

The logo features a large orange oval with a white border, set against a background of light gray concentric circles and a dark gray swoosh. The text is centered within the orange oval.

HOPE Exchange 2025

Together For Quality

The Netherlands

Presented by Graziella Portelli



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Unpacking Collaborative Innovation in Dutch Hospitals



Hospital Networks
mProve & Santeon



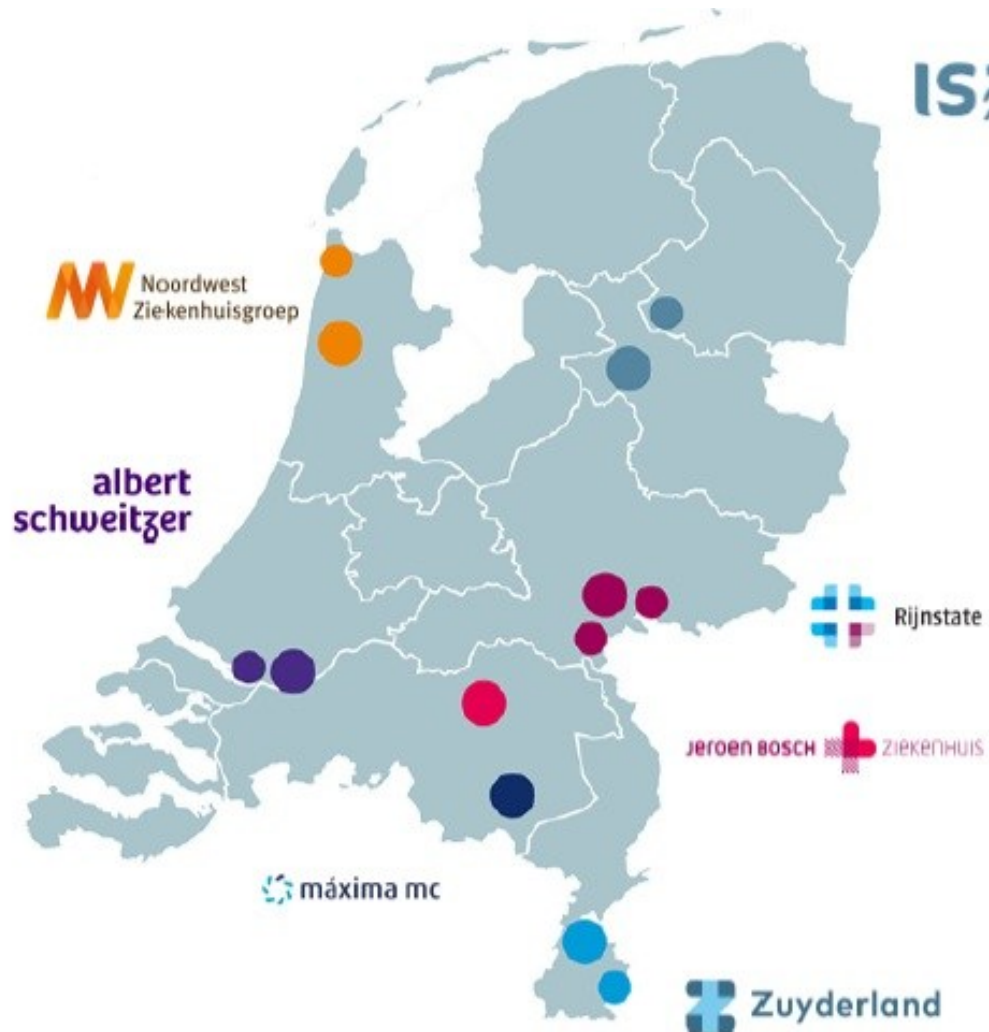
Collaborative culture at
team level



In-patient Dining

mProve

isala



santeon





Objective	Driving digital and data-driven healthcare	Value-Based Healthcare
Focus	Appropriate care, AI-driven solutions & labour-saving tech.	United to improve healthcare quality
Slogan	<i>Samen voor de toekomst</i> "Together for the future"	<i>Samen beter</i> "Better Together"
Projects	AI in the consulting Room FunxLAB Low Health Literacy	Breast Cancer Treatment Improvements



384.000

Clinical admissions & day treatment



172.000

operations



35.900

Employees



2390

Medical specialists



18%

hospital care in the Netherlands



4 billion

healthcare turnover per year



825

Doctors in training



10500

nurses



384.000

hospitalizations and day treatments



127.000

operations



33.800

Employees



2.200

Medical specialists



12%

hospital care in the Netherlands



3.4 billion

healthcare turnover per year



1.035

Doctors in training



9.900

nurses



The Virtual Fracture
Care (VFC)
Santeon & mProve
Project



- Digital information
- Remote monitoring
- Patient self-management



-Routine Out-Pt
visits

Pt treated at ED



Enrolment to VFC
Digital plan
(VFC app or website)



Video Instructions
& Monitoring guide



Recovery tips
(+ emergency
contact)



No routine OP appts



Remote check-ins



↓ Burden on hospital
resources

Virtual Fracture Care app

The screenshot displays three mobile app screens for different injury types:

- Gebroken 5e middenhandsbeentje**: Includes an X-ray, a summary (Samenvatting) stating that most patients recover well and that a follow-up appointment is usually not needed, and a list of instructions for the first two weeks.
- Twijgbreukje pols (Greenstick) kind**: Provides instructions for brace use from week 1 to week 5, including when to remove the brace and when the child can return to sports.
- Weber A/avulsie bij enkelbandletsel**: Shows video instructions for applying an ankle brace and a foot brace, along with exercises for the elbow.

At the bottom, logos for partner organizations are visible: NVI, mProve, Zorg bij jou, Santeon, and nvt.

Efficiency Gains



- 92% ↓ in ER imaging
- 72% ↓ in Follow-up consultations
- OP visits ↓ to 208 (from 2,950)

Patient Experience



- ↑ Satisfaction score (7.9 to) 8.1
- ↑ Preference for direct discharge from 40% to 83%

National Escalation



- 50 hospitals connected platform
 - App in 7 lar **Goal**
 - 14+ fracture types
- All hospitals by 2025**

Why mProve and Santeon Matter: Transferability



Openness and
Trust



Shared
improvement



HCP led
initiatives



Data and
Digitalisation



Efficiency



Resilience &
Innovation

Unpacking Collaborative Innovation in Dutch Hospitals



Care **advancements** through
shared improvement:
mProve & Santeon



Collaborative Culture in
Dutch Hospitals



Patient Nutrition

Unpacking Collaborative Innovation in Dutch Hospitals



Nursing

- Local hospital adjustment
- Co-operative workplace
- Delegated Responsibilities
- Qualification passport

GPs

- Presence in ED
- Access to Consultants
- Access to 2ndry care

MDTs

- The GEM Team

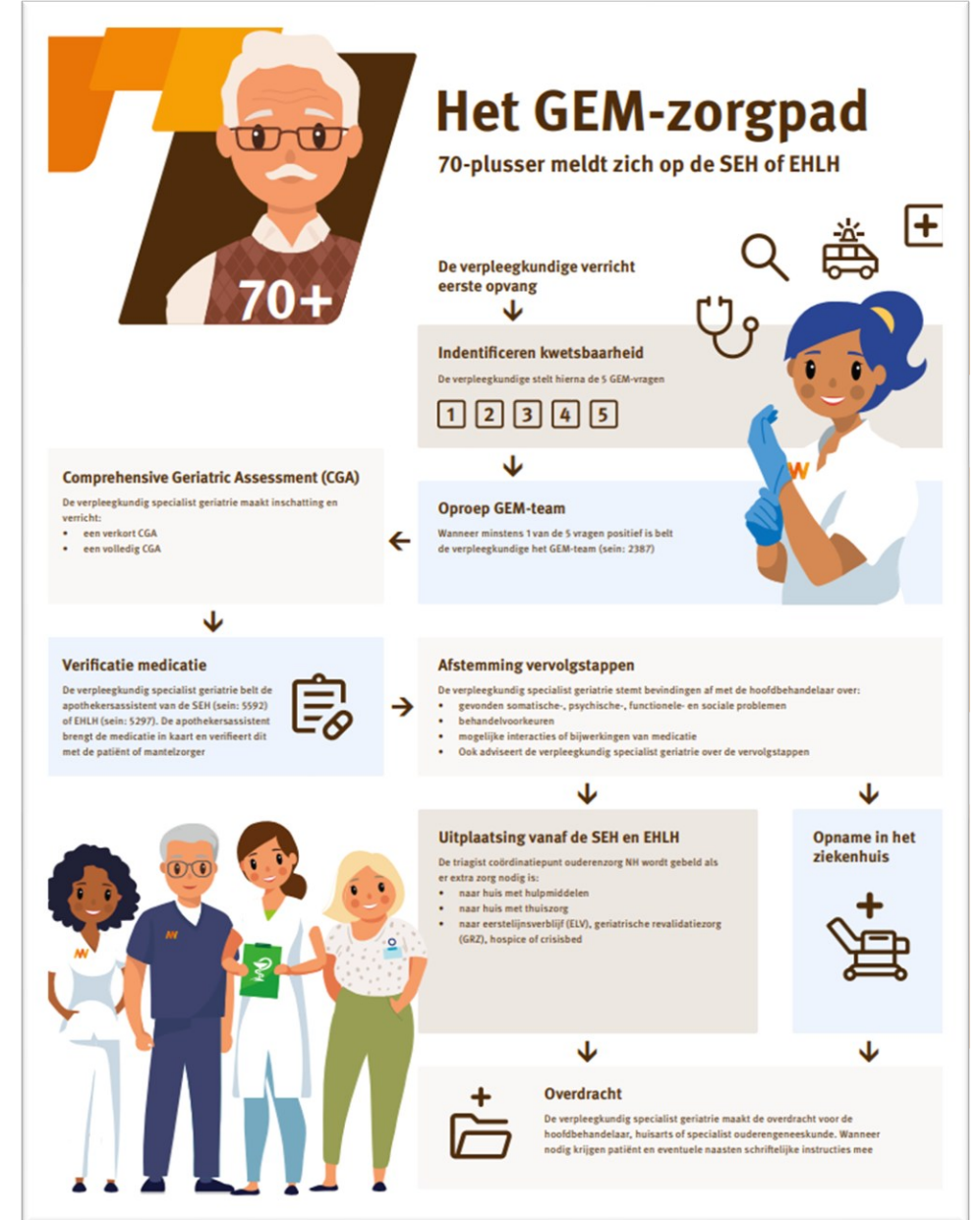
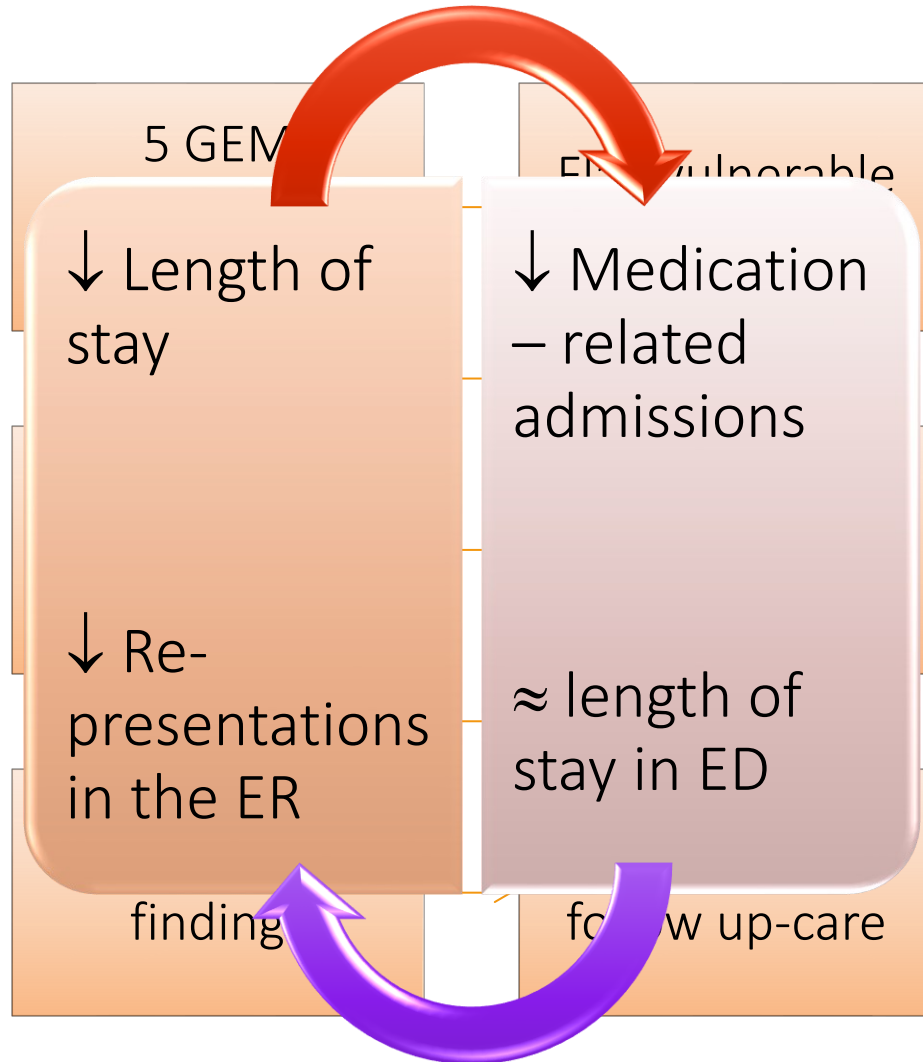
The Collaborative Culture

MDT GEM Team

- Quality improvement in Geriatric Emergency Medicine (GEM) Care
- By multidisciplinary team in Emergency Room
 - ER nurse, specialist geriatric nurse, geriatrician, pharmacist, pharmacy assistant, elderly care triage coordinator

The GEM Team

Proven Results



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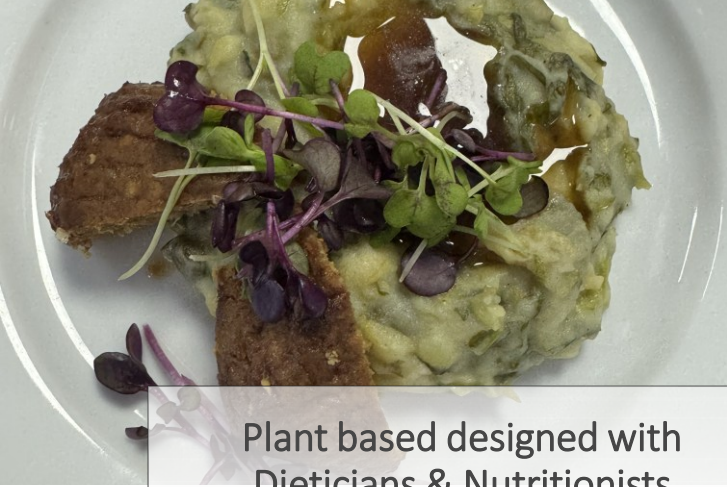
Care **advancements** through
shared improvement:
mProve & Santeon



Collaborative Culture in
Dutch Hospitals



Patient Nutrition



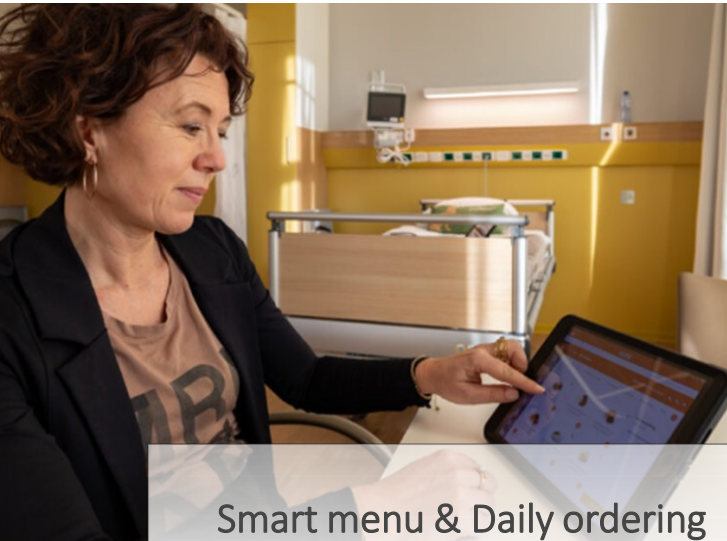
Plant based designed with Dieticians & Nutritionists



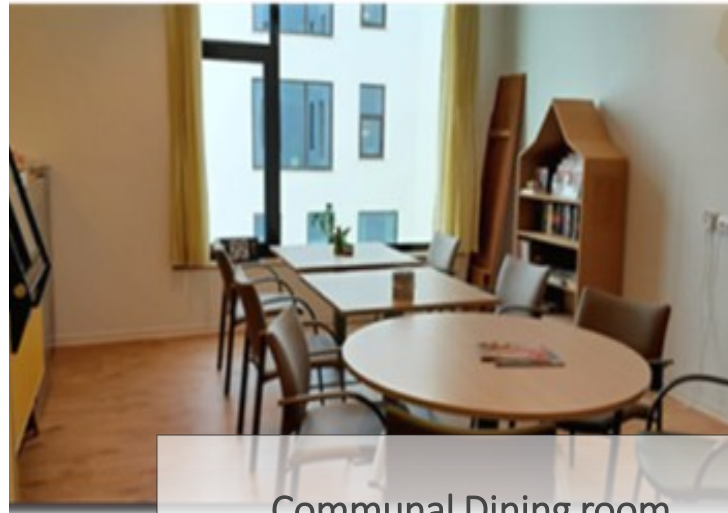
Single suppliers



Smaller frequent portions



Smart menu & Daily ordering



Communal Dining room



Embraces innovation to improve

Patient Nutrition- holistic recovery & wellbeing



Gracias- Aitäh - Grazzi- Kiitos- Tak- Go raibh maith agat- Grazie- Thank you