

7 december 2010
De V staat voor.....

Excellente zorg in Nederland

Johan Lambregts, Bureau Lambregts
Project manager



Excellente zorg in Nederland



Symposium Programma

1. Welkom & Introductie
2. Achtergrond
3. Ontwikkeling en resultaten verpleegkundige/verzorgende pijler
Brigitte de Brouwer, MSc
4. Ontwikkeling Patiëntenpijler & Resultaten
Dr. Suzanne van der Meulen- Arts, PhD
5. Ontwikkeling Organisatiepijler en resultaten
Drs. Johan Lambregts
6. De praktijk: Judith van Hall, Zonnehuis Amstelveen
7. Vragen en discussie

Achtergrond

Bezoeken aan magneetinstellingen USA
2007-2009



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Performance Improvement Initiatives

HOW ARE WE DOING?



Patient Satisfaction Scores

Excellence in health care observation and research
Patient Centered Care



Continuum Quality Improvement Vision - Beliefs Mission - Commitments



Excellence in health care observation and research
PATIENT CENTERED CARE

Continuum Quality Improvement Vision - Beliefs Mission - Commitments

2008 NATIONAL PATIENT SAFETY GOALS
1. Improve the accuracy of patient identification.

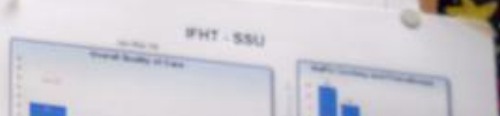
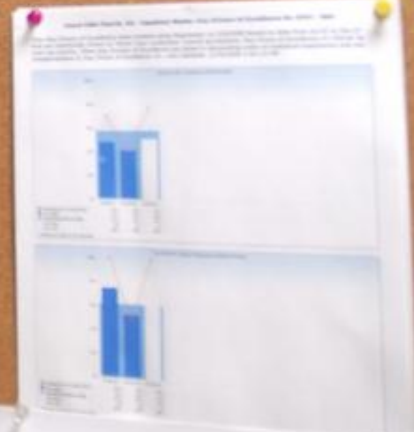
Restraint/Falls/Pneumovax Results



SMART
Communication Results

A chart with a grid and a blue line, showing SMART Communication Results.

SMART
Communication Results

A chart with a grid and a blue line, showing SMART Communication Results.

Daughter
For
Gift
Clipboard

Clipboard with text.



Quality

Mislabeled Specimens

• Goal: Reduce mislabeled specimens by 10% based on 2007 results
 2007 result = 5%

Service

Inpatient Satisfaction

• Goal: To be 20 from the 90th percentile goal of a national database for patient rating that rank as "excellent"
 Goal for 2008 = 47.2%ile
 • Result: 58.1 Jan 2008 = 82.4%ile

Cost

RN Turnover Rate

• Goal: Reduce RN turnover rate (based turnover due to career advancement and relocation) by 10% from end of year 2007
 Total # 2007 = 4
 2008 goal = 3 or a RN turnover
 • Result:

People

Employee Satisfaction

• Goal: Achieve overall employee satisfaction for RNs (range of 90-95) everywhere in 2008
 (Target score average is 90.5)

Growth

Patient Volume

• Goal: Achieve target patient volume for 2008

Community

Employee Engagement

• Goal: Increase employee engagement score from 2007

Quality

**Mislabeled Specimens
 90 - Day Action Plan (Q1)**

Specimen Type	Count	Rate	Target
Urine	100	0.5%	0.5%
Blood	50	0.2%	0.2%
Sputum	20	0.1%	0.1%
Stool	10	0.05%	0.05%
Other	5	0.02%	0.02%

Service

**Inpatient Satisfaction
 90 - Day Action Plan (Q1)**

Department	Score	Target
Medical	85	80
Surgical	75	70
ICU	65	60
Other	55	50

Cost

**RN Turnover Rate
 90 - Day Action Plan (Q1)**

Department	Count	Rate	Target
Medical	2	0.1%	0.1%
Surgical	1	0.05%	0.05%
ICU	1	0.05%	0.05%
Other	0	0%	0%

People

**Employee Satisfaction
 90 - Day Action Plan (Q1)**

Department	Score	Target
Medical	85	80
Surgical	75	70
ICU	65	60
Other	55	50

Growth

Community

**Employee Engagement
 90 - Day Action Plan (Q1)**

Department	Score	Target
Medical	85	80
Surgical	75	70
ICU	65	60
Other	55	50



Achtergrond

1. Toenemende vraag in de toekomst aan zorg
2. Tekort verpleegkundigen en verzorgenden
3. Patiëntenzorg ervaren als te instrumenteel

Tijdspad

- Mei 2009-Juni 2010

Resultaten van de pilot

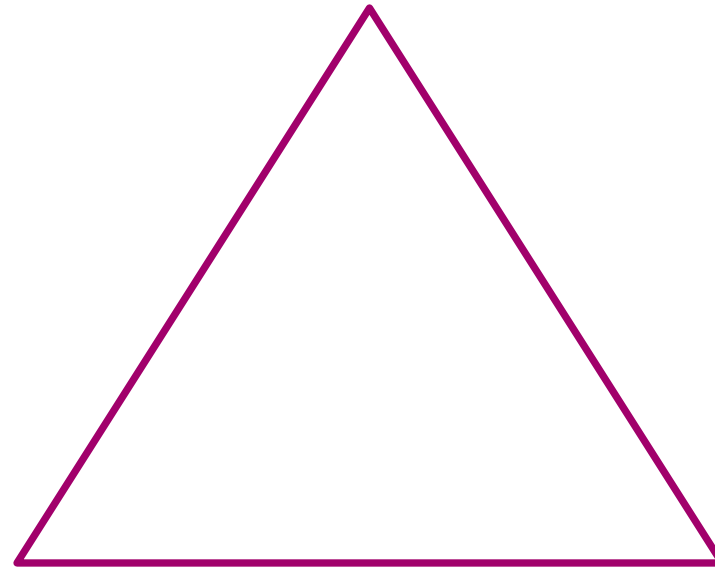
- Ontwikkeling diagnostisch instrument met drie componenten:
 - Patiënten pijler
 - Verpleegkundige/verzorgende pijler
 - Organisatie pijler
- 0-meting
- Rapportages van de organisaties
- Instellingsbezoeken

Instrument

**Organisatie
pijler**
Verloop
Vacatures

**Verpleegkundige/
Verzorgende
pijler**
Excellente zorg

Patiënten pijler
Tevredenheid
Ervaren goede zorg



Excellente zorg in Nederland

Participerende organisaties

- Delta Psychiatrisch Centrum, Poortugaal
- Santeon ziekenhuizen:
 - OLVG Amsterdam
 - St. Antonius Ziekenhuis, Nieuwegein/Utrecht
 - Catharina Ziekenhuis, Eindhoven
 - Martini Ziekenhuis, Groningen
 - Medisch Spectrum Twente, Enschede
 - Canisius Wilhelmina Ziekenhuis, Nijmegen

Participerende organisaties

Thuiszorg:

- Buurtzorg Nederland, Almelo
- Icare Flevoland, Lelystad

Verpleeghuizen

- De Waalboog, Nijmegen
- Zorgspectrum, Nieuwegein
- Zonnehuisgroep Amstelland, Amstelveen

Project organisatie

- Prof.dr. Rianne de Wit, University of Maastricht, Hoogleraar verplegingswetenschap
- Prof.dr. Diana Delnoij, Universiteit van Tilburg, Hoogleraar Transparantie in Gezondheidszorg, directeur Centrum Klantervaring in de zorg

Project organisatie

Adviesraad

- Prof dr. Pauline Meurs, EUR/ IBMG, voorzitter
- Prof dr. Arie. Nieuwenhuijzen Kruseman, KNMG
- Drs. Han Noten, Actiz
- Drs. Piet Hein Buiting, VSZ/ Canisius Wilheminaziekenhuis
- Dr. Marian Kaljouw, V&VN
- Drs. Diane Monissen, De Friesland namens NPCF
- Drs. Jenneke van Veen, IGZ
- Mr. Gerda Raas, RVZ