

DELPHI – DAY 1

Brainstorming session

- Post-it; complete sentences (5 minutes per sentence)

A successful implementation of QS depends on....

QS implementation can be challenged by...

The most common features regarding QS implementation among all the different cases are...

A successful implementation of QS depends on....

Collaboration

- Involve various stakeholders, ownership, service user structures

Education

- evidence based, easy access, continuous

Policy, guidelines, tools

- nationally decided, obligatory, plan, applicable, client oriented

Funding & political support

QS implementation can be challenged by....

People & powerful disbelievers

- policy makers, implementers (no will to change/need), QS not practical

Changes at policy level

- lack political will, QS not in national strategy, not backed by funding

Cooperation & communication

- lack of involvement of stakeholders in QS development, QS not adapted to needs in field, lack of communication

Lack of knowledge, skills & training

- among professionals

The most common features regarding QS implementation among all the different cases are...

Communication & collaboration

Trainings and guidelines

Bottom-up / Top-down approach

Funding & political support

Accessibility

Merging knowledge & experience