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Volksgezondheid
Aruba

Walking the Talk

Quality of Healthcare
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"Risky Business"

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Risk management cannot be separated from context

Realities

- Diverse cultural backgrounds
- Varied public expectations
- Differing professional standards
- Silos
- Overlapping roles
- Interconnectedness

Small island dependencies

- Limited capacity
- Financial constraints
- Limited specialized care
- Overarching legislation & policies

Risk is rarely isolated

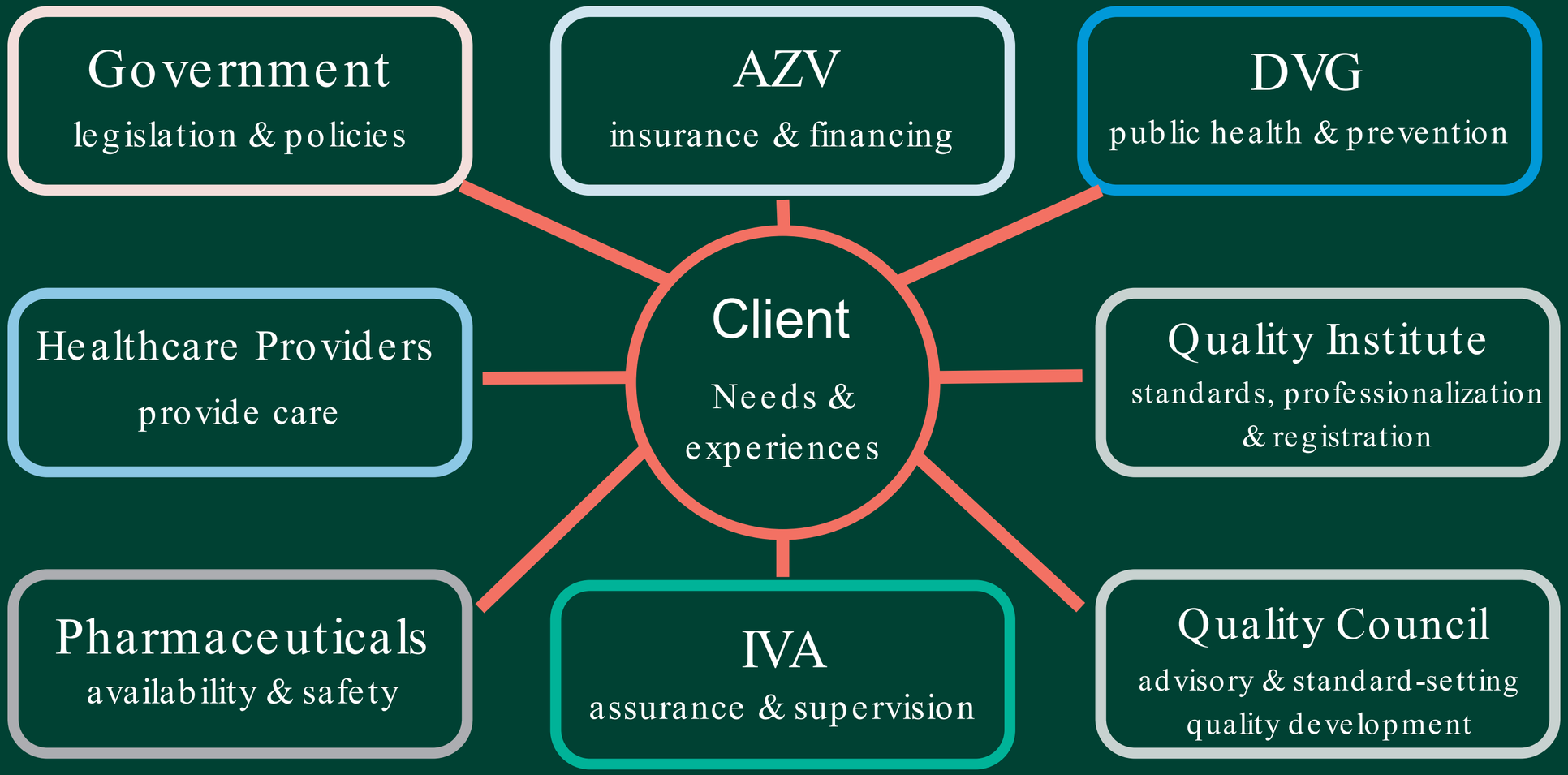
Every observation—whether a baseline measurement, an introductory meeting, an established relationship with a care provider or an incident—is a small window: an opening through which you look at the organization and the system in which it is embedded.



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Societal Value

We ask healthcare providers what their activities achieve for patients. We therefore also have to ask ourselves what our supervision actually achieves.

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No Context

Provider feels personally attacked

Context remains unspoken

Improvement limited to specific provider

Context

How does supervision contribute to better care?

System Analysis

Structural Improvement

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Value-Driven Supervision

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Responsive Regulation

Assurance

The inspectorate acts, enforces compliance, and intervenes where standards are infringed or safety is at risk.

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Weigh the risks and the situation

Supervision

The inspectorate fosters learning, continuous improvement, and dialogue, enabling the quality of care to grow.

Depending on risk and situation

Guiding principle: independent, risk-based, and value-driven supervision contributing to demonstrably better care in Aruba.

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Client as a moral compass

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Client

Clients engage with the healthcare system in different ways – as patients, users of medicines or medical devices, and as residents who rely on safe, accessible, and well-functioning care.

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The 4 perspectives of IVA

Client:
Needs & Experiences

Government:
Policy & Legislation

Aruban Society:
Public Interest

Healthcare Provider:
Quality & Improvement

Based on: Leistikow, Pot & Bal (2022), Value driven regulation, Social Science and Medicine

From effort to impact

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What We Do:

- Inspections
- Investigations
- Dialogue
- Enforcement

What We Achieve:

- Better Quality
- Safer Care
- Better Access
- Public Trust



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Turning the lens inward

We asked you and we listened.

- 43 organizations
- 228 patients

Capacity constraints pushed us to operate more reactively, reducing consistency.



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From values to practice

Independent | Proactive | Professional | Transparent | ***Value-Driven***

Building Blocks Supporting the 2026-2031 Strategy:

A. Reliable & Professional Supervision

B. System-Based Supervision

C. Client Perspective within the Healthcare System

Together, these building blocks turn our values into measurable strategic action.



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Building blocks

A

Reliable Professional Supervision

Healthcare providers and clients know where they stand

B

System-Based Supervision

The healthcare system works better as a cohesive system

C

Client Perspective within the Healthcare System

Clients' voices are heard, their rights are clear, and they know what to expect from the Inspectorate

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Risk ownership matters

Good risk management does not mean accepting ownership of every risk. It means being explicit about who owns it, who can influence it and where escalation needs to occur.



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Walking the Talk

Recognize risk
Build structure
Learn from feedback
Measure Impact
Stay Accountable



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Walking the talk means being risk informed and quality driven – not only in how we supervise others, but also in how we organize, evaluate, and continuously improve ourselves.

That, too, is Risky Business.

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