Care at home the Buurtzorg way

Slides for Webinar

International Foundation for Integrated Care

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BUURTZORG
Britain & Ireland

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Buurtzorg Onion Model

Buurtzorg works inside out, empowering and adaptive, supportive and network creating.

1. Self-managing client
2. Informal networks
3. Buurtzorg team
4. Formal networks
High quality care

Maximum score in 2018 inspection
High quality jobs

Best employer four years, second two other years
High financial efficiency

Professional time per client as % comparison

- Buurtzorg
- Sector average

Overhead as % of turnover

- Buurtzorg
- Sector average
Growth since start-up

Number of teams

2017: 900
2016: 850
2015: 800
2014: 750
2013: 700
2012: 650
2011: 600
2010: 550
2009: 500
2008: 450
2007: 400
2006: 350

20 regional coaches
50 staff in back office
Influencing and innovating

• System change: monitoring, payments
• Youth, mental health, maternity, domestic care
• Buurtzorg+: integrating with OTs and PTs
• Transforming providers —ZorgAccent, Amstelring
Organisational change to support freedom and responsibility at the frontline
Organisational repurposing

➢ Support
➢ Protect
➢ Enable
➢ Simplify
Buurtzorg in Britain & Ireland
Early lessons of UK experience

Great care ✔️
Great jobs ✔️
Great support ？
Great savings ？
Better services and better jobs …

… now to make the numbers work!

- Starting point
- Higher qualified personnel
- Workforce strategy
- Improved self-reliance
- Mobilised social network
- Shorter care episodes
- Care strategy
- Self managed teams
- Small HQ
- Low overheads
- Organisational strategy
- Lower system costs
- System strategy