The Netherlands organisation for health research and development
Labour saving innovations in long term care:
Lessons learnt in NL

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Developments so far:

- 2005: projections of increase in elderly and decrease of workforce
- 2006: ZonMw survey: 200 labour saving ‘ideas’
Steps taken by ZonMw 2007-2009

1. Development measuring instruments
2. Virtual analysis promising ideas
3. Calls for new ideas
4. Implementation
1. Measuring instruments: Labour saving tool

- Online tool, freely accessible for all on www.zorgvoorbeter.nl
- Baseline time spent on workproces x
- Innovation type
- Virtual effect on time spent
- After test: actual effect on time spent
- Effect on quality of care (as perceived by caregivers and patients)
2. Virtual analysis of test cases

- Cost benefit tool:
- complete analysis of all investments, costs, benefits to whom etc: business case
- expert meetings: selection of most promising innovations
- worksessions with local actors: caregivers, patients, back office
- facilitation by external consultant
3. Calls for innovations

- Ideas → plans
- Plans → tests

- 2006 + 2008: in total 110 innovations for €10,000 - 25,000
- Facilitation by ZonMw: meetings, use measuring instruments
Results:

• 1100 applications of the measuring instruments

• Calls: 80% projects worthy of further development and/or implementation

• 57 successful projects tested and data on labour saving effects available
Content of innovations:

1. Innovations/transformation of basic work processes:
   - Washing/bathing
   - Eating
   - Transferring
   - Medication dispensing
Content of innovations:

2. Back office/logistics:
   • Electronic records
   • Planning/routing personnel and patients
   • Education/sick leave reduction
Content of innovations:

3. Self management by patients:
   - Telecare/ e-health
   - Simple domotica

Savings ranging from €7,- to €16.000,- per patient per year

Relevant target groups ranging from 2100-500.000 nationwide
4. Implementation

• Labour saving innovations included in toolbox of Care for Better breakthrough programme
• Many projects will be incorporated in guidelines, changes in work methods and organisation and training programmes
• Further analysis of use of measuring instruments: work processes analysed, innovations tested and results measured
Conclusions:

- Millions of euros and thousands of FTE’s personnel can be saved
- Without quality loss!
- No spectacular high tech solutions as yet
- Innovation in basic work processes
- Implementation is slow
- Lack of sense of urgency!
Next steps:

• Check by experts:
  • Methodological correctness
  • Feasibility in other settings
  • Implementation needs: activities and investments

• Development and implementation of active scaling-up strategies
Next steps 2:

- Systematic run-through of all settings and other ZonMw programmes seeking other cost/labour saving innovations
Next steps 3:

AAL:

• Development of new (ICT) labour saving innovations

• Application of (translated) measuring instruments
AAL: 2013???

1. You never visit any more!
2. I'm sorry, dad, but I've been busy with my work.
3. I need you! I'm old and lonely!

1. There's never enough time.
2. Maybe science can lighten the load.

1. Are you enjoying your walk?