



Patients and regulators: two different realities of quality of care

R. Bouwman, M. Bomhoff, P. Robben, R.
Friele

...the awareness
...the capabilities
...the expectations
of regulation in society are increasing





Patients and regulators: two different realities of quality of care

R. Bouwman, M. Bomhoff, P. Robben, R.
Friele

...the importance
...the visibility
...the expectations
of regulation in society are increasing



...the importance
...the visibility
...the expectations

of regulation in society are increasing

In particular after incidents
where patients' complaints were
involved

"Where was the regulator?"

*"Why has the regulator not taken
any action?"*

Patients have been ignored too long in
patient safety approaches according
to...
Inquiries
politics
Ombudsmen
...

Regulators now have
committed to involve
patients more in
their work

What actually is the patients'
perspective on regulation and
quality of care?

*"Why has the reg
any action?"*

Patients have been ignored too long in
patient safety approaches according
to...

Inquiries

politics

Ombudsmen

...


What actually is th
.

Regulators now have
committed to involve
patients more in
their work

ty approaches according

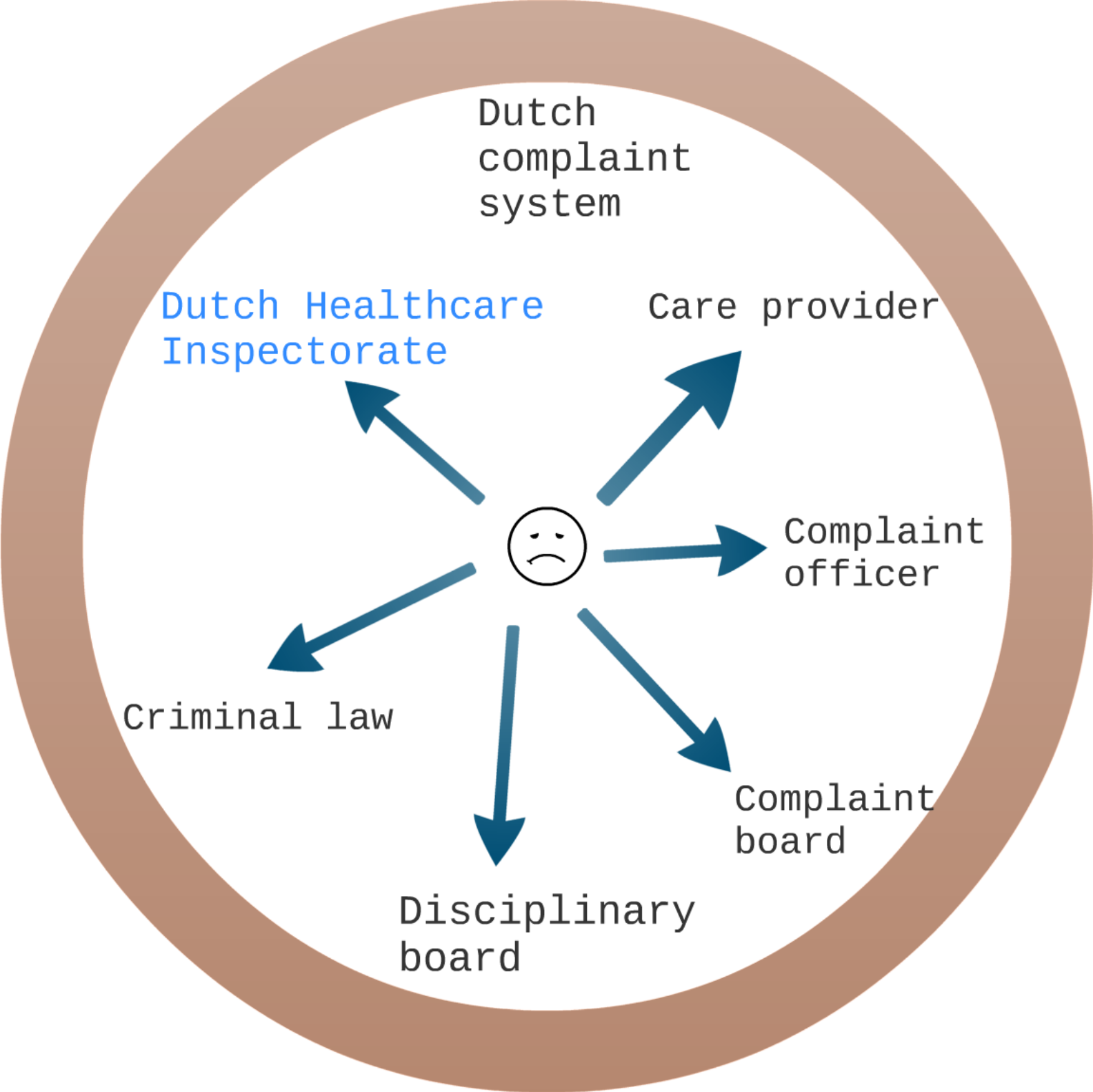
committed to involve
patients more in
their work

What actually is the patients'
perspective on regulation and
quality of care?



Methods

- Interviews + survey among people who reported complaints to the Dutch inspectorate
- Content analyses of complaints
- Which complaints were relevant to the Inspectorate



Dutch
complaint
system

Dutch Healthcare
Inspectorate

Care provider



Complaint
officer

Criminal law

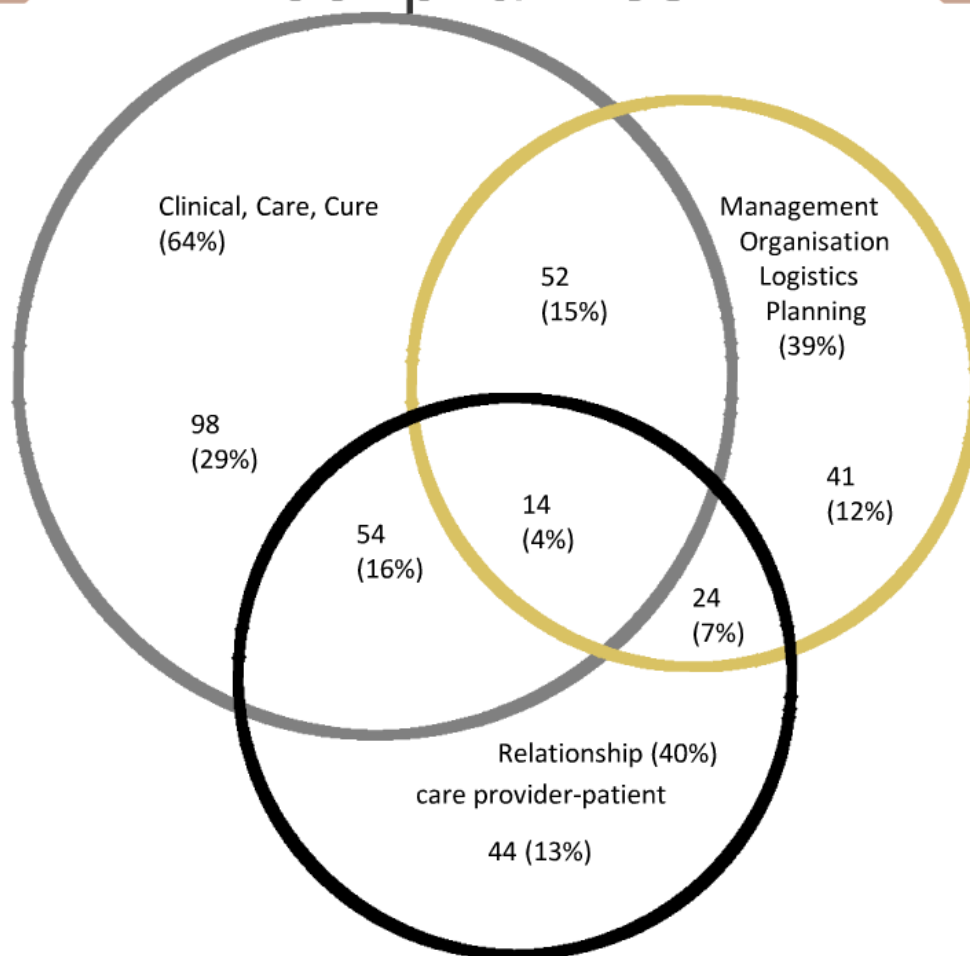
Complaint
board

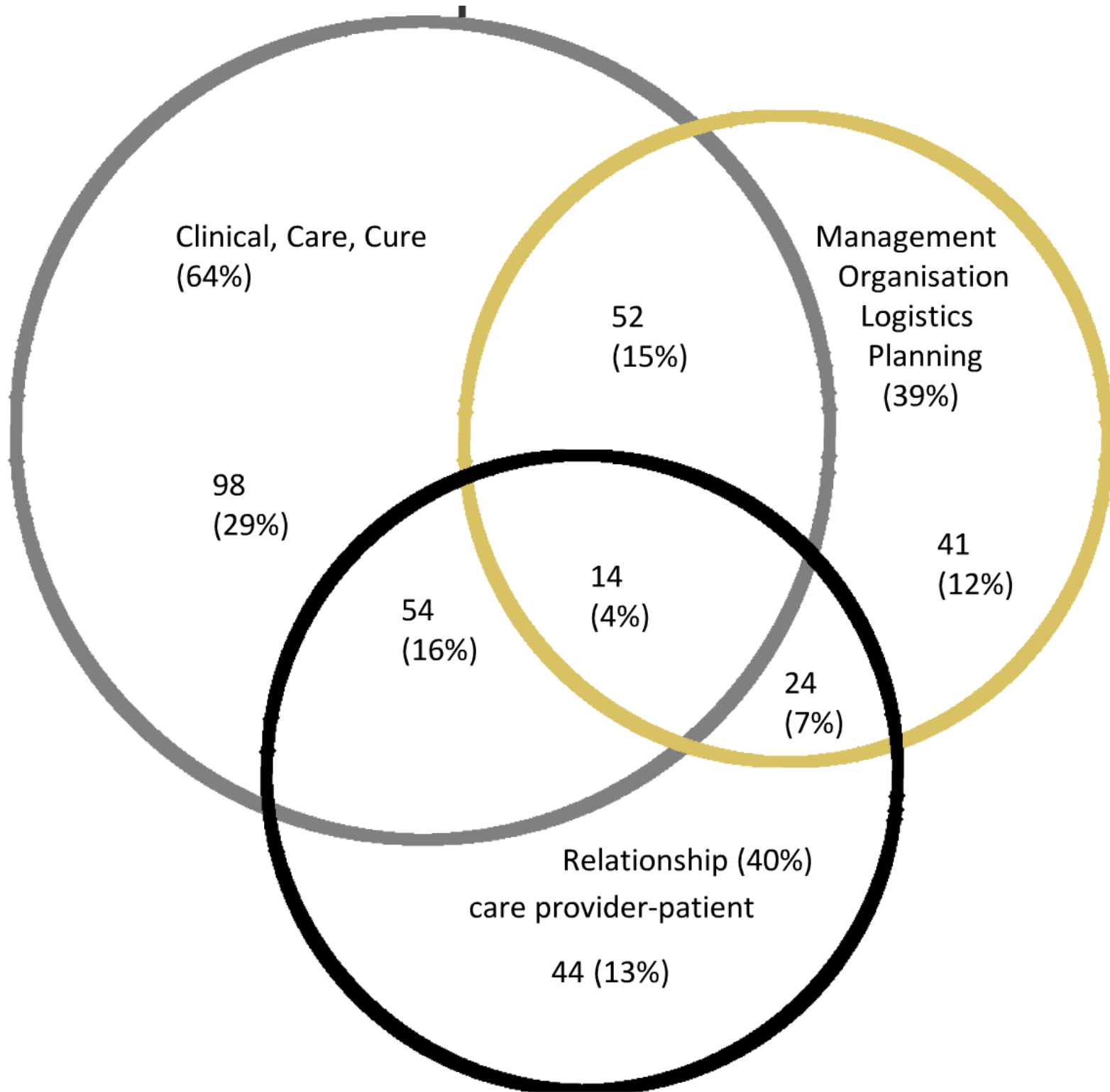
Disciplinary
board

Dutch Healthcare Inspectorate

- Receives 1500 complaints of citizens annually
- Not meant to be an individual complaint handler
- They are eligible for further investigation when complaints point to structural or very severe problems
- Was however also criticized for not taking patients seriously

Content of complaints





Examples

Clinical domain: "Got a metal on metal hip. [...] Had high concentrations of cobalt and chromium in my blood."

Relationship domain: "Insufficiently informed by attending physician [...] about possible consequences of placing a prosthesis."

Management domain: "Admitted as a heart patient in the weekend. Unit was left unstaffed because of staff shortage."

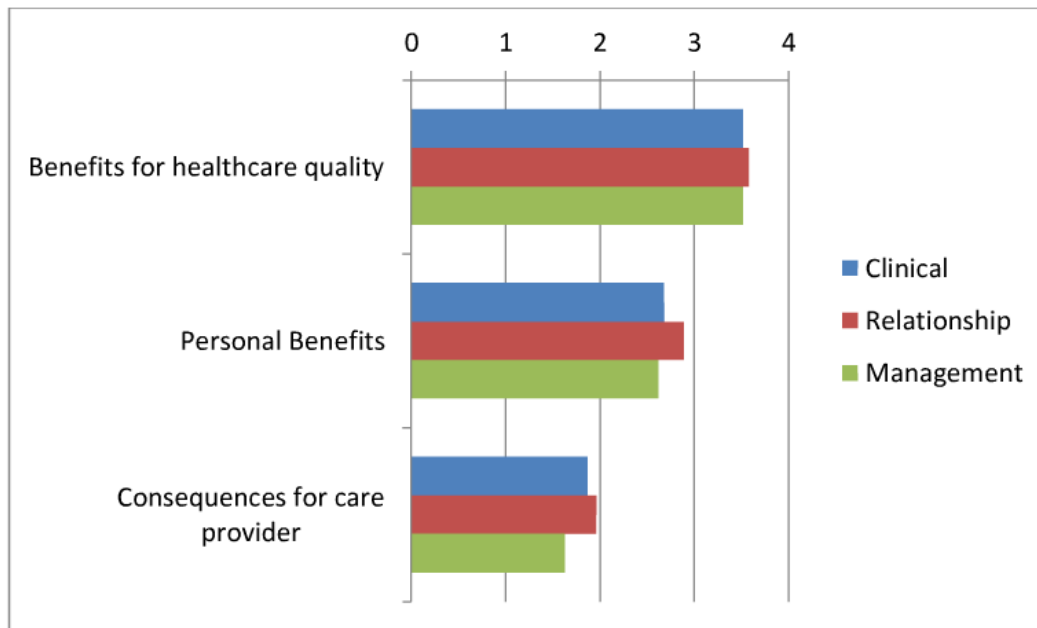
■

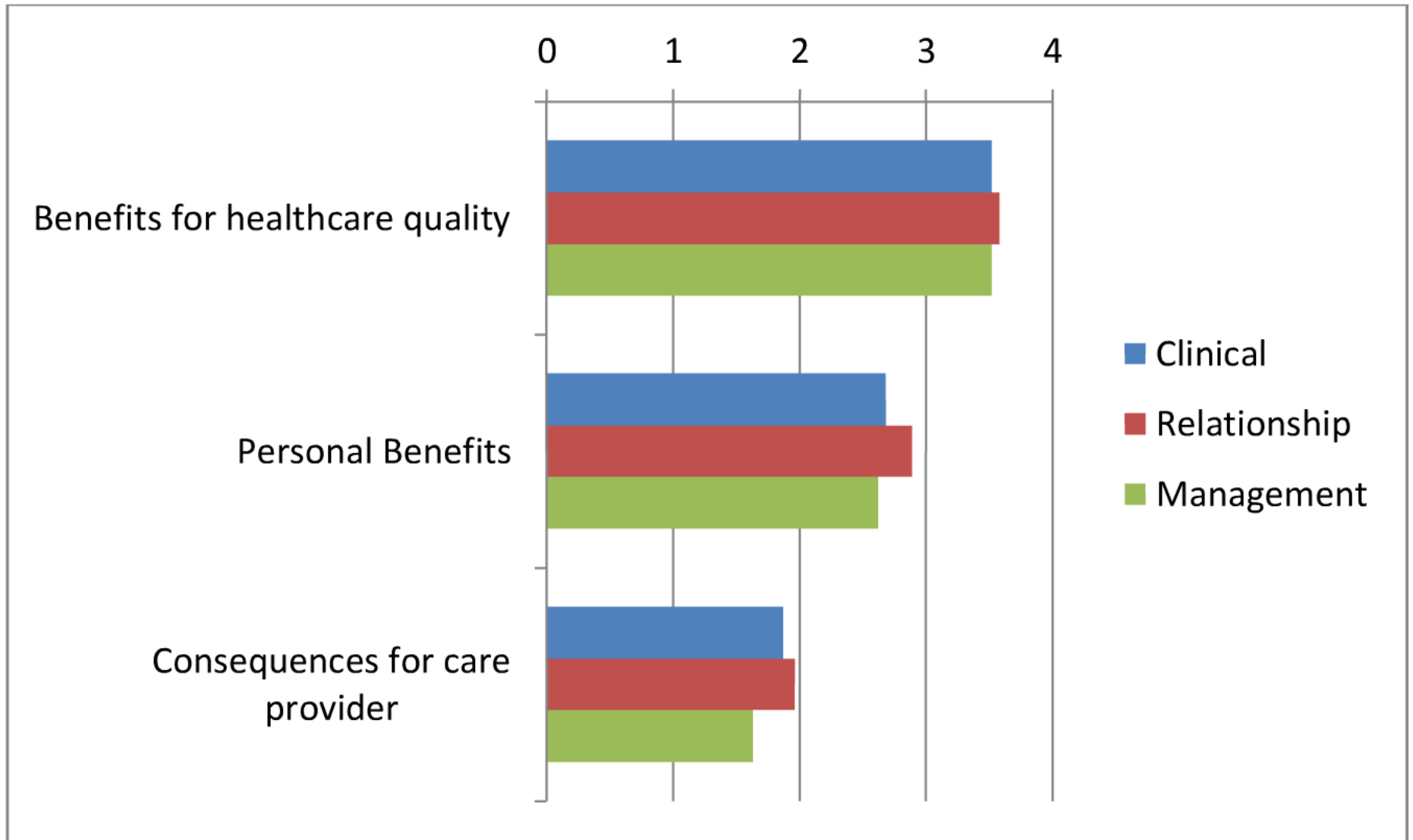
Clinical domain: "Got a metal on metal hip. [...] Had high concentrations of cobalt and chromium in my blood."

Relationship domain: "Insufficiently informed by attending physician [...] about possible consequences of placing a prosthesis."

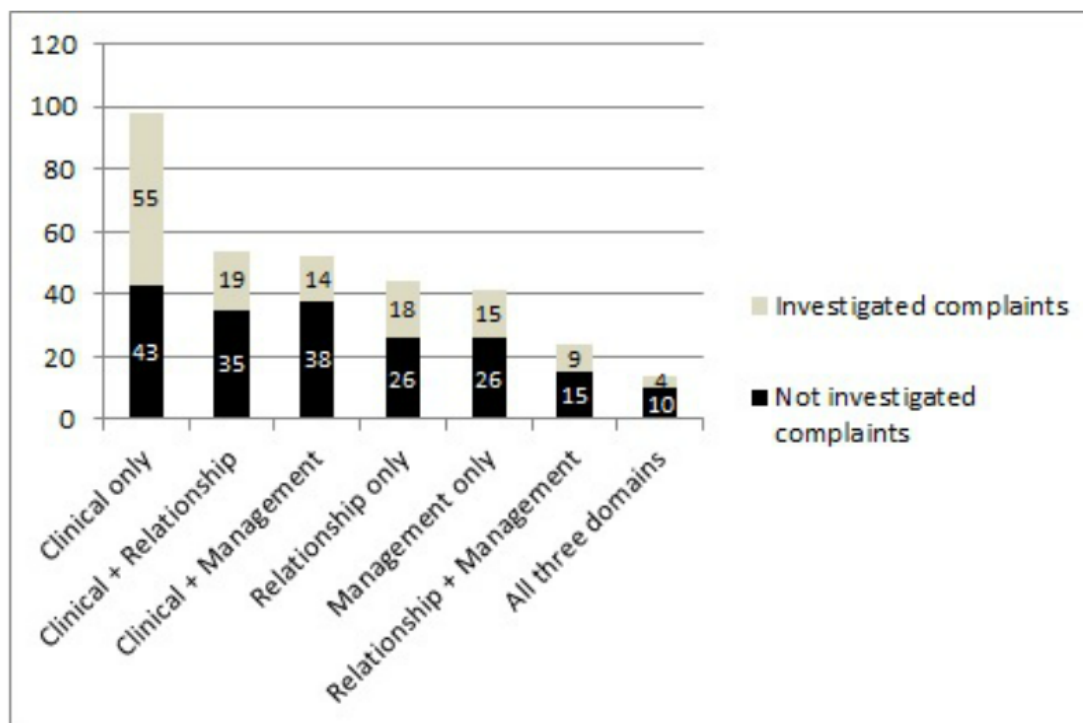
Management domain: "Admitted as a heart patient in the weekend. Unit was left unstaffed because of staff shortage."

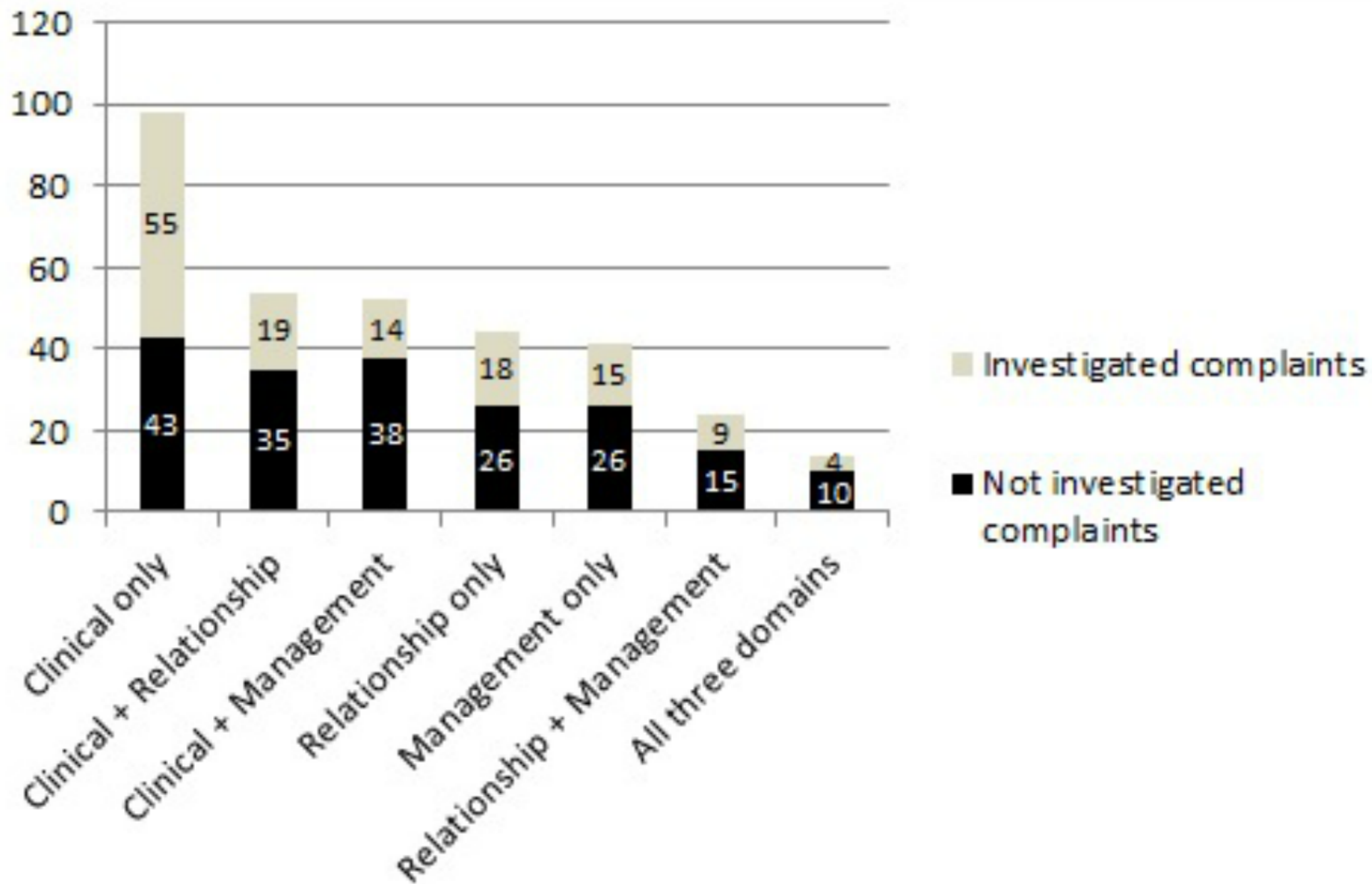
Expectations of people per domain





What the Inspectorate finds relevant





Conclusion/discussion

1. Patients have different perspectives on quality of care than regulators.
2. Difference should be a reason to listen to them, but they do want to hear what happened with their complaints
3. What does this mean if regulators want to involve them more in their work? Can they still work with the current definition of healthcare quality?

References:

Bouwman R, Bomhoff M, Robben PB, et al. Patients' perspectives on the role of their complaints in the regulatory process. Health Expectations 2015;Published online first: 7 may 2015

Bouwman R, Bomhoff M, De Jong JD, et al. The public's voice about healthcare quality regulation policies. A population based survey. BMC Health Serv Res 2015;15(325)

Contact: r.bouwman@nivel.nl



Patients and regulators: two different realities of quality of care

R. Bouwman, M. Bomhoff, P. Robben, R. Friele

...the importance
...the visibility
...the expectations
of regulation in society are increasing

