Health care in Holland

Only paracetamol?

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Program

• Organisation of the Dutch Healthcare system
• The family doctor (Huisarts): what and why
• What do Dutch doctors want from the patient?
• Working / studying as doctor or nurse in Holland
• Questions
The Dutch Healthcare system

all people health insurance

• all people listed with 1 family doctor (huisarts)
• huisarts = gatekeeper to other care
  • only to hospital with referral of the huisarts
• farmacy (apotheek) for medication
  • most medication only by doctor prescription
• midwife (verloskundige) for pregnancy control and birth giving
• GGD – public health
  • jeugdgezondheidszorg: control growth, vaccinations
• for asylumseekers special insurance and GCA huisartsen
• also illegal immigrants have the right to get all necessary care!
The Family Doctor in the Netherlands?
https://www.youtube.com/watch?v=jREOGISxabM
Family Doctors: “for all problems, for all people”

- Comprehensive care: All health problems
  - prevention
  - acute illnesses / chronic diseases
  - mental health and social problems
- All people: children / womens care
- Continuity of care
- Personal relationship
Negative experiences of (migrant) patients with Dutch Family Doctors

- Difficult to get an appointment, to pass by the practice assistant
- Little time per consultation “you may only ask 1 thing”
- Does he know enough? asking “what do you think yourself”
- Difficult to obtain referral to specialist care
- You do not get medication especially no antibiotics
- Paracetamol for every problem
- .... other??
Family doctors in the Netherlands

- 11,000 Family Doctors (full time and part-time)
- All FD’s have a 3 years specialist training
- 2300 patients/FD
- Continuous care 7x24h
- referral to specialist care only 4% of consultations
- GPs are reimbursed by mixed system of fee for service and capitation, compared to fee for service alone)
Accessibility

• Open 8-17 hrs
• 17-8 hrs Out of hours Organization: Huisartsenpost
• You have to make an appointment
• Timeslot = 1 problem = 10 minutes
  • you can ask for double consultation
• Interpreter services possible
• Family doctor visits patients at home
Who will you meet in the Huisartsenpraktijk?

- practice assistants
- medically trained – professional secrecy!
- practice nurse for chronic diseases
- practice nurse for mental health problems

- family doctors
- trainee = doctor specialising for family doctor

- dieticians
- fysiotherapists
- social workers
What can you get in a family practice?

- a listening ear
- physical examination - gynaecological
- medical advice and medication prescription
- urine and blood test (infection, sugar, anemia)
- heart test: ecg
- hearing / vision tests
- lungfuntion test
- small surgery
- contraceptives (IUD)
- wound treatment
- flu vaccination
Collaboration

Regional and National Professional Bodies

Social Neighborhood Teams
Community nurses

Primary care cooperative:
Out of Hours Care
Chronic Protocolled Care

Family Care Practice

3 Hospitals

Community and Public Health

University: research education

Dietician
occupational therapy etc

Pharmacy

Physiotherapy

Homes for elderly

Nursing Homes

insurance company’s
Accessibility

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De Huisarts: WHY

The value of primary care

**Strong primary care oriented system is related to:**

- better health outcomes
- lower health care costs
- less use of health care
- more satisfaction in patients

Of 1000 people, 800 have symptoms, 327 consider seeking medical care, 113 visit primary care, 21 visit hospital clinic, 8 admitted to hospital, and <1 to academic health center hospital.
Family doctor treats:

90 % off all reported complaints
For....
10 % off the National Health Costs
Positive experiences of patients with primary care

- No financial obstacles to visit FD
- Easy access to services during day and after hours
- Good coordination of care
- Good communication with FD
- FD provides (emotional) counseling and advice
- Other?....

(CMWF survey 2007, Voerman et al IQ 2009) Survey on 6,000 citizens in 7 countries
De Huisarts: WHY

Underlying values: Dutch ethics

- sobriety / simplicity
- low costs
- simple solutions
De Huisarts: WHY

Underlying values: Dutch ethics

- ‘natural’ is better than artificial
- restrictive antibiotics
  (same evidence – different guidelines!)
- home delivery
- dying at home
Underlying values: Dutch ethics

- individualism – no important role for religion
- emphasis on autonomy / responsibility of the patient
- you have to be assertive to get what you want
- little taboos on sexuality / disease / dying
De Huisarts: WHY

Underlying values: Dutch ethics

• small power distances
• doctor wants to speak with you as an equal, but…
De Huisarts: WHY

Underlying values: Dutch ethics

• honesty is more important than honour
• openly / ‘bluntly’ speaking about sensitive topics
• do what you promise “afspraak is afspraak”
• punctuality: at least the patient should be on time…
What do Dutch doctors expect from their patients?

- Clear, short description of your complaints
- One problem at a time
- Honesty: tell what you feel / want / understand!
- Active participation: tell your wishes
- Active “self-management”
- Tell the doctor when you disagree
When you want to work as a doctor in Holland

- assessment – KNMG and UAF can help
  - at every University 1 contact person (8 medical schools)
  - Dutch language level C1 + medical Dutch
  - Exam medical information + experience Dutch practice
- often additional medical training required

- Organisation of foreign doctors in the Netherlands: www.vbga.nl
- http://www.knmg.nl/Diensten/Beroepskeuze/Loopbaanbureau/Buitenlandsgediplomeerden/Procedures/Van-buiten-de-EU.htm
- UAF study and work support for highly educated refugees
- https://www.uaf.nl/home/english
When you want to work as a nurse in Holland

nurses, midwives, physiotherapists

• contact BIG register for
  • recognition of professional qualifications
  • certificate of competence

• https://www.bigregister.nl/en/
More information:
information on diseases: www.thuisarts.nl
information on study / work: UAF www.uaf.nl

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