

PRESS RELEASE

Recognition for Klüh Care Management too

“Germany’s best hospitals” – Xantener St. Josef-Hospital achieves an excellent 3rd place

Düsseldorf, 26.08.2020 - The St. Josef-Hospital in Xanten took an excellent third place in the renowned FAZ study “Germany’s Best Hospitals”. The year before, it was still ranked 34th, which was also already an excellent result. The 160-bed hospital thus belongs to the absolute top group of more than 2,200 German hospitals. The study takes objective and emotional criteria into account and offers extremely good comparability of individual hospitals.

The 3rd place in the size class of 150 to 300 beds is “for us both confirmation and incentive all in one”, says Michael Derksen, Managing Director of the hospital. Alongside medical and nursing care, the FAZ study also takes the emotional evaluation (patients’ perception) into account and is based on Internet portals such as the Bertelsmann Foundation’s “Weiße Liste” (White List). The study, assisted by Prof. Arne Westermann, Dortmund is regarded as the most comprehensive and reputable study in the German health care system.

All hospitals have to write regular detailed quality reports: the qualification of the staff, individual courses of treatment, the success of operations or possible complications - everything is meticulously evaluated. These very complex reports, which also provide the foundation for the issuing of quality certificates, are condensed and evaluated for the FAZ study using various key figures.

Michael Derksen: “Our good result is not an isolated case. For many years we have held top positions in various quality studies. We have an extremely high level of expertise in the medical fraternity, our doctors are highly specialised. This, combined with the familiar atmosphere of our hospital, leads to above-average patient satisfaction.”

The Xanten clinic is affiliated with the multiservice provider Klüh via a joint service company. The tasks of the Düsseldorf-based family business involve catering for patients, staff and visitors as well as cleaning the entire complex, including operating theatres and bed cleaning. The catering service also includes recording menu requests directly at the bedside, a service valued by the patients.

Derksen: “In this context, I would also like to thank our service partner Klüh, which has accompanied us reliably for many years with high-quality services, and thus contributed to our success.” Udo Weißmantel, Managing Director of Klüh Care Management: “We are also delighted by this award. Klüh’s connection with the hospital has grown over two decades. We work together as colleagues and are committed to the same high standards.”

**About Klüh:**

Klüh Service Management GmbH is a global multi-service provider. Founded in 1911, the company has decades of experience in the area of infrastructural services. The departments Cleaning, Catering, Clinic Service, Security, Personnel Service, Airport Service and Integrated Services offer both individual services as well as multiservice concepts. With more than 52,000 employees in eight nations, the company achieves sales of around 852 million Euros (2019).

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