

# DIALOG

This is how we live our company.



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## Personnel matters

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*Dear employees,*

Maybe this happens to you as well. Some patients occupy a particular place in your mind. People you have been taking care of over many weeks and who have been making progress thanks to your help, no matter if the progress made was big or small. However, at some point rehabilitation will end - and then what? Fortunately, today digitisation offers the opportunity to maintain the "thread" between MEDIAN and its patients and to continue being on their sides in their everyday lives. This so-called tele after-care has numerous features. Be it continued training exercises for hip surgery patients via smartphone, or virtual meetings with their trusted psychotherapist, these help to consolidate the clinical treatment successes in everyday life.

In this edition of DIALOG, we focus on the path of digitisation that MEDIAN already embarked on ten years ago, and that is now continuing with the establishment of a new "Digital Health" department. Aftercare is only one component here. The optimisation of treatment courses through the evaluation of patient data, the MEDIAN app as an information portal on everything about the rehabilitation stay, the MEDIAN Academy webinars, or the introduction of new dictation software for practitioners, and much more. The Covid-19 pandemic has given this change an enormous boost. The 2020s will be the decade of digitally assisted medicine. In this process, our clinics will gain more and more

importance: They are the platform for continuous individual aftercare. This translates into better, more sustainable care for our patients and lower costs for social security contributors.

Covid-19 continues to shape our work in many ways. The low infection rates in the clinics and facilities show that you, dear colleagues, are implementing our hygiene concept in a very consistent manner. Here at MEDIAN we felt virtually nothing of a third wave. I would like to thank you for this and I look into the future full of optimism. However, we also experience the devastating consequences of Covid-19 infections, often many months after the acute illness has been overcome. The experience gained by our physicians in the treatment of more than 2,000 post-Covid patients has therefore been incorporated into a new rehabilitation concept for long-term Covid patients. We can count ourselves among the international leaders in Covid treatment thanks to our various centres of excellence.

Rehabilitation is therefore on the move and keeps on moving. This is incredibly exciting, but also challenging for all of you. I would like you to embrace this challenge, especially the digital transformation with its many possibilities. One thing is certain: No app will ever replace the people at MEDIAN. However it can help us to work together to achieve the best for our patients.

With kind regards,

**Dr. André M. Schmidt**

Chairman of the Board (CEO)

# News

## News from the north

### AKG Rehabilitation Centre changes to MEDIAN



| The AKG rehabilitation centre in Graal-Müritz

The AKG rehabilitation centre in the Baltic Sea spa Graal-Müritz near Rostock is integrated into the MEDIAN group of companies. MEDIAN has thus not only strengthening its range of medical services, but also its presence in Mecklenburg-Vorpommern. The purchase agreement was signed in May. On June 30, the rehabilitation centre officially changes ownership.

“With the rehabilitation centre, a very well-positioned location on the Baltic coast joins MEDIAN, which excellently complements our service profile”, says MEDIAN managing director (CEO) Dr. André M. Schmidt. “I would like to extend a warm welcome to all employees and encourage them to play an active role in shaping the way we grow together. As the new employer, we would like to maintain the tried and tested, strengthen existing structures and, together with the highly qualified doctors, therapists and nursing staff in Graal-Müritz, further expand our leading position in rehabilitation medicine.”

The rehabilitation centre with around 650 beds includes specialist clinics for orthopaedics, cardiology, respiratory diseases and allergies as well as the Tannenhof children's clinic and the Schwarzhede mother-child clinic, all in the immediate vicinity of the Baltic Sea beach. The diagnostic

and therapeutic range of services includes treatment within the framework of follow-up treatment (AHB), inpatient, day care or outpatient rehabilitation or preventive measures as well as a medical/ vocational orientation in rehabilitation (MBOR). The rehabilitation measures offered for children, adolescents and parents include the treatment of diseases of respiratory organs, chronic skin diseases, obesity and psychovegetative symptoms.

## Much more than just care

### Accompanying children in the AHG clinic Waren receive help with learning

They did not just want to wait: The AHG clinic Waren, which belongs to the MEDIAN group, is offering an additional service for accompanying children during the Covid-19 pandemic. The children of patients have always been warmly welcomed in the traditional psychosomatic treatment centre on the Müritz. They are looked after in the clinic's own daycare centre “Little pirates”. Schoolchildren were taught in the vicinity of Waren before the pandemic. The clinic did not want to simply accept school closures due to Covid-19 and has been offering additional tuition for accompanying children in classes 1 to 4 for some time now. The clinic team is also happy to assist older school children.



| Learning together, despite Corona

During the clinic lessons, the children work under professional supervision on the subjects they bring with them from their usual school, namely German, mathematics and English. Learning is done in a cross-grade group. Classes are held from Monday to Friday for two hours each day. The children bring the work materials with them from home.

“The individual, stress-free and joyful learning of each child is our priority”, says Katrin Gillmeier of the childcare team. “Our learning group is small, therefore we can facilitate differentiated help to bridge knowledge gaps and re-experience motivation for learning.” Diana Bruhn, also a long-time educator, lovingly takes care of the remaining “Little pirates” during the lessons.

## Cardiac workout

### Prof. Eddicks is MEDIAN's first sports cardiologist



The MEDIAN rehabilitation centre Bernkastel-Kues has been offering athletes extended treatment options for some time. Prof. Dr. med. Stephan Eddicks, head physician of the cardiology department, received the recognition as sports cardiologist (level-1) by the German Cardiology Society. At MEDIAN with its 17 specialist cardiology depart-

ments nationwide, he is the first doctor to hold this additional qualification and to deal with potentially threatening cardiac diseases in recreational and competitive athletes.

Sports cardiology deals both preventively with the effects of physical activity and sport on the cardiovascular system and with the effects of intense competitive sport (“athletic heart formation”) and the determination of fitness for sport and competition in the case of heart disease. The aim is to improve the quality of care for patients and athletes with sports cardiology issues.

## Rehabilitation research

### Directory promotes networking

On the occasion of the first digital rehabilitation scientific colloquium at the end of March, the new “Directory of rehabilitation and participatory researchers 2021” was published. Over 184 pages, the publication focuses on the individuals researching the topic of rehabilitation, participation and inclusion in Germany. It lists research topics and includes contact details for better scientific education and training. MEDIAN is represented with five entries from renowned experts: PD Dr. med. M. Phil. Christian Dohle, Prof. Dr. Wilma Funke, Dr. Heiko Riedel, Dr. phil. Petra Schuhler and Dr. med. Monika Vogelgesang. The directory is published annually by REHADAT, the National Working Group for Rehabilitation, the German Association for Rehabilitation and the Deutsche Rentenversicherung Bund (Federation of German Pension Insurance Institutions). REHADAT is a project of the Institute of German Economy Cologne, funded by the Federal Ministry for Labour and Social Affairs (BMAS) from the equalisation fund.

The new directory is available as a free PDF download from the REHADAT research portal: [www.rehadat-forschung.de/forschende/reha-teilhabe-forschende](http://www.rehadat-forschung.de/forschende/reha-teilhabe-forschende). Anyone wishing to be included in the directory can complete an online registration form there.



# Breathe again

How effective is rehabilitation after Covid-19? MEDIAN and the University of Lübeck start comparative research with the support of DRV Bund

**T**he firefighter who has to give up his job because his body can no longer withstand the strain. The radiologist who suddenly finds it difficult to interpret X-rays. Or the young amateur mountaineer who is struggling with paralysis after his infection and can only walk with difficulty. "Today we know, that a Covid-19 infection can have not only pneumological, but also neurological, cardiological, psychosomatic and social long-term consequences", explains Dr. med Jördis Frommhold, chief physician at the MEDIAN Klinik Heiligendamm. Since December 2020, the clinic has been investigating the effectiveness and sustainability of pneumological rehabilitation in patients who have survived Covid infections in a study conducted in cooperation with the University of Lübeck. The research project, which is being funded by the Federation of German Pension Insurance Institutions with around a quarter of a million euros, is one of the first of its kind in Germany.

Together with Dr. Frommhold, Prof. Dr. phil. Dipl.-Soz. Ruth Deck, Head of the Department of Rehabilitation Research at the Institute of Social Medicine and Epidemiology at the University of Lübeck manages the project, who is also responsible for the study design. "We hope to learn from the scientific study where and how those affected can be effectively helped to find their way back into work and society," explains Prof. Deck. "We assume a significant reduction in the consequences of infection and subjective stress after follow-up treatment, which can still be clearly demonstrated months later and has a positive effect on



the ability to work as well as the restoration and securing of participation."

## Up to 350 Covid-19 patients as test subjects

The three-year study will be carried out at five hospitals. The focus is on up to 150 patients of MEDIAN Klinik Heiligendamm, who receive specially developed pneumological post-Covid rehabilitation after a severe course of the infection. A further 100 Covid-19 patients each come from the DRV Rehabilitation Centre Schömberg and the Ostseeklinik Schömberg-Holm. They are compared with patients with obstructive respiratory diseases (asthma and COPD) for whom rehabilitation has been shown to be effective. The MEDIAN Klinik Flachsheide Bad Salzuflen, the MEDIAN Klinik Flechtingen and again the clinics in Schömberg and Schömberg-Holm are involved.

In order to measure the effectiveness of the rehabilitation, the patients' state of health is recorded repeatedly before and after their stay. Neurological, psychosomatic and somatic scores as well as the MEDIAN Recovery Score (MCRS), which was developed specifically to measure the rehabilitation success of Covid patients are used for this. Interviews with the patients reflect their subjective feelings. "We hope that this will give us detailed insights into health status and consequences after a severe Covid-19 infection", says Dr. Frommhold. "From the health changes during treatment, we can then also draw conclusions about the rehabilitation needs and rehabilitation ability of the patients and derive customised concepts for those affected to varying degrees." First results of the study are expected in 2023.

*"We assume a significant reduction in the consequences of the infection and the subjective stress after a follow-up treatment"*

## Prof. Ruth Deck

Head of the Rehabilitation Research Department  
of the Institute for Social Medicine and Epidemiology  
of the University of Lübeck

# Digital health

How patients and employees benefit

Digitisation and rehabilitation, how do they fit together? The answer: Very well! What doctors, therapists, psychologists and many other people at MEDIAN achieve for their patients can be consolidated in everyday life thanks to digital tools. The evaluation of patient data helps establish, which therapies bring the greatest benefit and for whom. Fitness trackers on the wrist motivate the user to move more and thus support the rehabilitation success. These and many other examples are presented on the following pages.



## Improved care thanks to apps and Big Data

People take care of people is the fundamental belief of MEDIAN. This is done with increasing digital support, before, during and after rehabilitation

Specifically developed electronic tools accompany the entire recovery process in perspective and reaches far into all aspects of daily life. They are modern aids to enable ever more finely controlled individual treatment processes and, at the same time, to promote the therapeutic closeness between patients and staff that is so important for MEDIAN.

MEDIAN's journey into the digital age started more than ten years ago. A large-scale renewal of IT systems has created the basis for digitising many processes in the hospitals' administration and patient care. There were three goals: optimising patient care using digital tools, Big Data analytics to measure the effectiveness of treatments and to adapt and improve therapies based on evidence, and finally, automating administrative processes. The patient should be the main beneficiary. He should be digitally accompanied from receiving first information about this clinic on the web and early preparation for the rehabilitation, to the stay and aftercare and receive improved quality treatment. This also translates into many advantages for the company and its employees: Referral flows, administrative and treatment processes can be controlled better, the quality of the structure, process and results can be systematically recorded and thus continuously improved.

One of the most important tools for this was and is the MEDIAN app. Its development began more than four years ago. In the beginning, patients only received information about the clinic during their stay in rehabilitation, later on they also received individual messages about the course of treatment on their mobile phone or tablet. At the same time, however, MEDIAN went one step further. The MEDIAN Klinik für Psychosomatik Bad Dürkheim developed the app DE-RENA together with the German Pension Insurance (DRV). This is a digital tool for psychotherapists to support psychosomatic aftercare as an alternative to conventional aftercare with the location-based group therapy Psy-RENA. The success encouraged further steps. In 2019, MEDIAN started the pilot project CASPAR, an online therapy platform and independent digital aftercare service for orthopaedics and other specialities. It is also used to support MEDIAN therapists and is a digital alternative to the DRV's local aftercare programme IRENA (Intensified Rehabilitation Aftercare). Today, CASPAR is already integrated in several pilot clinics in the MEDIAN app and thus shows the direction in which the journey is heading: comprehensive digital support for the patient with the aim of providing optimal care that encompasses the entire treatment course.





As Chief Operating Officer (COO) at MEDIAN, Dr. Florian Frensch is responsible for the digital health department, among other things.

### Modern technology and human contact

The expertise and empathy of doctors, therapists, psychologists and other specialists should in no way be replaced by technology, clarifies MEDIAN Chief Operating Officer, Dr. Florian Frensch. "Our goal is not the complete digitisation of patient care. Rather, we would like to use digital tools to enable therapists and doctors to provide better care to their patients, even beyond the time of their stay at the MEDIAN facilities." On the one hand, thanks to the app development, patients can use a comprehensive range of therapies in aftercare that supports them in their recovery at home. On the other hand, they can be targeted when it is needed most. For example, MEDIAN therapists can see when the use of the app is declining and they can motivate their patients. Experience shows: More than 90 percent of patients successfully complete their digitally assisted aftercare programme.

"In practice, we see that it works. Our digital tools are contemporary instruments that support the relationship between MEDIAN staff and patients in aftercare", says Dr.

Frensch. "Not only the digitally savvy generation 50-plus gets along well with them, but seniors also like to use the app and CASPAR." To provide targeted support for clinics and patients, MEDIAN has also launched its Telemedical Aftercare Centre (TMZ) in Düsseldorf, a valuable support service for rehabilitation patients. The TMZ motivates patients and coordinates appointments with therapists. In the case of somatic rehabilitation, therapists employed by TMZ even carry out the entire aftercare including calibration of the therapy programmes.

### Covid-19 has accelerated digitisation

What hardly anyone foresaw a year ago: The Covid-19 pandemic has accelerated digitisation in rehabilitation as well. Video consultations have become part of everyday clinic practice, paperless patient surveys have been pushed, and in the area of digitally supported aftercare, the DRV approved the DE-RENA app in October 2020 and CASPAR as standard care in March 2021. In the future, digital services can also be provided for patients of the statutory health insurance (GKV) within the framework of the Digital Health Applications Ordinance (DiGAV). Already today, services provided by psychotherapists via telemedicine are covered to a large extent. As a consequence, MEDIAN will now increasingly offer suitable digital aftercare services for both DRV and GKV patients. The goal: Each patient receiving rehabilitation from MEDIAN is to have access to a refinanced aftercare service by the end of 2022, digitally supported and personally supervised.

### *"The stay in our facilities is the key to successful tele-aftercare"*

However, MEDIAN wants even more. "In the future, we want to accompany our patients for an even longer time and with increased intensity in their recovery", stresses Dr. Florian Frensch. "The stay in our facilities will play a key role in this. Here we get to know the patient personally with their individual characteristics and can tailor the aftercare to their needs." In the future, intelligent motivational strategies will be used to help even more people internalise the behaviours learned during their stay in rehabilitation and lead healthier lives in the long term. "Here,

permanent support from MEDIAN is also possible, far beyond the six months that are currently provided by the DRV for aftercare."

The results of the digitally supported services are evaluated on the basis of regularly collected data. Thanks to the IT structures that have now been completely integrated new apps can be developed at MEDIAN like no other clinic operator and tested for their effectiveness in clinical use. "This helps us to evaluate and improve our treatment concepts on a long-term and continuous basis. At the same time, the approval process with the GKV will be accelerated", predicts Dr. Frensch. "Sustainable recovery on the basis of evidence-based care structures, this is our goal. Helping patients to live their lives."

### Accompanying patients all over the world

MEDIAN's view of the digital future, not least because of the recently expanded prospects in the United Kingdom, also extends beyond borders. "The needs of patients during the recovery process are the same all over the world", explains COO Dr. Frensch. "However, health systems and recovery support vary a lot. Services that are provided on an inpatient basis in Germany can be provided on an outpatient basis in another country, and vice versa. No country has a consistently coordinated care management across the sectors of its health care system. Thus, there are care gaps during the recovery process in every country that we can bridge."

In line with MEDIAN's vision, the digitally supported treatment for patients will enable continuous support throughout the entire recovery process, irrespective of the national healthcare services available. "From our perspective, the foundation for successful care management is always strong clinics where the care begins", says Dr. Frensch. "Their key role will remain in all future developments of healthcare systems, no matter in which country they are based." MEDIAN intends to continue building on this constant basis of clinics and patients to provide linked services at an international level in the future. "We can accompany our patients anywhere in the world along their entire recovery process. In this manner, we offer the respective national healthcare system the best results at reasonable costs."

In the end, MEDIAN and all its employees also benefit from yield potentials in a competitive healthcare market. "In doing so, we are guided by one core belief: People take care of people", concludes Dr. Frensch. "However, in the future, this will be done with the support of digital tools that will improve the reach, duration and personalisation of care in the long term."

## New department accelerates development

In order to remain at the forefront of digitisation in the future, MEDIAN is establishing a new digital health department. Based on the existing developments, it should drive forward trend-setting projects and ideas in the future.

Dr. Filippo Martino became the head of the department based at the MEDIAN headquarters in Berlin on April 1. The 32-year-old physician most recently worked at fbeta GmbH in Berlin, a management consultancy specialising in digital transformation in the healthcare sector. Dr. Martino says: "Especially in rehabilitation, I see great potential here." "Unlike acute care hospitals, rehabilitation facilities follow their patients long-term throughout the recovery process. Using the possibilities that digital tools like apps, wearables, and patient portals offer us, we can reach our full potential."

# Advanced knowledge for all

The MEDIAN Academy offers education and training for employees online



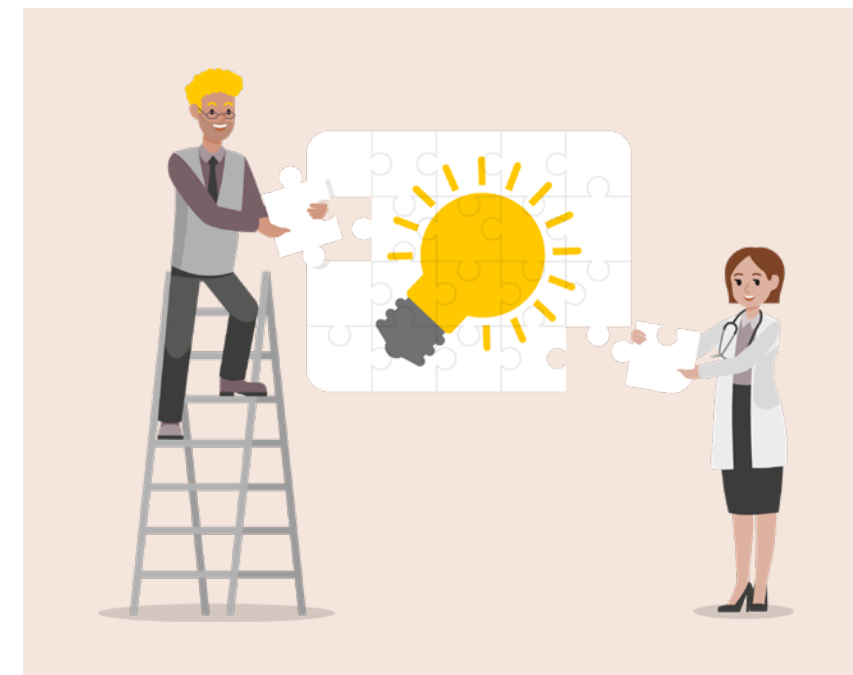
**Y**esterday, knowledge was shared in a circle of chairs and equipped with a flip chart. “In the future, further education and training will take place online more often”, says Anke Peters with conviction. The head of the MEDIAN Academy knows what she is talking about. For three years now, she has been setting up the possibilities for basic, further and advanced training under the umbrella of the MEDIAN Academy.

The Academy focuses on five thematic areas: Professional qualifications, training, leadership skills, internal MEDIAN processes and the important area of mandatory training.

A large part of what's on offer has already been digitised. In the area of “leadership competence”, a three-day face-to-face event for new chief physicians and commercial managers in Berlin was turned into an online conference. In “professional qualification” it is planned to convey the know-how from the clinics by means of online lectures by MEDIAN experts directly to a wide circle of colleagues.

## Flexible learning at the Digital Academy

However, the real innovation is the Digital Academy via the ILIAS learning management system, which has been rolled out across Germany at MEDIAN since December 2020.



*“Here, we are creating the opportunity for everyone to get the targeted educational opportunities they need.”*

**Anke Peters**  
Head of the MEDIAN Academy

Employees log in with their personal login data at their PC workstation, a different terminal or even their private device and follow their courses at the click of a mouse. Independent learning in your own time on the screen is thus possible. No longer does a lecturer have to visit dozens of clinics to give lectures. In cooperation with a publishing house, for example, learning programmes on fire protection, data protection, hygiene and occupational health and safety are offered and enhanced with graphics and sound. The highlight: The clinic management, for example, can avail itself of the necessary evaluations for quality audits available at the push of a button.

“Mandatory training is already offered to all employees through the Digital Academy”, reports Anke Peters. “The feedback has been very good. ILIAS is easy to use and many employees find the possibility of learning independently of time and location a real plus.”

Since the beginning of July, the entire webinar catalogue has also been mapped via the Digital Academy, with many advantages: Anyone who has decided on an offer, simply registers with the click of a mouse. Employees can view their training history, earn partial training credits and download certificates where necessary. The offer is con-

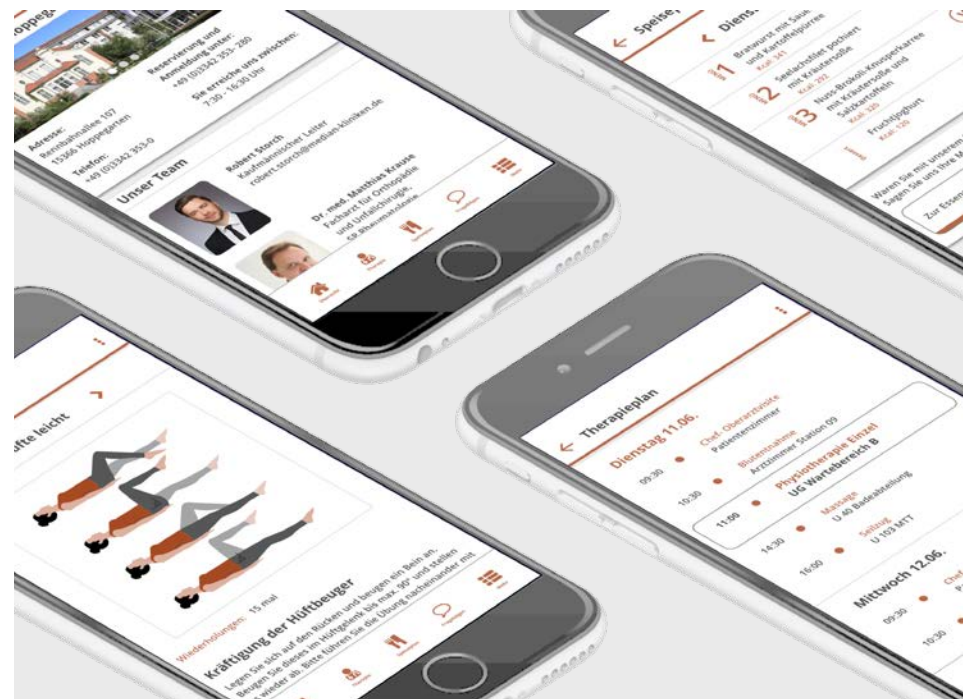
tinuously expanded. “MEDIAN bundles so much expertise under one roof, it is important to make use of it”, says the Academy director.

With view to the future, the entire education and training at MEDIAN will be mapped via ILIAS. The result is a uniform learning platform that covers many areas of vocational education and training. It is available to all employees across all locations and is of the same high quality. “Here, we are creating the opportunity for everyone to get targeted educational opportunities they need”, explains Anke Peters.

## Big plus for MEDIAN

Anke Peters knows that the MEDIAN Academy is not only a big plus for the individual employees, but also for the entire company: “After all, it is about the future performance of the company.” With the support of the system and its possibilities – she is sure – interested specialists can be found, retained and promoted even better in the future.

Enlightenment at the click of a mouse: The digital educational programmes of the MEDIAN Academy are aimed at many professional groups, from management to nursing staff.



***“Continuous optimisation of treatment course driven by data”***

**Dr. Laura Golenia**  
Project Manager in MEDIAN  
Quality Management

From therapy planning and training exercises to digital patient questionnaire: The app is the all-round information and service portal for rehabilitation at MEDIAN.

# The digital multi tool

One app, many benefits: How the MEDIAN app helps patients and employees in everyday clinic life

It is a digital success story: Within half a year, the MEDIAN app has doubled its user numbers. The Apple and Android app stores count a total of 30,000 downloads. This is the first place among comparable programming in the industry, with nearly five star ratings across the board. “The secret of the success is that the app is an in-house development”, says MEDIAN Chief Operating Officer (COO) Dr. Florian Frensch. “We know our needs and processes, the technology works flawlessly, it offers interfaces for further expansion and the patients appreciate it as much as the staff.” Every week, around 3,300 users actively use the benefits of the app, which accompanies patients before, during and after their rehabilitation.

In 35 of the 120 MEDIAN clinics where the app has already been fully implemented, it is used as a comfortable information and service portal for everything about a stay at the clinic with therapy and meal plans, feedback options and leisure activities. However, for MEDIAN there is much more behind the programming. The app serves as technological platform to integrate digital aftercare services that accompany the patient beyond their stay and are intended to ensure long-term rehabilitation success. Since autumn 2020, the external service provider CASPAR Health has already been involved in several pilot clinics with its services. Other digital aftercare programmes are to follow.

## Measuring health

In addition, the MEDIAN questionnaire portal for automatic and individual patient surveys is integrated into the

app, which permits the recording of so-called patient-reported-outcome measures (PROMs). Patients can provide information on their state of health and social aspects before, during and well after their stay in rehabilitation in order to measure the long-term effects of rehabilitation. “This helps us achieve evidence-based medicine and to continually optimise the rehabilitation treatment courses in cooperation with the medial boards”, explains Dr. Laura Golenia, project manager in the quality management department at MEDIAN. The questionnaires are assigned automatically and individually to each patient depending on indication, diagnosis and date of arrival. “Another effect is obvious” she adds. “Our employees are relieved by the reduced bureaucracy and automated processes.” At present, the questionnaire portal is already being used in 36 clinics.

The internal user statistics show that the MEDIAN app is not just something for tech-savvy patients. Even for orthopaedic patients of senior age, the use of the app is no problem at all. However, the largest user group are younger psychosomatic patients with an affinity for technology. In the coming months, the nationwide expansion of the app availability is to be driven forward. “It is our aim to become available to patients at all MEDIAN locations and also at home”, explains Christoph Pleß, product owner Digital Health. Bit by bit, the digital multi-tool is to conquer the daily clinic routine at MEDIAN and, according to the principle of “one face to the customer” (one point of contact for all queries), it should facilitate the patients’ entry to the digital world of health.



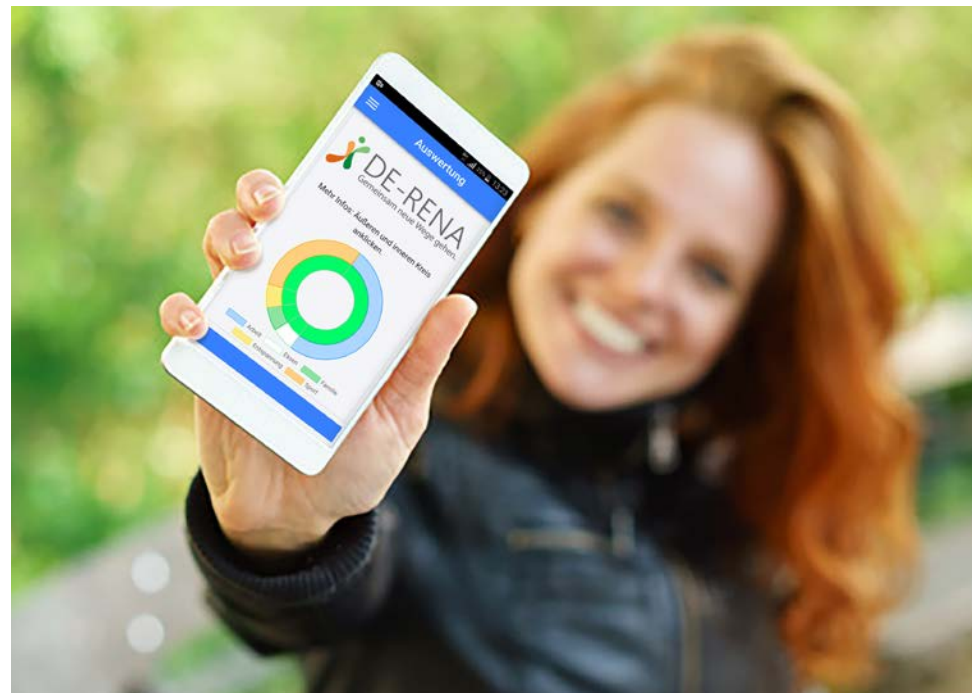
# Life goes on after rehabilitation

Digital aftercare programmes as important care components ensure the treatment success of the patients

Three weeks of rehabilitation are over. The patient goes back home, back to everyday life, to work, friends and family. However, is the result of the treatment maintained? One thing is clear for MEDIAN: "The responsibility for the health of the rehabilitation patient does not stop at the clinic door", says MEDIAN COO Dr. Florian Frensch. Therefore, the company has been using digital aftercare programmes for years, in addition to the classic local aftercare programmes of the German Pension Insurance (DRV) such as IRENA (Intensified Rehabilitation Aftercare) and Psy-RENA (Psychosomatic Rehabilitation Aftercare). The idea is as simple as it is ingenious: Instead of having to return to the clinic for aftercare, patients complete their training tasks at home, independent of any time and place, with the help of a smartphone, laptop or tablet. Those who live too far away from a rehabilitation centre to use IRENA, or who have family or work commitments, can still complete the aftercare. This is offered now even as an official standard provision of the DRV.

## CASPAR and DE-RENA come via app

Already since 2019, selected MEDIAN clinics use the CASPAR app, an external online aftercare programme for all somatic indications. This includes orthopaedics, cardiology, internal medicine/oncology and neurology. It offers sports exercises, informative lectures and relaxation exercises. Patients can log in and exercise at any time via mobile phone, tablet or PC as part of a therapy plan tailored to their individual needs. In the event of questions or problems, a therapist from the MEDIAN Digital Therapy Centre can be contacted by telephone, email or via the apps message function. Located at the MEDIAN AGZ Düsseldorf, a



*"The responsibility for the patient's health does not stop at the door of the clinic."*

**Dr. Florian Frensch**  
MEDIAN COO

team of medical specialists, health trainers, nutritionists, sports therapists and physiotherapists as well as psychologists support the patients during the therapy course.

The second digital pillar in aftercare is the DE-RENA app. It was developed by the MEDIAN cooperation partner Binacon specifically for rehabilitation patients with a primarily depressive illness and can now also be used by other psychosomatic patients with depressive symptoms. Its use helps patients to continuously track the balance of their activities in different areas of their life over days and weeks. They receive additional support from a reference therapist of their rehabilitation clinic in this. The advantage: Long waiting times in psychosomatic aftercare are eliminated.

"Obviously, all of this is subject to strict data protection regulations and IT security measures", explains Dr. Florian Frensch. "To ensure that everything runs smoothly, patients receive their access and learn about the programme while they are still in the clinic." There are dedicated CASPAR consultation hours and CASPAR exercise therapies. The success is impressive: The majority of patients readily adopt the app, and more than 90 percent later successfully complete the digital aftercare. The digital aftercare is also well received by MEDIAN doctors.

By summer 2021, the CASPAR app should be available at all somatic clinics, the DE-RENA app at all psychosomatic clinics, in some cases already integrated into the MEDIAN app (see article on page 15).

Image 1 (top): The CASPAR app offers sports and relaxation exercises as well as informative lectures for somatic patients.

Image 2 (centre): The DE-RENA app helps psychosomatic patients to continue to stay in balance after rehabilitation and keep in touch with their therapist.



# Everything from a single source

Simpler processes, doctor's letters of higher quality and more time for the patients. Digitisation has set things in motion in medical clerical services

The work with patients is what doctors, therapists and psychologists value most. Nevertheless, they also have to sit behind a desk every so often, since writing admission reports, therapy protocols or discharge letters is also part of the job. In order to support them in this and to make processes more efficient, MEDIAN embarked on the path of digitisation in medical clerical services some time ago.

At the end of last year, a MEDIAN-owned central clerical service was established under the umbrella of Arcum Healthcare. MEDIAN chose the Fluency Editor from Alstertext and the Fluency Flex software to set up the clerical services platform. Currently, Arcum is carrying out clerical services for 17 clinics, and by the end of the year this number will increase to about 25 clinics. The aim is for the clinics at MEDIAN to benefit from the services of the Arcum service centre located in Bad Salzufflen at a nationwide level.

"Previously, the clinics have been working with different external clerical services providers. We would like to provide this service completely within MEDIAN", says Arcum manager Ronny Zirkel, who can look back on 21 years of experience at MEDIAN, most recently as head of functional diagnostics, medical clerical services and medical product management at the MEDIAN Kliniken in East Westphalia Lippe. Previously, each clinic not only had its own service provider, but also its own individual processes. "By receiving the clerical services from one source, we will establish more uniform structures." The change also brings advantages for doctors, therapists, psychologists and colleagues

in the clinic administration. "Certainly, processes will have to settle in at first. However, in the long term we really do expect improvements through a significantly simplified workflow", says Lars Lehmann, project manager Business Development at MEDIAN. For example, Arcum can write directly to the digital case file in the hospital information system.

*Thanks to speech recognition software, dictation can be made directly into the digital case file in the HIS*

The next step towards digitisation is the introduction of the Fluency Direct speech recognition software, which is currently being tested at MEDIAN in several clinics. With the help of speech recognition, doctors can dictate directly into the hospital information system in real time. "This is another great relief for our practitioners, who now have more time for their patients", says Lars Lehmann. He would also like to convince all those who have been used to handing in their dictation to the clerical services for decades. "Nobody is left alone with the new tool. There will be training sessions, an educational video and webinars."

The colleagues who are currently testing Fluency are also available as supportive multipliers. This includes Dr. Nadja Breijawi, orthopaedic chief physician at the MEDIAN Hohenfeld Klinik Bad Camberg. The feedback received



*"This gives our practitioners more time to spend with their patients."*

**Lars Lehmann**  
Project manager Business Development

from the testers is consistently positive. "After some time getting used to the software, it is really not difficult to use", says Dr. Breijawi. "Fluency also learns, thus it understands its user and his pronunciation with increased accuracy over time."

The beginnings of digitisation in medical clerical services go back even further. "In 2019, we introduced the so-called click letter in orthopaedics in order to simplify work processes", explains Jörg Holzapfel, coordinator and HIS specialist at MEDIAN. "Today, around 30 orthopaedic clinics use it for their discharge letters, and we want to gradually introduce it for other uses." The initiative for this originates from the Orthopaedics Medical Board and in particular from Dr. Breijawi and Dr. Barbara Schmitt, orthopaedic chief physician at the MEDIAN Kaiserberg-Klinik

Bad Nauheim, who already had initial thoughts about the click letter in 2014 and initiated and promoted the introduction of the digital innovation at MEDIAN. As the name suggests, pre-formulated text modules are inserted into the doctor's letter at the click of a mouse button. This saves the time-consuming, always new formulation of basically similar facts. "The click letter is a great help especially for doctors who are not native speakers of German", says Dr. Breijawi. "Our experience shows that the letters are definitely of higher quality in this manner and meet the strict quality requirements of the German Pension Insurance to an even greater extent.

| Say it with the click of a mouse: The pre-formulated text modules of the digital "click letter" help doctors formulate letters.



# Motivation via push message

The British MEDIAN company Priory also relies on digital tools for patients and employees.

Am I still able to drive or did I already have too much to drink? What is my stress level at the office? How do I manage to get through my day without alcohol? People with an addiction often do not have a permanent contact in everyday life who motivates, informs and sometimes controls them. At Priory, MEDIAN's British sister company, the "My Possible Self" (MPS) app has been performing this task since the beginning of March. The United Kingdom's leading operator of facilities for the treatment of mental illnesses, neurological injuries, addiction and eating disorders has partnered with the app provider of the same name. "We wanted to be able to influence the app content and include more psycho-educational elements based on cognitive behavioural therapy", says

Joe McEvoy, Director of Innovation and Digital at Priory. "Previously, we were often disappointed with app providers because the app content was too rigid and the analytics were poor. MPS, on the other hand, offers comprehensive analysis tools that both reveal clinical outcomes and increase patient benefit. The comprehensive insights into how the app is used also help to continuously develop the content."

"My Possible Self" currently offers six modules on safe drinking, safe gambling, depression, anxiety, sleep and work-related stress. The "insights" section collects data from all modules to provide ongoing feedback to users. Each module follows a similar course and offers tools

for controlling one's own behaviour and using personal resources as well as various tools of cognitive behavioural therapy.

The module "safe drinking" guides the app user through the "alcohol use disorders identification test" (AUDIT), which the World Health Organisation (WHO) developed to identify alcohol use disorders in order to determine the risk of addictive drinking. Under "keeping an eye on things", users can log their own consumption and situational factors. Regular use of this feature helps the app recognise patterns and show them to the user. Clicking on "reduce what I drink" offers tips and help to consume less. Furthermore, regular push notifications and supportive messages can be activated. Alcohol-free days can also be entered here and a reminder can be set. Each module also ensures rapid assistance in crisis situations, for example by providing emergency telephone numbers and contacts to charities and self-help groups and Priory facilities.

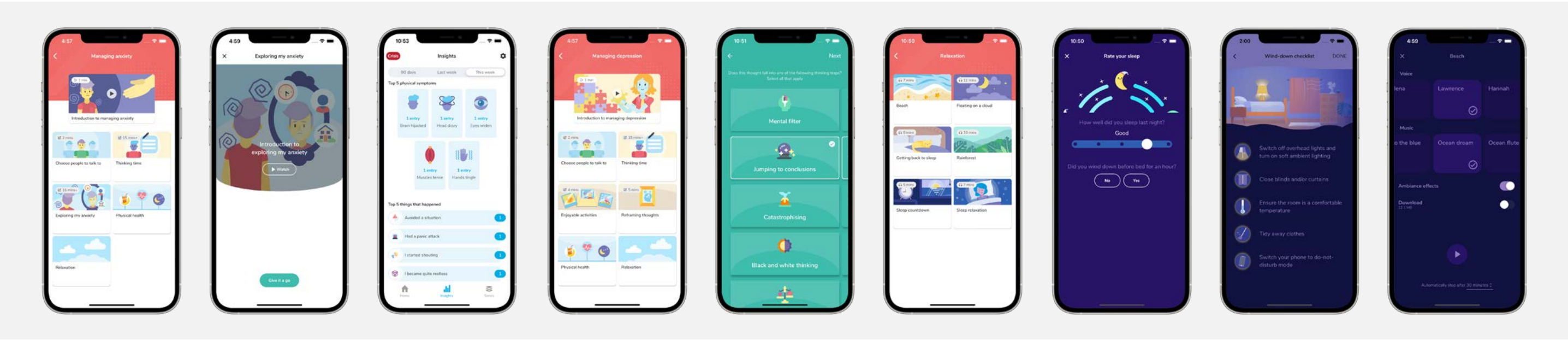
"Priory Connect" is another recent digital service offered by Priory to its clients. "We have created a platform where patients can book appointments online, enter notes and access important data", says Joe McEvoy. The clinics also benefit from the new possibilities. For example, employees

can manage duty rosters, patient notes and their communication. "Thanks to the integrated live management portal, we also ensure excellent customer service, powerful clinical management and best conditions for collaboration with health insurance providers", says Priory's digital manager.

In the "Priory Connect" app, patients can select the care they want and find the right expert from a list of therapists. The availability is then checked and an appointment is booked via the app. Reminders for treatment and important messages from the responsible therapists are also available via smartphone. The therapists in turn can update their availabilities via the online portal and keep a close eye on the duty roster. Finally, Priory customer service also has access to the portal and can book appointments for their clients.

The "My Possible Self" app is also available in English in Germany via the Play Store.

**More information can be found at:**  
[mypassibleself.com](http://mypassibleself.com)





## “Heart pace maker” for the wrist

In the MEDIAN Klinik Flechtingen, cardiology patients test Fitbit fitness trackers. The data collected by the watches motivate and so contribute to the rehabilitation success.

Anyone who needs a “heart pace maker” in the MEDIAN Klinik in Flechtingen, does not go to the operating theatre, but quite simply to the diagnostics department. There, he receives a small digital helper that literally gets his heart moving: a watch from Fitbit, one of the world’s largest providers of fitness and health trackers. It is intended to motivate heart patients in Flechtingen to exercise more and in this way contribute to the success of their rehabilitation. First experiences after about one year show:

“Optimal recovery also includes the ability to track the development of one’s own performance capacity”, says Dr. Laura Golenia, head of the project at MEDIAN. “The fitness trackers support our patients in this task.” The watch counts the steps walked and the active minutes of its wearer every day. The performance progress is monitored and evaluated by attending physicians. In order to compare whether the use of the watches actually influences the therapy outcome, the data are compared with the results of patients without digital companions. “In this way we can measure the success of our idea”, explains Dr. Per Otto Schüller, Chief Physician of Cardiology and Pneumology at the MEDIAN Klinik Flechtingen.

Especially in the case of heart and lung diseases, physical activity makes an important contribution to recovery, says the physician. “The life expectancy of active people is significantly higher than that of inactive people with a sedentary lifestyle.” One indicator is the number of steps made per day, which is measured in Flechtingen with the

Fitbit Charge 3, which also tracks other parameters such as distance walked and calories burned. Moreover, it also provides information about sleep quality and training sessions completed. The user can also log meals. Mindfulness exercises and guided meditations, provided via the Fitbit app, also reduce stress.

Those choosing a Fitbit set their activity goals together with their attending physicians and therapists. The user will also be trained on how to use the watch and app. The latter can be easily paired with the MEDIAN app. The collected data are regularly forwarded to the treatment team by email, and the findings are discussed during the ward rounds. “Previously, mostly younger rehabilitation patients of working age have been using the watch”, reports chief physician Dr. Schüller following experience in the first use. “The feedback has been overwhelmingly positive. Users state that the activity measurement is very helpful in achieving previously set goals.”

In addition, the continuous heart rate measurement and sleep recording provide the rehabilitation team with further valuable information about the patient’s health. According to the cardiologist, the Flechtingen practitioners have even been able to track down previously unknown diseases with the help of the watch, such as nocturnal respiratory disorders like obstructive sleep apnoea. “In such cases, we can then carry out further diagnostics and recommend appropriate therapy.”



*“Life expectancy of active people is significantly higher.”*

**Dr. Per Schüller**  
Chief Physician Cardiology  
and Pneumology MEDIAN  
Klinik Flechtingen

Wrist motivator: Patients in Flechtingen feel encouraged to achieve their goals by measuring their activities.





## First TOP DRV results available

The first TOP results of the year were achieved by MEDIAN in the quality audit by the German Pension Insurance (DRV). In the first quarter of 2021, four hospitals achieved the top score of 99 or 100 out of a possible 100 RTS quality points. In the field of breast cancer, these include the MEDIAN Zentrum für Rehabilitation Schmannewitz, Clinic for cardiology, oncology and behavioural orthopaedics with 100 points and the MEDIAN Klinik Kalbe with 98.9 points. In the field of alcohol dependence, 99.22 points were awarded to the MEDIAN Klinik Richelsdorf and 99.88 points to the MEDIAN Klinik Eschenburg.

The German Pension Insurance regularly checks, on the basis of the electronic patient discharge letters, whether therapeutic services are being adhered to at all the clinics it sends patients to. One of the performance indicators is the Rehabilitation Therapy Standard (RTS) report, in which the four clinics scored with distinction. The aim is to put the treatment of patients on a scientific basis in order to measure the quality of rehabilitative care.



## Quality through training

At the beginning of May, the MEDIAN Academy launched another training course for hygiene officers in the care field with a great 47 registrations. Those who successfully complete it take on an important role as multipliers in infection prevention in their work area and are the link to the hygiene departments. As experts, hygiene officers in care are important contacts and advisors for their own colleagues.

The training is divided into six modules, five of which take place online with one planned to take place in person. Contents include the introduction to hospital hygiene and microbiology, interesting facts about transmission paths and basic hygiene as well as multi-resistant pathogens and the development of resistance. The lecturers are Andrea-Klaus Altschuck and Dr. Sabine Hofmann.

By the way: In the first four months of 2021, there were already over 2,700 registrations for MEDIAN Academy webinars. This is a great upward trend!



## Safely through the pandemic – thanks to the highest hygiene standards

Quality at MEDIAN also means the highest standards of hygiene as an important component of patient safety. In times of Corona this is particularly true, since only strict hygiene rules can prevent the transmission of the virus through droplets, aerosols or contact with surfaces. From the outset, the leading MEDIAN hygiene experts Andrea Klaus-Altschuk and Dr. Sabine Hofmann have therefore been part of the Corona crisis team.

The topic of hygiene runs like a thread through all measures to prevent Covid-19 infections and ranges from testing to the organisation of the rehabilitation stay, behaviour in the event of an outbreak to vaccination. The basis for the protective measures at MEDIAN is a comprehensive set of instructions, which is updated on an ongoing basis and supplemented by numerous documents. They are all made available to clinics and facilities on the Intranet. Questions about Covid-19 are answered in a specially created FAQ section.

Numerous webinars of the MEDIAN Academy help with the application in practice. POCT manager Sandra Mütze shared information about the performance of rapid antigen detection tests and a member of the MEDIAN purchasing team explained about the Amelis client software, with the help of which the results of Covid-19 tests can be retrieved online. In a Corona-update for hygiene officers, Dr. Sabine Hofmann and Andrea Klaus-Altschuk provided background information on virus variants, vaccinations and the Corona hygiene concept. Dr. Yaser Abdallah, senior cardiologist and hygiene officer at the MEDIAN Klinik am Südpark Bad Nauheim, shared tips on tracing contacts of confirmed Covid-19 cases under the heading "The search for the needle in the haystack". Dr. Ulrich Drott, leading consultant at the MEDIAN Klinik Schlangenbad, fact checked the topic of "Corona vaccination" in several webinars. In addition, the MEDIAN Academy provided extensive training material from the provider Bibliomed available on the Intranet for dealing with Covid-19. In total, around 1,400 employees have attended the Corona webinars since the beginning of the pandemic.

## Welcome to MEDIAN

### Management



**Stefanie Günther**  
Commercial Manager

Stefanie Günther assumed the commercial management of the **MEDIAN Klinik NRZ Magdeburg** on January 1. After completing her master's degree in health care management, she completed extensive management training at the Helios clinics. Following this, the 32-year-old took up her work as clinic manager, also at Helios. In this position she was responsible for a neurological rehabilitation clinic and established, among other things, the early rehabilitation phase B in the hospital sector.



**Ralf Opitz**  
Commercial Manager

On December 1, Ralf Opitz commenced his appointment as commercial manager of the **MEDIAN clinics Bad Gottleuba and Berggießhübel**. The Rhinelander, born near Aachen, has already been work-

ing in the health care sector for 36 years, 23 of which in leading commercial positions in the acute and rehabilitation sector in various federal Länder. He studied business administration while working and graduated in Aachen with a degree in business administration. After working as administrator and department head, he advanced to assistant to the management and was already deputy administrative director of a hospital at the age of 26. He gained extensive clinical experience in several commercial management positions. In his previous position, Ralf Opitz was head of administration and authorised officer at the SRH health Centre in Bad Wimpfen.



**Sabrina Sauren**  
Commercial Manager

Since March 1, Sabrina Sauren has been the new head of the **MEDIAN Therapiezentrum Haus Willich** and succeeds Andrea Balsam. The graduate in social education work and social economics started her professional career at the Allgemeine Hospitalgesellschaft (AHG), which today belongs to MEDIAN. As a qualified social education worker, she joined the AHG Klinik am Waldsee and the AHG Therapiezentrum Loherhof in Geilenkirchen, North Rhine-Westphalia, in 2008. In the following year,

Sabrina Sauren, who was born in Aachen, took over the technical management for different branches of Loherhof, which now goes under the name of MEDIAN Therapiezentrum Loherhof, and has held the position of commercial manager there since 2018.



**Christian Grüßing**  
Commercial Manager

Since February 1, Christian Grüßing has held the position of commercial manager of the **MEDIAN Frankpark Klinik Bad Kissingen**. The graduate in business law (FH) and Master of Law, started his career at the Frankfurt law firm Schulz & Braun, a nationwide law firm, where he took care of clinic clients. After that he worked as an administrative director at a clinic in his home town of Hildburghausen. This was followed by seven more years as deputy commercial director in Tauberbischofsheim and Bad Mergentheim, before Christian Grüßing returned to his former position as hospital director at Regiomed-Klinikum in Hildburghausen, an emergency hospital with 160 planned beds.



**Michael Ennenbach**  
Commercial Manager

On December 1, the **MEDIAN Klinik Gyhum** welcomed its new Commercial Manager Michael Ennenbach. After his studies in Herford, the now 54-year-old was initially head of department in the patient administration of two clinics in East Westphalia-Lippe before becoming administrative director in Bad Oeynhausen for the first time in 2003. He then held two positions as commercial director and member of the management board, most recently at the Medizinische Zentrum für Gesundheit MZG-Westfalen in Bad Lippspringe with four rehabilitation clinics, where he was the head of administration for more than eleven years. In the future, Michael Ennenbach will also take over the commercial management of MEDIAN Klinik Wilhelmshaven in mid-2021.



**Oleg Giese**  
Commercial Manager

On January 1, the **MEDIAN Salze Klinik Bad Salzdetfurth** welcomed Oleg

Giese as its new commercial director. After ten years of professional experience in nursing, the trained nurse obtained a diploma in nursing management. Following this, he spent 15 years in management positions at various Asklepios clinic locations. During this time, he completed a part-time Master's degree in Advanced Management with focus on health-care management. In 2015, he moved to the Gesundheits- und Rehabilitationszentrum in Orscholz, before accepting the position as clinic director at the Gesundheitszentrum Salza Vita für Orthopädische, Psychosomatische und Psychotherapeutische Rehabilitation in Bad Langensalza.



**Sandra Germeshausen**  
Commercial Manager

The **MEDIAN Privatklinik Berggarten Deidesheim** welcomed Sandra Germeshausen as new commercial director on February 1. Born in Baden-Baden, she completed her training as a medical-technical laboratory assistant before earning bachelor's and master's degrees in health economics in Cologne. Following this, she started working as an assistant to the commercial management at the MEDIAN Klinik Sonnenwende Bad Dürkheim and the MEDIAN Rhein-Haardt-Klinik in 2015. Two years later, she moved to the MEDIAN Klinik für Psychosoma-



**Thomas P. Haeck**  
Commercial Manager

tik Bad Dürkheim as acting commercial director and, from mid-2018, together with Alexander Heinz, managed all the aforementioned facilities as deputy commercial director.

Thomas P. Haeck took over as commercial director of **MEDIAN Klinik Bad Sülze** on December 1. After his studies, the graduate physicist held positions in research and industry for many years, including software developer, IT consultant, project manager in the IT sector, department head and business developer. His professional path led him across Germany, later to Romania and finally to Switzerland. There, in his most recent position, he was head of the staff department for corporate development at a leading rehabilitation clinic in Davos. The proximity to medicine and Mecklenburg-Vorpommern first came into play for him in 2012, when he became the head of information technology at the University Medical Centre in Rostock.

*continue on P. 28*



## Medical Management



**Dr. Adriana Ionescu**  
Chief Physician

On February 1, Dr. Adriana Ionescu assumed the position of chief physician at **MEDIAN Klinik Römhild**. Born in Romania, she completed her medical studies in Timisoara and trained in internal medicine with a focus on cardiology. She then gained 15 years of experience as a specialist, senior physician and leading consultant for internal medicine and cardiology. In 2000, she earned her doctorate and expanded her knowledge and earned a degree in clinical psychology. In 2011, Dr. Ionescu started her career in Germany as functional senior physician for internal medicine in the Reha-Fachklinik Sonnenhof in Waldachtal and then worked as leading consultant in the Psychosomatischen Reha-Klinik Celenus Schömburg. In 2013, she took over the position as leading consultant in the Psychosomatische Klinik Bad Neustadt and subsequently was the head senior physician at the Saale-talklinik in Bad Neustadt. In 2020, she obtained her medical title for psychosomatic medicine and psychotherapy.



**Slavi Evdokimov**  
Head Physician Orthopaedics

On September 1, 2020, the **MEDIAN Reha-Zentrum Bernkastel-Kues** welcomed its new chief physician of orthopaedics Slavi Evdokimov. Born in 1963 in Bulgaria, the medical doctor worked as a trauma surgeon in an emergency hospital after his studies in Sofia and subsequently gained extensive professional experience in the outpatient orthopaedics department and the inpatient rehabilitation in several clinics in Germany. The 57-year-old specialises in the McKenzie Method (Mechanical Diagnosis and Therapy - MDT), a special treatment procedure for back, neck and joint issues. He is one of the few specialists for this method of treatment in Rhineland-Palatinate.



**Dr. Kristina Linke**  
Chief Physician Psychosomatics

On January 1, the **MEDIAN Klinik am Burggraben Bad Salzuflen** welcomed Dr. Kristina Linke as new chief physician of the department of

psychosomatics. Dr. Linke completed her medical studies at the Martin Luther University in her home town of Halle/Saale. As early as 1997, her professional path led her to the MEDIAN Klinik am Burggraben Bad Salzuflen. She started as an assistant doctor in psychosomatic medicine and completed her training as a specialist in psychosomatic medicine and psychotherapy. In 2008, she assumed the position of leading consultant and served as acting chief medical officer of psychosomatic medicine for several months in 2020. Subsequently, she was appointed leading consultant before assuming the position of chief physician for psychosomatics.



**Dr. Sven Alex**  
Chief Physician Psychosomatics

On March 1, Dr. Sven Alex assumed the position of chief physician of the psychosomatic department of **MEDIAN Klinik Berggießhübel**, where he had previously worked as a leading consultant since 2010. The specialist in psychiatry and psychotherapy as well as social medicine completed his medical studies in Berlin and Dresden and worked as an assistant physician in the Sächsischen Klinikum Arnsdorf as well as in the Psychosomatische Rehaklinik Schwedenstein in Pulsnitz. Before joining MEDIAN, Dr. Alex worked as

leading consultant in a psychiatric clinic in Eksjö in Sweden for eight years.



**Dr. Nadja Breijawi**  
Head Physician Orthopaedics

On January 1, Dr. Nadja Breijawi assumed the position as chief physician of the orthopaedics and trauma surgery department at the **MEDIAN Hohenfeld-Klinik Bad Camberg**. She completed her medical studies in Mainz and received her doctorate in 2003 on the subject of osteoporosis. Subsequently, she gained extensive professional experience in acute-inpatient care at the Universitätsklinikum Mainz where she also completed her training as specialist in orthopaedics. Her professional career in rehabilitation started in 2011 as a specialist at what is now the MEDIAN Reha-Zentrum Wiesbaden Sonnenberg, where she took over the position of leading consultant in 2013.

**Dr. Antje Frieler-Reichert**  
Chief Physician of the Psychosomatics Department

Since February 1, Dr. Antje Frieler-Reichert has been the new chief physician of the psychosomatic department at **MEDIAN Reha-Zentrum Bernkastel-Kues**. The 51-year-old

has been working at the Klinik Moselhöhe, located there, for many years. After her dissertation in epilepsy research, she completed her training as a specialist medical officer for neurology and psychotherapy in several clinics of the Kliniken Sonnenberg Saarbrücken. In 2007, Dr. Frieler-Reichert moved to the MEDIAN Reha-Zentrum Bernkastel-Kues as functional leading consultant for psychosomatics, where she subsequently held the positions of consultant and leading consultant. In addition to her profession, she completed further training in psychoanalytic-interactional group therapy and obtained the additional title "Special pain therapy". Since last year she has also been authorised to provide further training in the field of psychiatry and psychotherapy.

## Corporate headquarters



**Frank Bauer**  
Head of Central Purchasing

On April 1, Frank Bauer took over the management of central purchasing in the **MEDIAN corporate headquarters**. Mr Bauer can look back on around 16 years of management experience in the healthcare sector with

groups of hospitals and purchasing companies. Prior to that, he worked with nationwide IT service providers in leading purchasing and service positions as well as for an international retail group in purchasing.



**Volker Stuhlmann**  
Head of Human Resources Management

In parallel to his job as HR-expert for the North-West division, Volker Stuhlmann took over as Head of Human Resources Management at **MEDIAN corporate headquarters in Berlin**. Mr. Stuhlmann has been working for MEDIAN since 2017 and in the past he had already taken care of another business area issues relating to human resources management and occupational law. In the process, he conducted numerous negotiations with works councils and trade unions. In addition to the HR experts, the human resources management of the corporate headquarters around team leader Nancy Menge was also assigned to the area of Mr. Stuhlmann.



**Dr. Filippo Martino**  
Head of Digital Health

On April 1, **MEDIAN corporate headquarters** welcomed Dr. Filippo Martino as head of the new digital health department. The 32-year-old most recently worked at fbeta GmbH in Berlin, a management consultancy specialising in digital transformation in the healthcare sector. There he took care of technology-oriented healthcare start-ups, managed numerous digitisation projects and, most recently, set up the business area of digital health as senior consultant. Born in Neustadt, he studied human medicine at the Hannover Medical School, where he also obtained his doctorate. His internship year took him to Shanghai East Hospital and the Tongji University in China. This was followed by three years as resident physician for neurology at the Universitätsklinikum Carl Gustav Carus in Dresden, where Dr. Martino taught as a neurological lecturer at the Carus Academy of the University and founded his own life sciences company RememberID. Since November 2020, he has been first chairman of the Deutsche Gesellschaft für Digitale Medizin (German Society for Digital Medicine) (DGDM), which he co-founded.

## You did not find yourself here?

**Please feel equally welcome. We are pleased that you are contributing your competence and commitment to strengthen MEDIAN!**

**We would be happy to include you in the next issue of DIALOG. Please email us at: [marketing@median-kliniken.de](mailto:marketing@median-kliniken.de)**



## With heart and humour

**Friedrich-Peter Klein worked for 30 years in Hohenlohe**

After 30 years of reliable cooperation, **Friedrich-Peter Klein** said goodbye to MEDIAN at the end of March to start his well-deserved retirement. He worked as a masseur at the MEDIAN Klinik Hohenlohe Bad Mergentheim for three decades.

Only recently, Mr. Klein himself went to the clinic for follow-up treatment, an experience he would not want to miss. "Thanks to my follow-up treatment, I had the opportunity to get to know my colleagues from a different perspective. It was a wonderful last impression of my long time in this clinic, for which I would like to thank everyone involved. I am retiring with mixed feelings."

"Mr. Klein was a valued and always welcome colleague who practised his profession with a great sense of humour and passion. His warm and open character will be missed by the staff", says Nadine Helbig, commercial manager of the MEDIAN Klinik Hohenlohe Bad Mergentheim. Together with therapy manager Andreas Meyer she presented Mr. Klein with a small gift for a relaxing start to his retirement.



## Setup helper

**Werner Knaak says "goodbye" after 27 years in Wilhelmshaven**

At the age of 63 years, our long-time employee **Werner Knaak** says "Goodbye, MEDIAN". The qualified central heating and ventilation engineer worked for 27 years as building services technician at the MEDIAN Klinik Wilhelmshaven. After 15 years as a factory fitter at Olympia-werke in Roffhause, he started in May 1994 at what was then the Wilhelmshaven rehabilitation centre, while construction was still underway. "Until the first patient arrival in August, the technical manager, Mr. de Armas Klein and I set up the department", says Werner Knaak.

Over the years this has grown into a tightly-knit community. "I have always felt appreciated, even across departments. When I arrived at work in the morning and I heard a "Good morning, Werner" from every corner, it was a very good start of the day for me.

All colleagues at MEDIAN, above all the commercial director of the MEDIAN Klinik Wilhelmshaven Klaus Kurre, wish Mr. Knaak all the best and above all health in his well-deserved retirement.



# Our joint **vision**

## **To be a quality leader**

with measurable high quality  
and patient satisfaction

## **To be a pioneer**

in the continued development  
of rehabilitation medicine

## **To be a reliable partner**

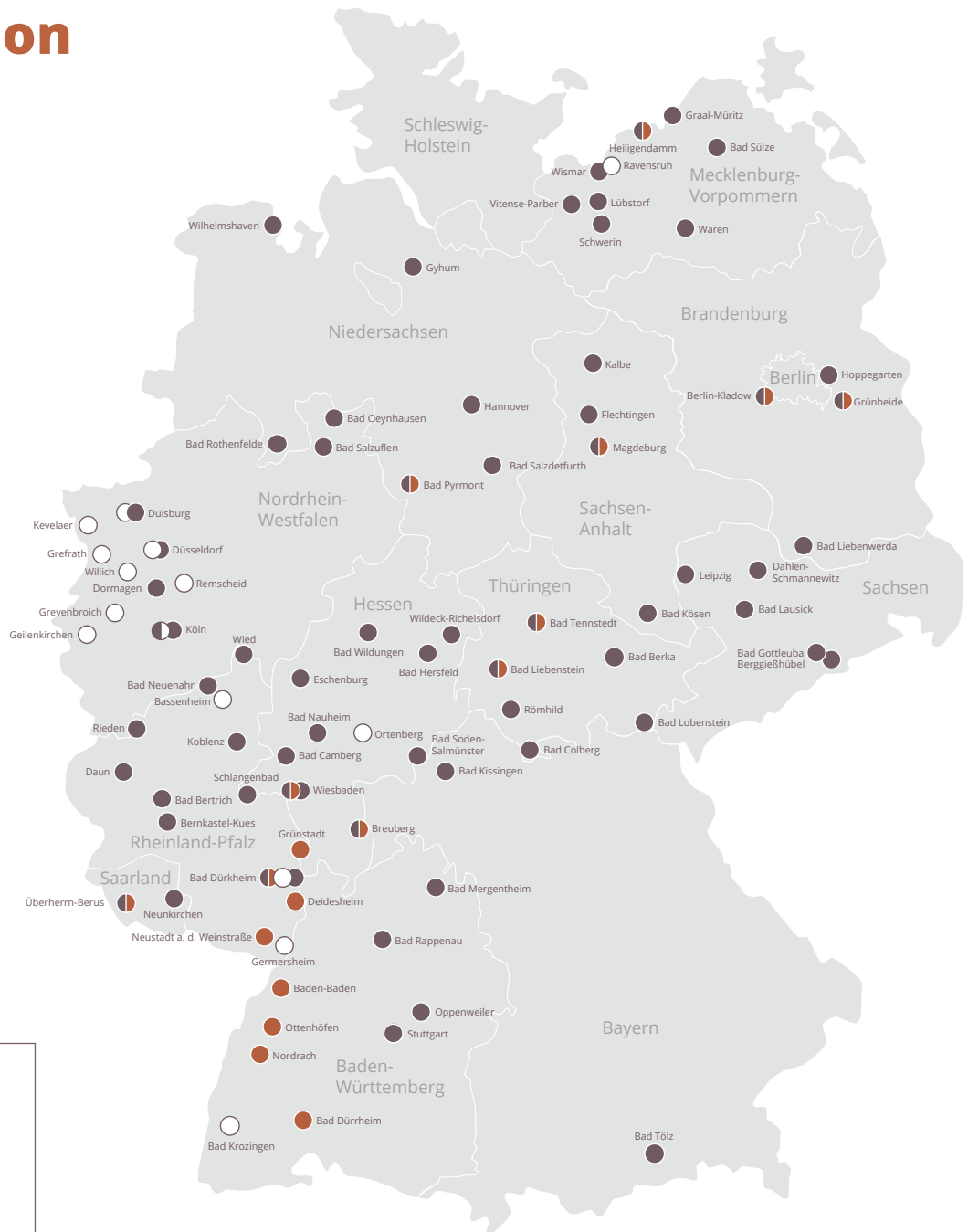
with high-quality health services  
on offer, everywhere in Germany

## **To be a strong service provider**

with above-average ambience  
and service

## **To be a secure employer**

with good investment power  
and diverse career paths



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