Ambulance Care in the Netherlands

The RAV, the ambulance care dispatch centre and AZN

AMBULANCEZORG NEDERLAND

Ambulance care facts & figures 2016

780 ambulances

232 ambulance posts

93.5% A1 deployments within 15 minutes

1,313,300 deployments (of which **973,000** were urgent and **340,300** were scheduled)

€565 million macro budget (distributed by healthcare insurers on the basis of NZa policy rules)

5,850 staff (**5,070** in the primary process)

5.5% sickness absence

Current themes

- organising acute care and the ambulance sector
- concentration of facilities
- extramuralisation
- changing nature of patients
- responding to terrorist attacks
- quality of care
- more complex care demand
- major regional differences
- ageing
- technological developments
- major regional differences
- increase in care demand

The patient is key in ambulance care

Regional Ambulance Service (RAV)

The RAV healthcare institution is responsible for accessible, high-quality and efficient care.

Ministerial designation
The RAV has a designation from the Dutch Minister of Health, Welfare and Sport [VWS] on the basis of the Dutch Interim Ambulance Care Act [Twaz] and is therefore responsible for providing ambulance care within the region. The RAV may engage a third party to provide all or part of the ambulance care, provided that this party meets the quality requirements.

RAVs in the Netherlands
There are 25 RAV regions and 25 RAVs. The RAVs are organised according to public or private law in a joint arrangement, a foundation, a private limited liability company or a cooperative association.

Ambulance care dispatch centre

The ambulance care dispatch centre determines the accessibility and efficiency of ambulance care.

50% of the calls come from care professionals via a direct line

50% of calls come from care requesters via 112

The legal framework
From a legal point of view, ambulance care is care within the meaning of the Dutch Healthcare Quality, Complaints and Disputes Act [Wkkgz]. The RAV is a healthcare institution and is subject to the control of the Dutch Healthcare Inspectorate [IGZ].

Powers and responsibilities
The RAV is exclusively authorised and responsible for the ambulance care dispatch centre and receiving calls, the triage and the deployments. This task is a primary part of ambulance care and must be performed by the RAV. This aspect of care must be provided by a medically qualified person.

Ambulancezorg Nederland sector association

All RAVs are voluntary members of AZN. Decisions are taken at the general meeting on the basis of a majority of the votes cast.

AZN represents the ambulance sector

A number of core tasks:

- developing policy
- promoting interests
- employer's function
- guaranteeing central themes (quality, ICT, training)