Accreditation of services: challenges of the future in the residential services of the elderly - The Netherlands

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License to operate: first step

- Registration at Chamber of Commerce
- Declaration for user involvement
- Type of care to be provided
- Moment of Start
- Staffing in the first half year: professions and numbers
- Care that is restricted to be provided by specific professions
- Expected number of patients/clients in first half year
- Contact numbers
Inspection and monitoring

• Collecting information, risk assessment and incidents monitoring (client experiences, complaints, incidents, staffing and financial info, reports)
• Announced and unannounced inspection on site
• Measures:
  • Instruction
  • Order
  • Sanction
  • Improvement plan
  • Intensified monitoring
  • Withdrawal License to operate
National quality framework

Quality & Safety
1. Person-centered care & support
2. Live & well-being
3. Safety
4. Learn & improve

Conditions
5. Leadership & governance
6. Norm for staffing
7. Use of resources
8. Use of information
Inspection framework

• Key elements
  • Basic care: safety and wellbeing (‘loving care’)
  • Person centeredness (quality of life)
  • Governance on quality management
  • Quality and qualifications of staff

• Vision
  • Responsibility and governance of providers
  • Trust
  • Learning capability and stage of development
  • ‘Care like you wanted it for yourself and your beloved ones!’
Methods

- Monitoring of data
- Checking files, having interviews, inspecting documentation
- Short Observational Framework for Inspection (SOFI)
- Feedback discussion
- Experiments with mystery guests and users as inspectors
Health care insurers funds

- Monitor good quality for an affordable price
- Equal rights across the country
- Learning and improving
- Data collection at national level
- To be discussed with the organisation
  - Management
  - Clients and relatives
  - Clients’ council
  - Staff
- Collaboration with organisation
- What does the client want?
Private accreditation and certification

• Not required
• Voluntary participation by some organisations for internal reasons
• Of limited importance
• Relevant for individual professionals
Thank you for your attention!

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