

KEEP IT SMALL, KEEP IT SIMPLE

Self-organization and new organizations for health promotion and long-term care in the community



BUURTZORG

Transforming neighbourhood care by Mirjam de Leede

BUURTZORG QUICKSCAN



social healthcare



focus on relationships



solutions instead of
indications



separated care and back
office processes



buurtzorgweb- and square,
knowledge, information,
communication



scale of the
neighborhood

RESULTS POLICY ON HOMECARE 2006

- *Fragmentation* of cure, care, prevention
- *Standardization* of care-activities
- *Lower quality / higher costs* and wrong incentives: delivering *much* care against *low* cost is profitable
- Big *capacity problems* due to demographic developments
- Information on costs per client/outcomes: *none!*
- Clients confronted with *many* caregivers
- Professionals were very *unhappy*



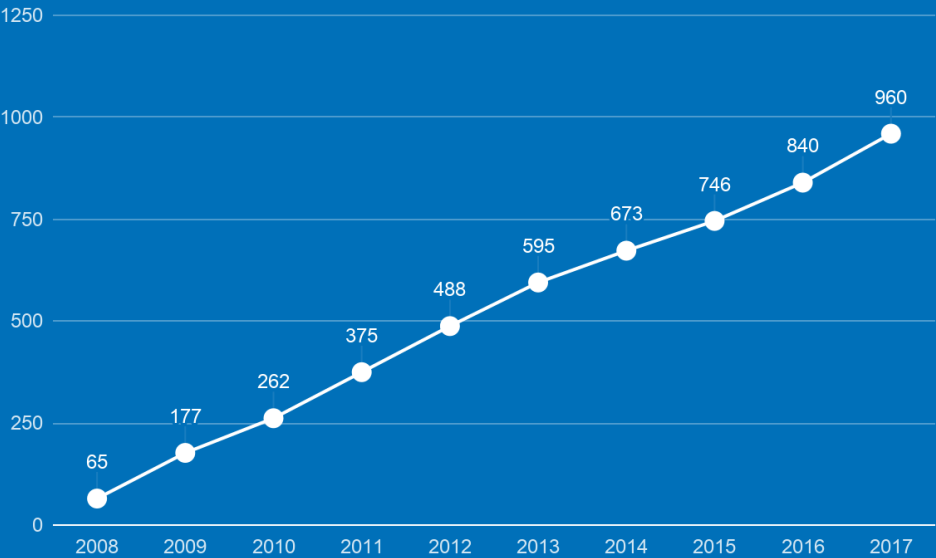
START 2007

- Starting an organization and care delivery model for community care with:
- **independent teams** up to 12 nurses
- Working in a neighborhood of 5.000-10.000 people
- Teams responsible for the organization and the **complete process**



BUURTZORG 2007 - NOW

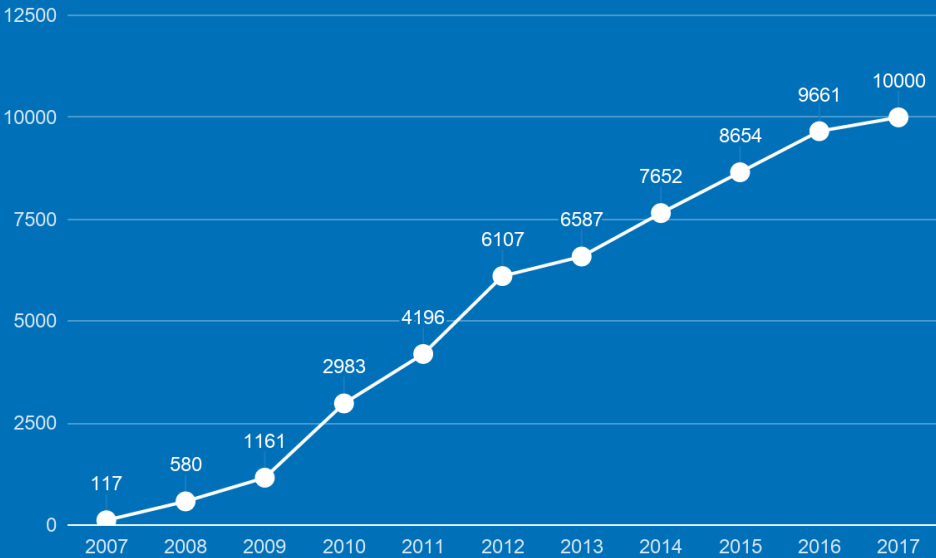
TEAMS



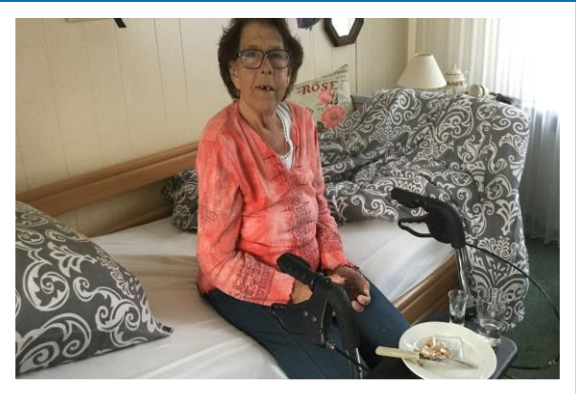
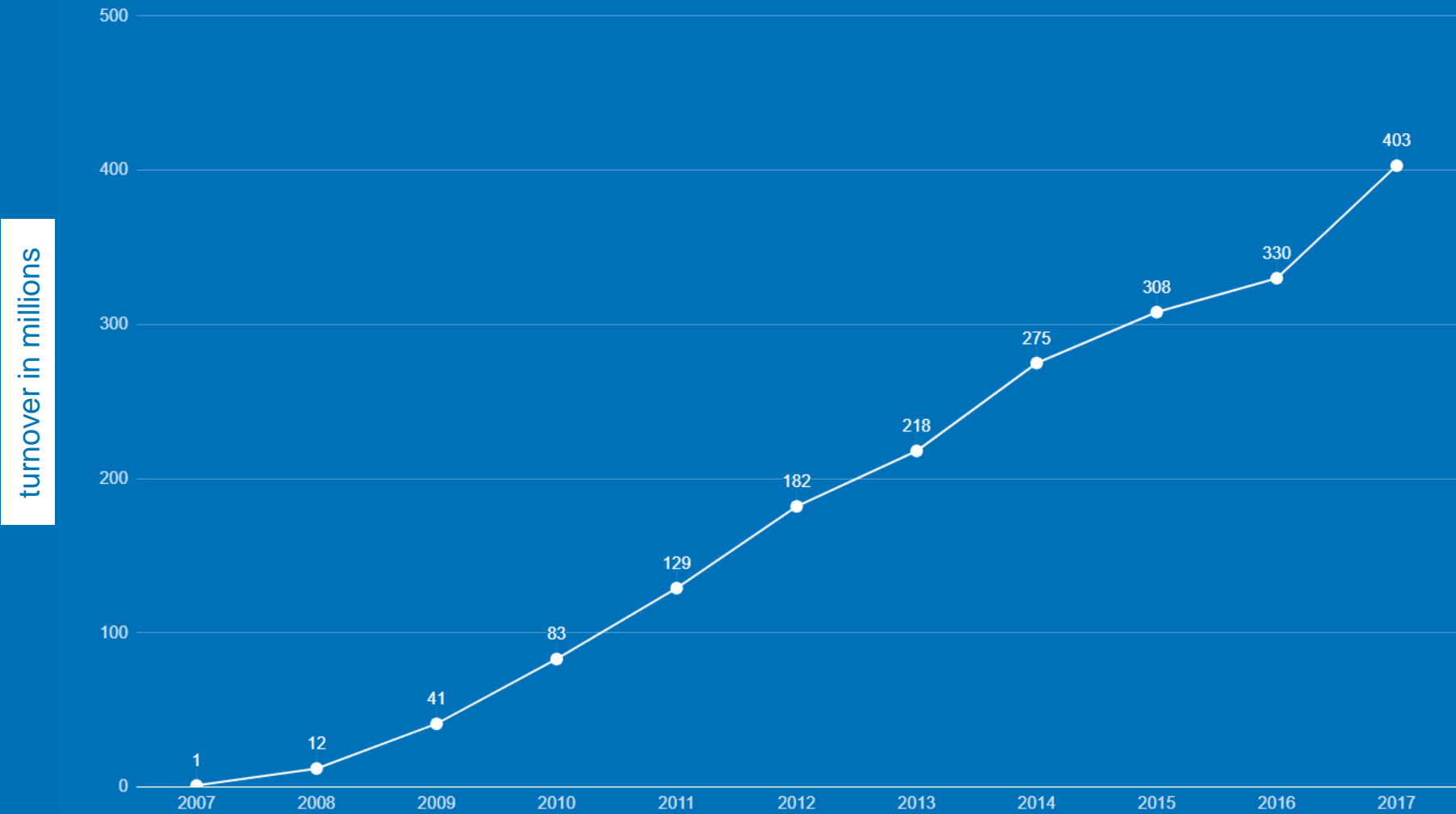
50 - 100 new nurses a month

80.000+ patients a year

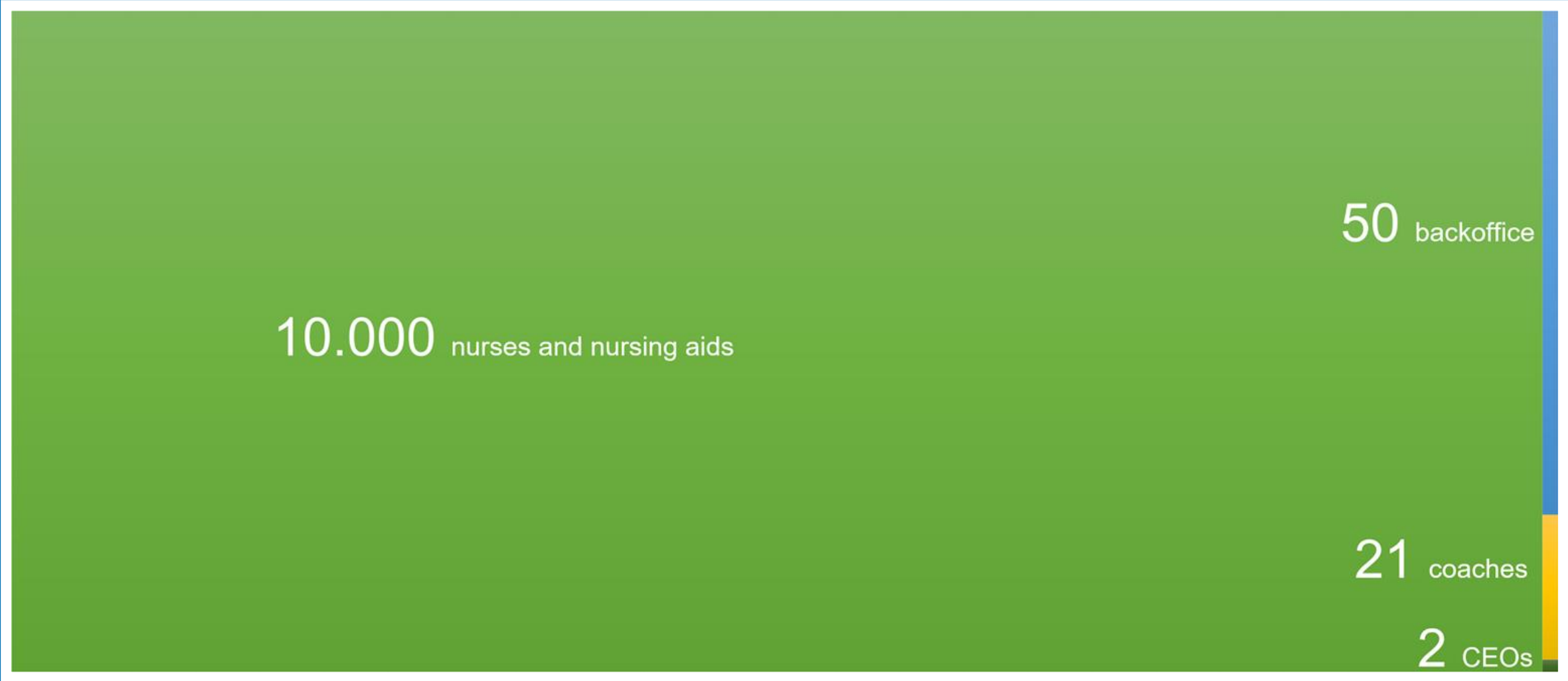
NURSES



TURNOVER GROWTH



EMPLOYEES

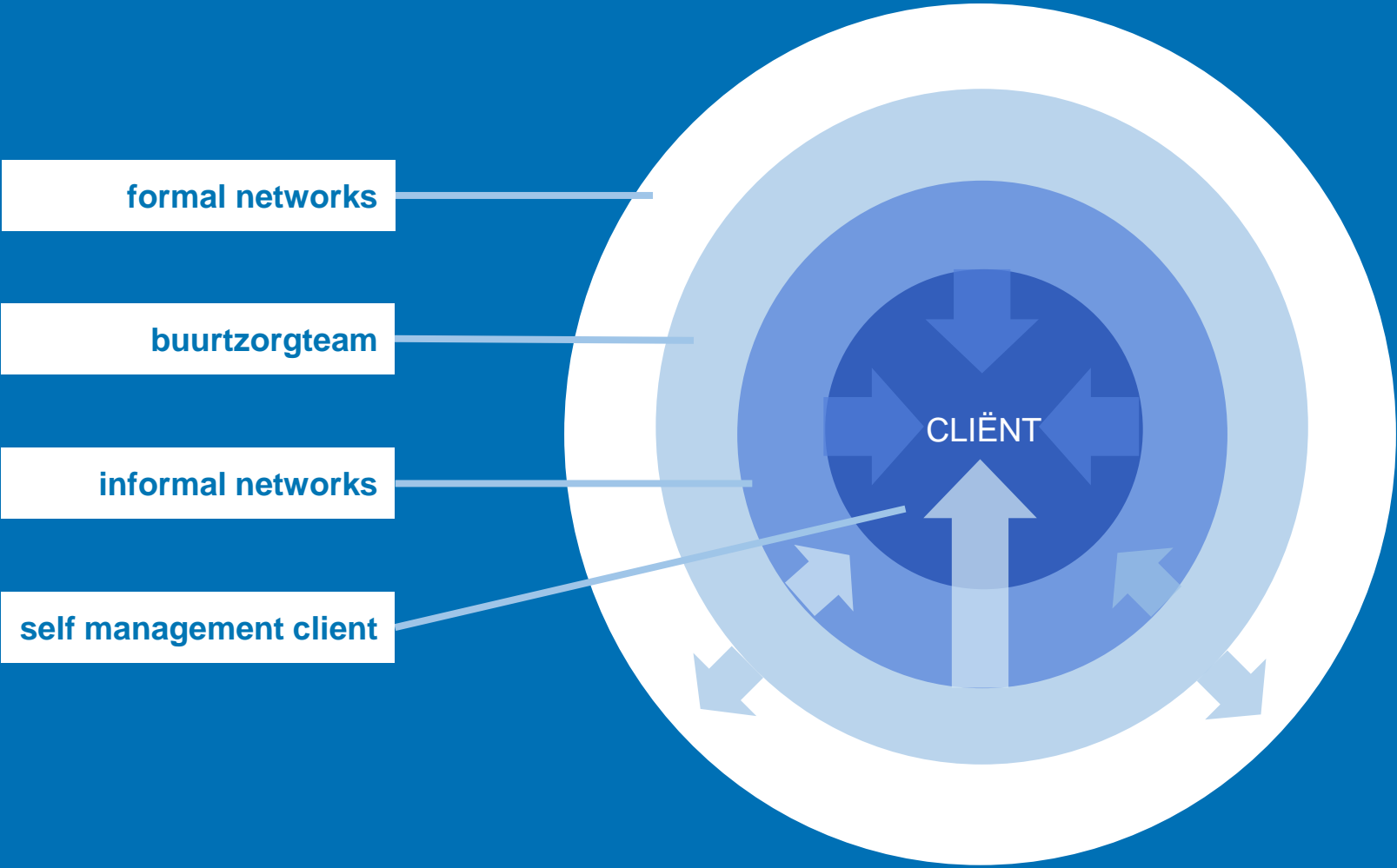


AND MORE...

- Patient satisfaction: 9
- Employee satisfaction: 9
- 5 times best employer of the year
- overhead 8%
- 1200 new colleagues a year



ONION MODEL



inside out | empowering and adaptive | network creating | supporting | additional | replacement

(SELF)ORGANIZATION

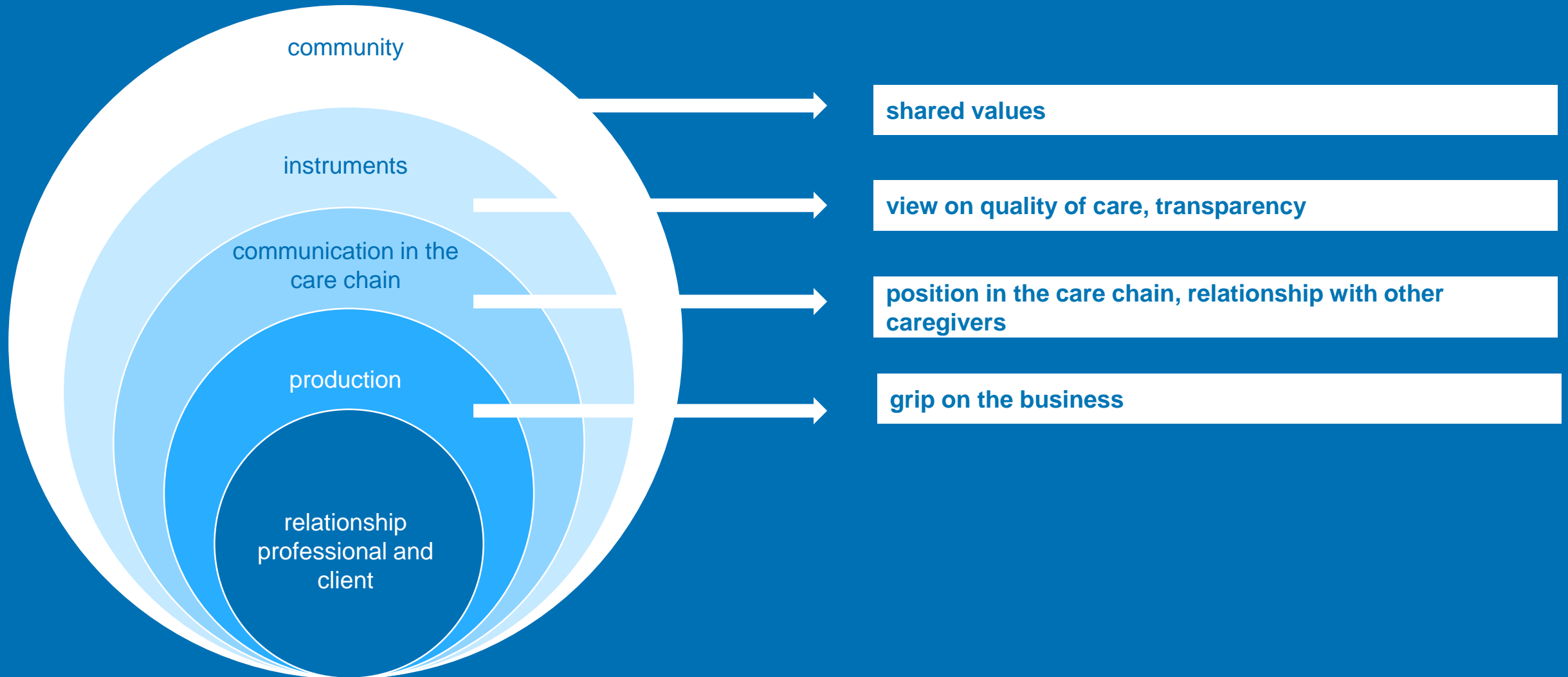
- Optimal autonomy and no hierarchy:
TRUST
- Reduction of complexity
(also by means of use of ICT)
- Generalists: taking care for all type of patients
- 70% registered nurses / 40% bachelor degree
- Own education budget
- Informal networks are much more important than formal organizational structures



SUPPORTING INDEPENDENT TEAMS

- 50 people in 1 back office; 21 coaches, managers 0!
- Back office taking care of inevitable bureaucracy, so the nurses won't be bothered with it!
- Tasks of back office:
 - The care is charged
 - The employees are paid
 - Making financial statements





COST EFFECTIVENESS FOR THE ORGANIZATION

- Overhead costs: 8% (average 25%)
 - more money for the care and innovation
- Financially sustainable

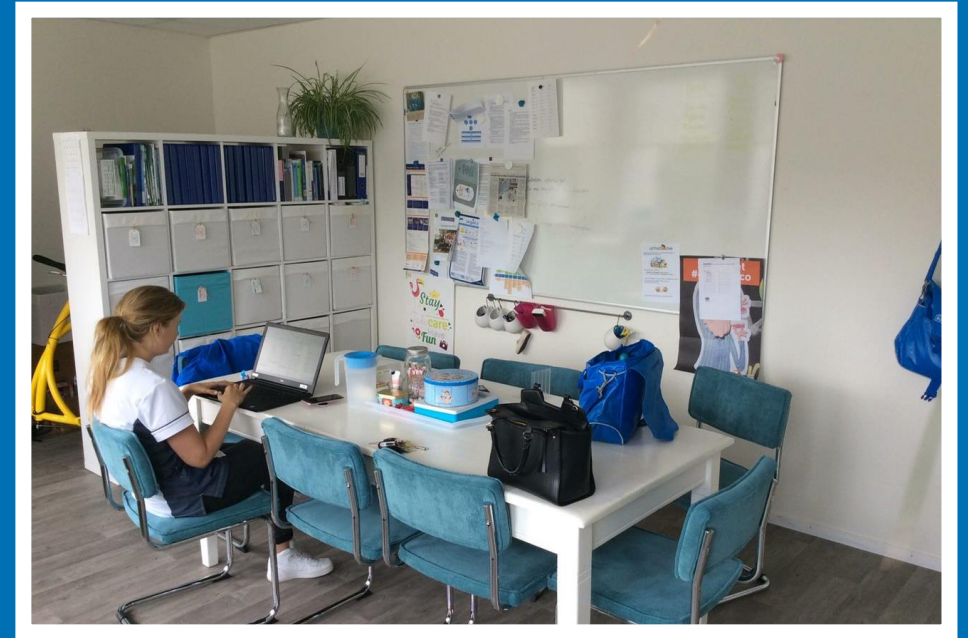


COST BENEFITS FOR THE CARE!

- Cost savings up to 40 % (Buurtzorg model leads to more prevention, a shorter period of care and less spending on overhead)
- More satisfied employees and clients



- The government and all political parties are stimulating other care organizations to work like Buurtzorg
- Other sectors are interested in the organization model



INNOVATIONS

[LEEROMGEVING](#)

[Instellingen](#)
[Bewerkemijn lijst](#)
[Nieuw, Statistiek](#)
[Admin](#)

van Raalte, Henri

Dementie

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Expertnetwerk Dementie

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[Doelgroep](#)

De mensen die je op deze pagina vindt, zijn beschikbaar voor vragen over dit onderwerp. Zij willen hun ervaringen graag met je delen. Heb je een lastige casus, heb je een vraag die niet vanuit de theorie te beantwoorden is, neem dan contact met de dichtstbijzijnde senior op. De lijst is gesorteerd op volgende gerelateerd vanaf jouw woonadres.

+
-

Kaart
Satelliet

<div> <div></div> Delden </div>	Miranda Lotgerink Bruinenberg	<div> 06-15029977 </div> <div> m.lotgerink@bourszorgnederland.com </div>	<div> 12 km </div>
<div> <div></div> Geesteren </div>	Hanneke Bötje	<div> 06-23116875 </div> <div> h.boetje@bourszorgnederland.com </div>	<div> 18 km </div>
<div> <div></div> Hengelo Noord-Oost (ID) </div>	Elles Hendriks	<div> 06-20791313 </div> <div> e.hendriks@bourszorgnederland.com </div>	<div> 17 km </div>
<div> <div></div> Diepenheim </div>	Miranda Rensen	<div> 06-23074133 </div> <div> m.rensen@bourszorgnederland.com </div>	<div> 23 km </div>
<div> <div></div> Oldenzaal 2 </div>	Anja Hobbelink	<div> 06-12387592 </div> <div> a.hobbelink@bourszorgnederland.com </div>	<div> 26 km </div>

Ik heb 16 jaar ervaring op de geriatrische afdeling van ZGT Almelo. Voeg daarnaast nog jaarlijks diverse scholingen van dementiesnet Radboud ziekenhuis Nijmegen in mei 2017 cursus expertise dementie van Bourszorg afgerond





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SMALL

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