

The impact of laws and regulations on

Administrative burdens within long-term health care

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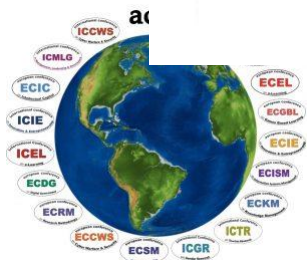
Agenda

- Introduction topic
- Research question
- Research method
- Results
- Conclusion and limitations
- Questions

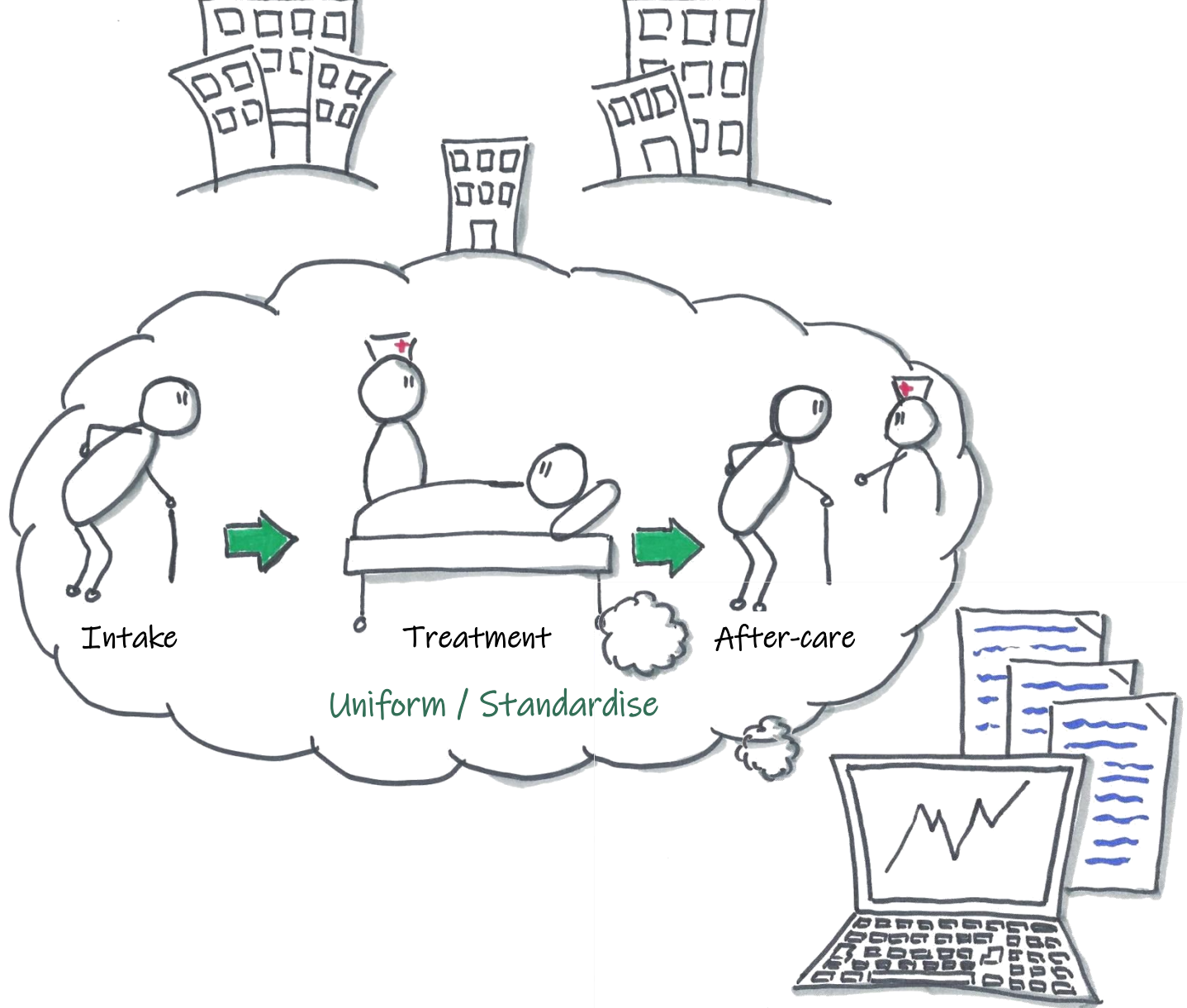




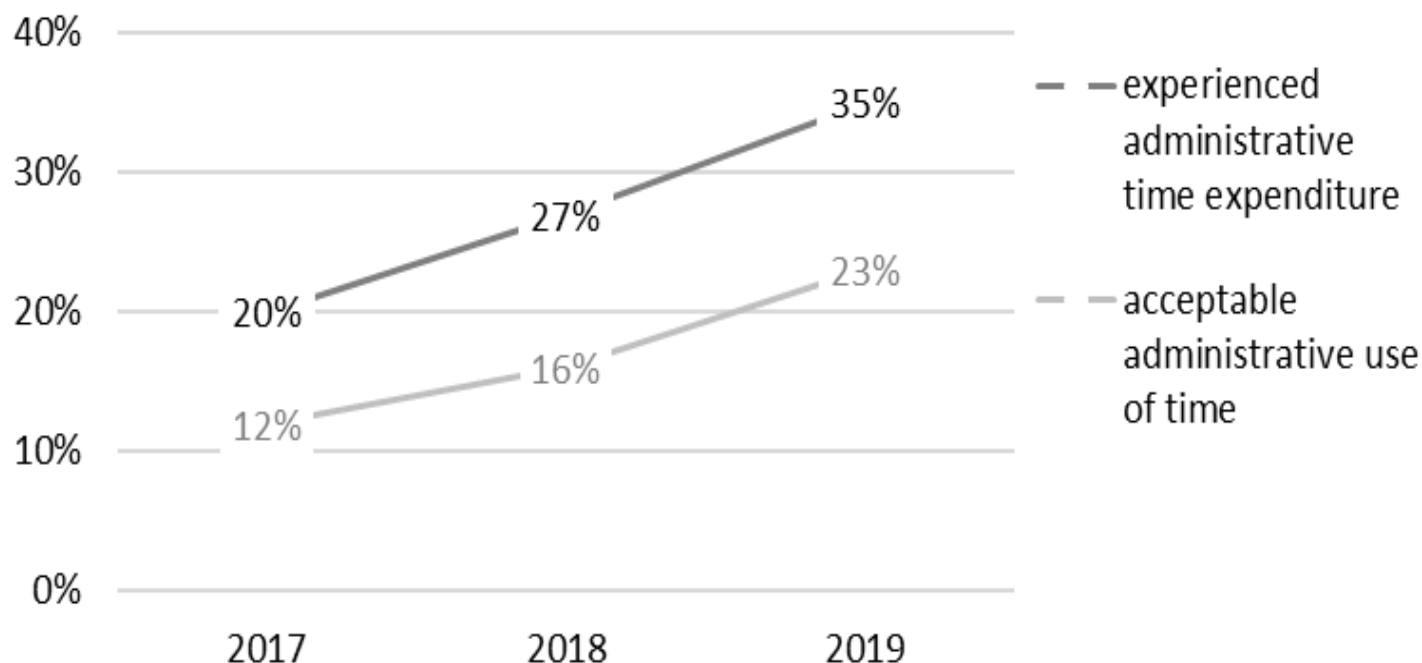
Care personnel spend 3 hours per day on administration and registration
The turnover of care personnel is above 60%



(Van Veenendaal, 2008; Van Schoten, et al., 2016; Joldersma, et al., 2016; VWS, 2018; De Lint, 2019).



Administrative time expenditure



(Based on Hanekamp, 2020).



Critical factors from research 2018

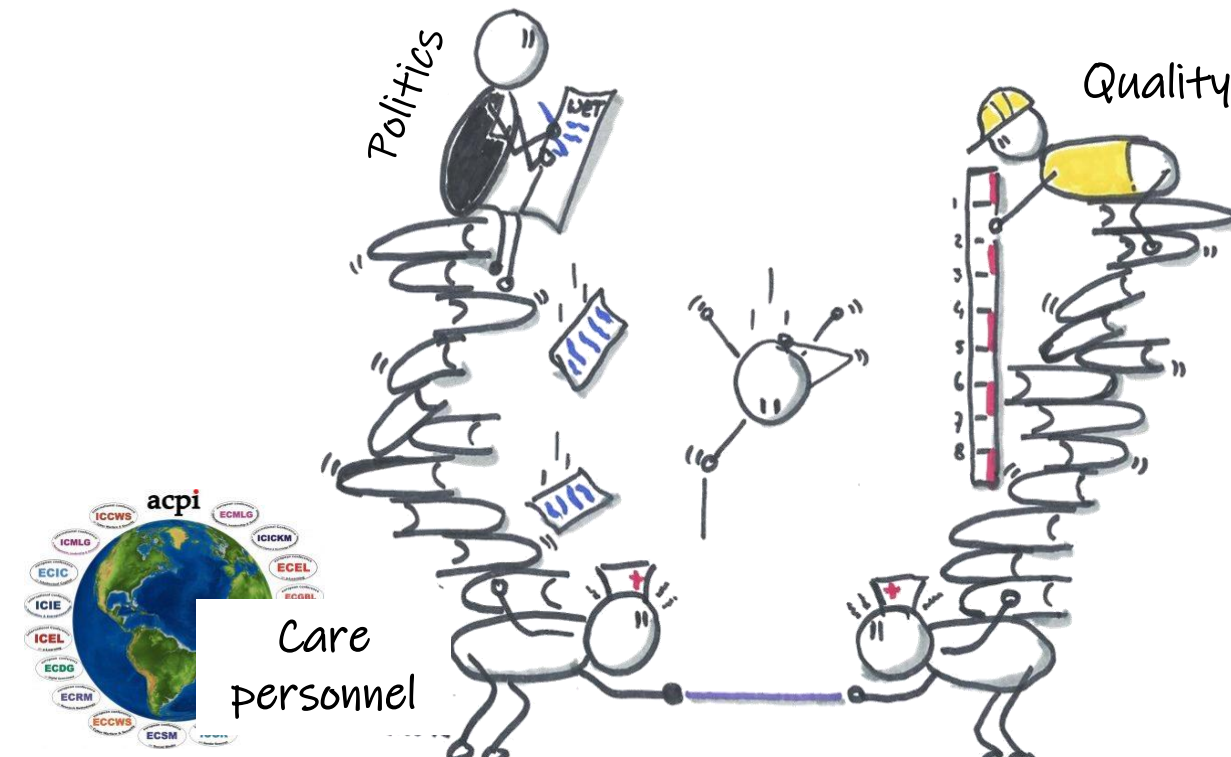
- IT systems are an 'add-on' to the care and therefore a burden, not a solution
- IT systems are poorly linked to each other
- IT systems are poorly supporting the care
- Processes are invisible
- Processes are insufficient focused on the organizational and process goals
- Processes are input related, the output is unclear
- Laws and regulation, and the own translation of those increases the unnecessary registration



Tollenaar, Kahmann en Blom, 2018

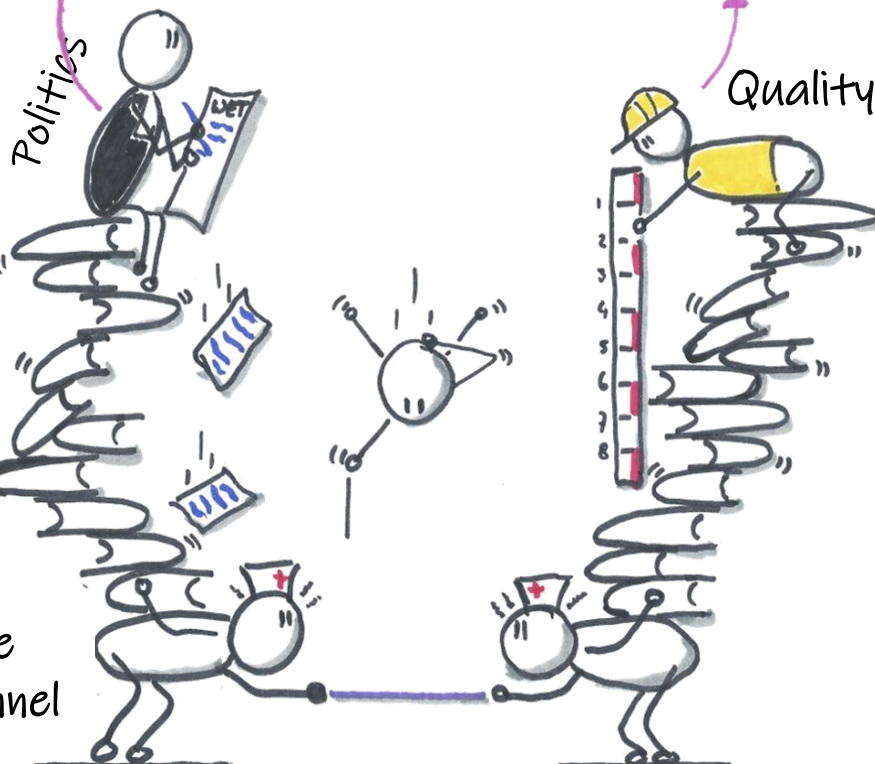
The stakeholders of care organizations

Laws and regulations	: Ministry of public health, welfare and sports.
Quality	: Inspection healthcare and youth
Health indication	: Centrum of health indication
Finance	: Insurance companies and local government



Registration load in the care

collaboration between
organisations?



Care
personnel

De Wet Zorg en Dwang

Wat betekent deze nieuwe wet voor mensen met een beperking?



Ministerie van Volksgezondheid,
Welzijn en Sport

Wet langdurige zorg

DE KWALITEITSWET ZORGINSTELLINGEN (1-04-1996)

- Doel = zeker te stellen dat zorginstellingen goede zorg bieden aan hun zorgvragers.
- Deze wet stelt 4 eisen



Evaluatieonderzoek Wet op de jeugdzorg

De wet

BIG

De betekenis van
de wet voor de
beroepsbeoefenaren
in de gezondheidszorg



Wet toelating zorginstellingen

Mr. dr. J.J.M. Linders



Wet verplichte geestelijke gezondheidszorg (Wvggz) van Bopz naar Wvggz

 HOGESCHOOL
UTRECHT

HAN UNIVERSITY
OF APPLIED SCIENCES

Research question

“What is the impact of laws and regulations on the administrative burden with regard to the primary and supportive processes of Dutch long-term care?”



Definitions

Primary Processes =

direct care, bedside processes

Support Processes =

administrative processes within the healthcare organisation

(Based on: Aguilar-Saven, 2004)



Research method

		Case 1	Case 2	Case 3
1st	Focus on	Primary processes	Primary processes	Support processes
	Exploratory interviews	N=12 with care personnel and managers	N=4 with outpatient assistances (focus group), physician director, law officer, secretary	N=15 with contracting, counter, declaration & control and accountability.
	Observations	4 locations observed, during the day and night shift	The main location with hospitalization observed	5 departments observed
2nd	Survey sample size	90	48	
	Survey	N=39	N=34	



Cases

	Case 1	Case 2	Case 3
Type of organization	Elderly Home	Psychiatric Hospital	Residential Care for Disabled
Legislation	Long-Term Care Act	Special Admissions to Psychiatric Hospitals Act	Social Support Act and the Youth Act

Annual year 2018

Revenu	€ 133,547,894.00	€ 65,390,560.00	€ 98,404,667.00
Revenu related to the law	€ 79,104,974.00	€ 8,456,559.00	€ 42,360,433.00
Costs	€ 131,243,783.00	€ 63,442,028.00	€ 98,629,913.00
Result	€ 2,345,756.00	€ 1,127,585.00	€ -896,252.00

FTE	1,770	757	712
Clients	9,000	7,642	3,369
Clients related to the law	9,000	1,145	2,221
Locations	19	22	207
Situated in the Netherlands	East	Middle - South	Overall



Results - *Hours spend on administration per dayshift (8 hours)*

	Primary processes	Total		% of a dayshift
Case 1	Long-Term Care Act (opinion employees)	1.9	hours a day	24%
	Long-Term Care Act (observed)	2.6	hours a day	32%
Case 2	Special Admissions to Psychiatric Hospitals Act (opinion employees)	2.4	hours a day (at least)	30%

	Support processes	Total		% of a dayshift
Case 3	Social Support Act and the Youth Act	9.1	FTE	-



Results - *Hours assignable to law and regulation per dayshift (8 hours)*

	Primary process	Total		% of a dayshift
Case 1	Long-Term Care Act (opinion employees)	0.9	hours a day	50%
	Long-Term Care Act (observed)	1.3	hours a day	50%
Case 2	Special Admissions to Psychiatric Hospitals Act (opinion employees)	2.2	hours a day (at least)	90%

	Support processes	Total		% of a dayshift
Case 3	Social Support Act and the Youth Act	4.3	FTE	47%



Results - Administration burden assignable to law and regulation

	Primary process	Total
Case 1	Long-Term Care Act	29%
Case 2	Special Admissions to Psychiatric Hospitals Act	62%

	Support processes	Total
Case 3	Social Support Act and the Youth Act	45%



Conclusion

This study shows that laws and regulations create both experienced and measured administrative burdens for the people who work in Dutch LTC.



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