



Labour Inspectorate
*Ministry of Social Affairs and
Employment*

Rushing



**Attention
for Workstress**

That improves healthcare

Boudewijn Nouwens
National projectleader



Inspection project PRA 2012

Project scope

- 158 Healthcare institutions
- 605 Location visits

- 92 Nursery homes and Home care
- 30 Care of the disabled
- 28 Juvenile care
- 8 Incidents and signals





Inspection format PRA 2012

1. Announcement (employer, employee representation)
2. Contact for appointments (HRM/P&O/OSHA professional)
3. First inspection visit (board, management, HRM/P&O/OSHA professional, employee representation)
4. Location visits (employees, team leaders)
5. Concluding visit (board, management, HRM/P&O/OSHA professional, employee representation)





Inspection method PRA 2012

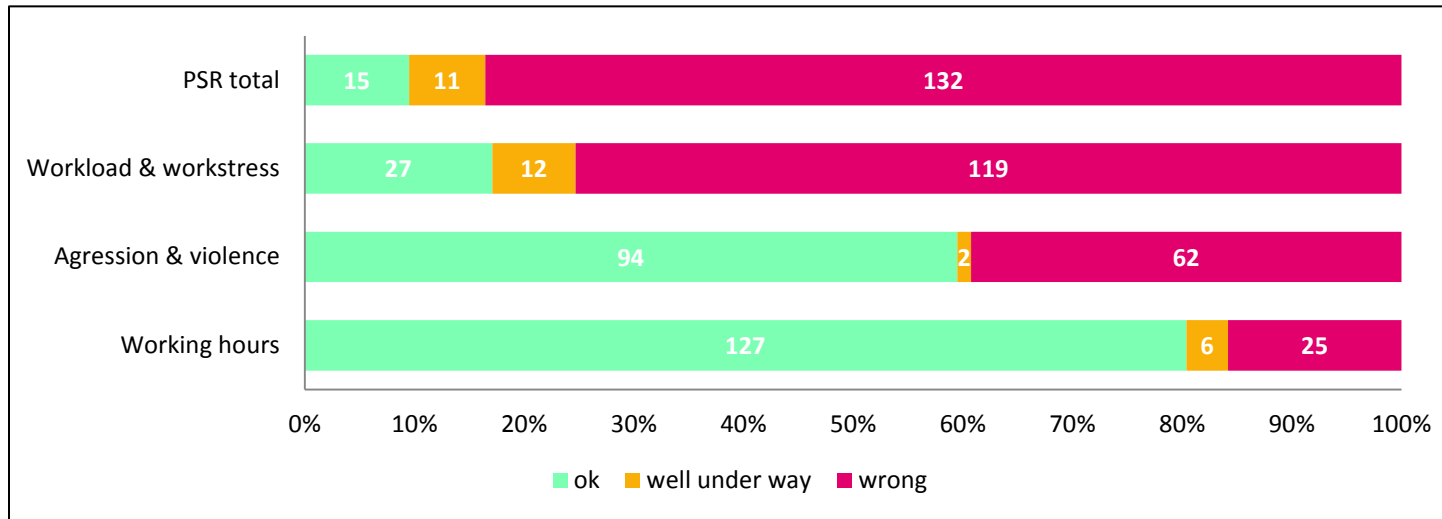
Risk containment stages:

- A. Psychosocial risks included in risk assessment?
- B. Psychosocial risks occur but causes not investigated?
- C. Investigation of causes meets indepth-criteria?
- D. Investigation concluded, composing plan of approach
- E. Translating plan of approach to action plan
- F. Implementation actionplan
- G. Evaluation of effects.





Inspection results psychosocial risks

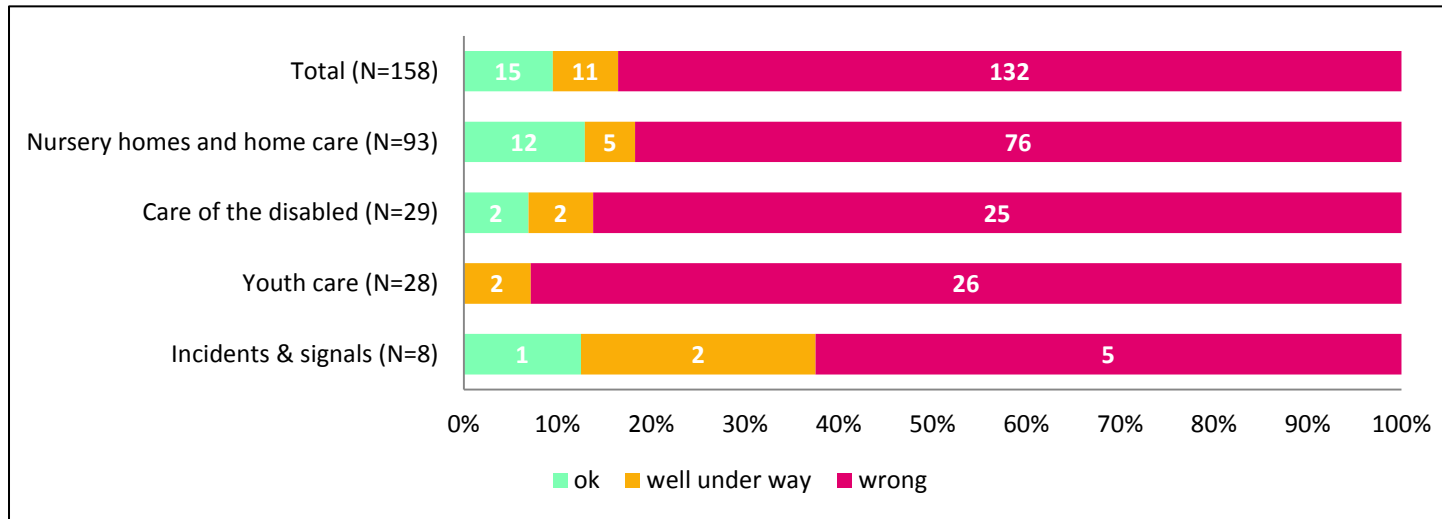


- 857 violations in 143 institutions
- Workload & workstress is dominant factor in PSR
 - 15 institutions close to perfect
 - 11 institutions are well on their way
 - 132 institutions received warning or term/condition





Inspection results per segment

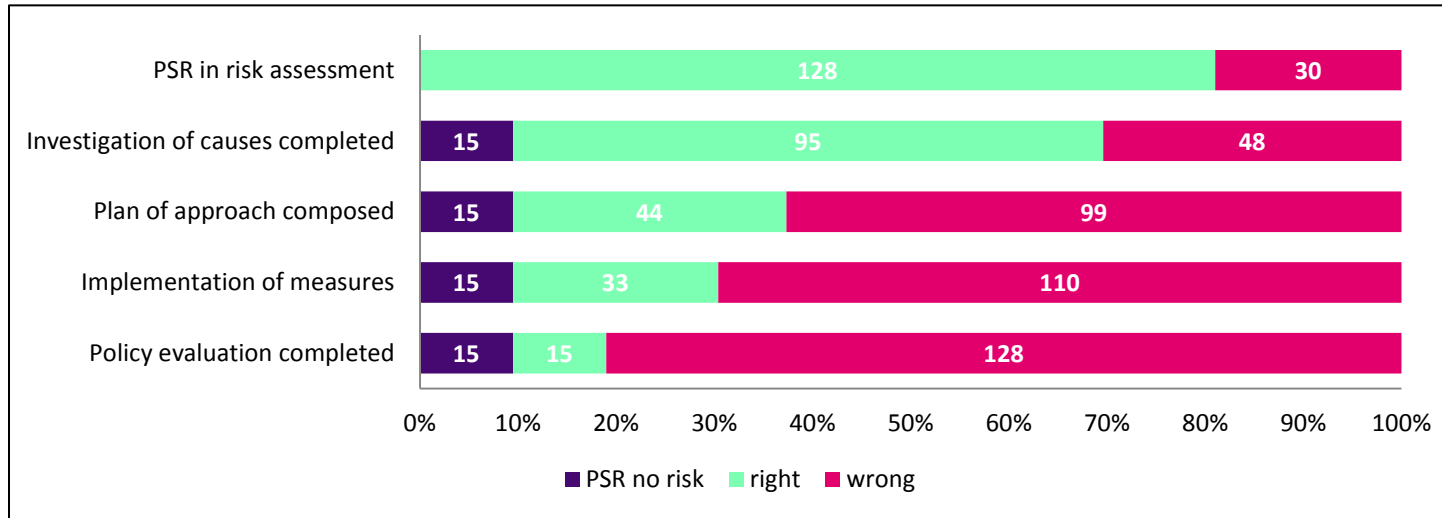


- Psychosocial risks are not sufficiently contained
- Institutions don't have a sound controlsystem (PDCA-cycle)
- Institutions implement large improvement projects without a sound risk assessment or investigation of causes
- Necessary steps like an investigation, adequate instruction, supervision on compliance and evaluation of results are missing





PSR policy development (1st visit)

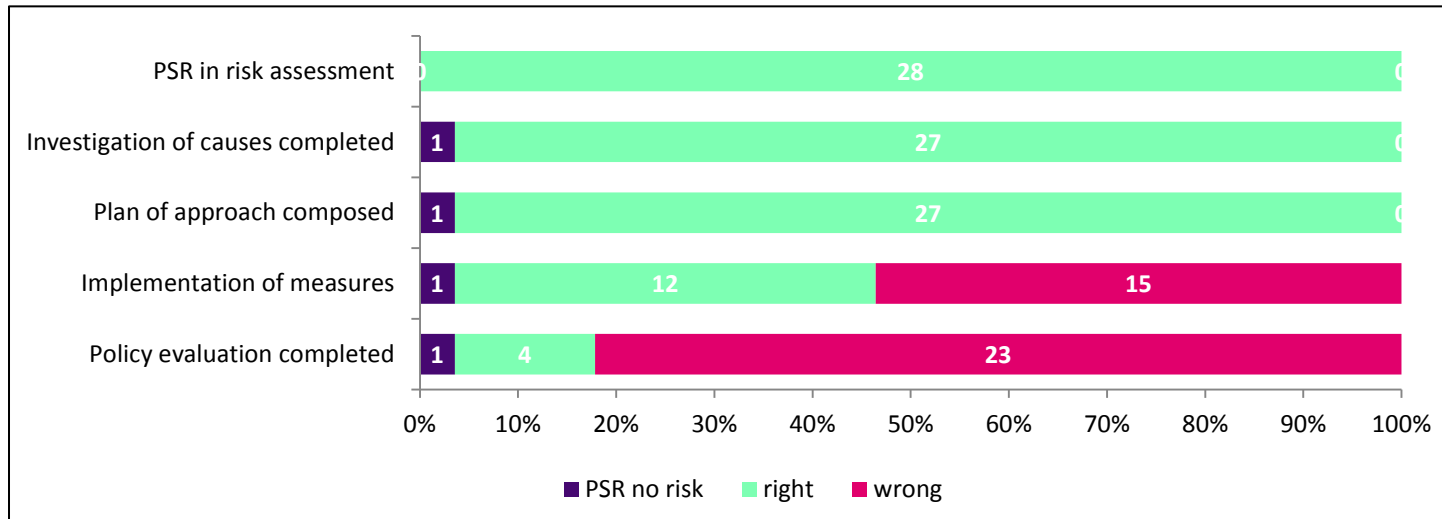


- 81% have a sound and up-to-date risk assessment
- 70% have a good understanding of the causes
- 37% have a plan of approach or action plan
- 30% have implemented suitable measures
- 19% have evaluated the results of measures





PSR policy development (2nd visit)



- 100% have a sound and up-to-date risk assessment
- 100% have a good understanding of the causes
- 100% have a plan of approach or action plan
- 46% have implemented suitable measures
- 18% have evaluated the results of measures





Inspections PRA 2013 - 2014

- Results are ground to intensify inspections in healthcare
- Other segments will be included in the program
- Institutions with a bad record will be visited again
- Enforcement with increased penalties for violations

- For more information, visit www.inspectieswz.nl
select >> brancheinformatie >>sectoraanpak >>
gezondheids- en welzijnszorg.

- Thank you for your attention
- Any questions?

