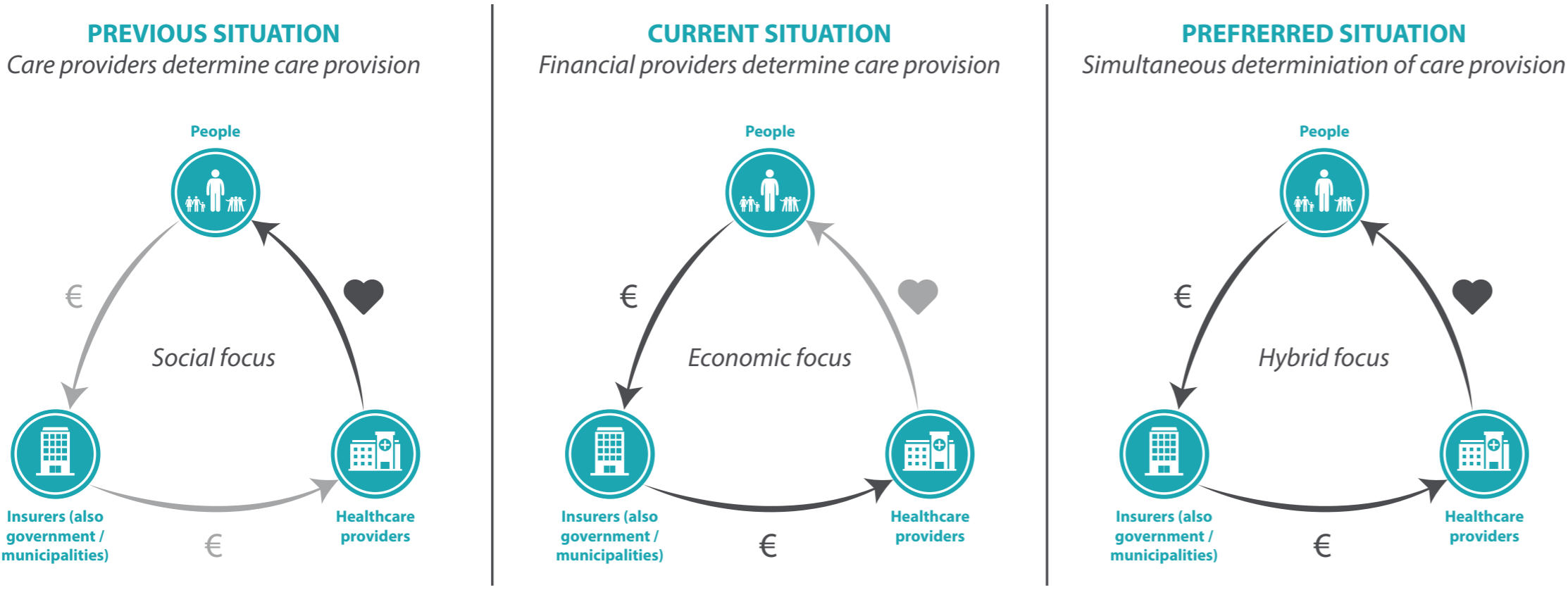


# HYBRID BUSINESS MODEL FOR THE DUTCH MENTAL CARE OF 2030

How is society able to organize a mental healthcare system, that serves people's individual care needs and is collectively economically viable?

## PROBLEM DEFINITION

In the previous healthcare system (from before 2005), care providers had freedom to match their care to the need of clients. The insuring institution, mainly the government, paid for the provided care, based on the care provider's activities of last year. As the costs for care provision kept on growing, it was decided to put more focus on controlling the costs. In the current situation, insuring institutions can contract care providers and negotiate on "care products". These care products contain a certain diagnosis and treatment trajectory for a certain price. As care providers must act within the rules of this system in order to cover their expenses, they are less able to match their care provision to the client's need. Furthermore, the administration that insurers require from care providers result in high system costs.



## VISION FOR A HYBRID ROLE IN THE SYSTEM

So what if there would be a stakeholder in the system that intertwines the collective interest of the economic viability of the system and the individual's interest of fulfilling a mental care need? To embody this role, a new stakeholder is proposed called the "care scout".

### Care scout vacancy

📍 Location: to be determined
🕒 Working hours: full-time
🎓 Level: postgraduate
💰 Salary: €7000 per month gross

**JOB DESCRIPTION**

As a care scout you will fulfil a special role in the new mental care system. Within this system you will be the gate keeper to assess, through intakes, whether people need care that they are not able to provide themselves. If so, your job is to find affordable care providers that can sufficiently fulfil the client's unique need. Or in other words: find the best value for money of care providers for your clients. If necessary you will stay involved in your client's process to ensure result for your client. Lastly, you will work closely together with a general practitioner to efficiently organize the intakes. Together with the general practitioner you will serve as the gate keepers for the somatic care and mental care.

**A SUCCESSFUL CARE SCOUT...**

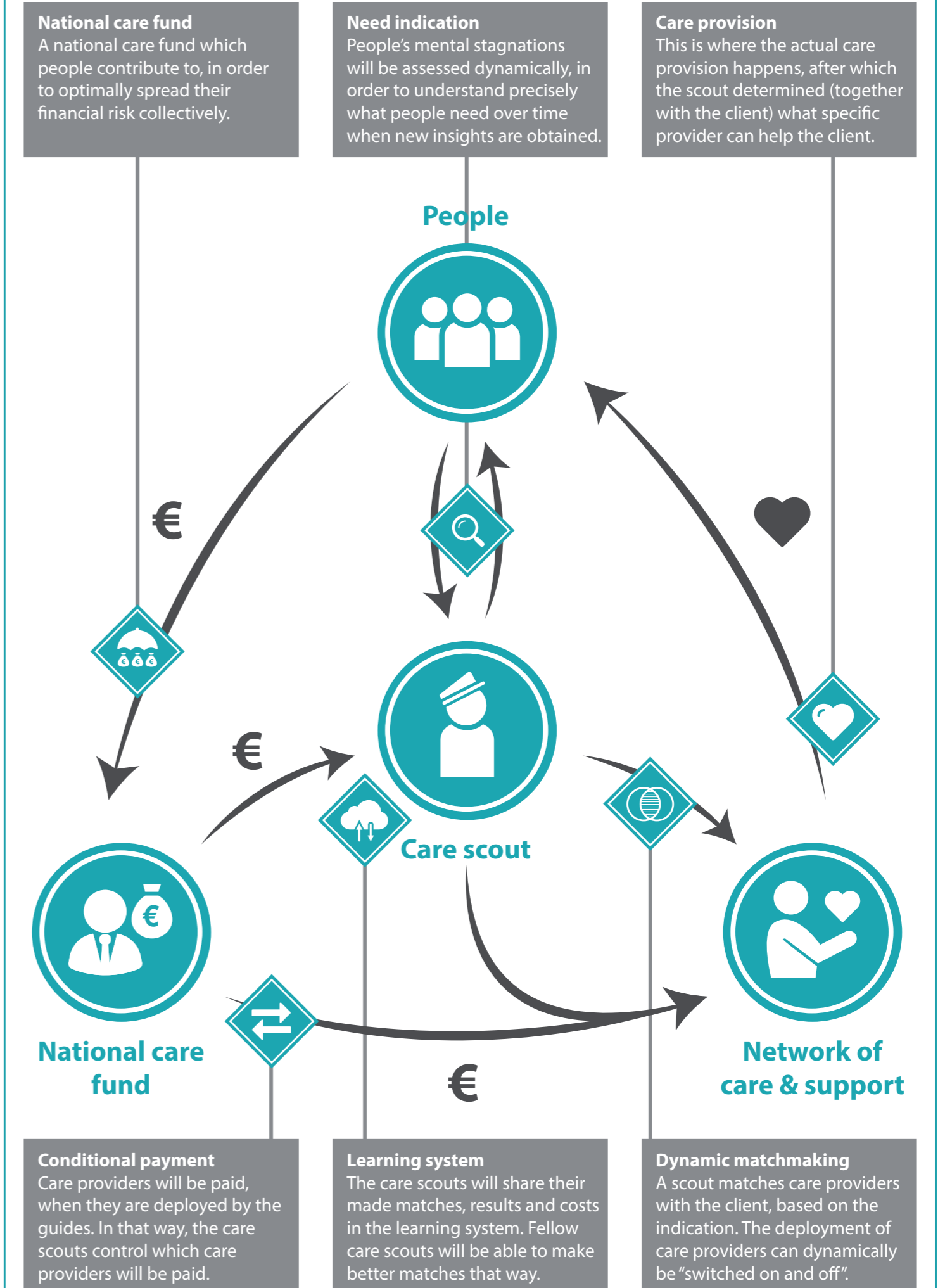
- ... manages relationships**  
Care scouts have a special relationship with clients. They should act in the interest of the client on the hand, but will also have the authority in making certain decisions for the client.
- ... is a general mental specialist**  
The care scout has broad knowledge of mental care (which goes even beyond the classic views on mental care), with an academic background.
- ... is decisive**  
Can determine if a client needs ongoing involvement to establish result or if result is ensured by only matching the client to the right care provider.
- ... participates in local networks**  
By actively participating in the local networks such as the judicial system, school attendance officer and social services, the care scout directs people to the mental care system if appropriate.
- ... critically reflects**  
The care scout will critically reflect on the matches made and is able to share this information with fellow care scouts in the learning system to improve future matchmaking.
- ... uses the value book**  
The care scout securely uses the value book as a guide line in making decisions during the intake, finding matches and ending care provision.
- ... acts independent**  
The income of the care scout is independent from the care scout's performance. A care scout should act objectively and integrity is a key personal value.

**WHAT WE OFFER**

- > The chance to make the mental care system future proof, by optimizing affordability and result for clients
- > Access to a digital learning system to share your gained knowledge and learn from fellow care scouts
- > Supervisor evaluations to continually improve your skills
- > A competitive salary

**APPLICATION AND MORE INFORMATION**

Are you interested in this job and do you have the right profile? Then we would like to see your application. To apply, please send your motivation and CV to [vacancy@dezagverkenner.nl](mailto:vacancy@dezagverkenner.nl). For more information go to [dezagverkenner.nl](http://dezagverkenner.nl).



## CONCEPT

The care scout fulfils a special role. He must understand what a client needs and matches the client with appropriate care. He must not solely act from the client's care need, but also from the perspective of what that care will cost. So he should independently determine the right price and quality. The care scout is a generalist specialist on mental care. Someone who is able to oversee the full spectrum of mental needs, and even aspects that influence that mental need.

If the care scout thinks help is needed, he will explore what further explore the client's needs. The care scout will stay involved in the client's process to adjust the care provision in such a way that the client will have sufficient result of the provided care. Once the care provision ends, the care scout will see that the care provider is being paid for his effort and will document the made match and its result in the learning system. This accumulated knowledge will support care scouts to improve future matchmaking.

The client's incentive to do his work properly is incentivized through client feedback and through the costs of the called in care provision stated in the digital system. Supervisors will regularly assess the care scout's performance.

The system is designed to drive sufficient result by dynamically adapting care provision to a client's unique need and by decreasing ineffective care provision, through ongoing involvement of the care scout. Documenting match results and evaluating the performance of the care scouts, will improve matchmaking and the affordability of care over time.