

Quality and Performance Criteria for Candidates for Admission and Requalification – Field of Psychiatry

Quality Management

Criterion	Assessment Based on ...			Complies	Remarks
	Mandatory Criterion	Documentation	Clinic Visit		
<i>(Self) assessment in accordance with the EFQM Model of Excellence®</i>					
The candidate for admission has carried out a complete (self) assessment in accordance with the 9 criteria of the EFQM Model of Excellence®.	◆	●		<input type="checkbox"/>	
Requalification: The candidate has repeated the full (self) assessment in accordance with the 9 criteria of the EFQM Model of Excellence® within 3 years of admission.	◆	●		<input type="checkbox"/>	
The following took part in the assessment: - At least 1 assessor with SAQ or EOQ certification as a “Business Excellence Assessor” (internal or external). - At least 2 members of the management staff.	◆	●		<input type="checkbox"/>	
There is a report structured in accordance with the model’s 32 sub-criteria.	◆	●		<input type="checkbox"/>	

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Quality Management (Cont.)

Criterion	Assessment Based on ...			Complies	Remarks
	Mandatory Criterion	Documentation	Clinic Visit		
Strengths and improvement potential are listed for each sub-criterion.	◆	●		<input type="checkbox"/>	
In addition, for requalification: A positive trend of results compared with the previous assessment can be clearly verified.	◆	●	●	<input type="checkbox"/>	
Management has reviewed the assessment results.			●	<input type="checkbox"/>	
There is a detailed improvement plan based on the identified improvement potential. There is proof of implementation of the improvements decided upon.	◆		●	<input type="checkbox"/>	
In addition, for requalification: The measures decided upon in the previous assessment have been demonstrably implemented.	◆		●	<input type="checkbox"/>	
<i>Additional Requirements</i>					
The candidate has developed and implemented a comprehensive system ¹ for process management.	◆	●		<input type="checkbox"/>	

¹ Comprehensive system: A (process management) system that includes all organisation units.

Quality Management (Cont.)

Assessment Based on ...

Criterion	Mandatory Criterion	Documentation	Clinic Visit	Complies	Remarks
The candidate can document active process management. Process outputs in particular are monitored against benchmarks and improved accordingly.			●	<input type="checkbox"/>	
The candidate has defined at least 3 Q-relevant key indicators and measures them regularly ² .	◆		●	<input type="checkbox"/>	
The candidate measures patient satisfaction with a system validated by H+/santésuisse or with the system stipulated by SLH.	◆	●	●	<input type="checkbox"/>	
The candidate regularly measures the satisfaction of the referring physicians.		●		<input type="checkbox"/>	
The candidate keeps a record of medical and non-medical incidents, especially critical risk situations such as suicide risk/suicide, threat to/injuring others, falls, wrong medication etc. (critical incident reporting). The candidate can document that corrective and preventive action is being defined and implemented. ³	◆	●	●	<input type="checkbox"/>	

² At least once per quarter.

³ Medical incidents in accordance with SLH Forum Outcome guidelines.

Quality Management (Cont.)

Criterion	Assessment Based on ...			Complies	Remarks
	Mandatory Criterion	Documentation	Clinic Visit		
The candidate can provide evidence of active improvement activity. Suitable instruments exist and are actively used (such as improvement projects, Q circles, idea management etc.).	◆		●	<input type="checkbox"/>	
The candidate has defined and applies a method for treating queries and complaints.		●		<input type="checkbox"/>	
A quality representative/manager has been appointed. His tasks have been set out in a specification document. A member of the team of doctors is defined as the person to contact for questions concerning quality.	◆	●	●	<input type="checkbox"/>	

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Medical Care

Assessment Based on ...

Criterion	Mandatory Criterion	Documentation	Clinic Visit	Complies	Remarks
The doctors employed have a Swiss medical degree or an acceptable equivalent EU qualification.	◆	●	●	<input type="checkbox"/>	
... have corresponding postgraduate training with the title of specialist in the line of psychiatry being applied for (FMH or comparable title). Exception: Assistant doctors.	◆	●	●	<input type="checkbox"/>	
Doctors in a senior or managerial position were at least a senior physician at a teaching hospital or holding a position involving decision-making powers.		●	●	<input type="checkbox"/>	
Doctors in a senior or managerial position attend courses for further education in accordance with the requirements of the relevant professional society or their own criteria (placement at other hospitals).			●	<input type="checkbox"/>	

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Medical Care (Cont.)

Criterion	Assessment Based on ...			Complies	Remarks
	Mandatory Criterion	Documentation	Clinic Visit		
Senior doctors can give proof of recognised specialist training (sub-speciality): a) in psychoanalysis / b) in systems / c) in behavioural therapy for the specialised treatments being offered.			●	<input type="checkbox"/>	
References are obtained from former employers focussing on: team spirit, loyalty, assessment by the patients, ... ⁴		●	●	<input type="checkbox"/>	
The doctors participate in a recognised outcome programme in their specialist field (if it exists).			●	<input type="checkbox"/>	
The hospital has a record of complication statistics.	◆	●		<input type="checkbox"/>	
The doctors see their patients daily on their round.	◆		●	<input type="checkbox"/>	

⁴ Please note: would have to be accordingly incorporated into the Acute and Rehab lists of required qualifications and skills.

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Medical Care

Assessment Based on ...

Criterion	Mandatory Criterion	Documentation	Clinic Visit	Complies	Remarks
A locum is defined for each doctor.	◆	●	●	<input type="checkbox"/>	
Accessibility to all doctors or their locums is guaranteed and defined at all times. The means of communication are defined and generally known.	◆	●	●	<input type="checkbox"/>	
The doctors have integrity and team spirit, and are loyal to the hospital.			●	<input type="checkbox"/>	
The doctors comply with the hospital's defined processes, methods and instructions.	◆		●	<input type="checkbox"/>	
The doctors receive positive assessments from the patients in the quality criteria of care, information, communication and empathy.		●	●	<input type="checkbox"/>	
The specialist staff receives basic and advanced training in the application of compulsory measures (such as isolation, fixation, compulsory injections) in order to deal with emergency situations professionally and in a way that is gentle on the patients.	◆		●		
Doctors ensure that patients are informed of their legal situation with respect to being sectioned.	◆	●	●	<input type="checkbox"/>	

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Medical Care (Cont.)

Assessment Based on ...

Criterion	Mandatory Criterion	Documentation	Clinic Visit	Complies	Remarks
The doctors hold a minimum number of in-house advanced medical training courses for staff each year.		●	●	<input type="checkbox"/>	
The doctors are informed and trained in the therapeutic and technical developments of their specialist field. They ensure that adequate therapy is offered, their equipment is up to standard and that there are appropriate premises and infrastructure for therapeutic interventions.			●	<input type="checkbox"/>	
With somatic complications: There are agreements with somatic hospitals to accept emergency cases or - There is an in-house internist.	◆		●	<input type="checkbox"/>	
Documented therapy and rehab goals are established, a therapy plan created and the results of therapy and rehab recorded in writing.	◆	●		<input type="checkbox"/>	
If necessary, the patient's social circle is included in the therapy after consultation with the patient to optimise the therapeutic process.			●	<input type="checkbox"/>	

Medical Care (Cont.)

Criterion	Mandatory Criterion	Assessment Based on ...			Remarks
		Documentation	Clinic Visit	Complies	
The doctors' staffing level corresponds at least to the minimum staffing level in accordance with the German Psychiatric Personnel Ordinance ⁵ .			●	<input type="checkbox"/>	
A structured consultation service is in place.			●	<input type="checkbox"/>	
The patient is given a brief discharge report and this is also sent to the doctor performing follow-up treatment.			●	<input type="checkbox"/>	
Doctor's reports, applications for invalidity insurance, final reports, expert reports etc. are completed on time and made available without delaying subsequent processes.			●	<input type="checkbox"/>	

⁵ A comparable standard is currently being developed in Switzerland (Berne canton).

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Nursing and Care

Assessment Based on ...

Criterion	Mandatory Criterion	Documentation	Clinic Visit	Complies	Remarks
The nursing philosophy is described in a mission statement.	◆	●		<input type="checkbox"/>	
The most important tasks to be performed are set out in nursing standards (guidelines, protocols).	◆	●	●	<input type="checkbox"/>	
In the nursing service, the staffing level for qualified nurses is planned for the particular therapy being offered as needed. It at least corresponds to the German Psychiatric Personnel Ordinance.	◆		●	<input type="checkbox"/>	
The nursing service management has experience in the relevant areas of therapy.			●	<input type="checkbox"/>	
The trainees are employed in accordance with their level and training.			●	<input type="checkbox"/>	
A plan for the induction of new employees exists and is implemented.	◆	●	●	<input type="checkbox"/>	

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Nursing and Care (Cont.)

Criterion	Mandatory Criterion	Assessment Based on ...			Remarks
		Documentation	Clinic Visit	Complies	
There is a job description for every function in the nursing service.	◆	●	●	<input type="checkbox"/>	
There is an in-house advanced training programme. Participation is supervised with a suitable monitoring system.	◆	●	●	<input type="checkbox"/>	
An alarm and resuscitation plan exists and is implemented. All medical employees receive training at least once a year.	◆	●	●	<input type="checkbox"/>	
A hygiene plan exists and is implemented. All medical employees receive training at least once a year. Compliance with the hygiene plans is monitored by means of a suitable system.	◆	●	●	<input type="checkbox"/>	
On discharge the patient is given precise instructions on next steps. Care and consultation on social reintegration are provided.	◆		●	<input type="checkbox"/>	

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Therapy

Assessment Based on ...

Criterion	Mandatory Criterion	Documentation	Clinic Visit	Complies	Remarks
In the therapy service, the staffing level of qualified therapists is planned and rostered for the particular therapy being offered as needed. It corresponds at least to the German Psychiatric Personnel Ordinance.	◆		●	<input type="checkbox"/>	
The candidate offers various recognised additional forms of therapy such as occupational therapy, movement therapy, painting therapy, breathing therapy, music therapy etc.		●		<input type="checkbox"/>	

Accommodation and Infrastructure

Assessment Based on ...

Criterion	Mandatory Criterion	Documentation	Clinic Visit	Complies	Remarks
There is a comprehensive written emergency plan ⁶ with particular attention paid to the guests' personal safety.	◆	●		<input type="checkbox"/>	
A safety representative is appointed. His tasks have been set out in a specification document.	◆	●	●	<input type="checkbox"/>	
All employees are informed of the safety measures and receive regular training.	◆		●	<input type="checkbox"/>	
The hospital buildings are monitored and locked at night.	◆		●	<input type="checkbox"/>	
A night porter or employee can be reached from inside and outside throughout the night.	◆		●	<input type="checkbox"/>	
Some of the rooms, lounges, common rooms, therapy rooms and bathroom units have wheelchair access and are suitable for disabled persons.	◆		●	<input type="checkbox"/>	
The private or semi-private rooms are 12 m ² / 17 m ² in size, or larger.		●	(●)	<input type="checkbox"/>	

⁶ In the event of natural disasters, fire, power outage, threats etc.

Accommodation and Infrastructure (Cont.)

Assessment Based on ...

Criterion	Mandatory Criterion	Documentation	Clinic Visit	Complies	Remarks
Reception is manned during visiting hours, and at least from 8:00am to 8:00pm. The employees speak at least one foreign language.	◆		●	<input type="checkbox"/>	
The breakfast menu comprises a large continental breakfast with optional extras that can be charged to the guest's account.	◆	●	(●)	<input type="checkbox"/>	
A free daily newspaper is provided.		●	(●)	<input type="checkbox"/>	
A drinks service in the room for patients and visitors is provided for 12 hours up to 9:00 pm.		●	(●)	<input type="checkbox"/>	
Meals comprise at least 2 different full meal options ⁷ per mealtime, one of which is a vegetarian option.	◆	●	(●)	<input type="checkbox"/>	
Patients can also choose à la carte.		●		<input type="checkbox"/>	

⁷ A full meal includes an appetiser (can be soup), main course, dessert.

Accommodation and Infrastructure (Cont.)

Assessment Based on ...

Criterion	Mandatory Criterion	Documentation	Clinic Visit	Complies	Remarks
It is possible to serve special and diet meals adapted to particular needs.	◆	●	●	<input type="checkbox"/>	
All rooms have a direct-dial telephone.	◆	●	(●)	<input type="checkbox"/>	
The switchboard is manned for at least 12 hours a day.			●	<input type="checkbox"/>	
Each private room has a separate telephone extension for an additional means of communication ⁸ .		●	(●)	<input type="checkbox"/>	
The hospital has its own Web site and an e-mail address.	◆	●		<input type="checkbox"/>	
Each room has a radio and TV, but these can be removed for therapeutic reasons. The semi-private rooms have one radio and TV per bed (restrictions due to therapy as above). There is a library.	◆	●	●	<input type="checkbox"/>	

⁸ Fax, modem.

Accommodation and Infrastructure (Cont.)

Criterion	Mandatory Criterion	Assessment Based on ...			Remarks
		Documentation	Clinic Visit	Complies	
There is customer-friendly hospital information with a description of all services and their availability.	◆	●		<input type="checkbox"/>	
All private and semi-private rooms have a shower and toilet.	◆	●	●	<input type="checkbox"/>	
The bathroom unit has a cosmetic set ⁹ .			●	<input type="checkbox"/>	
There is a kiosk with a wide range of products on offer.	◆		●	<input type="checkbox"/>	
A room safe / safe deposit box or a hospital safe at the reception is available.	◆	●	●	<input type="checkbox"/>	
There are parking spaces for visitors.	◆		●	<input type="checkbox"/>	
A restaurant / cafeteria is available, and is open for at least 12 hours.	◆	●	●	<input type="checkbox"/>	

⁹ With soap, shower gel, shower cap, shampoo, body lotion, toothpaste, toothbrush.

Accommodation and Infrastructure (Cont.)

Criterion	Mandatory Criterion	Assessment Based on ...			Remarks
		Documentation	Clinic Visit	Complies	
At least 3 payment options for extras can be used (cash, cheque, credit and other cards).	◆	●	●	<input type="checkbox"/>	
Various external services ¹⁰ are offered.	◆	●	(●)	<input type="checkbox"/>	
Payment in Euros is possible.			●		

¹⁰ Hairdresser, cosmetics, counselling, laundry service etc.

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Administration

Assessment Based on ...

Criterion	Mandatory Criterion	Documentation	Clinic Visit	Complies	Remarks
All administrative requirements are settled in writing for regular admissions before the admission takes place. In particular, it is ascertained that costs will be covered.	◆		●	<input type="checkbox"/>	
The application procedure for the referring physician is standardised, clear, simple and enables full preparation for special patient needs.	◆	●	●	<input type="checkbox"/>	
The invoice is well structured and comprehensible.			●	<input type="checkbox"/>	