Quality management in doctors' practices

QEP® product sheet

With certification according to QEP®, medical practices or facilities providing outpatient healthcare can demonstrate to their patients that their organization has effective quality management.

Goal of QEP certification®

The German QEP seal (Qualität und Entwicklung in Praxen®) has been developed specifically for the requirements and processes in the field of outpatient healthcare. The standard for quality management systems is aimed at participating physicians and psychotherapy practices, medical care centers as well as medical and interdisciplinary cooperative communities.

With the aim of improving the quality of patient care on an effective and sustainable basis and thereby increasing the value of your organization, we will, together with a neutral third party (a QEP visitor® qualified by the German National Association of Statutory Health Insurance Physicians, KBV), review your quality management within the framework of a document review and an on-site visitation.

Your benefits

- **Optimized patient care:** Standardized processes and continuous quality controls can help increase patient satisfaction and safety.
- **More efficient processes in your practice:** Optimized and clearly defined workflows reduce errors and save time, resulting in greater efficiency.
- **Increased staff satisfaction:** A well-organized practice environment and clearly defined responsibilities support your team's well-being and motivation.
- **Increased competitiveness:** QEP certification® is a strong testament of your quality that gives you an advantage with patients who are in the process of choosing a doctor and with potential new employees who are looking for a job.
- **Visible conformity:** By complying with the statutory and regulatory requirements, you minimize possible legal risks and liability issues. With certification according to QEP®, you also demonstrate that you fulfill the statutory requirements concerning a QM system for medical practices.
- **Identification of potential for improvements:** QEP® certification puts you in a position to adapt to the ever-changing requirements in healthcare in a better and more structured way.

The QEP® certification procedure

1. **Submission of documents**
   To be able to start the QEP certification® process, we first require a number of documents from you. For this purpose, we will provide you with a folder structure in the .zip format in which you can save the necessary documents and then submit them to us. You can download the folder structure from our information documents below.

   The visitation checklist also has to be completed and sent to DEKRA Certification before the start of the certification. You can also use the checklist to ensure that you have worked through and implemented all the required supporting documents/indicators of the QEP Quality Objectives Catalog®.

   The checklist is included in the folder structure.

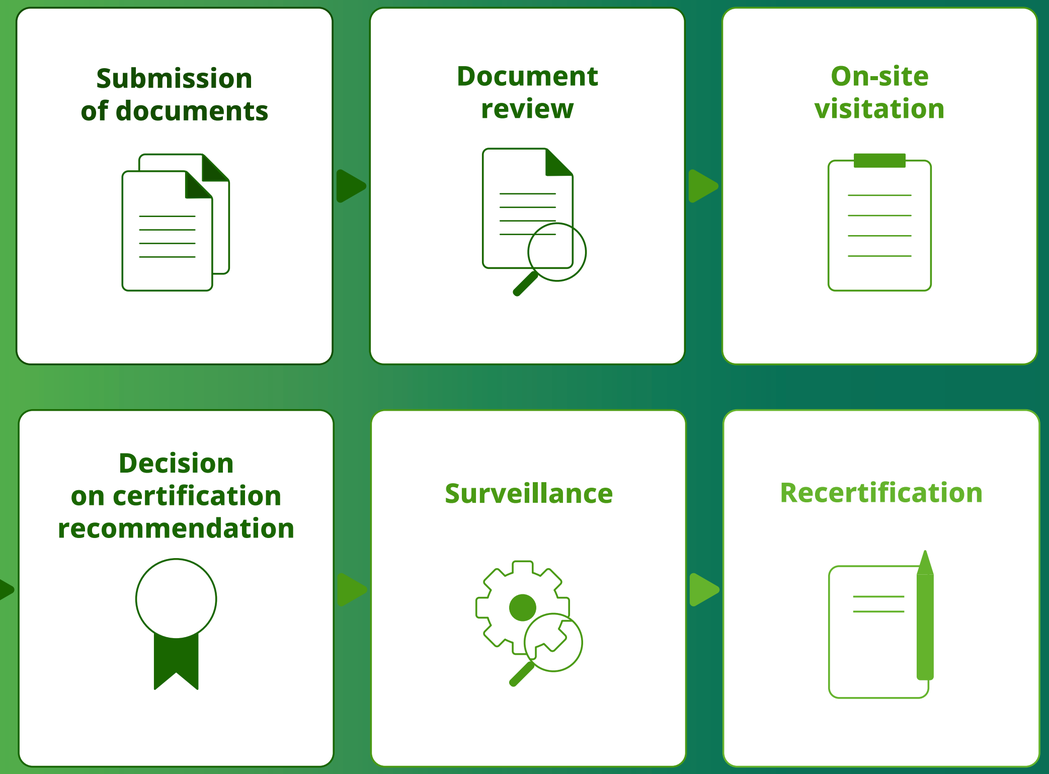
2. **Documents review**
   A documents review is compulsory prior to any on-site visitation. A documents review is carried out in two stages: formal and content-based.

   In the first step, in the formal review of the guidelines, the completeness of all the compulsory documents to be submitted in the QM guidelines for practices are verified. In the second step, in the review of the contents of the documents, the visitor checks that the content of the documents to be submitted complies with the requirements of the QEP Quality Objectives Catalog®.

3. **On-site visitation**
   After the successful documents review, the visitor will carry out an on-site inspection to see how you have taken into account and implemented the requirements of the QEP Quality Objectives Catalog®. Various methods are used for this, such as questioning employees, practice inspections and random sampling.

DEKRA

Certification procedure
according to QEP®



4. **Certification recommendation decision**
   After the on-site visitation, the visitor will make a recommendation as to whether the certification can be recommended. After an affirmative decision, you will receive a certificate with a validity period of 3 years as well as a visitation report containing the key details of the on-site visitation.
5. **Surveillance**
   Surveillance audits are compulsory during the certification period. In this context, an annual review is carried out on the basis of submitted documents to determine whether the certification can be maintained.
6. **Recertification**
   A new cycle starts.

Would you like to learn more about certification according to QEP®? Contact our experts for further information!

Contact us!

Find out more!

Other services you can benefit from

You can also have other quality, environmental and safety management systems certified by us, for example, in accordance with MAAS-BGW, the ZNU standard and ISO 27001, as well as combinations of the above. Our wide-ranging portfolio offers you the right certification! The DEKRA Group also offers you the following services:

- Assessments regarding compliance with specific rules
- Personal certifications
- Product tests and certification

Would you like more information?
Visit our website:

dekra-certification.de