

# Collaborative quality improvement

## HOPE AGORA 2025

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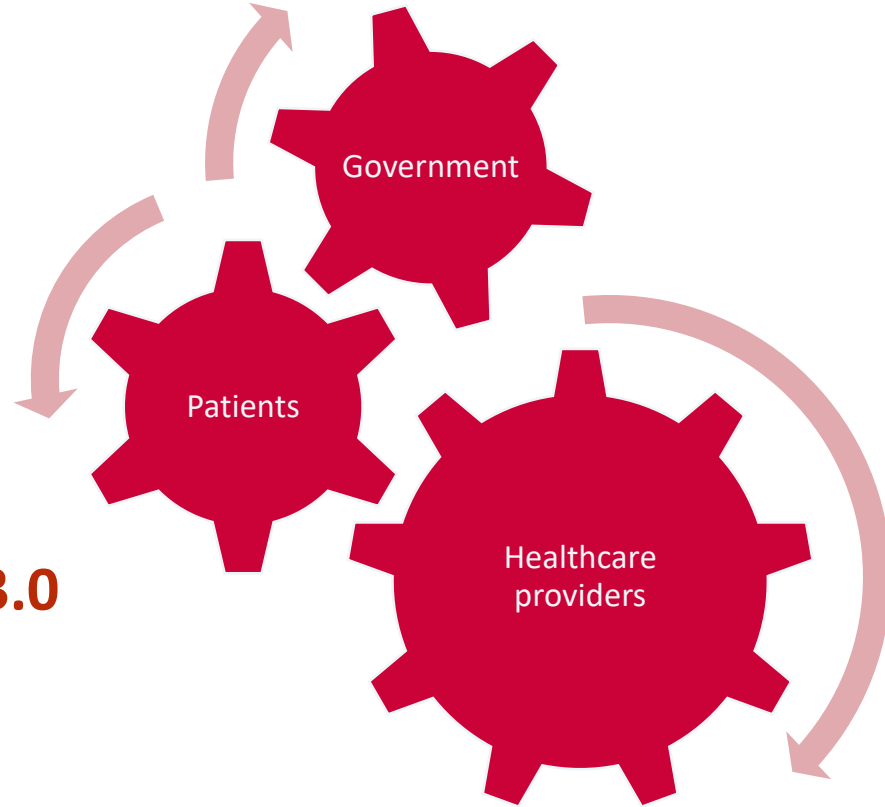
# Improving quality in healthcare

- Many pieces form a complete model
- Measures on all levels
- All stakeholders must contribute within their scope of impact



## Quality strategy for the Austrian healthcare system 3.0

## Patient Safety Strategy 3.0



## Vision – High-Quality, Sustainable Healthcare

- A **patient-centered**, safe, and effective healthcare system
- Quality is present in **all areas** – hospitals, outpatient care, etc.
- Based on **evaluations** and **standardized nationwide systems**
- Communication at the *“best point of service”*

→ *Digital before outpatient before inpatient*

## Strategic Objectives of Quality Strategy 3.0

- Improving integrated care
- Use new technologies
- Measure the effectiveness and efficiency of quality initiatives
- Strengthening the role of quality and patient safety in education and advanced trainings of health professionals

# Improvement of Integrated Care

## Operational objective 1

### Improvement of integrated care

#### Measures:

- Support measures to improve communication (data and patient information) between health professionals
- Clear patient pathways with target group-specific information about contact points/services
- Expansion of integrated care with the establishment of contact persons for patients (case manager)



Isabella Weber:  
Integrated Care and  
digitalisation

# New technologies

## Operational objective 2

### Quality improvement - use of new technologies



#### Measures:

- Expansion of telehealth solutions with uniform nationwide quality standards
- Complete and easily accessible patient data in ELGA, also for persons without social insurance
- quality-assured health information via 1450 or [gesundheits.gv.at](https://www.gesundheit.gv.at)

# Transparency and patient involvement

## Focus 1

### Transparency, openness and a "no blame" culture

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- Personal responsibility and health literacy
- Strengthen Patient safety topics
- Provide information in a clear way for patients and professionals



Eva Potura:  
Second Victim

Daniela Rojatz/Lukas Teufel:  
Patient involvement

**True improvement in healthcare begins with collaboration—when professionals from different disciplines work together, they unlock the full potential to optimize, innovate, and enhance the quality of care for every patient.**

# Thank you for your attention!

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