

Summary

In this study I have investigated the relation between the INK management model and the outcome measure decubitus at nursing departments in the hospital and nursing home. Outcome measures are increasingly important for both intern use and external justification to for example the Inspection.

Performance indicators, most of the time outcome measures are becoming much more important within institutions.

Management models which provide structure may be used to adapt to the outcomes. One of the management models is the INK management model which contain ten areas of special attention, among which 'leren en verbeteren'.

To come to an understanding of which relation exists between the INK management model part 'leren en verbeteren' and outcome measures this study is of descriptive nature. The qualitative research method has been used. After literature investigation there have been eleven interviews to gather the opinions respondents.

The interviews were held with different disciplines of the 'Verpleeg en reactiveringscentrum DrieMaasStede' and 'Vlietland Ziekenhuis'.

This investigation presents that employees within the institutions find the outcome measures important, because this partly reflects the quality of health care.

Outcome measures become more and more important now that institutions use performance indicators. Through these performance indicators the outcomes provide guidance of the health care.

Management models are not well known and used in the working field, but it should be introduced, because these provide more efficient health care. The INK model appears to be too broad and too complicated to work with at the nursing departments. A good model to work with would be the Plan Do Check Act cycle. This way the problem is treated explicitly and there is some security for the nurses by regular checks and the pointing out of things that ought to be improved.