

Summary

For some years quality improvement in health care has been of interest to many policymakers. In 2005 the quality improvement program “Zorg voor Beter” was initiated for organisations in homecare, elderly and (mentally) disabled care. This program follows the ‘Breakthrough’ Model. In this program special teams try to improve quality of care in their own institute, supported and accommodated by two national organisations, Vilans en ZonMw. At the start it was not clear what makes these teams effective. This research answers the question which factors influence the effectiveness of the quality improvement teams involved in three different themes of the national “Zorg voor Beter” program. From international literature nineteen elements, which could influence effectiveness of improvement teams, were selected. They have been grouped into three areas concerning team composition, team cooperation and team circumstances. With these areas, a (theoretical) model was created. The model has been tested by using the data of 79 surveys. From the statistical analyses, it seems that six elements influence the effectiveness of the improvement teams: goal setting, agreeing with the subject of the improvement, having the feeling to be responsible for the problem, using reports for feedback to the team, having a sense of urgency for improvement and teambuilding. The first five elements have been found to positively influence the effectiveness of the teams and belong to the team cooperation area. The last element, teambuilding, has been found to have a negative influence on the effectiveness and is part of the area team circumstances. The factor team composition appears not to have any elements influencing the effectiveness of quality improvement teams.