

**People, not
patients!**
Our five goals for
the future



People, not patients

Passionate representatives of people with medical conditions sometimes wish they could gaze into a crystal ball. What will the world of healthcare in the Netherlands look like in the future? Will we still be referring to people receiving healthcare as patients? Will technology have enabled us all to lead good and meaningful lives? Will we have changed our ways of talking about health and disease?

No-one knows.

Early in 2018, together with our members, we decided to pick a time in the future that we can all work towards. 2030 is far enough away to let us dream of a visionary future, but close enough for us still to keep both feet on the ground.

This look to the future has led to exciting discussions and inspirational meetings – made possible by all the patients and patient representatives who continue to remind us of the differences between people. We are not all the same; far from it. And patients are not all the same. Some are vulnerable and dependent, while others are more self-aware and not afraid of making their voices heard.

But we do have one thing in common: we all strive to lead good and meaningful lives.

And that is exactly what the Netherlands Patients Federation and its members want to devote themselves to in the coming years – putting their heart and soul and professionalism into improving lives.

No more patients!

We cherish the lives of people and what they are capable of!

Our five goals for the future

In 2030...

1

... it will be easy for me to
live healthily

2

... all my health needs will be
within easy reach

3

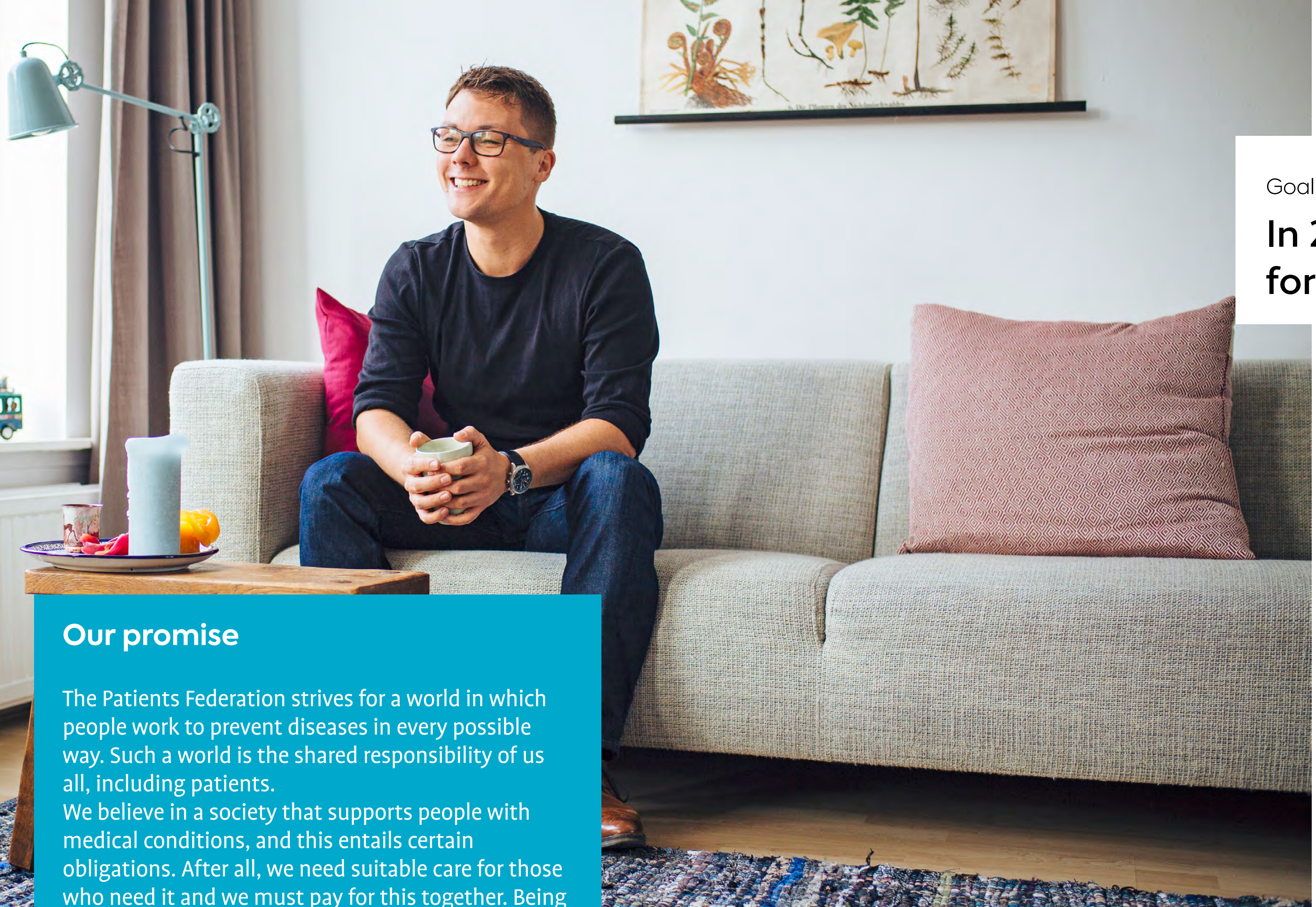
... healthcare will be aimed at
improving my quality of life

4

... I will be able to live independently
but will not be alone

5

... I will have access to
the very best healthcare



Our promise

The Patients Federation strives for a world in which people work to prevent diseases in every possible way. Such a world is the shared responsibility of us all, including patients.

We believe in a society that supports people with medical conditions, and this entails certain obligations. After all, we need suitable care for those who need it and we must pay for this together. Being able to participate in society is a priority.

Goal 1

In 2030, it will be easy for me to live healthily

In 2030, a healthy lifestyle will be routine. The choice for a healthy life will be within easy reach for everyone. High priority will be given not only to treating diseases, but also to preventing diseases.

→ **I will be helped in every possible way to make healthy choices**

I will have access to clear information and an environment that is geared to healthy choices. Employers, health insurers and the government will be investing heavily in my health. Together we will ensure that I can continue to work, even if I have a medical condition.

→ **I will make a conscious effort to improve my own health**

I will feel responsible for my own lifestyle

and health. Personal health tips and accurate information will give me the practical tools to actively realise this.

→ **I will live in a world that supports people with medical conditions**

I will be aware that the potential to shape healthcare is limited; that being ill is not a choice and that nobody needs to be perfect. That is why we care for one another. In 2030, I will live in a world where the patient is a person who can participate in society.

Goal 2

In 2030, all my health needs will be within easy reach

I will have easy access to all the basic facilities that I need to be actively involved with my health and healthcare, and at low cost. I will be in control and make conscious use of the digital and online options.

→ **I will be able to view and manage my healthcare matters online in a single place**

All the details about my health will be available in a secure and organised online environment. By 2030 this will not be as complicated as it sounds. With my permission, my healthcare providers will be able to follow my health status online. This means they will be able to support me at the right time with the care and advice that best suits my personal situation.

→ **Healthcare will feel close to home, although it will not always be literally around the corner**

I will feel responsible for my own lifestyle and health. Personal health tips and

accurate information will give me the practical tools to actively realise this.

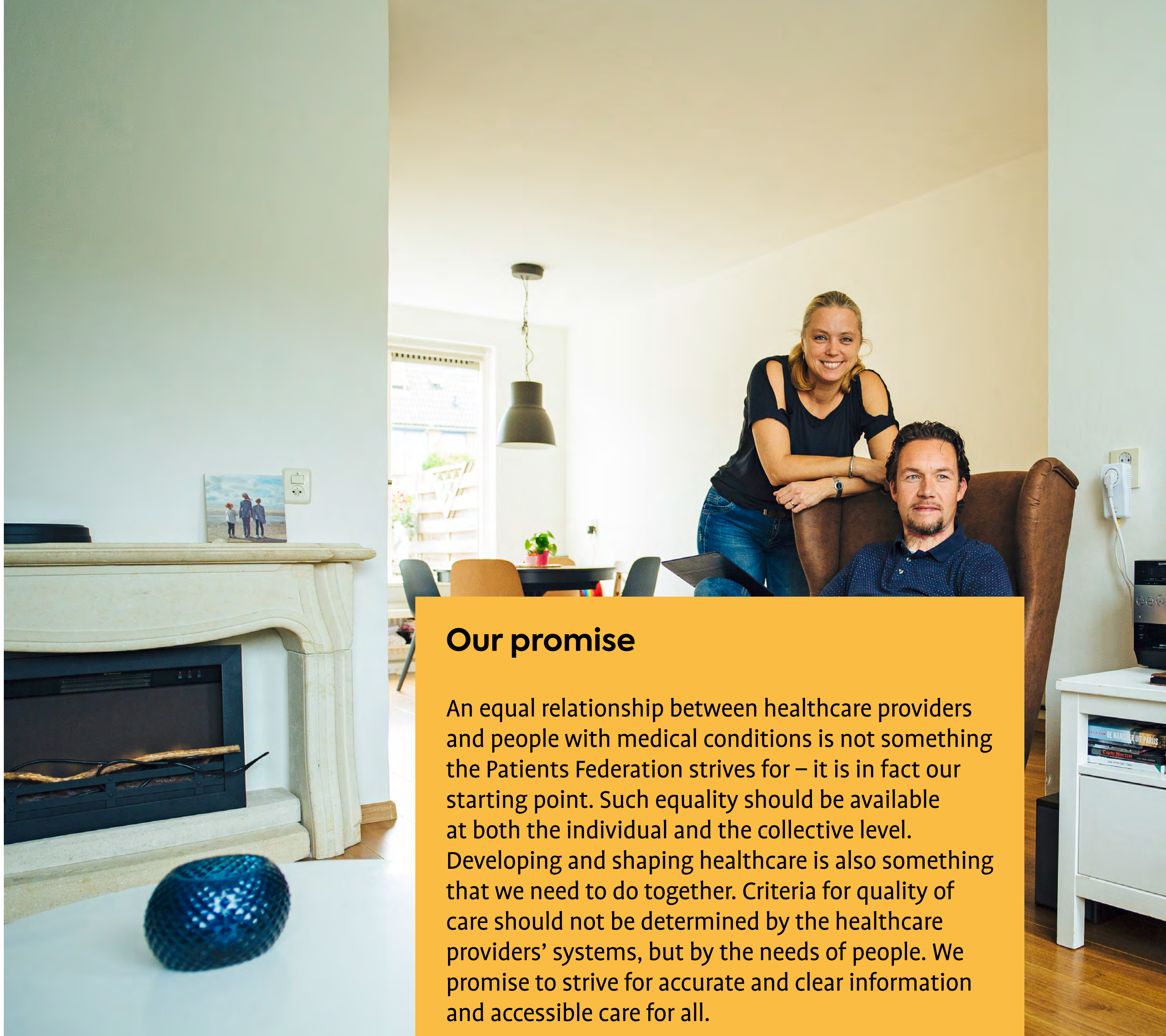
→ **I will live in a world that supports people with medical conditions**

Healthcare professionals will pay me regular digital 'visits'. We will be in contact with one another online, thereby easing my worries, and saving travel and waiting times. Sometimes face-to-face meetings with healthcare professionals will be necessary. Consultations in the form of a much needed chat, a diagnosis or a routine treatment will be available in my neighbourhood or local area. Or I will be able to make an appointment at home; even outside of office hours.

Our promise

The Patients Federation strives for accessible, tailor-made healthcare that is close to people's homes. We are committed to creating a user-friendly and secure digital environment for all data and information related to healthcare in the form of a Personal Health Record (PHR). Empowered individuals will own and manage the information in the PHR. The Patients Federation is committed to ensuring that such empowerment is successful, while not forgetting that those more vulnerable will need extra support in this.





Our promise

An equal relationship between healthcare providers and people with medical conditions is not something the Patients Federation strives for – it is in fact our starting point. Such equality should be available at both the individual and the collective level. Developing and shaping healthcare is also something that we need to do together. Criteria for quality of care should not be determined by the healthcare providers' systems, but by the needs of people. We promise to strive for accurate and clear information and accessible care for all.

Goal 3

In 2030, healthcare will be aimed at improving my quality of life

The primary cornerstone of healthcare in 2030 will be high quality of life for all. The role of the healthcare provider will have shifted from decision-maker to coach – someone who will monitor my needs and take my situation and health capabilities into account. I will be in charge of ensuring I lead a meaningful life, and will be aware of my own role in this.

→ Shared decision-making will be the norm

In 2030, we will no longer be talking about making decisions together; we will simply be doing it. My quality of life will be a key topic of conversation with my healthcare providers. We will discuss the pros and cons of treating my condition. My personal situation will be the deciding factor. I will be both seen and heard.

→ Information about quality of care will be publicly available and easy to understand

It will be easy for me to determine what good care is for my situation. Relevant information will be readily

available and easy to understand, allowing me to make meaningful comparisons. The methods of measuring and monitoring quality will take into account my experiences and those of others as a matter of course.

→ I will be aware of my own role in staying healthy

I will make my own choices, and care will be organised in such a way that makes this possible. I will be well informed in a way that meets my individual needs, also about my own role in striving towards a healthy and meaningful life.

Our promise

The Patients Federation promises to work towards a world in which people with fragile health can participate fully in society, without losing their independence or self-control. We encourage the development of new types of accommodation and smart assistive technologies that focus on connecting people.

Goal 4

In 2030, I will be able to live independently but will not be alone

Even if I am sick or have a disability, I will be able to live independently in an environment that suits me. I will receive the care that I think is necessary and I will not feel left to fend for myself. I will be able to participate in society.

→ Suitable accommodation will enable me to function independently

With the right help and due consideration, I will manage to live independently within my own capabilities. Professional care and other help will be within easy reach and it will be clear that time is available for me if I need it. If independent living is no longer possible, I will live in an environment that suits my personal situation. No matter how and where I live, I will not feel that I have been left to fend for myself.

→ Technology will help me to live a pleasant and independent life

Human contact will still be important to me. Smart technology will streamline contacts with my healthcare providers and I will not have to wait long for answers to my question or solutions to my problems. Easy-to-use devices around me will reduce the burden of my daily activities. If necessary, healthcare professionals will be with me quickly to provide personal care, or a friendly face-to-face chat.





Goal 5

In 2030, I will have access to the very best healthcare

I will be receiving complex care from experienced medical specialists. I will have easy access to the latest effective treatments and the best healthcare strategies.

→ **For complex care needs I will see an experienced specialist**

While most care and support will be available close by, for complex interventions or diagnoses I will go and see an experienced specialist – even if that means a longer journey.

→ **The introduction of successful innovations will be driven by health benefits that affect me**

In 2030, the guiding principle of entrepreneurial healthcare in the Netherlands will be the health interests of the people. Innovations will be vigorously tested and assessed. If this

proves them to be both useful and effective, they will be available to me as quickly as possible.

→ **I will benefit from the latest knowledge and developments**

More than ever before, healthcare will be focused on upgrading and sharing knowledge. I will be actively involved in such developments – after all, it will be about my health. My involvement will prevail over all other interests. My healthcare providers will have access to the latest global knowledge and will use it to improve healthcare here in the Netherlands.

Our promise

The Patients Federation promises to work towards improving accessibility and speeding up the availability of effective healthcare innovations for all. This means we will continue to remind all players in the healthcare market of the importance and necessity of innovations that can improve the quality of life of individuals.