



Vilans

Centre of expertise for long-term care

- Independent
- Practical
- Results-orientated



There are many issues in long-term care causing worldwide concern. For example, how can we keep care affordable without lowering quality standards? Where can we find enough properly trained personnel? Within the Netherlands, Vilans is an independent centre of expertise helping to tackle these challenges.



Practical insight

Vilans is the leading centre of expertise in the field of long-term care. Why? Because we know how to translate theory into practice and knowledge into action. We help professionals improve care for the chronically ill, vulnerable older people and people with disabilities, so that:

- clients have more control over their own health and illness
- professionals regain their passion for and take pleasure in their work
- quality, effectiveness and safety of care are improved
- changes in daily routines are put in place for people needing care or people with disabilities.

We enhance quality of life for people who need care and support.

Vilans empowers.



Working together

Vilans operates at the interface between policy, science and real world practice. Translating expertise into practice is best achieved in cooperation with those managers, clients and policymakers who are active in the field. Together we determine where improvements are possible or necessary and search for the best ways to achieve them. Together we ensure that expertise also gets applied in practice so that processes are speeded up. This is why more than half of all Dutch organisations working in long-term care and primary care choose to work with us.

Vilans unites.



Socially relevant

The average age in many countries is increasing, and in the Netherlands, we too see an increasing number of people with chronic illnesses or age-related complaints. Vilans assists organisations achieve better results and ensures that care is organised to match client need. The role of care workers is also changing. They are becoming more like coaches: they ask questions, listen and provide support so that people can live their own lives as independently as possible. Vilans supports the professionals performing that role. We also look for ways to ease the burden of informal carers, who are becoming increasingly overloaded.

Vilans sets to work.



Vilans outside the Netherlands

Vilans is always ready to share and expand its expertise at home and abroad. That's why we collaborate with many European organisations, universities, centres of expertise, client organisations and informal caregivers. Our door is open to every organisation seeking collaboration. Our experience, our tools and our materials are available to all, free of charge or at cost price.

Vilans explores boundaries.



It all starts with Vilans

Vilans has a wealth of expertise and valuable knowledge at its fingertips, ready to be applied in practice. We host a number of highly respected virtual websites offering knowledge and expertise about care in the community, care for older people, the disabled and the chronically ill.



Vilans as a place of learning

Vilans assists organisations by providing learning opportunities. We combine theory with practice and suggest new ways of organising care with optimal quality for both clients and workers. We regularly organise workshops, training programmes and organisational coaching for dozens of organisations worldwide.



Vilans as a workplace

Vilans puts existing expertise to practical use, translating it into practical work materials and working methods. Why should every organisation have to re-invent the wheel? Here at Vilans, we cooperate and make use of each other's insights and experience so that many different organisations can benefit.



Vilans as a laboratory

Vilans aims to stimulate the development of new knowledge for sustainable care. We keep abreast of new developments, adapt to changing situations, and are innovative and flexible. Together with others, we organise inspirational meetings, conduct research and conduct experiments.





Key facts

Vilans:

- improves the quality of care for vulnerable older people, people with disabilities and the chronically ill in the Netherlands, and contributes to ensuring that care remains sustainable and open to all.
- is known for reliable knowledge that is immediately applicable in real world practice, because Vilans develops that knowledge together with people from a range of practice settings.
- is regularly commissioned by the government to implement large nationwide programmes, such as:
 - ‘Zorg voor Beter’ (Care to make it Better), in which we improved the day-to-day provision of long-term care in more than 700 care organisations
 - ‘In voor Zorg’ (Up to Care), in which we helped over 300 care organisations to implement changes in order to maintain adequate care in the future.
- serves 1100 care organisations, more than half of the long-term-care sector, providing knowledge and the implementation of quality changes.
- has a digital knowledge infrastructure comprising several websites that attract over a million visitors each year.
- is for professionals working with vulnerable older people, people with disabilities and the chronically ill.
- collaborates with care professionals, managers, service users, policymakers and researchers.
- enters into partnerships with universities and other teaching institutions, care-provider umbrella organisations, professional associations, patient organisations, health care insurers, and government departments.
- is a partner in a range of European projects and has a wide international network in long-term care.



Vilans

Examples of projects



Projects for improving dementia care

Since 2004, the Dutch government has been investing heavily in integrated dementia care. How can that care best match patient need? Vilans was partner of The National Dementia Programme (2005-2008), commissioned by the Ministry of Health, Welfare and Sport (VWS). In that Programme we supported 206 improvement projects and organised 57 regional partnerships for dementia care, connected in a national network. The network still exists and Vilans regularly organizes meetings and symposia to provide information, contacts and to share knowledge. During the follow up programme (2009 -2011), Vilans interviewed the integrated care coordinators from those 57 regions on six topics. The report serves as a starting point for integrated care coordinators, care professionals, policymakers and managers. The report also incorporates the development of the one and only Dutch dementia care standard. It is the very first Care Standard that covers cure, care and welfare.

For more information: www.vilans.nl/dementia



Quality management through result-oriented indicators

Which indicators define quality in care homes? Knowing the answer can improve care. This was the motivation behind Progress, an international project aimed at improving home care for older people. As a participant in the international working group, Vilans helped to determine the deciding indicators. The project ran from 2009 to 2010. For more information: www.vilans.nl/qm



Development Model for Integrated Care (DMIC)

What are the essential elements of effective integrated care? To what extent has integrated care provision been developed for specific patient groups? These are issues that the Development Model for Integrated Care (DMIC) addresses. The model is based on nine building blocks, 89 elements and four development phases for well-balanced integrated care provision. A unique aspect is that the model is generic and does not focus on a specific patient group, which makes it applicable to all types of integrated care provision.

For more information: www.vilans.nl/DMIC



Report on incontinence care – Quality of life of carers managing incontinence in Europe

Caring for a family member suffering from incontinence is a difficult and an often underrated task. In this European study, Vilans and sister organisations in other countries investigated the effect incontinence care has on the quality of life of informal caregivers. In-depth interviews were held in the Netherlands, Sweden, Italy and Slovenia with informal caregivers who have to look after a family member, usually their own partner, every day.

For more information: www.vilans.nl/incontinence



The INTERLINKS project - modelling health systems and long-term care for older people in Europe

Good cooperation is a precondition for effective long-term care for older people. INTERLINKS was a large-scale research project which studied long-term care for older people in 13 European countries by charting the links (pathways) between care professionals, welfare workers, informal carers and older people themselves. The project ran from 2008 to 2011.

For more information: www.vilans.nl/interlinks



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