Projects and Products Portal for Leonardo da Vinci

E-Qalin Transfer - Transfer of a transnational training concept for quality management in residential care to France and the United Kingdom (E-Qalin Transfer)

LLP-LDV-TOI-08-AT-0006

http://www.adam-europe.eu/adam/project/view.htm?prj=3890

Project Information

Title: E-Qalin Transfer - Transfer of a transnational training concept for quality management in residential care to France and the United Kingdom (E-Qalin Transfer)

Project Number: LLP-LDV-TOI-08-AT-0006

Year: 2008

Project Type: Transfer of Innovation

Status: completed

Country: AT-Austria

Marketing Text: Old age and nursing homes are confronted with challenges such as, for instance, changing expectations of residents and their families concerning the quality of care, and demographic ageing. Increasing demand and enhanced expectations, however, coincide with a lack of trained staff. Strategies to overcome existing shortcomings of the sector include more transparency, user orientation, the involvement of the public as well as quality improvement in residential care. Appropriate learning and training methods are key to underpin such strategies. These have been developed successfully during the LdV project “E-Qalin” (2004-2007).
E-Qalin Transfer (2008-2010) fostered further dissemination of this innovative quality management system, in particular to England and France. New learning opportunities were explored with all partners in terms of inter-cultural and trans-national training methods.

Summary: The main aim of E-Qalin Transfer has been to convey the validated training concept and the respective quality management model for care homes for older people to France and England in the first place. Furthermore, the project facilitated the model's dissemination in additional EU Member States, namely the Czech Republic, Sweden and Switzerland.
The existing partnership consisting of organisations from Austria, Germany, Italy, Luxemburg and Slovenia, has thus been complemented by new partners from France and the UK. These new partners ensured that trainings of E-Qalin “process managers” were carried out in their countries in cooperation with experienced E-Qalin trainers and several pilot homes.
The following results were achieved:
• The transfer of the quality management system “E-Qalin” (manual, case study 'WISSION', software) to France and the UK by means of a pilot-programme (including “train the trainer” approaches) with partners in the area of further vocational training and several pilot homes
• Reports on distribution and cooperation opportunities in France and the UK
• A concept for a European distribution system
• The accreditation of an E-Qalin certification agency in Slovenia as a model and precondition for certification in other countries
• A training concept for external E-Qalin auditors and its transfer to Slovenia, including a test that involved the training of external auditors and other relevant stakeholders
• Dissemination activities such as presentations in other countries (Sweden, Hungary, Italy, Czech Republic) and a transnational pilot event for training agencies, vocational education experts and auditing agencies from additional Member States (CZ, HU, SE, SK) and Switzerland as well as European stakeholder organisations (EAHSA, EDE).

Description: Following the kick-off meeting (October 2008, Baden near Vienna), the existing material (E-Qalin manual, case study WISSION) and training designs were translated into French and English. Particular attention has been paid to an adequate adaptation of texts and training methods to the legal, cultural and structural characteristics of the transfer countries.
Train the trainer-courses, together with representatives of pilot homes were carried out for E-Qalin Process Managers (4.5 training days) between June 2009 and June 2010 in the UK, and from November 2009 to March 2010 in France.
Parallel to these activities, E-Qalin Ltd developed a concept for a distribution system and for the accreditation of certification agencies.
Also, a concept for external auditing and respective training designs for future

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auditors (10 training days) was elaborated and tested in Slovenia.
All partners contributed to further dissemination by means of presentations in their own countries and in third countries. Articles were published in different journals of stakeholder organisations.
Altogether, five project-meetings helped to further strengthen the E-Qalin partnership and E-Qalin Ltd as an agency to further extend the system to other sectors in the social and health realm, and to enhance the system's knowledge and evidence base. As a final event, a pilot workshop with training institutions and other interested agencies from additional Member States was organised in Hannover (September 2010).

Themes:
*** Utilization and distribution of results
*** Quality
*** Recognition, transparency, certification
*** Continuous training
** Intercultural learning
** Lifelong learning
* Open and distance learning

Sectors:
*** Human Health and Social Work Activities
** Other Service Activities
** Education

Product Types:
CD-ROM
website
transparency and certification
teaching material
others
modules
DVD

Product information:
The E-Qalin quality management system is generally based on training and education of stakeholders involved in the provision of residential care for older persons (in addition, new versions for community care services, for services dealing with people with disabilities and for social work are available) . In detail, the system consists of the following elements:
• A manual explaining the model (procedural and structural criteria, performance indicators) and its implementation
• Validated training designs for the following seminars: "E-Qalin Process manager", "E-Qalin Moderator/Facilitator", "E-Qalin Consultant"
• A case study, entitled WISSION, for use in training and preparation
• A software to support self-assessment in each organisation and external auditing
• Furthermore, modules for project management and organisational development as well as for 'user and process orientation' have been designed to further support the introduction process of E-Qalin, if these skills are missing.
• Since the end of this project, a validated training design for "E-Qalin auditors" and a procedure for external auditing (certification) has also been made available.
All trainings mentioned above are based on an interactive learning approach with methods that, as we have witnessed during this project, have not yet been applied in this sector in most of the countries that have got to know E-Qalin during this project.

Projecthomepage: www-e-qalin.net

Project Contractor

Name:	E-Qalin Ltd
City:	A-4701 Bad Schallerbach
Country/Region:	Upper Austria
Country:	AT-Austria
Organization Type:	SME - small and medium-sized enterprise (up to 250 employees)
Homepage:	http://www.e-qalin.net

Contact Person

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Coordinator

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Partner

Partner 1

Name: Bureau Veritas, Office Ljubljana
City: Ljubljana
Country/Region: Slovenija
Country: SI-Slovenia
Organization Type: National Agency
Homepage: http://www.bureauveritas.si

Partner 2

Name: andragogik konkret e.V.
City: Rastede
Country/Region: Niedersachsen
Country: DE-Germany
Organization Type: association/non-governmental organisation
Homepage: http://www.andragogik-konkret.de

Partner 3

Name: FIRIS IMPERL & CO. d.n.o.
City: Logatec
Country/Region: Slovenija
Country: SI-Slovenia
Organization Type: National Agency
Homepage: http://www.firis-imperl.si

Partner 4

Name: Institut für Bildung im Gesundheitsdienst GmbH (IBG)
City: Bad Schallerbach
Country/Region: Upper Austria
Country: AT-Austria
Organization Type: SME - small and medium-sized enterprise (up to 250 employees)
Homepage: http://www.ibg-bildung.at

Partner

Partner 5

Name: Dempsey Associates
City: Flintshire
Country/Region: South West (UK)
Country: UK-United Kingdom
Organization Type: SME - small and medium-sized enterprise (up to 250 employees)
Homepage:

Partner 6

Name: Westsächsische Hochsschule Zwickau (FH)
City: Zwickau
Country/Region: Sachsen
Country: DE-Germany
Organization Type: university/Fachhochschule/academy
Homepage: http://www.fh-zwickau.de/pflege/index.html

Partner 7

Name: Dachverband der Alten- und Pflegeheime Österreichs
City: Wien
Country/Region: Vienna
Country: AT-Austria
Organization Type: association/non-governmental organisation
Homepage: http://www.lebensweltheim.at

Partner 8

Name: CRP Consulting
City: Toulouse
Country/Region: Midi-Pyrenees
Country: FR-France
Organization Type: continuing training institution
Homepage: http://www.crpconsulting.net

Partner

Partner 9

Name:	European Association For Directors Of Residential Care Homes For The Elderly (E.D.E.)
City:	Luxembourg
Country/Region:	Luxembourg (Grand Duché)
Country:	LU-Luxembourg
Organization Type:	association/non-governmental organisation
Homepage:	http://www.ede-eu.org

Partner 10

Name:	Service RBS A.s.b.l.
City:	Itzig
Country/Region:	Luxembourg (Grand Duché)
Country:	LU-Luxembourg
Organization Type:	continuing training institution
Homepage:	http://www.rbs.lu

Partner 11

Name:	emmeerre società cooperativa
City:	Padova
Country/Region:	Nord Est
Country:	IT-Italy
Organization Type:	SME - small and medium-sized enterprise (up to 250 employees)
Homepage:	http://www.emmeerre.it

Project Files

FR_overview.pdf

http://www.adam-europe.eu/prj/3890/prj/FR_overview.pdf

An overview about quality management and quality assurance in residential care for older people in France (in French)

Transfer_Impressions.pdf

http://www.adam-europe.eu/prj/3890/prj/Transfer_Impressions.pdf

Projektimpressionen

UK_overview1.pdf

http://www.adam-europe.eu/prj/3890/prj/UK_overview1.pdf

An overview about framework conditions for quality management in care homes in England

WhyE-Qalin.pdf

http://www.adam-europe.eu/prj/3890/prj/WhyE-Qalin.pdf

Gründe, die für die Einführung von E-Qalin sprechen

Products

1 Manual

2 Training Design

3 Software Self Assessment

4 Concept for a distribution system

5 Assessment Concept

6 Evaluation

Product 'Manual'

Title:	Manual
Product Type:	teaching material
Marketing Text:	The E-Qalin manual is distributed in connection with E-Qalin trainings only. It is used as teaching material and can only be used and applied following the 4.5-day training (2 + 2 + 0.5 days).
Description:	Handbuch und Modell in englisch und französisch
Target group:	Führungskräfte (E-Qalin Prozessmanager) und E-Qalin ModeratorInnen in Alten- und Pflegeheimen
Result:	Hanbuch/Manual
Area of application:	Einführung von E-Qalin (Qualitätsmanagement) in Alten- und Pflegeheimen
Homepage:	www.e-qalin.net
Product Languages:	English French German Slovenian Italian Czech

Product 'Training Design'

Title:	Training Design
Product Type:	modules
Marketing Text:	
Description:	Bildungskonzepte für die E-Qalin Weiterbildungen in Großbritannien und Frankreich E-Qalin Prozessmanagerin für Führungskräfte von Alten- und Pflegeheimen inkl. Trainingsmaterial, Unterlagen und Fallstudie WISSION
Target group:	Führungskräfte von Alten- und Pflegeheimen TrainerInnen/MulitplikatorInnen für E-Qalin
Result:	Weiterbildungsdesigns inkl. Unterrichtsmaterial adaptiert für die Länder Zertifikat E-Qalin ProzessmanagerIn für die AbsolventInnen der Weiterbildung
Area of application:	Trainings für E-Qalin
Homepage:	www.e-qalin.net
Product Languages:	English

Product 'Software Self Assessment'

Title:	Software Self Assessment
Product Type:	others
Marketing Text:	Software-Tool zur Unterstützung der E-Qalin Selbstbewertung in englischer und französischer Sprache
Description:	eine webbasierte Softwarelösung unterstützt die Alten- und Pflegeheime bei der Einführung von QM/E-Qalin durch Selbstbewertung. Die TeilnehmerInnen werden durch die Software durch die Selbstbewertung geführt. Zusätzlich können Verbesserungsvorschläge ausgewertet werden und ein Controllingprozedere installiert werden.
Target group:	Führungskräfte und MitarbeiterInnen in Alten- und Pflegeheimen TrainerInnen
Result:	webbasierte Software zu Unterstützung der Selbstbewertung/Self Assessment
Area of application:	Selbstbewertung (QM-Einführung E-Qalin) in Alten- und Pflegeheimen
Homepage:	www.e-qalin.net
Product Languages:	

Product 'Concept for a distribution system'

Title:	Concept for a distribution system
Product Type:	distribution methods
Marketing Text:	Für weitere Informationen besuchen Sie bitte www.e-qalin.net.
Description:	Entwicklung eines Konzepts für die zukünftige Verbreitung und Vermarktung von E-Qalin als QM-System in weiteren Ländern und Branchen auf Grundlage eines partnerschaftlichen Vertriebssystems
Target group:	Bildungseinrichtungen, Beratungseinrichtungen, Zertifizierungsorganisationen, Berufsverbände, etc.
Result:	Konzept Vertriebssystem (inkl. Rahmenbedingungen) zahlreiche Presseartikel (siehe www.e-qalin.net) zahlreiche Präsentationen auf Kongressen, etc.
Area of application:	potenzielle E-Qalin PartnerInnen Führungskräfte in Alten- und Pflegeheimen, Einrichtungen für Menschen mit Beeinträchtigungen, ambulante/mobile Dienste, Sozialzentren Berufsverbände und Entscheidungsträger in der Alten- und Sozialarbeit
Homepage:	www.e-qalin.net
Product Languages:	German

Product 'Assessment Concept'

Title:	Assessment Concept
Product Type:	program or curricula
Marketing Text:	
Description:	Konzept für eine E-Qalin Fremdbewertung im Pilotland Slowenien, Weiterbildung für E-Qalin ZertifiziererInnen, PIlotphase für die E-Qalin Zertifizierung von Alten- und Pflegeheimen im Modellland Slowenien
Target group:	ZertifiziererInnen von Alten- und Pflegeheimen Zertifizierungsorganisationen Berufsverbände und Entscheidungsträger
Result:	E-Qalin-Zertifierung (Fremdbewertungskonzept) Weiterbildungskonzept für die Weiterbildung von E-Qalin ZertifiziererInnen in slowenischer und deutscher Sprache
Area of application:	E-Qalin Zertifizierung von Alten- und Pflegeheimen
Homepage:	www.e-qalin.net
Product Languages:	Slovenian

Product 'Evaluation'

Title:	Evaluation
Product Type:	evaluation methods
Marketing Text:	
Description:	Das gesamte Projekt wurde begleitet durch eine Evaluierung der Curricula für die Weiterbildungen und die zugehörigen Lernunterlagen.
Target group:	Projektpartner, Weiterbildungseinrichtungen/Trainer, TeilnehmerInnen der Weiterbildungen.
Result:	Schlussbericht Projektevaluierung
Area of application:	
Homepage:	
Product Languages:	German

Events

Final project meeting and international pilot workshop

Date	15.09.2010
Description	
Target audience	
Public	Closed event
Contact Information	
Time and place	15-17 September 2010 Berlin

Fourth project meeting

Date	01.07.2010
Description	Objectives: 1) To report and share experiences about ongoing activities in relation to the transfer activities (WP2) 2) To report and discuss the outcome of trainings for external auditors and to agree upon a final concept for these train-ings and procedures in relation to external auditing (WP4) 3) To report on and to develop final dissemination activities, including the final event for potential future partners in addi-tional countries (WP6) 4) To agree upon the conceptual framework of the E-Qalin distribution system (franchising – WP6) Furthermore, the meeting should be used as an opportunity to present the concept of external E-Qalin audits to an interested public in Luxembourg on Wednesday, 30 June 2010 (17.00-19.00).
Target audience	Project partners (all except UKQCS and CRP Consulting)
Public	Closed event
Contact Information	Vibeke Walter, Service RBS
Time and place	1-2 July 2010 Luxembourg

Events

France Process Manager Training 2

Date	01.02.2010
Description	The second part of the E-Qalin Process Manager Training served to discuss the experiences of participants with an evaluation of the case study WISSION (homework), to elaborate on the implementation of E-Qalin in the participants' care homes, to train group facilitation skills and to get to know the E-Qalin UNINET software.
Target audience	8 representatives of 4 care homes, 4 representatives of National Federations of care homes, directors of care homes, and private care home providers
Public	Closed event
Contact Information	Cathy Ducos, CRP Consulting
Time and place	1-4 February 2010 (1 day preparation, 2 days group training, 0.5 days reflectin "train the trainers") Paris

France Process Manager Training 1

Date	24.11.2009
Description	The aim of this training was to introduce E-Qalin to representatives of 3-4 French care homes who were interested to become E-Qalin Process Manager. Furthermore, 2 trainers from CRP Consulting participated in this training, in its preparation and a reflection after the workshop ("train the trainer" programme).
Target audience	8 representatives of 4 care homes, 4 representatives of National Federations of care homes, directors of care homes, and private care home providers
Public	Closed event
Contact Information	Cathy Ducos, CRP Consulting
Time and place	24-25 November 2009 Toulouse

Events

Third project meeting

Date	28.10.2009
Description	The objectives of this meeting were: 1) To report and share experiences about ongoing activities in relation to the transfer activities (WP2), the accreditation process (WP3), and trainings for external auditors (WP4) 2) To plan and develop dissemination activities, including the final event for potential future partners in additional coun-tries (WP6) 3) To further discuss the conceptual framework of the E-Qalin distribution system (franchising – WP6)
Target audience	Project partners
Public	Closed event
Contact Information	
Time and place	28-31 October 2009 Portorož (Slovenia)

UK Process Manager Training 2

Date	28.09.2009
Description	The second part of the E-Qalin Process Manager Training would have served to discuss the experiences of participants with an evaluation of the case study WISSION (homework), to elaborate on the implementation of E-Qalin in the participants' care homes, to train group facilitation skills and to get to know the E-Qalin UNINET software.
Target audience	As 90% of participants were unable to attend, the training was postponed (date to be defined), but a "train the trainer" module was carried out with 3 UKQCS trainers.
Public	Closed event
Contact Information	Kai Leichsenring
Time and place	26-30 September 2009 Chester, UK

Events

UK Process Manager Training 1

Date	08.06.2009
Description	The aim of this training was to introduce E-Qalin to representatives of 3-4 English care homes who were interested to become E-Qalin Process Manager. Furthermore, 2-3 trainers from UKQCS participated in this training, in its preparation and a reflection after the workshop ("train the trainer" programme).
Target audience	about 10 representatives of English care homes, 3 UKQCS trainers
Public	Closed event
Contact Information	Kai Leichsenring
Time and place	8-12 June 2009 Chester, United Kingdom

Second project meeting

Date	05.02.2009
Description	The second project meeting had the following objectives: 1) To agree upon the conceptual framework and the design of trainings for external auditors (WP4) 2) To share information in relation to the accreditation process (WP3) and the transfer activities (WP2) 3) To develop and discuss the conceptual framework of the E-Qalin franchising system (WP6) 4) To plan further proceedings and dissemination activities (WP6)
Target audience	Partners involved in WP4 and WP6
Public	Closed event
Contact Information	Kai Leichsenring leichsenring@emmeerre.it
Time and place	5 February 2009 (09.00) – 7 February 2009 (16.00) Mogliano Veneto

Events

Kick-off and first project meeting

Date	08.10.2008
Description	The kick-off meeting was aimed at getting to know each other in order to 1) mutually agree upon communication rules within the project team 2) inform partners about the main objectives and processes of the project 3) plan further proceedings in work packages, places and dates of meetings 4) define responsibilities, the work plan of the project and first steps to be carried out. The ensuing first project meeting will focus mainly on external auditing (WP4) and the development of a franchising concept (WP6).
Target audience	All participating organisations
Public	Closed event
Contact Information	Kai Leichsenring: leichsenring@emmeerre.it
Time and place	Baden near Vienna, 8-11 October 2008