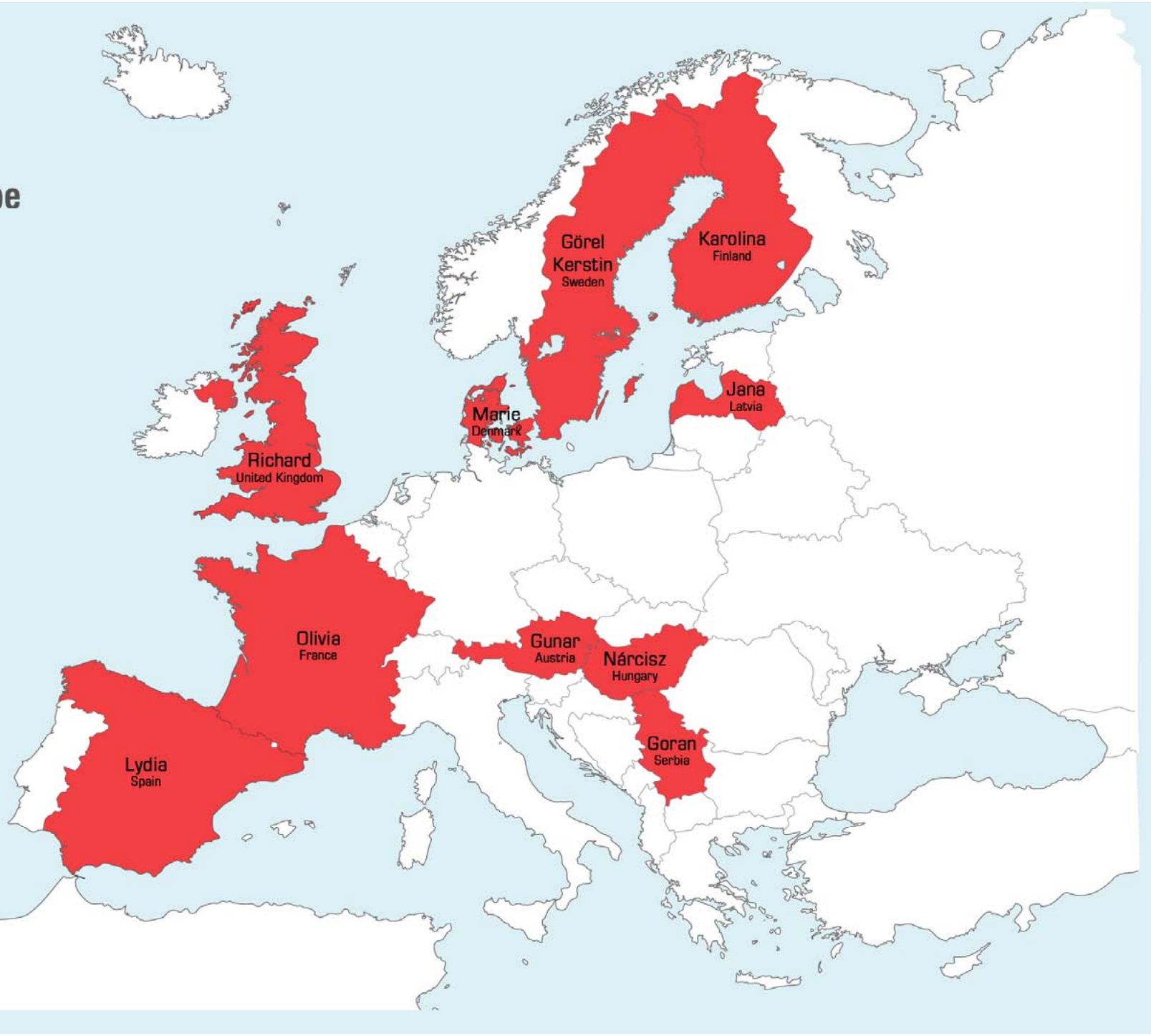


Typically DUTCH!  
Cultural aspects of  
patient safety

**HOPE 2013 - The Hague**  
**Presentation from The Netherlands**

# Europe





# A safety culture in the Netherlands – Is it possible?





# A safety culture in the Netherlands – Is it possible?





# A safety culture in the Netherlands – Is it possible?



# Agenda

## A Culture of Safety

Patients



Professionals

The Dutch healthcare system

# The Dutch healthcare system

- Solidarity
- High expenditure on healthcare
- A system based on insurances
  - Mandatory
  - Funded by taxes, insurers and personal contributions / self risk
- Hospitals are private → Competition
- Culture - learn from your mistakes



# Pillar: Patients

- Patients contribute to safety of own care
  - Patient empowerment and education
  - Patient information leaflets
- Patients contribute to improve healthcare
  - Satisfaction surveys, mirror meetings, complaint management



# Pillar: Professionals

- Quality-Safety-Management Systems
- Professionals are highly involved and committed
  - Continuous education on patient safety
  - Safety protocols (e.g. check lists)
  - Reporting of critical incidents
  - Feedback



# Conclusions

- Transparent safety culture is possible.  
YES!
- Achieved by many tools
- BUT:
  - Success is dependant on the cultural context



Typically DUTCH!

Typically SAFE!

