

How to use Leading Indicators in hospital practice and what can we learn from other fields?

Safety Synthesis September the 23rd 2021 -
Miriam Kroeze & Patricia Wimmer

About our company and us



Patricia Wimmer



Miriam Kroeze

- ‘Mutual insurance company’ for medical liability: “**nonprofit**”, members in charge
- MediRisk covers 53 Dutch healthcare organizations (general hospitals, general practitioner's emergency care, private clinics, other healthcare facilities)
- Almost 30 years of experience; MediRisk has built a detailed claim database with over 25.000 claims, which we use for analysis and medical risk management (MRM)

About the Dutch

- 17 miljoen inhabitants
- Known for our cheese, flower export & waterworks
- General practitioner centers are easy to access.
- We have 61 general and 8 academic hospitals.
- In the top 5 of healthcare systems in the world



All those backwards looking indicators...

- Every hospital in the Netherlands must deal with at least 3500 mandatory and voluntary indicators for inspectorate, health insurers and other national authorities
- Both process, structural, and outcome(mortality) indicators



Example process indicator

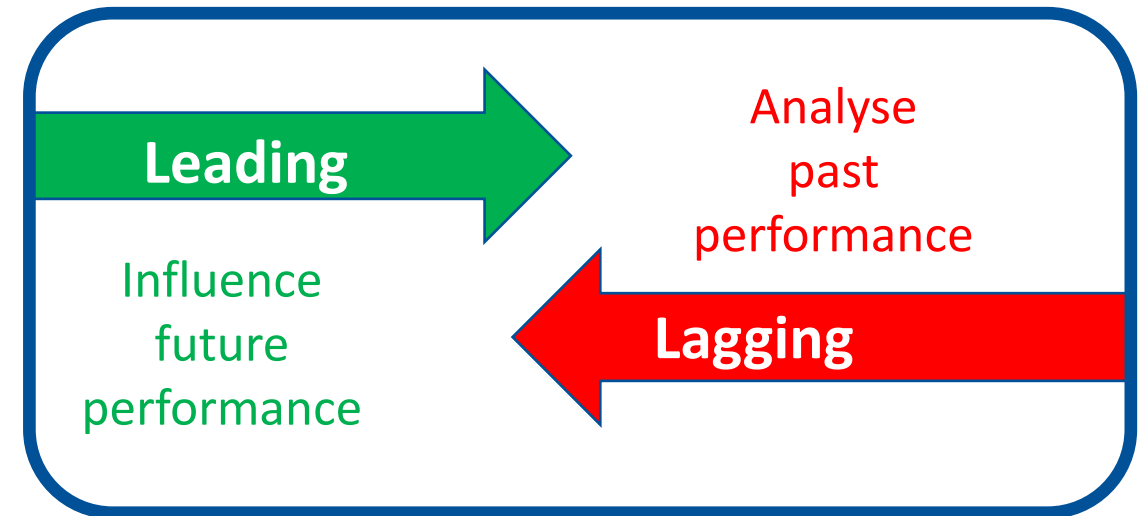
Percentage of patients with an esophageal carcinoma undergoing surgery seen and supervised by a dietitian

From lagging to leading indicators

Question 1

How can we start to determine leading indicators within hospitals in the Netherlands?

For example, the percentage of illness in staff during COVID?



Future performance



Question 2

How do we know whether we have chosen the right indicators?

Learning from other sectors

Question 3

Are there examples in other sectors of the use of leading indicators within the meaning of Safety-II (Leading Indicator Identification Method)?





Thank you for your attention!



Patricia Wimmer
Adviseur medisch risicomanagement
Patricia.wimmer@medirisk.nl
+ 31 30 202 72 87
+ 31 6 205 72 364



drs. M.M. (Miriam) Kroeze
senior adviseur Medisch Risicomanagement
Miriam.kroeze@medirisk.nl
+31 30 202 72 85
+31 6 228 23 259