



Temos

Trust • effective medicine • optimized services



Temos' ISQua/IEEA Accredited Programs for Hospitals



Accelerating your Success:
Improving clinical outcomes, business metrics, and patient experiences

Comprehensive Solutions to Meet Evolving Healthcare Challenges

More demands than ever are being placed on hospitals from many sources - better informed patients, cost containment and financial pressure from insurance and assistance companies, self-insured employers, investors, international providers, increasing competition from outpatient service providers, and others. These increasing challenges place additional burdens on hospitals in terms of clinical care, patient experiences, and business management.

With Temos as your partner, your hospital benefits from a problem-solving team to identify proven, [ISQua/IEEA](#) accredited approaches to improve clinical outcomes, achieve better business metrics, and deliver superior patient experiences.



Temos works with you to:



- ✓ Meet and surpass your target patients' **expectations**
- ✓ Ensure that your organization operates at **maximum efficiency**
- ✓ **Differentiate** yourself from increasing competition
- ✓ Provide confidence of complying with **up-to-date** guidelines & global standards
- ✓ Demonstrate your **commitment to excellence** to private & third-party payers

Developed by a multi-disciplinary team, Temos' ISQua/IEEA accredited standards are specific, up-to-date, comprehensive, and industry leading. Our team is ready to share its knowledge and expertise with you.

TO LEARN MORE , CALL US: +49 2204 42648 0 OR EMAIL US AT INFO@TEMOS-WORLDWIDE.COM

BENEFITS FOR YOUR HOSPITAL

Temos programs are built on international best practices, rigorous scientific research, and practical experience. With its collaborative, educational, and culturally sensitive approach, Temos helps your team create the best possible fit for your patients, your staff, and your organization.

TEMOS ACCREDITATION CAN:

- ✓ Increase **revenue** & create new revenue streams
- ✓ Improve **care** management
- ✓ Minimize **risk**
- ✓ Reduce **costs** & increase efficiency
- ✓ Enhance **patient experience**
- ✓ Define & build **market differentiation**
- ✓ Access **third party networks**
- ✓ Grow patient **loyalty**
- ✓ Promote **trust & confidence**
- ✓ Enhance **brand** equity and **goodwill**
- ✓ Provide the **reassurance** of a trusted name



These and other benefits are available to you and your organization to accelerate your success.

For Clients with Multiple Locations

Receiving accreditation at the same time for multiple locations offers special additional benefits including:

- ✓ Discounted pricing to save on accreditation fees plus savings on travel expenses
- ✓ Site-visit reports for each location
- ✓ Additional marketing opportunities to promote each accredited location
- ✓ Deliver consistent services across multiple locations to maximize clinical, business, & customer service improvements

TO LEARN MORE ABOUT THE POTENTIAL BENEFITS FOR YOUR ORGANIZATION, CALL US: +49 2204 42648 0
OR EMAIL US AT [INFO@TEMOS-WORLDWIDE.COM](mailto:info@temos-worldwide.com)

IEEA ACCREDITED STANDARDS FOR YOUR HOSPITAL

Temos' accreditation standards are focused on improving clinical services, increasing patient and staff safety, enhancing the patient experience, reducing risk, maximizing business efficiencies, and more.

OUR INDUSTRY-LEADING INNOVATIVE STANDARDS INCLUDE:

- ✓ Clinical and non-clinical standards
- ✓ Clinical outcomes
- ✓ Infection prevention & hygiene
- ✓ Risk management & reduction
- ✓ Patient safety goals
- ✓ Patient experience
- ✓ Sustainability
- ✓ Telehealth & telemedicine
- ✓ Cross-cultural considerations
- ✓ And more



For providers that welcome international patients, additional standards focus on the end to-end continuum of care as well as best practices for services unique to medical travel such as legal aspects, distinctive ethical considerations, and more.



Accelerate your success with one of two options and select the accreditation program that best suits your needs.

Contact Temos for quick answers. Visit the Temos website at <https://www.temos-worldwide.com/> or contact Temos headquarters by calling us: +49 2204 42648 0 or emailing us at: info@temos-worldwide.com.

Unique ISQua/IEEA accredited options to accelerate your success

Temos offers two **ISQua/IEEA** accredited programs that, like all Temos programs, are built on **three pillars of excellence**: international best practices; rigorous scientific research from reliable sources; and practical experience from our multi-disciplinary, multi-cultural team.

Both options include **innovative topics** such as sustainability and telehealth & telemedicine to address the new challenges and increasing demands faced by hospitals. Built to exceed many national and international accreditation programs, Temos clients celebrate and benefit from a global perspective.



Option 1. “Quality in Patient Care” for all patients, based on international best practices

The “Quality in Patient Care” program is designed for secondary, tertiary, and quaternary private and public hospitals that offer comprehensive care to patients whether domestic and/or international.

This program's comprehensive chapters with 457 ISQua/IEEA standards include:

- ✓ Patient Centered Clinical and Non-Clinical Services, Communication, and Cultural Sensitivity
- ✓ Organization Management and Administration
- ✓ Quality Management, Outcome, Ethics and Sustainability
- ✓ Safety, Security, Infrastructure, Facilities and Support



Topics reviewed include quality management, medical services, patient and staff safety, patient experience management, effective communication, legal and ethical issues, and more. This comprehensive, integrated approach takes into consideration the distinctive services delivered to patients to meet and exceed their unique medical, emotional, and cultural needs.

This option is preferred by hospitals that offer inpatient and optional outpatient services and treat domestic and/or international patients. Those service providers who treat more than 10% international patients may prefer Option 2.

Option 2. Excellence in Medical Tourism



The ISQua/IEEA accredited “Excellence” program includes all the standards in the “Quality” program. In addition, it contains standards specifically designed to meet the particular needs of international patients.

Successfully complete the “Excellence” program and also receive accreditation for the “Quality” program – a 2-for-1 bonus!

The “Excellence” program is for providers who either (1) serve international patients only or (2) treat a combination of domestic and international clients with international patients comprising more than 10% of all patients. Click here to connect to **information about program Eligibility Requirements.**



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Our Tools to Accelerate Your Success

As part of our accreditation services, Temos offers each client:

- ✓ A **dedicated team** assigned to help you every step of the way
- ✓ A **private and confidential** online account to manage your information
- ✓ A set of exclusive, **easy to use online tools** to expedite the accreditation process
- ✓ Access to our team of **experts** on an as-needed basis
- ✓ Personalized **on-site assessment visit**
- ✓ Prompt, **detailed assessment report**

These *free benefits* continue after successful accreditation:



- ✓ Exclusive “**Diplomatic Council Preferred Provider Status**”
- ✓ Access to the [**Temos Alliance**](#) – business development opportunities to grow networks & referrals
- ✓ **Promotion** of your achievement through Temos’ social media and other channels
- ✓ **Web-seminars, training programs,** and other materials to help you stay up to date

Our goal is to give you valuable tools to enhance your reputation and build your brand.

Put these tools to work for you today. Visit the [Temos website](#) and set up your **free, private,** and **confidential** account to accelerate success for you, your team, and your patients.

ABOUT TEMOS

With its innovative, world-class accreditation programs, Temos sets standards for care quality, patient safety, risk management, and patient experience. [View our Competitor Chart](#) to see how Temos compares to other providers.

Temos is the first international healthcare organization to introduce these *innovations*:



- ✓ Unique online, money saving tools to organize, simplify, and expedite the process
- ✓ Dedicated chapters for **sustainability and telehealth & telemedicine**
- ✓ Exclusive partnership with the **Diplomatic Council** and free “DC preferred partner” certification.
- ✓ Healthcare accreditation combined with international patient management and medical tourism certification.

[Learn more about Temos innovations](#)

Temos continues to raise the level of accreditation, adding value for its clients, their patients, governments, insurance companies, Embassies and Consulates, and other businesses through the [Temos Alliance](#), designed to expand networking and referrals, including becoming a “Diplomatic Council Preferred Provider”, for free.

Since 2010, Temos has been offering specialized standards and attention to detail. Now on five continents, Temos’ patient-centered approach reflects the care delivered by its accredited hospitals and clinics.

[Read what Temos clients have to say](#) about the quality of our services and the impact it has had on their organizations.

Want more information or ready to get started? Temos has numerous regional offices around the globe. No regional office serving your location? Contact the Temos team at our Headquarters in Germany by telephone at +49 2204 42648 0 or email at info@temos-worldwide.com.

FREQUENTLY ASKED QUESTIONS

What is the purpose of accreditation?

To (1) objectively assess, evaluate, and validate the quality of clinical and non-clinical services; (2) identify areas for improvement; and (3) optimize the quality of services, assuring a complete continuum of care.

How long does the accreditation process take?

The entire accreditation process takes between 4 to 12 months and depends on the speed of the Client's self-assessment, assisted by Temos' unique on-line tools.

[Download the Eight Steps to Temos Accreditation.](#)

For how long is the accreditation valid?

Temos accreditation is valid for three years at which time the re-accreditation process is started.

What are the costs of accreditation with Temos?

The fees are based on the organization's size and services offered. Modest annual fees are due at the end of years one and two of the three-year accreditation period. Direct expenses for assessors (travel & for on-site visit) are billed separately. Visit our website to access the free Fee Calculator.

Have multiple locations? Contact us directly for pricing discounts.

How is the accreditation process started?

The process is simple and convenient. Just call, email, or visit the Temos website to sign up. You will be assigned a private, secure username and password to access the Temos Information Chart (TIC). Complete the TIC to receive your free, no obligation estimate of costs and expenses.

HAVE MORE QUESTIONS?

Call Temos at +49 2204 426480 or email us at : info@temos-worldwide.com
Visit our website for more information: <https://www.temos-worldwide.com>



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TO LOCATE YOUR REGIONAL OFFICE, VISIT: WWW.TEMOS-WORLDWIDE.COM/TEMOS-REGIONAL-OFFICE.ASPX

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