



National Health Care Institute

# National Health Care Institute: benefits package and healthcare quality

Diana Delnoij  
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# National Health Care Institute: Benefits Package

<https://youtu.be/ks6uvrQzeqM>

- Basic benefits package should cover care that is
  - necessary and effective
  - accessible
  - affordable
- National Health Care Institute
  - clarifies whether (new) treatments are sufficiently effective to include them in the basic package
  - advises Minister of Public Health, Welfare and Sport about
    - › basic health care package's contents
    - › entire health care system



## National Health Care Institute: Quality

### Tasks:

- Encourage and support health care parties to develop quality standards, such as guidelines, and relevant measuring instruments, such as indicators;
  - If necessary, take over this development
- Encourage health care parties to comply with these standards, to use 'good practices' and to innovate
- Provide insight into the quality of care by collecting and publishing quality information



## Health Care Quality: things we do (1)

- Compiling overview of quality standards and indicatorsre standards
- Assessing quality standards and indicators by applying process criteria, e.g.
  - Were all relevant parties, including the patient or client, involved in drawing up the standard?
  - Is a patient version of the standard available?
- If criteria are fulfilled: include standard/indicator in special Register



## Health Care Quality: things we do (2)

- Care-providers measure the outcomes of care, based on quality standards. We determine:
  - which data should be made public
  - how often and on which level of aggregation
- Health Care Quality programme publishes quality information
  - public database
  - [kiesBeter.nl](http://kiesBeter.nl)



Why a governmental body? What was the problem?



## Professionals have developed over 1200 guidelines, however:

- Most guidelines do not take multimorbidity into account;
- Only a minority include a patient version;
- Patients are involved, but little evidence on effective participation
- In longterm care guideline development lags behind;
- Guidelines and indicators are often developed and used separately;
- Publicly disclosed quality information is not based on clinical registries, hampering cyclical quality improvement;
- Quality indicators are about structure/process, not about added value for the patient;
- There is a problem with guideline adherence and patient compliance;
- There is hardly any evidence on how to improve successfully;



## What do we need?

### Development of quality standards & indicators:

- From the perspective of patients' multiple needs (rather than doctors' single diagnoses);
- Following the patients through the system (integrated care);
- Focussed on measuring added value, processes and outcomes that are relevant for patients;
- Based on evidence with respect to effectiveness, safety, patient-centeredness and efficiency

### And:

- Further research on the persisting problems of implementation and improvement.





## How do we get there? (1)

We use our legal instruments:

- 1. Prioritization** of the development of quality standards;
- 2. Assessment** of quality standards & indicators and underlying measuring instruments;
- 3. National register and quality library** of quality standards & indicators;
- 4. Public disclosure of quality information** based on indicators that meet the assessment criteria.



# Prioritization

Topics in 2015-2016

## **Transparency in healthcare**

- Minister of Health has declared 2015 to be the 'Year of Transparency'
- National Health Care Institute determines quality indicators to be made public

## **Shared decisionmaking in primary care**

- Programme to stimulate and enhance SDM and use of decision aids

## **Quality of intensive care**

- Intensive care doctors were unable to agree on a newly developed guideline; National Health Care Institute takes over

## **Quality of obstetric care**

- Midwives and obstetricians have failed to reach agreement on a newly developed guideline; National Health Care Institute takes over

## **Quality of nursing home care**

- Topic is high on political agenda after extensive media coverage in november 2014



## Assessment of standards & indicators

<https://youtu.be/zAT-yS4k6No>

Criteria for quality standards e.g.:

- Involvement of relevant stakeholders (patients, providers and third-party payers);
- Based on AGREE;
- Availability of a patient version.
- Information standard: <https://youtu.be/WvvYxBz9EQU>

Criteria for indicators & measuring instruments e.g.:

- Validity, reliability, discriminatory power.
- Clear instructions regarding registration of data, preferably in registries



## Public disclosure on consumer website

<https://youtu.be/Rn7SRz19H9k>

Quality information presented in context:

- What is/are your health problem(s)
- Which kind of treatment or care options are available?
- What are pros and cons of these options?
- Who provides this treatment or care?
- Where can you find these providers and what is their quality?

[www.kiesbeter.nl](http://www.kiesbeter.nl)



## How do we get there? (2)

Apart from our legal tools, we use a number of other instruments to promote the delivery of good care, e.g.:

- R&D, in close cooperation with academic institutions
- Organisation of and participation in conferences, workshops etc.
- 'Soft' tools such as roundtables:

[https://youtu.be/0ICdvTHNIGw?list=PLjgkYtbqpRSusYEQ\\_IkORTZmptNje6upr](https://youtu.be/0ICdvTHNIGw?list=PLjgkYtbqpRSusYEQ_IkORTZmptNje6upr)



Thank you for your attention

