Temos

Trust • effective medicine • optimized services

Temos International Healthcare Accreditation

Raising standards worldwide for healthcare services

Quality Solutions.
Thriving Organizations.

Dear Friends,

When I started Temos International Healthcare Accreditation in 2010, I knew that this new and innovative accreditation program had to not only assure quality improvement and patient safety but also answer the growing and changing business needs of healthcare providers worldwide. What I did not envision is the growth in size and capability as well as the tremendously gratifying support of our international clients and partners.

As Founder and CEO of Temos, I am proud of our reputation, which is based on trust and support from our partners worldwide. For me, this trust is a mandate for our diverse and talented team to continuously work on our mission and vision, to follow the highest ethical standards possible, and to demonstrate professionalism in our daily work.

The Temos team continues to build strong partnerships among our clients and partner organizations. You have my personal commitment and unwavering dedication to the ultimate goals of quality improvement, increased patient safety, and seamless patient experience as well as our team's commitment to your business success.

To those considering the accreditation relationship, we look forward to starting the accreditation process with you. To our current clients and partners, thank you and we will work hard to continue earning your trust and continued support.

Sincerely,

Claudia Mika

Dr Claudia Mika, CEO

Temos. Expanding access to high quality health services for patients worldwide

Temos accreditation delivers patient-centered quality solutions for thriving organizations.

With its established global reputation for leadership in patient safety, risk management, improved clinical outcomes, and an end-to-end superior patient experience, Temos clients reap the rewards of the highest accreditation standards available. These rewards create loyal clients and satisfied employees through organizational growth.

> As more people seek effective, patient-centered health-care services, providers are compelled to improve the care they deliver to all patients. Temos accreditation offers a path to the care that patients deserve, and the high-quality services hospitals and clinics want to provide.

Temos. A leader in healthcare quality.

Hospitals and clinics around the world increasingly seek accreditation by internationally recognized organizations to improve services, increase the number of patients, and position themselves as attractive partners for insurance companies, governments, self-insured employers, consulates, embassies and other business partners.

Temos measurably helps its accredited partners to:

- Identify inefficiencies to reduce risk, cut costs, and enhance revenue
- Improve clinical outcomes to result in higher patient satisfaction
- Achieve greater patient satisfaction to result in more referrals
- Generate more referrals to generate more revenue
- Produce additional revenue for investment opportunities
- Attract potential new business partners

Temos accreditation translates into a high quality, end-to-end experience along every step of the way for domestic patients as well as the specifically designed Healthcare Travel Continuum for international patients.

Temos. Leading by example.

Temos - high expectations for its clients and itself.

Temos programs including its "Quality in Medical Care" and "Excellence in Medical Tourism" fully comply with the rigorous accreditation of the International Society for Quality in Health Care (ISQua) through its International External Evaluation Association (IEEA)

IEEA International Society for Quality in Health Care External Evaluation Association

Temos International GmbH

Excellence in Dental Tourism including Quality in International Dental Care Standards

Awarded by IEEA
following an independent assessment
against the Guidelines and Principles for the
Development of Health and Social Care Standards,
5th Edition

The period of Accreditation for these Standards
is from
July 2019 until July 2023

This highly coveted accreditation places Temos in a small, elite group of international accrediting organizations available to healthcare providers anywhere in the world.

Temos is proud of this accomplishment. IEEA accreditation confirms the confidence and trust Temos earns from its clients for delivering exceptional value.

IEEA International Society for Quality in Health Care External Evaluation Association
Accredited Standards 2019-2023

Temos accreditation. Patient-centered for enduring satisfaction and loyalty.

Temos is the first and only accreditation organization offering healthcare accreditation combined with international patient management . Its patient - centered process includes an assessment of the patient journey while addressing the needs of the growing numbers of culturally diverse patients. Temos delivers value to patients and providers by meeting and exceeding expectations.

Temos delivers on its promise by being first to offer programs and standards that no other accreditation organizations offer. Temos is the first international accreditation organization to review:

- Sustainability in healthcare
- Patient blood management
- Legal aspects in international patient management
- Telemedicine and teleconsultation services

Temos clients are healthcare leaders who believe in innovation to deliver better clinical and nonclinical services while differentiating themselves in the global marketplace. In the increasingly competitive world of health and medical travel, Temos accreditation leads the way in excellence, innovation, and an unwavering focus on the evolving needs of patients and providers.

Temos. Quality solutions tailored for providers.

In a world where one size does not fit all, Temos offers the widest selection of accreditation programs by any international accreditation organization.

From single, stand-alone clinics to multi-site hospitals, Temos accreditation programs meet the needs of:

- Hospitals offering a wide variety for services from primary to quaternary care
- Clinics including primary care/ medical centres, diagnostic centres and day surgery clinics
- Dental practices, clinics and hospitals
- Reproductive care clinics
- Pharmacies (retailers, community pharmacies)
- Eye care practices, clinics, and hospitals
- Rehabilitation clinics and hospitals

These distinct accreditation programs are based on a core set of standards that apply to every healthcare Temos accredited provider. Each specialized accreditation program is tailored to the particular discipline in consultation with sector experts to address the unique services provided to the patients they serve. Temos clients select the program that works best for them and their patients.

Temos Accreditation Programs

We believe that one size does not fit all. Therefore, we have tailored our accreditation programs and respective sets of standards to the particular place, size and type of medical and non-clinical services offered.

Our accreditation programs are developed in consultation with experts and professionals and our medical and dental accreditation programs are ISQua/IEEA accredited.

Temos. Different quality solutions for diverse providers and patients.

Healthcare providers increasingly serve more diverse populations as well as domestic and international patients who expect personalized service. Hospital and clinic staff are challenged to respond to these rising demands while maintaining clinical excellence. The Temos team members understand and address these issues through its accreditation process.

Temos avoids the "check list" approach to accreditation. Instead it offers an internationally accredited approach that is culturally sensitive, allowing for the customs and norms of specific locations to be observed. The success of this approach is due in large part to its diverse team.

The Temos team of assessors are from more than 15 countries and speak more than 10 languages. They have lived and worked in more than 100 countries. The Temos team of doctors, nurses, clinicians , administrators and public health experts are professionals who have first-hand experience in every part of the world. They put that real-world experience to work and their patients for Temos clients.

Another first. Temos accreditation for facilitators.

Temos is the first international accreditation organization to develop an accreditation program for medical travel coordinators.

Whether referred to as facilitators, medical concierges, medical travel coordinators, or other titles, the individuals who work with those who are traveling for care must demonstrate skill, knowledge, and commitment to a superior patient experience. Rigorous standards have been developed by Temos, in conjunction with leading global medical care coordinators.

Patients and providers, as well as insurance companies and other intermediaries look for Temos accredited facilitators because of their commitment and experience with the Healthcare Travel Continuum . Working with a Temos accred - ited coordinator assures everyone that they are working with an experi - enced professional with a demon - strated record of excellence.

Temos. Privacy protected.

Privacy and security of confidential information is growing concern around the world, which is why Temos has the highest security standards.

The Temos secure online portal allows access to our proprietary accreditation standards and business tools. The Temos security system protects communications between and among Temos representatives and their clients that are fully GDPR compliant, as well as with the even more rigorous German regulations.

By putting the needs of its clients first, Temos demonstrates its commitment to all aspects of quality assurance including its own responsibilities to patient and provider privacy and confidentiality. It is our mission in action.

About Temos

The Temos International Healthcare Accreditation Program (TIHA) is an independent accrediting system that improves the clinical and nonclinical services of hospitals and clinics for domestic and international patients according to verified international best practices, knowledge, evidence-based medicine and practical experience of health and medical services.

The Temos Vision and Mission

Our Vision

To achieve excellence in all aspects of patient management for Temos accredited partners through good governance, transparency, and continuous quality improvement, resulting in the best possible clinical care and patient experience.

Our Mission

With our Temos quality programs, we support the improvement and optimization of the quality in medical treatment and non-clinical services for domestic and international patients in hospitals and clinics worldwide with a unique, voluntary, and scientific accreditation system applied by a team of highly qualified assessors.

Our Unique Benefits

Temos accredited partners are entitled to participate in the following exclusive programs to reap additional exclusive benefits offered by Temos:

Membership in the Diplomatic Council

- Temos Academy
- Temos Alliance
- Relationships with health assurance companies
- Social media and other promotions delivered by Temos

These and other value-added opportunities are reserved for our valued accredited partners.

The Temos Difference

For CEOs: Transforming entire organizations.

Chief Executive Officers who are committed to the Temos accreditation process through demonstrated leadership can transform the systems, processes, and culture of their hospitals and clinics. By engaging with the Temos team in a thorough assessment and integration of each aspect of clinical and nonclinical care, healthcare providers emerge stronger clinically, financially, and organizationally.

For CMOs: Improving the quality and outcomes of clinical care.

Chief Medical Officers lose sleep over malpractice, medical errors, near misses, and unhappy patients. Solving the problems that cause these issues through improved communication and documentation leads to data-driven decisions that result in better clinical outcomes. CMOs work collaboratively with Temos team members and assessors to create better systems and processes for improved medical services delivered by a more cohesive medical staff.

For CQOs: Measuring, collecting, analyzing and utilizing relevant data.

Accreditation brings guidance to Chief Quality Officers to determine what must be measured, how data should be collected, improved analytic processes, and methods to utilize data analysis to create positive change. CQOs play a pivotal role in gathering, reviewing, and presenting relevant data to every department in the hospital or clinic. Temos accreditation shapes the approach to delivering what is needed to improve the clinical and nonclinical aspects of patient care.

For CFOs: Maximizing financial resources.

The Temos accreditation process can result in numerous financial benefits, recouping the investment involved. Temos accredited partners reap financial rewards through costs savings as well as income generation. Cost savings occur through increased efficiencies that avoid waste, reduce costs, and fill costly service gaps. Increased patient satisfaction leads to increased referrals that generate additional revenues. Accreditation attracts third party business partners like insurance companies.

For International Patient Departments: Demonstrating commitment to the entire patient experience.

Accreditation of international patient services demonstrates commitment to every step of the Healthcare Travel Continuum that maps the end-to-end patient journey. Patients demand and deserve attention to detail from initial contact through post-discharge follow up. Temos accreditation validates the excellent services delivered by international patient departments, making the provider more competitive in the global marketplace.

About the Temos International Healthcare Accreditation process.

Accreditation is the objective evaluation of a hospitals or clinic's approach to the management of clinical and non-clinical services to lead to the best possible services for that organization to deliver to its patients. By engaging in this voluntary self-evaluation process, a healthcare provider commits itself to continuously evolve and improve, measuring itself against best in class global standards.

The Temos accreditation process involves an independent assessment of the healthcare provider's policies and procedures evaluated against a backdrop of international best practices and evidence-based standards. These standards apply to providers who serve only domestic patients, only international patients, or a mix of both. The flexibility of this approach lends itself to expanding and improving the delivery of healthcare services for all patients.

While guided by Temos' IEEA-accredited standards and led by Temos team members, the client engages in an invaluable journey of self-assessment and external peer review involving learning from and communication with Temos to lead to successful accreditation. Throughout each step in the process, clients work collaboratively with Temos' diverse, multi-lingual team who are ready to answer questions and share their expertise. After accreditation is approved, the client is ready to engage in continuous quality improvement built on world-class standards to compete in the ever-changing healthcare marketplace.

About the Temos Leadership Team

Dr. Claudia Mika, Founder and Chief Executive Officer

Dr. Claudia Mika, Founder and CEO of Temos International GmbH, brings her passion for improving the quality of healthcare to each Temos client and each patient they serve.

Claudia brings years of dedication to developing and improving the Temos accreditation programs, assessing hospitals, rehabilitation centers, reproductive care centers, and dental clinics worldwide. Having worked globally with healthcare providers, she has first-hand experience in building international patient departments from Brazil to the Philippines. With her team of experts in clinical and non-clinical services, Dr. Mika has created accreditation programs for hospitals and clinics that cater to domestic and international patients across a wide spectrum of healthcare disciplines. She actively participates in the accreditation process, spending time with clients to share her years of experience with the Continuous Quality Improvement process that is at the heart of successful accreditation.

Dr. Mika is a regular speaker at conferences around the world and an advisor to several organization engaged in improving quality of health care services. In 2017, Dr. Mika was awarded the Dr. Sanjiv Malik Lifetime Award for her significant contribution to the development of the medical travel sector.

Since January 2021 Dr. Mika has been a member of the Executive Committee of the European Fertility Society (EFS) and also chairs the society's Certification Committee. Since March 2021 she supports the Human Health Education and Research Foundation (HHERF) as a member of the Board of Directors.

In July 2021 Dr. Mika has been appointed as associate editor of The Journal of Healthcare Management Standards.

Temos Regional Offices

Temos has regional offices located on five continents led by representatives who are dedicated to working with hospitals and clinics to improve clinical care as well as the patient experience.

Our diverse team of regional representatives are experienced professionals who are ready to share their knowledge, skills, and commitment with our current and future clients.

Temos Accredited Partners and Temos Academy Activities

Our partners are growing every day. Join us!

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