



COMPANIE

The hospital Krankenhaus der Augustinerinnen which is based in Cologne, Germany, sees on average over 13 thousand in patients and over 28 thousand outpatients on a yearly basis. The hospital has 750 employees who take care of the well being of all patients at its 300 bed facility. Along with being a regional hospital, the Krankenhaus der Augustinerinnen is part of the University of Cologne.

CHALLENGE

The Krankenhaus der Augustinerinnen wanted to know the levels of satisfaction for all of its staff and doctors. Importance was placed on a paper form questionnaire. At the same time the hospital wanted to record employee results through digital forms. Both of these management tools were to be utilized in the measurement of the quality levels for staff. It was also a first for the hospital to have data collected via work computer or personal mobile devices. Another feature that the hospital wished for was the ability to save the questionnaire mid-way and for the employee to come back to it at a later time.


Krankenhaus der Augustinerinnen
Severinsklösterchen
Akademisches Lehrkrankenhaus der Universität zu Köln

Krankenhaus der Augustinerinnen gGmbH

Auf einen Blick

 **Industrie:**
Healthcare

 **Headquarter:**
Köln

 **Website:**
www.severinskloesterchen.de

Highlights

- ✓ Academic Teaching Hospital for the University of Cologne
- ✓ Focus Magazines, Top Hospitals for 2018 for North-Rhine Westphalia and Top National Hospital' in the field of Orthopedics

example survey:
www.fdb.ac/klinik



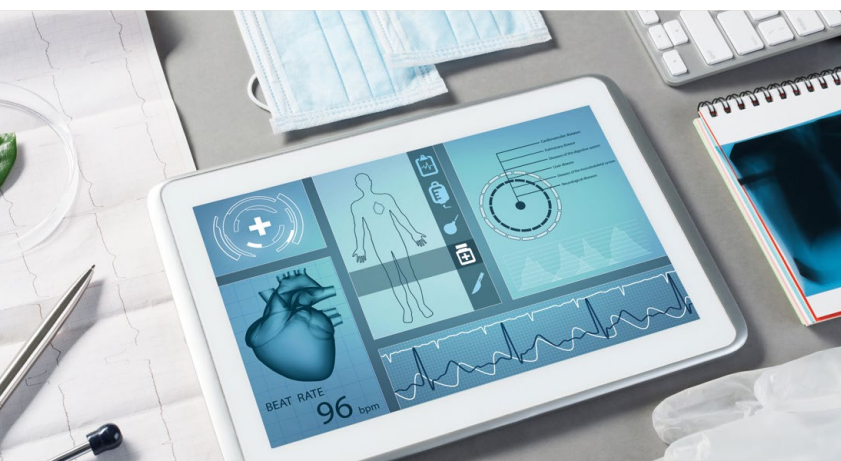
SOLUTION

Spectos supported the hospital in all aspects of the survey preparation. The letters mailed out to employees were performed inhouse with the support of the Spectos lettershop. Along with mailing, the collection of data was handled by Spectos' service center which gathered information directly from participants. The project management department of Spectos handled the online programming, maintenance and execution of the work.

RESULT

In the course of the evaluation, concrete fields of action for optimization could be identified for the hospital as a whole, but also for individual departments and professional groups.

The results of the clinic evaluation and the associated focus on employee and patient orientation were included in the the KTQ (Cooperation for Transparency in Quality) certification, a quality management system for cooperation on transparency and quality in health care.



SURVEYING EMPLOYEES AND INTRODUCTORY DOCTORS



QUESTIONING ABOUT SEVERAL CHANNELS: PRINT AND DIGITAL



IDENTIFICATION OF STRENGTHS AND SHOWING OFF IMPROVEMENT