

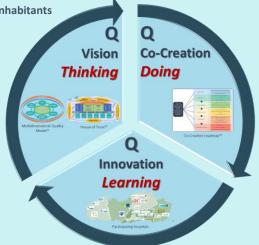
### FLANDERS QUALITY MODEL by Prof. dr. Kris Vanhaecht

Flanders Quality Model (FlaQuM) is an evidence-based quality management system with three pillars:

Flanders: North part Belgium, 6 million inhabitants

**KU Leuven: largest university** 

FlaQuM: 25 hospitals (+/- 40% of beds) Budget FlaQuM: 400.000 EUR/year



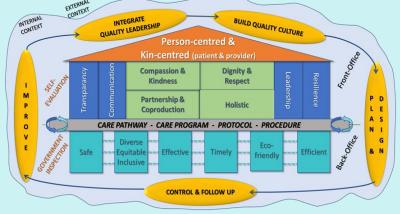


FlaQuM focuses on developing a sustainable quality management system and encompasses three pillars:

- Thinking based on a quality vision model;
- Doing by focusing on the implementation of a co-creation roadmap;
- Learning from innovation and social capital in interhospital collaboratives.



#### A multidimensional vision model on quality: "The House of Trust"



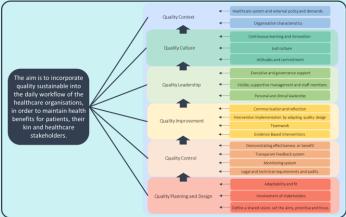


(Based on Lachman et al., 2021)

House of Trust operationalizes the multidimensional quality model in daily practice of hospitals. This house includes additional quality domains focusing on communication and the 'moment of truth', i.e. the unique meeting between care receiver and care giver at the hinge point of the front-office and back-office of an organisation.



#### A co-creation roadmap to implement quality sustainably in organisations





The co-creation roadmap guides hospitals towards a sustainable quality management systems with 6 drivers, 19 buildings blocks and 104 evidence-based action fields. The core of this co-creation roadmap is based on Juran's trilogy and a narrative review of 59 papers. More information can be found in the international paper (QR-code).





# Learning points on leading big change

### Challenge

Visits & on-site support Peer challenge / Audit Celebrate succes



# Meetings

Taskforce with C-suite Intervisions with "FCI" International advisory board

### Local

Co-creation & improvement projects Local champions in the spotlight In-hospital benchmarking & learning

## Multidimensional indicators

(W)

Benchmark reports Joint-authorships

**Data & Output** 

**Education** Inspirational sessions Trainings, seminars & workshops

### **STATUS MARCH 2024**

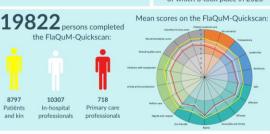


19<sub>FlaQuM</sub> Intervision Sessions with hospitals' quality coordinators were conducted, of which 8 took place in 2023

sessions with the FlaQuM Management Board and Steering Committee were conducted, of which 3 took place in 2023



More than 3500 persons 4 FlaQuM Thematic participated in a FlaQuM initiation Intervision Moments



 $\mathbf{2}$  PhD studies were defended succesfully: Dr. Jonas Brouwers: Exploring the future of hospital quality management and policy in Flanders: a multi-method approach

Dr. Astrid Van Wilder: Retrospective analysis of temporal trends and variability in patient outcomes within the Belgian hospital landscape



18 research papers are published internationally in peer-reviewed journals



204 persons completed the FlaQuM maturity matrix 189 persons completed the FlaQuM co-creation scan





2 PhD studies are ongoing: Fien Claessens: Towards a sustainable quality management system in hospitals Alexander Wytinck: The cost of (poor) quality from the patients provider and payer perspectives







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