

Country hosted Showcase

Belgium

Vera De Troyer
Lien Van Malderen

Zorgnet-Icuro



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From which country are you?

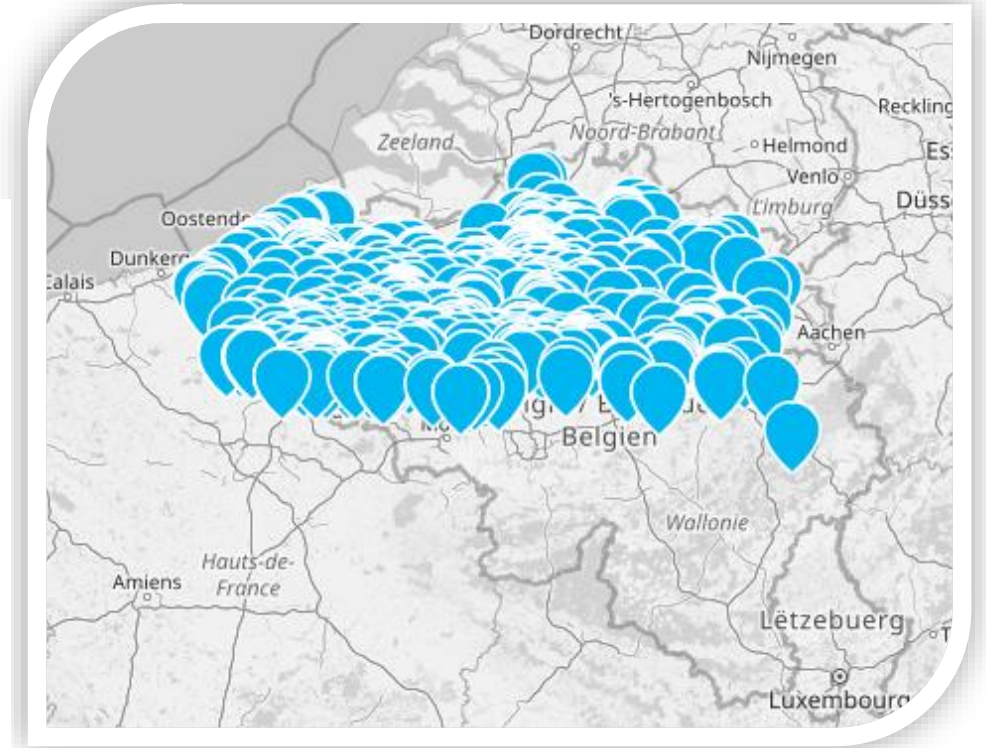


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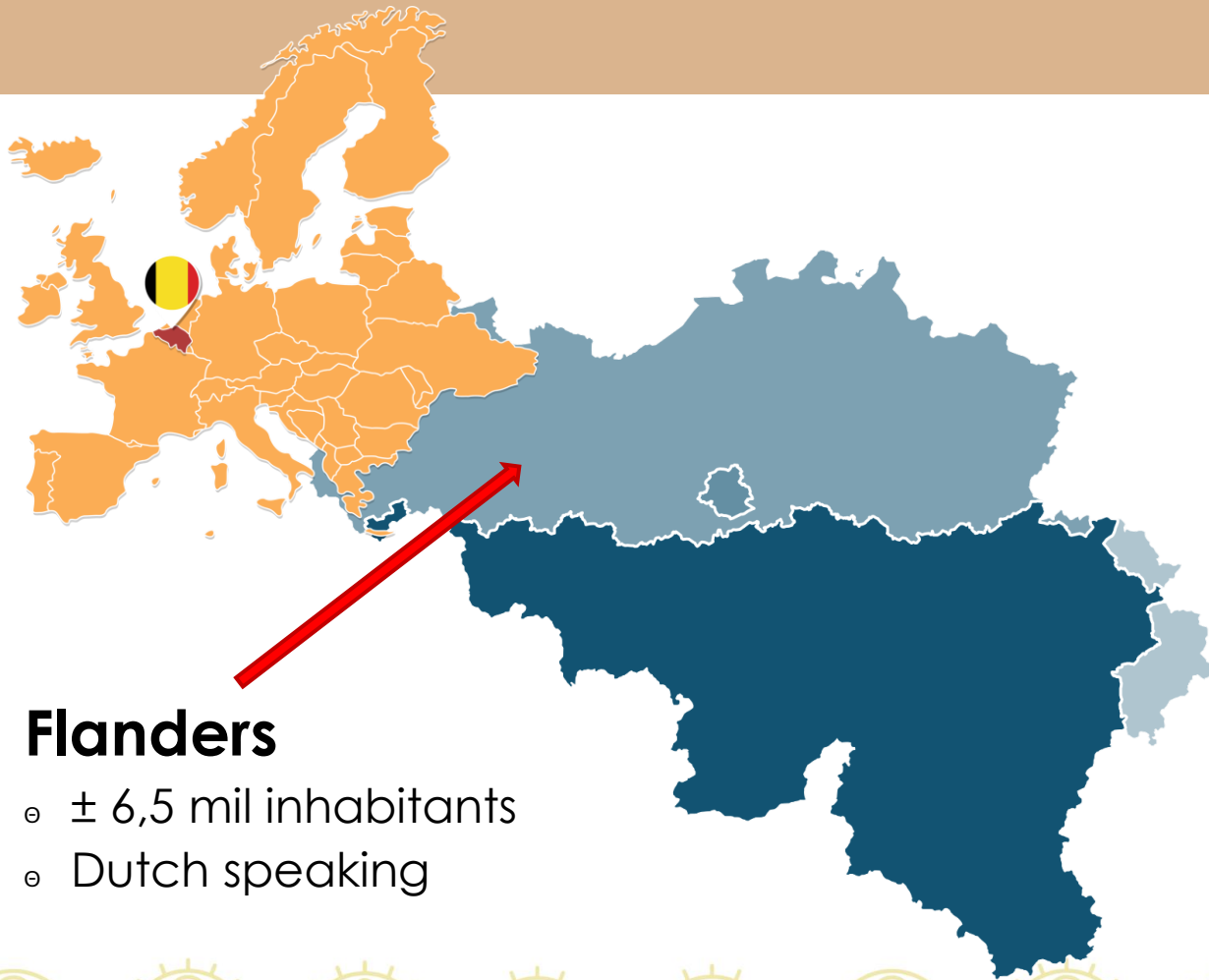


in a nutshell

- Umbrella organisation in healthcare
- Representing ± 800 care organisations - ± 140,000 staff
- Main roles:
 - Developing strategic visions on high-quality and affordable healthcare/long-term care
 - Important negotiation partner for governments
 - Exchanging knowledge



Belgium & Flanders



Flanders

- ± 6,5 mil inhabitants
- Dutch speaking

Belgium

- Little country next to France, Germany, Luxembourg and The Netherlands
- ± 11,5 million inhabitants
- Regions: Flanders - Brussels - Wallonia
- Official languages: Dutch, French, German



The Belgian & Flemish Healthcare system



The Flemish government is responsible for quality of care

Responsibilities on federal level

- Hospitals (general & psychiatric) *organisation, financing*

Responsibilities on Flemish level

- Hospitals (general & psychiatric) *programming, quality of care, ...*
- Long-term care (for older people)
- Mental Healthcare (other than hospitals) *organisation, financing, programming, quality of care, ...*



The Belgian & Flemish Healthcare system:

Main principles

- ◉ Compulsory health insurance system based on social security
- ◉ Bismarck Health Insurance System
- ◉ Extensive coverage
- ◉ Broad accessibility to care
- ◉ No gatekeeping – freedom of choice for the patient/client
- ◉ Different financing systems of healthcare actors
- ◉ Limited P4P program in general hospitals, not in other care sectors



A yellow poster with a grid of stylized eye icons. The text 'Anders kijken, meer zien' is prominently displayed in the center.

**Anders kijken,
meer zien**

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Elf leidende principes voor een nieuw model
voor toezicht en handhaving in de zorg

Look differently See more

Towards a new vision and principles on governmental inspection & enforcement

A circular logo with a dark blue top half containing the text 'zorg net' and a light blue bottom half containing the text 'icuro'.

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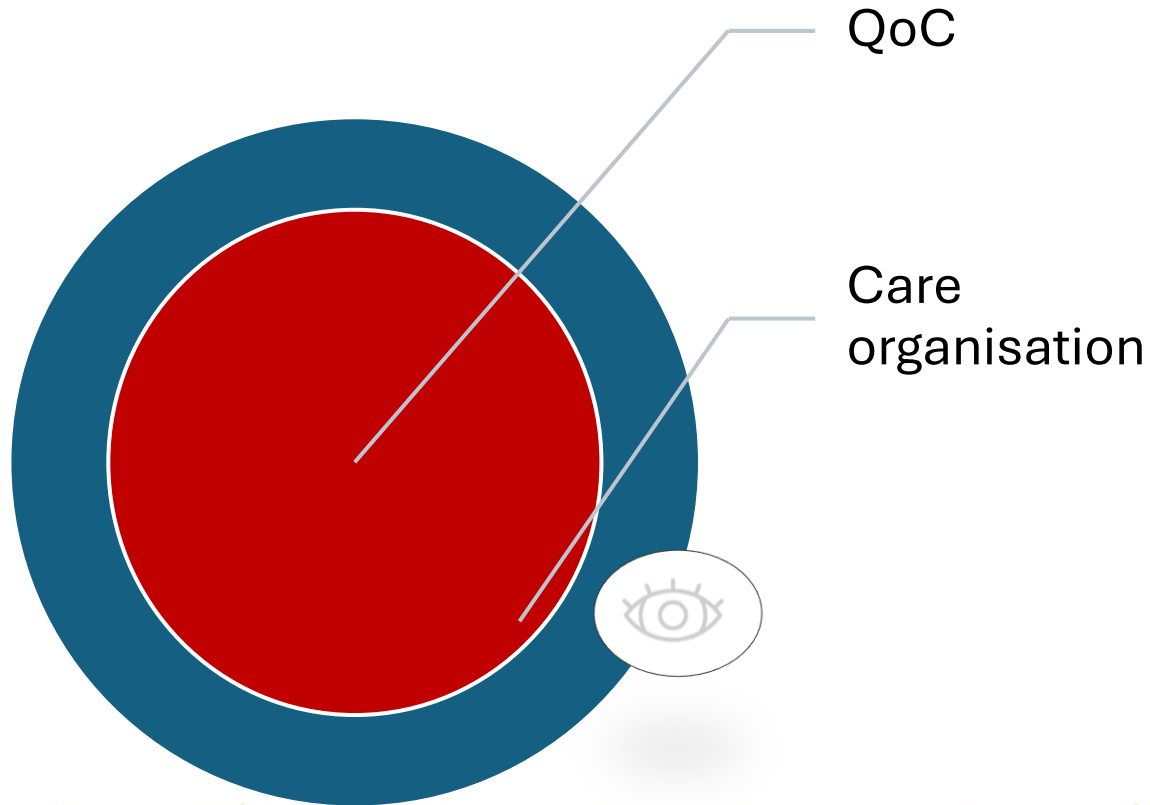
Aim



Proactively identifying essential and leading **principles** for the future role of supervision (inspection) and enforcement of government.



Why? (as is)



- Quality of Care (QoC)
- Governmental supervision & enforcement
 - Between care sectors
 - In other countries
 - Of great importance



How? (our proces)



Experiences and suggestions of our care organisations

International trends



Literature



Validation



Result



A booklet identifying a central starting point and 11 guiding principles

ANDERS KIJKEN, MEER ZIEN?

ELF LEIDENDE PRINCIPES
VOOR EEN NIEUW MODEL
VOOR TOEZICHT EN HANDHAVING.



Starting point



Role of government on **two levels**

1. **Controlling** and strictly enforcing the minimal quality conditions (non-negotiables)
2. **Supporting** and stimulating quality improvement and quality continuity (critical friend)



Inspection in my country ...



OR

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Guiding principles

**Anders kijken,
meer zien**



Elf leidende principes voor een nieuw model voor toezicht en handhaving in de zorg

1. Trust



1. Trust as cornerstone



Guiding principles

1. Trust
2. Equal dialogue



2. A genuine **dialogue** between equal partners

Anders kijken,
meer zien

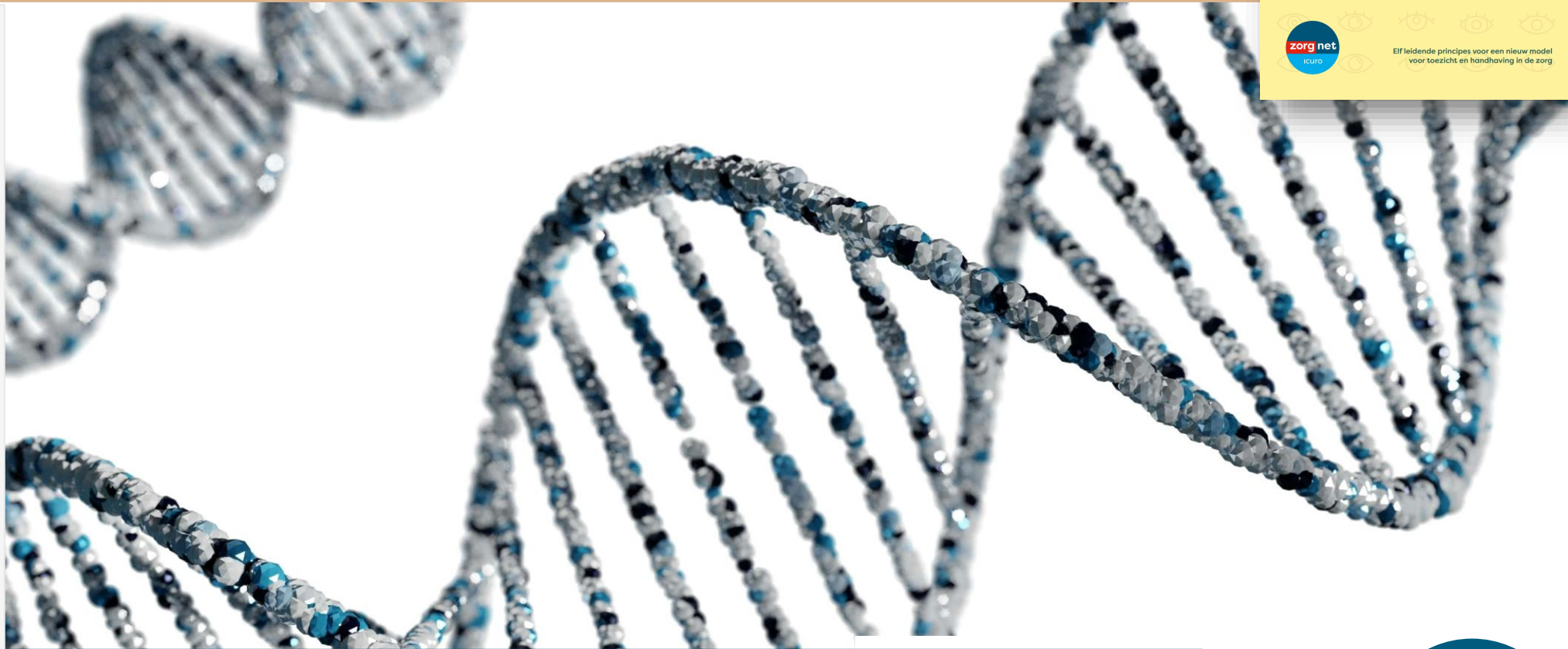


Elf leidende principes voor een nieuw model
voor toezicht en handhaving in de zorg



Guiding principles

1. Trust
2. Equal dialogue
3. Respecting individuality



Anders kijken,
meer zien

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Elf leidende principes voor een nieuw model
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3. Taking into account the organisation's **uniqueness**,
context, culture, way of operating



Guiding principles

1. Trust
2. Equal dialogue
3. Respecting individuality
4. Supervising QoC as multidimensional



4. Expanding the content of inspection, towards a **variety of dimensions of QoC**

**Anders kijken,
meer zien**



Elf leidende principes voor een nieuw model voor toezicht en handhaving in de zorg



Guiding principles

1. Trust
2. Equal dialogue
3. Respecting individuality
4. Supervising QoC as multidimensional
5. Using suitable methods



5. Using supervising **methods suitable for the purpose**

Anders kijken,
meer zien



Elf leidende principes voor een nieuw model
voor toezicht en handhaving in de zorg



Which inspection methods are currently used in your country/region?



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Guiding principles

1. Trust
2. Equal dialogue
3. Respecting individuality
4. Supervising QoC as multidimensional
5. Using suitable methods
6. Goal-oriented

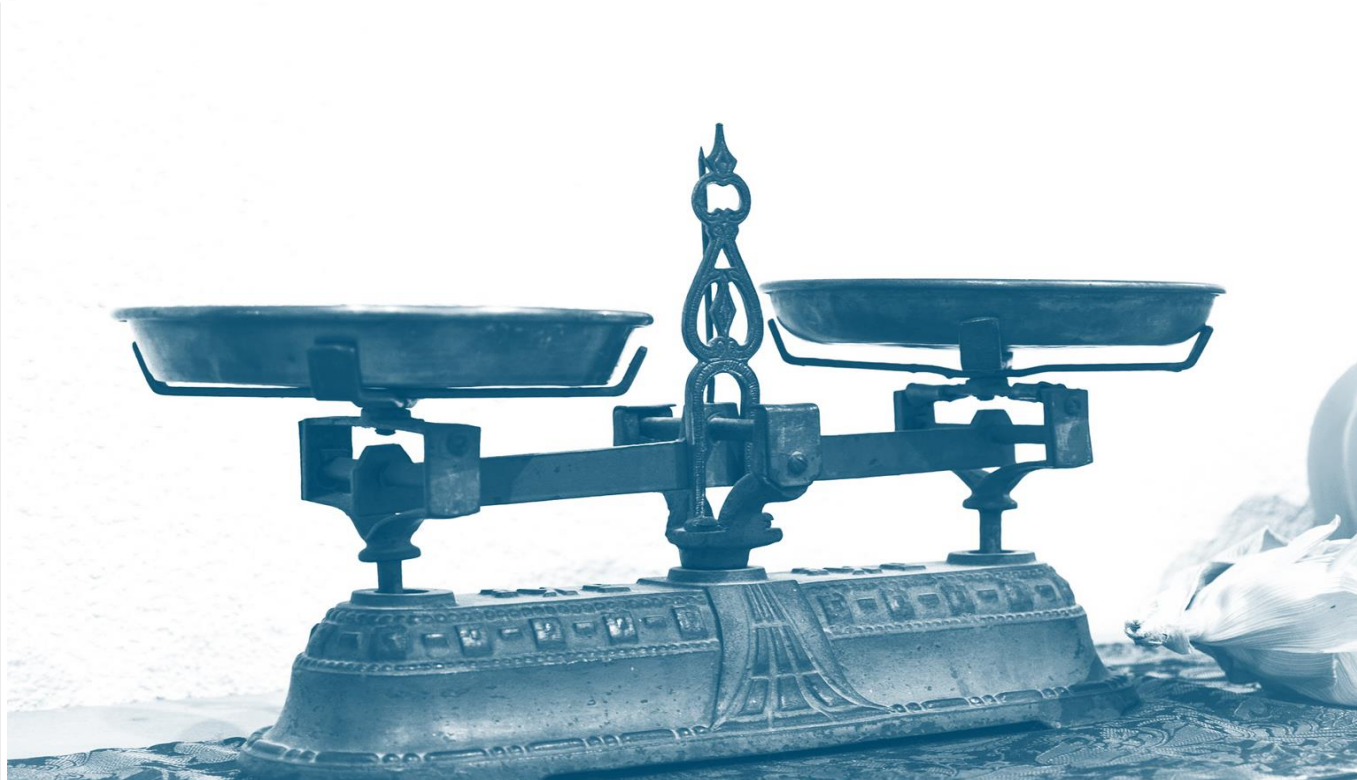


6. Being **goal-** and **process-oriented**



Guiding principles

1. Trust
2. Equal dialogue
3. Respecting individuality
4. Supervising QoC as multidimensional
5. Using suitable methods
6. Goal-oriented
7. Evaluation framework and roadmap



7. Using a consistent **evaluation framework** and **roadmap**

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Elf leidende principes voor een nieuw model voor toezicht en handhaving in de zorg



Guiding principles

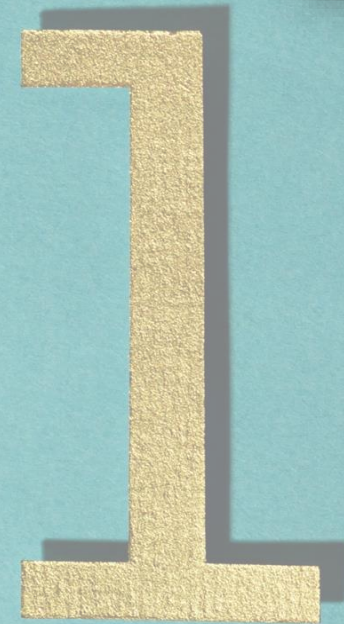
1. Trust
2. Equal dialogue
3. Respecting individuality
4. Supervising QoC as multidimensional
5. Using suitable methods
6. Goal-oriented
7. Evaluation framework and roadmap
8. One government team

8. Inspection & Enforcement in 1 team

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meer zien**



Elf leidende principes voor een nieuw model voor toezicht en handhaving in de zorg



Guiding principles

1. Trust
2. Equal dialogue
3. Respecting individuality
4. Supervising QoC as multidimensional
5. Using suitable methods
6. Goal-oriented
7. Evaluation framework and roadmap
8. One government team
9. A continuum in enforcement



9. Enforcement as a continuum from encouragement to sanctions

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meer zien



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3. Respecting individuality
4. Supervising QoC as multidimensional
5. Using suitable methods
6. Goal-oriented
7. Evaluation framework and roadmap
8. One government team
9. A continuum in enforcement
10. Transparency



10. Transparency is key

**Anders kijken,
meer zien**



Elf leidende principes voor een nieuw model voor toezicht en handhaving in de zorg



Guiding principles

1. Trust
2. Equal dialogue
3. Respecting individuality
4. Supervising QoC as multidimensional
5. Using suitable methods
6. Goal-oriented
7. Evaluation framework and roadmap
8. One government team
9. A continuum in enforcement
10. Transparency
11. Approach to complaints & incidents



11. A clear, well-thought-out approach to **complaints and incidents**



Thank you!

Do you want to share your story with us? Or do you want to know more?

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