

BELGIUM



Together for Quality!

HOPE Agora 2025

Vienna, 13. - 14.06.2025



Presented by Karin Trollmann, Sandra Dohr, Catherine McGauran and Merche Gabari



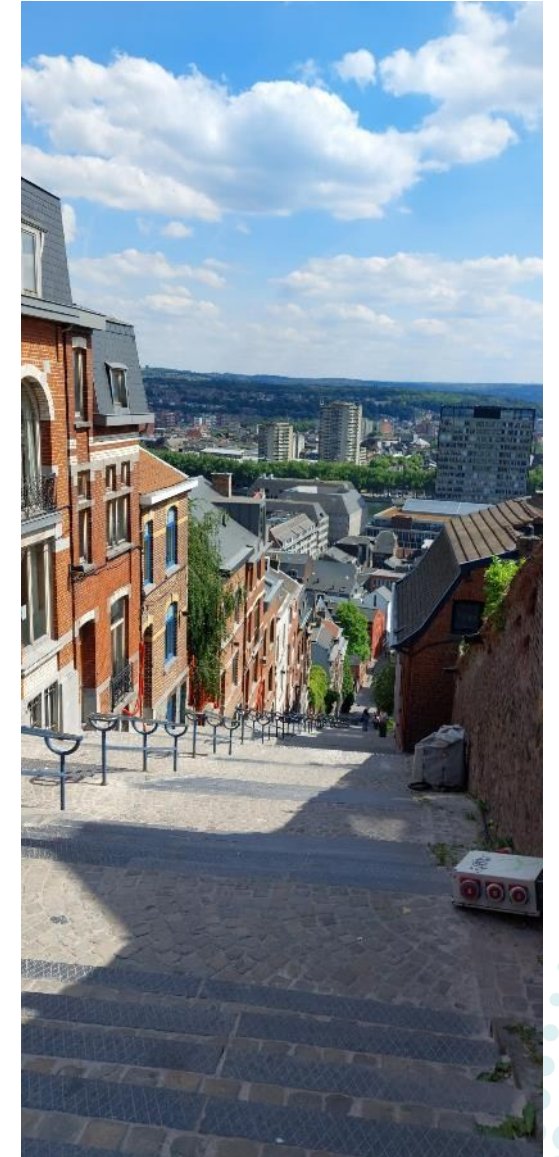
TEAM BELGIUM



Who we are...

- Karin Trollmann, Psychologist (Austria)
- Sandra Dohr, Project Manager & Researcher (Austria)
- Catherine McGauran, QSRM (Ireland)
- Merche Gabari, Quality Management (Spain)

Belgium – the country of frites, chocolate, waffles and beer.





Overview of our hospitals

- **Centre Hospitalier EpiCURA (Mons)**
- **Hôpital Citadelle (Liège)**
- **CHR Verviers Accueil (Verviers)**





Best Practice Examples

1. Patient Centredness

Patient Committee

- La **Accreditation Canada** - Accrédité OR recognizes the quality and safety of the care offered to patients at the Hôpital EpiCURA
- This accreditation requires the institution to have a Patient Committee
- The committee is made up of **professionals and patients** from the hospital willing to share their experience
- In a **collaborative and dynamic approach**, the committee addresses a variety of topics
- For the benefit of the hospital's **continuous improvement**



ACCREDITATION
CANADA

Inspiring positive change



Better outcomes



Closer
collaboration



Continuous
improvement

1. Patient Centredness

Patient Committee

■ First Mission: **The Patient's Guide**

■ **Presentation of EpiCURA**

EpiCURA is

The parking

Specialized disciplines and clinics

The staff

Signage: the route system

■ **Practical information**

Consultations: appointment request,
appointment preparation, appointment
day

Emergencies: the patient's journey

Hospitalization: admission, expenses of
stay, patient identity, medications, visits,
and food

The return: formalities, the medical
history

■ **The services available to the patient**

■ **The fight against infections**

■ **Invoicing**

■ **Institutional information**

The founding charter

The 5 values

Quality and safety of care

Clinical research

Ethics Committee

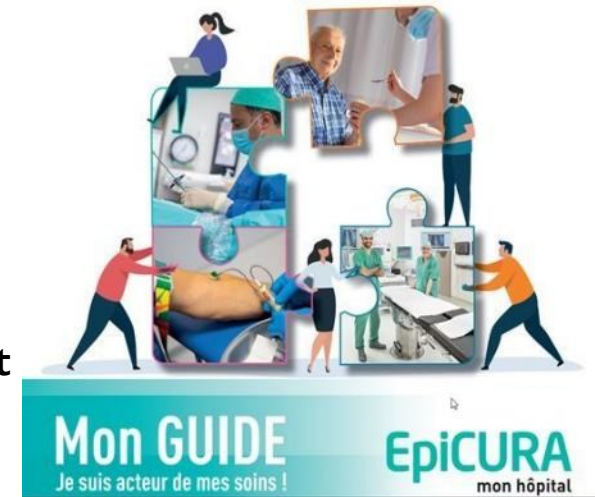
Rights and duties of the patient

Informed consent

Protection of personal data

Your opinion interests us

Patient Committee

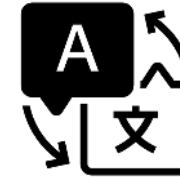


This guide was
developed
with the help
of committee
participants

1. Patient Centredness

Social and linguistic translation through mediators

- 9 mediators facilitate **social and linguistic translation** at Hôpital Citadelle
- Support patients from diverse **cultural and linguistic backgrounds**
- Enhance patient **participation** in healthcare, comprehension of medical information, and informed decision-making
- **Accompany** patients to medical appointments within the hospital
- Utilize **video translation** services for additional language support



1. Patient Centredness

Complaint management through mediation

- Dedicated mediator to manage complaints, right and duties from patients
- ~ 100 confidants within the hospitals
- **Structured mediation process:**
 - Preparation – One-on-one meetings for role clarification & process explanation, rules
 - Explanation – Each party shares their perspective
 - Problem Analysis – Mediator identifies root causes of both parties
 - Solution & Agreement – Negotiation & mutual resolution (written form)
- Benefits: less formal complaints, fast resolution
- Legal requirement with mandatory annual reporting
- ►§ 5. Article 458 of the Criminal Code applies to the mediation service.
- ►§ 6. The King specifies the rules concerning the composition and operation of the Federal Mediation Service for Patient Rights.



2. Innovative Inhouse Solutions

Focus on inhouse services: facility services, IT, meal provision, training & development, innovation etc.

Examples - Training & Development:

- **Inhouse training and coaching:** needs-based design and delivery of training programs by internal staff (e.g., complaint and quality management, leadership training)
- **Serious gaming** initiatives for onboarding
- Use and development of **digital tools** → VR for risk management

Advantages: build trust, cost-effective, higher adherence, sustainable, flexible, easily adaptable



3. Region-wide Benchmarking

Structured Benchmarking in French-speaking region (Wallonia & Brussels)

- **35 hospitals** participate in a regional benchmarking initiative
- Use of **standardized patient surveys** to measure experience and satisfaction
- Data and comparisons available via an **online platform**
- **Publicly funded** program; hospitals purchase software for implementation



4. Collaboration to Improve Quality

- ▶ Art 67 of the Coordinated Law of 10 July 2008 (Hospitals Act Royal decree) on Hospitals and Other Care Establishments in Belgium concerns hospital mergers and collaborations.
- ▶ Outlines conditions and procedures required for the merger, collaboration and establishment of networks for patient care
- ▶ Accessing patient information
- ▶ The article also addresses governance models for these collaborations, defining governance as the interaction between people or a group with different specialities
- https://kce.fgov.be/sites/default/files/2021-11/KCE_277C_Governance_models_hospital_collaborations_Short%20__Report.pdf



Thank you for your interest!

À bientôt | Tot ziens | Bis bald

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