

# Jean Ligeois, an impassioned director

**Jean Ligeois, 58 years of age, is vice-president of the Belgian association ADMR, which stands for Association des Directeurs de Maison de Repos. This association has been a member of EDE since 1998 and has over 125 members from Wallonia, an important part of federal Belgium.**

Jean first studied administrative science but after a career in transport he was, in 1979, asked to manage a retirement home with 102 beds. He then followed a study for retirement home management and got his diploma.

Jean's enthusiasm can also be experienced during EDE-meetings. Jean feels that these contacts initiate the important exchange of ideas, which often lead to solutions of problems within the own organisation. The EDE-congresses, held every 2 years, are



After the A.D.M.R. was founded in 1986, he immediately became a member. This year, the A.D.M.R. celebrates her 20th anniversary. More information can be found on their website, [www.admrnet.be](http://www.admrnet.be). He has been enthusiastically representing the association since 1992 within the general management of EDE, often assisted by Patricia Moxhet. Some years ago, he organised a meeting for the EDE-management in the city of Spa.

an excellent base for quality improvement in care institutions in Europe, Jean says. Countries that have fewer resources can profit from the knowledge gained by their directors during these congresses.

Jean Ligeois hopes for an intensification of EDE's activities since cooperation on European level is much wanted.

## EDE VISION

This is the 3rd edition of the electronic newsletter of the E.D.E.: E.D.E. VISION. This publication will inform you on the most recent developments within European care institutions and in particular on the position of the director/administrator. The E.D.E. also intends to adopt a position in current issues within European politics in the context of care for the elderly, EDE VISION primarily wants to inform you about projects of the E.D.E. and its member



countries. Because this newsletter is published electronically, it is readily accessible enabling national associations to distribute the contents to their members. EDE VISION is published by the VDZ the Netherlands.

Editor: Wim Schepers



# 1st World Congress EDE in Berlin 14th until 17th November 2007



**Organisation committee: from left to right Martin Birkholz, Wim Schepers, Wilfried Schlüter, Carlos Marty and Alfred Hoffmann**

Meanwhile, the first "Call for Papers" has been sent to over 20.000 e-mail addresses of our colleagues around the world. This "Call for Papers" asks for a contribution to the 10th EDE Congress, which is held together with the 1st EDE World Congress in Berlin, from the 14th until the 17th of November 2007. The theme: "The Lecture of the Berlin Wall for Care- and Nursing homes directors" and the subtitle: "Creating future by overcoming borders" asks for contribution of projects from around the world in which the quality of care was improved, in spite of obstacles such as laws and regulations, culture or own insolvency.

The exclusive website [www.worldcongress-edc.com](http://www.worldcongress-edc.com), which is "under construction" is making good progress.

There have been contacts that could lead to the opening of the first world congress by Michail Gorbatschov, the previous leader of the former Soviet Union who was very closely involved with the break down of the Berlin Wall.

All possible efforts are made by the organisation committee to make this congress an unforgettable event. We hope to meet you all in Berlin.

## Excursions for the members of the General Board EDE

Friday, the 13th of March the members of the General Board of EDE went on an excursion to two Danish institutions in Copenhagen. First they visited the Verahaus Nursing home. This small institution has accommodated and taken care of 39 older and middle-aged persons during the last 10 years. Since 2003, the new residents are mainly younger people. Then the Æblehaven Carecenter, established in 1999, was visited. (see picture: Dsc494.jpg). This institution outshines because of its spacious and low-rise building. This institution also houses a neighbourhood health



care institute. The trend in Denmark is privatising institutions and especially the Danish board of directors' need some time to get used to this.

## Participants of the General Congress in Copenhagen well represented

It was a pleasure to establish that all participants (or their replacements) of the previous congress in Ljubljana were also present during the Copenhagen congress

Mr. Marc Noterdame, who briefly and clearly explained the activities of DROV during the congress, represented the Belgian Association DROV.



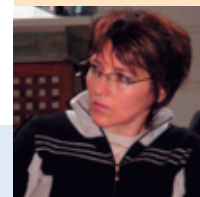
*Marc Noterdame*

The ANSDIPP (Italy) had sent his new chairman, Mr. Daminano Mantovani (that name rings a bell...), who was given a warm welcome.



*Danio Mantovani*

Two associations represent Italy since the BFA/ADSA of Southern Tirolo also is a member of EDE, with Irene Morandell as chairman.



*Irene Morandell*

Luxembourg is temporary represented by Jean Bohler because of illness of the present chairman, George Dahm, for whom we wish good health.

During the general congress Jean Bohler was added to the organisation committee Berlin 2007.



*Jean Bohler*

## News from Age

# Report on the European platform "AGE"

**Health and Long Term Care were at the heart of a discussion at the European Parliament in Brussels. Thanks to the AGE PLATFORM these subjects were the object of a seminar that took place in the 19th October last; an event where EDE was directly concerned: talking of homes for the elderly, quality of care, respect of ethical values, insufficient staff; etc.**

The Seminar was organised by the *INTERGROUP ON AGEING*. The Intergroup is made up of a number of MEPs who bring ageing issues forward to debate. However there are *not* enough MEPs considering the 25 EU countries and so members of EDE are urgently requested to contact their nearest MEP and encourage him to join the Intergroup and follow the debates on questions that will concern them in a very short number of years.

Particularly criticised was the image of homes where older relatives get maybe the necessary nursing care but there was an absence of "stimulation": "Older persons were left to vegetate", was a remark that Angela Cluzel, member of the French national association FNADEPA and executive board member of EDE, could not accept and she reminded the assistance that quality management for the well-being of each resident was one of the main missions of EDE. She also proposed to the Intergroup MEPs that the attitude to long-term care must change; it is

necessary that the IMAGE of care homes be improved so that staff would be attracted to work in long term care institutions. The member states must help to give more value to institutions' work.

Angela Cluzel believes that the work on the future EDE document "the Ethical Code of Conduct" shall be of utmost importance in view of this context and that a large diffusion through the media to spread the message that home directors are signing the document throughout Europe will be most important.

Other subjects highlighted during the October seminar were:

- the rights of older persons, and the respect of the rights
- trained staff and giving full place to the values of the staff
- health promotion and healthy life-styles
- give attention to the safety of older persons and protection from abuse.

Every director in EDE is concerned with all these topics and this confirms our need to share our expertise and to give a more forceful coverage of the work that is done through our members.

## Discussion with the management of "Lederforum"

EDEs' executing board of directors had an extensive conversation with the director and the members of the board of the Danish association "Lederforum". During this conversation the president of EDE, Wilfried Schlueter, informed why Denmark was not



represented during previous EDE-congresses. During this conversation, Denmark was represented by Eric lehm, director of the "Lederforum", Carl Saaeby, vice-president, and Gitte Peterson and Micheal Ibsing, members of the board.

Carl Saaeby (photo left) ensured the persons present that the Danish association is very much involved with EDE and intends to remain involved but that the Danish culture somewhat hinders this involvement. The Danish participants are not allowed by their general management to raise their budget with costs for quality improvement, therefore the EDE-congresses completely have to be paid by the participants themselves, including days' off. President Schlueter recognised this position that he has previously seen in other countries, but still urged for more support. "Lederforum" will try to organise a buss trip to the Berlin congress 2007 for the Danish members.

## The health and long term care working group is launched

This is a small, motivated, working group. Participants in the group are, in part, AGE Council members having expertise in health issues, and in part, member countries' nominated expert in this field.

Angela Cluzel, member of the EDE-board, has attended for EDE the first three meetings.

The group started by learning about other European organisations in the health field and to see how AGE could cooperate with them and bring in their views on the health of older persons. These were EHMA – European Health Management Association –, EuroHealthNet, Mental Health Europe.

The group is defining areas of interest to centre its contribution on: it examined the Summary of research to date and the Reports funded by the Commission in this field. Certain reports contain first-time studies in the field of long term care and a remarkable funded project is that of EUROFAMCARE in which AGE participated through its Greek members. This is a vast study of CARERS throughout Europe and covers statistics on Care Homes and Nursing Institutions per state. It could have useful material for EDE to explore.

Finally, the group is looking at good practice (or bad practice) in Pharmaceutical affairs and is following closely the conclusions of a W.H.O. seminar on drugs and seniors.

## First European pilot is succesful

# Benchmarking in care- and nursing homes in Europe

In 2005, the first European benchmark pilot for care- and nursing homes was successfully implemented. Initiators were the Dutch research- and advise agencies Customers Choice and Pricewaterhouse Coopers. Benchmarking is a form of organisation comparison with the goal of reaching improvement in achievements. The steering committee Benchmarking in European Elderly Care now has the ambition to organise a benchmark in multiple countries.



### PILOT USES DUTCH EXPERIENCE

The European pilots have used the wide experiences of years in benchmarking in the 650 Dutch care institutions. The benchmarking instruments, developed in the Netherlands, are particularly suited for international use. Adjustments were made for each country so that the data can be used both international and national.

### EFFECTIVITY AND PRODUCTIVITY ARE THE MAIN FOCUS

The main focus in the European pilot was the effectivity of care. The effectivity was defined by registration of the need for care of all clients and by registering the spent time by employees, as well as the registration of the costs. All these data are connected and analysed. An example of benchmark data:

- 1 Time spending of employees, (2) the contents of provision of services and (3) costs
- 2 (a) per client, (b) per care demand group (or indication group), (c) per product or service and (d) per employee. The productivity was also determined. Furthermore, the spent time and division of activities is made visible, per full day and per week and per department or location.

Through a simultaneous use of national and international instruments it is possible to compare care institutions national and international. It even is possible to "read into" the financial system of a care institution from any other participating country. This will supply extremely relevant management information for branch organisations such as EDE.

### QUALITY STILL TO BE DRAWN UP

Quality is a subjective characteristic, in which the experience or review of the client is in focus. This makes an international, uniform comparison more difficult due to the differences in the "couleur locale". Still, we wish to be able to look into the relationship between quality and efficiency. We want to use internationally tested methods that determine quality in a more objective way.

From pilot to ambitious European benchmark The steering committee European Benchmark Elderly Care wants to continue with a comprehensive European Benchmark. Goal is to start a benchmark in each country, which enables a national and international comparison. This will need the support of professionals and creators of policy and also logistic support through branch-organisations and local governments in obtaining financial means (request of grants). EDE supports this initiative.

If you are interested in this initiative, being a group of care institutions, a branch organisation or a local government, please notify this to: [Fernand.vanwesterhoven@Customerschoice.nl](mailto:Fernand.vanwesterhoven@Customerschoice.nl).

You will regularly be updated regarding and possibly involved in the future development of the European benchmark.