


Physician Willem Veerman of the diabetes care network in Almelo:

First class support and flexibility of software are critical success factors



Diabetes is rapidly becoming a disease of epidemic proportions. A chronic disease that requires involvement of many care disciplines with mostly standardized, routine treatment steps. In support of the adoption of a “diabetes network care protocol”, VitalHealth Software developed a software solution for the physicians in the Almelo region that enabled them to drive primary care within the diabetes care network. Willem Veerman: “As a physician it enables you to closely monitor and manage your diabetes patient population. And it facilitates easy transfer of certain aspects of care to other care givers.”

Web based protocols

It already existed for secondary and tertiary care, but now also primary diabetes care is ready for the integrated care network model. In this model the physician - who has a specific budget allocation per diabetes patient from the insurance provider that also needs to cover referrals within the care network - is the “director” of care, but can also rely on assistant caregivers due to the implementation of clear guidelines and protocols for diabetes care. This can significantly help reduce the work load for the often consulted physician.

Better care, optimized referrals

Willem Veerman - a physician and until recently chairman and project leader of the Diabetes Workgroup that managed the implementation of the new care system for five care groups in the Almelo region: “We now have a smooth and effective running Diabetes Care Protocol according to clear published guidelines, with a matching web based electronic medical record. It is an information system that enables you to monitor and refer treatment, along with the eventual possibility to have the patient participate in the process by managing certain aspects of their own



care. That last aspect is ‘future’ for now, but highly useful as diabetes is rapidly becoming a ‘prosperity disease’, in which the patient has significant influence on the progress of the disease through lifestyle management.

Closer control by the physician over the treatment process, a better overview of and insight into your patient population

User friendly software, perfect fit to needs

'We chose VitalHealth Software as they know how to create user friendly software specific to our requirements, that can be easily adjusted to localized situations. It was basically custom tailored to our needs. Apart from that they closely cooperate with Diagnosis4Health (D4H), who managed the entire development, implementation and adoption process for us. That close cooperation between implementation managers, developers and users led to a result that has been received with enthusiasm by Menzis, physicians and others involved in the primary care process. After just a year of use it has already shown to bear fruit.



Workload pressure reduction

So what fruit has come to bear? Veerman: "Better control over the entire care process by the physician, a better overview of and insight into the patient population. The ability to systematically work on improving care, supported by benchmark reporting. Well defined status checks, easy referrals, better reporting to both the patient and the insurance provider. And yes - even though it took a little effort and getting used to the change in workflow - in the end it reduced the overall workload pressure. Apart from that a two-way integration with HIS is on the horizon, which will further help reduce workload by avoiding double data entry."

Measurable quality improvements

"I think our approach in the Almelo region - one where we started bottom-up with commitment of all parties involved - has proven to be successful. And I can confidently say this electronic medical record not only reduces cost and efficiency, it also improves the quality of care. A study has already shown that this approach significantly reduces the chance of cardio-vascular complications."

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