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Succeed with Quality

KTQ®

KTQ®  
Kooperation  
für Transparenz  
und Qualität im  
Gesundheitswesen

KTQ®

## “Kooperation für Transparenz und Qualität im Gesundheitswesen” (Cooperation for Transparency and Quality in Healthcare)



### Motivation and benefits

Cost pressure in the healthcare sector is increasing more and more. The patients/dwellers claim the right to be treated optimally. Therefore, quality management in the hospital is unrenounceable nowadays.

In the course of the KTQ certification procedure, overall performance of the facility is reviewed in a manner that is process focused, covers several occupational groups and is cross-hierarchical. This shows the hospital demonstrates special quality awareness. However, certification also makes suggestions for optimizing existing structures, operations and processes. The following criteria are in the centre of the deliberations:

### Objectives and targets

- well-founded analysis and review of performance, efficiency and the quality management system
- assessing the quality of nursing and treatment
- continuous improvement and optimization of all the processes concerning treatment of patients – this ranges from preparation for admission via planning a strategy of treatment/nursing to discharge
- The audit will be conducted by an accredited Certification Body by using qualified visitors from the different areas.

### Target group

- hospitals
- rehabilitation
- doctors offices and med centres
- nursing services/hospices/alternative ways of dwelling
- rescue service
- combined certification
- network certification
- departments holding beds

### Criteria in the hospital

- patient focus
- ensuring people focus
- safety in the hospital
- information system
- hospital management
- quality management

The categories of patient focus in nursing, people focus, safety and quality management are the priorities in terms of the contents and scope. A special feature to be considered is that in the course of KTQ certification, organizational units and hospital associations can be certified.



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**Criteria in inpatient and partly inpatient nursing facilities, outpatient nursing services, hospices and alternative ways of dwelling**

- dweller focus
- people focus
- safety
- information system
- management
- quality management system

The Certificate will be awarded upon successful completion of external assessment, which is preceded by a self-assessment. Furthermore, the KTQ Quality Report will be written. This report offers an overview of the overall picture given by the facility.

When looking for optimal medical and nursing care, patients, dwellers and their relatives will, in future, mind such Certificates as KTQ even more. But it also is for potential employees and referring doctors or other medical institutions that the KTQ Certificate will become more and more important.

**Accreditation**

Quality Austria has been the first Austrian Certification Body to be accredited for hospitals by KTQ and has been accredited since October 2006. Since November 2009, it has been accredited for nursing facilities.

**Other relevant standards and models**

ISO 9001:2008, EFQM, Austria Quality Label for Home Care, Austria Quality Label for Care Institutions for the Elderly (inpatient)

**Quality Austria introduces itself**

Quality Austria Training, Certification and Evaluation GmbH is your competence partner for Integrated Management Systems in the fields of Quality, Environment and Safety and Industry Standards as well as Business Excellence. The services provided by Quality Austria range from trainings in the field of international management trends and techniques via certification of management systems according to international standards and regulations and national guidelines and directives and assessments acc. to the EFQM Excellence Model to awarding the Austria Quality Seal. The Austrian Excellence Award will be presented to Austrian organisations in cooperation with the Federal Ministry for Economic Affairs, Family and Youth. Quality Austria is accredited by the Federal Ministry for Economic Affairs, Family and Youth and has numerous international registrations and accreditations.

Having more than 1.000 auditors, trainers, assessors and technical experts, Quality Austria secures successful implementation of standards and regulations within the organisations and provides sector and product specific know-how with a very high focus on practical work. Based on the competence network in the field of comprehensive sector specific, technical and methodological knowledge as well as comprehensive experience, trends will be influenced while innovations will be interpreted and tomorrow's requirements will be co-designed actively and consistently in corresponding bodies even on an international scale.

The close connection of Quality Austria as a national representative with the international partner organisations IQNet, EOQ and EFQM as well as cooperation of Quality Austria with IPC, VDA-QMC and IATF enable global know-how to be imparted and turn the organisation into a competent partner. Quality Austria cooperates with some 50 partner and member organisations. Quality Austria is a stable factor when it comes to creating valuable synergies at the economic site of Austria.

**Contact**



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