



Evidence-informed decision making in management in **The Netherlands**



Hope Agora 2019

Evidence-informed decision making in management in **The Netherlands**

Value-based health care

Patient journeys

Forecast models

Integral capacity management

Patient counsel

Lean management

Evidence based nursing

Benchmarking

Evidence based staffing

Management Meeting

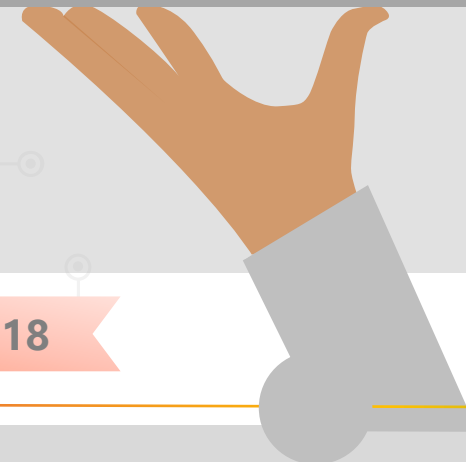
Capacity Management in
influenza-periods

Jess (Capacity Manager)

Meelika (Infection Control)

Veronika (Team Leader)

Anne (Doctor)



06 May 2018

2017/2018

2019

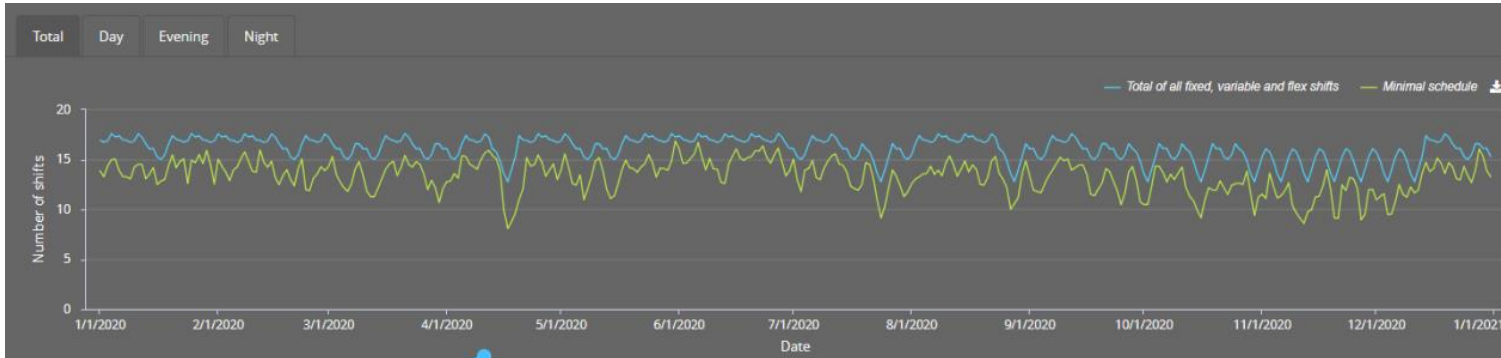
The influenza-epidemic in 2017/2018



Nov 17-Feb 18

2019

Which data did we collect and use?

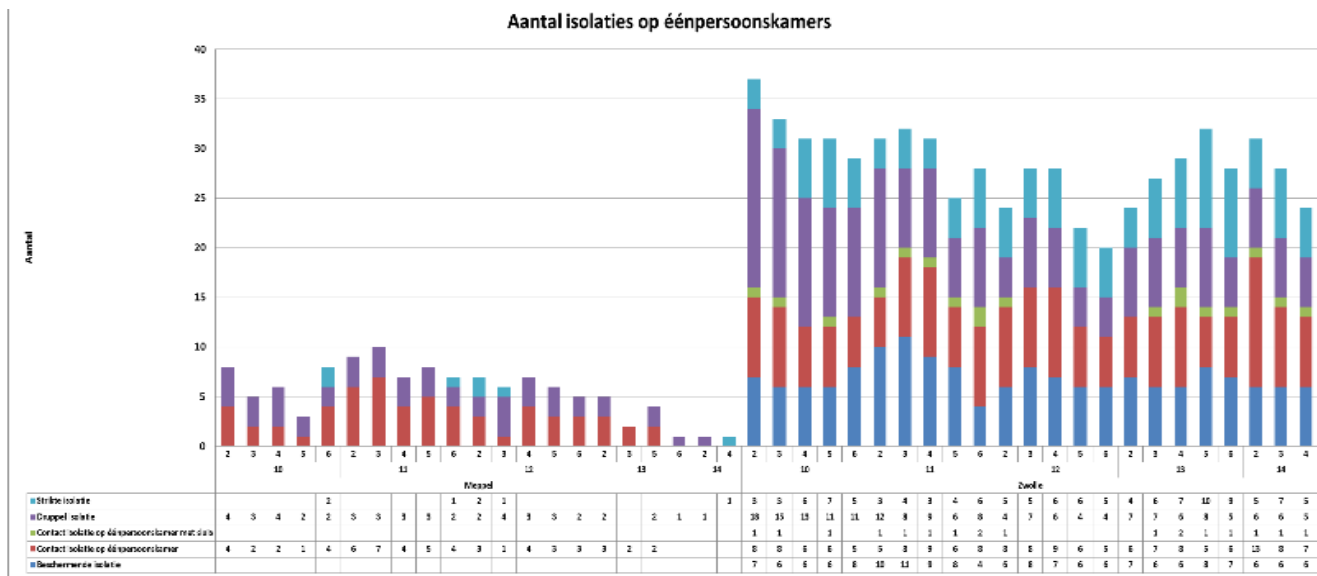


+ Data about influenza in The Netherlands

+ # of isolation-patients per week

+ Historical patient patterns and data about capacity (Hotflo)

+ Amount of nurses absent due to illness



2017/2018

2019



Proposed actions based on evidence



- **Rapid diagnostics: Results in 2 hours available**
- **Decision-tree for doctors to access necessity of keeping patient in the hospital**
- **Decision-tree for wards to decide which patient is in need most for single bedroom**
- **Outbreak management team to make data-driven decisions**
- **Forecast model & Prediction**
- **Establishing a staffing methodology system**

2017/2018

6. May 2018

2019

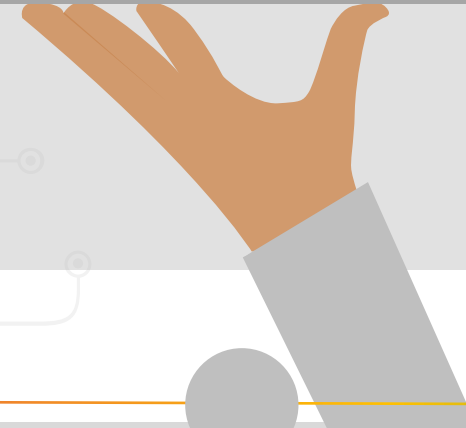


... 1 year later ...

Management Meeting

Capacity Management in influenza-periods

- Jess (Capacity Manager)
- Meelika (Infection Control)
- Veronika (Team Leader)
- Anne (Doctor)



Evaluation – which interventions were effective?

- **Rapid diagnostics**
- **Decision-trees**
- **Outbreak management team**
- **Forecast model & Prediction**
- **staffing methodology system**



2018

June
2019

Forecast model

Vaccine effectiveness

Google Trends

Influenza-like illness

Calendar factors (yearly pattern)



The influenza-epidemic in 2018/2019

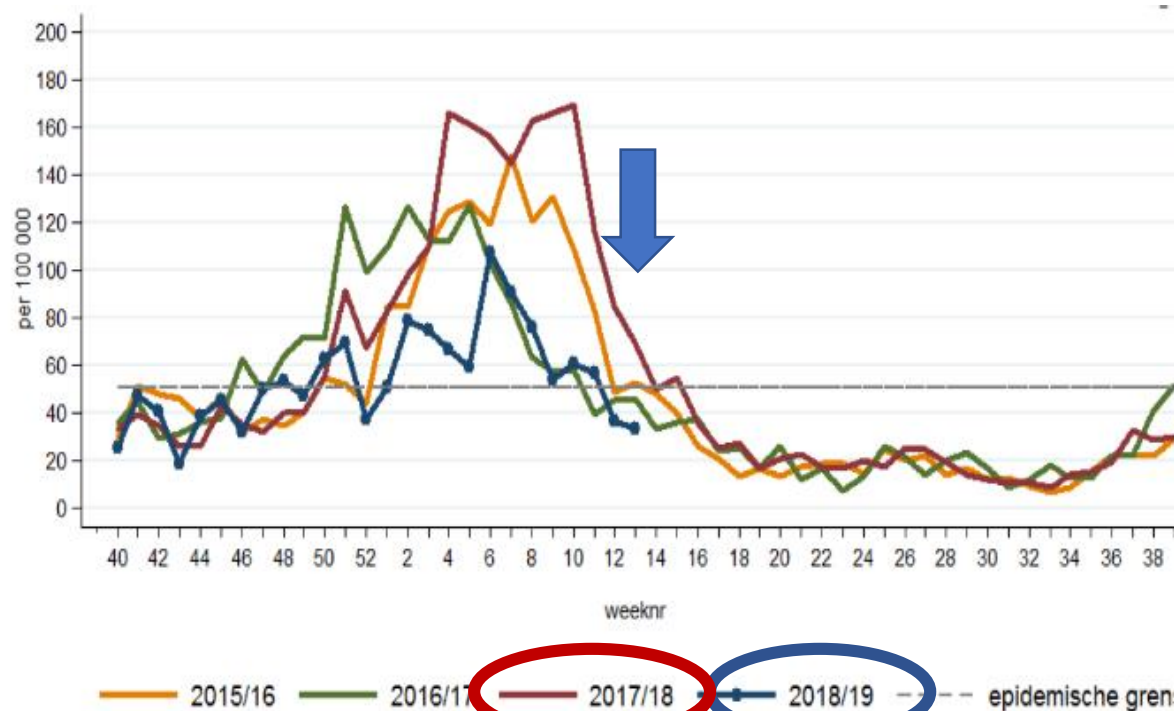
01

Better knowledge about the development of the influenza-epidemic



02

Not only data of the past, also forecast



03

Possibility of more integral decision-making in management

2018

Nov 2018 – Feb 2019

Ready for evidence-informed decisions in management – Team Netherlands



Silvia Aguirre
Jessica Brand
Veronika Gombotz
Agnete Kaltoft
Meelika Kuningas
Tomasz Miazek
Mala Rahitaran
Rita Rego
Anne Thestrup Nielsen
Corina Vicol
Lisa Weidinger