# **Excellent visual rehabilitation:** The six coherent dimensions

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Vision

**Complexity of patients** 

## Efficiency

## **Refers to:**

- Customized care (simple when possible) • Everybody acces to excellent care in complex rehabilitation programs
- No matter where this is concentrated



Efficient and therefore also effective!

#### **Characteristics:**

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matched care, professional inequality employees, quality assurance, content guidelines, effective

> For the future development of (high)complex care it is important to work on unity and consensus about the actual care to be delivered (in terms of content and time investment.



#### **Characteristics:**

high-complex care, special expertise, low predictability, continuous adjustment, special facilities, concentration, insight into matched care, context

> Within visual rehabilitation, there are clients who require (high)complex care. Recognizing complexity is not always evident and demands matched care, taking into consideration all the factors that define the degree of complexity.

## Royal Dutch Visio has the

ambition to provide excellent care in complex rehabilitation programs. However, for visual rehabilitation programs there is no set of criteria



### **Characteristics:**

co-creation, shared decision making, effect ladder professional standards, flexible trajectories, generic quality, client in charge, quality assurance, quality awareness

> A critical awareness of quality of care is necessary. This requires monitoring and assessing the quality of care provided in conjunction with the quality of life experienced. Professionals need to reflect on the quality of their work continuously.

## **Culture and** infrastructure



#### **Characteristics:**

flexible organization, professional culture, knowledge network, functional structures, concentration of expertise and resources, content management

> A concentration of expertise and resources is necessary to achieve a higher level of (high)complex care and scientific research.

## available that defines this level of excellent care.

The dimensions used in a medical program of excellence in the Netherlands were tailored to the setting of visual rehabilitation. This set of six coherent dimensions describes a broad spectrum of aspects relevant when aiming to reach an excellent level of care.

## Efficiency



• Concentration of knowledge

• Vision on knowledge



## **Scientific research**

## **Refers to:** • Demonstrating what we do is the best for the client

 Continuous innovation and improvement on the effect ladder



Veerman & van Yperen

### **Characteristics:**

effect research, innovation engine, improve on the effect ladder, client-level implementation, attitude, continuous development

> Scientific research is one of the most important dimensions within an expertise organization and especially for (high) complex care. Innovation is necessary to improve care or widen the range of rehabilitation.

management



#### knowledge network

#### **Characteristics:**

knowledge networks, internal and external, formal and informal learning, competence / skills, professional registers, quality registers, differentiation of expertise and experts, targeted knowledge agenda, visibility

> A knowledge structure describes how professionals can continuously improve knowledge and skills. This enables high quality care. Improvement can be facilitated through education, informal learning and sharing knowledge.

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