Care at home the Buurtzorg way

Slides to support presentation at
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Buurtzorg Onion Model

Buurtzorg works inside out, empowering and adaptive, supportive and network creating.

1. Self-managing client
2. Informal networks
3. Buurtzorg team
4. Formal networks
High quality care

Supporting self-management of care

Mobilising informal networks

Providing holistic clinical and personal care

Co-ordinating formal networks

Building caring neighbourhoods

Maximum score in 2018 inspection
High quality jobs

Self-managed teams of up to 12

Arranging whole care process

Support of regional coaches

Effective IT

Back office provides supports

Best employer four years, second two other years
High financial efficiency

Investing in building relationship between well qualified caregiver and client and her networks reduces need for professional input over time.

Small back office provides supports self-managed teams need -- manages finance, salaries, regulatory relationships, etc – freeing caregivers to care!
Growth since start-up in Netherlands

Number of teams


0 100 200 300 400 500 600 700 800 900 1000

20 regional coaches
50 staff in back office
Organisational change to support freedom and responsibility at the frontline

Hierarchical

Networked

Hierarchical

Networked
Organisational repurposing:
Treat the frontline teams as your client - stop doing useless things!

➢ Support
➢ Protect
➢ Enable
➢ Simplify
Buurtzorg leads system change

• Youth, mental health, maternity, domestic care
• Buurtzorg+: integrating with OTs and PTs
• Transforming other providers — e.g. Amstelring
• System change: payment system, inspection model
We started working in different countries and discovered the problems are the same. The message every time is to start again from the patient perspective and to simplify the systems.”

Jos de Blok, Buurtzorg founder
Buurtzorg in Britain & Ireland
Early lessons of UK experience

Better care ✔️

Happier staff ✔️

Organisational repurposing  ❓

Great savings  ❓
Better services and better jobs ...

... now to make the numbers work!
Our support pathway

Inspiration:
- Initial workshop

Buurtzorg Academy:
- Introduction
- Study visit
- Applying to context
- Action plan

Test and learn:
- Learning and development support for team, coach, heat-shield

Scaling up:
- Organisational repurposing and change

Community of practice

Buurtzorg licence:
- Support & Quality Assurance
- Partner Network
- IT & support
Our wider offering

- Organisational Development
- Leadership development
- Business case building
- International learning: 2Seas TICC
- Social enterprise creation
- Social investment
- Self-management in other contexts
- Pilot evaluations
- Back-office redesign
“Making things complicated isn’t particularly hard ...

... but making things simple, that can be pretty complicated!”
Thank you!

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