

Quality and performance criteria for admission candidates and requalification – rehabilitation

Quality management

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
<i>(Self-)Assessment according to EFQM Model for Excellence®</i>					
The admission candidate has undertaken a complete (self-)assessment according to the 9 criteria of the EFQM-Model for Excellence®.	◆	●		<input type="checkbox"/>	
In the case of requalification: The candidate has repeated the complete (self-)assessment according to the 9 criteria of the EFQM-Model for Excellence® within 3 years after admission.	◆			<input type="checkbox"/>	
The assessment involved: - At least 1 assessor with SAQ or EOQ „Business Excellence Assessor“ certificate (in-house or external). - At least 2 members of Management.	◆	●		<input type="checkbox"/>	
A report structured according to the 32 partial criteria of the model is available.	◆	●		<input type="checkbox"/>	

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Quality management (continued)

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
List strengths and potential for improvements for each partial criterion.	◆	●		<input type="checkbox"/>	
Additionally in the case of requalification: A positive improvement of results compared to the previous assessment can be clearly demonstrated.	◆			<input type="checkbox"/>	
The assessment results have been discussed by Management.			●	<input type="checkbox"/>	
There is a detailed improvements plan based on the identified improvement potential. Evidence is available to show that the decided improvements are being implemented.	◆		●	<input type="checkbox"/>	
Additionally in the case of requalification: The actions decided in the previous assessment are demonstrably being implemented.	◆			<input type="checkbox"/>	
<i>Other requirements</i>					
The candidate has developed and implemented a comprehensive system for management of the process.	◆			<input type="checkbox"/>	

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Quality management (continued)

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
The candidate can demonstrate active process management and, in particular, the process performance is monitored and improved on the basis of measured process parameters.				<input type="checkbox"/>	
The candidate has defined at least 3 Q-relevant key indicators and measures them regularly ¹ .	◆			<input type="checkbox"/>	
The candidate measures patient satisfaction with a system validated by H+/santésuisse or a system recommended by SLH.	◆			<input type="checkbox"/>	
The candidate regularly measures the satisfaction of staff doctors and referring doctors by means of suitable instruments (such as structured interviews, focus groups, written questions, etc.).				<input type="checkbox"/>	
The candidate records medical and non-medical incidents (critical incident reporting). The candidate can demonstrate that corrective and preventive actions are defined and implemented ² .	◆			<input type="checkbox"/>	

¹ At least once a quarter.

² Medical incident according to the SLH Forum guideline.

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Quality management (continued)

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
The candidate can demonstrate active improvement activities. Suitable instruments are available and are actively used (e.g. improvements projects, Q ring tests, ideas management, etc.).	◆		●	<input type="checkbox"/>	
The candidate has defined and uses a procedure for dealing with questions and difficulties.				<input type="checkbox"/>	
A quality officer/manager is named. His/her duties are established in a task book. A member of the medical board is named as the contact for answering quality questions.	◆			<input type="checkbox"/>	

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Doctors - Accreditation

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
<i>Accreditation procedure</i>					
The accreditation criteria and the accreditation procedure are defined and are applied consistently.	◆			<input type="checkbox"/>	
The accredited doctors possess a Federal or other adequate medical degree (EU)	◆	●	●	<input type="checkbox"/>	
... have had suitable postgraduate training with the award of a specialist title for the claimed rehabilitation speciality (FMH or comparable title).	◆	●	●	<input type="checkbox"/>	
... possess a licence to practice medicine.	◆	●	●	<input type="checkbox"/>	
... have been at least a senior physician in a teaching hospital or have held a position with decision-making responsibilities.		●	●	<input type="checkbox"/>	
... undertaken advanced/continued training according to the recommendations of the appropriate specialist society or, if applicable, personal criteria (attendance at sessions in other clinics).			●	<input type="checkbox"/>	

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Doctors - Accreditation (continued)

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
... include a subspeciality within their own speciality, enjoy a good reputation in this field and demonstrate a minimum number of cases treated. ³			●	<input type="checkbox"/>	
... be known as team players and loyal.		●	●	<input type="checkbox"/>	
... be assessed positively by patients (questioned) in terms of most quality criteria such as care, information, explanation, discussion and empathy.			●	<input type="checkbox"/>	
<i>Other requirements</i>					
The staff doctor/hospital cooperation is regulated in writing (employment contract, agreement, etc.).				<input type="checkbox"/>	
A senior physician or specialist in the appropriate rehabilitation field with an in-house practice is the rehabilitation manager.	◆			<input type="checkbox"/>	

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³ According to the guidelines of the corresponding specialist society, if available

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Medical care

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
The doctors participate in a (several) recognised Outcome Programme in their speciality, if available.				<input type="checkbox"/>	
The hospital compiles complications statistics ⁴	◆			<input type="checkbox"/>	
The doctors visit their patients daily on their rounds.	◆		●	<input type="checkbox"/>	
Locum provision is defined for each doctor.	◆	●	●	<input type="checkbox"/>	
It is ensured that all doctors or their locums can be reached at all times and the procedure is defined. The means of communication are defined and generally known.	◆	●	●	<input type="checkbox"/>	
The doctors have integrity, can work as a team and show great loyalty to the hospital.			●	<input type="checkbox"/>	
The doctors uphold the defined processes, procedures and guidelines of the hospital.	◆				
The doctors are be assessed positively by patients in terms of the quality criteria of care, information, explanation, discussion and empathy.		●	●	<input type="checkbox"/>	

⁴ According to the SLH Forum Outcome Forum

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Medical care (continued)

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
Each year, the doctors undertake a minimum number of medical, in-house training sessions for employees.		●	●	<input type="checkbox"/>	
The doctors are informed of the technical and apparatus-related developments in their speciality and, together with the hospital management, ensure the availability of a modern, adequate pool of apparatus and instruments as well as suitable structural fitting for all the rehabilitation devices used ⁵			●	<input type="checkbox"/>	
A medical emergency service is provided: - At least one doctor is always in attendance and is with the patient within 15 minutes. - The duty doctor is known and his/her name is clearly displayed.	◆		●	<input type="checkbox"/>	
Documented rehabilitation aims are established, a treatment plan is created with the involvement of all recognised assessment instruments, and the rehabilitation results are recorded in writing.	◆			<input type="checkbox"/>	

⁵Minimum requirements: Compliance with ALVR criteria for the rehabilitation area in question (structural design and general infrastructure as well as medical technology equipment).

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Medical care (continued)

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
The medical staffing level complies with at least the minimum staffing levels according to the ALVR Guidelines for the rehabilitation area in question. ⁶				<input type="checkbox"/>	
A structured consultation service is ensured ⁷				<input type="checkbox"/>	

⁶ According to ALVR Guidellines, Staffing levels and Qualifications section

⁷ According to ALVR Criteria for the rehabilitation area in question

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Nursing and care

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
The nursing philosophy is described in a nursing guideline.	◆	●		<input type="checkbox"/>	
The major tasks are established in standard nursing procedures.	◆	●	●	<input type="checkbox"/>	
Qualified nurses are included in the nursing service according to the the ALVT Guidelines for the rehabilitation area in question. ⁸	◆		●	<input type="checkbox"/>	
At least 20% of the work plan in the nursing service are devoted to the instruction of trainees ⁹ .			●	<input type="checkbox"/>	
A plan for the introduction of new employees is available and is applied.	◆	●	●	<input type="checkbox"/>	

⁸ According to ALVR Criteria, Staffing levels and Qualifications section for the rehabilitation area in question

⁹ If running a training school.

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Nursing and care (continued)

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
A job description is available for every function in the nursing service.	◆	●	●	<input type="checkbox"/>	
There is an in-house teaching and advanced training programme. Participation is monitored by a suitable control system.	◆	●	●	<input type="checkbox"/>	
An alarm and resuscitation plan is available and is applied. All staff in the medical departments receive training at least once a year (<i>cardiac rehabilitation 4 times yearly</i>)	◆	●	●	<input type="checkbox"/>	
A hygiene plan is available and is applied. All staff in the medical departments receive training at least once a year. Application of the hygiene plan is monitored by a suitable system.	◆	●	●	<input type="checkbox"/>	
On discharge, the patient is given detailed instructions regarding what more needs to be done. Advice on further care and treatment is ensured.	◆			<input type="checkbox"/>	

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Therapy

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
Qualified therapists are included in the therapy department according to the ALVR Guidelines for the rehabilitation area in question. ¹⁰	◆			<input type="checkbox"/>	
The therapy management is experienced in the rehabilitation area in question.		●		<input type="checkbox"/>	
The cardiac rehabilitation programme complies with the guidelines developed by thn SAKR.				<input type="checkbox"/>	

¹⁰ ALVR Criteria, Staffing levels and Qualifications section for the rehabilitation area in question

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Accommodation, catering and infrastructure

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
There is a comprehensive written emergency plan ¹¹ with special attention paid to the personal safety of guests.	◆	●		<input type="checkbox"/>	
A safety officer is named. His tasks are established in a duties book.	◆	●	●	<input type="checkbox"/>	
All employees are informed of safety measures.	◆		●	<input type="checkbox"/>	
The accesses to the hospital are supervised and are closed at night.	◆		●	<input type="checkbox"/>	
A night porter or an employee can be reached from inside and outside throughout the night.	◆		●	<input type="checkbox"/>	
A proportion of the rooms, day rooms, communal rooms, treatment rooms and washrooms are wheelchair-accessible and suitable for disabled persons.	◆			<input type="checkbox"/>	
The private and semi-private rooms are respectively 12 m ² or 17 m ² in size, or larger.		●	(●)	<input type="checkbox"/>	

¹¹ In the event of natural disasters, fire, power cut, threats, etc.

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Accommodations, catering and infrastructure (continued)

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
The reception desk is manned during visiting hours but at least from 7.00 a.m. to 9.00 p.m. The employee on duty speaks at least one foreign language.	◆		●	<input type="checkbox"/>	
The breakfast menu comprises an extensive continental breakfast with the possibility of having extras if paid for.	◆	●	(●)	<input type="checkbox"/>	
A newspaper is provided free.		●	(●)	<input type="checkbox"/>	
Room service for drinks for patients and visitors is ensured for 12 hours to 9.00 p.m.		●	(●)	<input type="checkbox"/>	
An extensive range of drinks is on offer, with cold and hot non-alcoholic and alcoholic drinks.		●	(●)	<input type="checkbox"/>	
The meals available in the room comprise at least 2 different, complete menus ¹² per meal, including a vegetarian menu.	◆	●	(●)	<input type="checkbox"/>	
An à la carte menu is available.		●		<input type="checkbox"/>	

¹² A complete menu comprises: starter (may be soup), main dish, dessert.

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Accommodation, catering and infrastructure (continued)

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
It is possible to serve suitable special foods if required.	◆	●	●	<input type="checkbox"/>	
Dietary meals adapted to the services offered are provided.	◆	●	●	<input type="checkbox"/>	
Dietary advice is available as a service.	◆	●	●	<input type="checkbox"/>	
All rooms have a direct-line telephone.	◆	●	(●)	<input type="checkbox"/>	
The telephone switchboard is manned for at least 14 hours a day.			●	<input type="checkbox"/>	
Each private room has a separate telephone socket for an additional communications device ¹³ .		●	(●)	<input type="checkbox"/>	
The hospital has its own website and at least one E-mail address.	◆	●		<input type="checkbox"/>	
Each room has: - Radio - Television	◆	●	●	<input type="checkbox"/>	

¹³ Fax, modem.

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Accommodation, catering and infrastructure (continued)

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
The semi-private rooms have a radio and a television for each bed.					
There is a customer-friendly hospital information leaflet with a description of all services and their availability.	◆	●		<input type="checkbox"/>	
All private and semi-private rooms have a shower and WC.	◆	●	●	<input type="checkbox"/>	
A toiletries set ¹⁴ is provided in the washroom.			●	<input type="checkbox"/>	
A kiosk with a wide range of goods is available.	◆		●	<input type="checkbox"/>	
There are room safes or a hospital safe in the reception area.	◆	●	●	<input type="checkbox"/>	
There are parking spaces for visitors.	◆		●	<input type="checkbox"/>	
There is a restaurant/cafeteria available: it is open for at least 12 hours a day.	◆	●	●	<input type="checkbox"/>	

¹⁴ With soap, shower gel, shower cap, shampoo, body lotion, toothpaste, toothbrush

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Accommodation, catering and infrastructure (continued)

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
At last 3 methods can be used to pay for extras (cash, invoice, credit/debit card).	◆	●	●	<input type="checkbox"/>	
Various external services ¹⁵ are offered.	◆	●	(●)	<input type="checkbox"/>	
Payment in Euros is possible.	◆				

¹⁵ Hairdresser, cosmetics, religious/spiritual welfare, laundry service, etc.

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Administration

Assessed on the basis of ...

Criterion	Must criterion	Documentation	Home visit	Complies	Comments
In the case of regular admissions, all administrative matters are dealt with in writing before admission. In particular, the agreed costs are shown.	◆		●	<input type="checkbox"/>	
The registration procedure for the referring doctor ¹⁶ is standardised, comprehensive, and simple and allows thorough preparation to meet the special needs of patients.	◆	●	●	<input type="checkbox"/>	
The confirmation of registration is completed and received by the patient within 5 days after the doctor has sent in the registration application.			●	<input type="checkbox"/>	
The account is structured well and is understandable. It is presented to the cost provider within 10 days after discharge.			●	<input type="checkbox"/>	

¹⁶ A standard form, for example.