

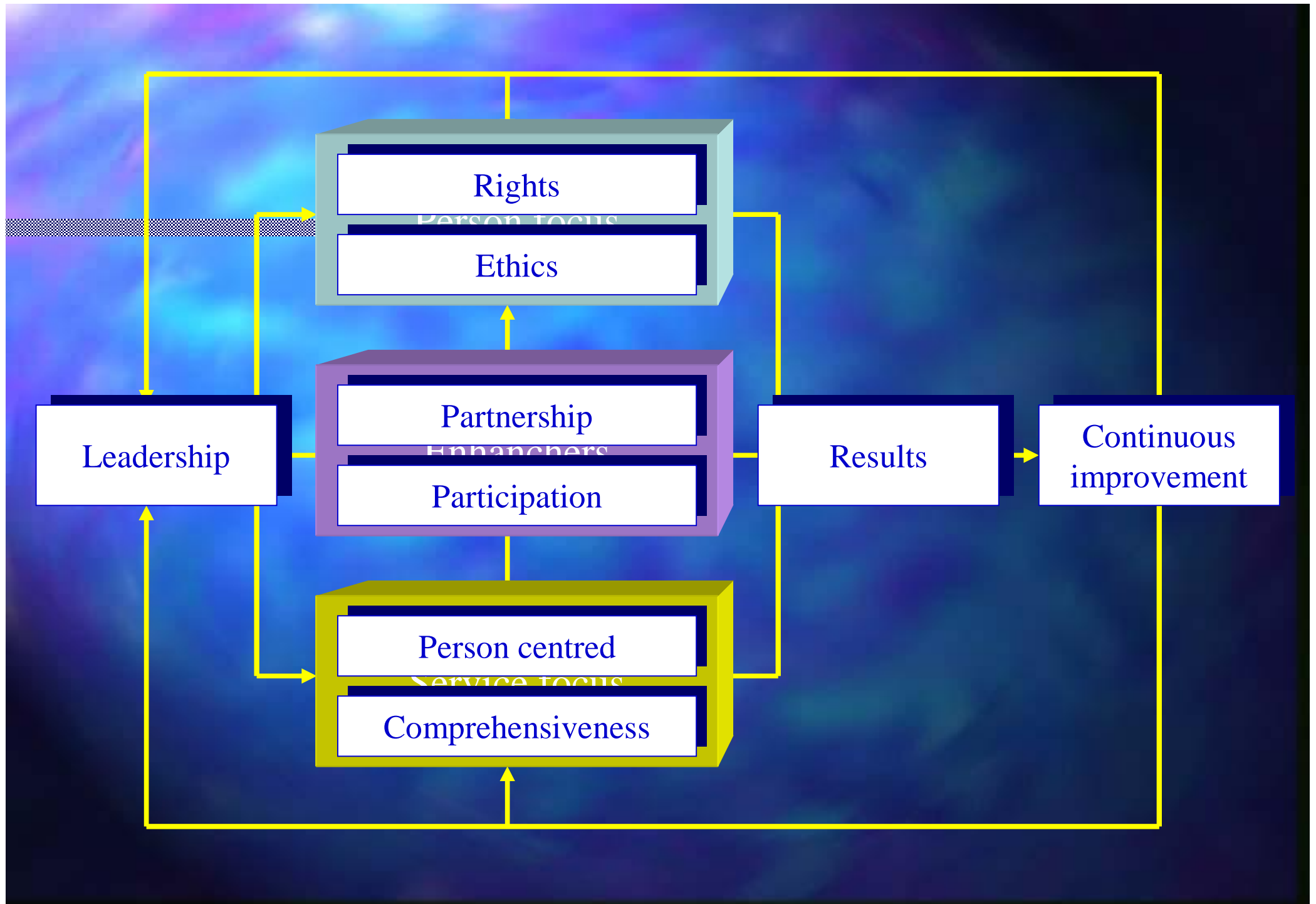


eqrm

european quality in rehabilitation mark



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Frame of Reference

EQRM Principles of Excellence

1. Leadership
2. Rights
3. Ethics
4. Person Centred
5. Comprehensiveness
6. Result oriented
7. Participation
8. Partnerships
9. Continuous improvement

Criteria for performance

1. Proof of EQRM Principles of Excellence in policy
2. 5 specific criteria for each EQRM principle of Excellence

Multi Perspective Approach

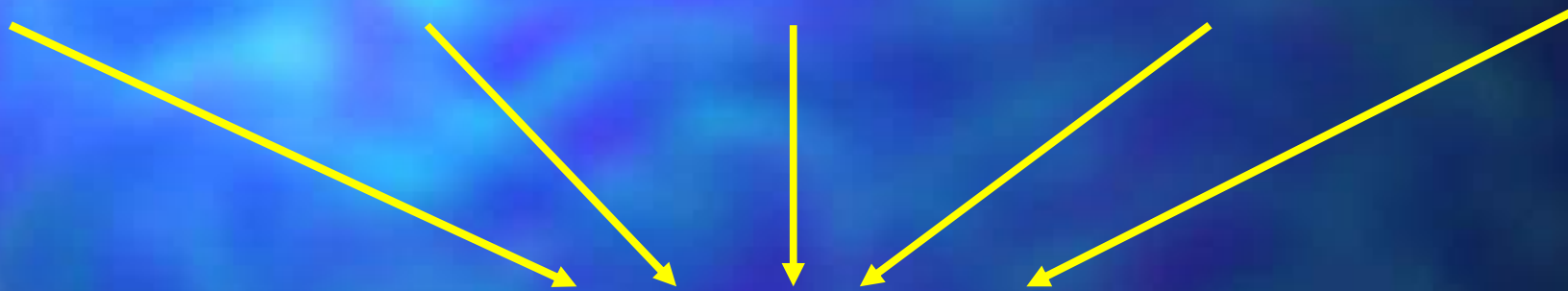
Service-users

Service-providers

Social partners

Funders

Policy makers



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Stakeholders involved

Service users:

- § European Disability Forum (EDF)

Service providers:

- § European Association of Service providers to People with Disabilities (EASPD)
- § European Platform for Rehabilitation (EPR)

Social Partners:

- § Employers Forum on Disability
- § European Trade Union Confederation (ETUC)

Funders:

- § European Social Insurance Partners (ESIP)

Policy makers:

- § Rehabilitation International (RI)
- § Council of Europe (CE)
- § International Labour Organisation (ILO)

Levels of recognition

1. 'Committed to EQRM'



2. 'European Quality in Rehabilitation Mark'



committed to

eqrm

european quality in rehabilitation mark



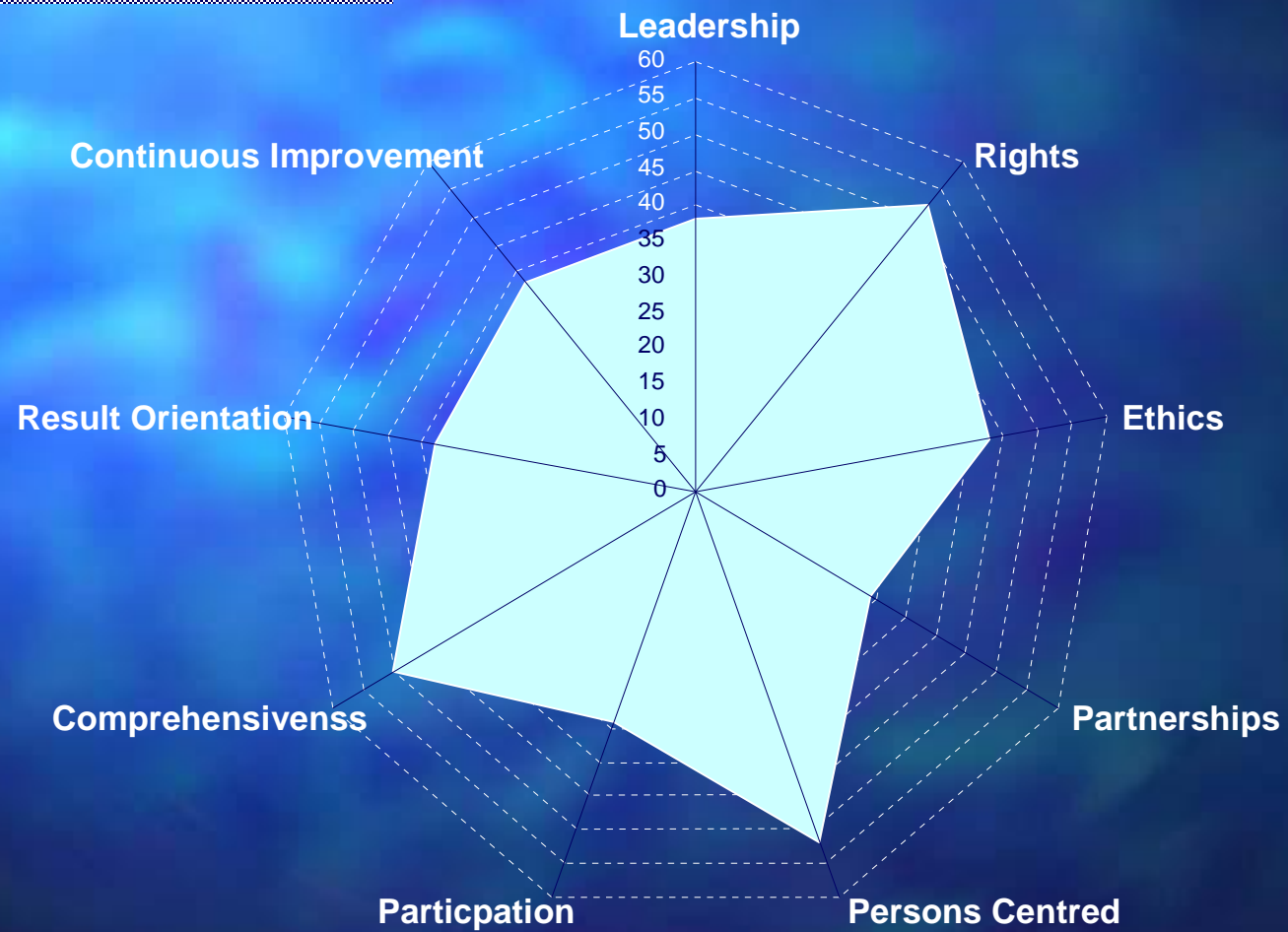
Key processes

- I. Self-reflection
- II. Diagnosis
- III. EQRM profile
- IV. Implementation plan

EQRM Quick Scan form

		1	2	3	4
1	The organisation determines objectives for 3 – 5 years				
2	Policy is yearly administrated in policy documents.				
3	Staff is familiar with the policy and the objectives of the organisation				
4	There are procedures to disseminate the policy of the organisation to staff, persons served and other stakeholders.				
5	Leading research and development activities are documented.				
6	Organisation's policy emphasises effective use of resources.				
7	Organisation's policy emphasises the realisation of an open and inclusive society.				
8	Innovation is emphasised on products / services				
9	Staff is familiar with plans and results of research and development.				
10	Organisation's promotion materials demonstrate: positive images, best practice and leading innovations				
11	Promotion materials are evaluated systematically with customers.				
12	Results of innovation are shared with other service providers for people with disabilities.				
13	Internal and external communication is planned systematically.				
14	Innovations refer to the effective use of resources and the achievement of a open and inclusive society.				
15	There is an ongoing process for conducting community needs assessment.				

EQRM profile



Committed to EQRM





**EUROPEAN QUALITY IN
REHABILITATION**

Key processes



- I. Application
- II. Self-Evaluation
- III. Assessment
- IV. Awarding

Key process



Service-users

Service-providers

Social partners

Funders

Policy makers



Awarding Committee

Awarding Committee



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EQRM 2003



EQRM 2004



EQRM 2005



Limerick



Characteristics (1)

- I. Comprehensive approach
- II. Multi perspective (EU-level)
- III. Rehabilitation sector (medical-social-vocational)
- IV. Principles of Excellence
- V. Non-prescriptive

Characteristics (2)

- VI. Self-evaluation and learning
- VII. Training and consultancy services
- VIII. External assessment and European recognition
- IX. Benchmark
- X. Valid for 3 years

EQRM services

- ü Informative seminars
- ü Initiation programme
- ü Training
 - On-site training
 - EQRM assessor training
- ü Consultancy & support
- ü Assessment

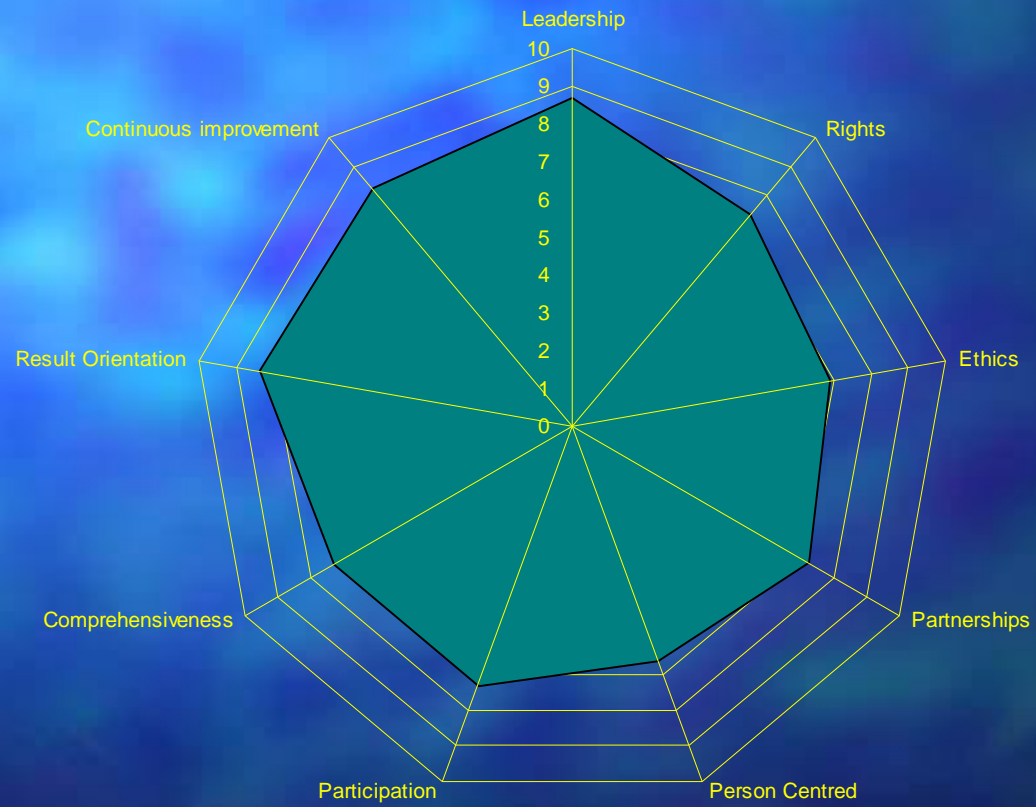
Costs

Information seminar:	1800 Euro (per day.)
Initiation programme:	3600 Euro (2 days.)(15-20 pers)
Training	
On-site training:	3600 Euro (2 dg.)
EQRM assessor training:	1200 Euro p.p. (2 dg.)
Consultancy & support:	750 Euro p.d.
Application:	1000 Euro
Assessment:	8600 Euro

Benchmarking



CEDAR Foundation 2003

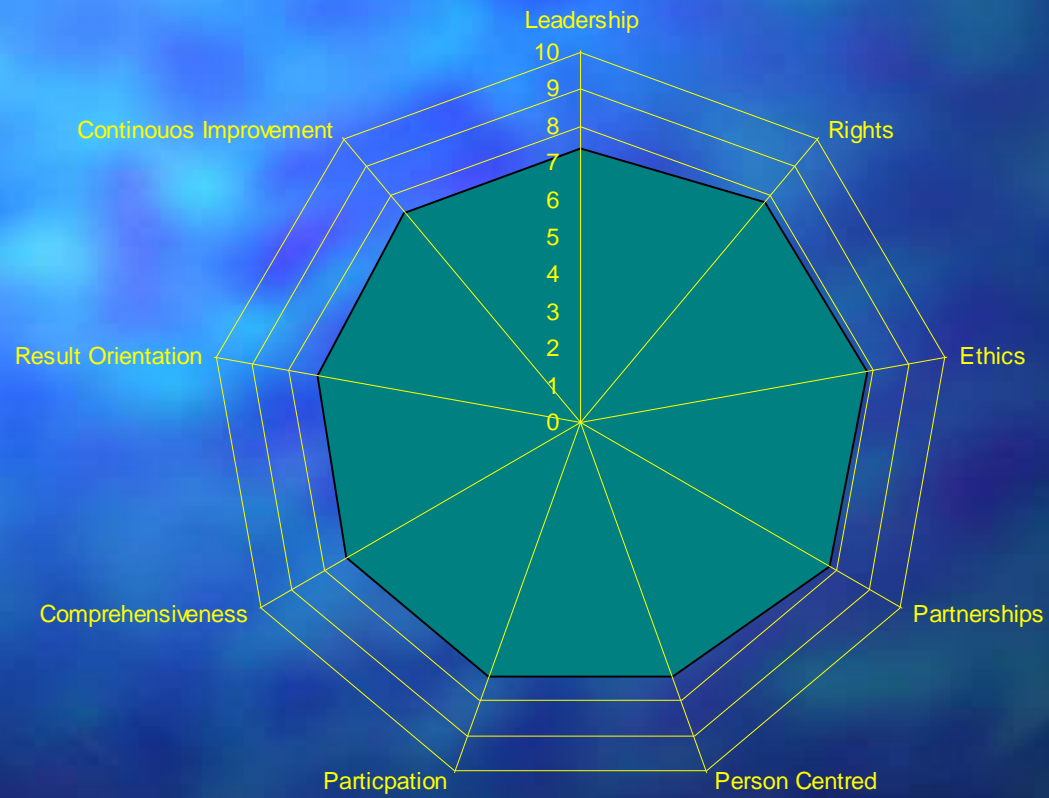




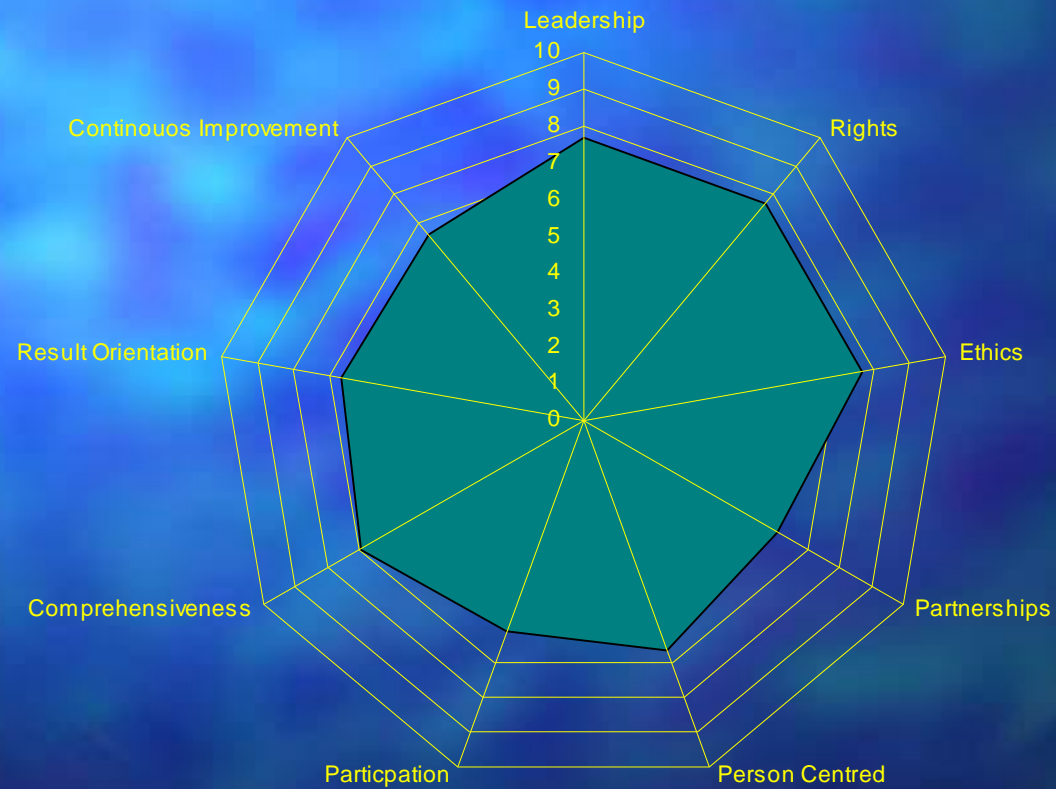
NATIONAL TRAINING &
DEVELOPMENT INSTITUTE



NTDI Tallaght 2003



CRPG 2003

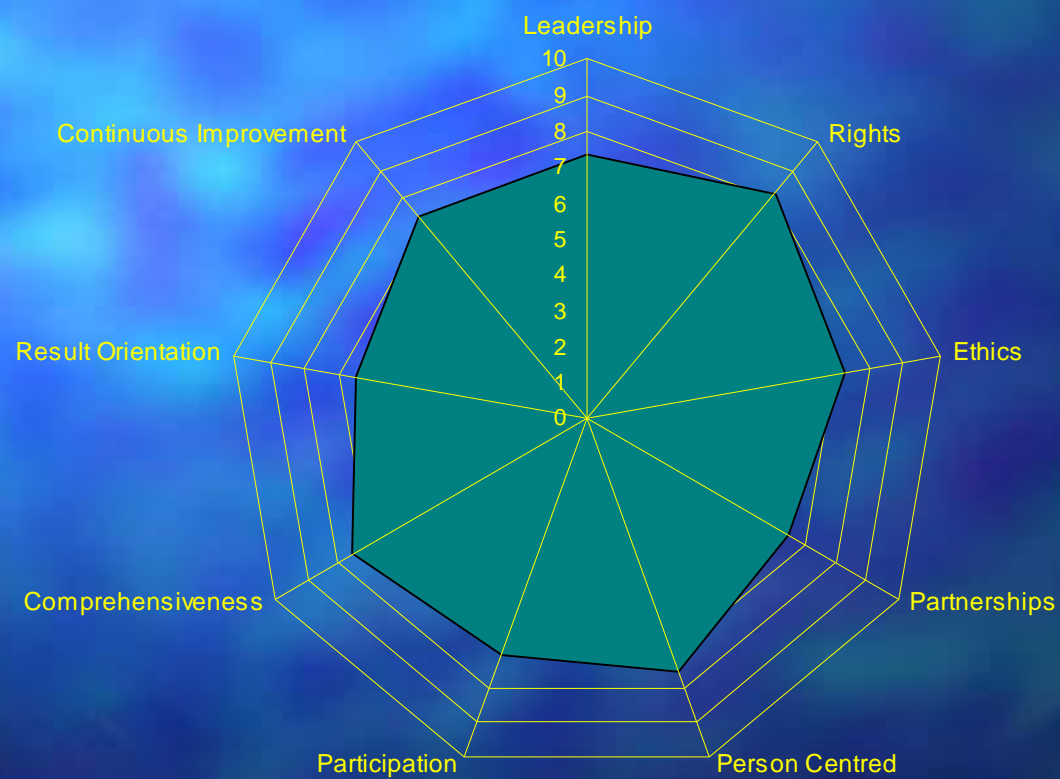




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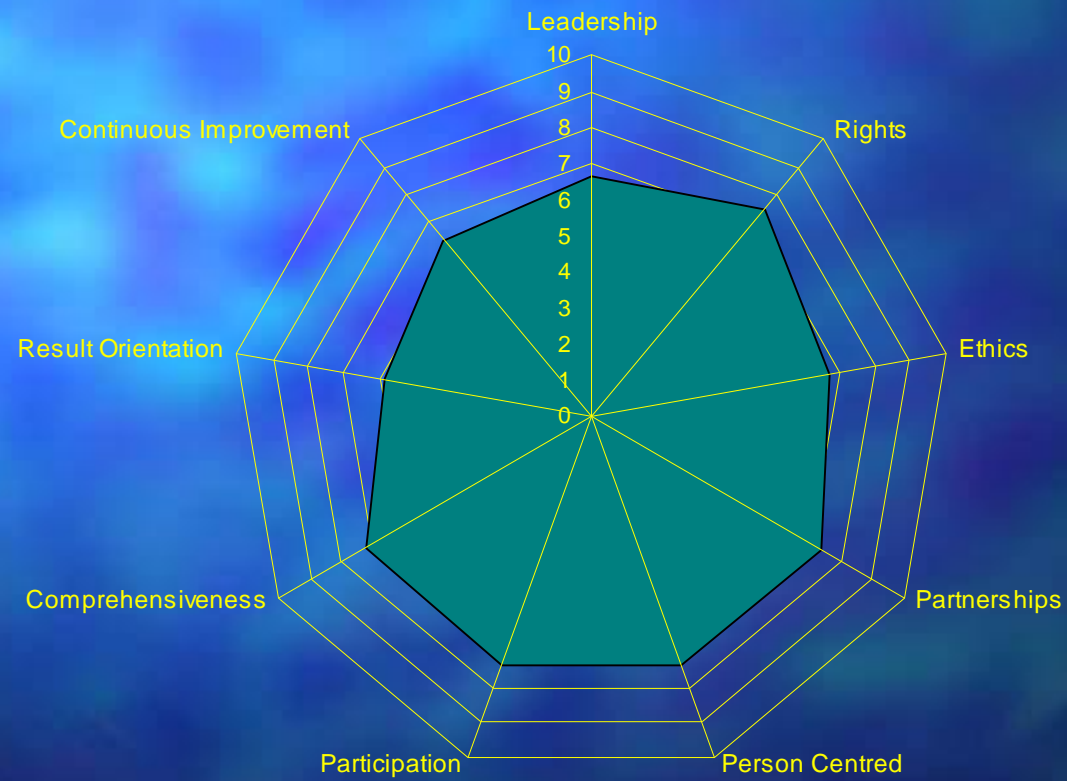


EQRN NTDI 2004





EQRM RehabCare 2004



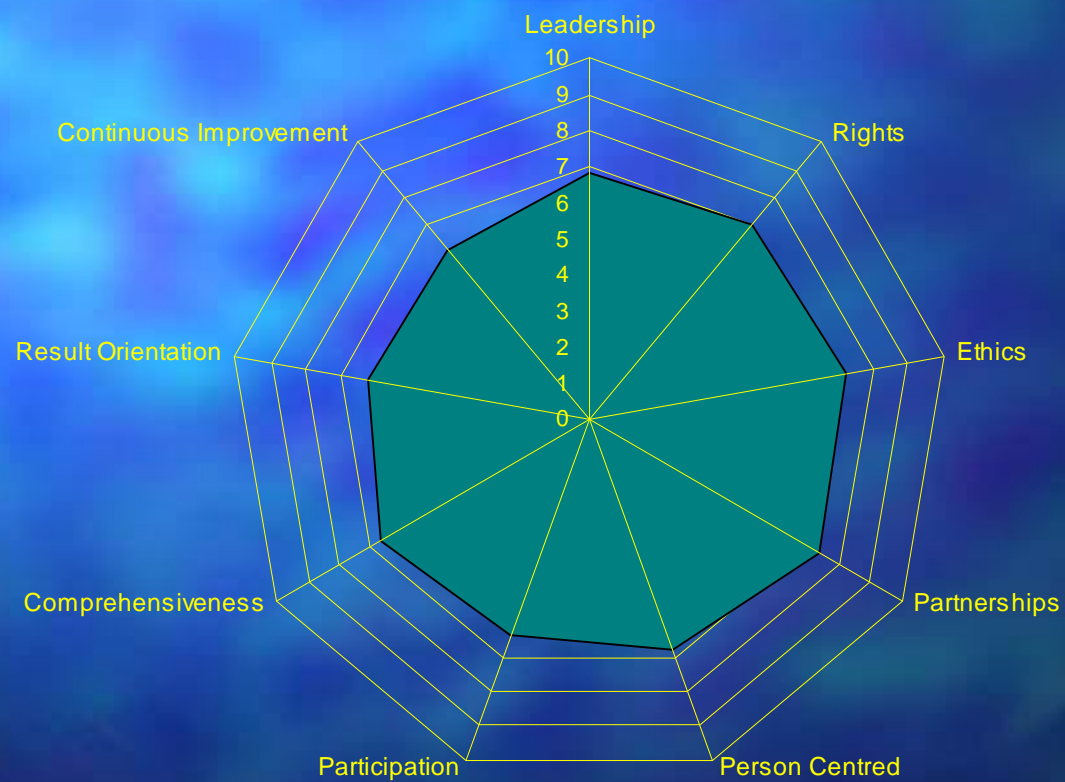
Arbeid

Pluryn  Werkenrode Groep

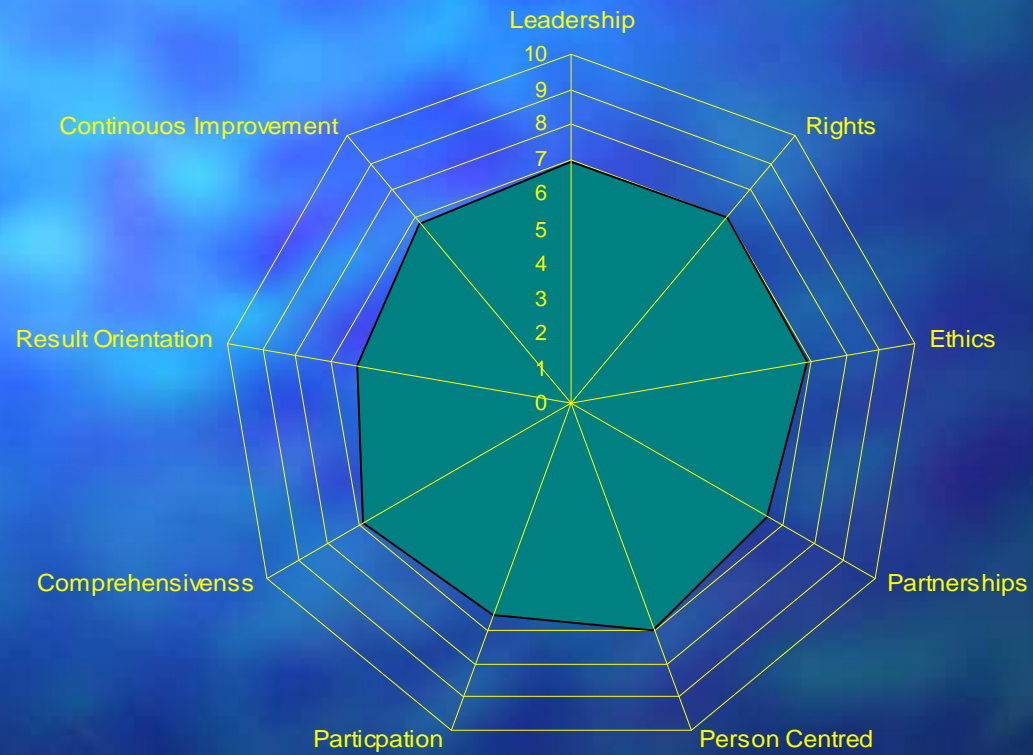
Ondersteunt mensen met een handicap bij wonen, werken, leren en vrije tijd



EQRM Pluryn Werkenrode 2004

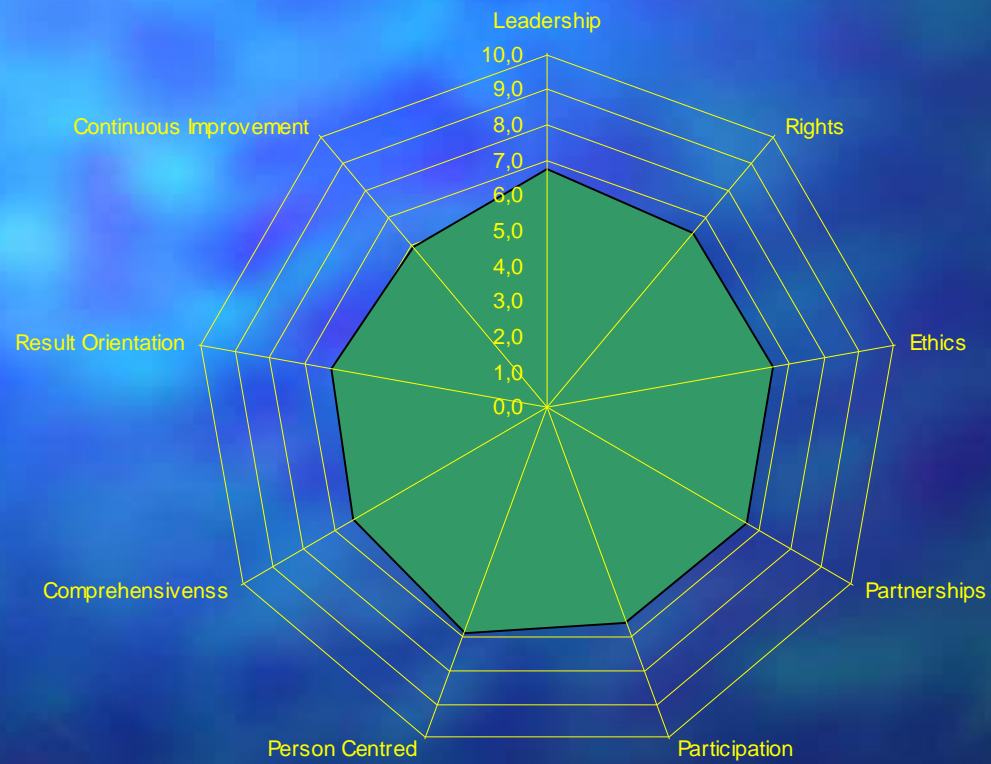


EQRM CRM 2004





Åtsvedt 2005



Thank you for your attention



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