

Postgraduate Education in Quality

**5 week (200 h) training-programme „Quality in Healthcare“
of the German General Medical Council**

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for Quality Management in Healthcare (GQMG)

Background Information

Approx. 2.100 Hospitals in Germany...

- Obligatory Benchmarking projects, “external quality comparisons” (Law enacted in 1989)
- Obligatory Implementation of an internal Quality Management System (Law enacted in 2000)
- Obligatory Quality Reports every two years
(1st published in 2005 based on the data of 2004)

4th revised Edition 2007
(first Edition 1996)

General Medical Council,
Association of Statutory
Health Insurance Physicians,
Association of the Scientific
Medical Societies

Workgroup of all Course-
Tutors in Germany



Contents

Basics

- Ethics
- Legal aspects
- Organisations, management and leadership
- Professional self understanding
- Different concepts for patient autonomy

Methodology

- Terminology
- Statistics
- Evidence based medicine
- Outcome measurement
- Quality assurance
- Group dynamics, working with teams
- Process management
- Patient safety, risk management
- Information, CME
- Guidelines

Contents

Quality Management

- Multi-professional teamwork
- Leadership for quality
- Management approaches
- Organisational aspects
- Self assessments
- Certified quality
- Quality reporting
- Legal framework
- Benefit for patients, professions, institutions, society...

Health Economics

- Basics
- Financing health care
- Cost-effect / benefit analysis
- **Implementation of quality systems**
- Priorisation
- Responsibilities
- Planning
- Implementation
- Documentation
- Presentation

Week 1

MO

Introduction
(basics)

TU

Flow-
Charts

Legal
aspects

WE

Ethics

TH

7 tools,
Group
dynamics,
working
with teams
(1)

FR

Statistics

Week 2

MO	TU	WE	TH	FR
7 tools, Group dynamics, working with teams (2)	EbM / Guidelines	KTQ	ISO 1	ISO 2
	KTQ*	EFQM- Introduction		

*Kooperation für Transparenz und Qualität im Gesundheitswesen, www.ktq.de

Week 3

MO

7 tools,
Group
dynamics,
working
with teams
(3)

TU

EFQM-
Training

WE

EFQM-
Training

TH

Quality
Indicators
/
Bench-
marking

FR

Patient-,
Employee-,
Partner-
Surveys
/
Complaints
management

Week 4

MO

Risk-
management
and
patient-
safety

TU

Risk-
management
and
patient-
safety

WE

Balanced
Scorecard

TH

communication

FR

communication

Week 5

MO	TU	WE	TH	FR
Presentation of own projects	Macro-economics	Presentation of own projects	Quality and Costs / Micro-economics	Presentation of own projects
Quality-reports, Public relations		Special subjects		Final discussion

10 years of training for quality ...

- Course completed: ~300 in Hamburg
- >3.500 throughout Germany
- ~75% MDs, ~25% other Health professions
(mostly from hospitals or large organisations)
- Costs: 3.000-4.000 €

6 years of training for quality (Survey 2002)...

- Approx. 1/3 were sent by their employers, fully financed and on official leave
- 2/3 felt well trained for the job (QM)
- 2/3 satisfaction with the curriculum

Main incentives...

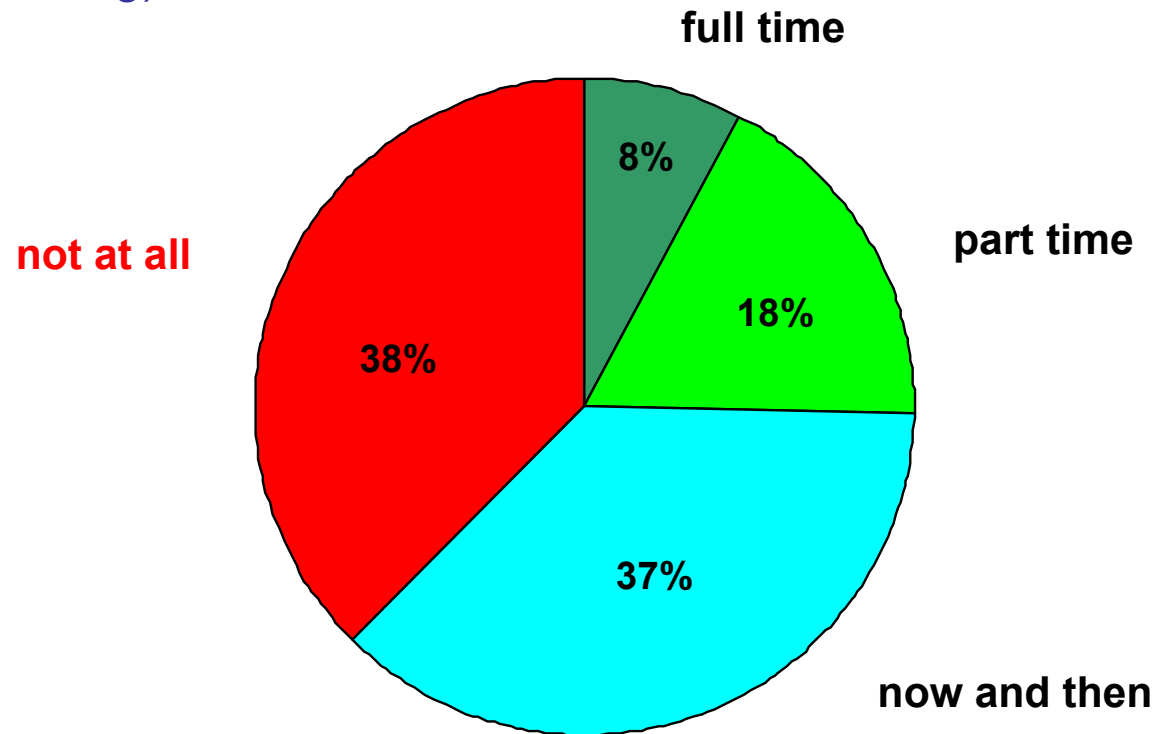
(Survey 2002, B. Sens, ZQ Hannover / n = 617 graduates)

- Interest in QM 78%
- Want to improve quality of performance 31%
- Push own career 25%
- Additional qualification 73%

Dr. med. Hein Mück
Specialist in Internal Medicine
Gastroenterology
Quality Management

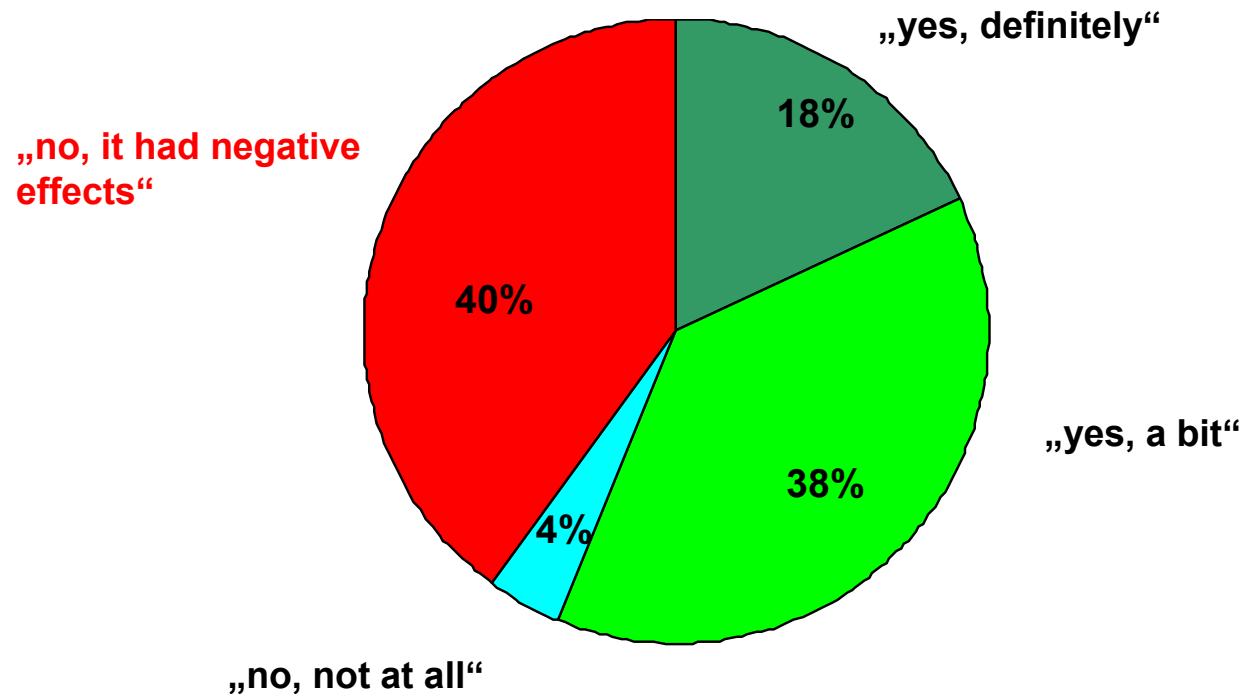
Are you working as a quality manager?

(Survey 2002, B. Sens, ZQ Hannover / n = 617, asked one year after graduating)



Was this course of any help for your career (planning)?

(Survey 2002, B. Sens, ZQ Hannover / n = 617, asked one year after graduating)



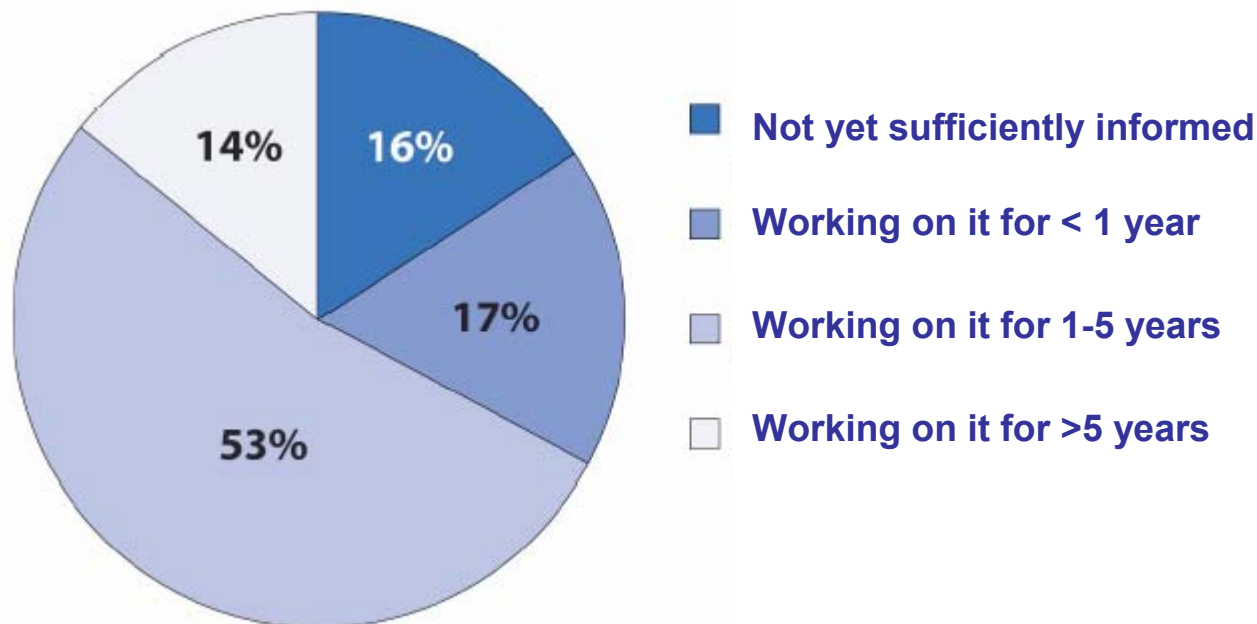
10 years of training for quality ...

- > 1/2 would prefer (even) more “hands on training” (about 50% already!)
- More economics¹
- More management
- More risk management and patient safety²
- More leadership²

¹impossible (200 h!), ²new separate curricula (40 h / 80 h)

What about the involvement of Doctors in their own practices* in quality management?

(Survey 2006 / www.stiftung-gesundheit.de / sample n = 640)



* approx. 100.000 in Germany, rarely attending our 200 h courses)