



Healthy sense of trust

The story of the Health and Youth Care Inspectorate

In the Netherlands, we can rely on good healthcare and youth care. For everyone, any time, anywhere. We would like to keep it that way, also for generations to come. This is why we supervise and promote good and safe care. Basically we trust the providers of healthcare and youth care. On the other hand, we expect trust in our supervision and independent judgement. We are the Health and Youth Care Inspectorate, the IGJ, part of the Ministry of Health, Welfare and Sport.

Supervising person-centred care

No one questions the need to supervise and monitor the quality and safety of care. That is our remit. We consider person-centred care important. We also supervise whether the different care providers of a person or family work together. Do they communicate effectively? With the patient or client, with parents and informal caregivers as well? Does everyone understand their role in the care network with respect for those of others? These are the conditions for good and safe care.

The most appropriate means

Both care managers and care providers are responsible for the quality of the care they offer. We expect them to tailor their care to their patients' or clients' needs and to how patients or clients experience the care. We expect that they learn from what goes well and what goes less well, and that they are open with one another and patients or clients and their next of kin. If improvements are not made, we will intervene. We will always look carefully for the most suitable steps and actions to promote good and safe care.

Transparency in order to improve care

We disclose the results of our supervision. That way, we contribute to improving healthcare and youth care. We are also open about our principles and how we work. We discuss this with the public and organisations of patients and clients, with care managers and care providers. Healthcare and youth care are changing rapidly. Monitoring is keeping pace. We strive for continuous learning and improving our work. This strengthens trust in healthcare and youth care as well as in our supervision. That is important for every inhabitant of our country. Since ultimately, everyone who receives or provides care wants the same quality of care you would want for the ones you love.