

Impact of eQuass certification



Results from research on impact of eQuass certification



Quality measurement instruments are focussed on limited aspects of the quality of care. What they attempt to 'measure' often leads to exactly the opposite of what we pursue:

“Organisations will act according to the criteria and indicators and develop strategic behaviour making them to achieve goals on paper, but in the reality the criteria and indicators do not have impact on the quality of the service”.

Dr. Annemarie van Dalen, 2012 The Netherlands)

Impact studies



International
Organization for
Standardization

.... HKZ (ISO 9001) is a quality management system that particularly gives insight in systems and processes of an organization. It does not provide enough tools to grasp the true quality that clients may or may not experience in daily care. In addition, HKZ (ISO 9001) has little value to health care providers who actually want to improve their daily actions ...

(From: “Zin en onzin van kwaliteitsindicatoren in de zorg”, Dr. Annemarie van Dalen, 2012 The Netherlands)

Impact studies



International
Organization for
Standardization

....various studies have confirmed that ISO 9000 certification are too expensive, too time consuming, resource-consuming, too formalized and impersonal and that costs are greater than the benefits derived ...

(From: “Impacts of different factors on the implementation of quality management systems and performance outcomes”, Adolfas Kaziliūnas Mykolas Romeris University Vilnius 2010, Lithuania)

Impact studies



International
Organization for
Standardization

“ social services saw improvements in processes, employee motivation, internal communication and job design rather than service outcome improvements and the administrative workload of social workers increased, but they were better able to structure and tailor their work to the specific needs of users ”

(From: Exploring the Impacts of ISO 9001 on Small- and Medium-sized Social Service Institutions: A Multiple Case Study", Total Quality Management & Business Excellence, Melão, N. and Guia, S. (2015)

International research reports



- 1. Gestão da Qualidade e a Excelência nas IPSS: Um Estudo Empírico sobre o Modelo EQUASS,** Nuno Melão (PhD) & Sara Maria Guia (2015)
- 2. Quality Management and Excellence in the third sector: examining European Quality in Social Services (EQUASS) in non-profit social services,** Nuno Melão PhD), Sara Maria Guia & Marlene Amorim (2016)
- 3. The Impacts of EQUASS Assurance on Social Service Providers: Results from a Survey,** Nuno Melão (PhD), Instituto Politécnico de Viseu, Viseu (March, 2016) (381 SSP – 51,4 %)
- 4. The Impacts of EQUASS Excellence on Social Service Providers: Results from a Survey (27 SSP)** Nuno Melão (PhD) Instituto Politécnico de Viseu, Viseu (March, 2016) (27 SSP – 92,6 %)
- 5. EQUASS Assurance certification: The View of Pioneer Adopters,** Nuno Melão,(PhD), Marlene Amorim, Frederic Marimon and Inés Alegre (2016)

National research reports



Norway (200 SSP):

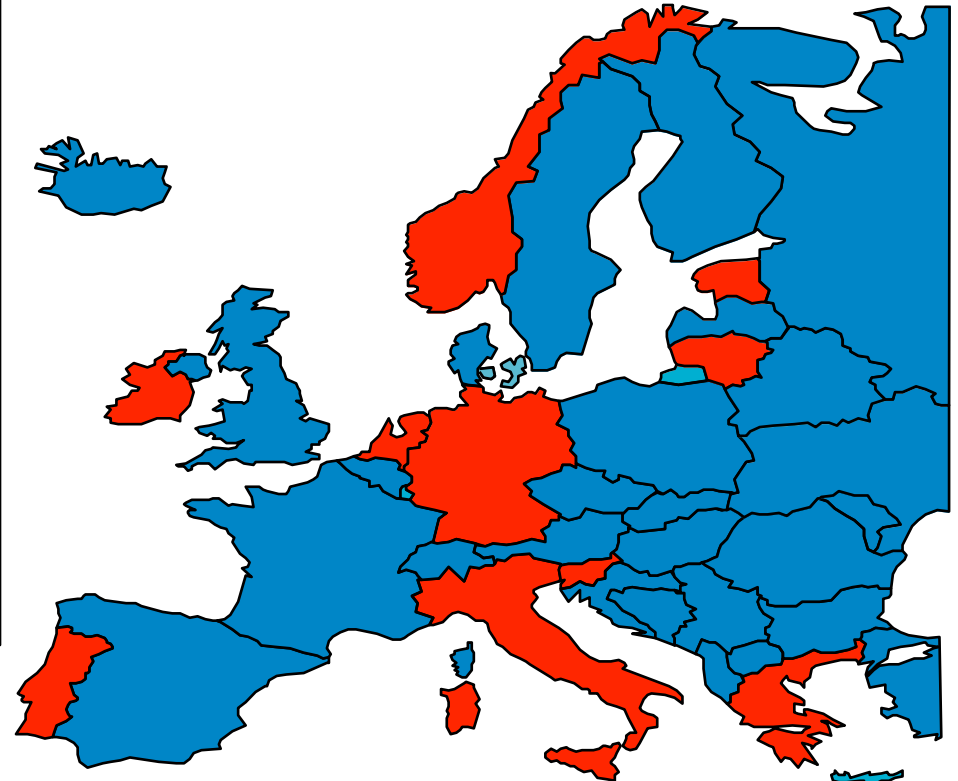
- **”Kvalitet er jo det vi gjør i hverdagen”**
Nordlandsforskning AS, (October 2014)

Estonia (28 SSP):

- **Impact Study of the EQUASS Assurance Quality System**, Mariliis Männik-Sepp Estonia (Msc)
(December 2014)

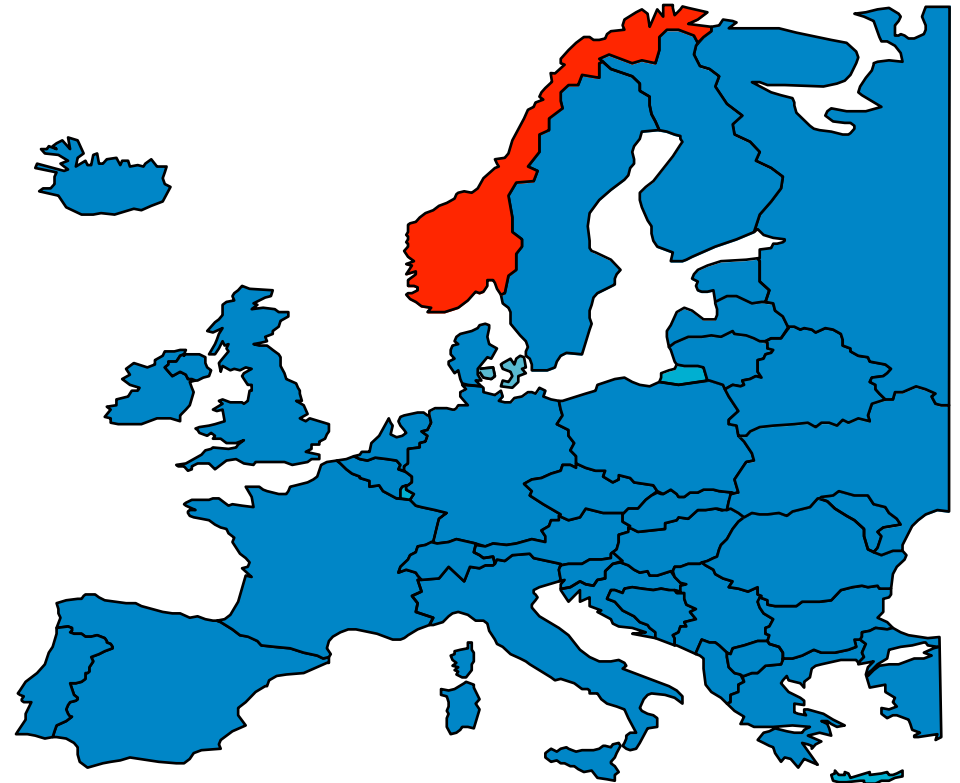
The sources

1. **The Impacts of eQuass Assurance on Social Service Providers: Results from a Survey**, Nuno Melão (PhD), Instituto Politécnico de Viseu, Viseu (March, 2016) (381 SSP – 51,4 %)
2. **The Impacts of eQuass Excellence on Social Service Providers: Results from a Survey** (27 SSP) Nuno Melão (PhD) Instituto Politécnico de Viseu, Viseu (March, 2016) (27 SSP – 92,6 %)
3. **eQuass Assurance certification: The View of Pioneer Adopters**, Nuno Melão,(PhD), Marlene Amorim, Frederic Marimon and Inés Alegre (2016)



The sources

”Kvalitet er jo det vi gjør i hverdagen” ,
Hege Gjertsen, Cecilie Høj Anvik, Terje Olsen,
Nordlandsforskning AS (October 2014)



Responses and respons rate: eQuass Assurance

Country	Valid certification	Valid responses	Respons rate (%)
Estonia	38	28	73,7
Germany	8	6	75
Italy	1	1	100
Lithuania	2	2	100
Netherlands	1	1	100
Norway	256	99	38,7
Portugal	68	53	77,9
Slovenia	7	6	85,7
Total	381	196	51,4

Characteristics: eQuass Assurance

Size	Number	%
Large (> 250)	11	5,6
Medium (50-250)	83	42,3
Small (10-50)	77	39,3
Micro (<10)	25	12,8
Year of first certification		
2009-2010	52	26,5
2010-2013	144	58,2
2014-2015	30	15,3

Other C	Number	%
ISO 9001	15	7,6
DGERT	8	4,1
Lighthouse	5	2,6
HACCP	3	1,5
ISO 14001	2	1
Other	9	4,6
Positions	Number	%
CEO	94	48,0
Q-manager	79	40,3
M-manager	17	8,7
Social W	6	3,1

Responses and respons rate: eQuass Excellence

Country	Valid certification	Valid responses	Respons rate (%)
Germany	2	2	100,0
Greece	1	1	100,0
Ireland	1	1	100,0
Portugal	22	20	99,9
Slovenia	1	1	100,0
Total	27	25	92,6

Characteristics: eQuass Excellence

Size	Number	%
Large (> 250)	6	24,0
Medium (50-250)	12	48,0
Small (10-50)	7	28,0
Micro (<10)	0	0
Year of first certification		
2009-2010	7	28,0
2010-2013	16	64,0
2014-2015	2	8,0

Other C	Number	%
ISO 9001	5	7,6
EFQM	1	4,1
DGERT	3	2,6
HACCP	1	1,5
ISO 13485	1	1
Nat QMS	2	4,6
Positions		
CEO	8	32,0
Q-manager	17	68,0

Reasons for implementing

eQuass Assurance (N=196)



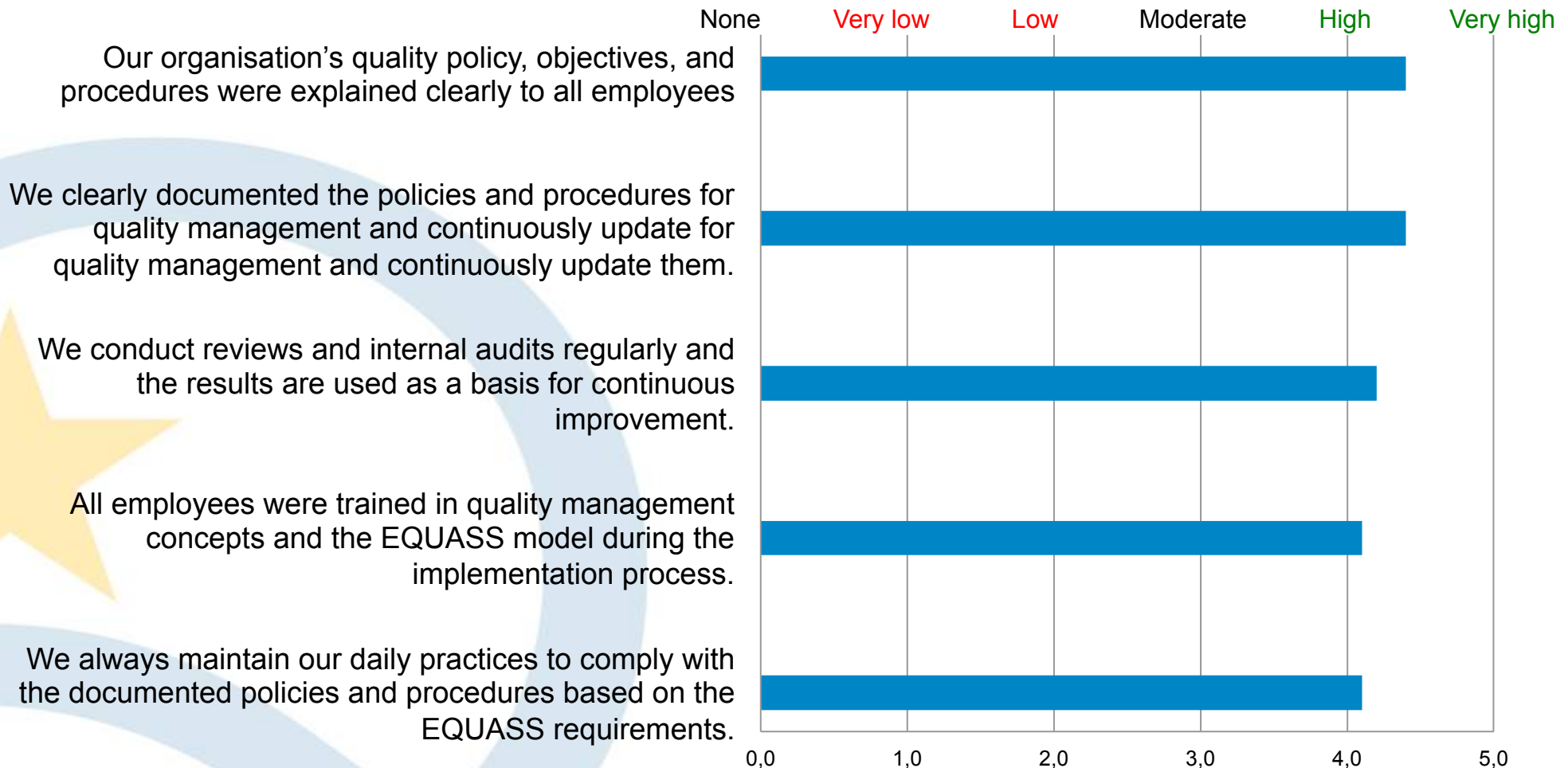
Comparison: Reasons for implementation

■ eQuass Assurance (N=196)
■ eQuass Excellence (N=25)



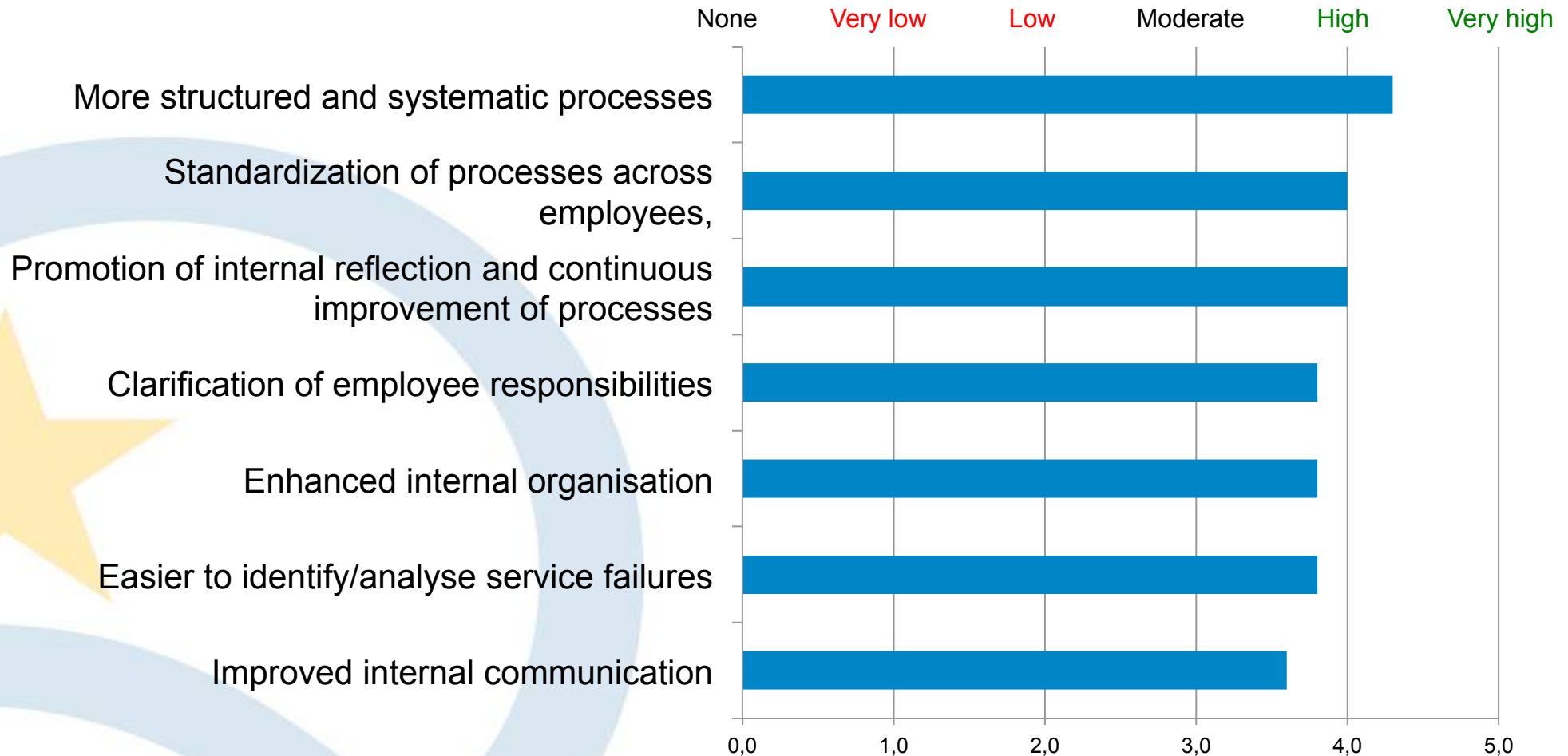
Internalisation of EQUASS Assurance in daily practice

■ eQuass Assurance (N=196)



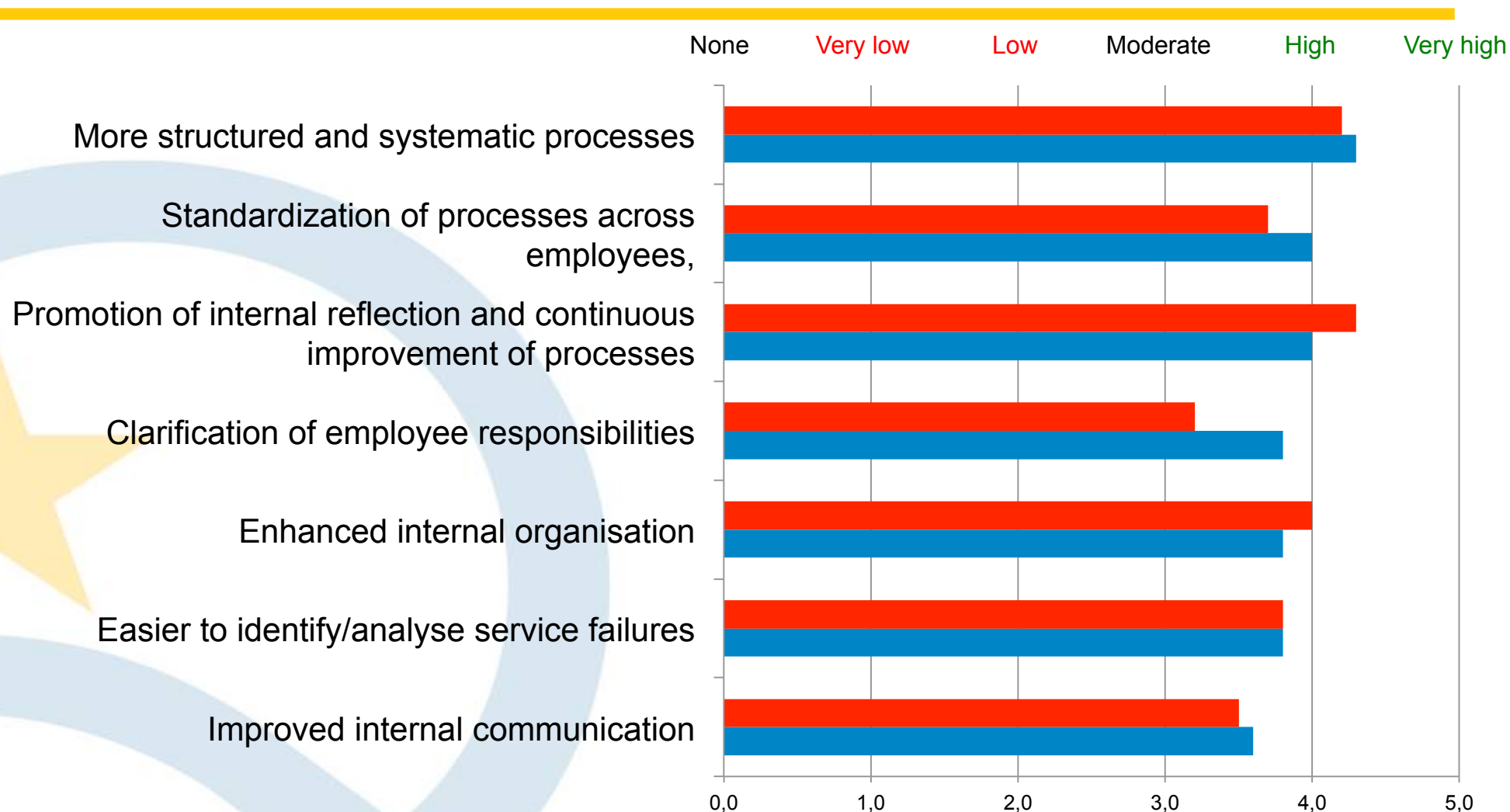
Operational impact

eQuass Assurance (N=196)



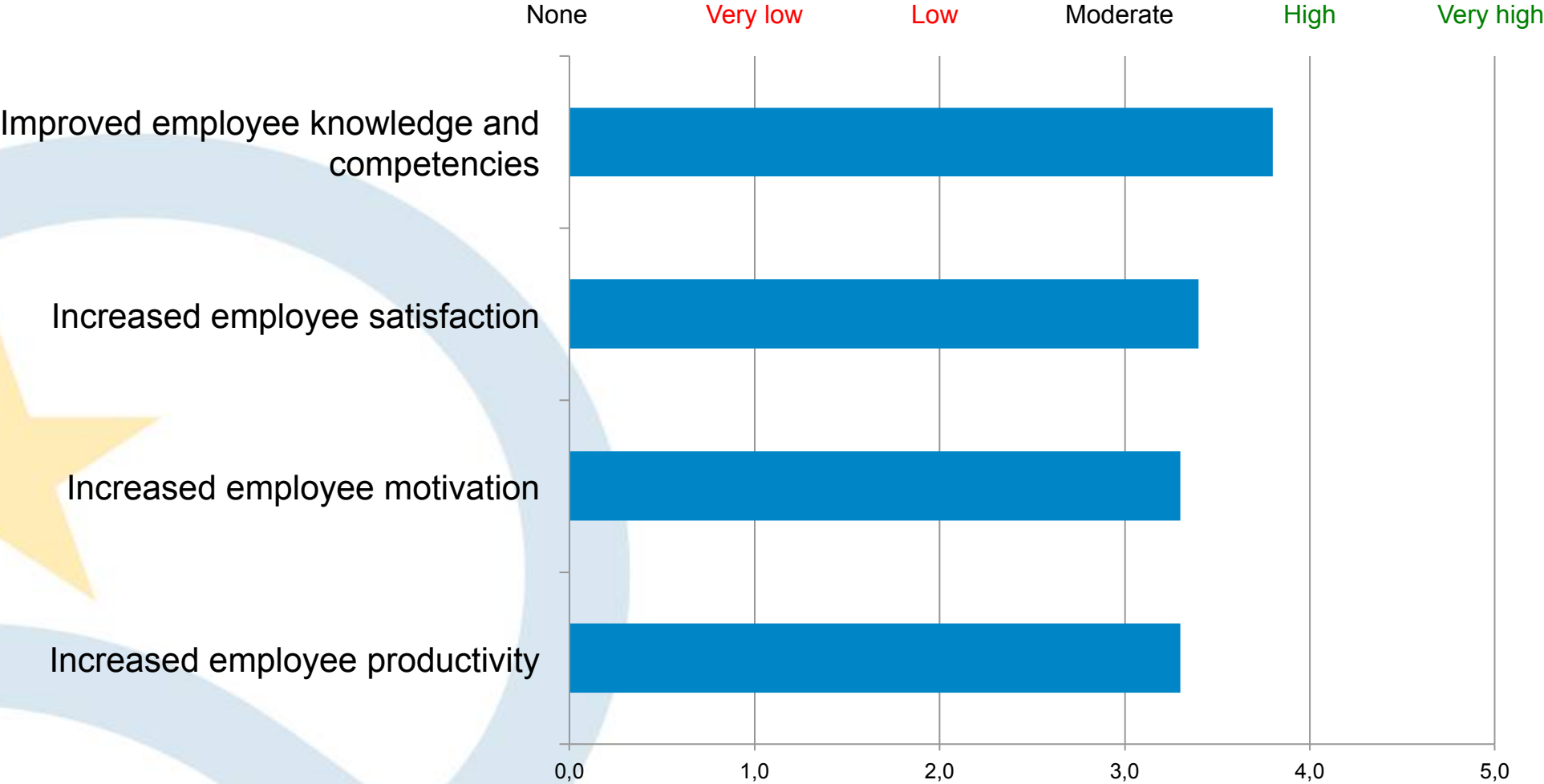
Operational impact

■ eQuass Assurance (N=196)
■ eQuass Excellence (N=25)



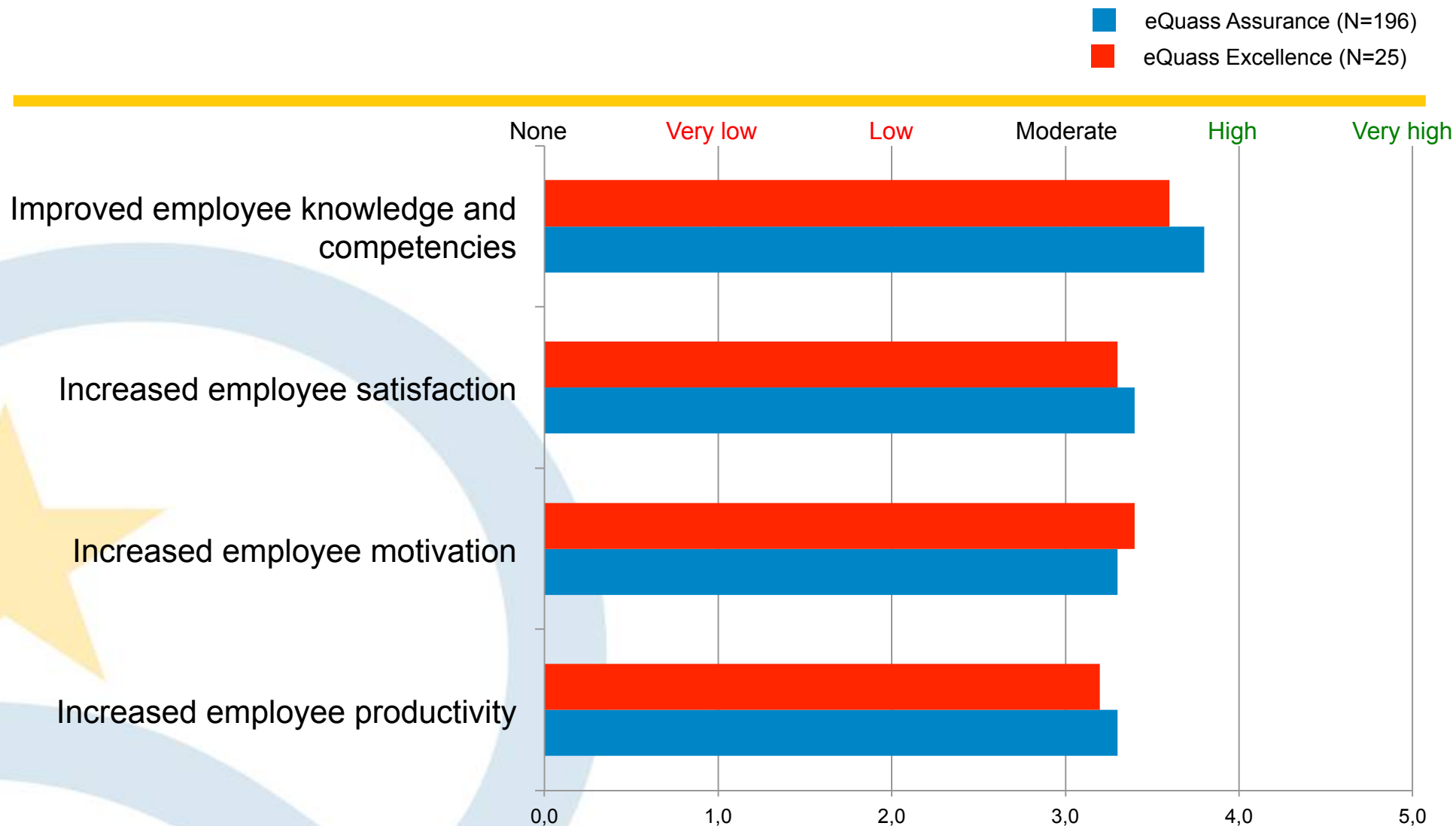
Employee impact

eQuass Assurance (N=196)



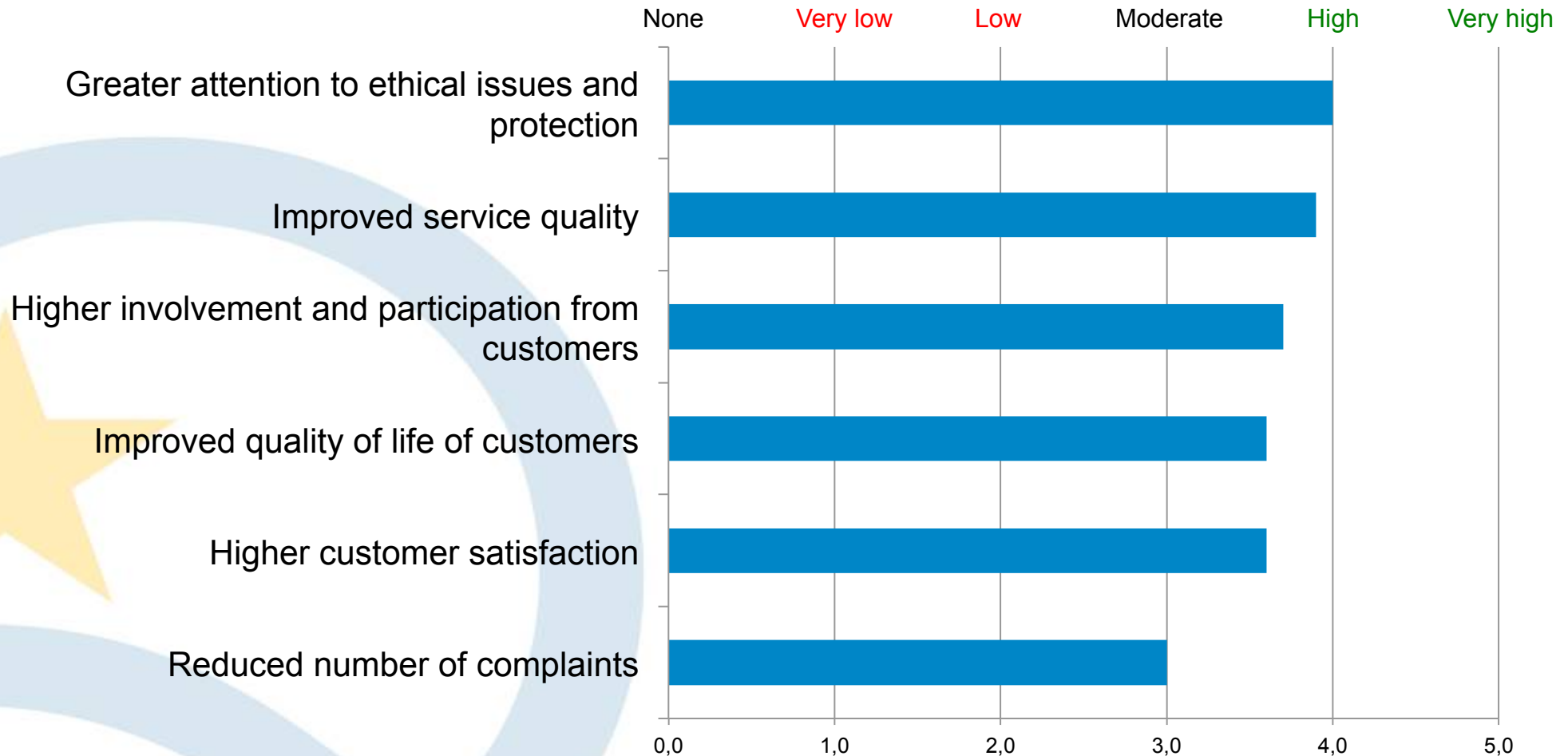
Source: Melão, Nuno, Amorim, Marlene, Marimon, Frederic and Alegre, Inés (2016) EQUASS Assurance certification: The Veiv of Pioneer Adopters

Employee impact

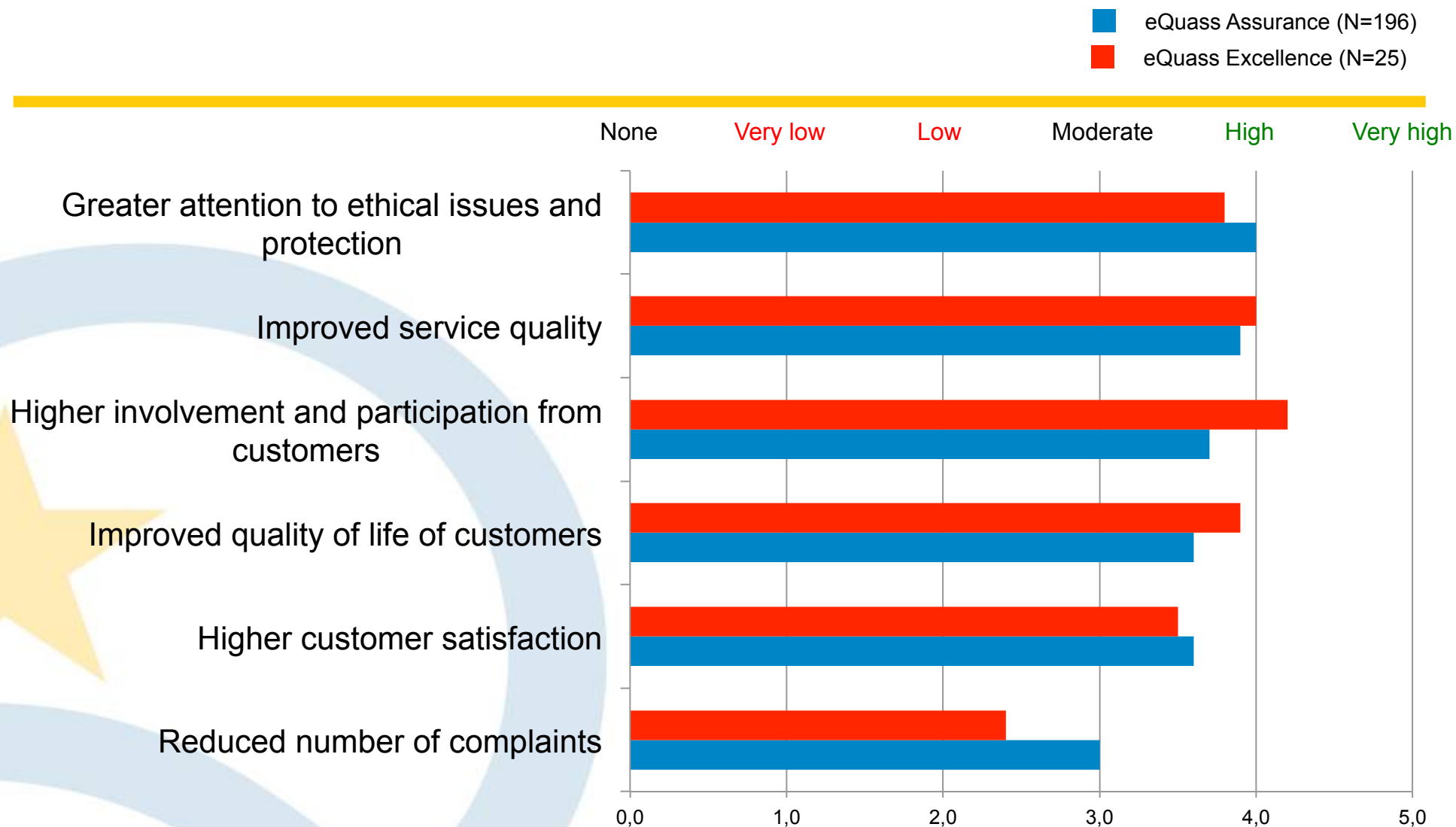


Customer impact

eQuass Assurance (N=196)

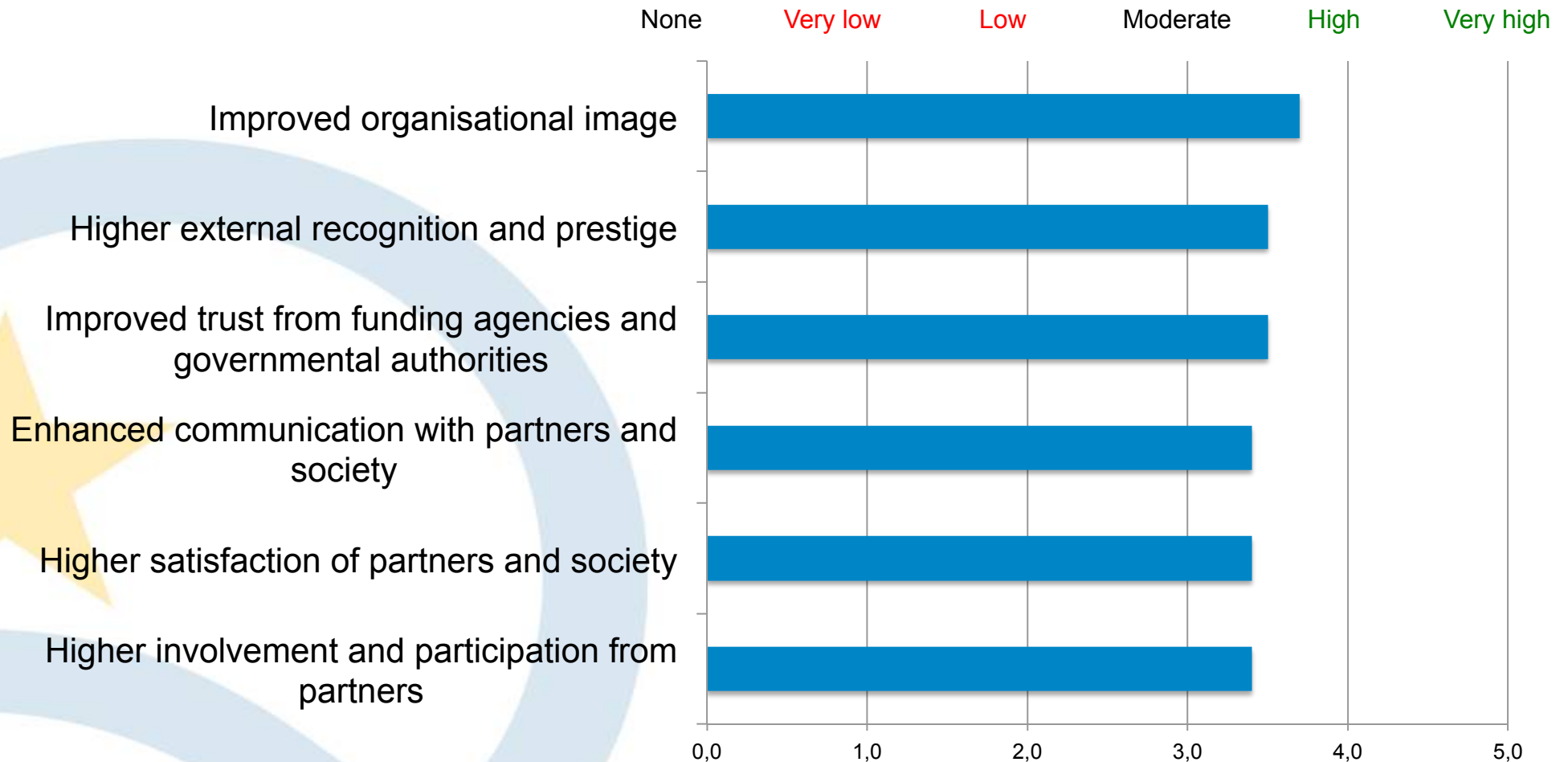


Customer impact



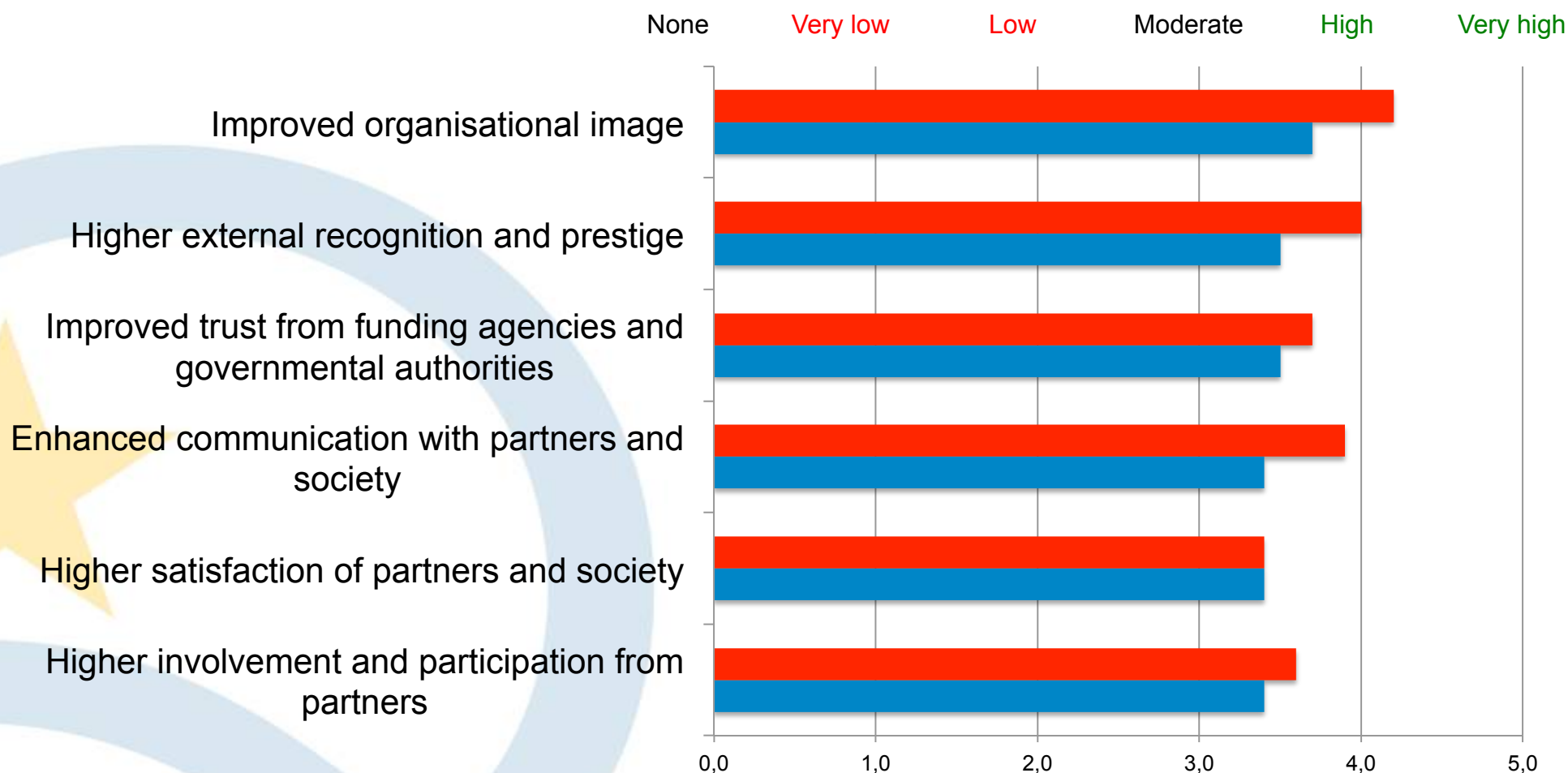
Society impact

eQuass Assurance (N=196)



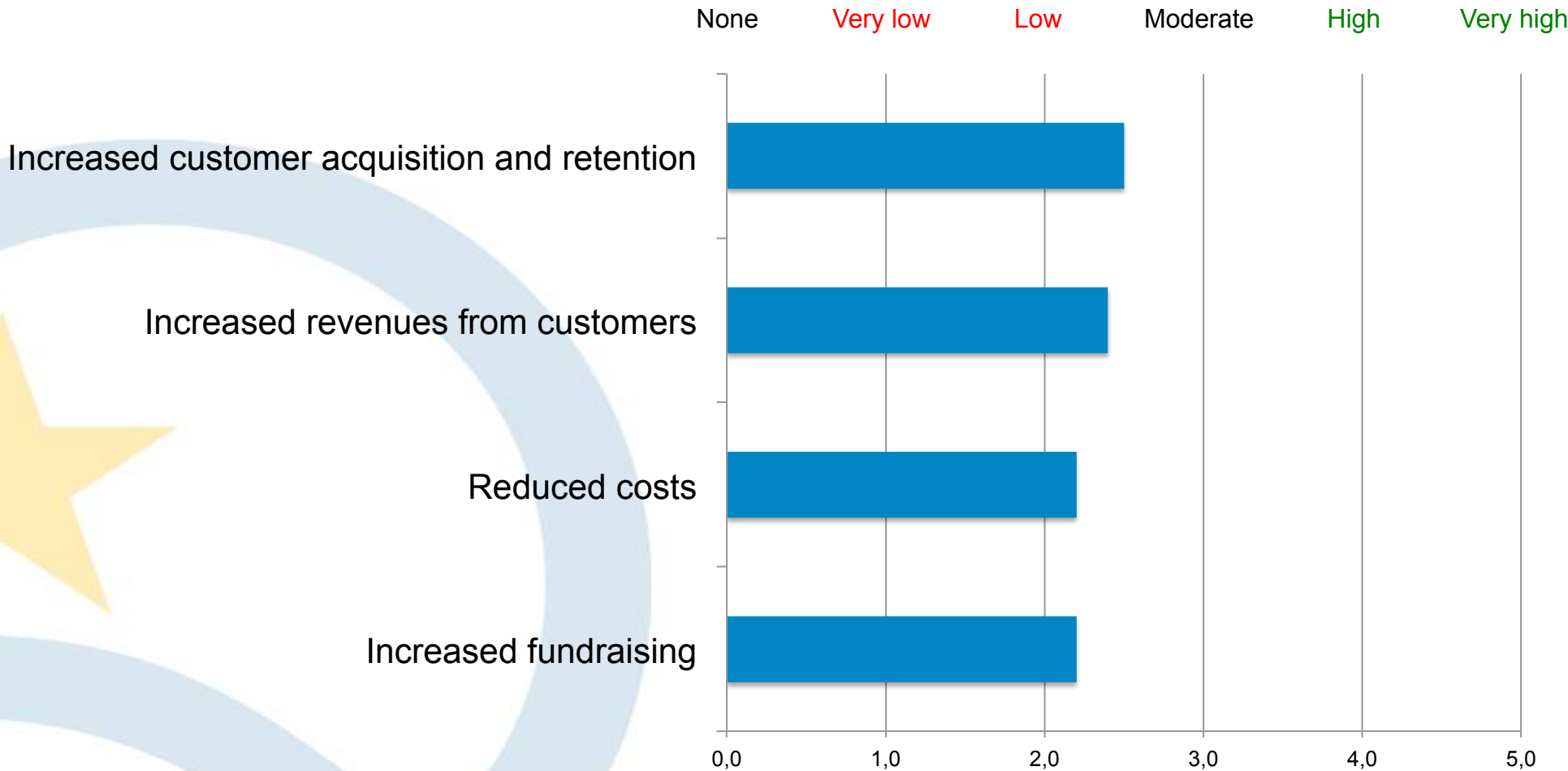
Society impact

■ eQuass Assurance (N=196)
■ eQuass Excellence (N=25)



Economical impact

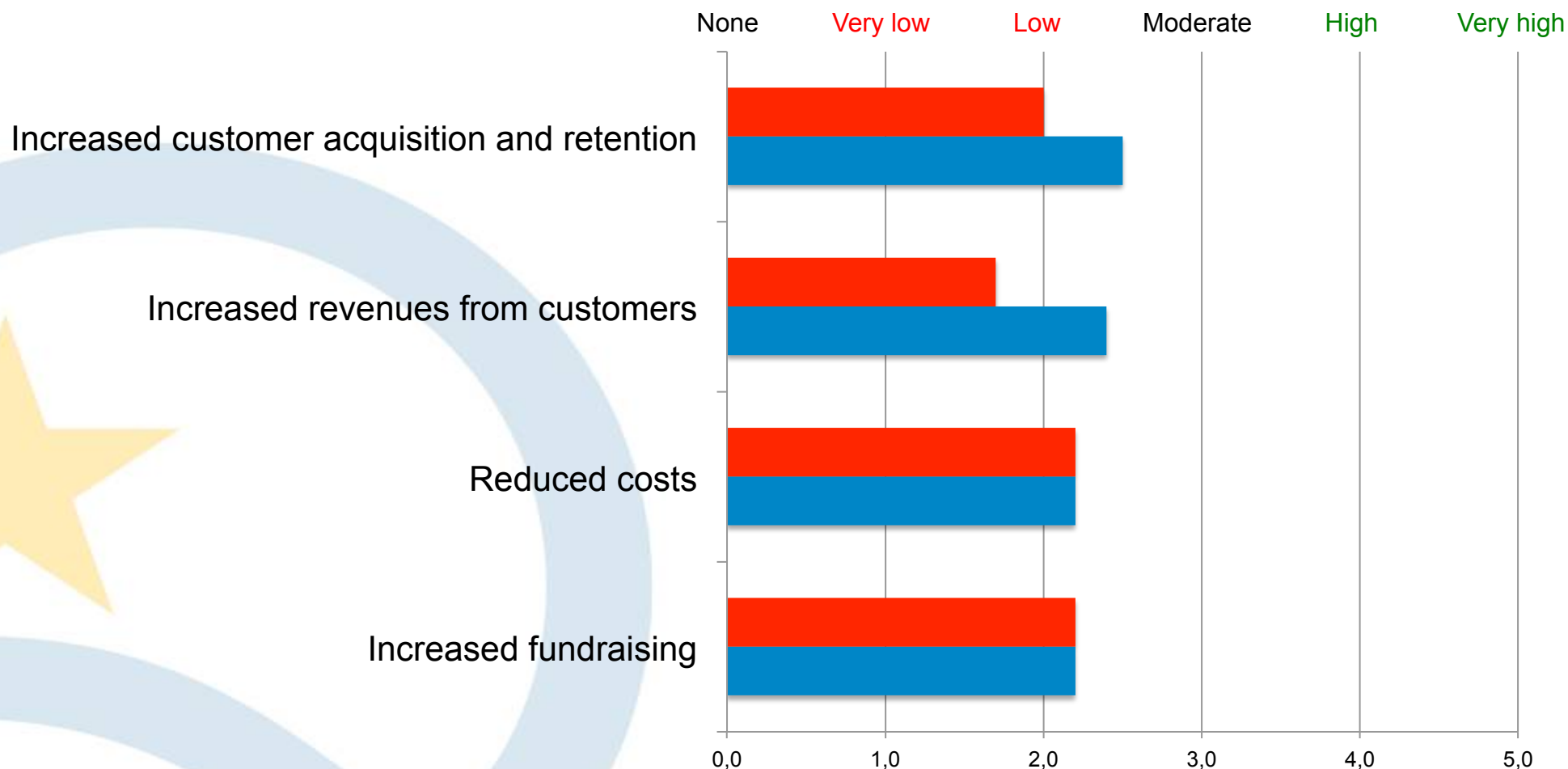
eQuass Assurance (N=196)



Source: Melão, Nuno, Amorim, Marlene, Marimon, Frederic and Alegre, Inés (2016) EQUASS Assurance certification: The Veiw of Pioneer Adopters

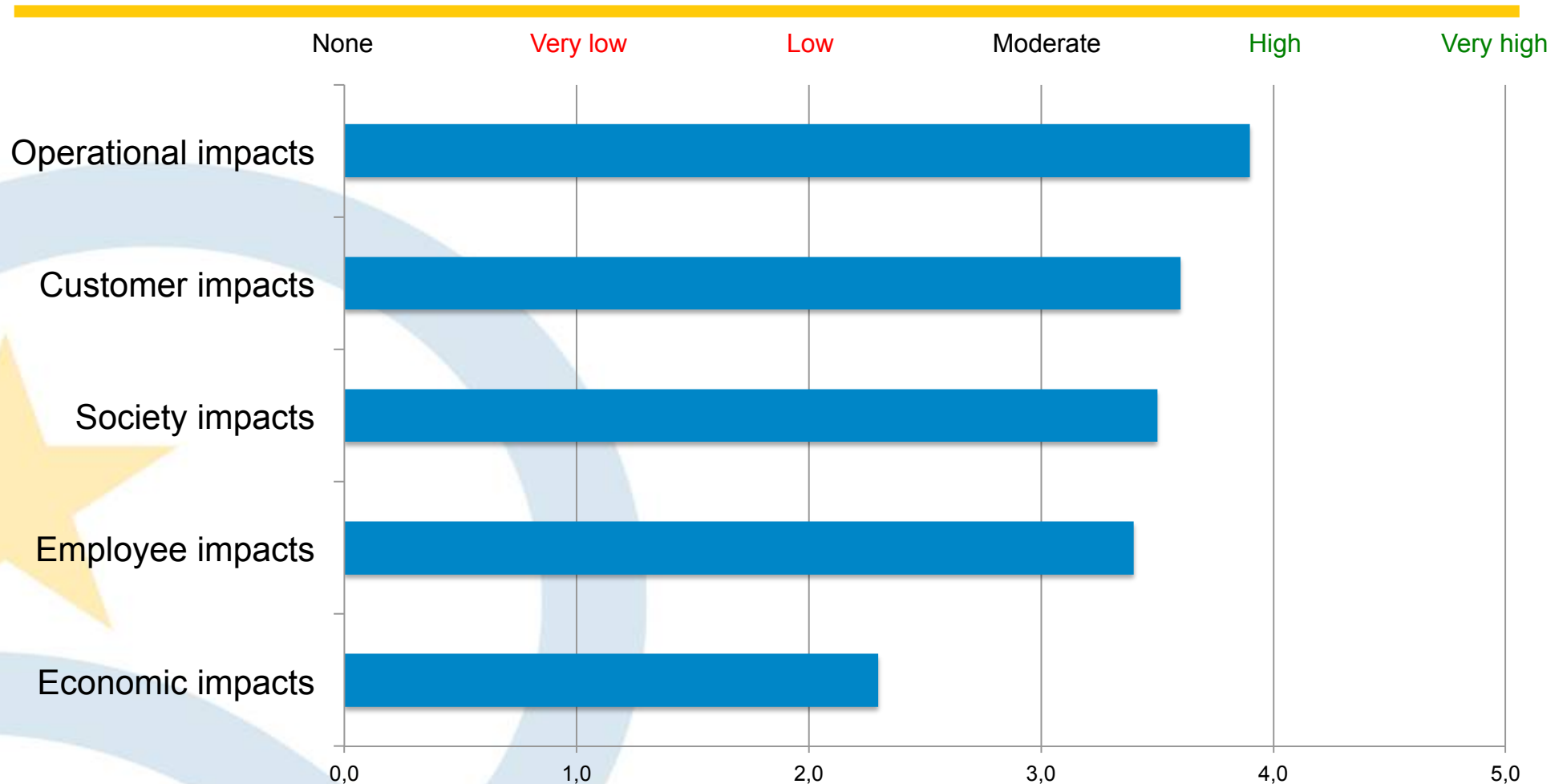
Economical impact

■ eQuass Assurance (N=196)
■ eQuass Excellence (N=25)

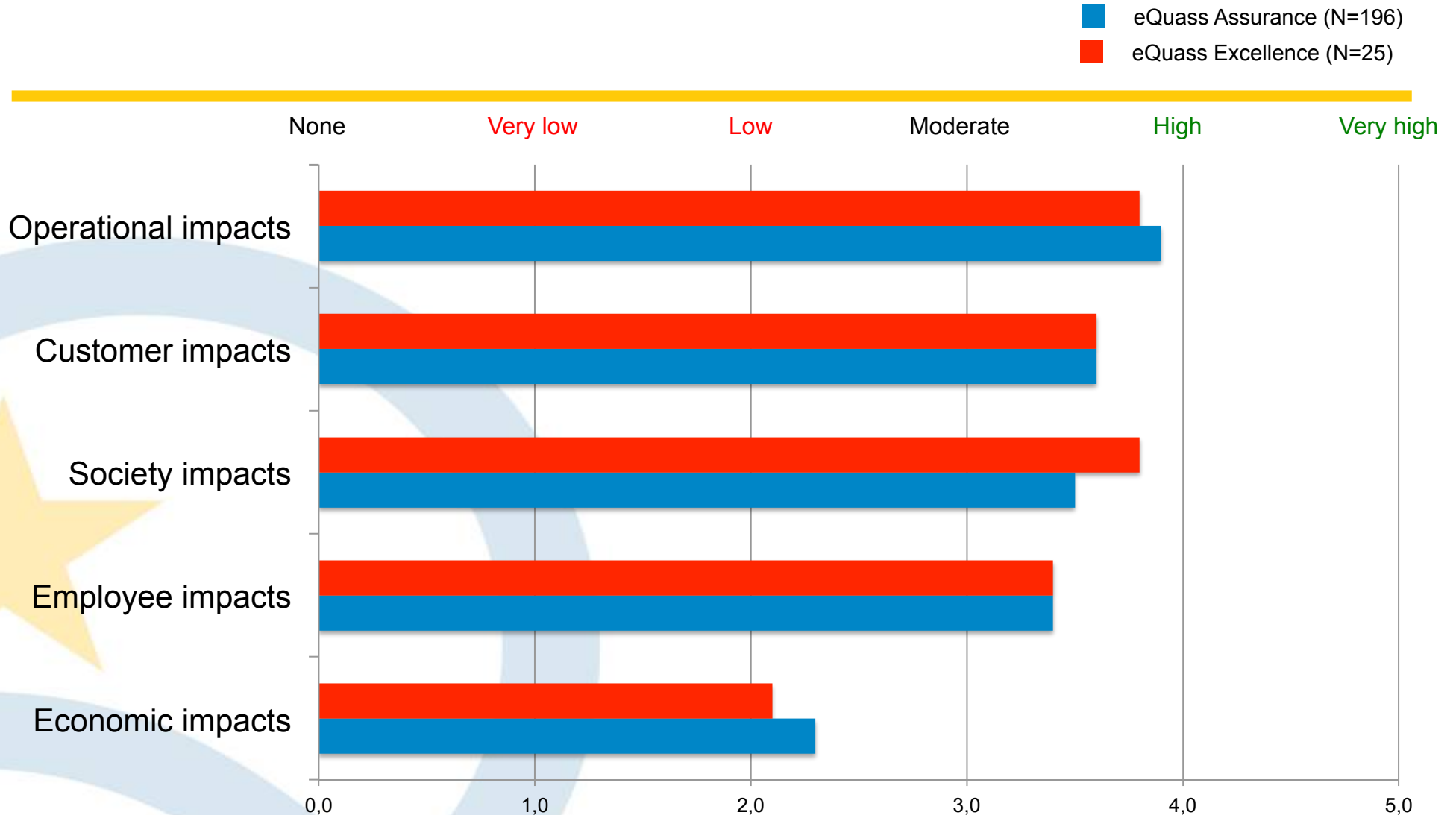


Comparison Impact

■ eQuass Assurance (N=196)
■ eQuass Excellence (N=25)

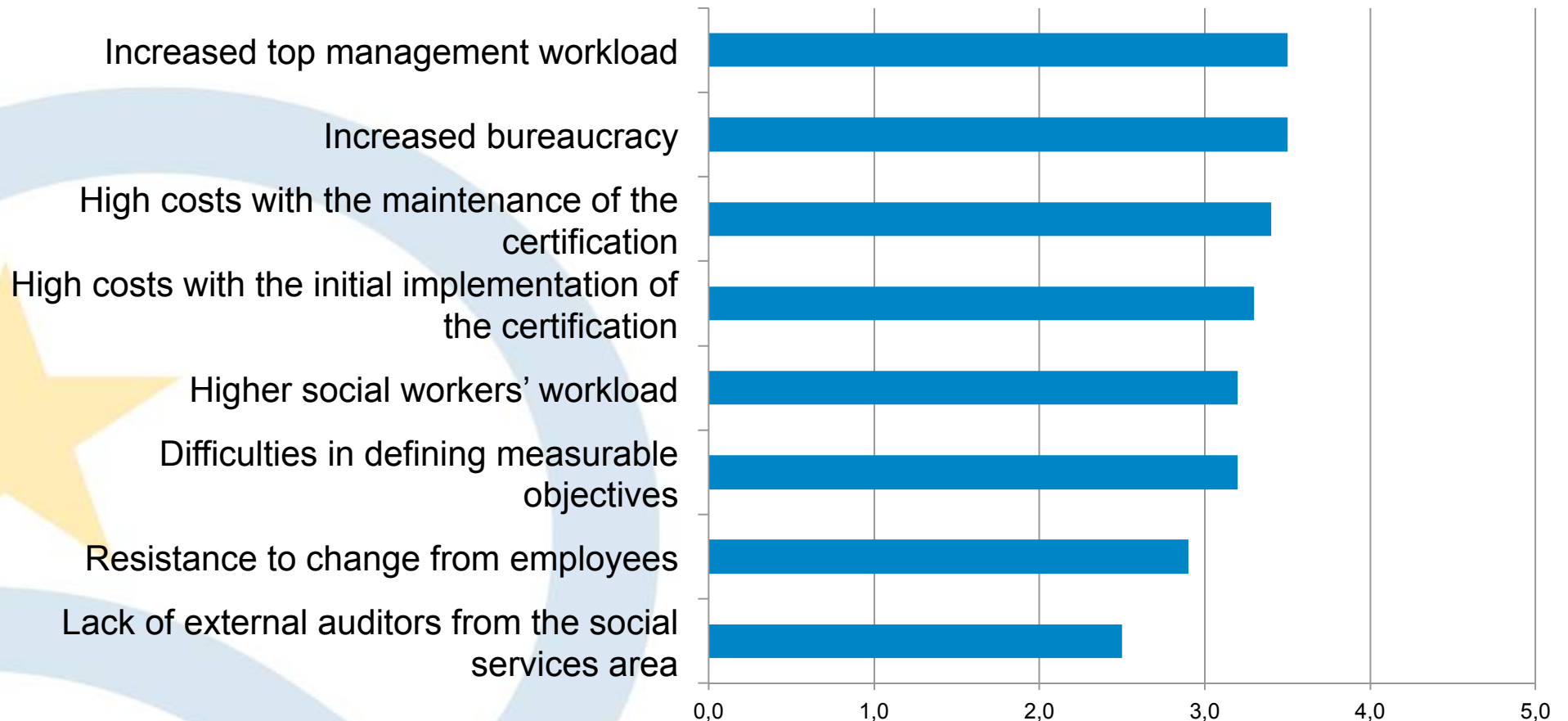


Comparison Impact



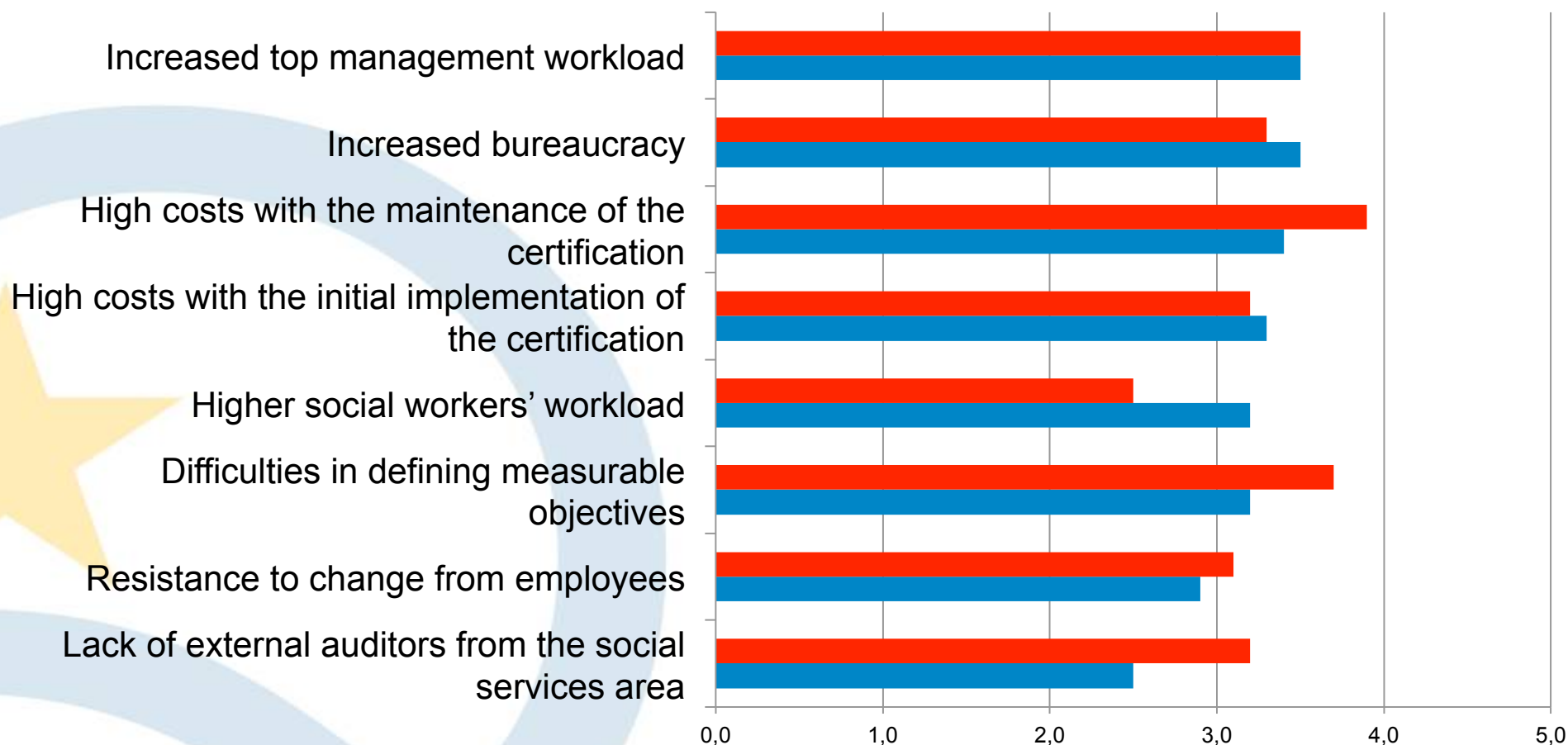
Implementation pit falls

■ eQuass Assurance (N=196)
■ eQuass Excellence (N=25)



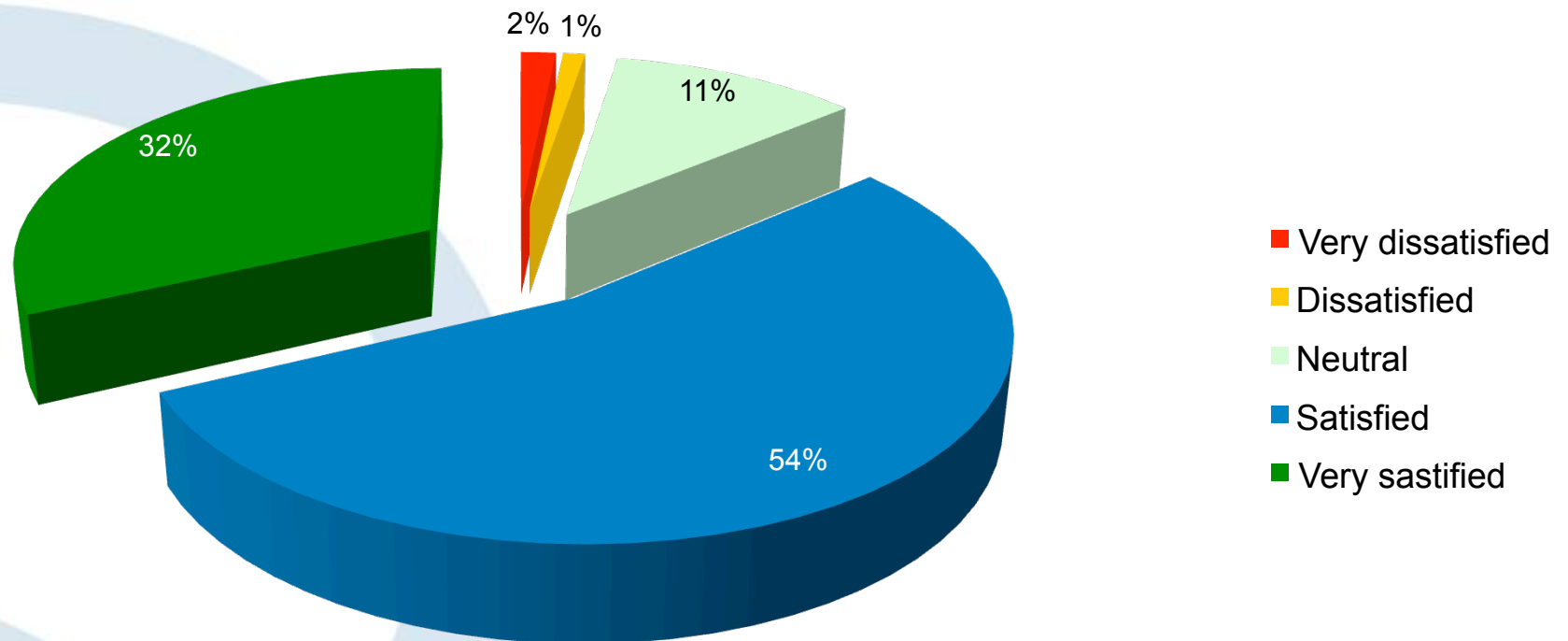
Implementation pit falls

■ eQuass Assurance (N=196)
■ eQuass Excellence (N=25)



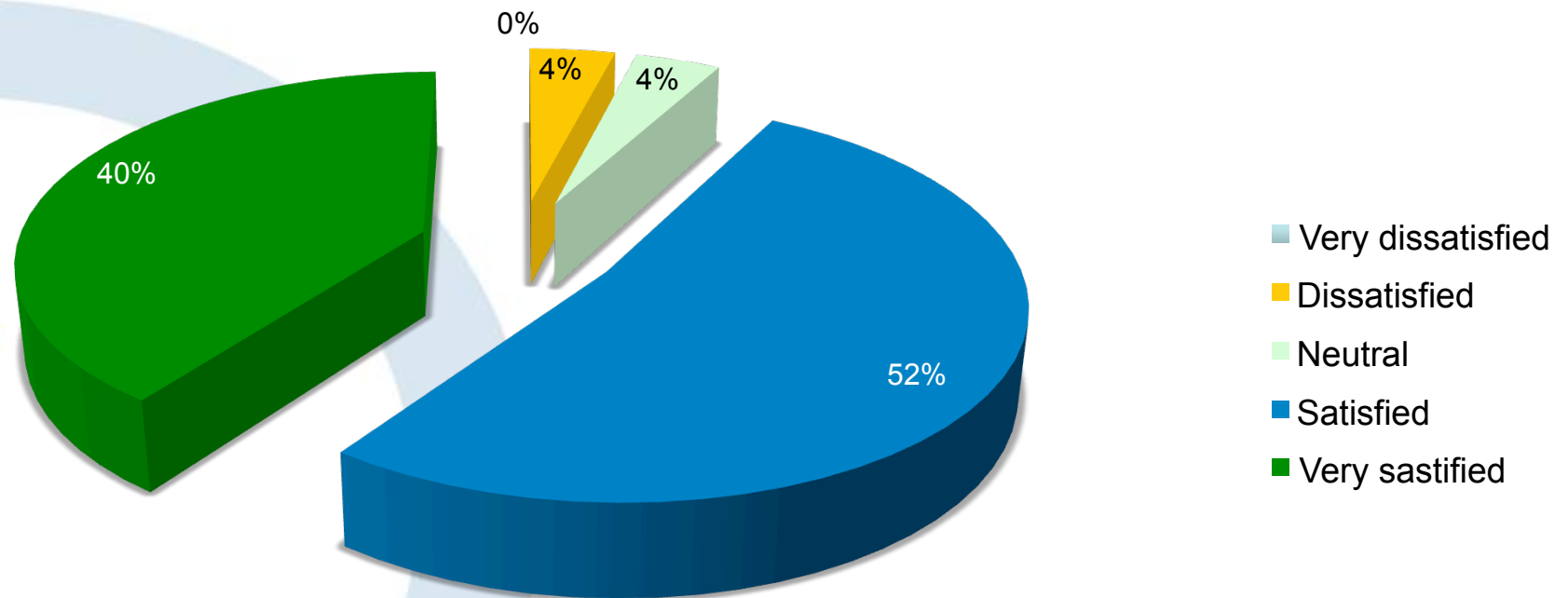
Satisfaction

eQuass Assurance



Satisfaction

eQuass Excellence



Conclusion

Satisfaction: 86,1 %

3

Meeting expectations of
Social Service Providers

Bureaucracy

Workload

1

1. Internal reasons
2. Improving practice

2

1. Operational level
2. Customer level



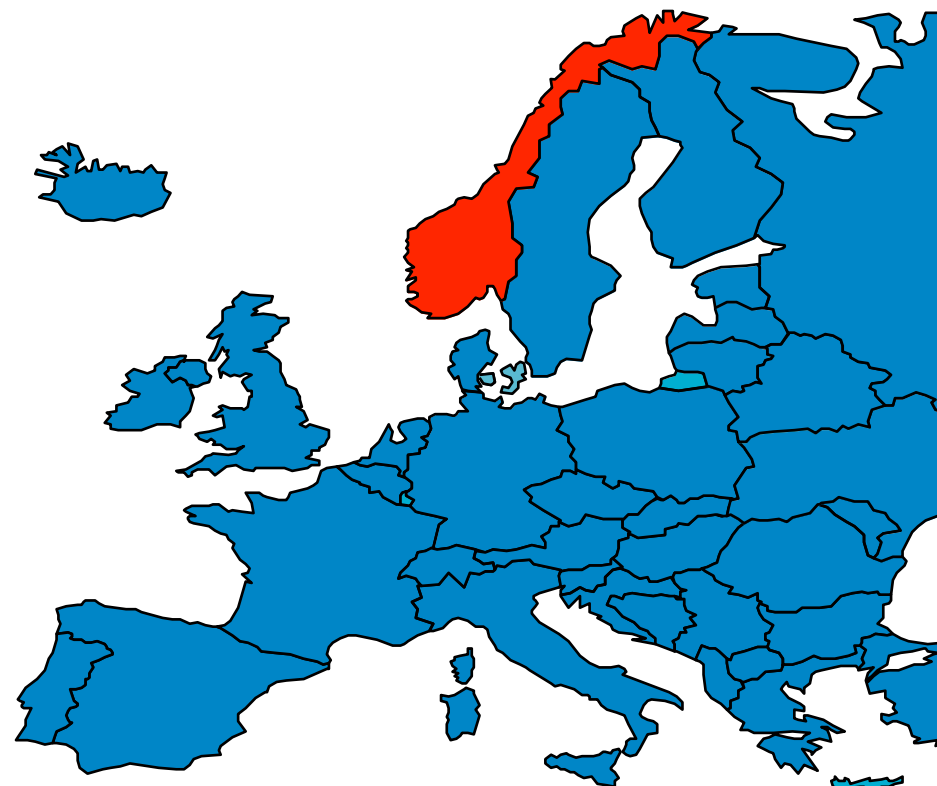
“Quality is what we do in everyday life”



NORDLANDSFORSKNING
NORDLAND RESEARCH INSTITUTE

Year	Organisations	Percentage
2007	2	1
2008	6	3
2009	25	12
2010	35	17
2011	106	52
2012	26	13
2013	2	1
Total	202	99

Recertified	< 20	20-40	> 40	Total
Yes	59	88	91	141
No	41	13	9	59
	100	101	199	
N	125	32	23	200



”Kvalitet er jo det vi gjør i hverdagen” ,
Hege Gjertsen, Cecilie Høy Anvik, Terje Olsen,
Nordlandsforskning AS (October 2014)

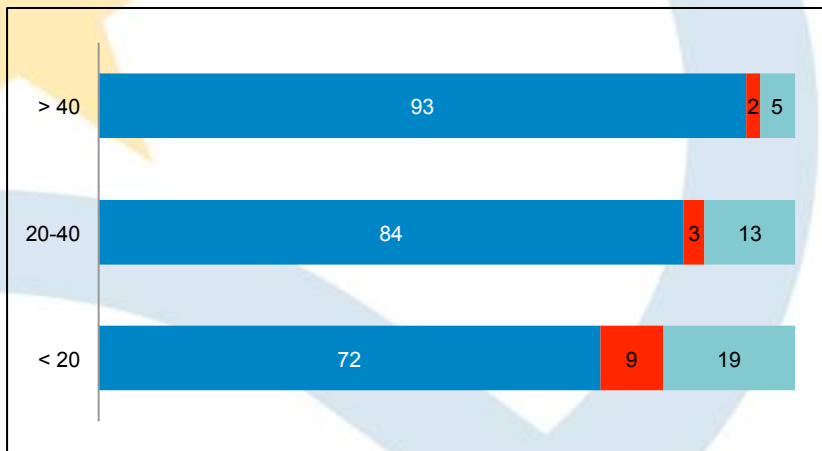
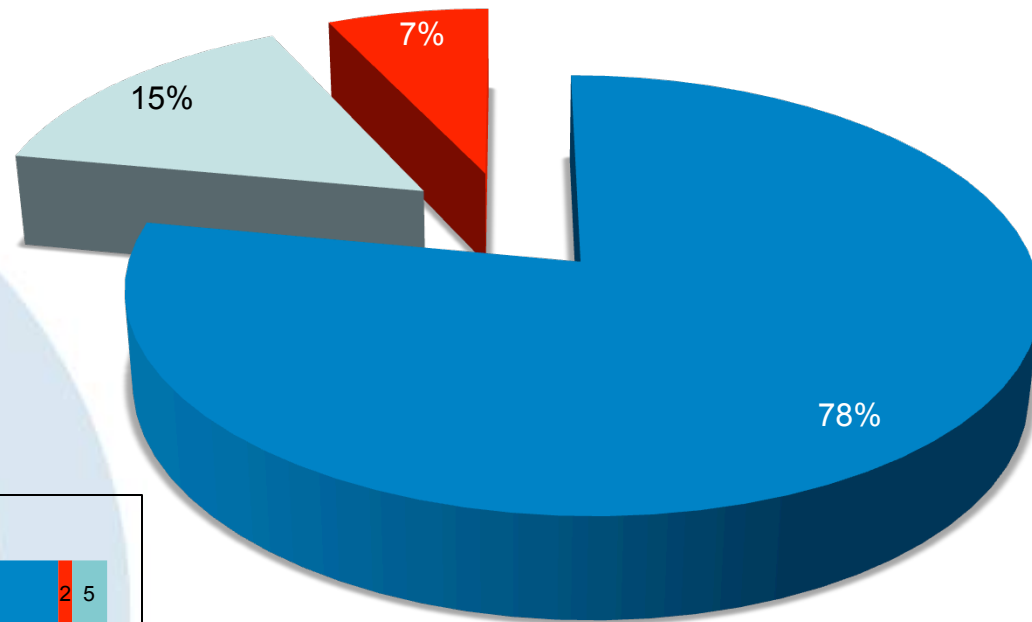
Research questions

Has implementation of eQuass Assurance standard ..

1. .. improved the **quality of the service**?
2. .. increased **Quality Awareness** of employees?
3. .. increased the **Efficiency** of the organisation?
4. .. increased the **Professional Development** of employees?
5. .. improved the **Interaction** between service users?
6. .. increased the **Involvement** of service users?
7. .. increased the **Accountability** of the social service provider?

Quality of services

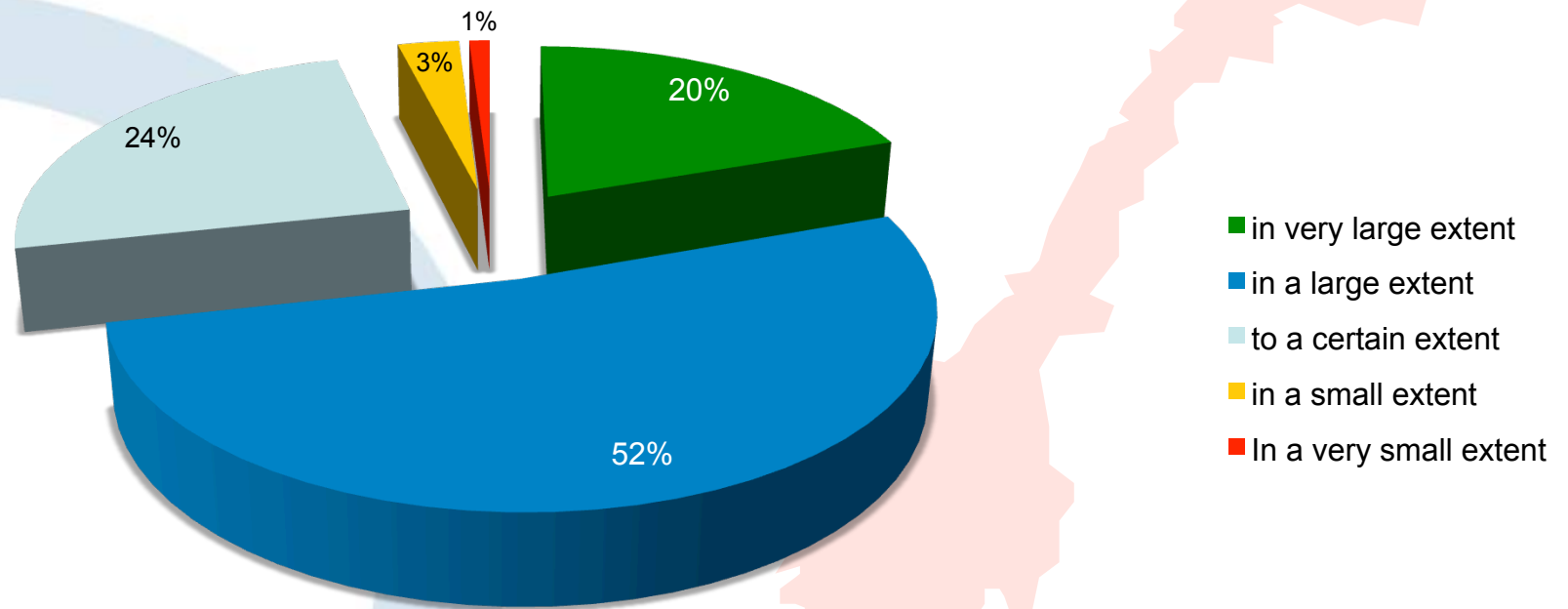
eQuass Assurance (N=200)



■ Yes
■ Don't know
■ No

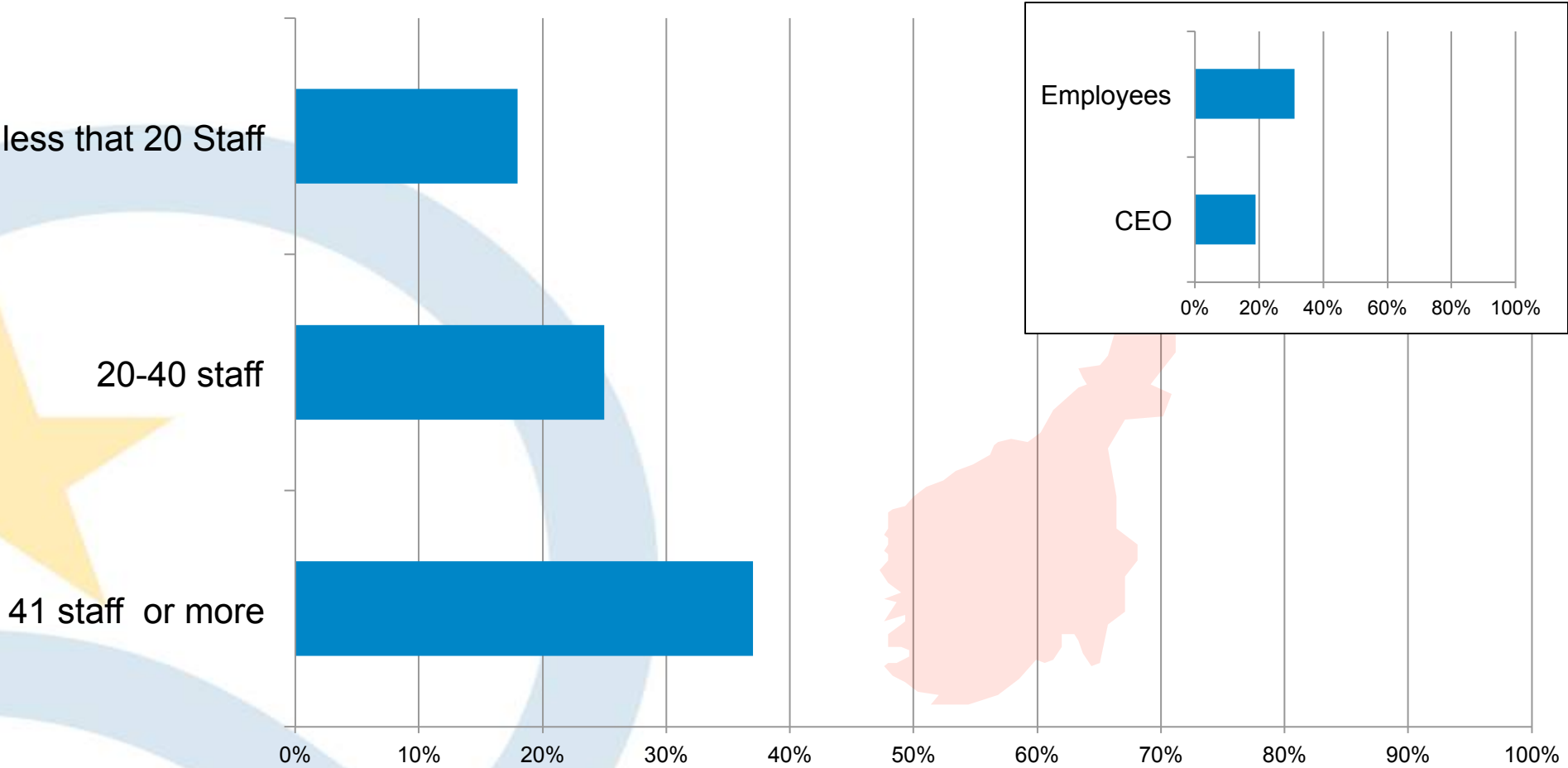
Quality Awareness

eQuass Assurance (N=200)



Efficiency of organisation

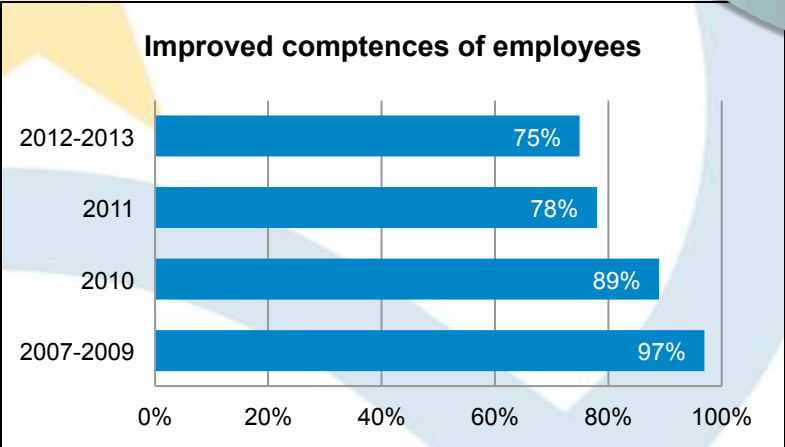
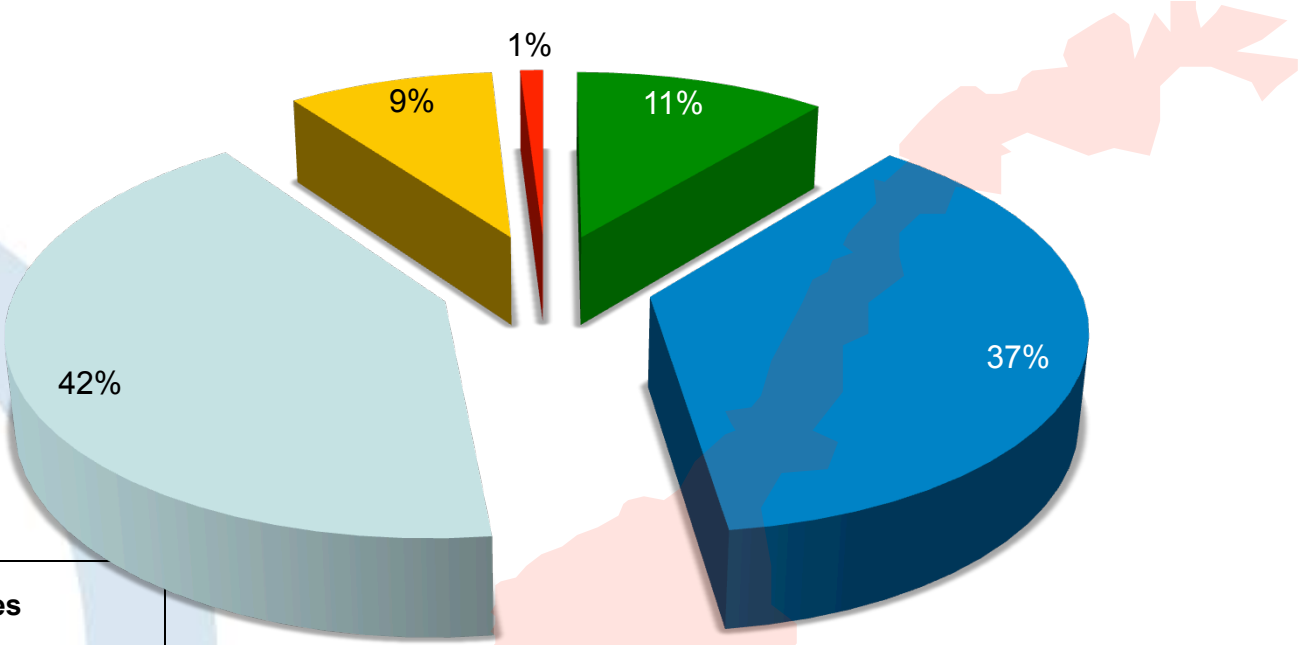
eQuass Assurance (N=200)



Source: "Kvalitet er jo det vi gjør i hverdagen" Nordlandsforskning AS, October 2014

Professional development

eQuass Assurance (N=200)

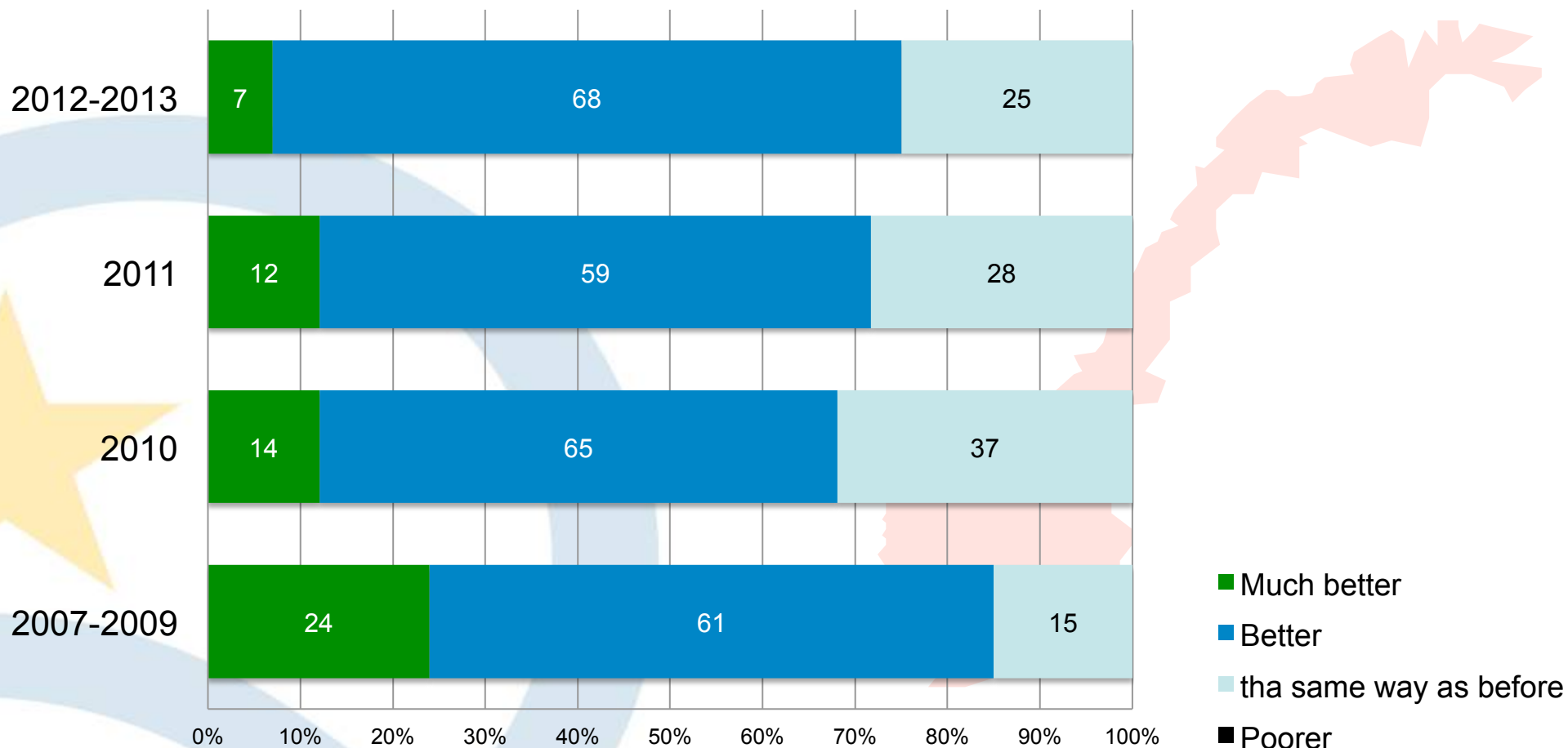


- in very large extent
- in a large extent
- to a certain extent
- in a small extent
- In a very small extent

Source: "Kvalitet er jo det vi gjør i hverdagen" Nordlandsforskning AS, October 2014

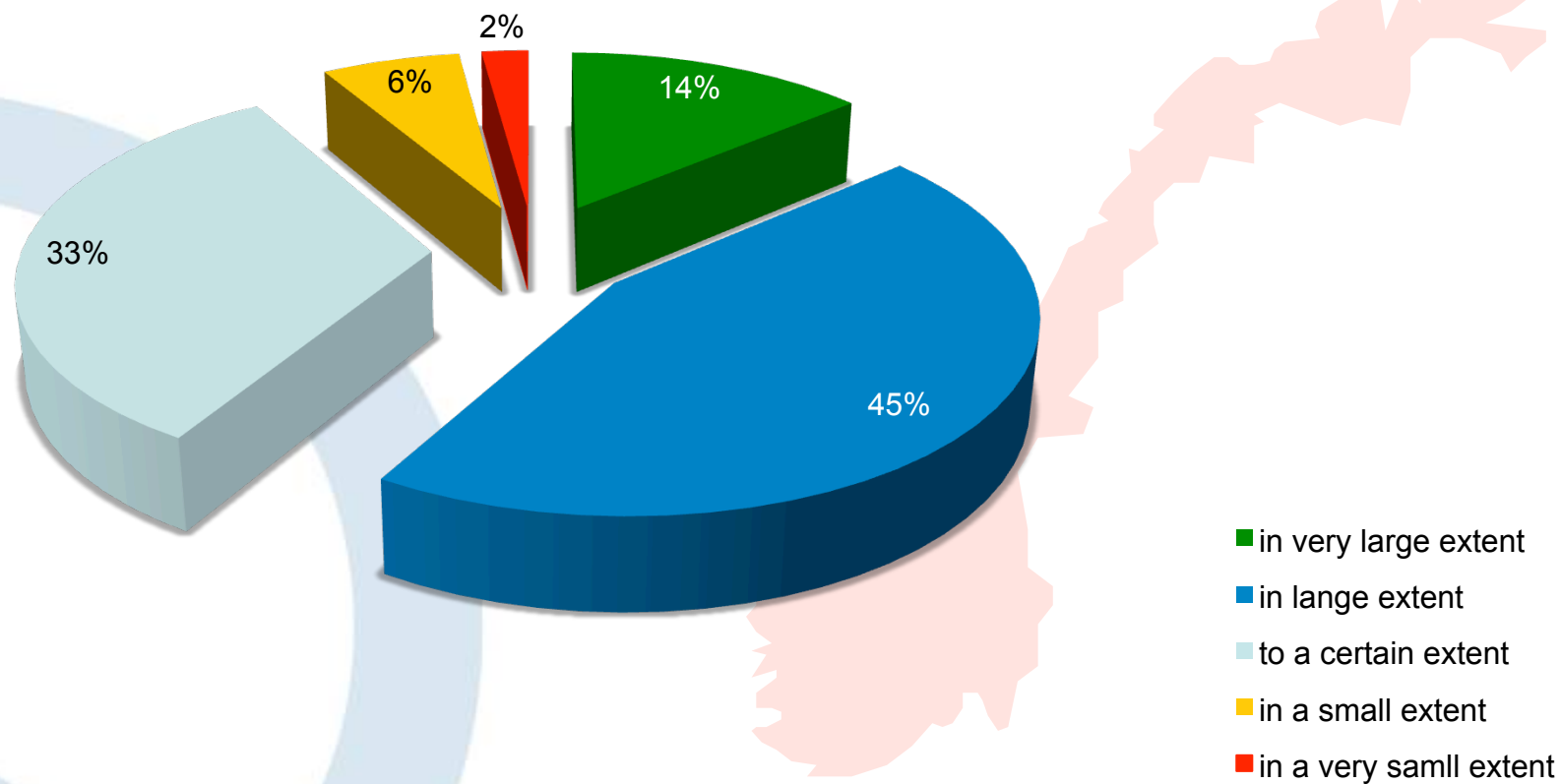
Involvement of service users

eQuass Assurance (N=200)



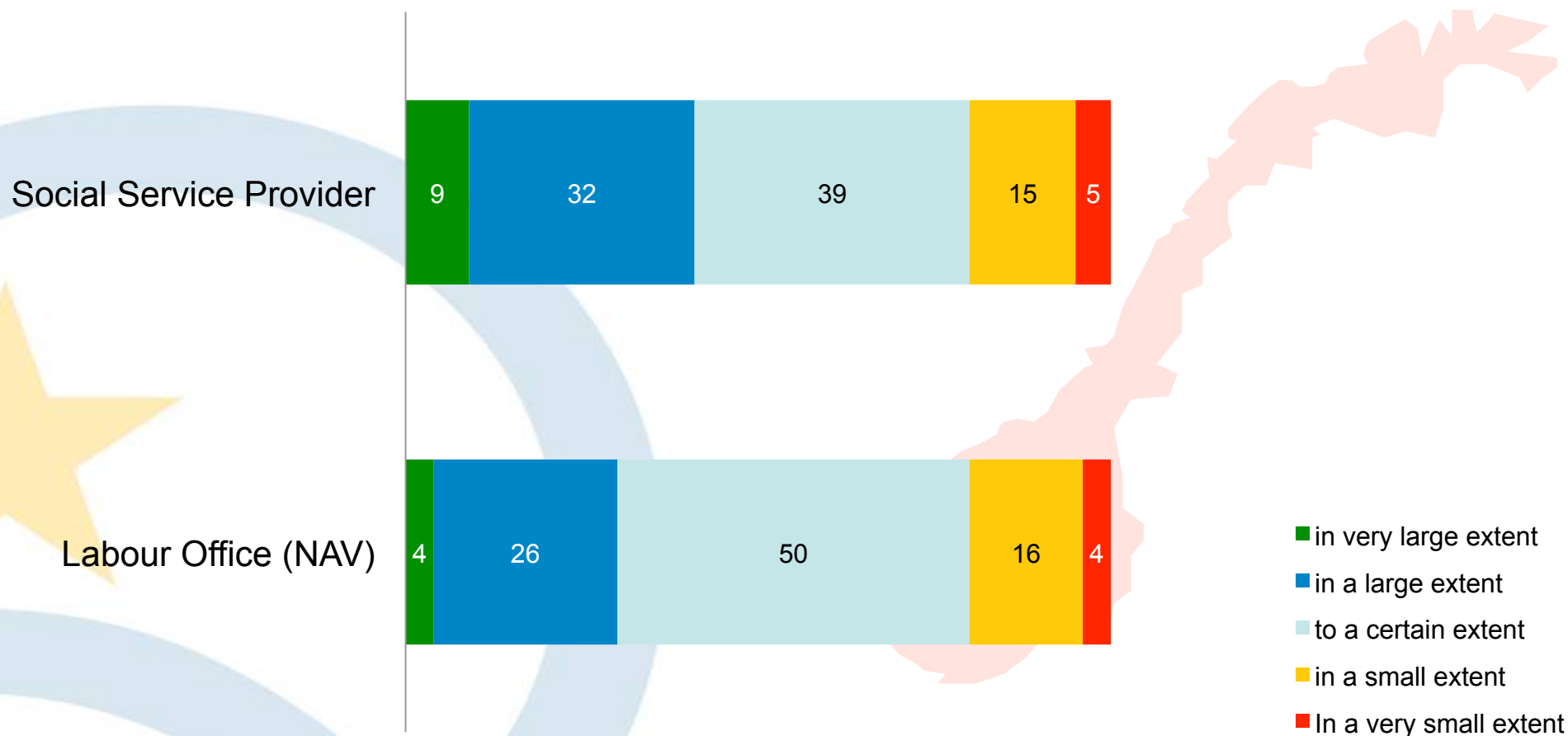
Interaction with service users

eQuass Assurance (N=200)

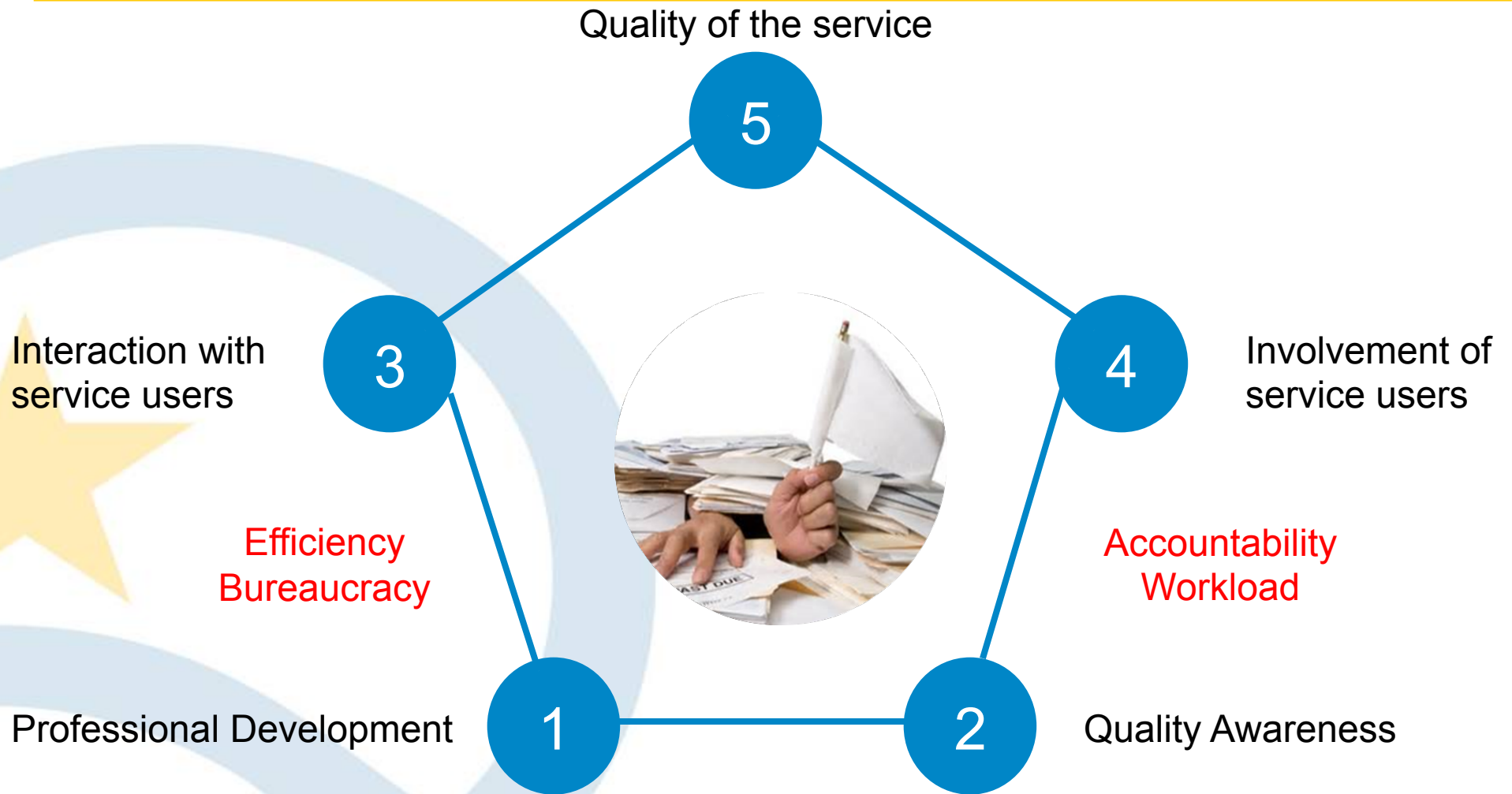


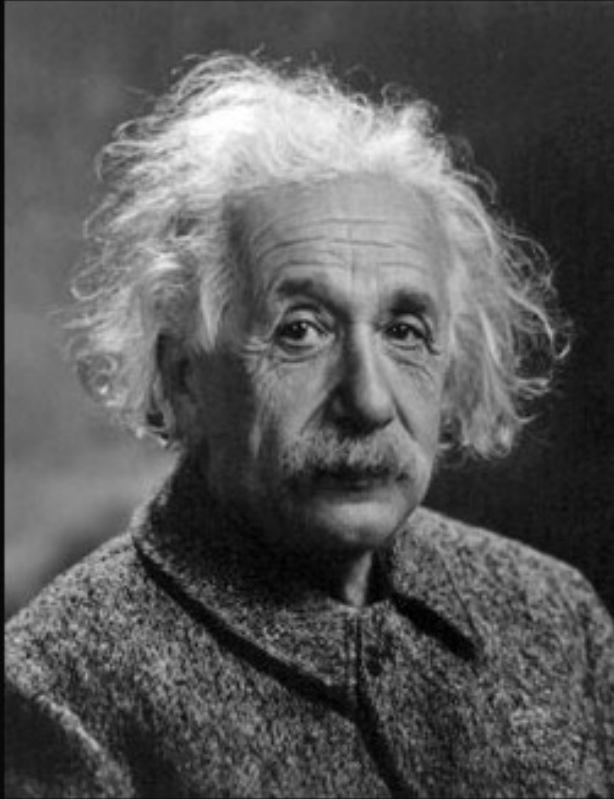
Accountability of the Social Service Provider

eQuass Assurance (N=200)



Conclusions





Everything that can be counted does not necessarily count; everything that counts cannot necessarily be counted.

(Albert Einstein)

Thank
You!!!