



Leonardo da Vinci

**European Quality Management for professionals working with
Persons with Disability
Project in the framework of the Leonardo da Vinci Program**

Exhibition of the EQM-PD project

European Quality Management for Professionals Working with Persons with Disabilities



Dr. Manfred Pretis

Lerchengasse 4c, A-8054 Graz
Austria

Tel/Fax +43-316/251699
Mobile +43-699-12652070



**S.I.N.N Social INnovative Network
Consulting, Clinical Psychology,
Special Needs Education**

email office@sinn-evaluation.at
www.sinn-evaluation.at

www.eqm-pd.com (under construction)

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For further information contact: sinn.uschnig@utanet.at

EQM-PD
European Quality Management for professionals working with Persons with Disability
Project in the framework of the Leonardo da Vinci Program

Aim and Product

EQM-PD defines in cooperation with relevant partners (research, financing bodies, services and persons with disability) quality criteria for five basic modules. These modules reflect key processes within the fields a) education, living, work, leisure-time and counselling concerning persons with disability. Main target group for the curriculum (in terms of further educational programs) are professionals who are directly working with persons with disabilities. The definition of QM-criteria and the creation of an evaluation instrument (online - questionnaire) is an important instrument for the self-assessment of the institution including participative processes of persons with disabilities themselves.

Process

The partners analyse and define quality criteria for the different relevant areas (education, living, work, leisure-time, counselling). Furthermore "participation of the clients, communication with the clients (in terms of theoretical approaches) and dissemination" are accompanying modules. The result of the project will be

1. Online questionnaire assessing the quality of key-processes within the work with persons with disabilities. This questionnaire will be available for both professionals and clients
2. Curriculum for further education for the professionals

Persons with disabilities are able to use this instrument to support quality discussion and processes of change.

The curriculum closes the educational-gap between front-line staff and middle management. Professionals who are directly working with the clients – based on the instrument and the curriculum – become Q-managers of their own work, supported by the needs and assessments of the clients. A curriculum for further education "EQM-PD" will be available, the instrument will serve as a basis for pilot assessment and certification processes. There will be a pilot run for each module and the online questionnaire will be available in different European languages, for both professionals and clients.

Phases of the work:

- **1. Analysis:** from 11/03 till 04/04
- **2. Consensus finding:** from 05/04 till 11/04
- **3. Operationalisation:** from 11/04 till 04/05
- **4. Production:** from 05/05 till 10/05
- **5. Pilot run/evaluation:** from 11/05 till 04/06
- **6. Finalisation:** from 05/06 till 10/06

Product:

- Online questionnaire for the assessment of quality-parameters
 - issues of education for persons with disability
 - issues of work for persons with disability
 - issues of leisure-time for persons with disability
 - issues of living for persons with disability
 - issues of counselling for persons with disability
- Curriculum for further education for professionals directly working with persons with disability (CD-Rom, didactical materials)

The operative partners and their responsibilities:

Asociacia organizacii zdravotne postihnutych obcanov SR: main responsible for the module "counselling" and supporting the module "communication" (Slovakia)

Centro de Investigacion en Minusvalidas University of Cadiz: main responsible for the module "evaluation" and supporting the module "instruments" (Spain)

European Association of Service Providers for Persons with Disabilities: main responsible for the modules "dissemination" and "participation" (Belgium-based European organisation)

Fundatia H: main responsible for the module "leisure-time" and supporting the module "education" (Romania)

Interessensvertretung behinderter ArbeitnehmerInnen: main responsible for the module "work" and supporting the module "counselling" (Austria)

Lebenshilfe Graz und Umgebung - Voitsberg: main responsible for the module "Instruments" and supporting the modules: "Leisure-time" and "evaluation" (Austria)

Marie Curie Association: main responsible for the module "living" and supporting the module "work" (Bulgaria)

S.I.N.N. (Social Innovative network) promotor and coordinator (Austria)

Szechenyi Istvan University: main responsible for the module "education" and supporting the coordinator concerning didactical material. (Hungary)

Wyzsza szkola humanistyczno-economiczna w Lodzi: main responsible for the module "communication – philosophical approach" (Poland)

If you wish to participate in the dialogue-process concerning quality criteria, please contact:

Anneliese USchnig, project coordinator
S.I.N.N. (Social Innovative Network)
Lerchengasse 4c
A-8054 Graz

Mail: sinn.uschnig@utanet.at
Phone : 0043-699-12652071
www.sinn-evaluation.at www.eqm-pd.com

The Partners

institution	EASPD – European Association of Service Providers for Persons with Disabilities	Alliance of Organisation of Disabled People in Slovakia	Széchenyi István University
Responsible person	Luk Zelderloo, President / Legal Representative Mark Delmartino, Senior Programme Manager	Maria Orgonasova, MD., PhD.	Dr. OTTÓFI, Rudolf
Adress	Oudergemlaan 63 Avenue d'AuderghemB - 1040 Brussels (Belgium)	Zabotova 2, 811 04 Bratislava, Slovakia	H-9026 Győr, Egyetem Square 1.
e-mail	Easpd@skynet.be Mark.delmartino.easpd@skynet.be	aozpo@zutom.sk	ottofi@sze.hu
Telephone number	++ 32 2 282 46 10	00421 2 52444119	+36 96 503 459
Fax	++ 32 2 230 72 33	00421 2 52444119	+36 96 310 352
homepage	www.easpd.org	www.zutom.sk/aozpo	www.sze.hu
Main area of work concerning persons with disabilities	EASPD is a European NGO representing federations and associations of service providers for persons with disabilities throughout Europe. We disseminate information to our members and offer them networking opportunities. We follow-up EC policy in relevant fields and are the voice of the service providers towards the EC. We perform research looking for innovative elements and models of good practice in different areas of service provision to people with disabilities.	The Alliance is a national umbrella organisation, created as a coordinator for the promotion of the rights and interest of disabled people in Slovakia towards the parliamentary bodies and other state organizations. It was registered at March 8, 1994. Actually associate 36 national specific organisations of disabled people. The aim of the common activity is the active pursuit and creation of equal conditions and opportunities, according to the international documents of civil rights. Any civil association of disabled people with the status of a legal entity can become a member of the Alliance. Alliance organise conferences, seminars and trainings.	ODL Course od Social Worker
Former and present project activities	Ageing and Intellectual Disability Prevention of sexual abuse among persons with intellectual disabilities (knowledge centre, see links) Training and Employment Measures for persons with intellectual disabilities (knowledge centre, see links) Tolerance or Acceptance in community- based settings (knowledge centre, see links) Labour related social skills assessment Family care issues Situation of people with intellectual disabilities in residential institutions	Former project activities: * Educational international project with workshops in the whole Slovakia: „Standard rules on the Equalisation of Opportunities for Persons with Disabilities” * Nation-wide campaign „Barriers-free Slovakia”, which has begun in the year 1999 in co-operation with more civic associations (Gemma ’ 93, Union of Cities in Slovakia). * Seminars on the teme: „European Union and Possible Perspectives for Integration of Citisens with Disabilities” * International project oriented on transformation process in post-communist countries: „Equal Opportunities for People with Disability in Visegrad Countries in Relation to Integration into European Union” * Translation of the document of WHO: „International Classification of Functioning Disability and Health” from english to slovak language * others, smaller projects Present project activities: * with co-operating organisation - Union of Cities in Slovakia declared the II. stage of national competition of cities and villages "Municipality and Barrier-free Slovakia". *Partnership in the project Socrates	JEP-04087-93 PANNONIA TEMPUS JEP-08348-94 TIGER TEMPUS S-JEP-09451-95 TEMPUS S-JEP-09451-96 IDEAL JEP-14191-99 TEMPUS Worldbank Road Project (3549-HU) PHARE PMU HU-94.05 0201-L016/09 Phare Multi-Country Program for Distance Education (ZZ-94/95-0601) Leonardo national expert Leonardo EURO H-2000RO/00/B/F/PP-141043/P7

		Grundtvig - ATTRAIN: „Lifelong Education for Professionals working with/for Disabled People Community“ * others, smaller projects	
Function	Dissemination partner at European level. Responsible for module "Participation"	Main responsible for the module: "counselling". Supporting the module: "communication".	Responsible for the module "education" and supporting the coordinator concerning didactical material
Other important aspects	In terms of policy EASPD is currently focussing on employment, enlargement and special education	The Alliance co-operates with international and national partner organizations through-out Slovakia and Europe to create equal conditions and opportunities for disabled children, youth and adults and the promotion of their civil rights. It is the member of DPI, RI and observer in EDF	http://zeus.szif.hu/ottofi
links	www.start-labor.org www.communitylives.org www.stoppingabuse.org/		zeus.szif.hu/EQM-PD

The Partners

institution	Lebenshilfe Graz und Umgebung - Voitsberg	Cadiz University	Association H Foundation for Distance Learning of Disabled People
Responsible person within the project	Martin Konrad	L. Salvador Carulla	Ileana Fătulescu
Adress	Conrad-von-Hötzendorf-Straße 37a A-8010 Graz	Research Center on Handicaps Diego Fdez Herrera 18 4 CJerez 11401 Spain	6 Poenaru Bordea str, București, Romania
e-mail	m.konrad@lebenshilfe-guv.at	l.salvador@telefonica.net gemp@retemail.es	fundatieh@pcnet.ro
Telephone number	+43-316/71 55 06	+34-956323888	++ 4021 3371019
Fax	+43-316/71 55 999	+34-956-323203	++ 4021 3371019
homepage	www.lebenshilfe-stmk.at	-	http://www.fundatieh.ro
Main area of work concerning persons with disabilities	The type and intensity of disability of the people supported and accompanied varies from slight mental disability – learning disabilities to severe mental and physical disability demanding a high degree of care At the moment 640 children, teenagers, adults and aged people with disabilities use the services of Life Aid (Lebenshilfe) Graz and the surrounding area – Voitsberg, being 157 people – Living services 267 work and occupational services and 213 people per year who make use of the mobile services (Early Intervention, respite care, educational and recreational services)	Intellectual Disabilities Mental Health	education and instruction; developing of didactic materials
Former and present project activities	<ul style="list-style-type: none"> • Employment – Horizon Projekt Mona Lisa • Grundtvig – Socrates Elternbildung • Grundtvig - Socrates I AM 2003 • EQUAL – EP Styria Integra • Leonardo da Vinci - Integrative Berufsausbildung zum / zur BehindertenbetreuerIn/Pädagogischen AssistentIn für Menschen mit Behinderung (IBB) 	Disability Services Assessment	-education and instruction for non-transportable children, hospitalized children or children with special needs in the inclusive school, develop of didactic materials -vocational training of young people with mobility impairments by ODL, develop of didactic materials -the counselling of the parents of disabled children, develop of didactic materials -trainings for the disabled and social disadvantaged adults, develop of didactic materials

			-art-therapy for mental disabled people, develop of didactic materials
Function within the project EQM-PD	Main responsible for the module "Instruments"; support for moduls "leisure time" and "living"	Data analysis	responsible for module "leisure time", support for module "education"
Other important aspects		-	
links			www.anph.ro

The Partners

institution	Marie Curie Association	Community of Interests for People with disabilities in work (IBAN-Austria)	The Academy of Humanities And Economics in Lodz
Responsible person	Maria Goranova	Ursula R. Stauder	Anna Ziemecka-Poteraj
Adress	9a Magura Street, Plovdiv 4000, 8 Baba Nedelia Street, 1 st floor ,ap.1 Sofia 1000 Bulgaria	Grazer Str. 63-65, A-8680 Mürrzusschlag	64 Rewolucji 1905r. Str., 90-222 Lodz, Poland
e-mail	goranova@marie-curie-bg.org	ursula.stauder@klinikum-graz.at	ziemecka@wshe.lodz.pl
Telephone number	+ 359 32 628 890; +359 2 954 72 39	+ 43 316 385-6240	+ 48 42 631 58 32
Fax	+ 359 32 628 890	+ 43 316 385-7717	+ 48 42 631 50 32
homepage	http://www.marie-curie-bg.org	http://www.iban-austria.at	www.wshe.lodz.pl
Main area of work	Employment (mentoring schemes); education and training; counselling	Work	The AHE deals with broadly understood didactics. We have organised a conference on "Persons with Disabilities and Academic Education". We deal with overcoming barriers of any kind, vocational counselling for disabled people, identifying needs depending on the disability level, arteteraphy and trainings for people working with persons with disabilities.
Former and present project activities	Employability II 1999-2001; Equal Employment Opportunities: Mentoring and Training for disabled people and employers 2001-2003; JobEI Bio 2002-2005; Virtual Incubator for prequalification into resource tutors for disabled people 2003-2005; IDOL 2003-2005	To create an online questionnaire assessing the quality of key-processes within the work with persons with disabilities	
Function within the project EQM-PD	Main role in "living "modulus Supporting role in "work" modulus	Main responsible für the module „work“ an supporting the module „counselling“	The AHE is the main responsible for the module "communication – philosophical approach" (Poland)
Other important aspects	Non –profit NGO	IBAN-Austra is a very young association und works in an area for people with disabilities, wich has not very much attention in austria before	The Academy of Humanities and Economics is the oldest and currently the largest non-public school in Lodz with over 18 thousand students studying at 10 departments, with the possibility of obtaining both bachelor and master degree. It employs numerous outstanding scientists, academics and experts-practitioners.The Academy of Humanities and Economics in Lodz offers bachelor, master and postgraduate study programs at ten departments, i.e. Educational Sciences, Marketing & Management, Computer Science, Polish Philology, Foreign Philology (German, English) Graphics,

			Journalism and Social Communication, Political Science, Culture Studies and Nursery. The AHE started Polish Virtual University in cooperation with The University of Marie Curie-Sklodowska in Lublin. This is the first such long-distance learning institution in Poland. Everybody, regardless to age can join the University.
links	http://www.marie-curie-bg.org/mentoring		
	http://www.pu.acad.bg/empoyability		

The Partners

institution	Social Innovative Network
Responsible person	Astrid Czerweny MSc
Adress	Lerchengasse 4c, A-8054 Graz
e-mail	Astrid.czerweny@utanet.at office@sinn-evaluation.at
Telephone number	++43-699-12652071
Fax	++43-316-251699
homepage	www.sinn-evaluation.at
Main area of work concerning persons with disabilities	Evaluation of social services, project-management within the field of early preventive services (Early Intervention), Fruther education in the field of Early Intervention, scientific counselling
Former and present project activities	Evaluation of Early Intervention in Austria Evaluation of Early Intervention in Cyprus Evaluation of current hygiene-practice in selected hospitals Evaluation of early preventive services in Styria Evaluation of the Grundtvig project "parents empowerment" DP Partnership within EQUAL "Integration of marginalized groups"
Function	Cordinator
Other what you assess as important and other should know about you	2 published books about Early Intervention: Pretis (2001): Planing, doing and evaluating Early Intervention, Munich: Reinhardt (German). Brandau, Pretis, Kaschnitz (2003): ADHD in toodlers and preschoolers. Munich: Reinhardt (German)
links	www.reinhardt-verlag.de www.depts.washington.edu/isei/ www.eurlvaid.net www.steiermark.at www.graz.at www.european-agency.org

Strategic partner:

category	English
Name of the institution	(Steiermark Advanced Institute for Social and Remedial Education e.V. (SHFI))
Responsible person within the project	Dir. Karin Mosler
Adress	Austria 8044 Graz Blümelhofweg 12a
e-mail	office@shfi.at
Telephone number	+43 316 392805
Fax	+43 316 392804 14
homepage	www.shfi.at
Main area of work concerning persons with disabilities	Non Profit organization with two main working fields: 1; Educational Institution for training in the field of Interdisciplinary Early Intervention and Family Support and for Social and Remedial Education. 2; Research and development in Interdisciplinary Early Intervention and Family Support
Former and present project activities	
Function within the project EQM-PD	
Other important aspects	
links	

Amt der Steiermärkischen Landesregierung, Abteilung Qualitätssicherunge-mail: melitta.fritz@stmk.gv.at**Fakultät für Rehabilitationswissenschaften – Qualitätsmanagement**e-mail: rainer.wetzler@uni-dortmund.de**Access Centre Technical University of Kosice**e-mail: dusan.simsik@tuke.sk**Comenius University Bratislava, Support Centre for Visually impaired Students**e-mail: sd@fmph.uniba.sk**Instituto de Migraciones y Servicios Sociales (Imserso)**e-mail: buzon.imserso@mtas.es**National Agency for Disabled people**

T: 0040-21 2125442; F: 0040-21 2125443

<p>Dr. Manfred Pretis Lerchengasse 4c, A-8054 Graz Austria Tel/Fax +43-316/251699 Mobile: +43-699-12652070</p>		<p>S.I.N.N Social INnovative Network Consulting, Clinical Psychology, Special Needs Education</p> <p><i>email</i> office@sinn-evaluation.at www.sinn-evaluation.at</p>
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**The Quality of Key-Processes in Services supporting Persons with Disability
 Research – practical Implication – Transfer into Practice“**

Manfred Pretis PhD, MSc

**Management-Consulting S.I.N.N. Graz, Lerchengasse 4c, A- 8054 Graz
 Phone/Fax: ++43-316-251699; e-mail: office@sinn, www.sinn-evaluation.at**

This paper focuses on the current quality discussion within the context of services providing support for persons with disabilities. Partly it was presented in Dublin 2002 within the context of the IASSID Conference.

The LdV project “EQM-PD” will contribute to this discussion process by means of a

- a) curriculum for professionals
- b) an assessment instrument

The question of quality of services for persons with disability (PD) has arisen almost simultaneously through all Europe: 2 main factors contribute to this current discussion:

- a) external factors: The consumer demands and restricted financial resources
- b) internal factors by the service providers themselves – with increased competition between different services.

<p>1. External quality demands</p>

The consumers

The person with a disability **him/herself requires quality**: Recognition in society is based on the possibility to consume and to be identified as a consumer. The person with a handicap more and more is regarded as a consumer. But we are still far away from a theory of consumption for persons with a handicap or for the care givers. We can suppose, that for a person with disability up till now the possibilities to evaluate the quality of social services were restricted. From this point of view there are 2 demands towards quality discussion:

- a. There is the **ethical demand** of the services to provide best support
- b. Therefore there is – beside approaches of **self-evaluation** - the need for **leading structures** to describe and evaluate whether the provided service follows state-of the art rules.

The resources

Reduced resources require analysis of efficiency. In all European service providing systems we can recognise an increased need to analyse the **cost-efficiency-ratio**:

This analysis can be based e.g. on a

- a) **needs-analysis:** (see the Canberry Assessment of Needs) or on **clients/parents** satisfaction-surveys (e.g. European Parental Satisfaction Scale about Early Intervention).
- b) **Individual support-plans:** Due to unspecific correlation between the observed needs and the requested methods in most cases do not allow a clear prediction of the methods. However there is a big consensus in Europe, that efficient service in Europe should be based on **self-determination of the client, participation within decision making and evaluating proces concerning key-processes, theory based approaches, transparency and involment of the natural surrounding or the client (to mentionned key concepts).**
- c) **analysis of the services:** Even though there is growing criticism, that social work becomes more and more administrative, it can be supposed that the efficiency can only be defined by means of documented effects and participation of the clients. This may lead to
- d) **Better fitting-models** between needs of the clients and the service-structure.

2. Internal quality demands

Due to the heterogeneity of the services and definitions most of the services tended to start own quality management processes (also to prevent administrative structures to define the quality from "outside"). Especially in Germany and Austria we observe an increased number of attempts to implement quality-management systems from industrial production into social services (ISO, TQM, EFQM). Not to mention hours and hours of fulfilling sheets by the co-workers, the amount of money spent in audits and certification (up to 125.000 Euro) - the effects for the clients and/or families seem very small. These systems describe a set of rules, how the product is produced and how to ensure feedback, but is do primarily not define, what is the quality of the product, the key-processes in services are.

EQM-PD – within this context – focuses on key proceses in the area of

- **LIVING (conditions for persons with disability)**
- **WORKING (conditions for persons with disability)**
- **LEISEURE-TIME (conditions for persons with disability)**
- **EDUCATION (conditions for persons with disability)**
- **COUNSELLING (conditions for persons with disability)**

It is the goal of EQM-PD to provide

- a) a curriculum for further education of the professionals directly working with persons with disability
- b) an online-assessment instrument, both for the clients and the professions

3. 10 hypothesis concerning Quality of Key Processes

Following aspects from the research point of view should be considered concerning quality-issues:

3.1 Legal framework

Support for persons with disability requires a) legal basis (e.g. defined salaries) and b) defined educational standards.

Quality criteria: laws which are based on both aspects, rights and needs of persons with disability

3.2 Structural requirements

This aspect includes e.g. defined education of the professionals, adequate salaries, infrastructure, accessibility of the services.

Quality criteria: defined infrastructural basic requirements
education standards and salaries for the professionals
defined team structures and competence
defined accessibility for the clients

3.3 Theoretical concepts

Theoretically based – comprehensive concepts - turned out to be more efficient than ad-hoc-intuitive concepts. The more the concepts have to be evidenced based. Support for persons with disability is **work**, mostly goal oriented. Therefore conceptual frameworks should be present.

Quality criteria: defined theoretical concept
defined preparation and/or documentation of the hypothesis-generating process

3.4 Self determination based on individual contracts

Services require both – a structured program and involvement of the natural surrounding (partners, parents, social network). In the European context partnership models emphasise this mutual responsibility. This has to be based on a contract, defining goals, methods and responsibility and self-determination of the clients. This includes – that in the process of support all documents should be available for the client or the relevant surrounding.

Quality criteria: defined individual family support and/or client development plan
defined – if possible – written contract between the client and the professional

3.5 Fitting of the program features with the needs (e.g. individual support plan)

Both aspects have to be respected, a) the possibility to describe an individual support plan, b) the ability to compare these plans and to c) make choices. Within the European context individuality is recognised as important factor, comparability seems still under question (also due to the diversity of services and due to the lack of leading structures).

In Austria we are on a crucial point: slowly policy-makers and services start discussion-processes about efficiency, which leads to a better fitting of the program and the needs. Even though there can be observed a certain resistance by the service-providers as they are afraid, that efficiency will mean "more for less".

Quality criteria: *defined methodology to ensure individuality of the process*
identification of effect-factors

3.6 Understandable explanations towards the consumer

Services have to be explained, in order to ensure participation. This implicates a construction of a common reality together with the client.

Quality criteria: *assessment of client satisfaction, expectation*
preparation by the professional

3.7 Identified behavioral patterns

Most services are based on partnership-models, respect of the competence of the client, empowerment, family involvement (...). These are the theoretical concepts of the professionals. It is highly questionable, if and how the clients themselves would use and perceive these concepts. At least within the transdisciplinary team there should be a consensus about the used attributes and there should be once a year an evaluation – e.g. by means of video, if professionals themselves can recognise behavioural pattern which are correlated with above mentioned terms.

Quality criteria: *transdisciplinary evaluation of applied concepts*

3.8 Dynamic innovation of programs

The relation between the individual client and the professional is highly dynamic – as between general sociologic frameworks and e.g. social work. The concepts of support changed within the last decades: medical oriented approaches (rehabilitation) were replaced by ecologic approaches; expert models towards partnership models. Integrative concepts towards inclusive concepts. Quality concerning the aspect of dynamic adaptation requires continuous further education and a dialogue with research, policy makers and the clients.

Quality criteria: *Participation of services and/or clients in a scientific dialogue*

3.9 "Objective" assessment of the effects

Beside self-evaluation, client surveys etc. services have to be evaluated by means of "objectives" measures. Even though – especially within the context of European support services there is a quite high degree of scepticism towards "objective" tests. On the other hand prevention and support have to be measurable. Otherwise professional work runs the risk to be mere "philosophy". Still - especially within the German speaking context – "evaluation" of effects and "control" semantically seem to be very close. But only effects which can be described by objective measures – beside the perceived subjective effects for the clients and the relevant surrounding – can serve as an empirical base to justify social programs.

Quality criteria: Definition of instruments which could measure effects
Evaluation by means of objective measures and methods

3.10 description of general preventive/quality of life- effects of EI

Any kind of support for persons with disability should focus on prevention and increasing of the quality of life.

Quality criteria: Describing and measuring preventive effects

4. Future challenges

Implemented systems (including services which provide support for persons with disability) tend to remain on stable system-conditions. Within this stable system conditions there are noticeable changes during the last years:

- self determination and increased participation of the clients
- economic pressure
- quality demands from the side of clients, the relevant surrounding etc.

Therefore the discussion about quality and quality criteria is a challenging issue, for all involved persons: the clients, the services, the financing bodies and research-institutions. Modification and innovation in any systems – sometimes - seem to be more difficult than implementation of new structures and ideas. Especially communication and transfer between scientific research, services and the clients seems to be hindered by missing common platforms, missing common language or missing transfer in terms of education or accompanying research.

EQM-PD helps to initiate this dialogue by means of further education and an assessment instrument for the professionals and the clients.