

Keep it small, keep it simple

transforming neighborhood care - Buurtzorg Overview



BUURTZORG

Jos de Blok



social healthcare



focus on relationships



solutions instead of
indications



separated care and back
office processes



buurtzorgweb- and square,
knowledge, information,
communication



scale of the
neighborhood

RESULTS POLICY ON HOMECARE 2006

- *Fragmentation* of cure, care, prevention
- *Standardization* of care-activities
- *Lower quality / higher costs* and wrong incentives: delivering *much* care against *low* cost is profitable
- Big *capacity problems* due to demographic developments
- Information on costs per client/outcomes: *none!*
- Clients confronted with *many* caregivers
- Professionals were very *unhappy*



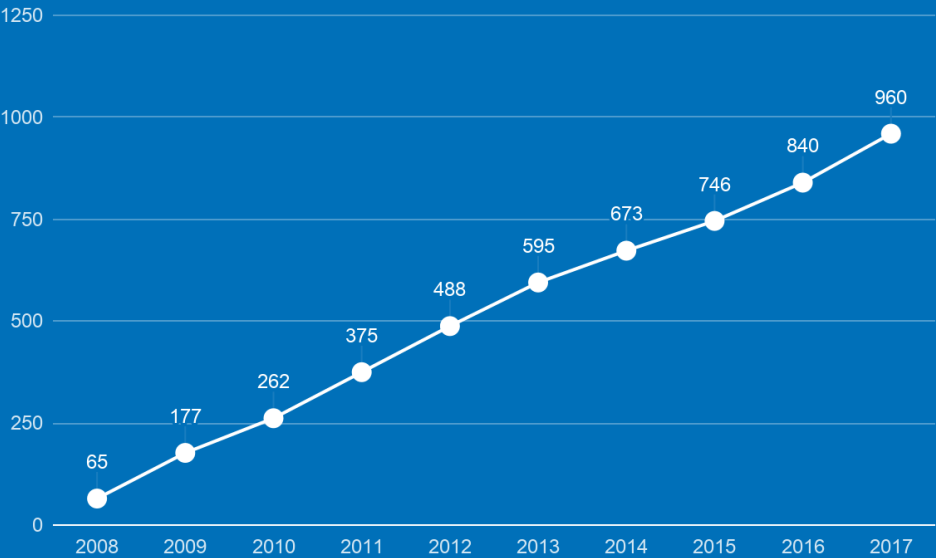
START 2007

- Starting an organization and care delivery model for community care with:
- **independent teams** up to 12 nurses
- Working in a neighborhood of 5.000-10.000 people
- Teams responsible for the organization and the **complete process**



BUURTZORG 2007 - NOW

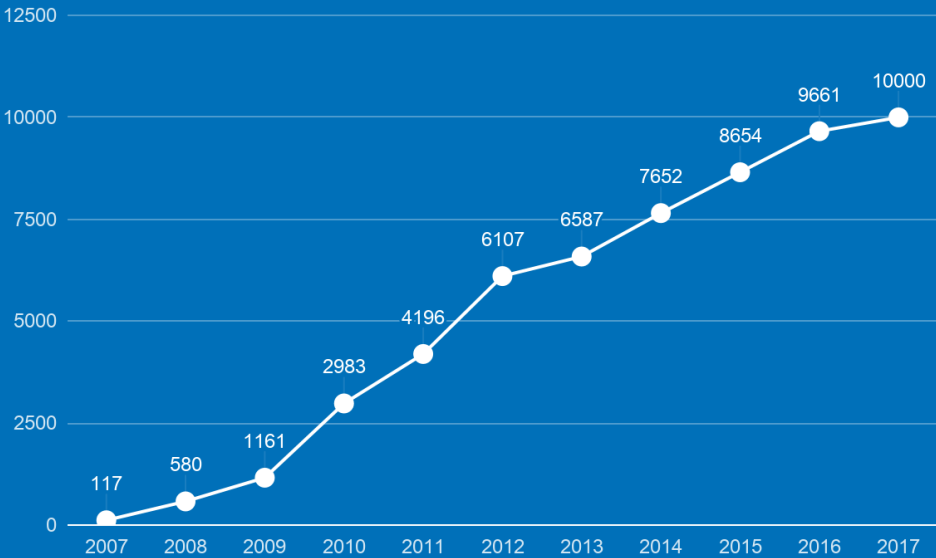
TEAMS



50 - 100 new nurses a month

80.000+ patients a year

NURSES



AN EXTRA EXISTING ORGANIZATION...

FAMILIEHULP

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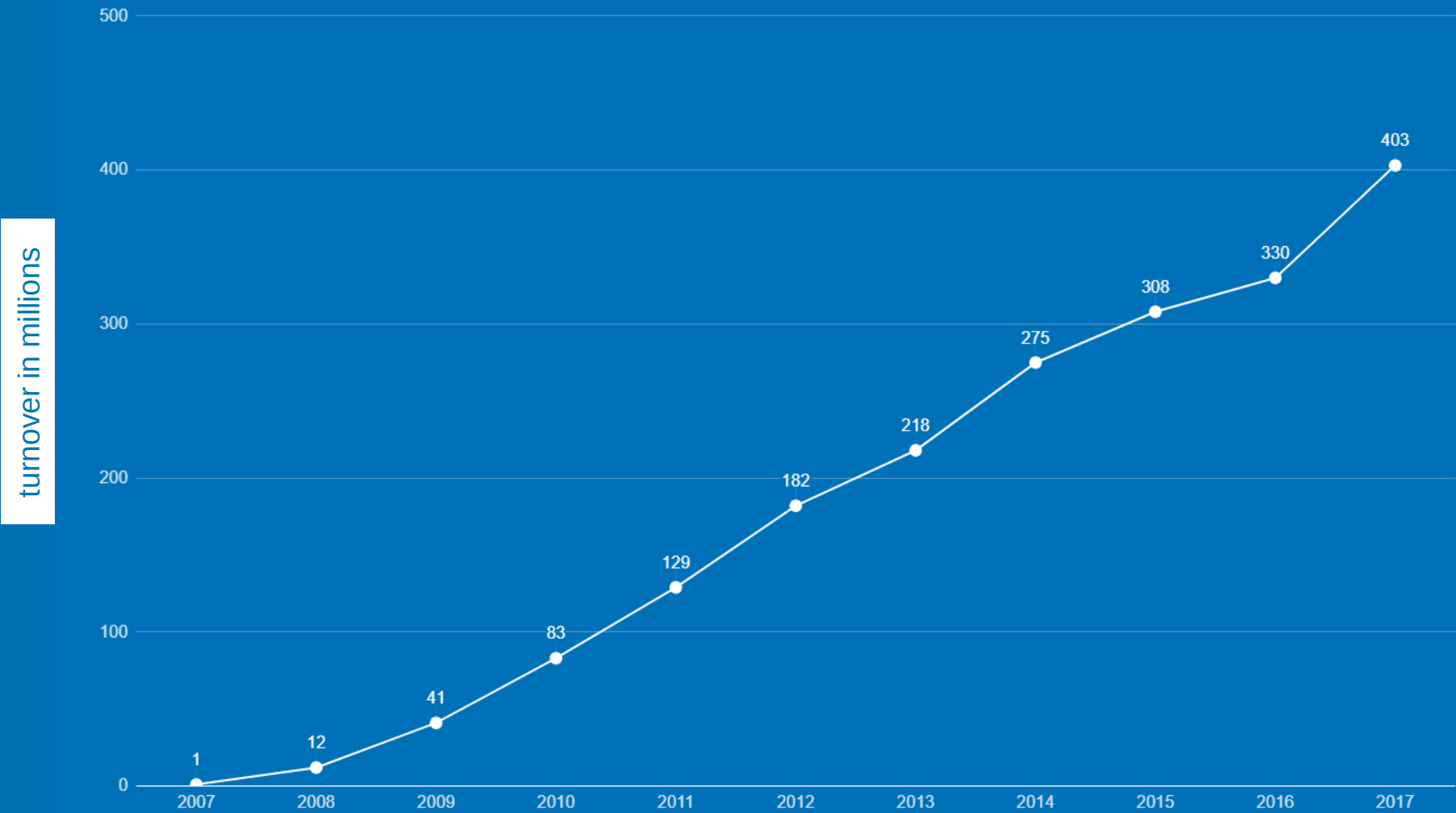
since 2016

4000 extra colleagues

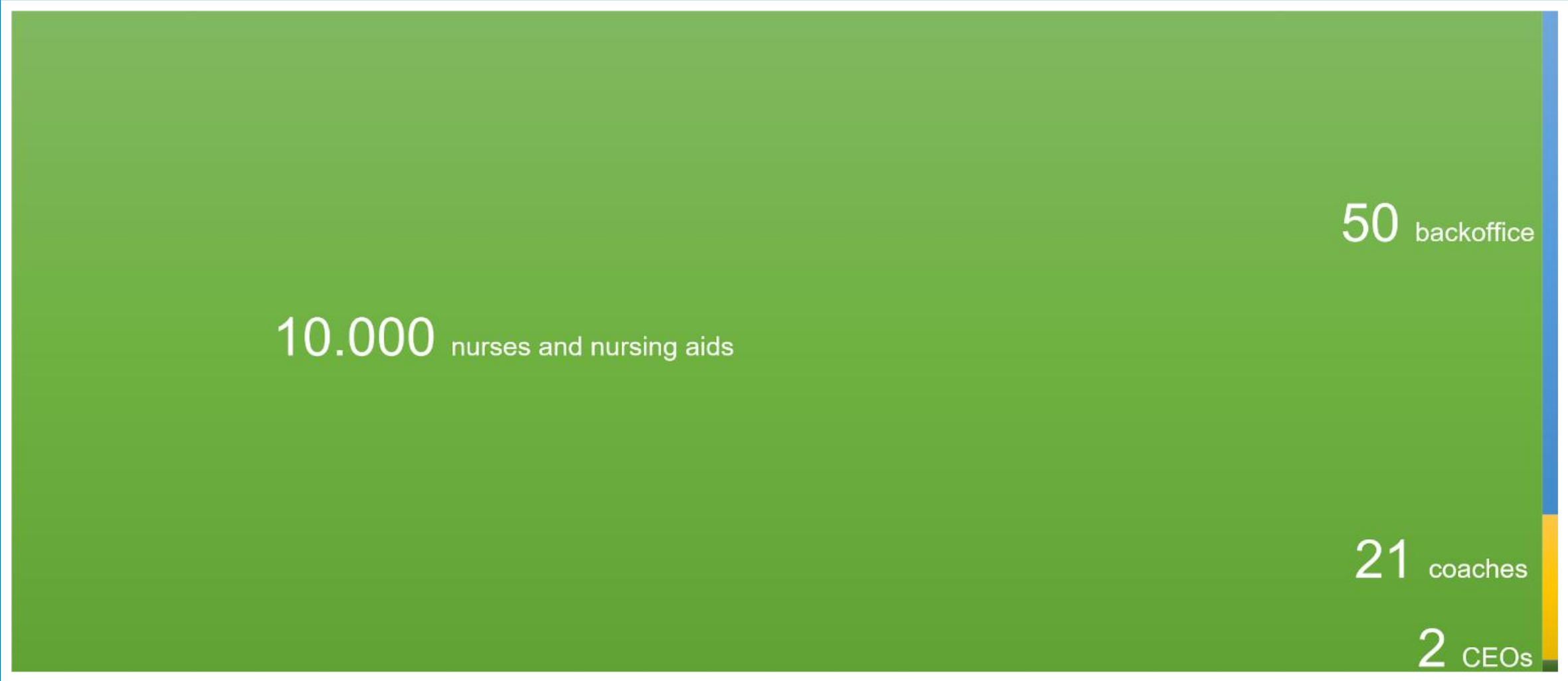
successful

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TURNOVER GROWTH



EMPLOYEES

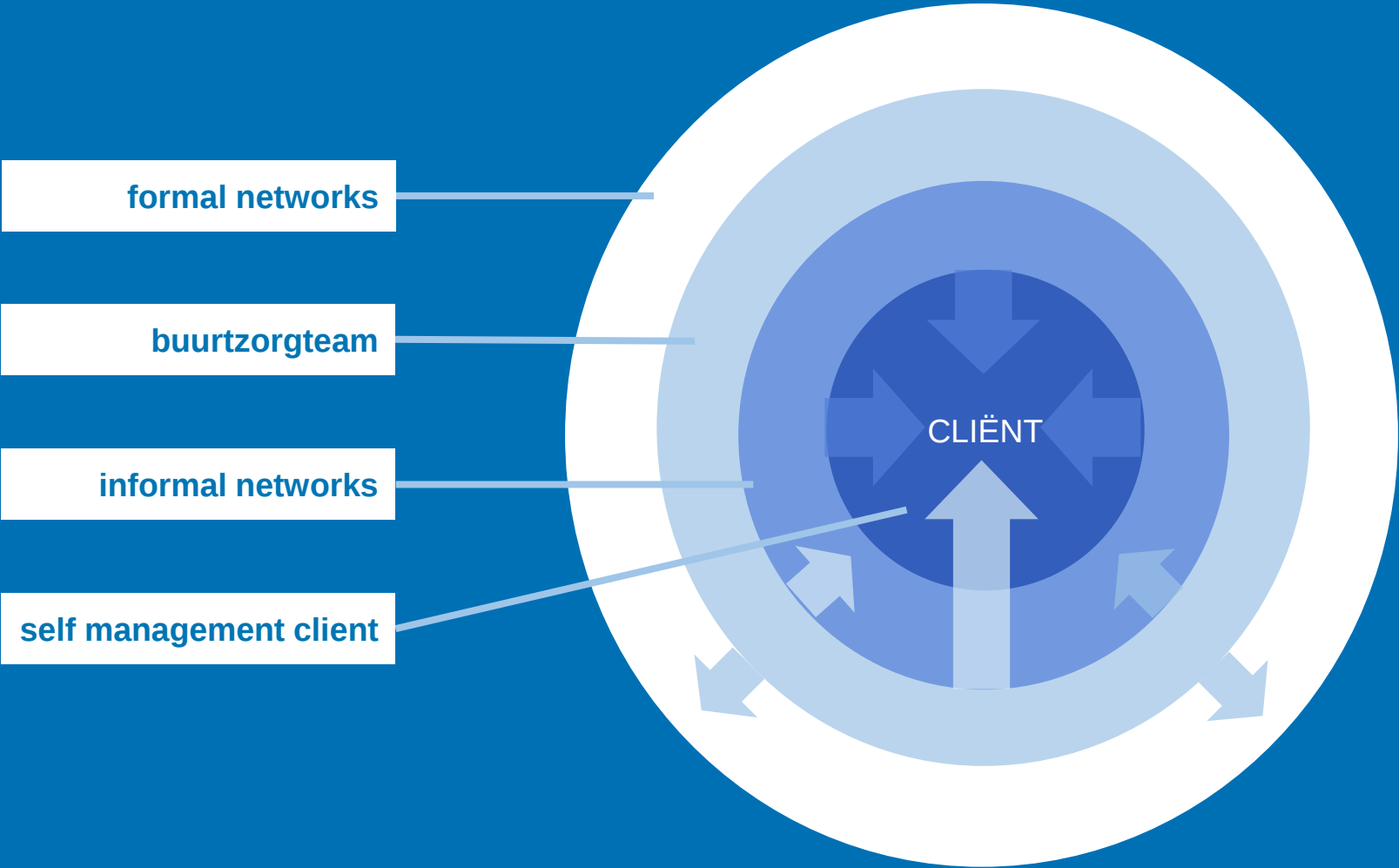


AND MORE...

- Patient satisfaction: 9
- Employee satisfaction: 9
- 5 times best employer of the year
- overhead 8%
- 1200 new colleagues a year



ONION MODEL



inside out | empowering and adaptive | network creating | supporting | additional | replacement

(SELF)ORGANIZATION

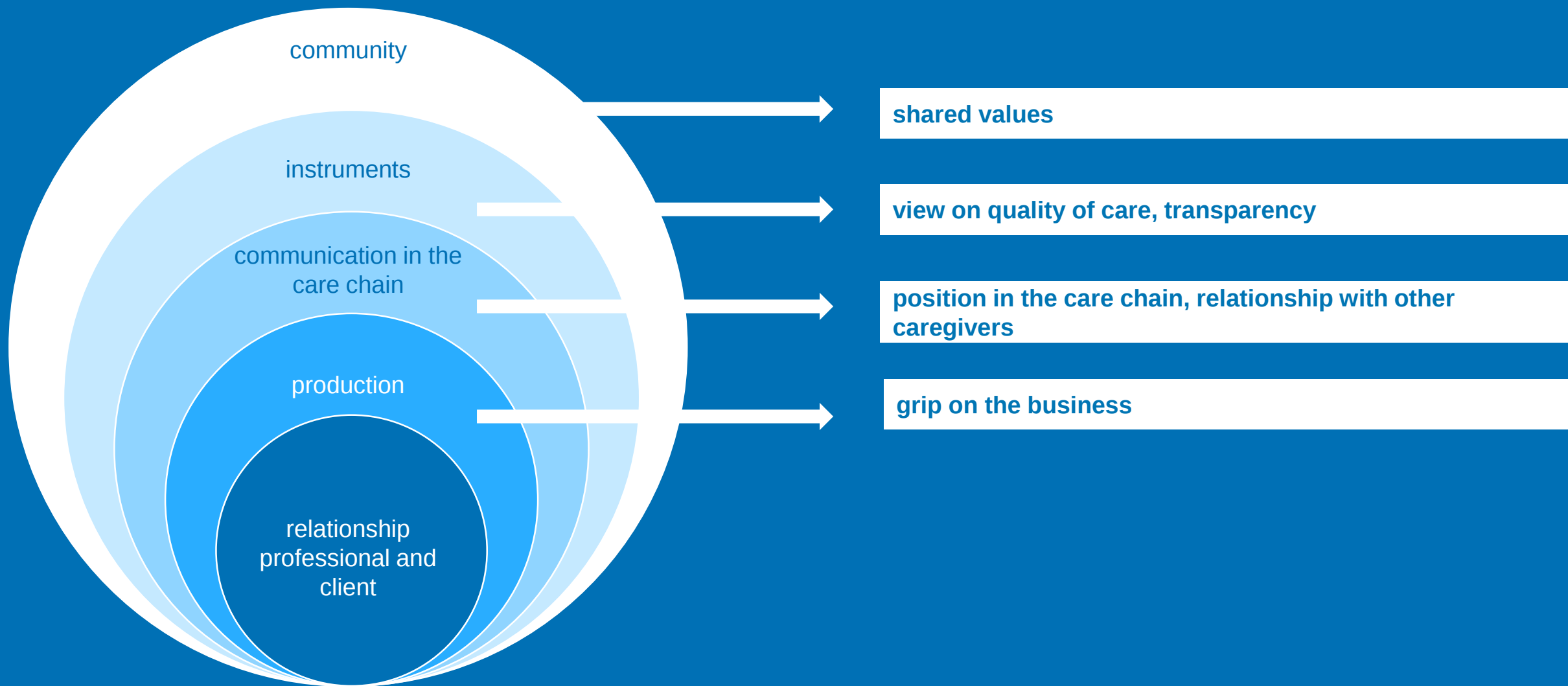
- Optimal autonomy and no hierarchy:
TRUST
- Reduction of complexity
(also by means of use of ICT)
- Generalists: taking care for all type of patients
- 70% registered nurses / 40% bachelor degree
- Own education budget
- Informal networks are much more important than formal organizational structures



SUPPORTING INDEPENDENT TEAMS

- 50 people in 1 back office; 21 coaches, managers 0!
- Back office taking care of inevitable bureaucracy, so the nurses won't be bothered with it!
- Tasks of back office:
 - The care is charged
 - The employees are paid
 - Making financial statements





BUURTDIENSTEN

BUURTWONEN

BUURTZORG JONG

BUURTZORG KRAAM

STICHTING MAJA 

BUURTZORGPENSION

BUURTZORG+

BUURTZORGHUIS

BUURTZORGT

BUURTZORG

COST EFFECTIVENESS FOR THE ORGANIZATION

- Overhead costs: 8% (average 25%)
 - more money for the care and innovation
- Financially sustainable



COST BENEFITS FOR THE CARE!

- Cost savings up to 40 % (Buurtzorg model leads to more prevention, a shorter period of care and less spending on overhead)
- More satisfied employees and clients



- The government and all political parties are stimulating other care organizations to work like Buurtzorg
- Other sectors are interested in the organization model



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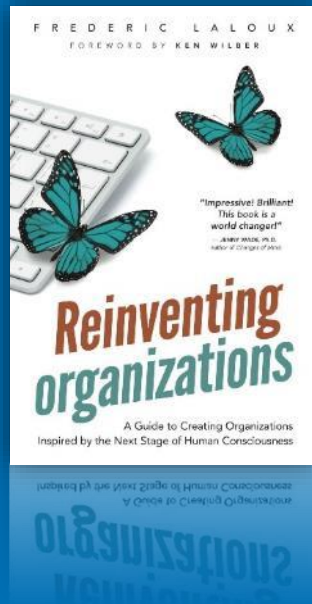
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BOOKS

Frederic Laloux:
'Reinventing organizations'



Sharda Nandram:
'Organizational Innovation by Integrating Simplification'



Ben Wenting en Astrid Vermeer: 'Self-management, How it Does Work'





KEEP IT

SMALL

KEEP IT

simple