

# EPSO Risk Working Group: Information from the Dutch Health Care Inspectorate

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## 1. Introduction

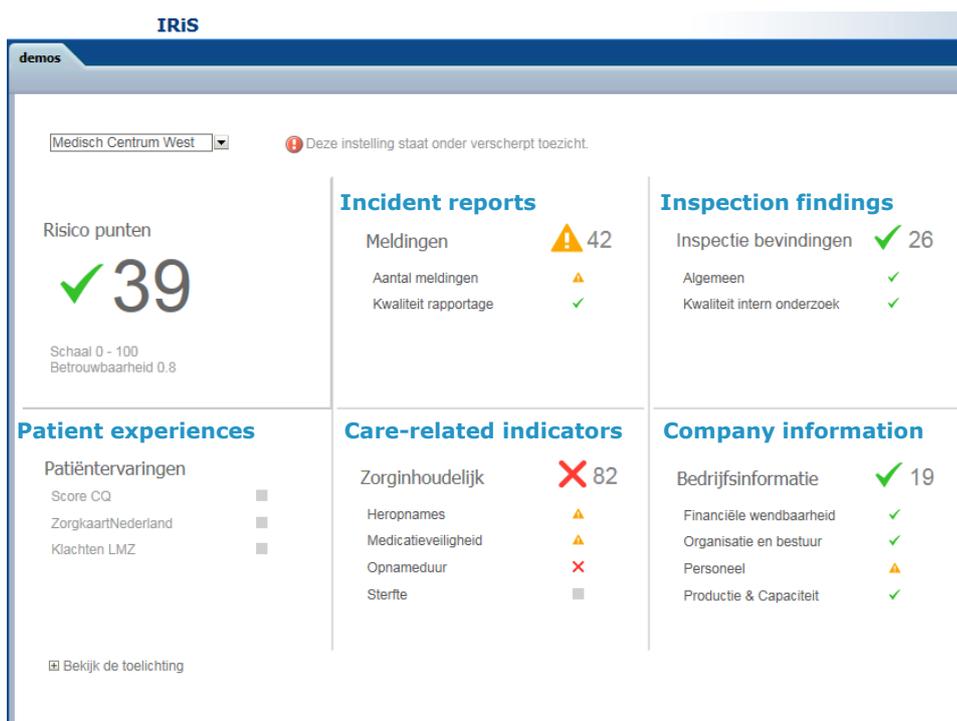
The Dutch Health Care Inspectorate (IGZ) is the official regulatory body charged with safeguarding the quality of care services, prevention activities and medical products. The Inspectorate will take action against any care provider or manufacturer who fails to comply with current legislation. Its approach is 'risk-based', i.e. the Inspectorate focuses on those sectors, health care providers and manufacturers whose activities are seem to represent a high (or higher than average) level of risk to patient safety. The potential risks are identified by a framework of risk indicators.

### *Framework of risk indicators*

The framework of risk indicators consists of five main categories:

1. Incident reports and indicators based on the quality of treatment of incidents
2. Inspection findings (Inspectorate's own observations)
3. Patient experiences, such as reviews on the public website [www.ZorgkaartNederland.nl](http://www.ZorgkaartNederland.nl).
4. Care-related indicators, such as patient outcomes
5. Company information, such as financial position and personnel turnover

The indicators are used in risk models and presented on dashboards, see figure.



## 2. Main indicators

For hospital care and care for elderly, such as in nursing homes, the main indicators are shown below.

### Hospitals

1. Incident reports
  - Number of incidents reported
  - Quality score of treatment of incidents
2. Inspection findings
3. Patient experiences
  - Percentage of reviews with a score < 6.5
4. Care-related indicators
  - HSMR (=Hospital Standardised Mortality Rate)
  - UL-LOS (=Percentage of patients with unexpectedly long length of stay)
  - Re-admissions
  - Number of signals on all other care-related indicators
5. Company information
  - Number of 'life events', such as merging
  - Financial position on short and on long term
  - Production

**IRiS**

Ziekenhuizen

Startpagina | Signaleringslijst | Basisgegevens | Trends | Het Resultaat Telt! | DigiBAN | Bedrijfsinformatie | ZorgkaartNederland - details | Help | LMZ klachten | Gebruiksmonitor

**Risicopunten**

1 —  
2 —  
3 —

**Patiëntervaringen**

Zorgkaart Nederland	2016	2017
Aantal waarden	396	48
Percentage < 6.5	15	17

Klachten bij klachtencie ziekenhuis 2015  
Ingediende klachten bij klachtencommissie 19  
Percentage gegronde klachten 15,8

LMZ klachten. Aantal klachten: 54

**Meldingen**

DigiBAN  
Aantal beoordeelde meldingen 38  
Ziekenhuisscore 79 ❌

Tijd sinds de laatste DigiBAN (in maanden) 0,5 ✔️

Top 5 trefwoorden (laatste 365 dagen):

1. Operatief proces	4. Hart en vaten
2. Kwetsbare groepen	5. Intensive care
3. Algemeen kwaliteitsbeleid	

**Zorginhoudelijk**

	2014	2015
Onverwacht lange opnameduur (%)	21,5 ❌	21,3 ❌
Voorlopige HSMR		109 ⚠️
Definitieve HSMR	112 ❌	

Aantal signalen: 32

1. Operatief proces	16 ❌	4. Verpleegkundige zorg	2 ❌
2. Oncologie	5 ❌	5. Hart en vaten	1
3. Infectieziekten	4 ❌		

**Inspectiebevindingen**

**Bedrijfsinformatie**

Actuele life events Aantal: 3

2015  
HRM  
Financiën op korte termijn (<1 jaar)  
Financiën op lange termijn (>1jaar)  
Productie

WBMV Vergunningen  
Aantal vergunningen 19

## Elderly care

1. Incident reports
  - Quality score of treatment of incidents
2. Inspection findings
3. Patient experiences
  - Percentage of reviews with a score < 6.5
4. Care-related indicators

In 2015 and 2016 we had indicators on:

  - Measuring and monitoring

From 2017 onwards a complete new set of indicators is developed, consisting of:

  - Indicator 1: Measuring and improving quality
  - Indicator 2: Quality and availability therapists and staffing
  - Indicator 3: Continuity of care
  - Indicator 4: Psychotropic drugs: use of antipsychotics
  - Indicator 5: Decubitus
  - Indicator 6: Restraints: use of nursing blanket and jumpsuit
  - Indicator 7: Client-centered care in the last stages of life
5. Company information
  - Indicator 8: Life events
  - Financial position
  - Personnel
  - Productivity

