

KAV-Q-Zert



Wiener Krankenanstaltenverbund
Generaldirektion
Vorstandsbereich HCM
Thomas-Klestil-Platz 7/1
1030 Wien

The proprietary quality certificate of the Vienna Hospital Association

Objectives

- Promotion of quality management on the department level
- Organisation wide audition in 181 clinical departments and institutes
- Reduction of costs on external certifications

Audit system

- Mandatory audit for all departments and institutes every 2 years
- Calendar weeks are stipulated, days of the week can be chosen
- KAV-Q-Zert at Gold level is a prerequisite for external certification

Audit process

- Information letter including list of required documents (6 weeks before audit)
- Audit takes 5-6 hours (minimal disturbance of routine operations)
 - Questionnaire for 15 employees
 - Interview with multiprofessional department management (2,5 hours)
 - Interviews with a defined sample of 6-8 employees (30 minutes each)
- Auditors enter data in computer system
- Detailed audit report (usually 2 days after the audit)
- Publication of the result on the intranet
- Certificate is handed over by the board of directors

Assessment

- Requirements index with approx. 80 items
- 6 chapters: leadership, employees, resources, operation, safety, improvement
- Modular design (clinic, ward, OR, long-term-care, pharmacy, etc.)
- Survey data is included (patients, employees, ...)
- 3-2-1-0 points per requirement according to a preset assessment scheme
- 60 % of total points are necessary to obtain a certificate
- Three levels: Passed 60+, Silver 75+, Gold 90+
- 0-point-assessments („red flags“) impede certification (amendment is possible within 6 months)

Auditors

- 2 auditors for every audit
- Internal recruiting (KAV-employees)
- Profile: QM-education plus clinical QM-experience
- Special KAV-Q-Zert audit-training of 1 day
- Auditors are payed a remuneration
- Auditors do 4 audits per year on average
- Quaterly meetings with all auditors for calibration

Conclusion

- Feedback from departments is very positive.
- Competition for Gold level is a huge motivation trigger.
- Strong impact on sustainable quality management is reported.
- Knowledge sharing between departments has increased.
- Substantial savings were realised by avoiding external ISO- oder EFQM-certification.
- Integration of management and administrative departments is planned.