KTQ-GmbH
Cooperation for Transparency and Quality in Healthcare

Information on the specific certification procedures for healthcare practices
  - Example of a Hospital-
The KTQ-Model®
Partners/Shareholders of KTQ-GmbH

- Umbrella associations of statutory health insurers
- The German Medical Association (Bundesärztekammer)
- German Hospital Federation (Krankenhausgesellschaft)
- German Nursing Council (Deutscher Pflegerat)
- The Association of German Doctors (Hartmannbund)
KTQ Healthcare Certification

- hospitals
- inpatient care practices
- rehabilitation clinics
- outpatient care services
- hospices
- practices/health centres
- sheltered housing projects
- emergency medical services
Organisation of KTQ®

Cooperation for Transparency and Quality in Healthcare GmbH

Shareholder’s Committee

KTQ-GmbH Chief Executive (full time)

KTQ-Surveyors
(personally accredited by KTQ-GmbH)

Certification Agencies
(accredited by KTQ-GmbH)

Training Partners
(license contract)

KTQ-Procedure

Arbitration Board

HOSPITALS / PRACTICES / REHABILITATION CLINICS
HEALTHCARE FACILITIES
The basic concept (I)

A procedure:

That focuses on the patient.
The basic concept (II)

- To develop a voluntary procedure

- To act as a catalyst for the implementation of internal quality management and the continual improvement in the quality of processes

- To increase performance transparency of the hospital with regards to patients, their relatives, referring doctors and healthcare insurers, and to increase openness
The basic concept (III)

...developed in consensus

- with healthcare partners

➢ in dialogue with

- hospitals / practices / rehabilitation clinics / healthcare facilities
- KTQ surveyors
- the KTQ certification agencies and survey facilitator/attendant
- KTQ-consultants
Functions (I)

• Ownership of the KTQ certification procedure and related fields of activity:
  ➢ Maintenance and development of the KTQ certification procedure

• Counter-signature of the KTQ quality report and drawing up the certificate
Functions (II)

• Training and accreditation of surveyors and certification agencies

• Formation and supervision of KTQ working groups

• Issuing licenses for the use of the KTQ® brand
Core elements of the KTQ procedure (I)

Step 1: Self-assessment
An overview of the facility based on the requirements described in the KTQ-catalogue.

Step 2: External assessment / survey
Following self-assessment, the facility may choose to apply via a KTQ certification agency for an external KTQ assessment.
Core elements of the KTQ procedure (II)

Step 3: Publication of the KTQ-Quality Report

The KTQ-Quality report describes the specific performance of the facility and makes it transparent to the public.
KTQ Categories

1. Patient orientation
2. Employee orientation
3. Safety
4. Information and Communication
5. Leadership
6. Quality management
Examination system: the PDCA cycle

**Act**
Recommendations for improvements based on the results of the Check step

**Plan**
Goal and process planning, determining Accountability
= Target state

**Check**
Testing and evaluation of the processes described in the “Do“ step
= current state

**Do**
Implementation in the practice, “current status”
Awarding points based on PDCA cycle

Points are awarded based on:

- **Attainment level**
  - Description of the quality of criteria fulfilled

- **Penetration level**
  - Description of the extent of implementation in all areas (interdisciplinary and inter-professional) of the hospital
Use of the Self-assessment

Self-assessment

> 55 % total per category + >55 % in each core criteria

yes  no

External assessment is possible  Development of improvement potential
10 core criteria

3.1.1 / occupational Safety
3.1.2 / fire protection
3.2.2 / medical emergency management
3.2.3 / hygiene Management
3.2.4 / hygiene relevant data
3.2.5 / infection Management
3.2.6 / drugs & medicine
3.2.7 / blood products
3.2.8 / medical products
5.5.1 / risk management
The goal of external assessment

To examine and assess hospital quality management through KTQ-surveyors.

• a team of KTQ-surveyors will have an inter-professional focus
The KTQ survey procedure

Completion of self-assessment

Selection of KTQ certification agency

Surveyor 1
Surveyor 2
Surveyor 3

Survey plan

Survey

Inspections
Employee dialogue
Review documents

Recommendation for certification by the survey team
External Assessment- Team (hospital)

- Medical Surveyor
- Economic Surveyor
- Nursing Surveyor
- Attendant from Certification Agency
Overview of KTQ® - Reportings

KTQ-GmbH

Recommendation for Certification and Quality Report

KTQ-Surveyors

KTQ-Quality-Report published by KTQ®

Recommendation for certification

Certification Agency

Survey report

Facility e.g. hospital

Self-Assessment, Quality Report, Structural and performance data-form

KTQ-Quality-Report published by the facility e.g. hospital
Composition:

- Retired Judge/Arbitrator
- 2 Members of the KTQ-shareholders-committee
Step 3: The KTQ Certificate

Valid 3 years
Following successful certification by KTQ®, the applicant can use the KTQ certification symbol together with the Certificate-No.: ...
Results

of the

KTQ certification procedure
What certified hospitals are saying...

• “After certification, quality management became an established institution in the hospital.”

• “The impending external assessment gave the necessary boost to the implementation of projects that had long been in the planning.”

• “A whole array of potential improvements was discovered.”
What certified hospitals are saying…

• “KTQ® is a very good instrument for assisting a hospital with the introduction of a quality management system (QMS).“

• “Employees are motivated to develop a QMS because the questions in the KTQ catalogue are relevant to everyday practice.“
Contact information

KTQ-GmbH
Garnisonkirchplatz 1
D – 10178 Berlin

Tel.: + 49 (0) 30 – 20 64 386 – 0
Fax: + 49 (0) 30 – 20 64 386 – 22

www.ktq.de
info@ktq.de
THANK YOU

for your interest and your attention

... we looking forward to the next contact

your KTQ-Team