



## Policy plan 2024 - 2027: regulating the healthcare sector of today - and tomorrow



The challenge



The answer: appropriate care

### Our contribution



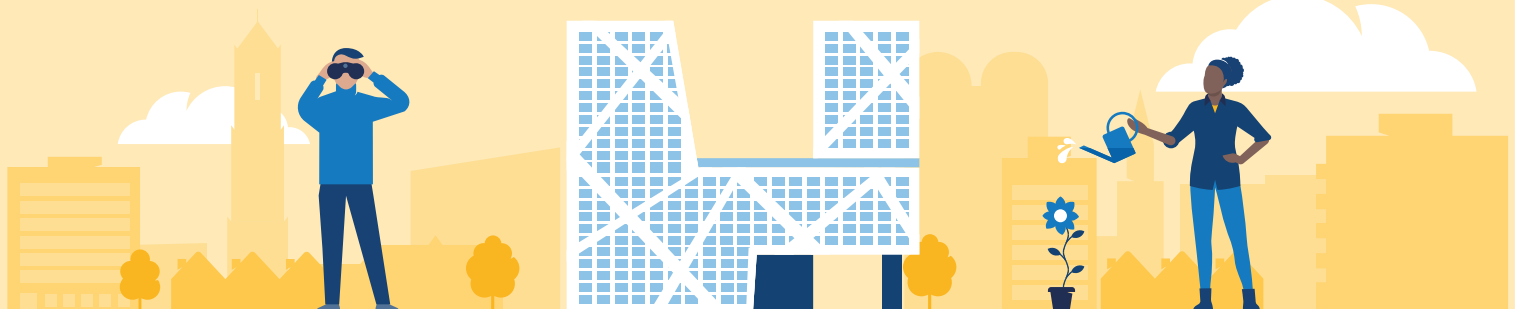
Compassion



Collaboration



Sustainable



Our profile

Evolving as a supervisory authority

# Policy plan 2024-2027: regulating the healthcare sector of today - and tomorrow

A great deal is happening in the world – both close by and in far-flung places. These are developments that likewise have an impact on healthcare and supervision of healthcare. How do we as the Health and Youth Care Inspectorate intend to tackle these challenges? How do we preserve what is good as well as develop moving forward? We have set out our direction of travel for the coming years, which is outlined below.

## The challenge

The healthcare sector is under pressure and public health is a critical issue worldwide. The demand for healthcare is increasing, becoming more complex and diverse, despite the fact that there is a tight labour market. A healthy lifestyle can prevent health problems. However, a healthy lifestyle is not a given for everyone. There are circumstances outside of healthcare that can impact someone's health and care, such as their financial circumstances or psychological difficulties, as well as a decline in confidence in the government. Apart from that, the free market, international dependence and digital innovations all play a key role in the field of healthcare.

All of these developments means that it is no longer a given that everyone receives the best possible care. The question is what we should do to ensure everyone can continue to rely on good-quality and safe care.

## The answer: appropriate care

Appropriate care means the right care in the right place. Care that is jointly decided on by the patient and healthcare professional, with a focus on health instead of on illness. Appropriate care is demonstrably effective and provides added value for patients – all the more if professionals are able to provide that care in a good and comfortable working environment. Appropriate care is a collective endeavour to make healthcare sustainable and future-proof.

In the coming years, we, as an inspectorate, will be making a meaningful contribution to the transformation to appropriate care. The values of compassion, collaboration and sustainability inform our actions, precisely because those values are essential to proper care and effective supervision at this point in time.

## Our contribution

### Compassion

#### *Shifting from 'caring for individuals' to 'caring alongside individuals'*

Patients and healthcare professionals make decisions on care together, with family members, informal carers and volunteers likewise contributing ideas and participating. 'Compassion' means seeing the human being behind the patient. It means devoting attention to people with limited health literacy or those in a vulnerable position, as well as taking into account the person behind the healthcare professional who wants to do, and enjoy doing, the work with professionalism and in good health.

In our assessment of the quality and safety of care, we chiefly consider the position of those receiving care: is the care people oriented and are healthcare professionals engaging with the people involved?

### Collaboration

#### *Looking beyond boundaries*

Consistency in the provision of care increases the quality of life of those receiving care, which is why it is vital that healthcare providers collaborate effectively with others. And not just with fellow healthcare providers but with informal carers, volunteers and organisations, for example in the social care domain and security domain.

We encourage collaboration and examine whether parties can actually come to collaboration agreements. As an inspectorate, we equally look and work beyond and across the departmental and sectoral boundaries. We coordinate our work with other regulators and knowledge institutes, both in the Netherlands and abroad.

### Sustainable

#### *Good-quality care is sustainable care*

Sustainability is about sustainable and ensuring enough people and resources are available to ensure healthcare is and remains available and accessible both today and moving forward.

The most sustainable care is care that does not have to be provided. Where possible, we want to work together to anticipate any health issues. If this cannot be achieved, we want help to be available as soon as possible. Sustainability is also about 'green' care, with as little impact as possible on the climate and the environment.

Within our supervisory role, we focus on prevention, sustainable and green care.

## What we do: our profile

Everyone should be able to rely on proper and safe healthcare and youth care. Supervision is the principal remit of the Health and Youth Care Inspectorate (IGJ) and goes beyond simply monitoring compliance with laws, regulations and standards. We put quality and safety on the agenda and encourage parties to improve the care they provide. Where necessary, we take action. We supervise healthcare providers, healthcare professionals and manufacturers, and monitor those who need care, as well as the partnerships and the system as a whole. We are a value-driven, authoritative, visible and accessible regulator.

That means we are easy to find and access for everyone who needs us. We will make ourselves heard whenever good-quality and safe care is at stake. Each year, our supervision focuses on a key issue or target group, which results in insights that we share across the board.

## Evolving as a supervisory authority

As an inspectorate, we expect parties in the field of healthcare to examine their actions closely and continue to improve themselves, which is an attitude these parties can likewise expect from us. We examine our own actions closely and use the insights this reflection provides to improve. This is how we intend to evolve in the 2024-2027 period:

- Decisions made within our supervisory role will increasingly be made and be refined based on a comprehensive risk assessment and analysis.
- We will be focusing on a differentiated approach to our supervision.
- We will be focusing on customised solutions and cohesion in our regulatory role even more than at present. We will be looking across the various sectors and taking into account different perspectives.
- We will continue to professionalise our data management system, identify trends from reports and modernise information provision.