



PORTUGAL 2007
Presidência do Conselho da União Europeia

CAF Resource Centre
European Centre of Public Administration

3rd European CAF Users Event

CAF in KAV

Vienna Hospital Association

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 CAF in KAV
3rd European CAF Users Event
Lisboa, 11 - 12 Oct. 2007
 


Chief Executive KAV

**Department for Quality Management
Organizational Development**

Hospitals	Vienna General Hospital	Geriatric Centres
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12 Division of Hospitals 9.067 Bed Capacity 23.321 Staff 387.131 In-Patients	12 Division of Geriatric Centres 4.878 Bed Capacity 4.955 Staff 2.413 In-Patients
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GC Favoriten

GC Klosterneuburg

Annual Report KAV 2006
Vienna Residents 1.664.146 (Statistic Austria 2006)



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Principles for Quality in Mission Statement of KAV:

„The fulfilment of the needs of sick patients and high-maintenance people is our rule. High level of satisfaction of patients is our success.“

„We set the pattern for national und international quality standards and ensure regular benchmarking.“

„Periodical state-of-the-art reviews give feedback to our achievement .“

„We know, that continuing quality improvement has to be carried out by all staff members. Everybody has to make a contribution and act within the scope of their duties.“



Key Aspects of Activity and Strategy of Quality Management:

- Improving Leadership Competencies
- Improvement of Communication
- Integration of Quality Management, Environmental Management and Health Promotion
- Establishing Culture of Failure Management
- Quality Evaluations
- Measuring outcome quality

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CAF in KAV

2002 Pilot project „CAF-self-assessments in KAV“

- Chief executive offers financial resources for quality assessments in KAV
- The „Zentrum für Verwaltungsforschung (KDZ)“ was consultant for this pilot project
- Units using the offer:
Nursing school Kaiserin-Elisabeth-Spital
EMB (EDV-Management-Consulting)
- Assessment with CAF, reflection and evaluation process

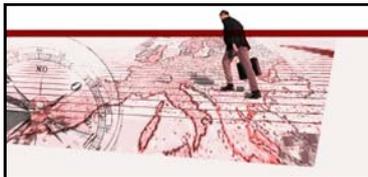
2003 International Symposium for Quality Management

„The Experience of Quality – Comprehension – Transfer“
Information about CAF and the pilot project

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CAF in KAV - 2004 Selfassessments and Training

One main-objective 2004 between Executive Managers and each particular Hospital and Geriatric Centre Manager was:

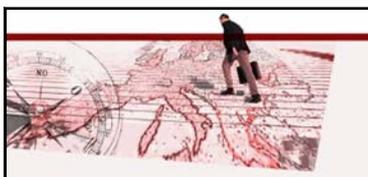
„Self-Assessment in one unit of their department “

Units using CAF:

- Nursing school, Krankenhaus Lainz
- X-ray ward, Sozialmedizinisches Zentrum Floridsdorf
- Financial department, Kaiser-Franz-Josef Spital
- 1st Department of Psychiatry, Therapiezentrum Ybbs
- Blood bank, Krankenanstalt Rudolfstiftung
- Geriatric Centres Favoriten and Klosterneuburg

Before starting the assessment, they all got an intensive training financed by the chief executive.

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CAF in KAV - 2004 Motivation

Leaders Motivation of the 2 Geriatric Centres to use CAF not only for fulfilling main-objectives:

- First assessment with CAF was applied in a ward. Staff members gave positive feedback about this procedure to leaders, they extended their view regarding quality development.
- Leaders were so impressed about the self-assessment that they decided to introduce CAF to all units of their department.
- All wards used the self-assessment with CAF and improved their awareness of quality management.

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Leadership with CAF



Nursing Management unit and 8 wards

All together 156 staff members

40 Assessment-participants:

- 13 leaders
- 19 nursing staff
- 2 secretaries
- 6 ward-helpers



2004

Selfassessments in Geriatric centres

-

Nursing Management unit and 7 wards

2006

All together 303 staff members

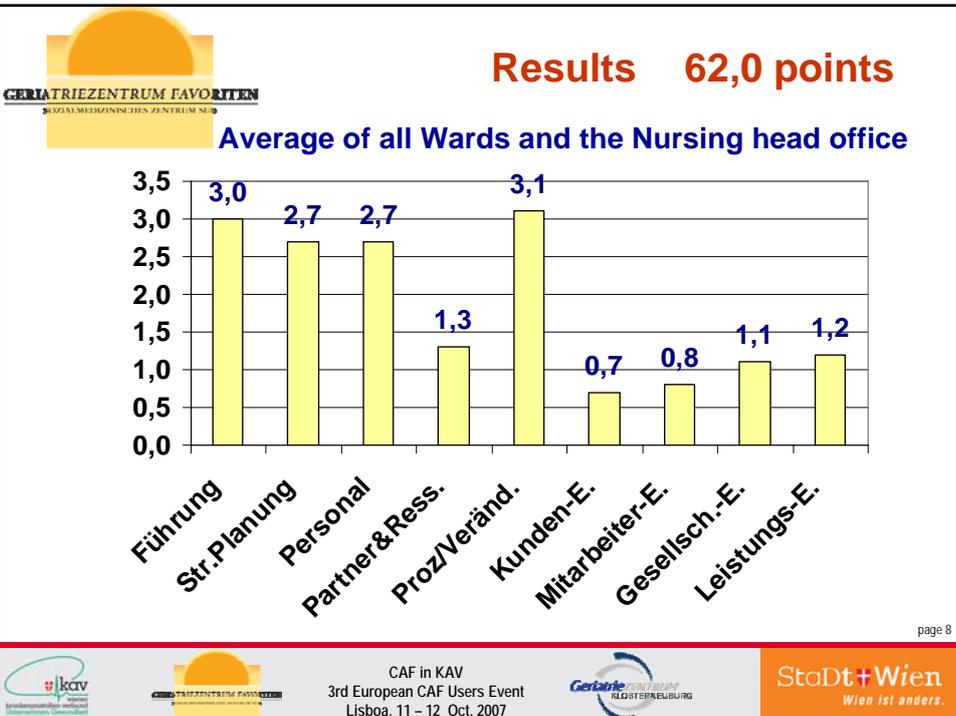
44 Assessment-participants:

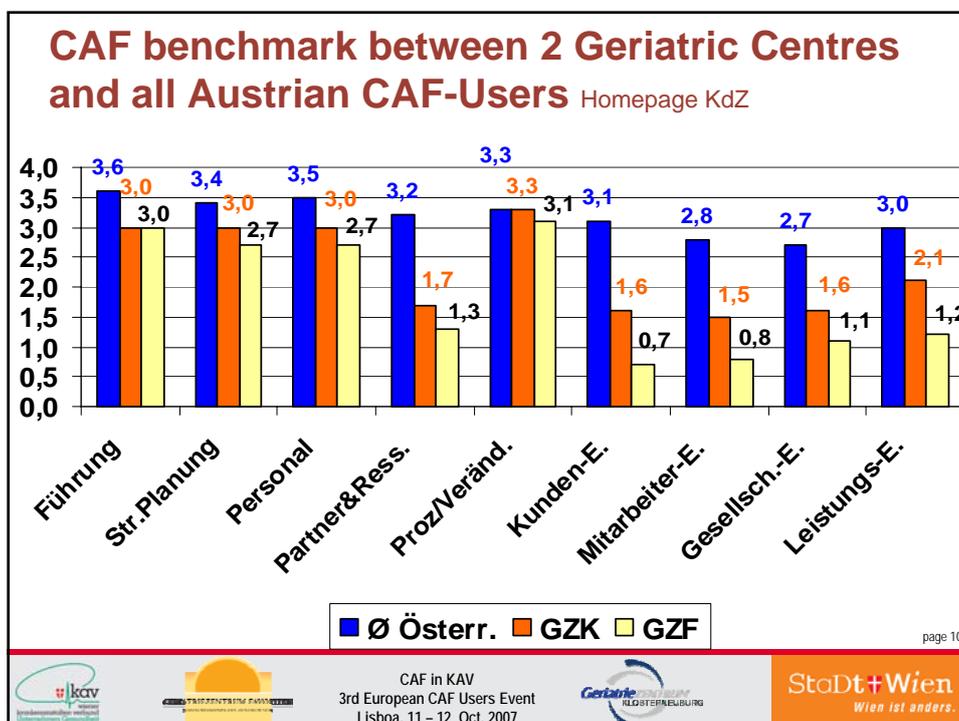
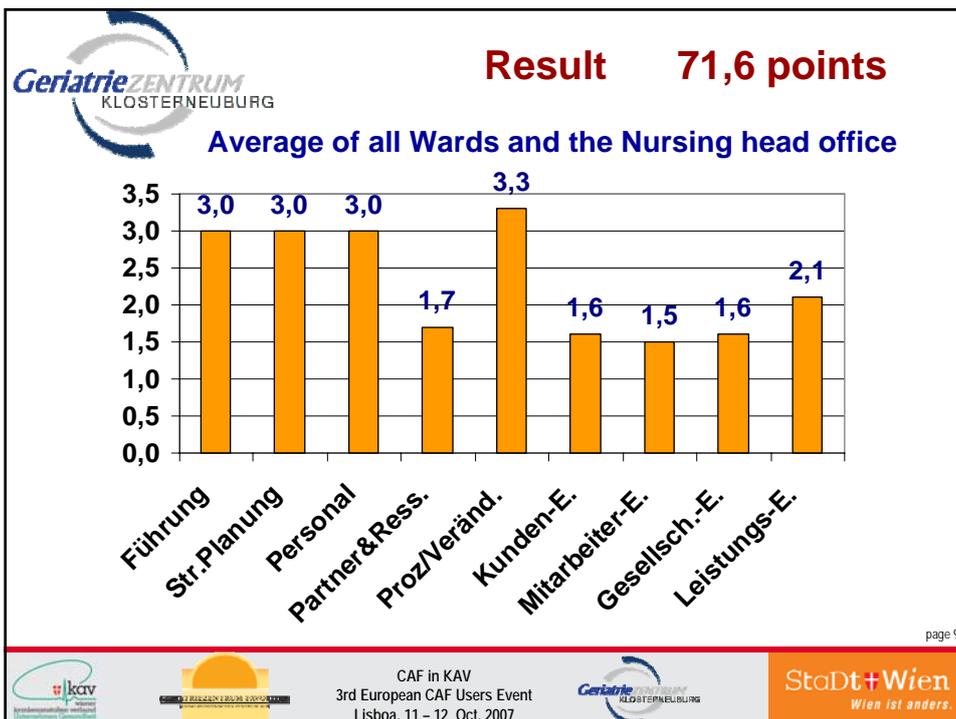
- 10 leaders
- 23 nursing staff
- 3 medical practitioners
- 6 ward-helpers

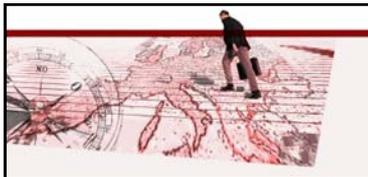


1 massage therapist and 1 secretary

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Interpretation of Results



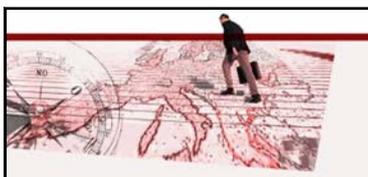
Geriatric Centre Favoriten was opened in 2003. Therefore they could only carry out two surveys during that period. A long term trend couldn't be established.



However Geriatric Centre Klosterneuburg was able to present data since 1998 up to now due to various and successful projects:

- Golden Helix Award for „Reactivating Care“ in 1998
- Finalist for Golden Helix for „Palliative Care“ 2005 + 2006 and Second price in competition of Patient-Oriented

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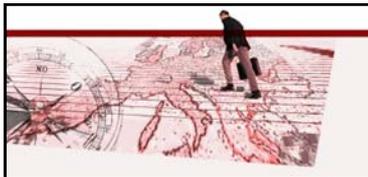
Improvement Potentials

Self assessments in both departments have shown that

- ➔ partnerships have to be developed
- ➔ strategic target orientation and
- ➔ regular monitoring of results are necessary.

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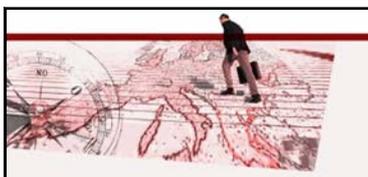




Benefit of CAF for both Geriatric Centres

- **Instrument for orientation for leadership**
A multiplicity of impulses to improve processes
To be aware of potential of staff members
To be aware of all partnerships and how to cultivate them
- **Benchmarking**
To be aware of the need for action
- **Improvement of quality awareness of staff members**
Identification with main targets of the Geriatric Centres
- **Change for a better patient orientation**
Awareness of all requirements of the patients as well as the community

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Benefit of CAF for both Geriatric Centres

- Awareness for development potential
- Better commitment of staff to fractional quality improvement
- Procedures applied to all units, which made self-assessment

Implemented Actions:

- ☞ A detailed description of management processes
- ☞ Patients-, Family Members and Solicitors' Surveys
- ☞ Employee Attitude Surveys

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Thank you for your attention

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StoDt+Wien
Wien ist anders.