



# HOPE Exchange Programme 2025 AGORA Vienna GERMANY

Topic of the year:

## **Together for Quality**

collaboration and cooperation between healthworkforce, patients and other stakeholders for high-quality health systems

# HOPE participants Germany



Finland: Iina Tuomainen

Sweden: Jeanette Knutsson

The Netherlands: Patrice Gerressen

Ireland: Shaista Zaidi

Estonia: Merilin Piirsalu

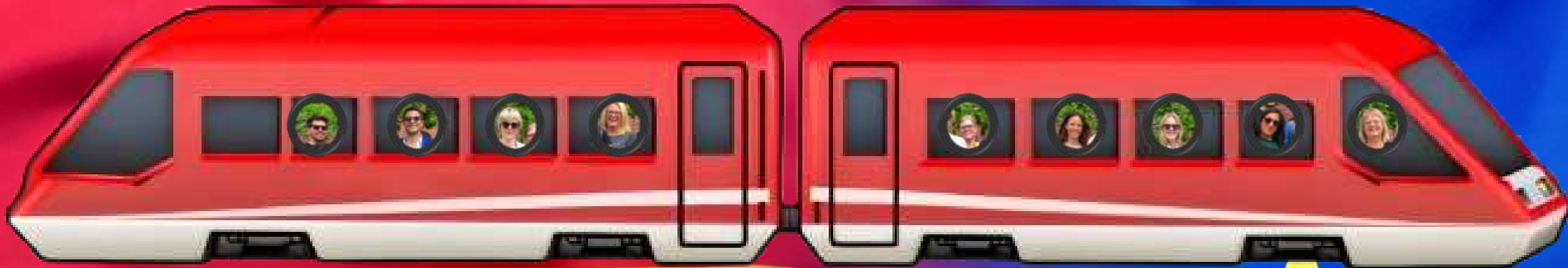
Italy: Claudia di Santo, Edoardo Trebbi,  
Alberto Castagna

Berlin: Doris Voit - Deutsche Krankenhausgesellschaft (DKG)

# Next stops

Departure station: Berlin Hauptbahnhof

Arrival station: HOPE AGORA - Vienna

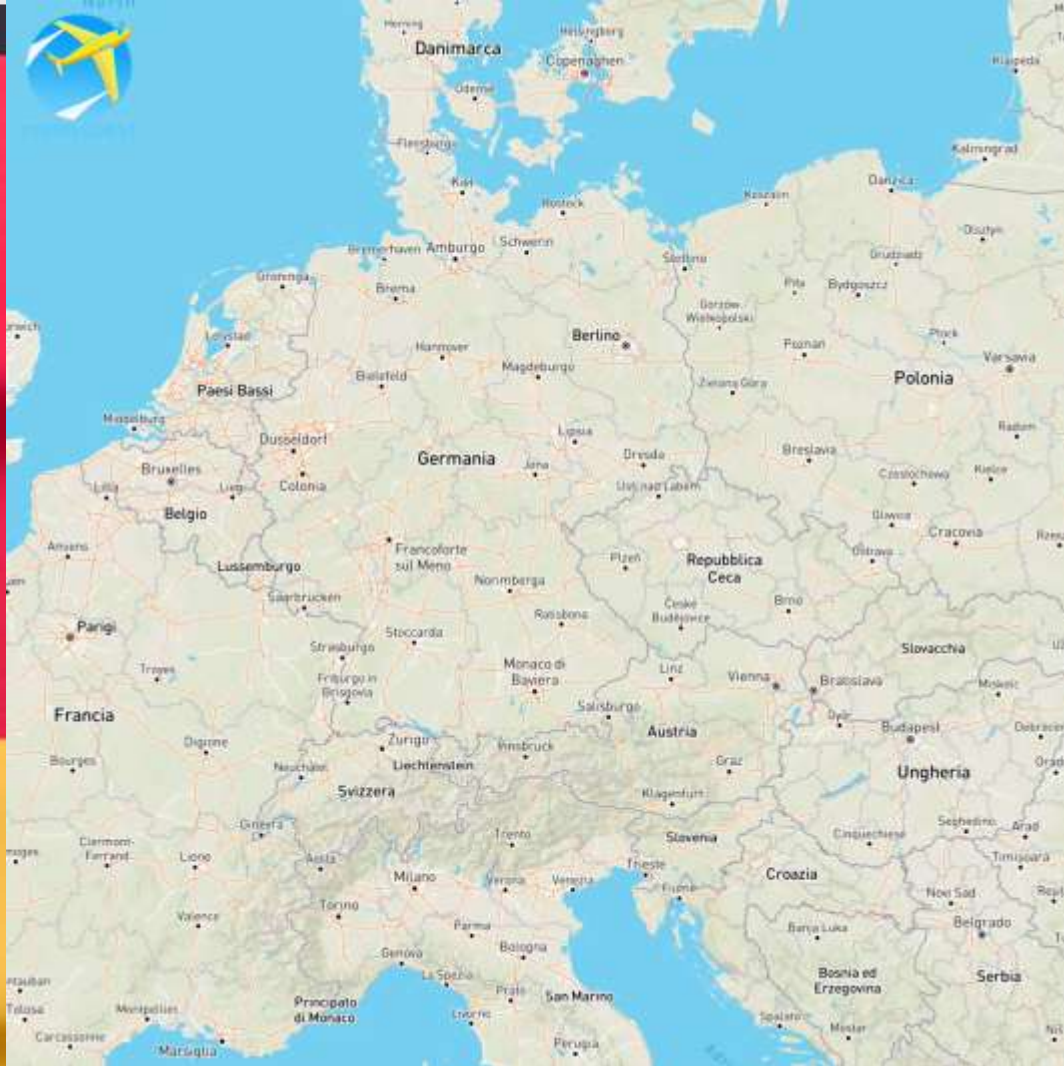


St. Elisabeth Gruppe  
Herne

Pfalzkllinikum  
Klingenmünster

Asklepios  
Bad Tölz

# HOPE Host Germany



St. Elisabeth Gruppe  
Herne



Pfalzkllinikum  
Klingenmünster



Asklepios  
Bad Tölz



# Hope participants – Who we are

## Next stops

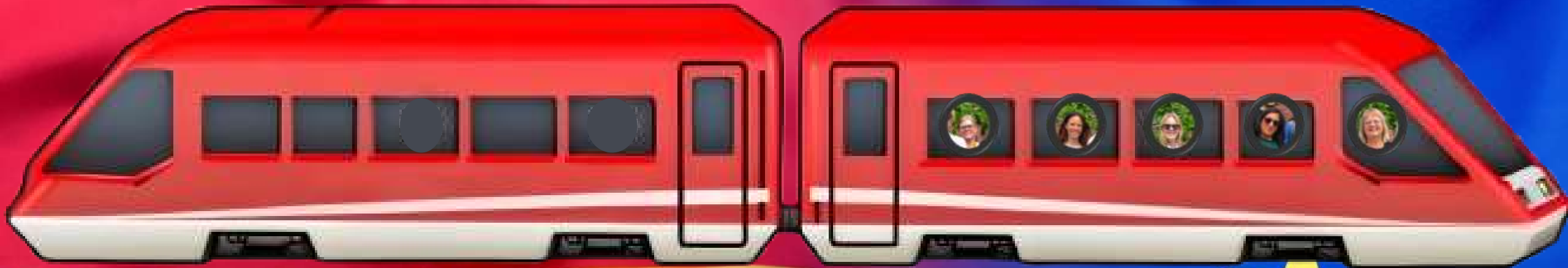


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Bad Tölz

# 1° stop – St. Elisabeth Gruppe GmbH Katholische Kliniken Rhein-Ruhr




St. Elisabeth Gruppe  
Herne



# 1° stop – St. Elisabeth Gruppe GmbH Katholische Kliniken Rhein-Ruhr

 **Beds** **Over 1,500**

 **In-patients (2024)** **108,300**

 **Total Employees** **7,884**

• Physicians 802

• Nurses 3,344

• Other Staff 3,738



St. Anna Hospital Herne



Marien Hospital Herne  
Universitatklinikum



Marien Hospital Witten

**ST. ELISABETH GRUPPE**   
KATHOLISCHE KLINIKEN RHEIN-RUHR



Rheumazentrum Ruhrgebiet



St. Marien Hospital Eickel



Campus

# 1° Good practice example: Education for Quality and Health

By 2030, the EU could face a shortage of around 2.3 million nurses.

Winkelmann J, et al.. Time trends in the regional distribution of physicians, nurses and midwives in Europe. BMC Health Serv Res. 2020 Oct 12;20(1):937. doi: 10.1186/s12913-020-05760-y. PMID: 33046077; PMCID: PMC7549210.

Germany will have a shortage of nurses between 280.000 and 690.000 by 2049.

(Statistisches Bundesamt Deutschland)

## Bis 2049 könnten in Deutschland bis zu 690.000 Pflegekräfte fehlen



# Education for Quality and Health in St. Elisabeth Gruppe

**Strategic triad of St. Elisabeth  
Hospital Group**

**Quality**



**Profitability**



**Loyalty**

# Education for Quality and Health in St. Elisabeth Gruppe

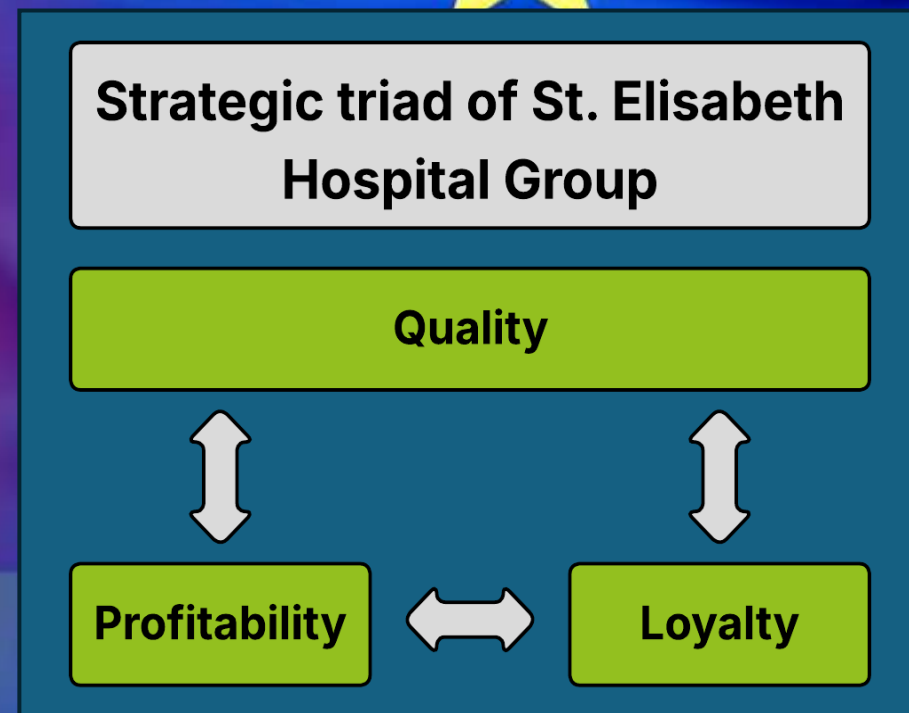
**Goal of the Campus:** provide specific education to meet the needs for nursing staff in order to provide high quality health care

## How:

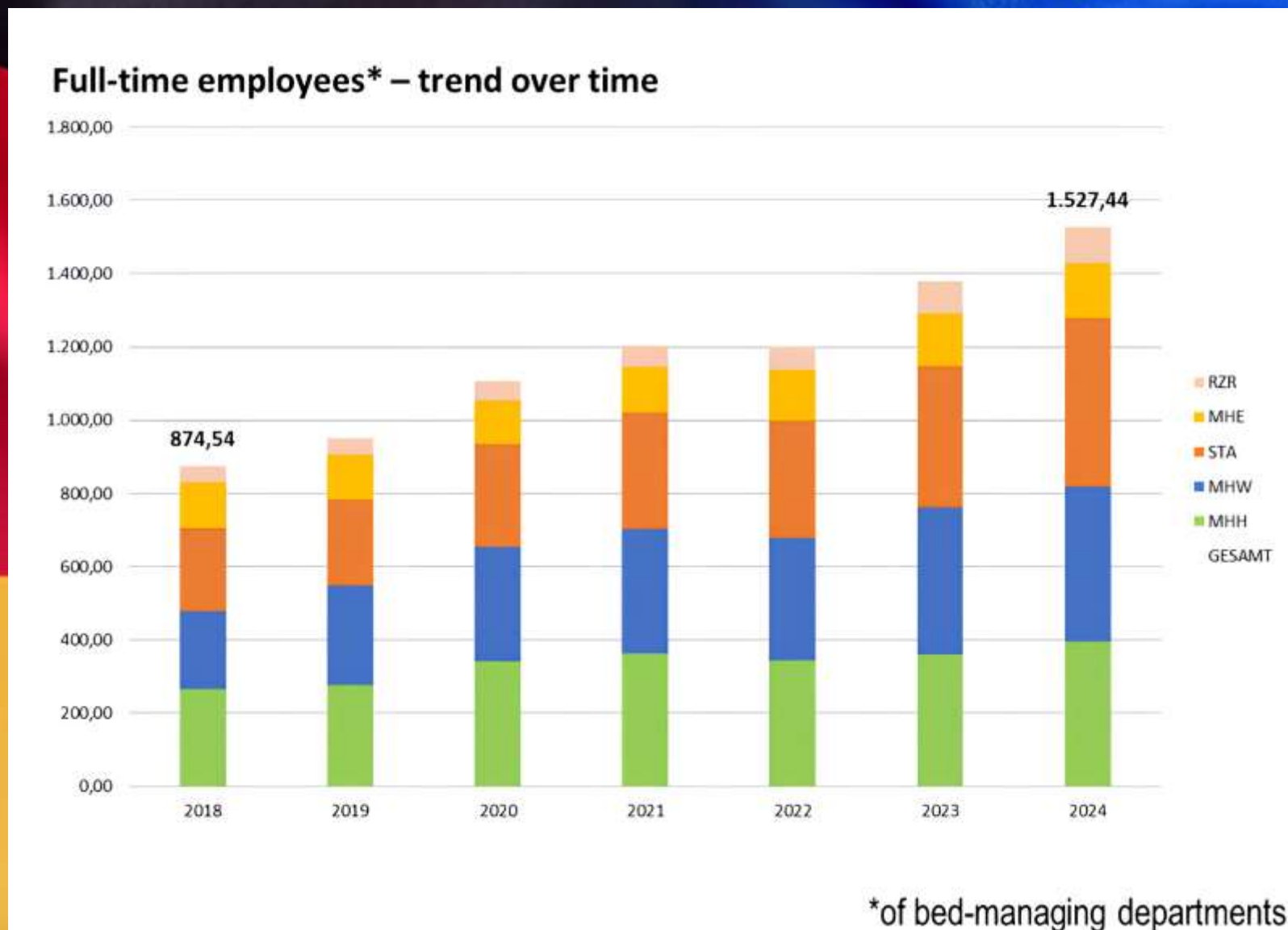
1. Specific nursing education and training for students by starting Campus in St. Elisabeth Gruppe: **2024 n° 888 students**
2. Attract young talent with open-day Hospital and information sessions for the future at school
3. Advanced training courses for nurses employee to develop/acquire competencies and skills: **150 nurses/year**

**Why:** Tailored education = quality education

Bron: [www.elisabethgruppe.de/campus](http://www.elisabethgruppe.de/campus)



# Education for Quality and Health in St. Elisabeth Gruppe



# 2° stop - Pfalzlinikum - Klingenmünster



Pfalzlinikum  
Klingenmünster

# Pfalzlinikum - Klingenmünster

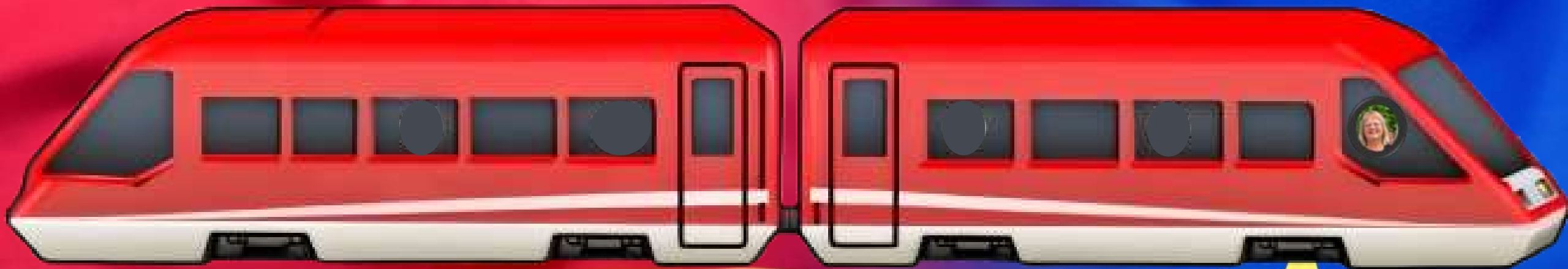
The Klingenmünster location has existed since 1857 and is the headquarters of the Pfalzlinikum. However, the network of community-based, decentralized psychiatric care at other locations is constantly expanding.



## 2nd good practice example Curamenta Platform

- Curamenta is a platform that provides communication systems for telemedicine networks and application cases between hospitals or between hospitals and ambulatory facilities.
- A digital treatment portal specifically for the psychiatric treatment of patients and it is provided with key stake holder hospitals from public institutions across nationally
- Curamenta connects users and enables them to perceive unique digital offers
- Platform has 3 different levels:
  - Level 1 (public): Information on mental illnesses, treatment methods, and counselling content
  - Level 2 (login): Forums on various topics related to mental health and illness
  - Level 3 (provider level):
    - Connection to the hospital information system, prescription is needed by psychiatric physician
    - High security level → hard to access to platform for patients
    - Communication between patients and providers
    - Exchange of documents (for example Diaries, questionnaires)
    - Mobile app

# 3° stop - Asklepios Stadtklinik- Bad Tölz



Asklepios  
Bad Tölz

## 3° stop - Asklepios Stadtklinik - Bad Tölz

Situated in the Oberland region, Asklepios Stadtklinik Bad Tölz is the primary and standard care provider in the region and an academic teaching hospital of the Ludwig Maximilian University of Munich and the Technical University of Munich

- 12 specialist departments,
- 270 beds,
- approximately 900 employees
- approximately 28,000 outpatient inpatient treatments annually,
- emergency room 24 hours a day, 7 days a week, 365 days a year.



Also at the location:

- clinic for Neurological Rehabilitation at the Asklepios Health Center Bad Tölz with 59 beds,
- Asklepios MVZ Bad Tölz,
- school for nursing of the Asklepios Nursing Schools gGmbH at the Asklepios Stadtklinik Bad Tölz with 90 training places.

# Asklepios Stadtklinik - Bad Tölz

## **3rd good practice example: collaboration to improve quality International recruitment strategy for nursing shortage**

Hospitals across Germany face significant staffing shortages, with 94% struggling to fill general ward nursing roles and 73% for intensive care (Deutsches Krankenhausinstitut, 2023).

Quality standard: minimum nursing personnel indices in care-sensitive areas.

### **Programme development process:**

- early 2000s: predicted nursing shortage → project launched,
- first trials: Romania - pilot study with neighbour countries,
- now: partnerships with Tunisia - Brazil - Philippines - Indonesia - India - Bosnia-Herzegovina,
- screening via Teams: interviews led by Chief Nursing Office.

# Collaboration to improve quality

## Key factors

- **Language training:** B1 level required in the home country (cost covered), B2 to be achieved in Germany.
- **Psychological & cultural awareness:** understand cultural background and knowledge of differences in aspects of nursing, spend time speaking with staff to build trust and resilience.
- **Social integration support:** encourage candidates to join in pairs or reassure solo arrivals, organize social programs (e.g., cooking evenings, karaoke, cultural events), foster a sense of belonging through peer support.
- **Cultural aspects in the workplace:** awareness of cultural differences, match job roles with personal preferences: “Where do you enjoy working most?”

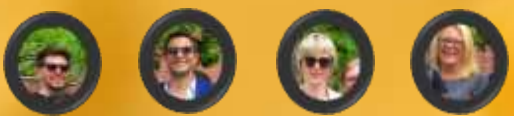
## Replicable method & long-term strategy

- build a reliable international recruitment network,
- ensure a stable and motivated nursing workforce,
- avoid future staff shortages,
- improve continuity of care and reduce turnover,
- empower a resilient, multicultural team.

# 4° stop – HOPE AGORA - Vienna



hey guys, let's go!



St. Elisabeth Gruppe  
Herne



Pfalzkrlinikum  
Klingenmünster



Asklepios  
Bad Tölz

# HOPE AGORA - Vienna



# Take Home Messages

## **Together for Quality - collaboration and cooperation between health workforce, patients and other stakeholders for high-quality health systems**

1. Herne: tailored education is quality education
2. Klingenmünster: digitalization is part of the future treatment
3. Bad Tölz: quality in healthcare begins where people feel valued, supported and understood



vielen Dank

Thank you very much  
mahad  
gracias  
ευχαριστίες  
grazie  
merci  
mahad  
grazie  
kiitos  
tack  
teşekkürler  
vielen Dank  
multumesc  
gras  
gracias  
multumesc  
merci  
спасиби  
благодаря  
спасиби  
mahad  
Thank you very much  
большое спасибо

HOPE Exchange Programme  
2025  
AGORA Vienna  
GERMANY