

Together for Quality!

hope Agora2025



Daniela Matos and Leonie Penz, Vienna





TABLE OF CONTENTS

01

Who are we?

Presentation

02

Our journey

Institutions and visits

03

Initial Overview

About hope and Quality

04

Good practices

Description and justification

05

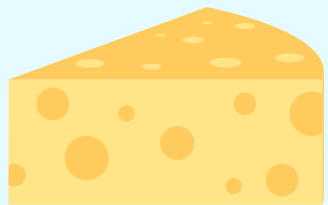
Take Home Message

Main Conclusions

06

Final Overview

#TeamHopeQuality



01

who are we





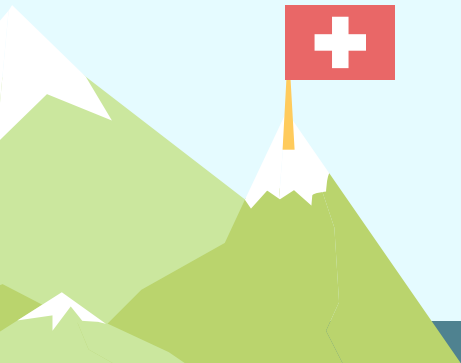
Daniela Matos
Portugal

Leonie Penz
Austria

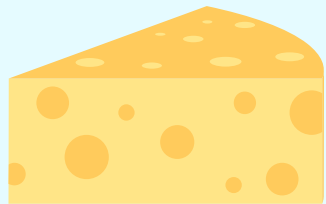




The Host Team







02

Our Journey





The Hospitals that we visited

**Universitätsspital
Basel**



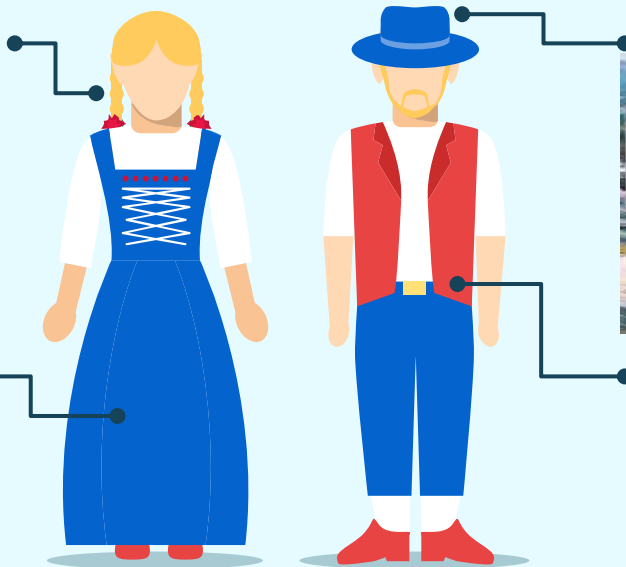
Felix Platter Spital

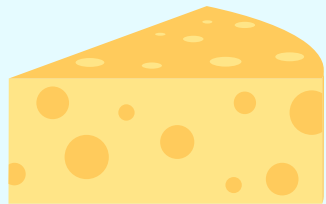


**Solothurner
Spitäler**



Rehab Basel



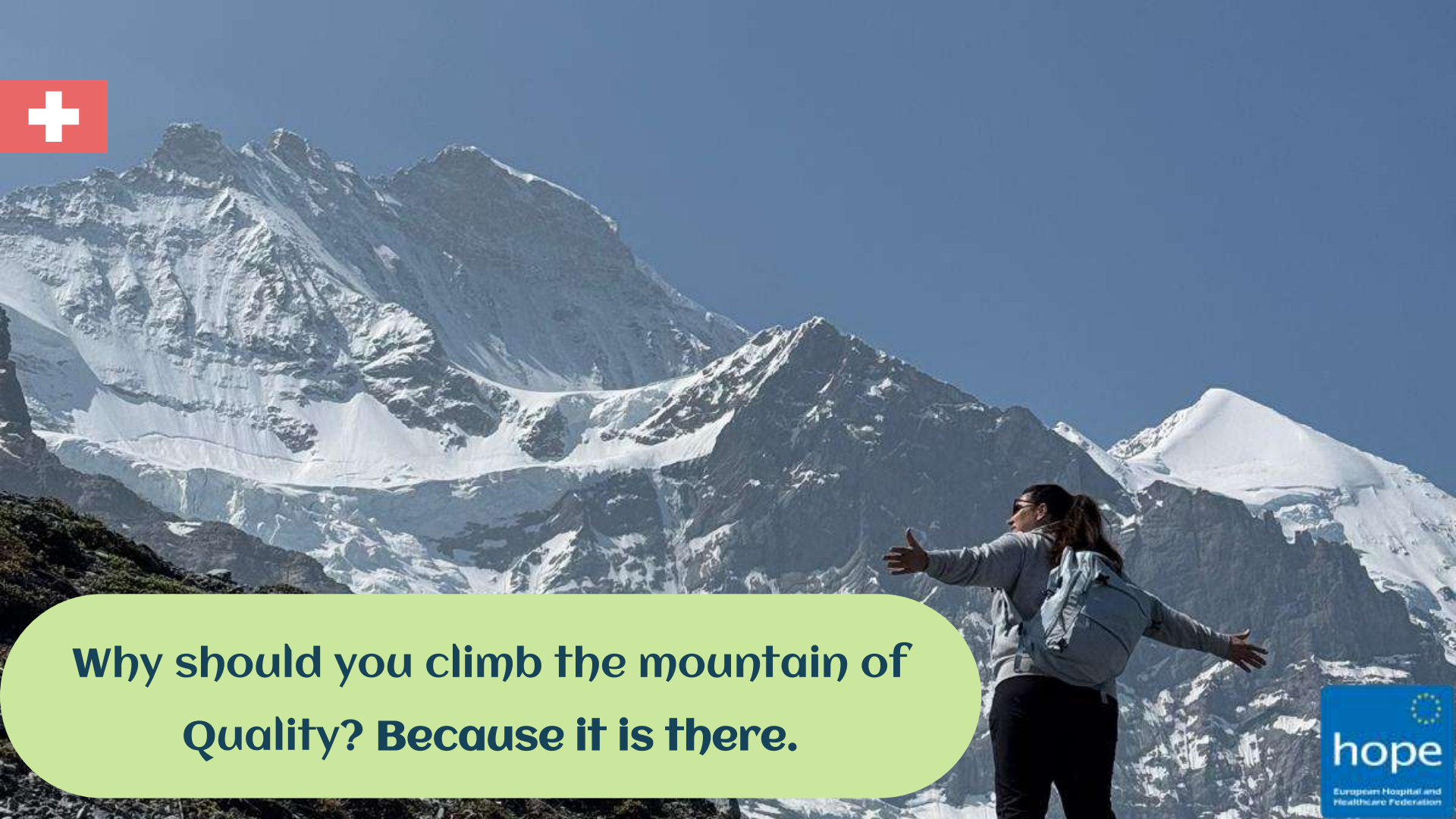


03



Initial Overview

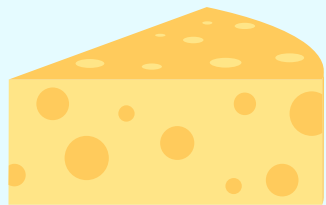




Why should you climb the mountain of
Quality? Because it is there.




**Is it overwhelming and unbearable?
No, because you have a team!**







04



Good Practices on Quality



  **INNOVATION & TOOLS**   

   **ORGANIZATION & LEADERSHIP** 

   **PERSON-CENTRED CARE** 



PERSON-CENTERED CARE: THE COLLABORATION



Meeting

Strategic Meeting for a collaborative effort aiming at advancing Person-centred care across Europe



Rehab Basel

Learn how to live again - Highly specialized clinic for neurorehabilitation and paraplegiology



Felix Platter Spital

Geriatric hospital - Collaboration with Emergency Department of USB and Longevity



PERSON-CENTERED CARE: THE PERSON



Human Resources

Surveys on employees needs. Supporting work-life balance. Creating better working conditions.



Value-based Healthcare

It aims to achieve the greatest possible added value in each treatment, optimizing the use of the available resources.



Kitchen Concept

Taking care of patients and employees by food



Organization and Leadership



Sustainability

The first Hospital having a formal Sustainability Department



Shared Leadership

Collaborative approach between medical doctors, nurses and business managers



Capacity Management and Lean Management

The right patient at the right time with the right team at the right place, knowing what to do and when. Managing all resources central.



Innovation and Tools



USB Innovation Management

Rewarding and motivating innovators



Logistics with Robots

Underground, helping employees carrying heavy equipment



Food Scanner

To determine the exact right amount of food



Virtual Reality and Gamification

Motivation and exercise tailored for patients

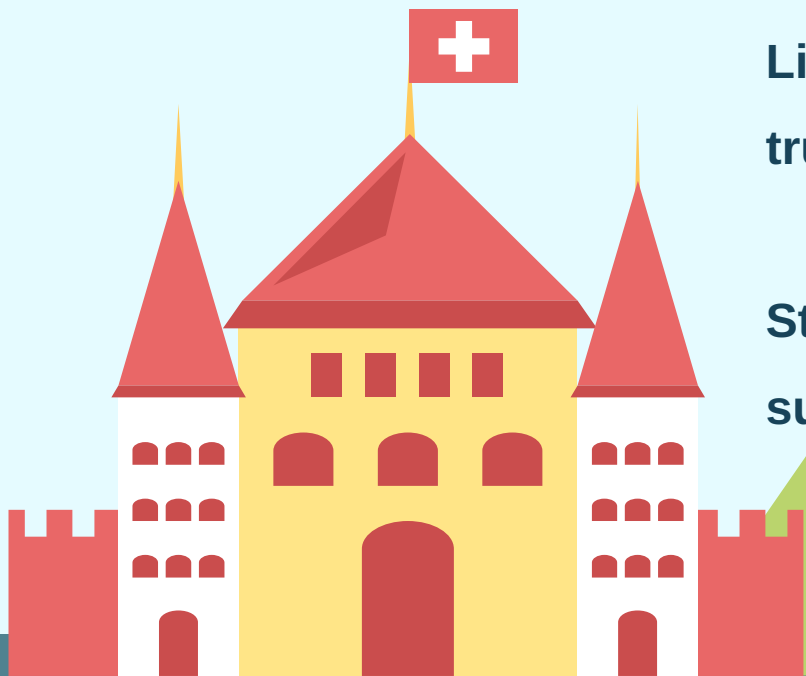


Take Home Message

Quality is not given to — it is built with.

Like climbing a mountain, it takes effort, trust, and shared direction.

Step by step, together, we reach the summit — and deliver true care.







Danke. Merci. Grazie. Obrigada. Thank you





Let's Keep in Touch

Daniela Matos u09131@chporto.min-saude.pt – www.linkedin.com/in/nursedaniela-matos

Leonie Penz - leonie.penz@gesundheitsverbund.at