



Efficiency
Right-care-right-place
Patient-centered
New-ways-of-working
Triage
New
Reduced-risk
Pathways
Benefits
Idea-generation
Access
Bikes
Tulips
Windmills
Canals
Innovation
Netherlands
Improvement
Realtime-information
Clogs
Empowerment



HOSPITALS 2020 - INNOVATIONS

Innovation One: Out of Hours (OOH) GP Care

Innovation Two: The Patient as a Partner

Innovation Three: Electronic Health Records



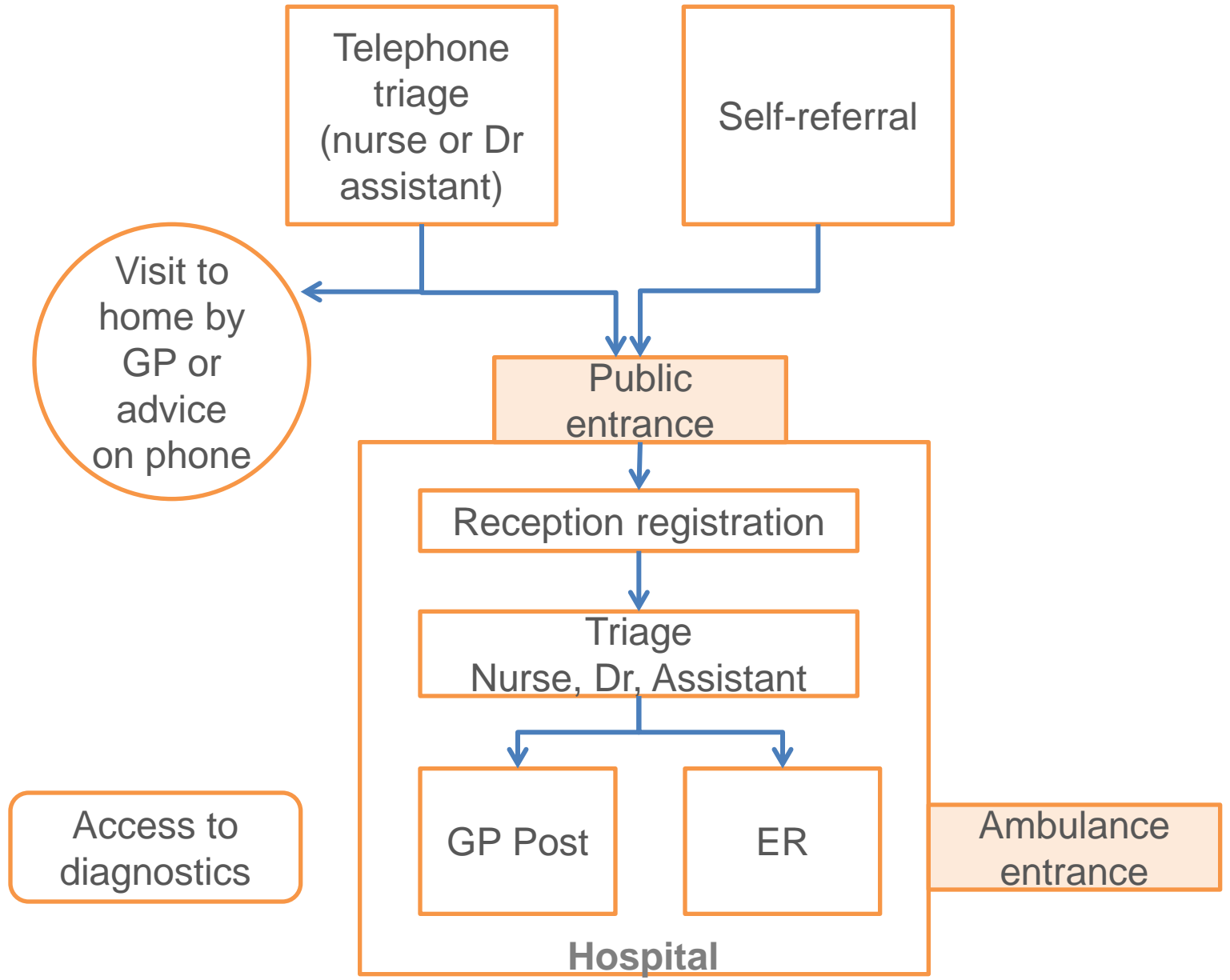
Innovation One:

Out of Hours GP Care



Comprehensive Out Of Hours care through “GP Posts” co-located with ER

- GPs are responsible for the provision of OOH care for their registered patients
- Evenings, weekends and all day on holidays
- GP practices organised in larger groups, called GP Posts, on average 150 GPs
- GPs now work fewer hours to cover OOH





Isala hospital in Zwolle



Beatrix hospital in Gorinchem



Emergency car for home visit by GP + driver



Payment method & reasons for success

Payment

- Normal GP care mainly via capitated budget for each registered patient
- OOH care also includes a rural subsidy to ensure viability

Reasons for implementation and success

- Legal requirement
- Financial encouragement: Ministry of Health made funds available (“starter subsidies”)
- Patient incentive: 375€ when use hospital care, inc ER, but not for GP use



Outcomes and results

Reduction in ER activity

↓13% patients attended the ED

↓99,5% Self-referred ED patients

↑20,2% ED hospital admissions

Number of ER visits per 1,000 population

- Netherlands 119
- England 278
- Spain 455

Smarter use of space and staff

- Flexible use of space, GP post rooms used by specialties or day cases during the day
- 1st contact mainly with Nurses or Doctors Assistants

ER visits are 2011 or 2012, from OECD, Spanish Health Ministry

Before and after figures are from: Thijssen, et al. (2013). Emergency Medicine International, Volume 2013, Article ID 364659,

<http://dx.doi.org/10.1155/2013/364659>



Innovation Two:

The Patient as a Partner



Changing the Culture

Empowering staff

- Belief in the model
- Belief that patients can re-integrate into their communities

Bio – psycho social model

- Skill mix changes
- Focus on the social side



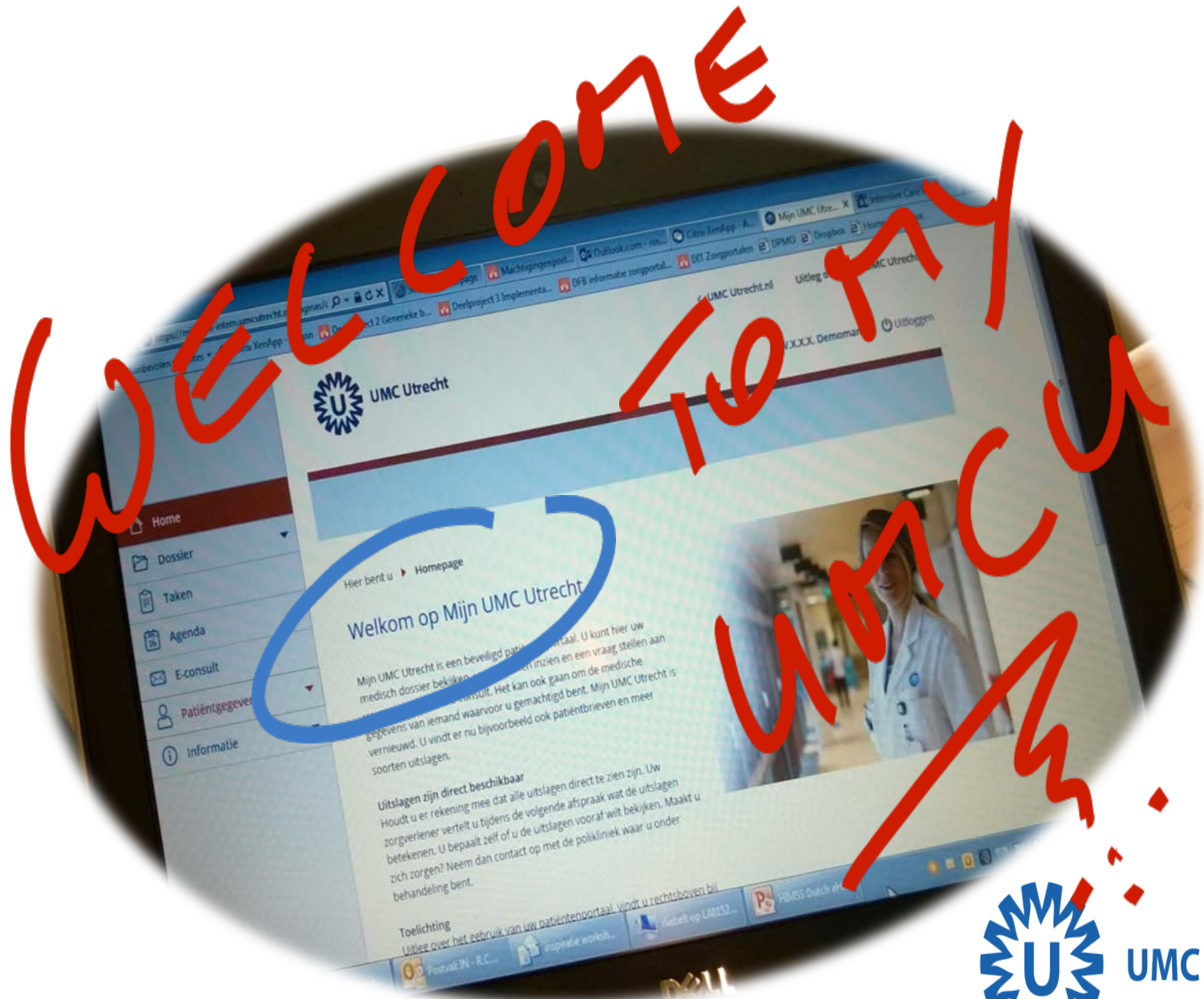
Partnership

- Shared space
- Patient as a partner in decision making
- Co-produced care plans
- Community participation
- Choice and Control
- Ex-patients as employees



Innovation Three:

Electronic Health Records





Home

Dossier

Behandelverslagen

Medicijnen

Metingen

Patiëntbrieven

Uitslagen

Taken

Agenda

E-consult

Patiënt gegevens

Informatie

u kunt gegevens inzien of wijzigen van:

Hier bent u > Homepage > Dossier: Behandelverslagen

Print Pagina

Behandelverslagen

Onder 'consultverslagen' en 'behandelafspraken' kunt u lezen wat de zorgverlener in uw medisch dossier heeft geschreven. Hebt u vragen? Neem dan contact op met uw zorgverlener. Of stuur een e-consult.

Toon meer informatie



Consultverslagen

Behandelafspraken



Datum	Wie	Specialisme	Soort	Verslag
29-10-2014		Oncologie	Anamnese	Concluderend op basis van deze revisie en pa uitslag geen nieuwe adviezen. Gaat het beter met antibiotica? PA bespreking, prof Offerhaus, dr. Oldenburg, dr. Vleggaar, dr. Bogte In maag worden granulomen gezien welke je ook kunt zien bij een cord colitis. In het duodenum geen toename van intraepitheliale lymfos. Wel toename van ontsteking, verminderde vlokken, tekenen van malabsorptie (vetbolletjes in epitheel).
29-10-2014		Psychiatrie openbaar	Conclusie en beleid (+)	1011787612

Infotainment at the bedside

- Access to health records
- Choose your meal
- Telephone / Skype
- TV / radio
- Games
- Internet
- Social media





Patient Owned Health Record

- Can be used by every healthcare provider
- Patients can also choose to share their information with healthcare professionals
- Patient can update their personal details
- Can prepare for ward round or appointments
- Includes access to measurements and results
- Based on national and international IT communication standards
 - e.g. HL7, Nictiz, CDA and CCR / CCD

www.mijn.medischegegevens.nl (www.meddex.nl)



Conclusion

Organisational Innovation: Out of Hours GP Care

Paradigm Innovation: Patient as a Partner

Technological Innovation: Electronic Health Records



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