

Valuing Healthcare

NETQ healthcare drives outcomes in Value Based Health Care (VBHC)



NETQ

FOR MONITORING HEALTH



CEO Ronald Zwartkruis

- Founder of NETQ Healthcare (2008)
- 15 yrs of experience in DYI-surveysoftware
- *Feedback drives new insights*
- Internationalization Topicus.Healthcare on facilitating the screening process of breast, colon and cervical cancer and TB
- Ronald.zwartkruis@netqhealthcare.nl



Who we are



Founded in 2008



Market leader Mental Health



Specialist in monitoring using questionnaires



Increasingly hospitals, GP's & private clinics



Direct insights into results and trends. Shared Decision Aid.



Part of Topicus.Healthcare

**>150 questionnaires in our library for
ROM/PROMs and PREMs**



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Our Mission

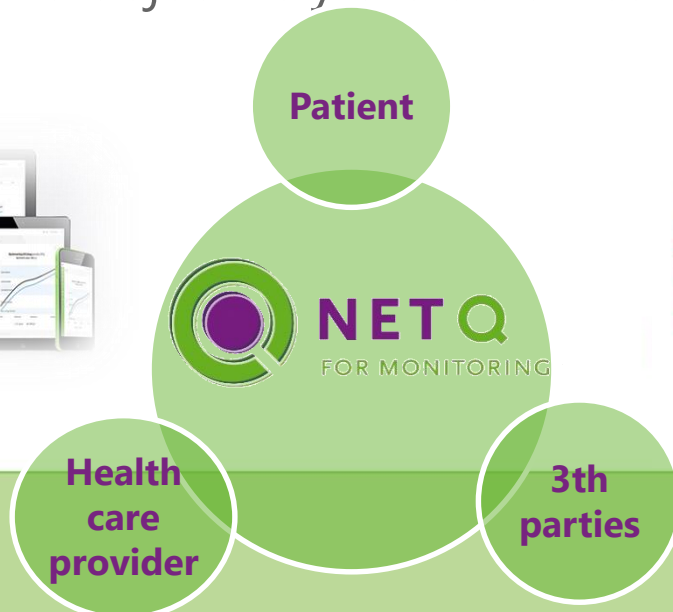
Improve the quality of life of citizens by facilitating shared-decision making through monitoring and providing meaningful insights



We facilitate Outcome for VBHC



1. NETQ facilitates monitoring using questionnaires
 - **ROM:** Routine Outcome Monitoring (mental health care)
 - **PROMs:** Patient Reported Outcome Measurement (somatic care)
 - **PREMs:** Patient Reported Experience Measures (each individual)
2. Monitoring allows healthcare providers, patients and management to objectively evaluate treatment and act accordingly



The importance of ROM

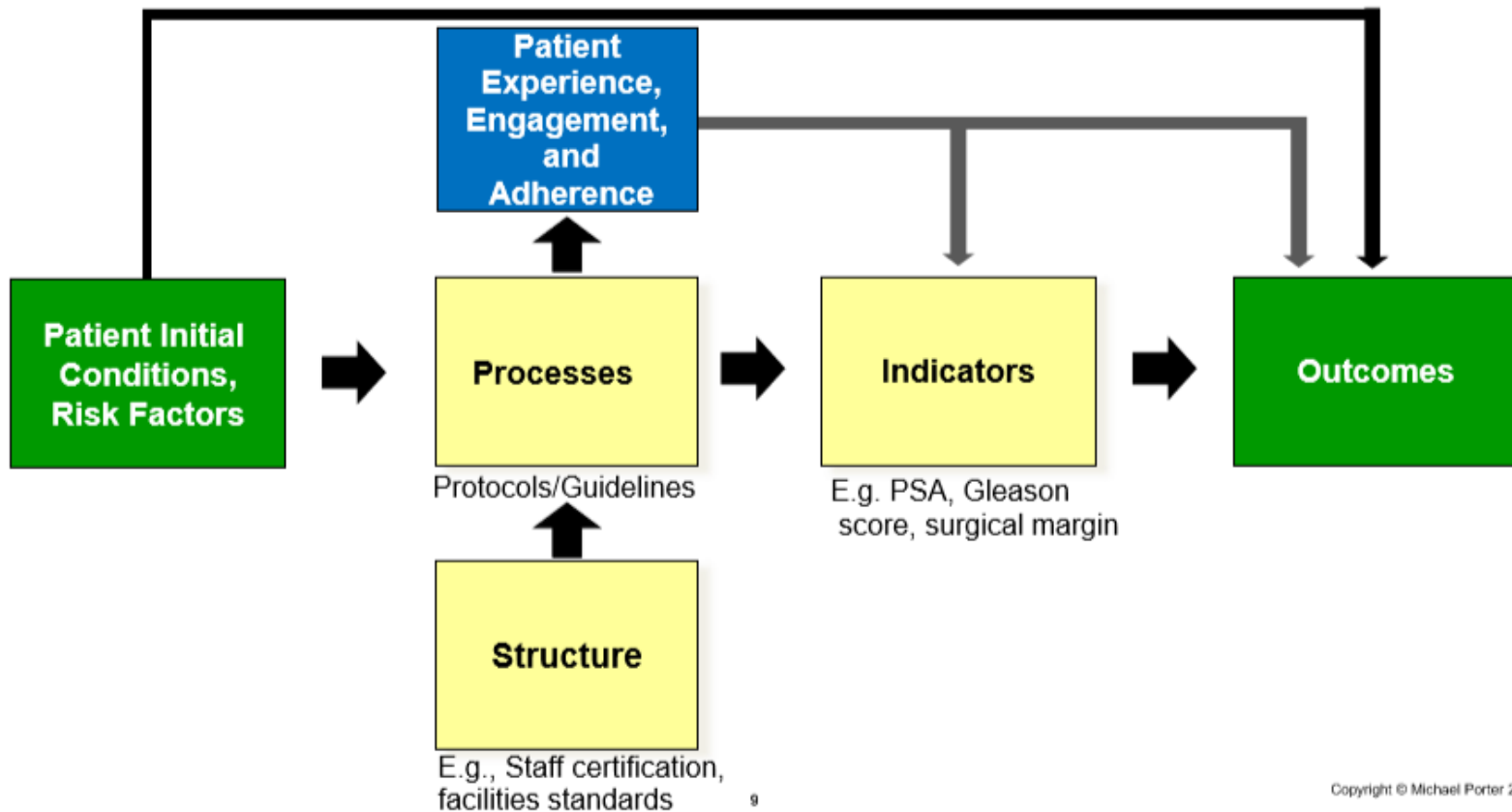
'Patients with a depression or anxiety patients who are unresponsive to treatment early on, often have many residual symptoms at the end of the treatment.

Early and frequent Routine Outcome Monitoring can identify these patients and allows to adjust the treatment accordingly.'

Prof. Dr. Bea Tiemens, Pro Persona



Quality Measurement Landscape





The International Consortium for Health Outcomes Measurement

Unlock the potential of value-based health care by **defining global Standard Sets of outcome measures that really matter to patients** for the most relevant medical conditions, and **driving adoption and reporting** of these measures worldwide





Standard Sets Complete (2013)

- 1. Localized Prostate Cancer *
- 2. Lower Back Pain *
- 3. Coronary Artery Disease *
- 4. Cataracts *

Standard Sets Complete (2014)

- 5. Parkinson's Disease
- 6. Cleft Lip and Palate*
- 7. Stroke *
- 8. Hip and Knee Osteoarthritis*
- 9. Macular Degeneration*
- 10. Lung Cancer*
- 11. Depression and Anxiety
- 12. Advanced Prostate Cancer *

Standard Sets Complete (2015-16)

- 13. Breast Cancer*
- 14. Dementia
- 15. Frail Elderly
- 16. Heart Failure
- 17. Pregnancy and Childbirth
- 18. Colorectal Cancer
- 19. Overactive Bladder
- 20. Craniofacial Microsomia
- 21. Inflammatory Bowel Disease

Committed/ In Process

- 22. Chronic Kidney Disease
- 23. Oral Health
- 24. Inflammatory Arthritis
- 25. Congenital Hand and Upper Limb Malformations
- 26. Facial Palsy
- 27. Hypertension*
- 28. Diabetes
- 29. Atrial Fibrillation
- 30. Mental Health

* Published Thus Far in Peer-Reviewed Journals

Burden of Disease Covered

18%

35%

45%

59%



Shared decision making and outcome on three levels

Treatment room

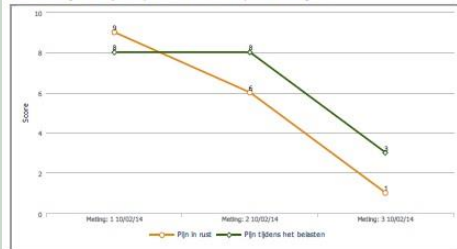
Visual Analog Scale Pijn Heup (VAS - score van de laatste meting)

Schaal	Score
Pijn in rust	1
Pijn tijdens het belasten	3

Visual Analog Scale Pijn Heup (VAS - Scoreverloop over metingen)

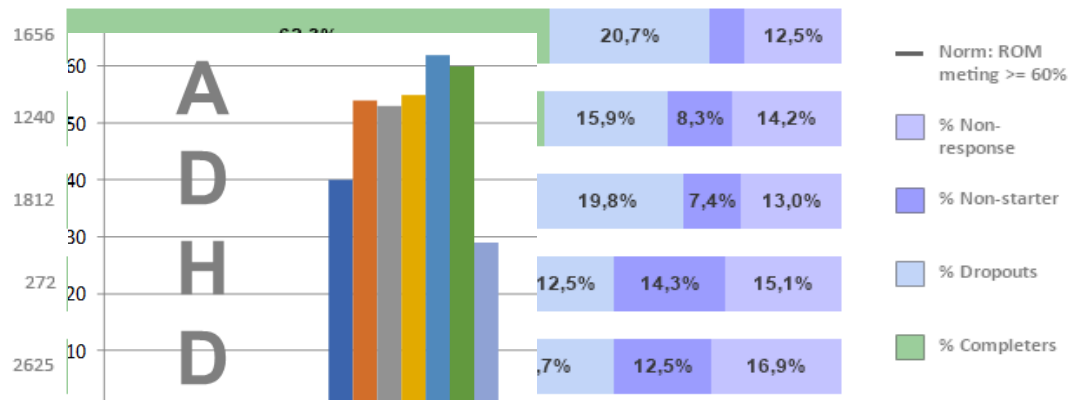
Schaal	Score Meting: 1	Score Meting: 2	Score Meting: 3
	10-02-14	10-02-14	10-02-14
Pijn in rust	9	6	1
Pijn tijdens het belasten	8	8	3

Visual Analog Scale Pijn Heup (VAS - Scoreverloop over metingen)



Multidisciplinary team

Management / funders





Checks & Insights

On three levels

Treatment room	Multidisciplinary team (MDO)	Management / funders
<p>Adjustment of treatment?</p> <p>Use of e-health:</p> <ul style="list-style-type: none"> - self management - blended programs - family programs 	<p>As a team we have to...</p> <p>Our clinicians...</p> <p>Our hospitality team...</p>	<p>Training healthcare providers on motivational dialogue</p> <p>Use health outcomes to improve performance</p>



Focus points & lessons learned

1. **Value for patients** is the True North
2. **What's in it for me** from the perspective of the healthcare professional and patient
3. **Value-based thinking** as driver of care delivery, payment, and strategy for health systems (ICHOM)
4. **Standardized outcome measurements:** powerful drivers
5. **Change management** & consider '**compulsory incentives**'
6. **Combine** generic with disease specific questionnaires
7. **Learn** constantly from data visualisation and plot on PDCA





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