

Invited Speaker Abstract

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Title

Importance and usefulness of patient reported experience and comparing indicators dietetics

Abstract

De zorgkosten stijgen internationaal gezien. Daarom wordt er steeds meer gekeken naar de kwaliteit en doelmatigheid van zorg. En terecht. Zorg is geen onuitputtelijke en vanzelfsprekende dienstverlening helaas. Om doelmatige en transparante zorg na te streven dienen er onder andere inzichten te komen in de kwaliteit van zorg. Maar wat is kwaliteit? Gebaseerd op Value Based Healthcare en de Triple aim gedachten neemt Nicky Narraina jullie mee in hoe je daar naar kunt kijken en licht hierbij het patiënt ervaring en benchmarking uit. Hij neemt hierbij voorbeelden mee uit Nederland, die op dit vlak voorop lopen.

Healthcare costs are rising internationally. That is why more and more attention is being paid to the quality and efficiency of care. That's irreversible and logical. Healthcare is not an inexhaustible service unfortunately. In order to pursue efficient and transparent care, there must be insights into the quality of care, among other indicators. But what is quality? Based on Value Based Healthcare and the Triple Aim thoughts, Nicky Narraina will tell how to look at this and will highlight the role of patient experience and benchmarking in a healthcare market. He will share also some dietetic examples in the Netherlands, the country who is the market ahead according this topic.

key references

1. NVD (Dutch profession organization Dietetics)

key messages

1. Importance of the voice of the patient to improve healthcare
2. Benchmarking is one of the best learning methods
3. Insights with data give influence