

## Postgraduate Education in Quality

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

Carsten Leffmann



General Secretary of the German (speaking) Society  
for Quality Management in Healthcare (GQMG)

GQMG

## Background Information

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 (1<sup>st</sup> published in 2005 based on the data of 2004)

Carsten Leffmann

ESQH Autumn Workshop  
Barcelona, October 20<sup>th</sup>, 2007



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

GQMG

Carsten Leffmann

ESQH Autumn Workshop  
Barcelona, October 20<sup>th</sup>, 2007

GQMG

## 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

Carsten Leffmann

ESQH Autumn Workshop  
Barcelona, October 20<sup>th</sup>, 2007

## 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

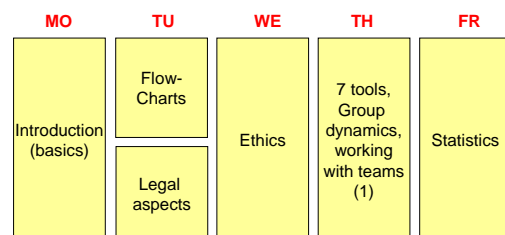
GQMG

Carsten Leffmann

ESQH Autumn Workshop  
Barcelona, October 20<sup>th</sup>, 2007

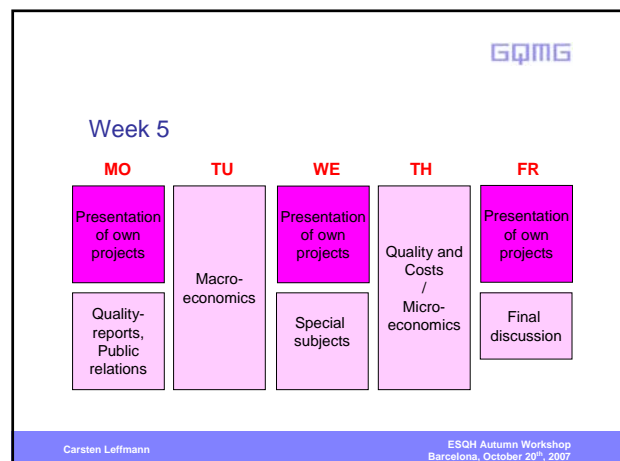
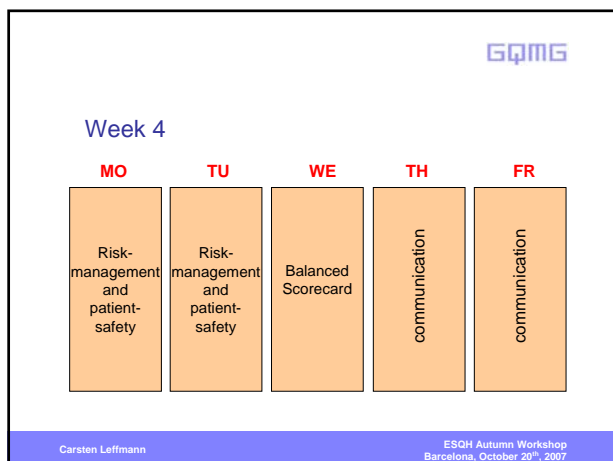
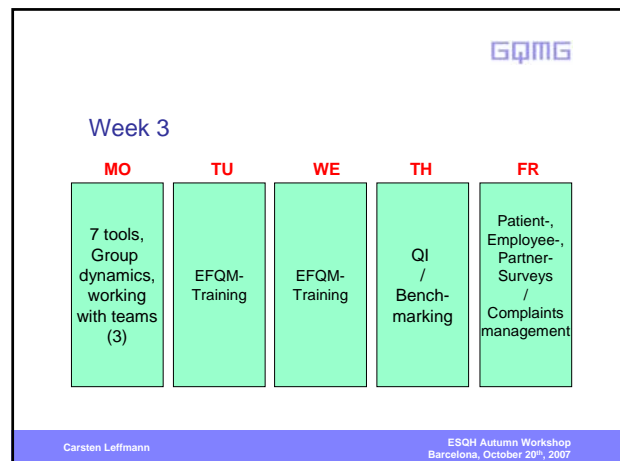
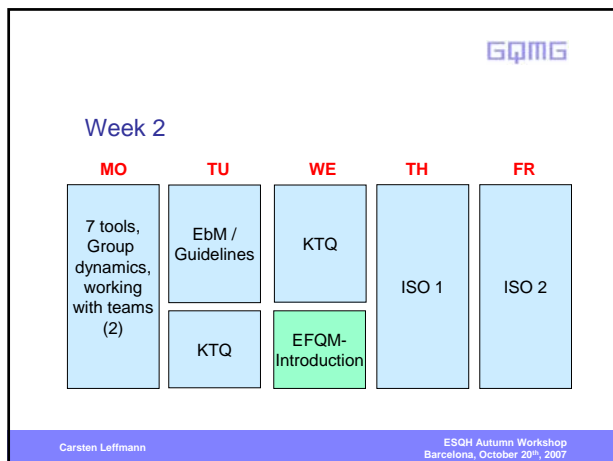
GQMG

## Week 1



Carsten Leffmann

ESQH Autumn Workshop  
Barcelona, October 20<sup>th</sup>, 2007



GQM6

### 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 €

Carsten Leffmann ESQH Autumn Workshop  
Barcelona, October 20<sup>th</sup>, 2007

GQM6

### 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

Carsten Leffmann ESQH Autumn Workshop  
Barcelona, October 20<sup>th</sup>, 2007

## Main objective...

(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%

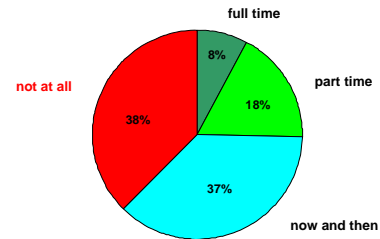
**Dr. med. Hein Mück**  
Specialist in Internal Medicine  
Gastroenterology  
**Quality Management**

Carsten Leffmann

ESQH Autumn Workshop  
Barcelona, October 20<sup>th</sup>, 2007

## Are you working as a quality manager?

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

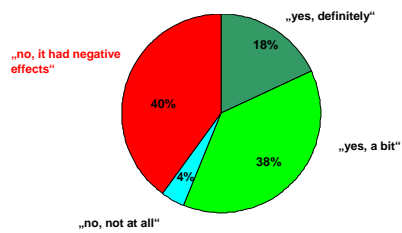


Carsten Leffmann

ESQH Autumn Workshop  
Barcelona, October 20<sup>th</sup>, 2007

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

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



Carsten Leffmann

ESQH Autumn Workshop  
Barcelona, October 20<sup>th</sup>, 2007

## 10 years of training for quality ...

- > 1/2 would prefer more “hands on training”
- More economics<sup>1</sup>
- More management
- More risk management and patient safety<sup>2</sup>
- More leadership<sup>2</sup>

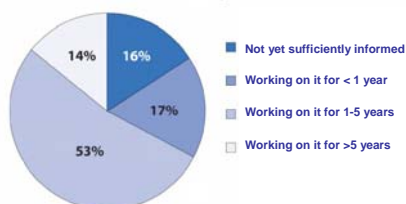
<sup>1</sup>impossible (200 h!), <sup>2</sup>new separate curricula

Carsten Leffmann

ESQH Autumn Workshop  
Barcelona, October 20<sup>th</sup>, 2007

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

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



...thanks for listen

Carsten Leffmann

ESQH Autumn Workshop  
Barcelona, October 20<sup>th</sup>, 2007