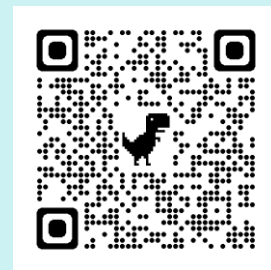
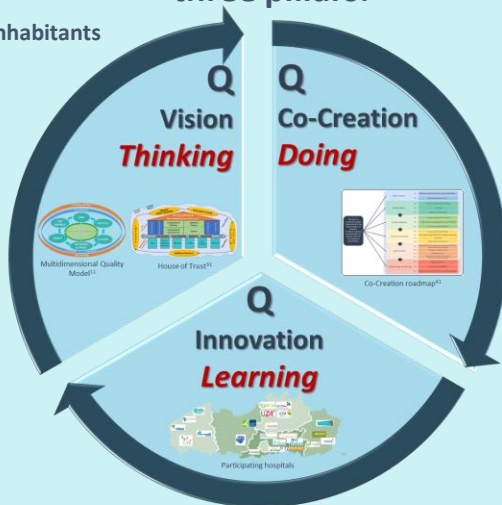


Flanders Quality Model (FlaQuM) is an evidence-based quality management system with three pillars:

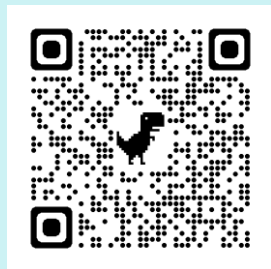
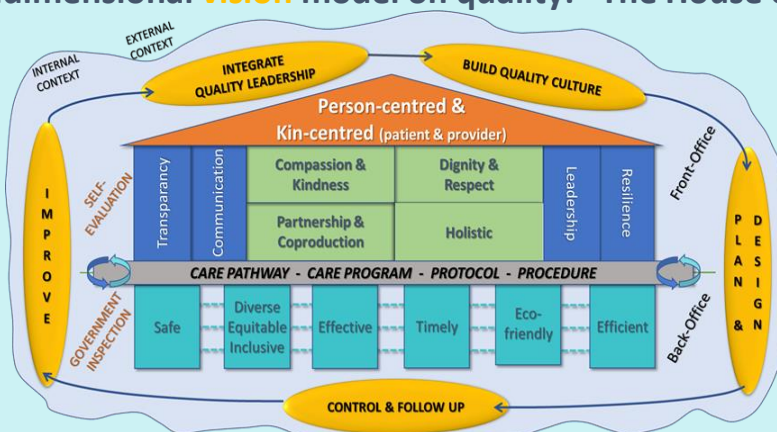
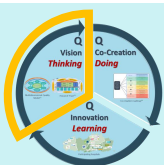
Flanders: North part Belgium, 6 million inhabitants
KU Leuven: largest university
FlaQuM: 25 hospitals (+/- 40% of beds)
Budget FlaQuM: 400.000 EUR/year



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

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

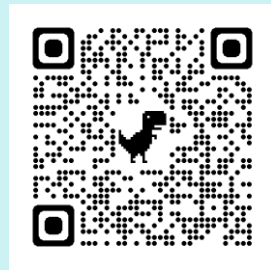
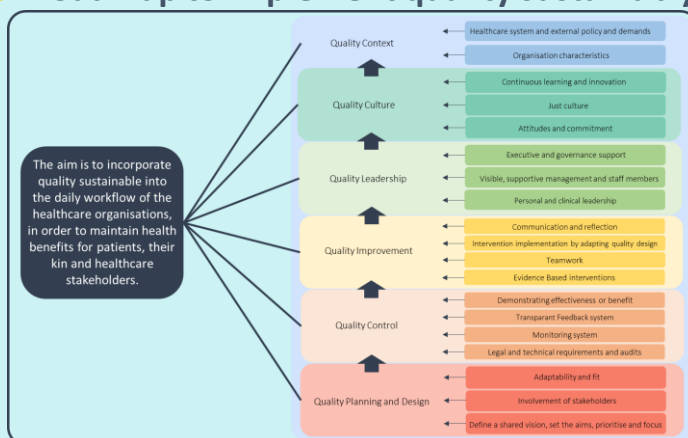
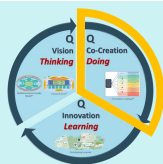
A multidimensional vision model on quality: “The House of Trust”



(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.

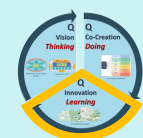
A co-creation roadmap to implement quality sustainably in organisations



(Based on Claessens et al., 2022)

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

Local

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

Contract

Contract signed by C-suite & University
Motivational membership fee

Meetings

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

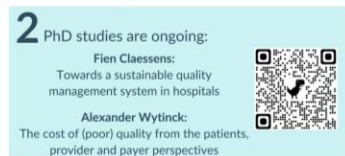
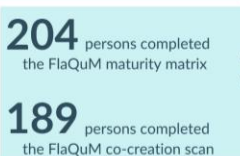
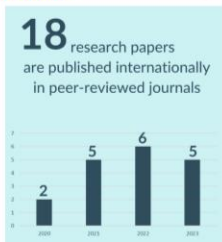
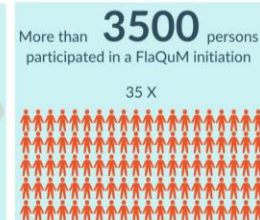
Data & Output

Multidimensional indicators
Benchmark reports
Joint-authorships

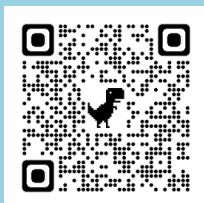
Education

Inspirational sessions
Trainings, seminars & workshops

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FOR HEALTHCARE POLICY



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