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FENIQS-EU «Quality Champions Events»



The Swiss «QuaTheDA» project

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Swiss Office for the Coordination
of Addiction Facilities

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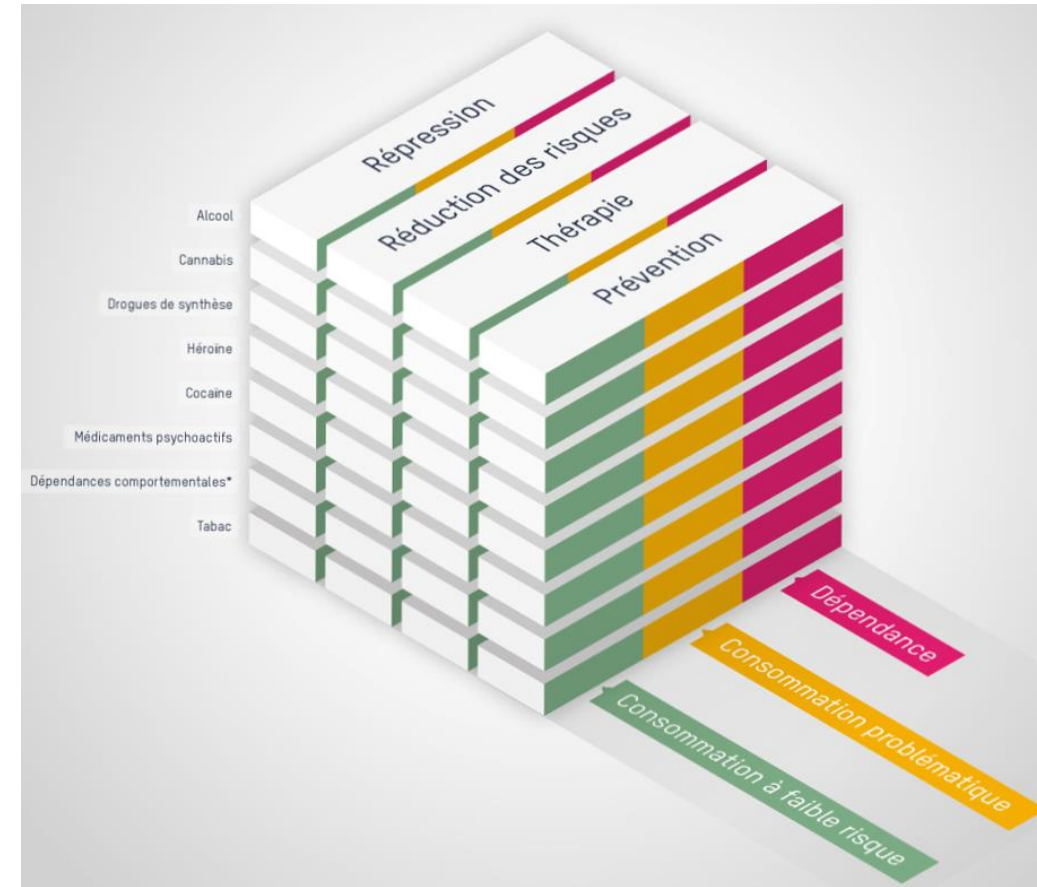
The four-pillar policy

In Switzerland, the “Drug Demand Reduction” is based on the four-pillar policy :

1. Health promotion, prevention and early detection
2. Therapy and counseling
3. Harm reduction and risk minimization
4. Regulation and enforcement

⇒ Was developed in the framework of the heroin epidemic in the 1990-ies

⇒ Development of the four-pillar policy (cube)



National Strategy on Addiction (NSA) 2017-2024

General orientation framework to develop and implement solutions.

The 4 main objectives of the Strategy are:

- prevent addictive disorders;
- provide addicted individuals with the necessary help and treatment;
- mitigate damage to health and social harm;
- reduce negative impacts on society

The NSA ensure the diversity, **quality**, efficiency, effectiveness and financing services in addiction prevention, harm reduction and treatment.

➔ The Quality assurance is part of de NSA

The Swiss «QuaTheDA» label

- QuaTheDA : **Q**uality, **T**herapy, **D**rugs, **A**lcohol
- Developed by the FOPH – Federal Office of Public Health in close collaboration with key stakeholders
- The standards cover the fields: therapy, prevention & health promotion and harm reduction (3 of the 4 pillars) in the field of addictions
- Modular form of the Reference system to address the heterogeneity of the field
 - Basic Module : for all the institution
 - 10 services modules

The structure of the QuaTheDA reference system

- **Basic module** (includes the most important requirements of [ISO9001:2015](#))
- **10 Services Modules:**
 - i. Inpatient addiction therapy and rehabilitation
 - ii. Outpatient counselling, support and therapy
 - iii. Substitution-based treatment
 - iv. Vocational rehabilitation activities / Work integration programs
 - v. Sheltered housing and support at home
 - vi. Emergency sleeping facilities
 - vii. Low threshold facilities
 - viii. Outreach social work / community social work
 - ix. Withdrawal/detox program
 - x. Health promotion, prevention and early intervention



- ➔ New: Reference System - revision 2020 in 3 languages | Guidebook - revision 2021
- ➔ **76 institutions** are QuaTheDA certified and a total of **173 modules** have been certified.

The role of Infodrog in the QuaTheDA project

Mandated by FOPH for:

- Coordination and organisation (training, expert group, national conferences, etc.)
- Management and development of tools (QuaTheSI-online, [QuaTheDA-Website](#), list of quality measurement tools, etc.)
- Monitoring and reporting on the quality of results (QuaTheSI) (benchmarking)
- Development, revision and improvement of the reference system and the manual (every 10 years)
- Keep the list of certified institutions up-to-date
- Monitoring/Surveillance/supervising of the activities of the certification agencies ([SQS](#) & [EdelCert](#))

Certification agencies for the QuaTheDA label

- 2 certification agencies ([SQS](#) & [EdelCert](#))
- Accreditation every 5 years, they must provide a report after two years
- In charge of certification audits (3 years) and surveillance/follow-up audits (annual)
- Quality auditors of the certification agencies must take a 1,5 day/year-training in the field of addiction

History of the QuaTheDA label

- **1999** – FSIO requested residential institution to introduce quality assurance process by the end of 2002
- **2000** – FOPH launched the QuaTheDA project and developed the QuaTheDA Reference system with a list of quality criteria.
- **2000-2001**: Training courses on the introduction of a quality management system in residential institutions
- **2002**: 76 residential institutions obtained the QuaTheDA certification
- **2003-2006** : expansion to other areas of the addiction field (outpatient services)
- **2012 / 2020**: Revision of the Reference system

Stakeholders in the development of the quality label

- **Strategic monitoring group:**
 - Representatives of administrations and cantonal authorities (cantons and cities);
 - Members of professional associations
 - Members of the Infodrog team
- **Group of experts:**
 - Experts from the institutions for addicted individuals
 - Experts in Quality Management
 - Infodrog

Impact and consequences of using quality standards (1/2)

- Ability to consistently provide services that meet client/patient and applicable legal requirements
- Greater opportunities to improve customer satisfaction;
- Consideration of the risks and opportunities associated with the context and goals of the institution
- Ability to demonstrate compliance with specified quality management system requirements
- Facilitated communication around quality and strengthened exchange of experience
- Common definition for the responsible entities of financing and operating authorization

Impact and consequences of using quality standards (2/2)

- Motivation to use common measurement tools and allow cross comparisons (benchmarking)
- Professionalization of services
- Decrease in patient/client complaints
- Increased transparency (offers, patient/client rights, etc.)
- Reflections about Quality Standards

QUESTIONS?

COMMENTS?

THANKS FOR YOU ATTENTION

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