

Erasmus

Evaluation of supervision prof.dr. Paul Robben

instituut Beleid & Management Gezondheidszorg - IGZ



Inspectie voor de Gezondheidszorg
Ministerie van Volksgezondheid,
Welzijn en Sport

Erasmus
ERASMUS UNIVERSITEIT ROTTERDAM
INSTITUUT BELEID & MANAGEMENT
GEZONDHEIDSZORG



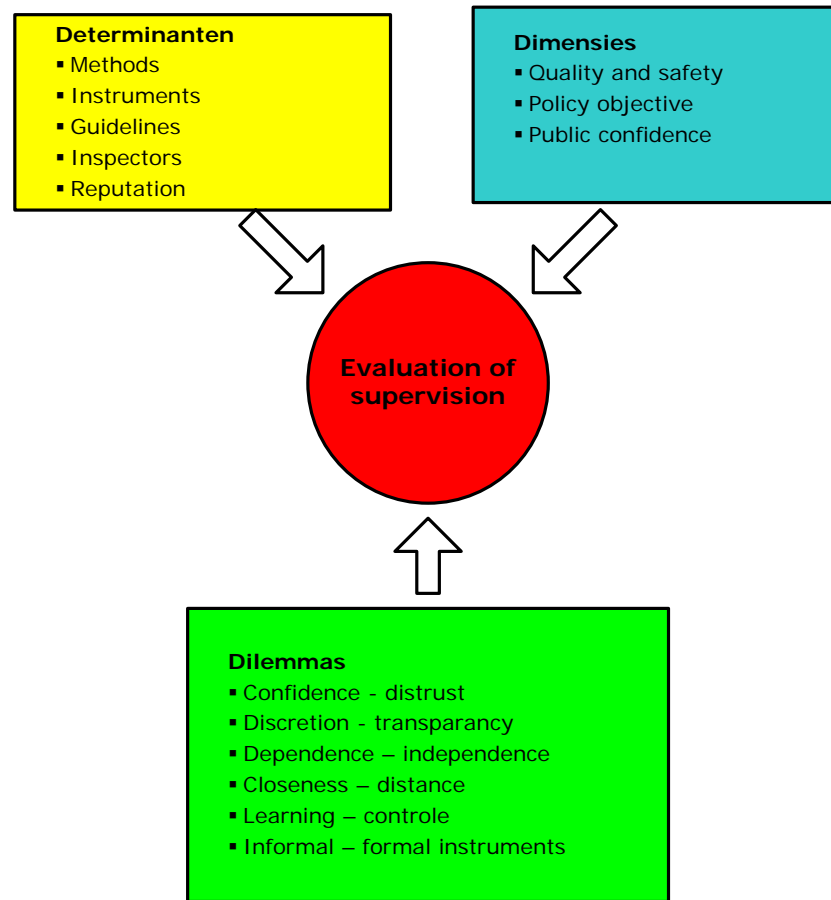
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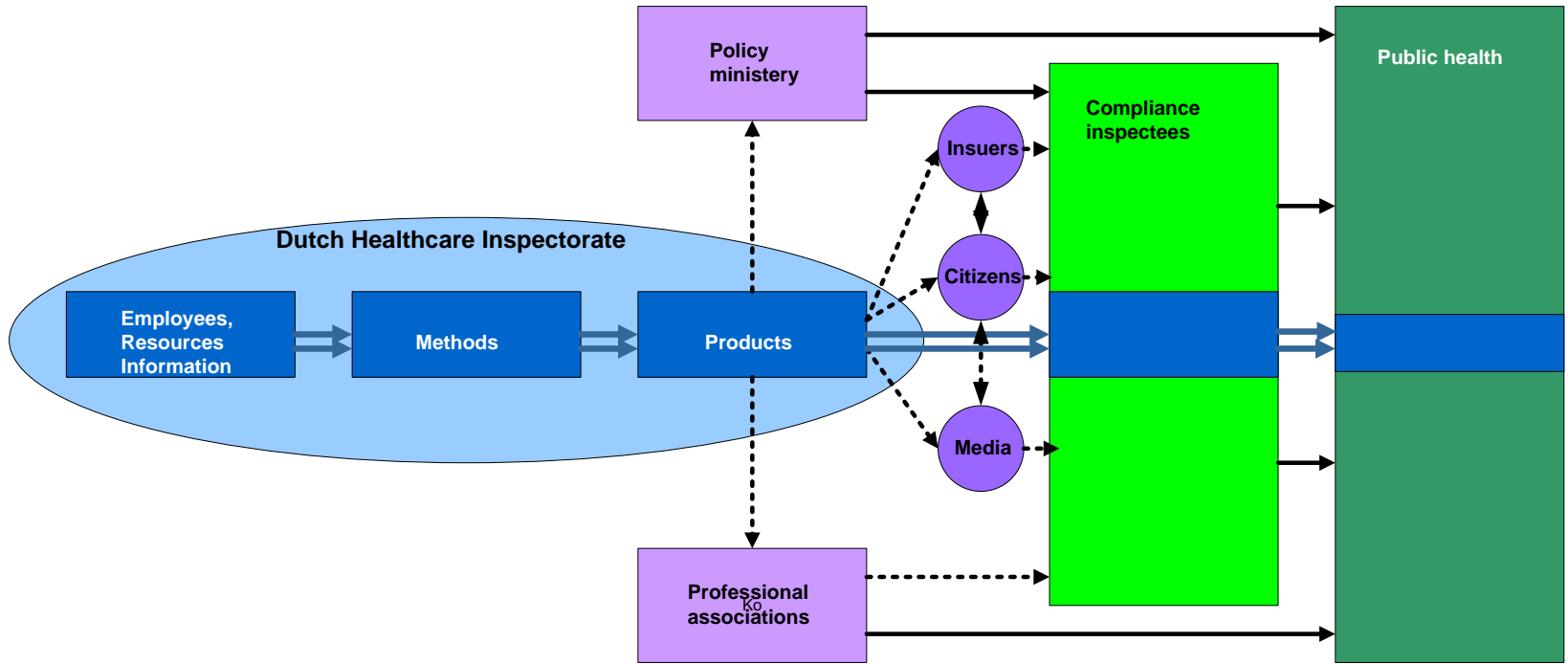
Inspectors uniform 1900



3 D-model of effectiveness



Effect chain of supervision



Determinants of effectiveness

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- Methods
- Instruments
- Guidelines
- Inspectors
- Reputation



Dilemmas of supervision

- Confidence - distrust
- Discretion - transparency
- Dependence – independence
- Closeness – distance
- Learning – control
- Informal – formal instruments



Conditions

- Support of the management in evaluating
- Management needs guts
- Public publishing the results of evaluation
- Give attention to the resistance of the inspectors
- Collaboration inspectors and scientists
- Great ambitions and small research projects
- There is nothing so practical as a good model
- Budget for a research and development program
- Research program for several years
- **Create a culture of testability**

budget

