Temos

Trust • effective medicine • optimized services

Temos International Introduction

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Founder & CEO: Dr. Claudia Mika (PhD, Dr. Oec.troph.)

I am convinced that Aristotle (384 – 322 B.C.) has been right:
„Quality (excellence) is not an act, it is a habit“.

- High Potential Company Award 2011 (EU funded)
- Vice Chairwoman of the Diplomatic Council Healthcare Forum
- Judge for the International Medical Travel Awards 2014 – 2017
- Advisory Board of GHTC (Committees: quality, training, ethics)
- Consultant for private and governmental organizations (Turkish MoE, MoH, Cali and Medellin Chamber of Commerce, etc.)
- Dr. Sanjiv Malik Lifetime Award (04/2017)

- International experience
  - Indonesia, Philippines, Thailand, Malaysia, Hongkong, China
  - Albania, Austria, Croatia, Cyprus, Germany, Greece, Hungary, Lithuania, Romania, Slovenia
  - Iran, Jordan, Russia, Turkey, UAE
  - Brazil, Colombia

- Neutral and independent certification body headquartered in Germany
- Spin-off of a European research project

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- Certification programs with focus on the demands and requirements of international patients
  - Emergency treatment for those who need to get medical treatment abroad as business travellers, tourists, or expatriates (tourism medicine)
  - Elective and scheduled treatment for those who wish to get medical treatment overseas as medical travellers (medical tourism)

To achieve excellence in international patient management for Temos certified partners through good governance, transparency, and continuous quality improvement, resulting in the best possible patient care and experience.

Temos vision, mission and values

- **Our corporate values**
  - **Quality**
  - **Teamwork**
  - **Respect and courtesy**
  - **Empowerment and improvement**
  - **Integrity, fairness and honesty**
  - **Accountability and objectivity**
  - **Responsiveness**

(Extract from Temos Code of Ethics)

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Temos certification programs

Quality in International Patient Care

Excellence in Medical Tourism

Quality in International Dental Care

Quality in International Reproductive Care

Quality in International Rehabilitation Care

Quality in International Medical Travel Coordination

Quality in International Eye Care

Temos regional offices & contact points

- **Europe**
  - Croatia, Slovenia: Zagreb
  - Germany (HQ): Cologne
  - Greece, Cyprus: Athens
  - Malta: Mosta
  - Romania: Bucharest
  - Russia: Moscow
  - Spain, Portugal: Madrid
- **Africa**
  - Egypt: Hurghada
- **Middle East**
  - Jordan, KSA: Amman
  - Turkey: Istanbul
  - UAE, Oman, Qatar: Dubai
- **Asia**
  - China: Hong Kong
  - India: Delhi
  - Iran: Tehran
  - Malaysia: Kuala Lumpur
  - Philippines: Manila
- **South America**
  - Colombia: Medellin

Contact details of Temos regional offices

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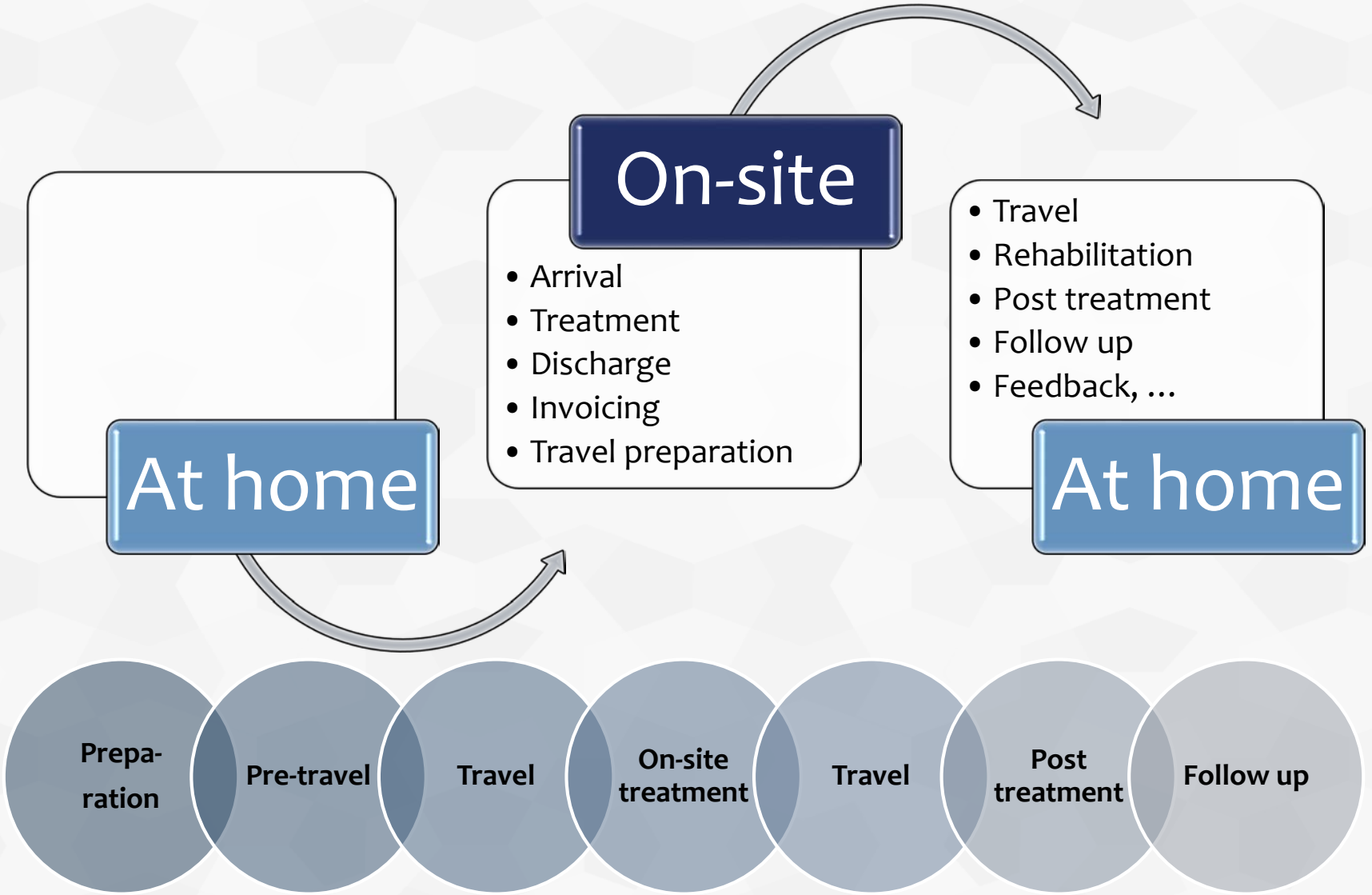
Why Temos certification?

Processing in case of emergency



Processing in medical travel

At home

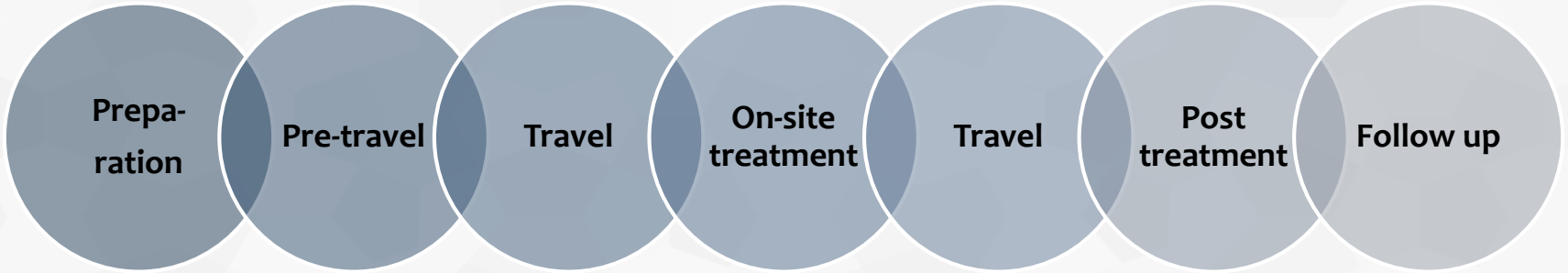
- Research
- Provision of docs
- Decision
- Pre-travel
- Travel (fit to fly?)

On-site

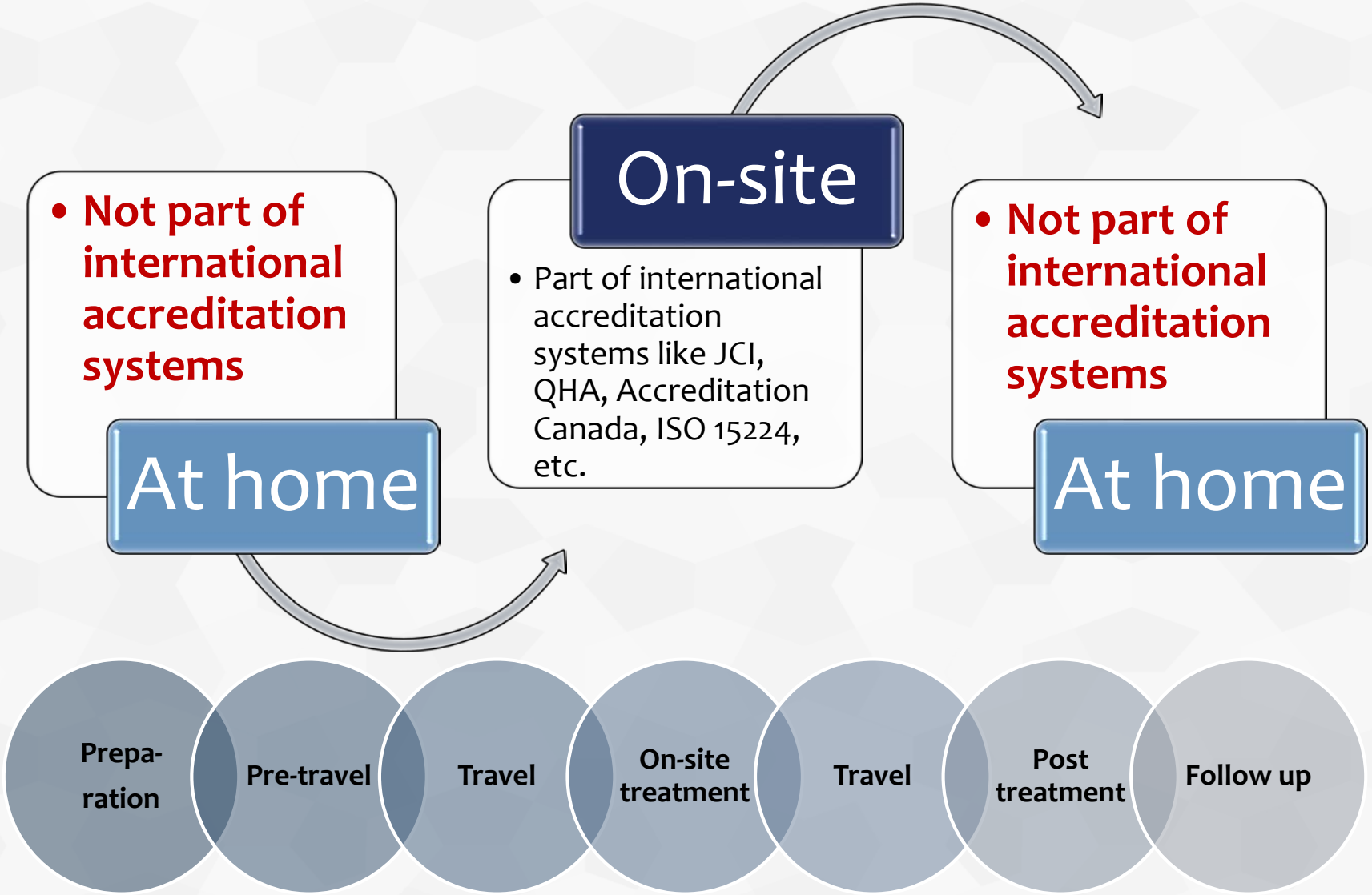
- Arrival, admission
- Treatment
- Discharge
- Invoicing
- Travel preparation

At home

- Travel (fit to fly?)
- Rehabilitation
- Post treatment
- Follow up
- Feedback, …



QM in international patient management



Top 10 reasons for quality improvement*

• Hygiene and cleaning	35
• Maintenance of equipment	33
• Infection prevention and control	28
• Multilingual sign posting	24
• Staff training (different areas)	22
• Security and evacuation system	21
• Medication handling incl. narcotics, HAM, LASA	17
• Fire and smoke detection	16
• Emergency exit signs	15
• Defibrillators	14

* Data from 38 Temos onsite visits/reports

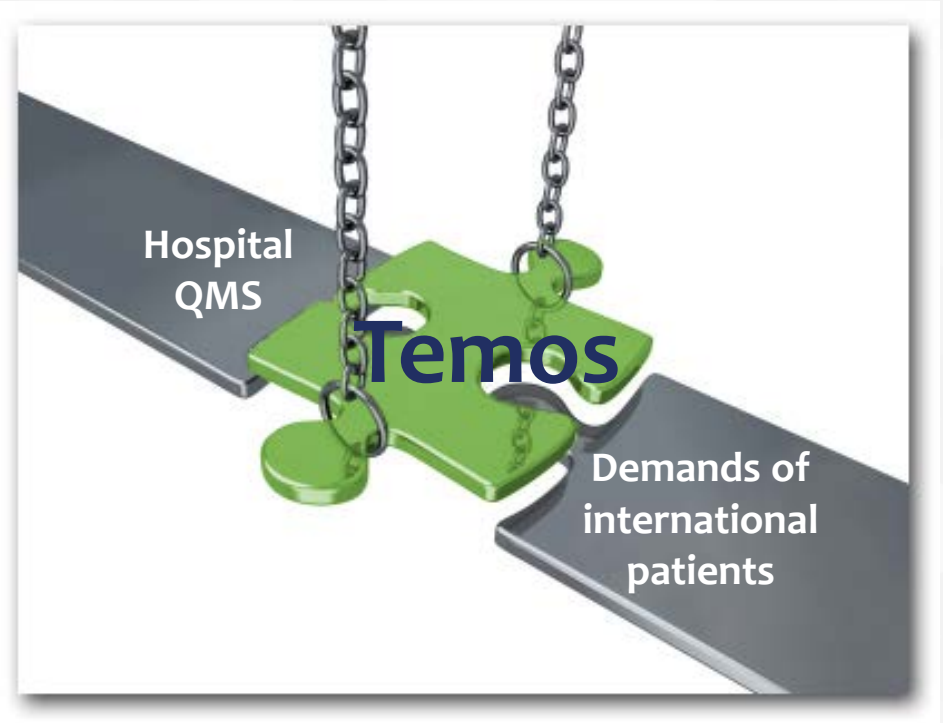
Example

Hygiene and cleaning	35
SOP for hygiene and cleaning procedures missing	10
Hygienic conditions (e.g. in ambulance cars, in toilets, in kitchen) found inadequate	6
Label with lot and expiry date of cleaning/desinfecting solution missing	4

* Data from 38 Temos onsite visits/reports

In other (quality) words…

- Quality is conformance to requirements
- Certification confirms quality
- International patient focused certification confirms quality in international patient management
- Closing the quality gap for international patients



Added values

- **Assurance that the complete international patient care cycle is covered by your QMS (increase of patient/staff safety, medical and service quality)**

- **Process optimization (before/during/after treatment abroad) and increase of effectiveness (direct and indirect cost savings)**

Optimization of your medical and service quality resulting in less costs and increased patient experience!

Added values

- **Prevention/reduction of complaints and international lawsuits (direct and indirect cost savings, reputation)**

- **Temos Alliance: preferred partners of assistance companies, (travel) health insurances, Diplomatic Council (referral of patients)**
  - **References and partners on www.temos-international.com**

Becoming partner of the exclusive international excellence network of highly reputable Temos certified service providers!

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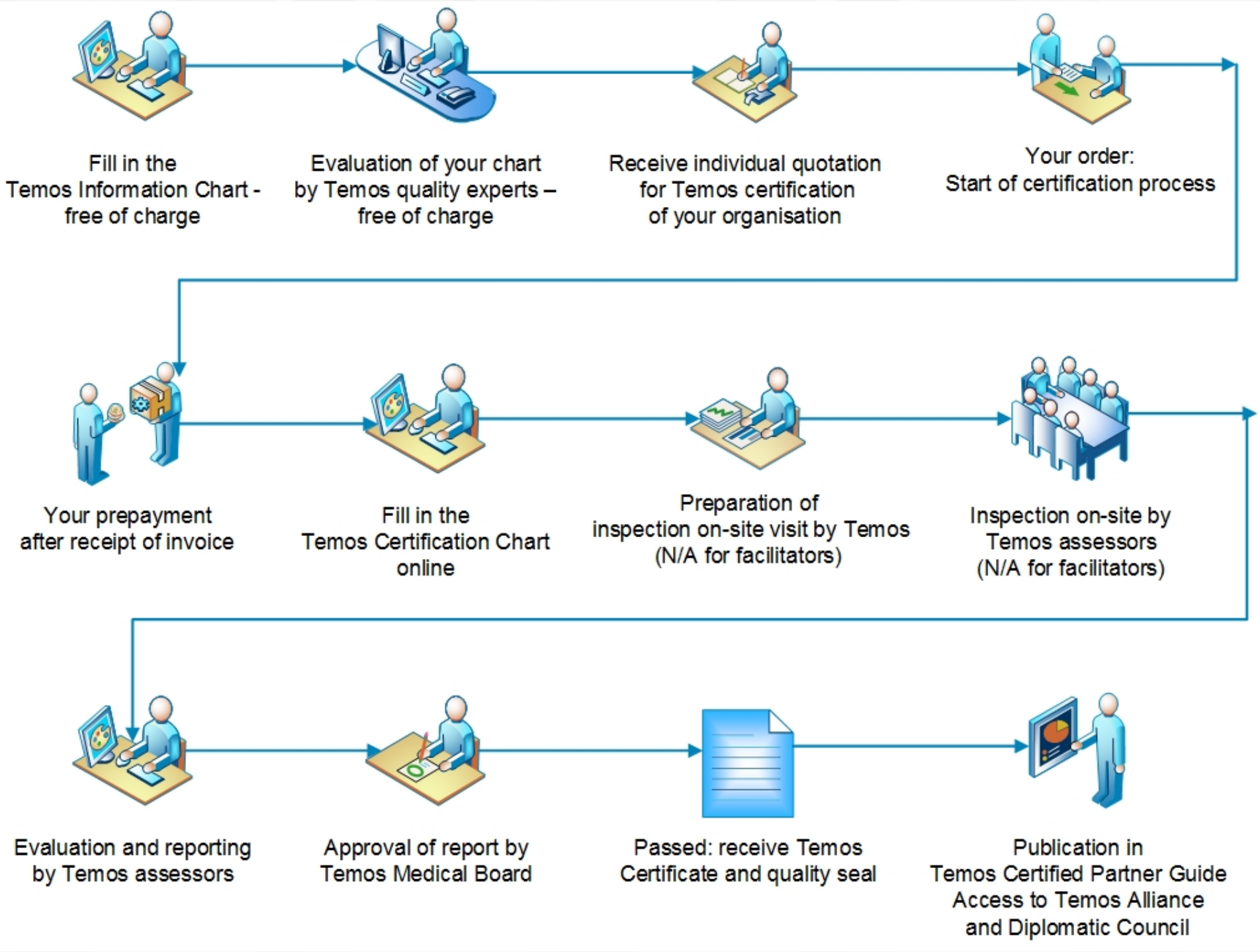
Temos certification process

Certification process



- **Pre-condition**
  - National/international accreditation/certification (JCI, QHA-Trent, Accreditation Canada, ISO 15224, etc.) for hospitals
  - Own internal QMS or national/international accreditation/certification (JCI, QHA-Trent, Accreditation Canada, ISO 15224, etc.) for dental centers, rehab centers, eye care clinics, reproductive care clinics

Certification process

- **Preparation**
  - Provision and work on Temos Quality Criteria Requirements (TCR)
  - Self evaluation questionnaire (online, up to 1.300 questions, 35 chapters)
- **Onsite visit of 2 – 4 assessors (MD, QM, nursing, …) and validation/assessment (up to 550 questions)**
- **Report and approval by Temos Medical Board**

Examples

Sign posting (challenge)

Sign posting (appreciated)

Examples

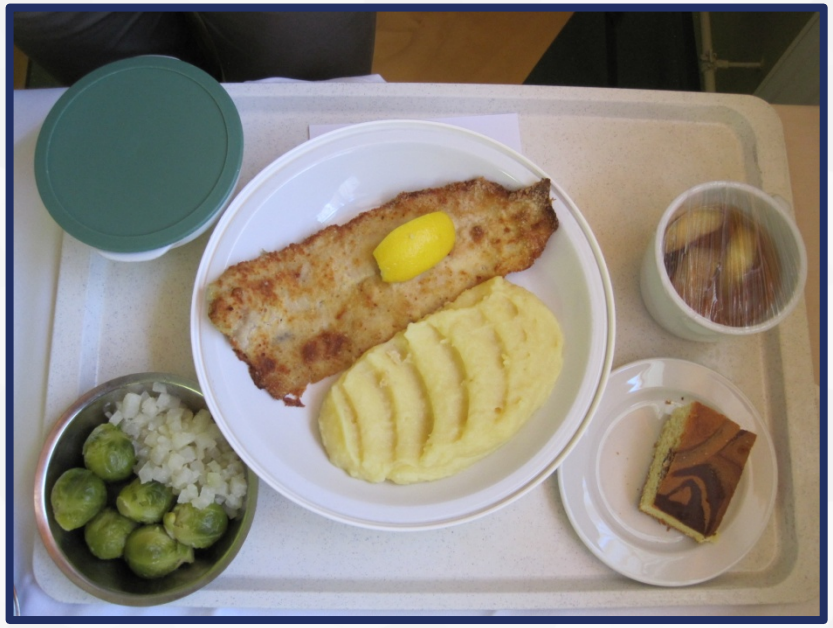
Emergency trolley (2013)

Emergency trolley (2016, same hospital)

Examples

Food (appreciated by int. patients)

Food (potential for improvement)



Examples

Hazardous waste (challenge)

Harzardous waste management (appreciated)

Examples

Laboratory (appreciated)

Laboratory (challenge)

Examples

The only emergency exit beside the main entrance (impossible to exit)

Examples

International patient department (appreciated by international patients)

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Temos International Academy

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Bangkok, Thailand

Cali, Colombia

Shijiangzhuang, China

Making knowledge on best practice in international patient management accessible

Tehran, Iran

Bursa, Turkey

Dubai, UAE

Berlin, Germany

- International understanding of quality, quality management and patient safety in medical tourism
- Importance and function of international patient departments in medical tourism
- Role of and requirements for medical travel coordinators (facilitators)

Knowledge transfer based on experience from > 20 countries in 4 continents

- Cultural sensitivity
- Best practice and successful cases for high quality in medical tourism
- Marketing and communication in medical tourism

- **Effective: Individually designed according to requirements for content and based on participants' background and knowledge**
- **Efficient: From 4 hours workshop to 3 days seminar**
- **Flexible: Onsite in-house training or at Temos Headquarters**

Professional education and training through application-oriented educational formats

- **For individuals**
- **For colleagues of a hospital, an organization or governmental institution**
- **For interested parties and the public**

References and selection of our partners and co-organizers for training, education, and seminars

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Temos International Conference

- **Participants:**

  Certified partners and interested parties from hospitals, clinics, rehab centers, reproductive care centers, dental and eye care clinics, facilitators

Düsseldorf, 03 – 05 Dec 2017

- **Participants:**

  Stakeholders from insurances, assistance companies, foundations, associations, ministries, research, etc.

  From 30 different countries

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Thank you very much for your interest!

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