

Quality management and efficiency drivers in health care



Your challenge

- Quality in Health care is a primary concern that is reinforced by European and local legislation. The new directive 2011/24/EU on the application of patients' rights in cross-border healthcare and its transposition into national law aim to preserve to promote quality of healthcare. Health care providers are requested to optimise services and adjust to cost constraints while maximising patient experience and quality. The health care reform needs to have been completed by 2013.
- These changes imply an increasingly competitive environment which require from the health care providers to have a well-defined 2–3 years strategy and underlying roadmap in order for it to position itself as a preferred supplier and a reference in the health care sector as well as to adapt and absorb the changes enforced by the regulator.
- Quality becomes a key differentiator and full compliance with the ISO 9000 and EFQM standards becomes a necessity, as is the need for a well-thought through and comprehensive performance management and monitoring, integrating qualitative and quantitative indicators.

Our solution

We assist health care providers with a vast service offering that will support them in improving the quality of their services. Service offering spans from (cross-boarder) benchmarking, functional and operational processes & procedures optimisation, governance, automation, performance management and dashboard definition, employee and customer surveys, ISO and EFQM audits, EFQM certifications:

- Benchmarking analysis on different aspects (inc. client and personnel satisfaction, process efficiency and effectiveness)
- Development of strategies, implementation roadmaps and assistance in implementation of these
- Design of employee and patient surveys, results analysis, and development of recommendations/action plans
- Optimisation of resources, processes and costs, inc. analytical accounting, shared service centres, selective outsourcing, dashboards/business intelligence, activity-based costing
- Design and implementation of quality programmes covering the different dimensions of quality: effectiveness, efficiency, technical competence appropriateness, acceptability, patient/care and safety
- Support assessing the organisation's fit to the new legislative requirements (e.g. cost analysis) on elements such as IT systems, governance, skillsets

Your contacts



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