



**WELCOME TO THE  
NETHERLANDS**



**QUALITY**

**FIRST**



# The Dutch Health Care System

- Government does not provide care
- Government stays responsible for accessibility, affordability and quality
- Private, not for profit hospitals
- Private insurance companies:
  - everyone compulsory insured for standard package
  - Compulsory admittance
- Citizens can change insurer every year



# Quality

What does it mean for the patient?

- Open communication
- Enough information
- Equal partners
- Time





# Quality

What does it mean for the staff?

- Good clinical outcome based on guidelines and standards
- Constant innovation





# Challenges

- Cost of the whole health system
- Outcome Quality
- Pressure on staff







# Good clinical practice

- Compliance to guidelines and standards
- Accreditation







# Innovation

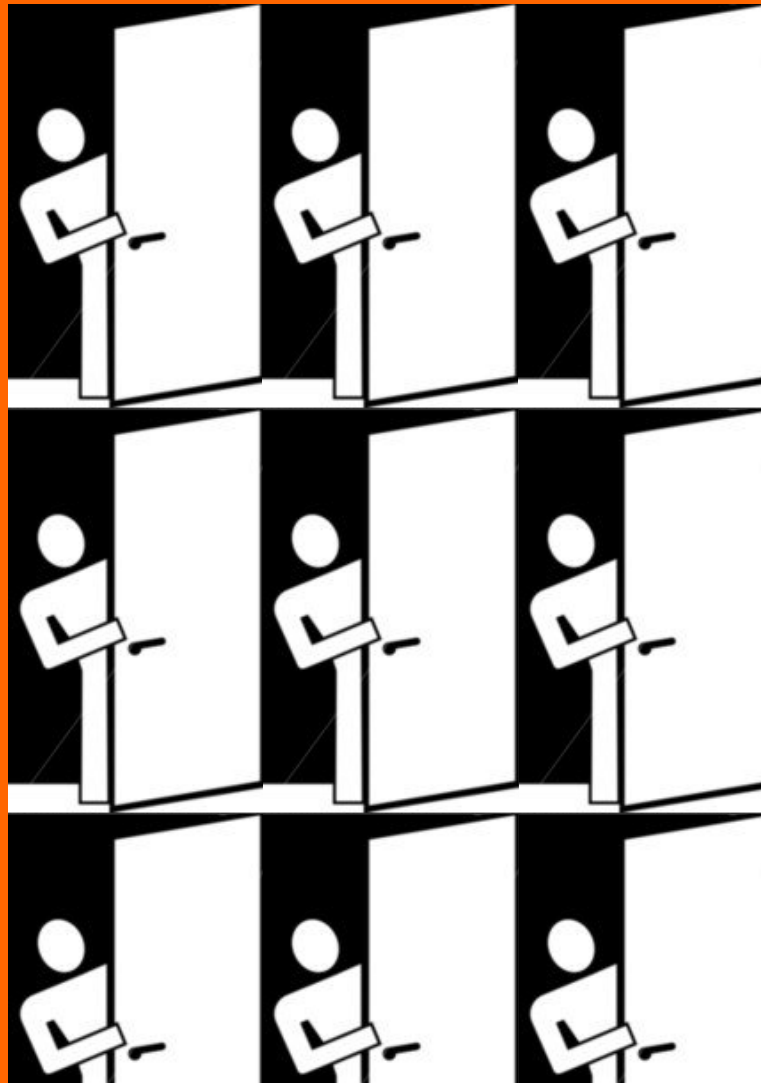
Paediatrician

Orthopaedician

Radiologist

Blood tests

General  
Practitioner



Anaesthesiologist

Psychologist

Speech therapist

Physiotherapist

Internist



# Opening one door



Paediatrician  
Orthopaedician  
Radiologist  
Blood Tests  
General Practitioner  
Anaesthesiologist  
Psychologist  
Speech Therapist  
Physiotherapist  
Internist



# Lessons learnt by the HOPE Participants in the Netherlands

2014



**We all have the same problems and challenges, let's share clever solutions together.**

**Thank you !**