

2015 Chinese Hospital Congress, Xiamen

**The key role of patient safety in
healthcare quality management and
the successful integration in the KTQ
certification model**

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Advantages of QM in health care systems

- Transparency and optimization of process operations
- Patient- / customer- / employee orientation
- Checks of processes and improvements
- Alienation from risks
- Measurability and comparability of quality
- Best practice models
- Safeguarding the future of health care companies
- ...



- 1994: Start-up workshop
- 1997: Feasibility study
- 2000: Pilot phase (25 hospitals)
- 2001: Foundation of KTQ – GmbH
- 2013: Foundation of KTQ-International

Partners/Shareholders of KTQ-GmbH

- Umbrella associations of statutory health insurers



- The German Medical Association



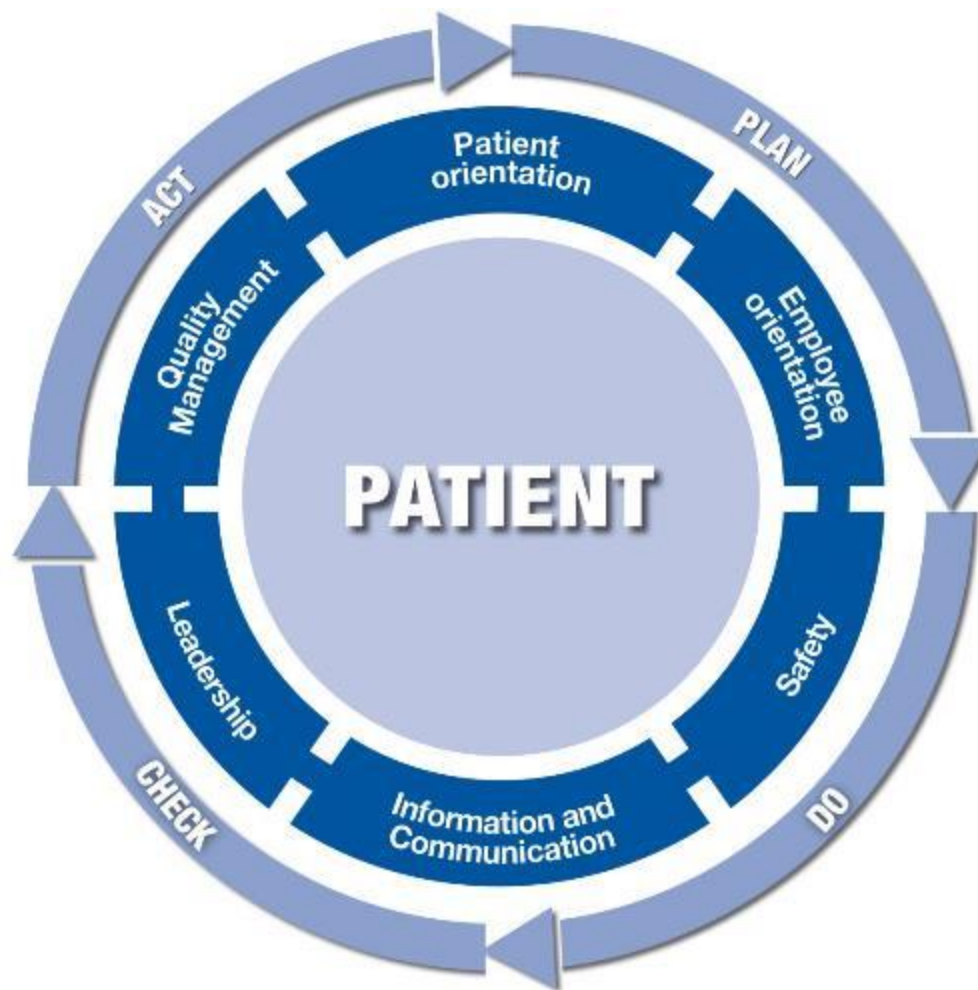
- German Hospital Federation



- German Nursing Council



The KTQ-Model®





KTQ Healthcare Certification



hospitals

inpatient care practices

rehabilitation clinics

hospices

emergency medical services

practices/health centres

sheltered housing projects

outpatient care services



The basic concept (I)

- an **idea**: ... from practitioners for practitioners
- an **atmosphere**: ... dialogue at eye level
- a **principal**: ... focus 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



The KTQ-Model®



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

A thick blue arrow pointing from the left towards the text box.

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-Riskmanagement**
- 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 & process planning, determining
Accountability
= Target state

PDCA

Check

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

Do

Implementation in the practice, “current status”



Kategorie 1: Patient orientation





Kategorie 3: Safety





Kategorie 6: Qualitymanagement



**Quality
Indicators**

**On-site
Inspections**

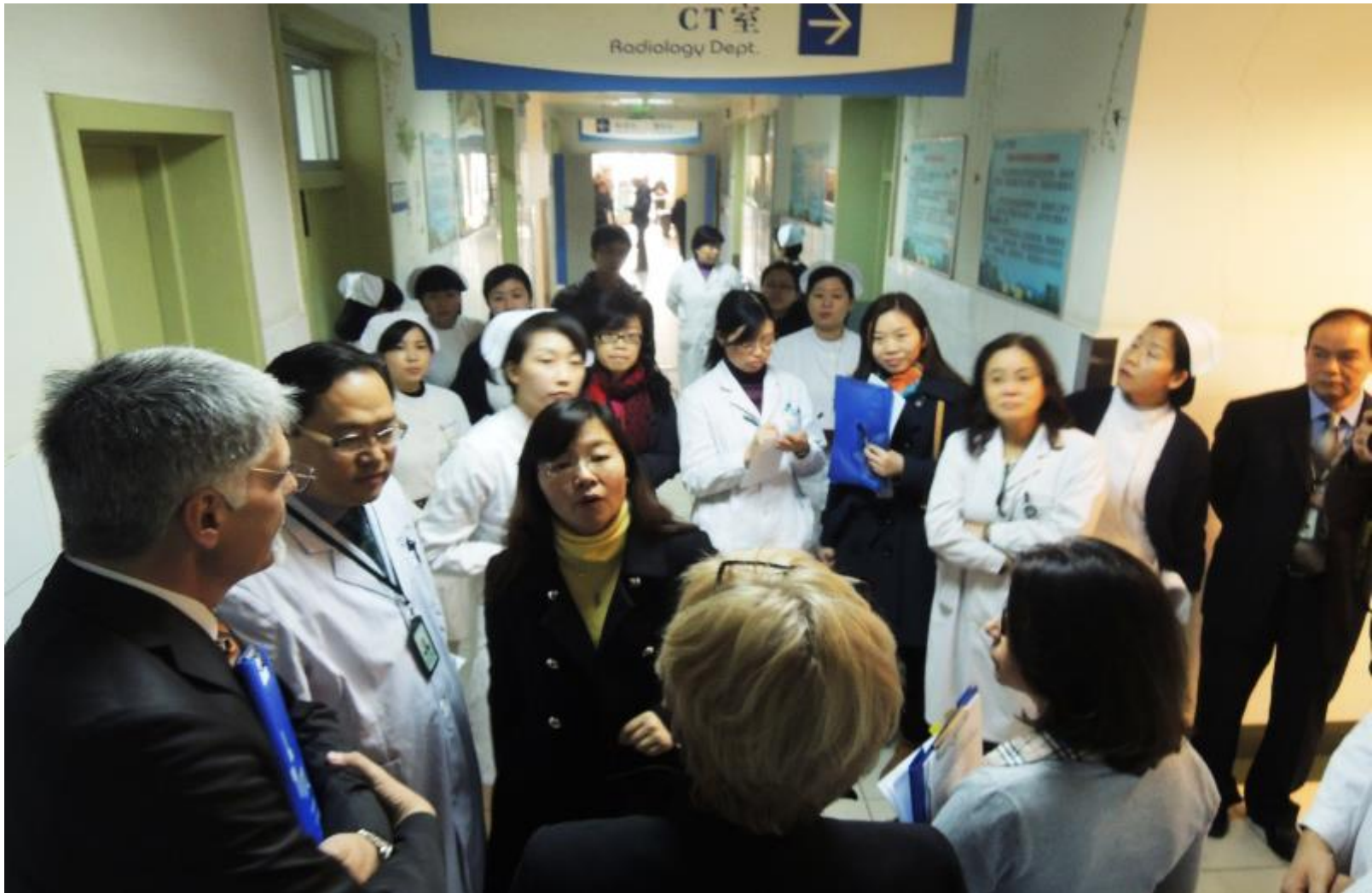
Surveys

QM-Performance measurement system

KTQ-Self evaluation report



Visitation: On-site Inspections





Visitation: Collegial Dialog



Awarding points based on PDCA cycle

Points are awarded based on:

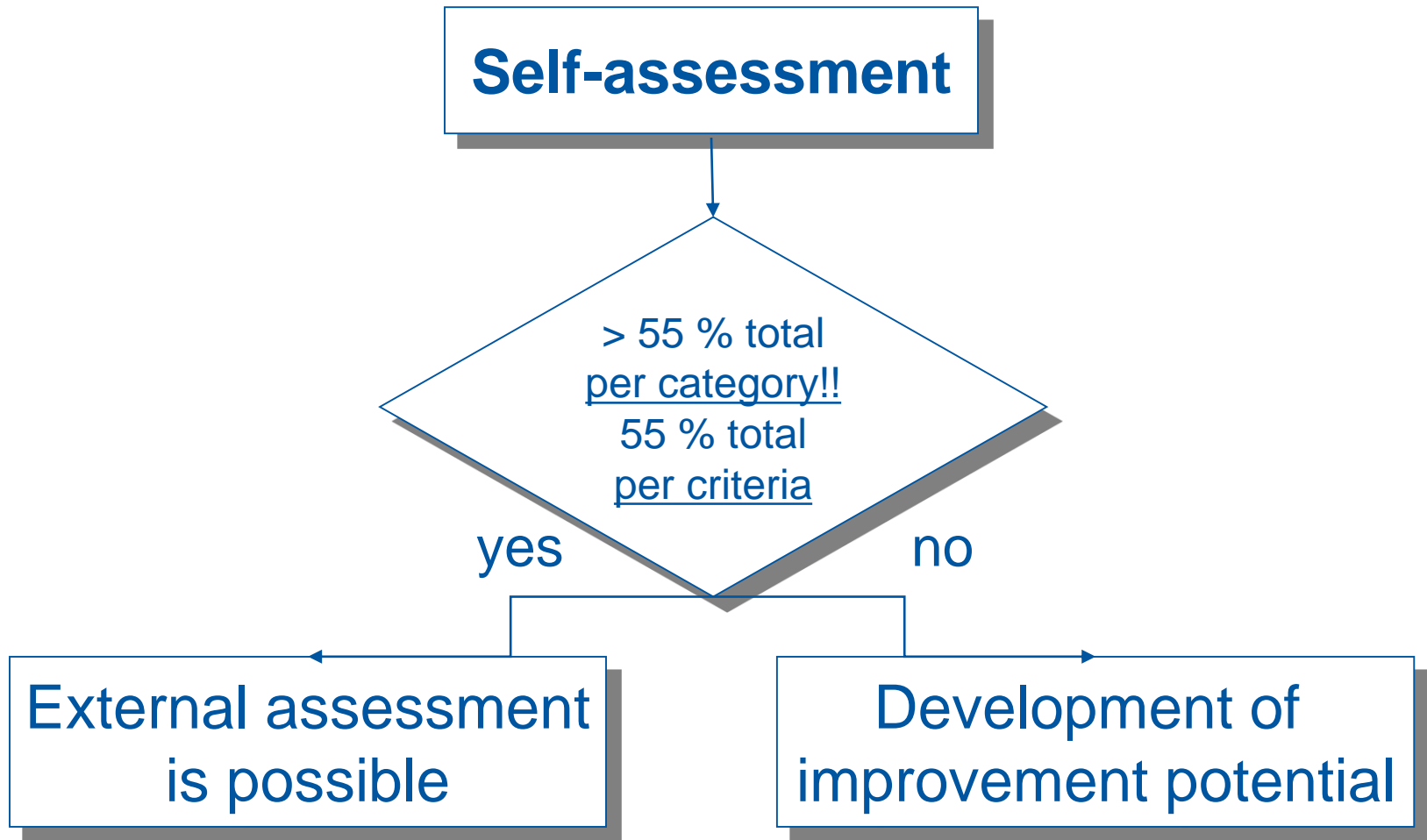
➤ **Attainment level**

- Description of the quality of criteria fulfilled

➤ **Interdisciplinary Understanding**

- Description of the extent of implementation in all areas (interdisciplinary and inter-professional) of the hospital

Use of the Self-assessment





The goal of external assessment

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

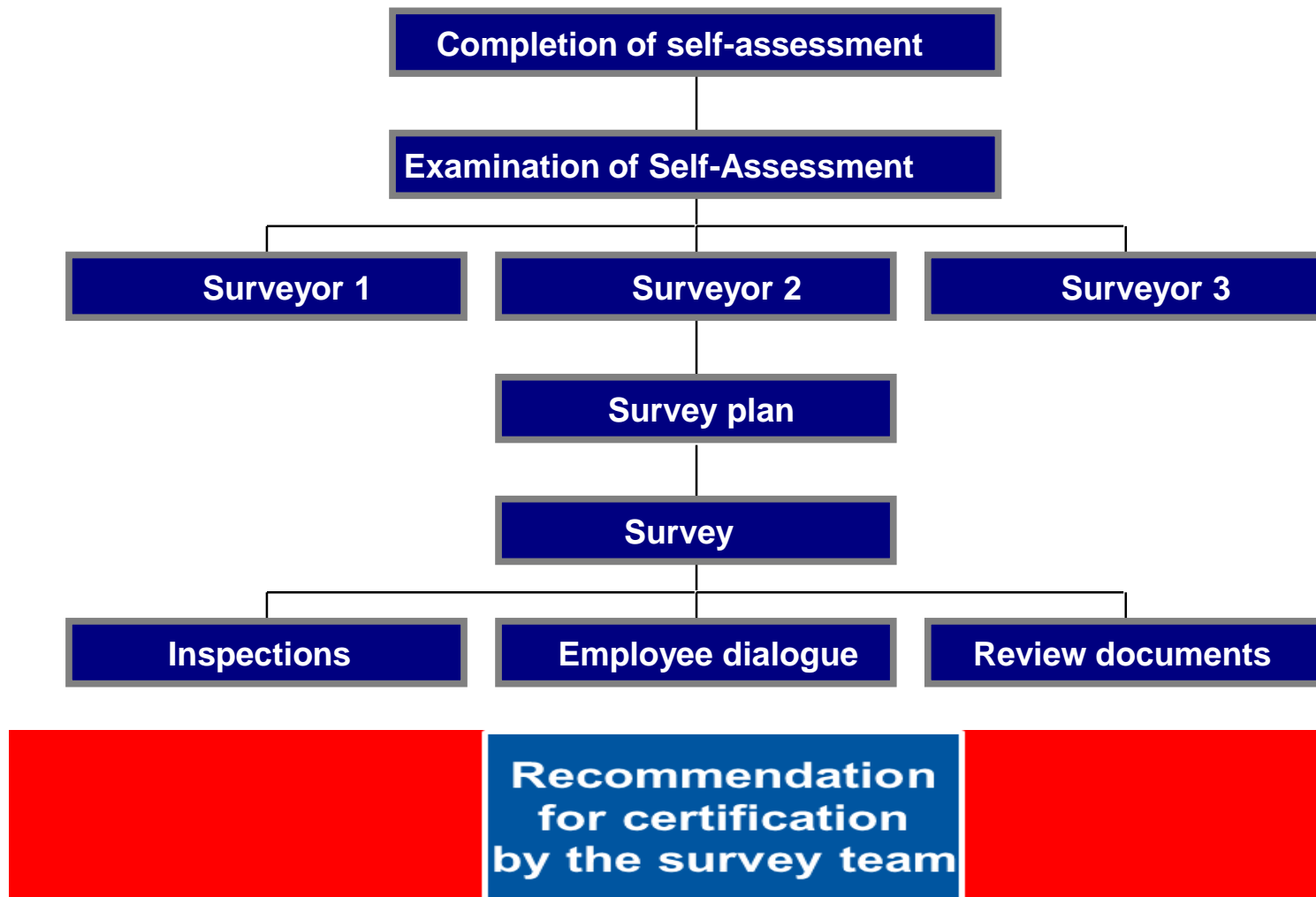
**The Team of KTQ-surveyors has
an inter-professional focus**



External Assessment- Team (hospital)

- **Medical Surveyor**
- **Economic Surveyor**
- **Nursing Surveyor**
- Attendant from KTQ International

The KTQ survey procedure



The KTQ Certificate





The KTQ International Certificate



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.“



7 reasons for KTQ Certification

1. Accuracy of fit
2. Practical competence
3. Continuous improvements
4. Interdisciplinarity
5. Compatibility
6. Clarity
7. Marketing



Patient safety

Felix Grosse, MD

Primum nil nocere !



... first, do no harm!

Non-maleficence, which is derived from the maxime is one of the principal precepts of bioethics that all healthcare students are taught in school and is a fundamental principle throughout the world.

What patient safety is all about ...

„Patient safety is about **avoiding damage** and harm caused involuntarily by health care – it is about how to **become wise** not only after, but possibly **before the potential harm** is done.”

(Mierzewski/ Pennanen 2007:1)



How safe are patients in healthcare?

„An estimated **8 – 12%** of all patients admitted to hospital in the EU suffer from adverse events whilst receiving healthcare.“

EU-Patient-Safety-Study2009

Efforts to improve patient safety resulted in

- ▶ **1.3 million fewer patient harms**
- ▶ **50,000 lives saved**
- ▶ **\$12 billion in health spending avoided**

<http://www.hhs.gov/news>.



PSQCWG* - International cooperation setting:

- ▶ good mix of government and healthcare representatives
- ▶ sessions moderated by themselves
- ▶ no interpreter, colloquial english („broken english")
- ▶ positive, respectful, fact-oriented atmosphere

** CPME = Comite Permanent Des Medecins Européens, EFN = European Federation of Nurses, EHMA = European Health Management Association, PGEU = Pharmaceutical Group of the European Union, HOPE = European Hospital and Healthcare Federation*



PSQCWG Member States should ...

- empower citizens and patients and inform them ...
- establish systems for incident reporting and learning ...
- educate and train healthcare professionals in the field of patient safety ...
- adequately classify, codify and measure patient safety
- exchange knowledge, experience and best practice on international level

Patient safety - key success factors

Knowledge + Instruments + Ressources

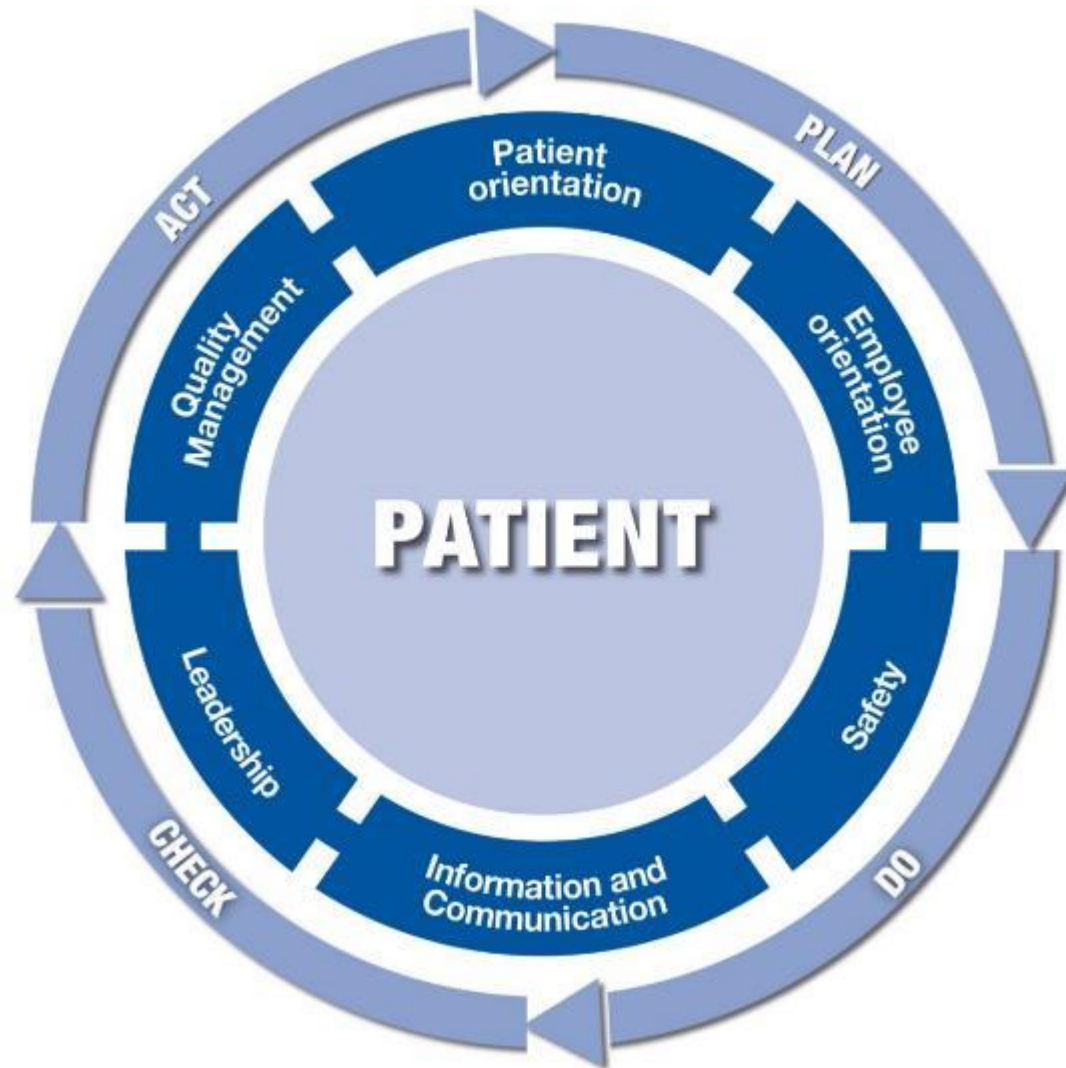


safety culture

Patient safety in the KTQ Model



Patient safety in the KTQ Model





Patient safety wrist bands



Characteristics of successful safety culture

- ☺ **Leadership** implementing an open communication culture
- ☺ acceptance of the “**human factor**” as opportunity and risk
- ☺ implementation of **error prevention systems**
- ☺ systematic **identification of vulnerabilities!**
- ☺ NO "blame and shame" - **clarify causes!**
- ☺ Usage of errors / critical incidents as **learning opportunities** to improve care



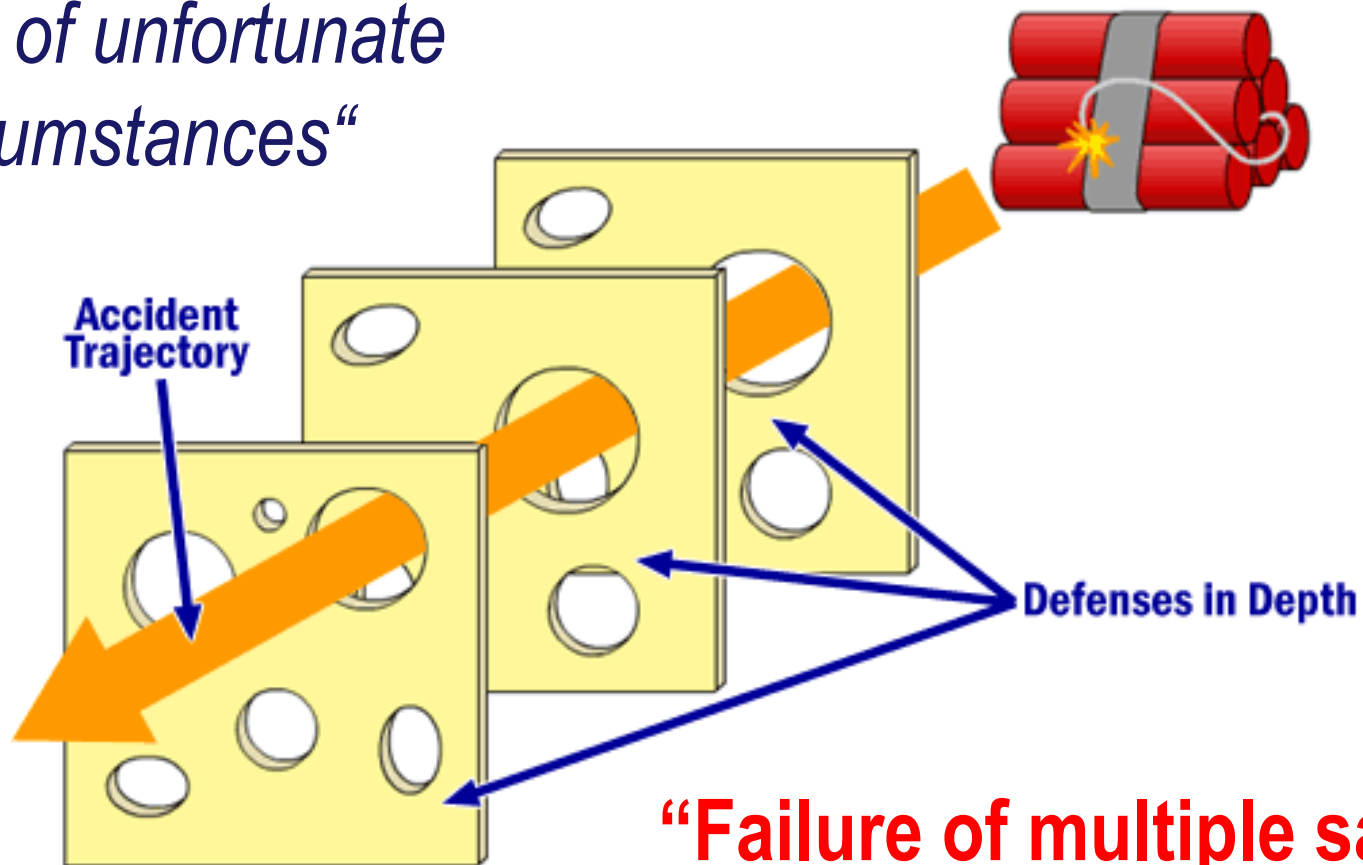
Reduce the risk of the “human factor”

- ▶ do not trust the human ability to remember
- ▶ simplify and standardize processes
- ▶ use checklists and guidelines wherever possible
- ▶ avoid fatigue
- ▶ reduce forcing functions preventing to act right!



How errors occur ...

„Chain of unfortunate circumstances“



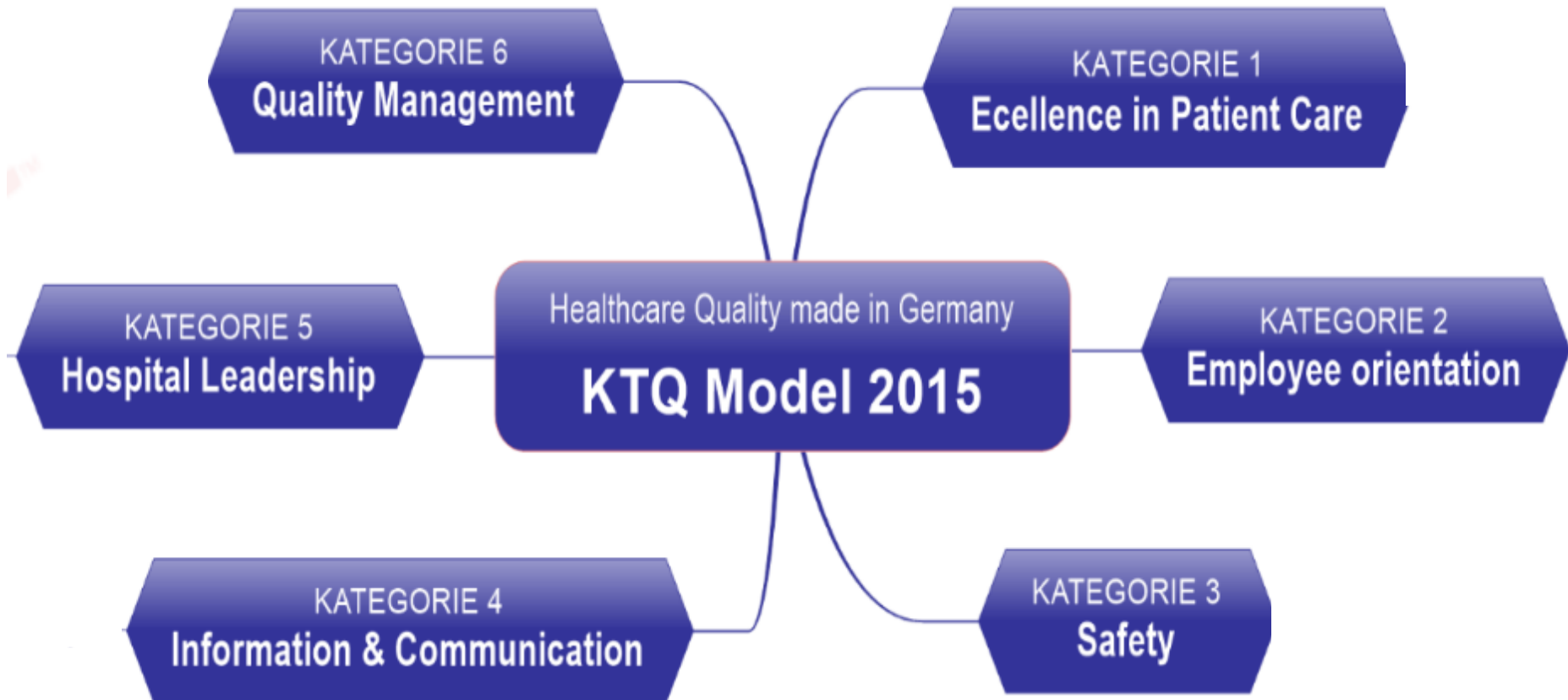
“Failure of multiple safety barriers at the same time”

Complexity of the modern hospital setting





The KTQ Model



Hospital safety demands in the KTQ Model

KATEGORIE 3 Safety

Management of patient related risks

- 3.1.1 Clinical Riskmanagement
- 3.1.2 Supportive Observation
- 3.1.3 Medical Emergencies
- 3.1.4 Hospital hygiene & safety
- 3.1.5 Hygiene & infection control
- 3.1.6 Medication safety
- 3.1.7 Usage of blood & plasma components
- 3.1.8 Medical Product safety

Safety systems in hospital environment

- 3.2.1 Occupational Safety & Health
- 3.2.2 Hospital fire safety
- 3.2.3 Patient data protection
- 3.2.4 Environmental protection
- 3.2.5 Disaster management & civil protection
- 3.2.6 Failure of supply systems

Current demands of the KTQ certification system concerning quality and safety in the hospital:

- ▶ classification of triage in primary care
- ▶ proper patient identification
- ▶ surgical site marking
- ▶ WHO safety checklist
- ▶ recommendations of the Coalition for Patient Safety
- ▶ patient education based on current legal requirements
- ▶ use of safety indicators, also from routine data

Patient safety in KTQ Certification (2)

- ▶ risk management
- ▶ occupational safety
- ▶ fire protection
- ▶ medical emergency management
- ▶ hygiene management
- ▶ hygiene relevant data
- ▶ infection management
- ▶ drugs, medicine and blood products
- ▶ medical products



Contact Data

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THANK YOU

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