



Health and Youth Care Inspectorate  
*Ministry of Health, Welfare and Sport*

## Part 3

# Supervision as a dialogue

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# About Hugo / declaration of interest

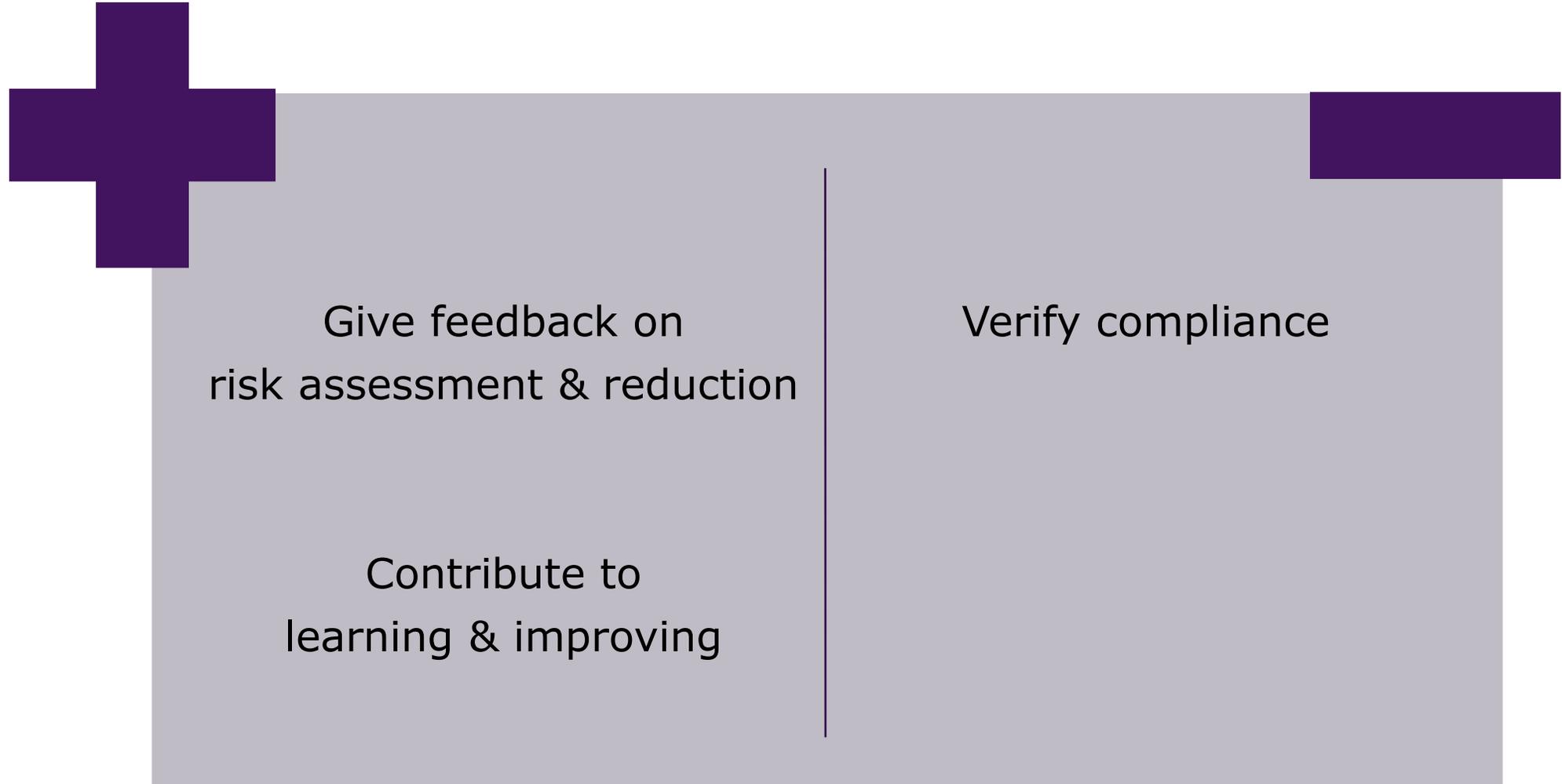


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- > Employee of the Dutch Health and Youth Care Inspectorate
- > No other institute have paid me for this presentation or to attend this conference.

Hugo Solleveld works as coordinating/specialist inspector for the hospitals at the Dutch Health and Youth Care Inspectorate. As an inspector, he strives to be in dialogue with healthcare providers and patients in order to work together on and to contribute to safe and increasingly better, patient-oriented care, while remaining critical and independent. He has a particular interest in issues of collaboration, governance and accountability.



# Shift in Inspeccorate's focus and activities





# Dialogue: Shift in Inspectorates' scope with room for 'custom supervision'



- **Inspections:**  
From 'checking off' compliance to discussing personalized care, sustainability & staff shortages
- **Adverse events:**  
From focus on analysis to focus on implementation of lessons learned
- **Annual reporting to the Inspectorate:**  
From quality indicators to 'improvement goals'