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Inspectie voor de Gezondheidszorg  
Ministerie van Volksgezondheid,  
Welzijn en Sport

# Quality indicators contribute to the quality of nursing care in Dutch Hospitals.

Dutch Healthcare Inspectorate  
(DHI)

Annette de Bruijne en Willeke Helthuis

ENC| October 6, 2016

## Gezond vertrouwen



# Presentation, conversation and discussion

## Introduction

Inspectorate (DHI) will introduce herself:

- Who are we?
- What are we doing?
- Context

## Quality Indicators (QI)

- How to develop QI?
- Specific for nursing care
- Innovations and experiences

## Discussion





## What is/does DHI?

**SAFETY  
IS EVERYBODY'S  
RESPONSIBILITY!**

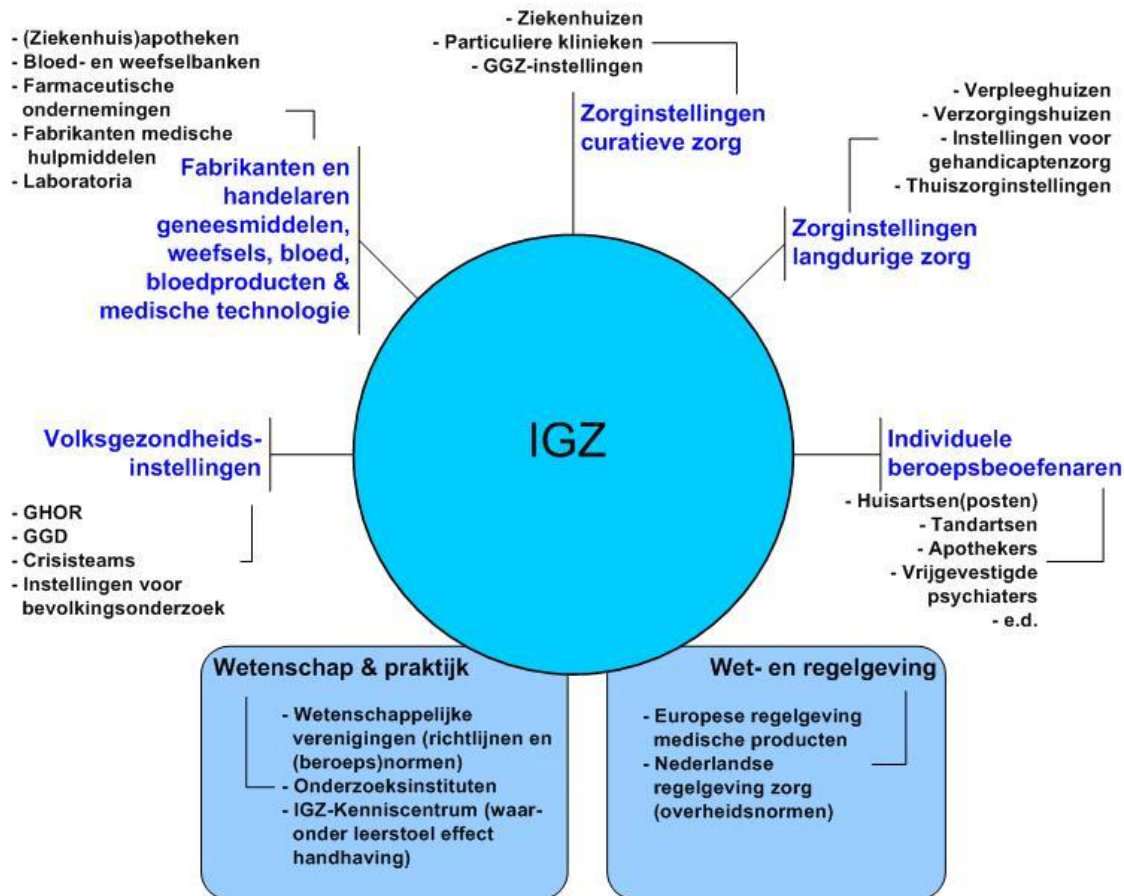
The DHI:

- Promotes public health through effective enforcement of the quality and safety of care and medical products and the quality of prevention;
- Gives solicited and unsolicited advice to the minister of Health;
- Makes with respect to the providers of healthcare advice, encouragement , pressure and coercion as a contribution to good care.
- Examines and judges impartial, competent, diligent and independent of political color or dominant health care system.



## Work Area DHI

800.000 professionals and 40.000 institutions and companies for health care





# Law for Quality, Complaints and Disputes in Healthcare

Care of good quality and good level:

- a. which is certainly safe, effective, efficient and customer-oriented, will be granted in a timely manner, and is tailored to the real needs of the client,
- b. where caregivers act in accordance with the responsibilities incumbent upon them, arising from the professional standard
- c. whereby the client's rights are carefully respected and the client also otherwise be treated with respect.



Good care, we owe it to them ...





## Multiannual policy DHI 2016-2019: 'Healthy sense of trust'

Independent, impartial and transparent

Constantly adjusting from a citizen perspective

Above all: dialogue and connection

+ focus on vulnerable groups





# Surveillance Medical Specialistic Care

Board of Directors: responsible

Encourage Risk-management: retro- and prospective

Encourage compliance (more than control laws / regulations, system behavior and outcome)

Specific themes, including Patient Safety Systems

Interview and assessment at various levels in the organization

Integral 'in the genes'

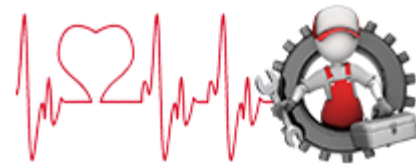






## Integral means focus on

- Systems
- Behavior
- Outcome

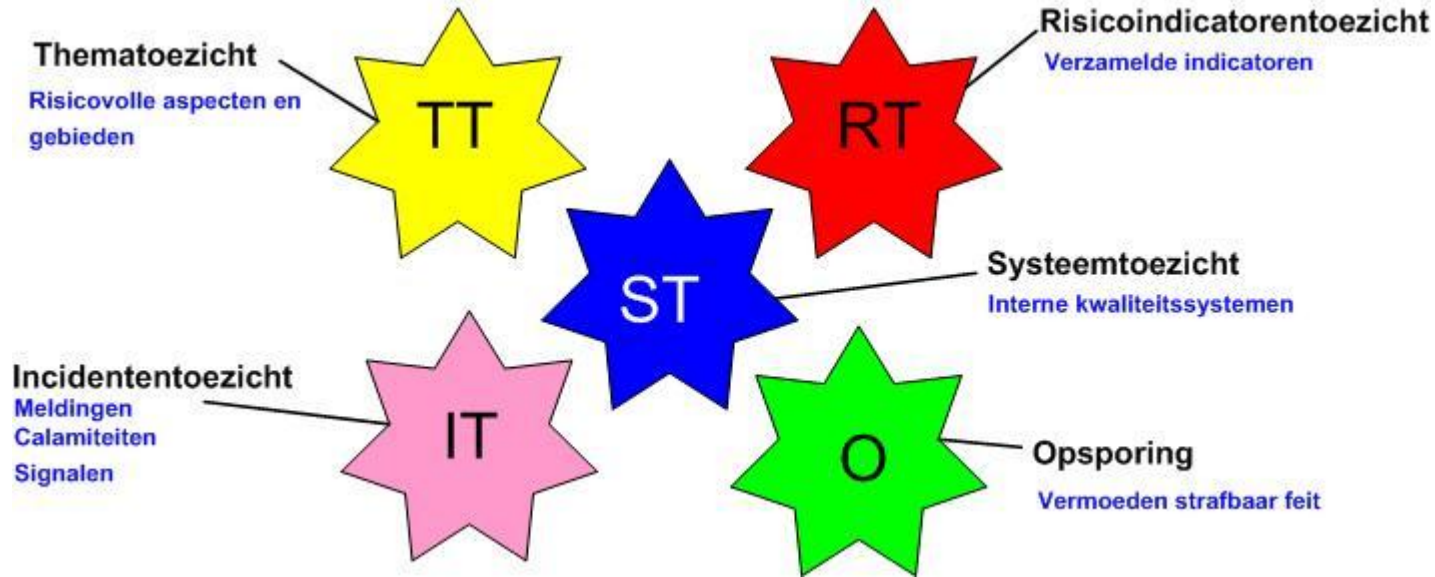


DASHBOARD





# Forms of Supervision bij DHI





# Measures of DHI

Strafrechtelijke maatregelen	Aangifte OM Opsporingsonderzoek
Tuchtrechtelijke maatregelen	Tuchtklacht
Bestuursrechtelijke maatregelen	Bevel Aanwijzing Intrekken vergunning Onthouden certificaat In beslag nemen geneesmiddel Bereiding of terhandstelling geneesmiddel beëindigen Apotheek sluiten Last onder dwangsom Bestuurlijke boete
Corrigerende maatregelen	Verscherpt toezicht (inclusief actieve openbaarmaking) Verbeterplan
Advies en stimuleringsmaatregelen	Campagnes Circulaires Brieven Tijdschriftartikelen Actieve openbaarmaking Rapporten Overtuigen Motiveren

- Criminal law
- Disciplinary
- Administrative measure
- Correct
- Advise and encourage



## Context – facts & figures

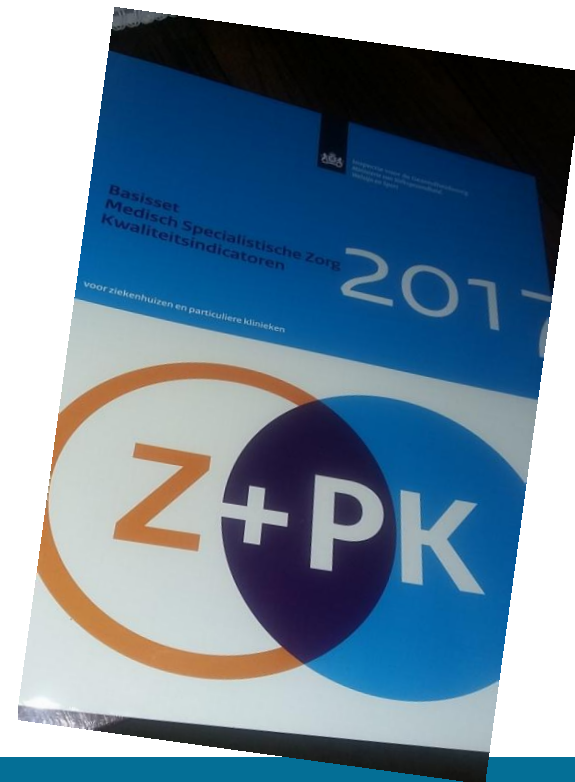
- 92 hospitals (8 academic)
- 178.000 registered nurses
- 109.000 caretakers
- 15.8000 physicians
- all citizens insured for healthcare coverage with right to chose hospital
- 11.9 % of GDP (care, cure & mental health)



# Basis set indicators for hospital care



- Annual reporting to Healthcare Inspectorate
- 307 variables, combining to 60 indicators (reoperations) for
- 35 subjects. (e.g. hip fracture)
- All results accessible
- All with a defined aim
- Aim reached, indicator dropped





# Collaborative Governance



Indicators are selected in collaboration between:

- Healthcare Inspectorate (“coordinator”)
- Federation of Medical Specialists, 27 scientific societies
- Federation of University Medical Centers
- Dutch Hospital Federation
- National Nursing Association



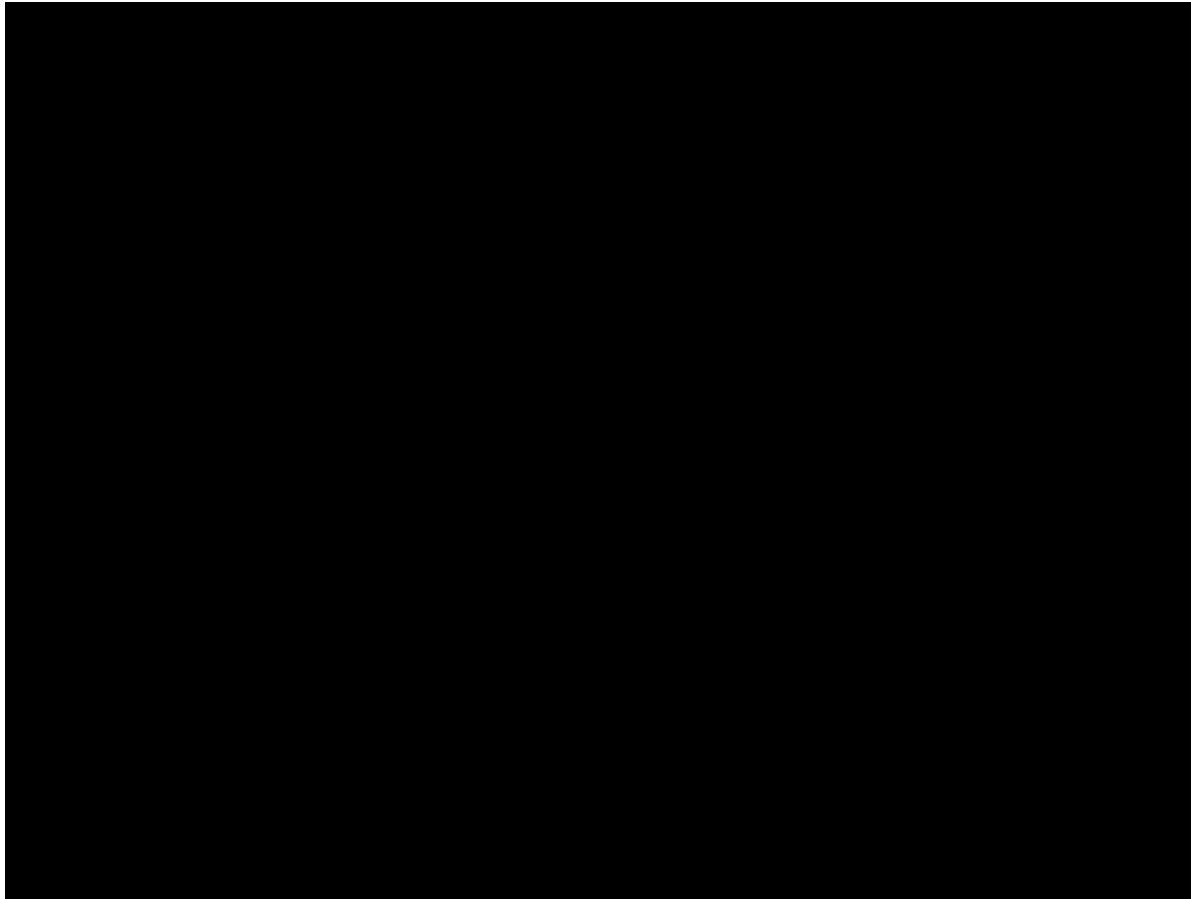
# Collaborative Governance



But.....Do we all speak the same language?



# Collaborative Governance







# The role of nurses in the system of quality indicators



Pivotal role of nurses in patient safety  
versus  
influence & powerfull in public health policy

- Health Resources and Services Administration. The registered nurse populations: findings from 2008 National Sample Survey of Registered Nurses. Washington DC: US Department of Health and Human Services; 2010.
- Institute of Medicine. *Keeping Patients Safe: Transforming the Work Environment of Nurses*. Page A: Ed. Washington DC: The National Academies Press; 2004.
- Institute of Medicine. *The Future of Nursing: Leading Change, Advancing Health*. Washington DC: The National Academies Press; 2010.
- Oldenburg CS, van den Berg JM, Leistikow IP. All aboard, getting nationwide indicators on the rails. *BMJ Outcomes*. 2015;1(1):22-25.



# Dutch national quality indicator system



Stakeholders hospitals

Medical specialist associations

Nursing associations



# Using the Dutch system for national QIs as a case study



## Goals

1. possible reasons why the nurses' voice seems to be underrepresented compared to doctors'
2. examples in which the nursing perspective benefits national patient safety policy

## Data collection

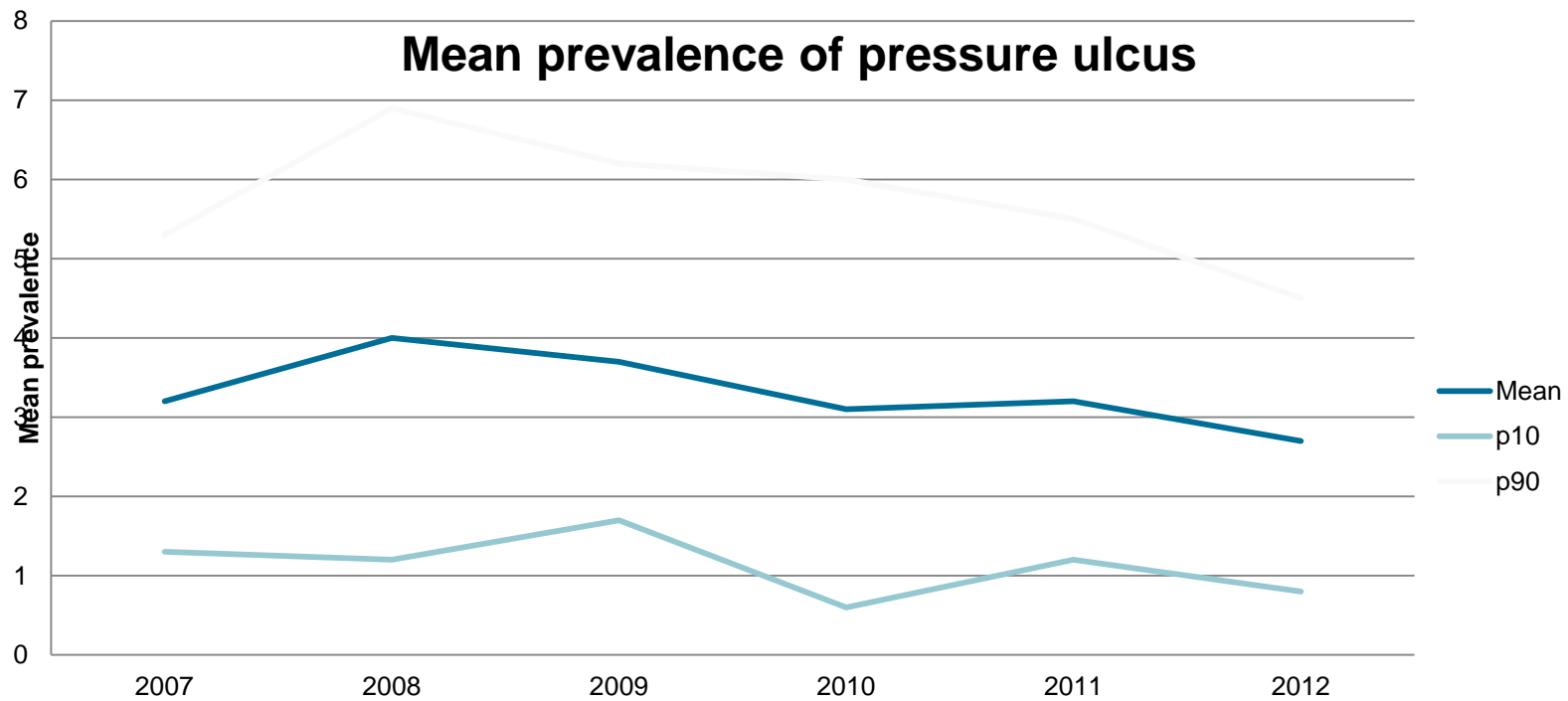


## Results case study

1. Role professional medical and nursing associations in the Dutch system for national QIs
2. Culture of professional medical and nursing associations as expressed in their visible organizational structures and processes
3. Professional culture of doctors and nurses within hospitals
4. Benefit of involving the nursing perspective



# Experiences Pressure Ulcers

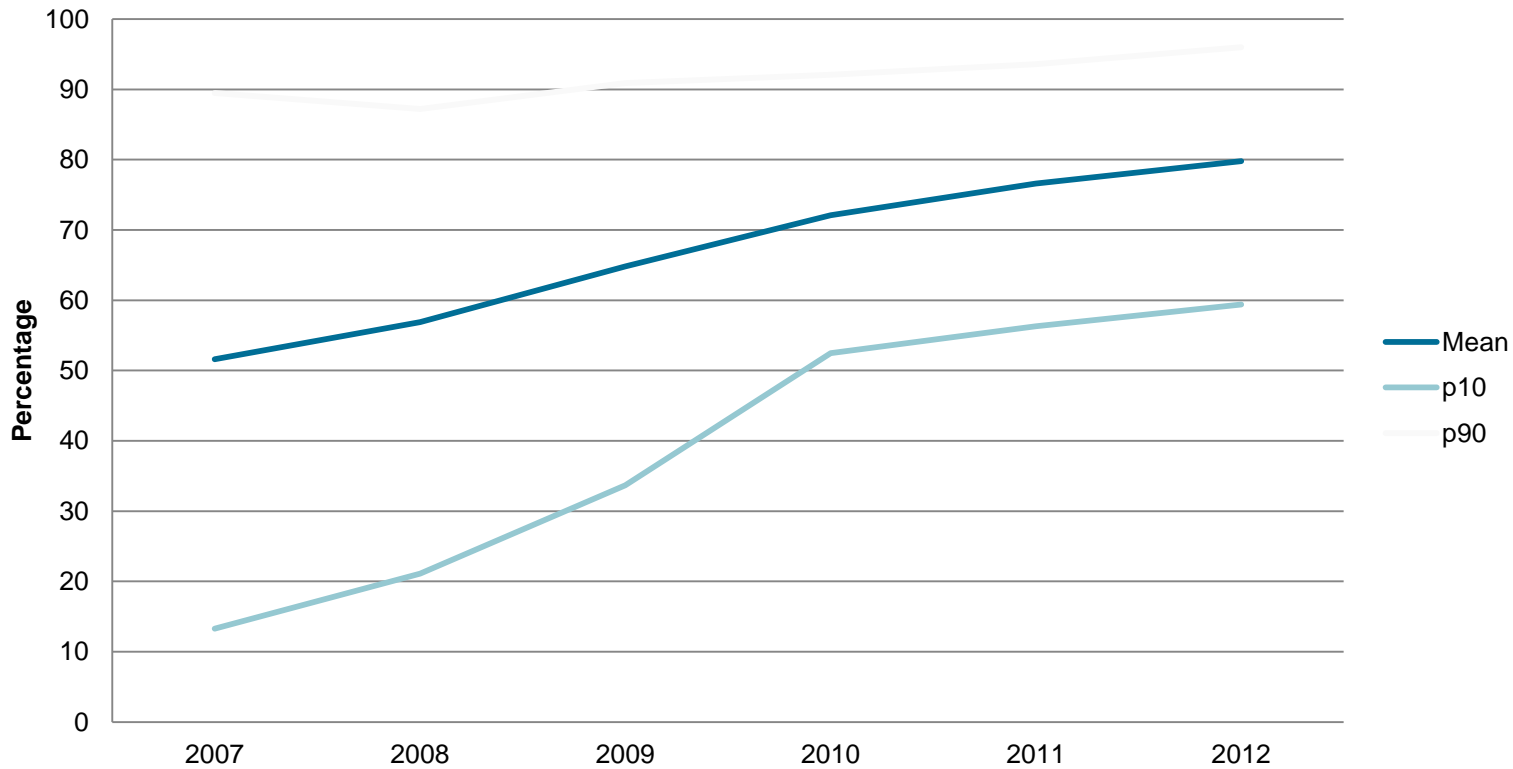




# Experiences Malnutrition -1



## Percentage malnutrition screening in adults

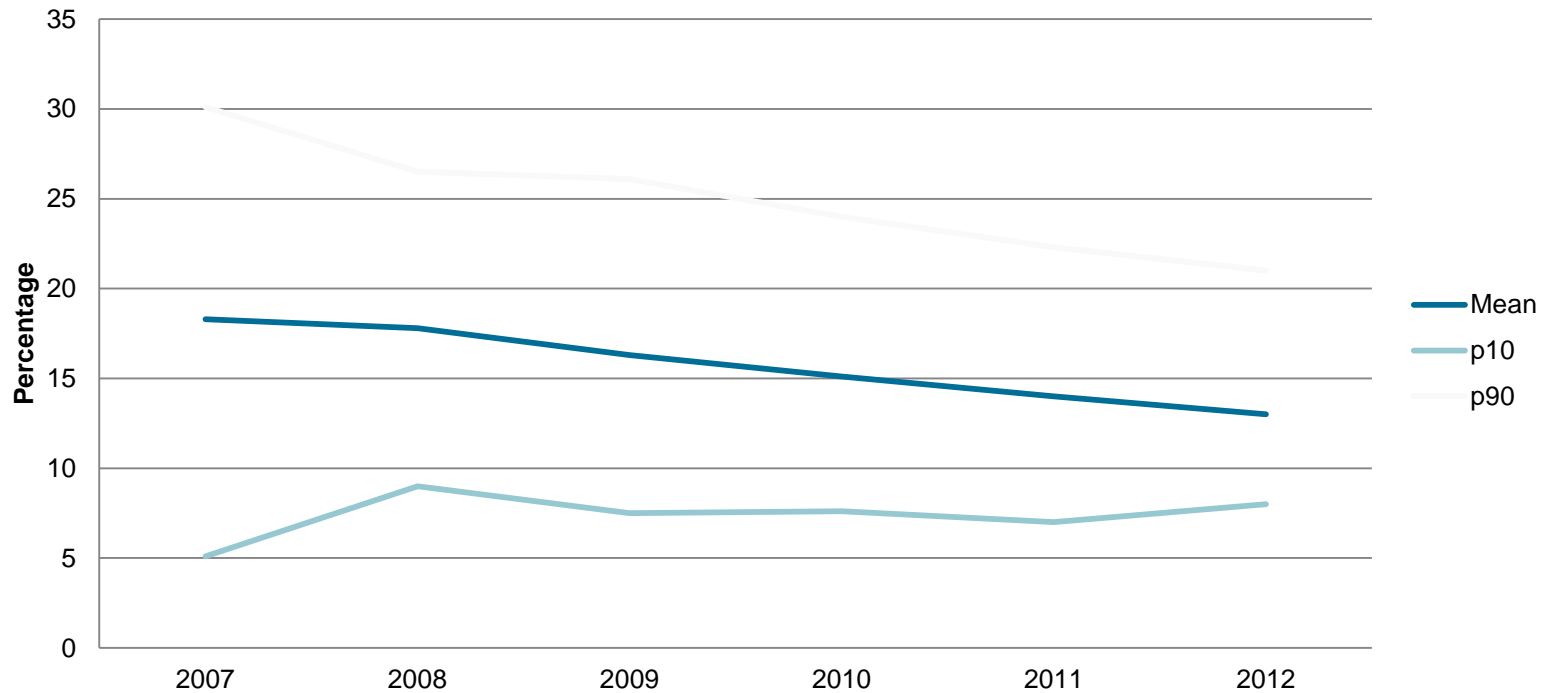




# Experiences Malnutrition -2



## Percentage severely malnourished adults

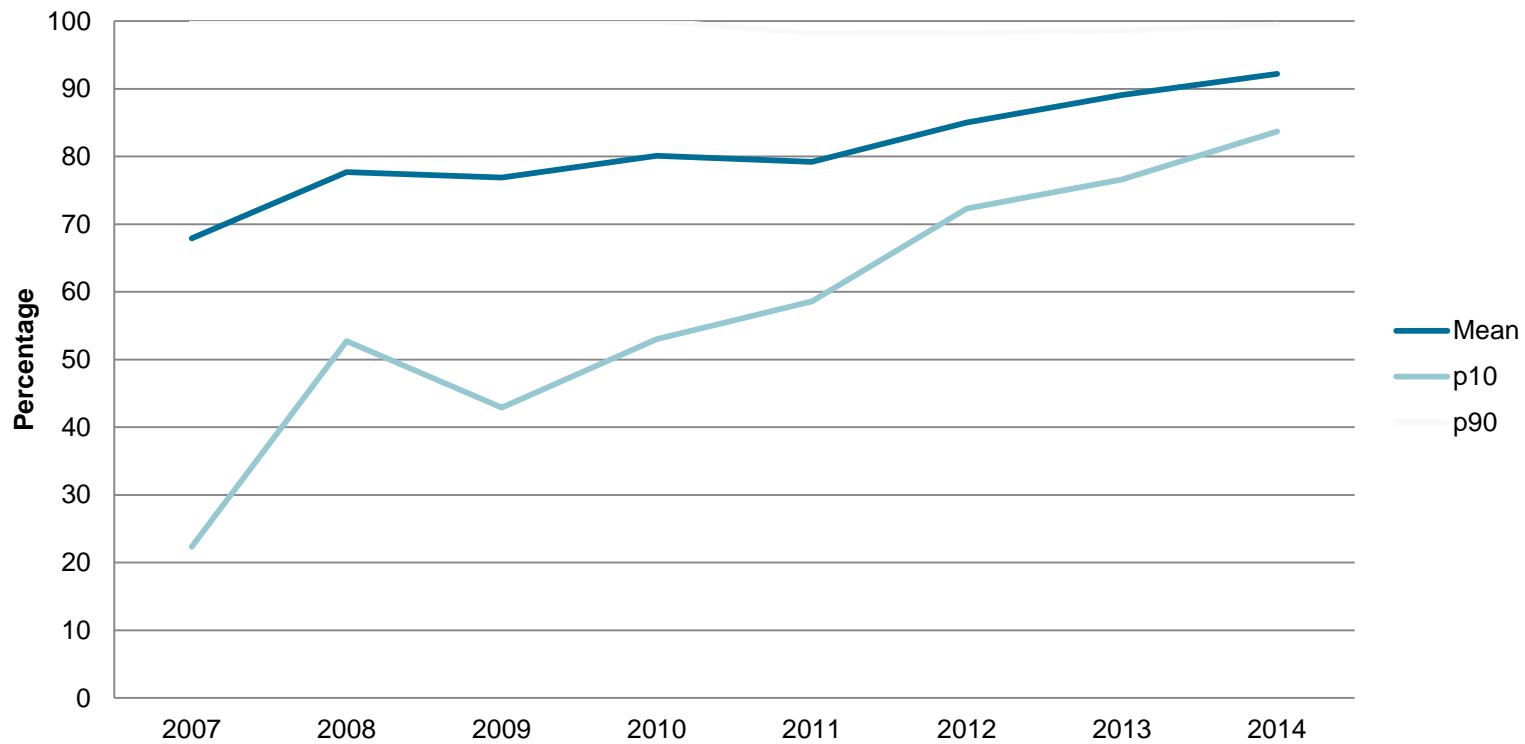




# Experiences Pain -1



## Percentage of measurements



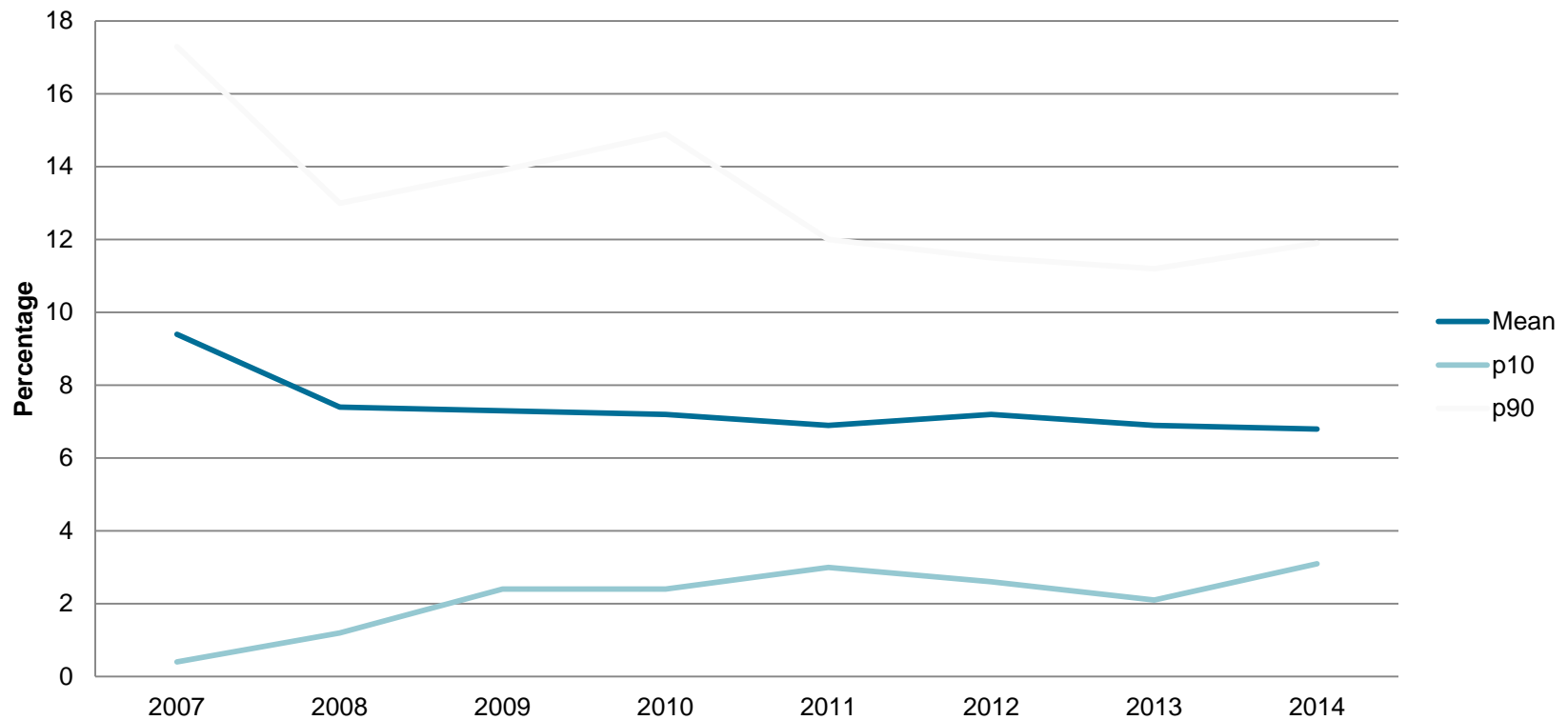




# Experiences Pain -2



## Percentage of patients with a pain score > 7

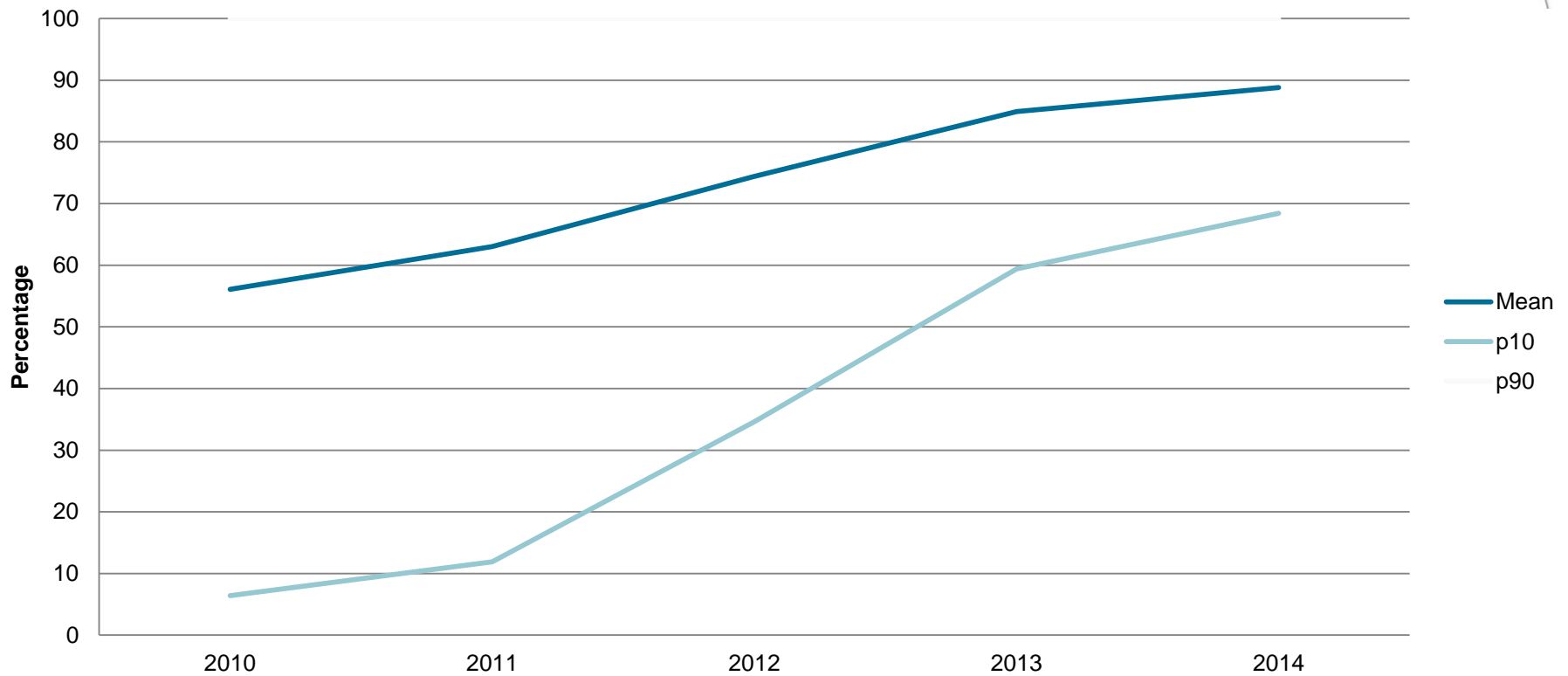




# Experiences Delirium -1



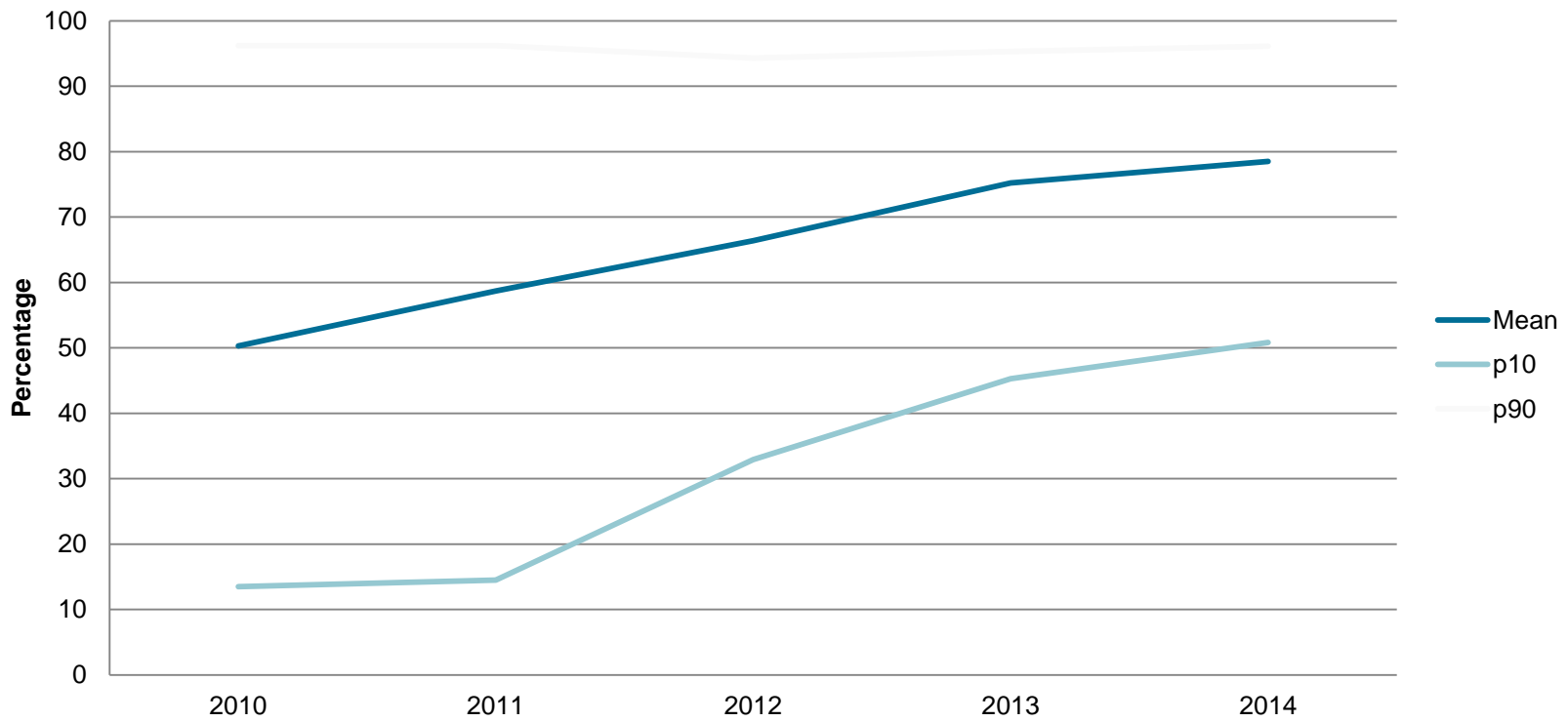
Percentage of departments which noted a delirium score





# Experiences Delirium -2

**Percentage of patients in which the DOSS-score of CAM-score was observed**





## Conclusions case study 2014 -2015

Our research suggests the underrepresented voice of nurse within national patient safety policy is related to the professional culture of nurses within hospitals, in which nurses have a more operational and less prominent role than doctors.



Based on their importance in the daily safety of patient care, it is shown that nurse indicators are important for the quality of care.



# Situation at present - nursing associations 2016



- Rapid increase awareness
- Script for development indicators





# Discussion

## **Level 1: Nationwide**

1. How is oversight organised in your country?
2. Specific for nursing care for elderly in hospitals?
3. Do you measure QI for nursing? Are the QI the same as in the Netherlands?
4. If you compare the results, what stands out?
5. Which other QI in nursing for the older patients are measured in your country



# Discussion

## **Level 2: Umbrella organizations/Health institution (hospital)**

1. What is the role of umbrella organizations?
2. How is the cooperation between umbrella organizations and the regulator? And with the hospitals?
3. How is the indicator development process: Who decides what subject / what indicator? How does prioritization established?
4. At what level is queried? Why?
5. Frequency interrogate?
6. Structure / Process / Outcome indicators? What are the most relevant to the nursing care for the elderly?
7. What are drivers or barriers for indicator development?



# Discussion

## Level 3: Professional

1. Usefulness and necessity of nursing quality indicators?
2. Relevance of indicators regulator for hospitals?
3. Relevance of indicators for healthcare professionals?
4. Relevance for **the patient**?
5. Perverse effects?
6. What could help nurses to safer care for the elderly? Does indicators help in this?