

Changing the Dutch Practice Accreditation® into certification:

**towards justified trust in
well considered and safe care**

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- **The Netherlands**
- **16 million inhabitants**
- **9000 GP's**
- **4000 practices**





- Practice in Overasselt
- 3350 patients
- 1,3 FTE GP
- 3 practice assistants
- 1 practice nurse

The NHG-Practice Accreditation 2005-2010

- A programme for continual improvement of the practice, developed by general practitioners

Goals

- Insight in
 1. practice organisation
 2. medical performance
 3. experiences of patients.
- feedback and benchmark → incentive for improvement
- Accountability and transparency
- Good quality of care

Characteristics

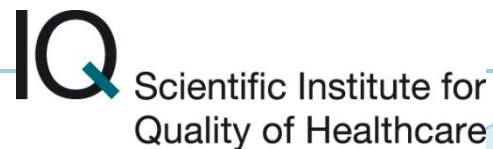
- A 3-year cycle
- Measurement and feedback on different subjects
- Flexible: the practice chooses priorities
- Working with improvement plans is the core business



The Instrument

Assessment of

- Practice management
- Medical performance
- Patient experiences (EUROPEP)



Radboud University Nijmegen Medical Centre



First year

- **Data collection**
- **Analysis of the data**
- **Feedback and benchmarking
(reference practices)**
- **Drawing up improvement plans**
- **Audit**

Drawing up plans in the first year (1)

- Three dimensions
- Relation with the feedback report
- Which points need to be improved and have priority in this practice?
- Goals SMART

Audit

1. review of the improvement plans (SMART, heavy enough, realistic)
2. assessment of several requirements (for instance on hygiene and medical equipment)

Audit second and third year

- First year goals achieved?
- Are the new plans sufficient?
- Does the practice still meet the minimal requirements?

Problems encountered

- Insufficient support from other stakeholders
- To much influence from the GPs (50% of the auditors is GP)
- Insufficient transparency: what goals are reached?

Adaptation towards (product) certification (1)

- New set of general standards, assessed by the college of general practitioners, patients, health care insurance companies, inspectorate of health care:
- Independent college

Adaptation towards (product) certification (2)

- **The practice has to carry out a risk analysis on quality and safety issues**
- **Demonstrate how they control the risks**
- **Systematically improvements based on measurements (indicators)**

— Adaptation towards (product) certification (3)

- `The practice itself is responsible to choose solutions for risks and problems encountered that are adequate and suitable for the practice

Dutch Practice Accreditation new style

- **The patient can have justified trust that the practice delivers well-considered/safe care**

discussion 1

- General Standards versus flexibility
- What counts?

discussion 2

- A shift from describing content to processes
- Effect on satisfaction of the GP?

discussion 3

- Which procedures should be written down ?
- Does this decision depend on the size of the practice (30% single handed)

discussion 4

- Risk analysis:
- What is an acceptable risk and who may decide this?
- Practice, auditor?
- (laws, guidelines etc)