartungs-wert** SMR
Lungenerkrankungen				
Lungenentzündung (Pneumonie)				
Todesfälle bei Hauptdiagnose Lungenentzündung	Beobachtungswert	11,1%	9,0%	12,2%
alle Altersgruppen	1	14.917 von 134.230	100 von 1.113	
Alter < 20 Jahre	Information	0,29 %	0,00 %	0,3%
	1	49 von 17.029	0 von 178	
Alter 20 - 44 Jahre	Information	1,8%	2,7%	1,6%
	1	116 von 6.427	1 von 37	
Alter 45 - 64 Jahre	Information	6,0%	5,1%	6,3%
	1	1.192 von 19.883	6 von 118	
Alter 65 - 84 Jahre	Information	12,3%	9,9%	13,5%
	1	7.683 von 62.443	48 von 486	
Alter > 84 Jahre	Information	20,7%	15,3%	21,0%
	1	5.877 von 28.448	45 von 294	

New strategies for recruiting – an Evidence-based decision making tool used in the Psychiatric LVR-clinic of Langenfeld, Germany

- Background: about two years ago the clinic experienced a lack of several professions, and difficulties in attracting new employees.

- The management of the clinic therefore decided to add advantages with being employed in Langenfeld, such as several career routes and other benefits

- A wish to highlight those advantages recently lead to a total makeover of the advertising for new stuff:
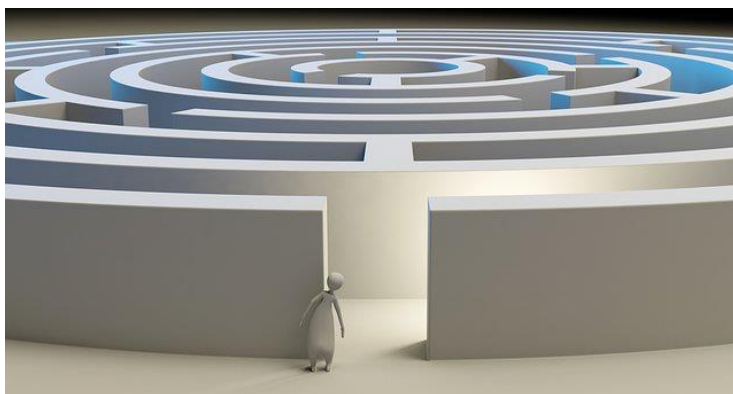
NEW ADVERTISMENTS

Central Admission Department (ZAD) Katholische St. Lukas Gesellschaft

- Katholische St . Lukas Gessellschaft:
  - Located in the heart of the Ruhr region this society includes three clinics:
    - St Josephs- Hospital Dortmund-Hörde
    - Katolisches krankenhaus Dortmund-West
    - St- Rochus Hospital Castrop-Rauxel
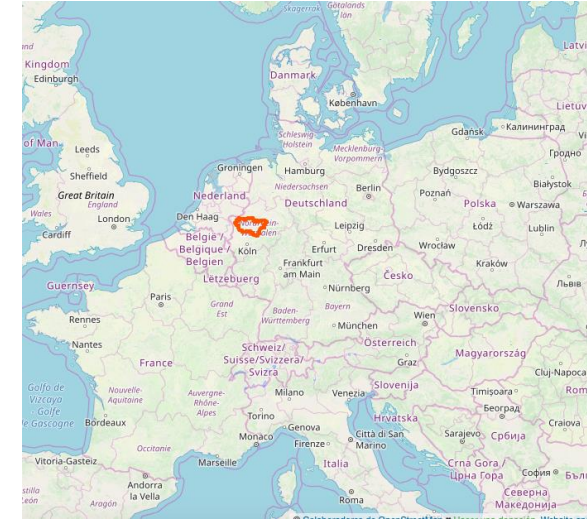
Central Admission Department. Backround

BMJ Open Qual. 2017; 6(2): e000079.

Published online 2017 Aug 9. doi: 10.1136/bmjoq-2017-000079

Making the experience of elective surgery better

Tajinere Fregene,[1] Sarah Wintle,[2] Vishal Venkat Raman,[1] Holly Edmond,[3] and Shoaib Rizvi[1],

medicine and Anaeasthesia Quality Group (RoFPAQ), Royal Free London NHS Foundation Tru

Acad Emerg Med. 2014 Mar;21(3):266-73. doi: 10.1111/acem.12327.

Reduction of admit wait times: the effect of a leadership-based program

Patel PB[1], Combs MA, Vinson DR.

Success Story

 HealthCatalyst
ignite outcomes improvement

How to Significantly Reduce Inpatient Admission
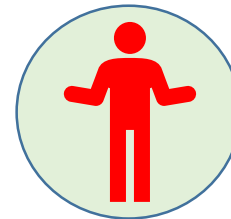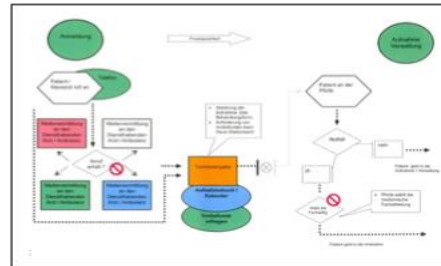Times and Improve Patient Satisfaction

Central Admission Department. Baseline

- Decentralized outpatient departments
- Increasing costs
- Structural limits
- Poor patient satisfaction

BENCHMARKING

Central Admission Department

ZAD

- General Surgery
- Urology
- Internal Medicine
- Governing Board
- Anesthesiology
- Gynaecology
- Care Management

Meilensteine

2000	2001	2002
KH-Zielplanung Prozessanalyse Besuche „Referenz-KH" Grobkonzept ZAD Einweiserbefragung Patientenbefragung	Antragsabgabe (IP 2002)	Bewilligungsbescheid (IP 2002)

2003 / 2004	2005	2006
Projekt Ablauforganisation Baubeginn	Inbetriebnahme	Evaluierung

Central Admission Department. Map

Abteilungsplan

Central Admission Department. Pathway

3 hours

Telephone contact ZAD: Appointment + Info

↓

Patient administrative record

↓

Patient arrival to ZAD

↓

Patient plan: Documentation, exams

↓

Pre-Operative procedures

↓

Premedication interview. In case of non approval: Feedback

↓

Admission to inpatient appointment

Central Admission Department. Results

- **Improved patient experience.** Easiness, assitance, saving time.

- **Improved pathways.** Making hospital paths simpler, also saving time to the staff.

- **Getting better results. Saving costs.** Medical equipment, personal management.

- **Transfering ZAD project** to the other two hospitals of the company.

Vielen Dank !!

Tack, hej då!

Sophia Eberhard

Köszönjük, viszontlátásra!

Krisztina Kasza

Danke, auf Wiedersehen!

Elisabeth Kimeswenger

Kiitos, näkemiin!

Regina Lepannen

Gracias, hasta luego!

Miriam Merchante Andréu