

# Rethinking regulating person-centred service provision

*Reflexive regulation in dementia care networks*

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GOLTC, Oct. 29th 2024

# Researching regulation of person-centered long-term care, why?



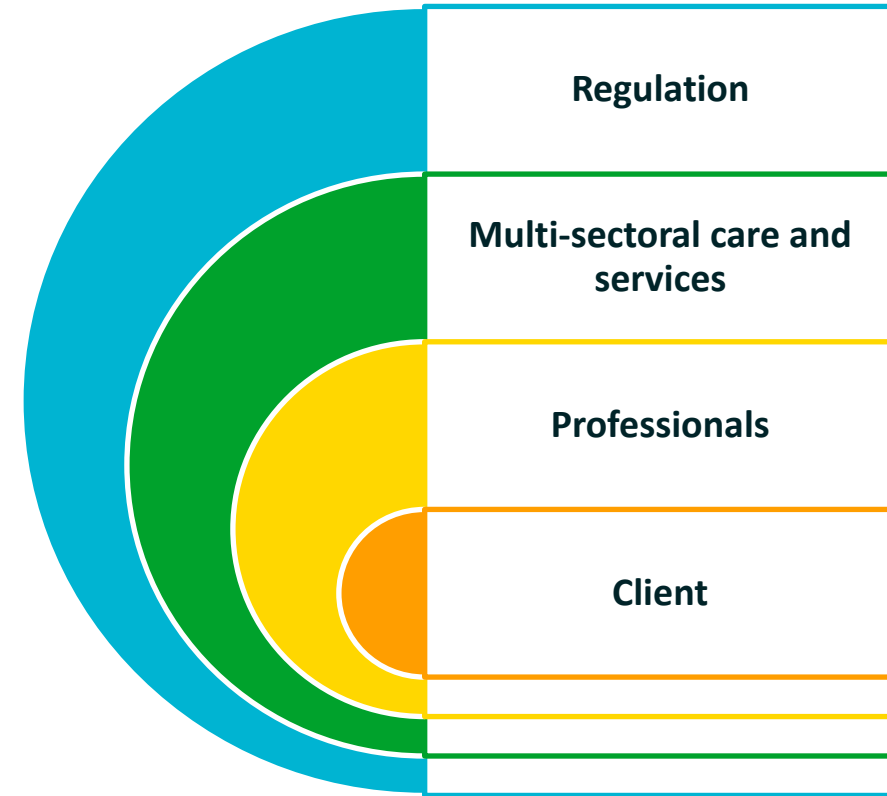
Person-centeredness is an important quality aspect of long-term care



What is good person-centred care? ambiguous, temporal and situational; this is challenging for inspectors



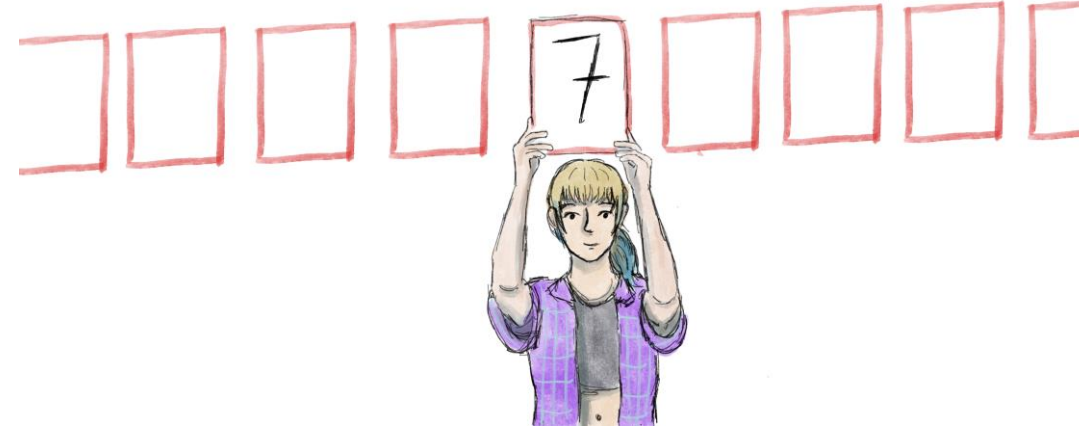
Performative effect of regulatory practices; it influences the field



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# Current regulatory practices

- Assessing individual care organizations
- Use of standards
- Focus on risks
- Sector specific
- Positivist notion of what is 'inspectable'



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# Person-centred care for people with dementia

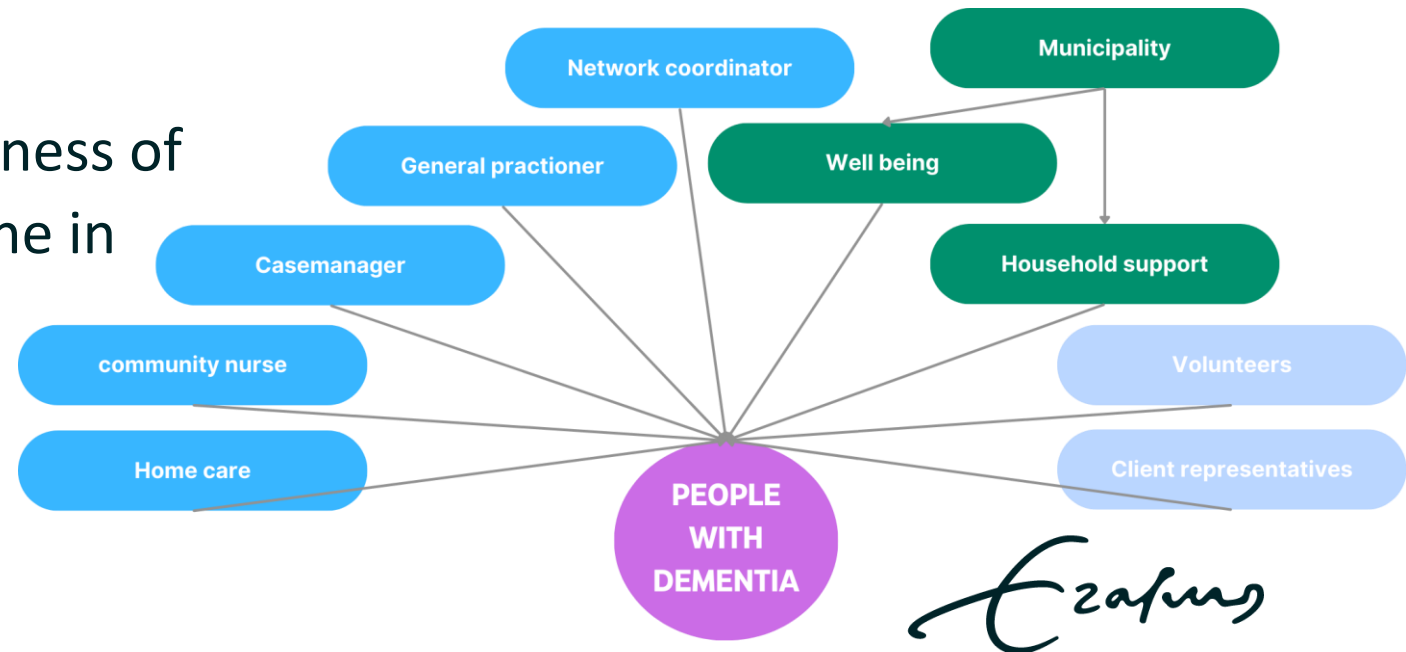
- Maintaining a sense of agency
- Personal needs transcend sectors
- surrounded by uncertainty
- Multiple addressees



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# Reflexive regulation

- Jointly arriving at a focus for improvement
- Finding the root of the problem
- Stimulate instead of assessing
- In order to assess the person-centeredness of public services, users are the touchstone in dialogue with service providers.



# Regulating three dementia care networks

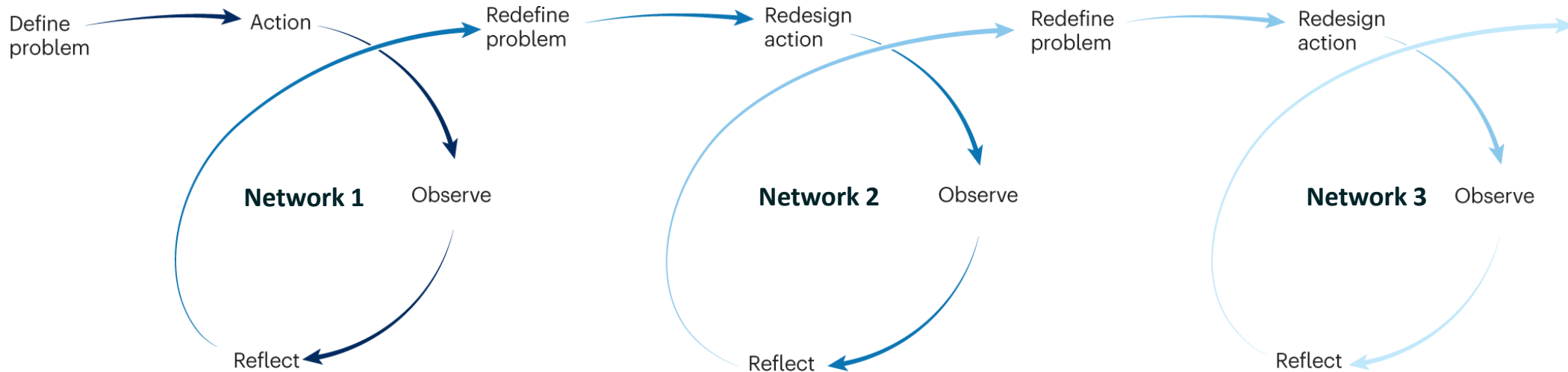
- Department:** Network care and prevention
- No clear norms
  - Not 1 actor responsible
- The aim:** To stimulate the conditions for good person-centred services
- Role:** From assessor, to facilitator
- Context:** 66 regional dementia care networks since 2017



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# Regulating three dementia care networks

- Three networks, three approaches



→ Interview pwd, visit alzheimer support groups, talk with local initiatives

→ Group reflections with all parties involved in the network

→ Shared report on findings

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# First results

## Opportunities

- Reasoning from experienced problems mobilizes, reasoning from policies paralyzes
- Collective accountability to client's narratives
- Reflexive on own regulatory method in line with goal
- Listening first creates room for local problems

## Challenges

- Needed flexibility in current structures
- Different role for inspectors
- Getting a sense of the experienced reality in a region
- Use of phenomenological information

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# Questions about the projects?

More info?



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