



Das EFQM-Modell in Gesundheitseinrichtungen (German Edition)

Kai Heib, Johannes Möller

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Mitte der 90er Jahre des 20. Jahrhunderts vergab das damalige Bundesministerium für Gesundheit den Auftrag zur "Analyse von Prinzipien der Akkreditierung und Zertifizierung von Gesundheitseinrichtungen im Ausland". Ergebnisse dieser Studie wurden von Swertz et al. (1998) veröffentlicht. Im Rahmen dieser Studie kristallisierten sich mehrere Gesundheitseinrichtungen heraus, welche bereits seit geraumer Zeit mit Konzepten des Qualitätsmanagements experimentierten - darunter das Kantonale Spital in Grabs. Das Kantonale Spital Grabs, welches der Akutversorgung im schweizerischen Kanton St. Gallen dient, bot einige Jahre lang ein wichtiges Anwendungs- und Analysefeld für verschiedene Konzepte des Qualitätsmanagements in Gesundheitsorganisationen. Sie wurden bereits aus dem Blickwinkel des Anwenders (Möller et al. 2003) und auch im wissenschaftlichen Kontext (Möller et al. 2005) dargelegt. Das vorliegende Buch steht in einer Entwicklungslinie mit den o.g. Werken und markiert den vorerst letzten Beitrag dieser kleinen Schriftenreihe. Darin wurde am Beispiel des Prozesskriteriums aufgezeigt, welche Erkenntnisse eine systematische Meta-Analyse von Anwendungen des Qualitätsmanagements in Gesundheitseinrichtungen hervor bringen kann. Es bleibt dem Leser überlassen, die gewählte Vorgehensweise auf andere Kriterien des EFQM-Modells oder andere Gesundheitseinrichtungen zu übertragen und daraus ebenfalls Nutzen für die eigene Organisation zu ziehen.

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