



GGZ NEDERLAND

**Dutch Association of Mental Health
and Addiction Care**

Advocacy in mental health

The (ab)use of data and indicators for
(inter)national advocacy and lobby

Mental Health Europe

Capacity Building Seminar

Brussels, December 11, 2015



What are we going to do in the next 1,5 hours

- **Advocacy, lobby, framing**
- **Example 1: Getting rid of one single graph**
- **Indicators**
- **Example 2: Impact of mental ill health**
- **Available data sources and benchmarks**



Advocacy, lobbying and framing

- **Advocacy**

- Influencing (a group of) policies
- In political, economic and social systems/institutions

- **Lobbying**

- Influencing a specific decision or outcome
- By legislators or agencies.

- **Framing**

- Influencing individuals, groups and societies how they perceive and communicate about reality.
- Using existing clusters of meaning to place a message, issue or fact in a certain perspective



Frame: Mental resilience determines the future of our European society

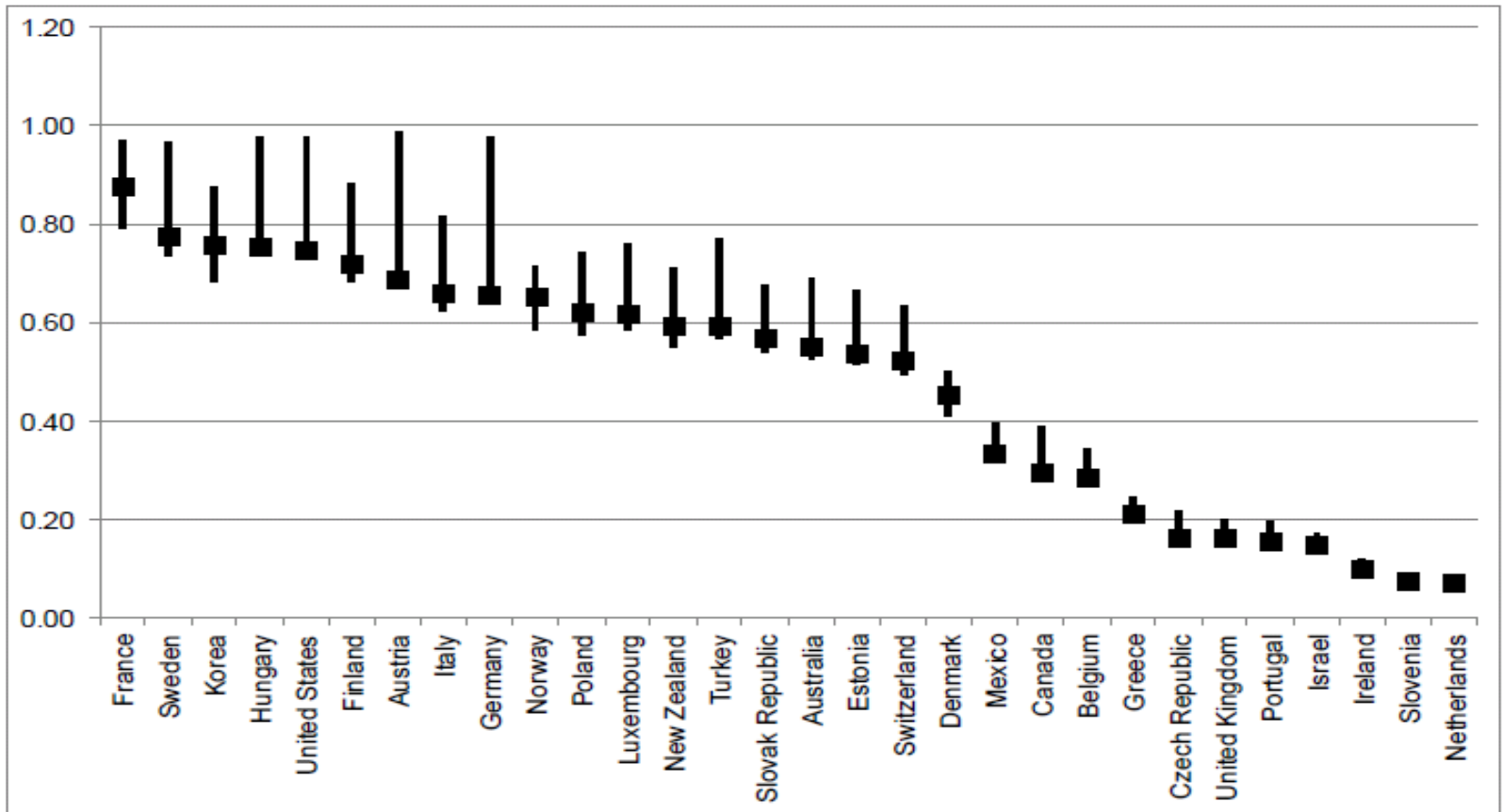
- well-educated children, productive adults and active senior citizens increase the cohesion, stability and security;
- mentally well-functioning people are in better physical health, are more productive, earn higher incomes on average and hence have a higher socioeconomic status;
- higher productivity, lower absenteeism and less work accidents lead to lower costs for healthcare and social security systems, thus increasing GDP growth in Europe.

Source:



Could efficiency really be determined only by counting the number of beds and psychiatrists?

“In contrast Netherlands, Ireland and Czech Republic tend to emerge relatively consistently as the poorer performers”.

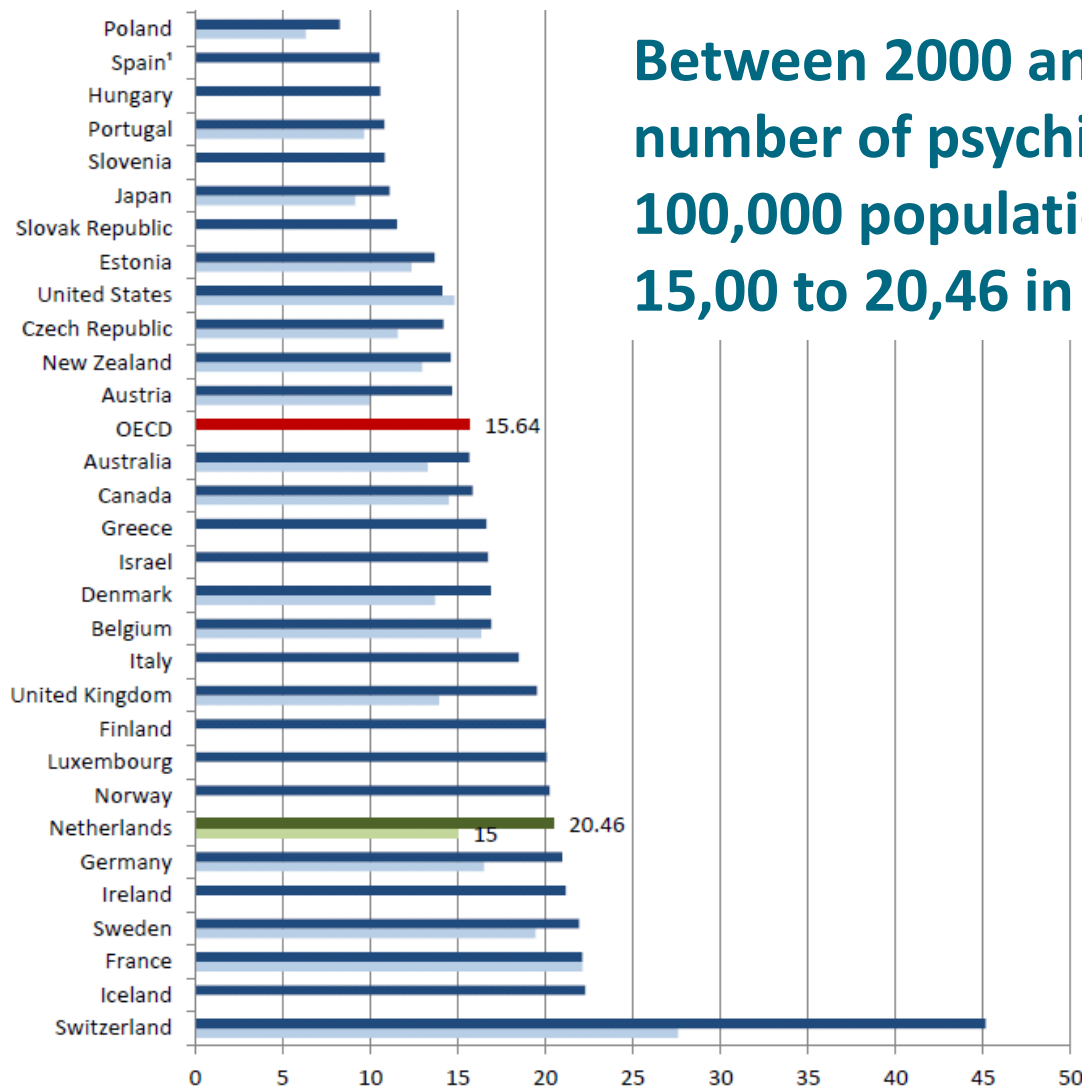


Source: OECD: (2012) draft paper



Compared to OECD average, Dutch mental health care does indeed have a huge professional staff

Between 2000 and 2011, the number of psychiatrists per 100,000 population increased from 15,00 to 20,46 in the Netherlands

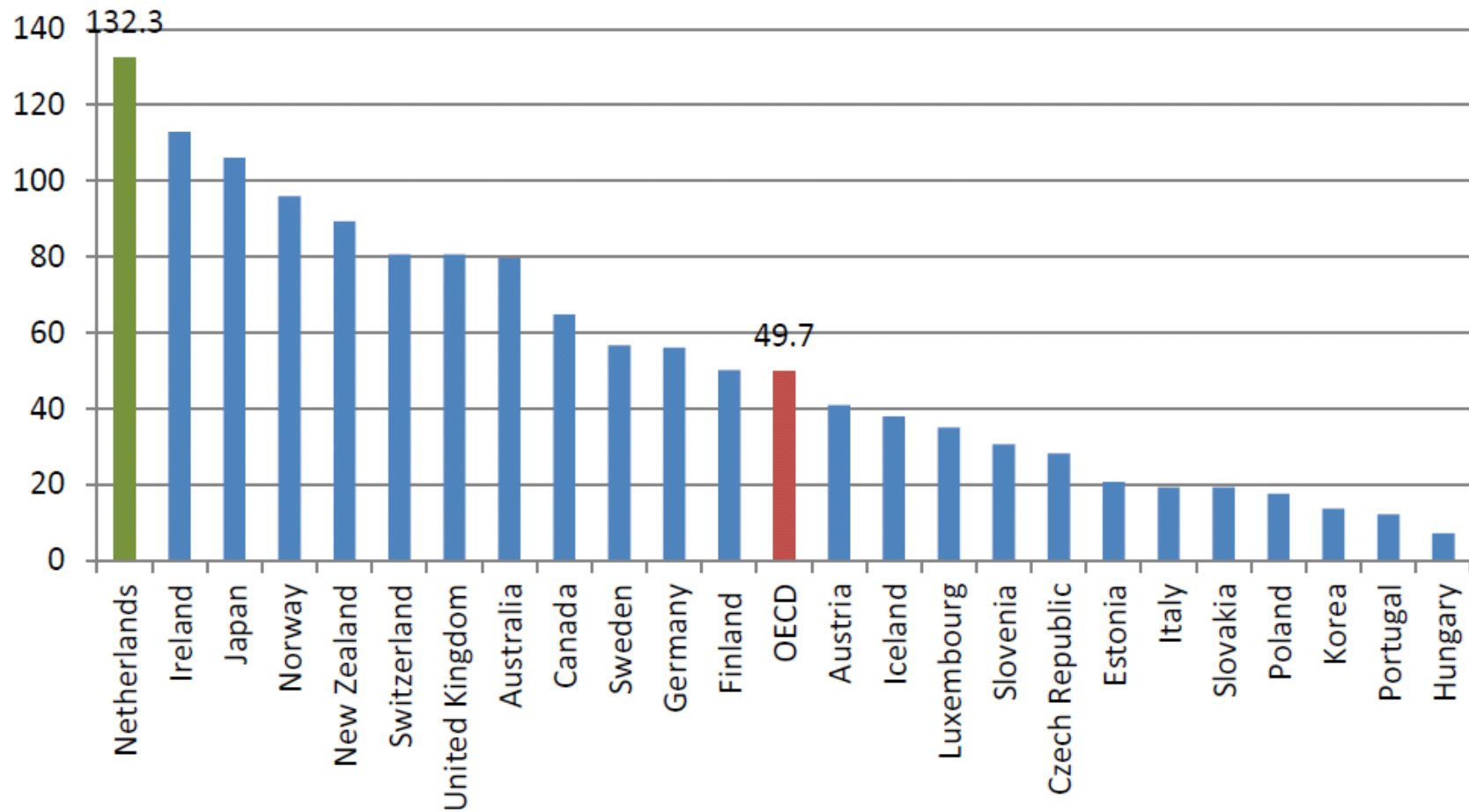


Source: OECD health database. [Online] Available <http://dotstat.oecd.org/Index.aspx>. Accessed 05 October 2013.



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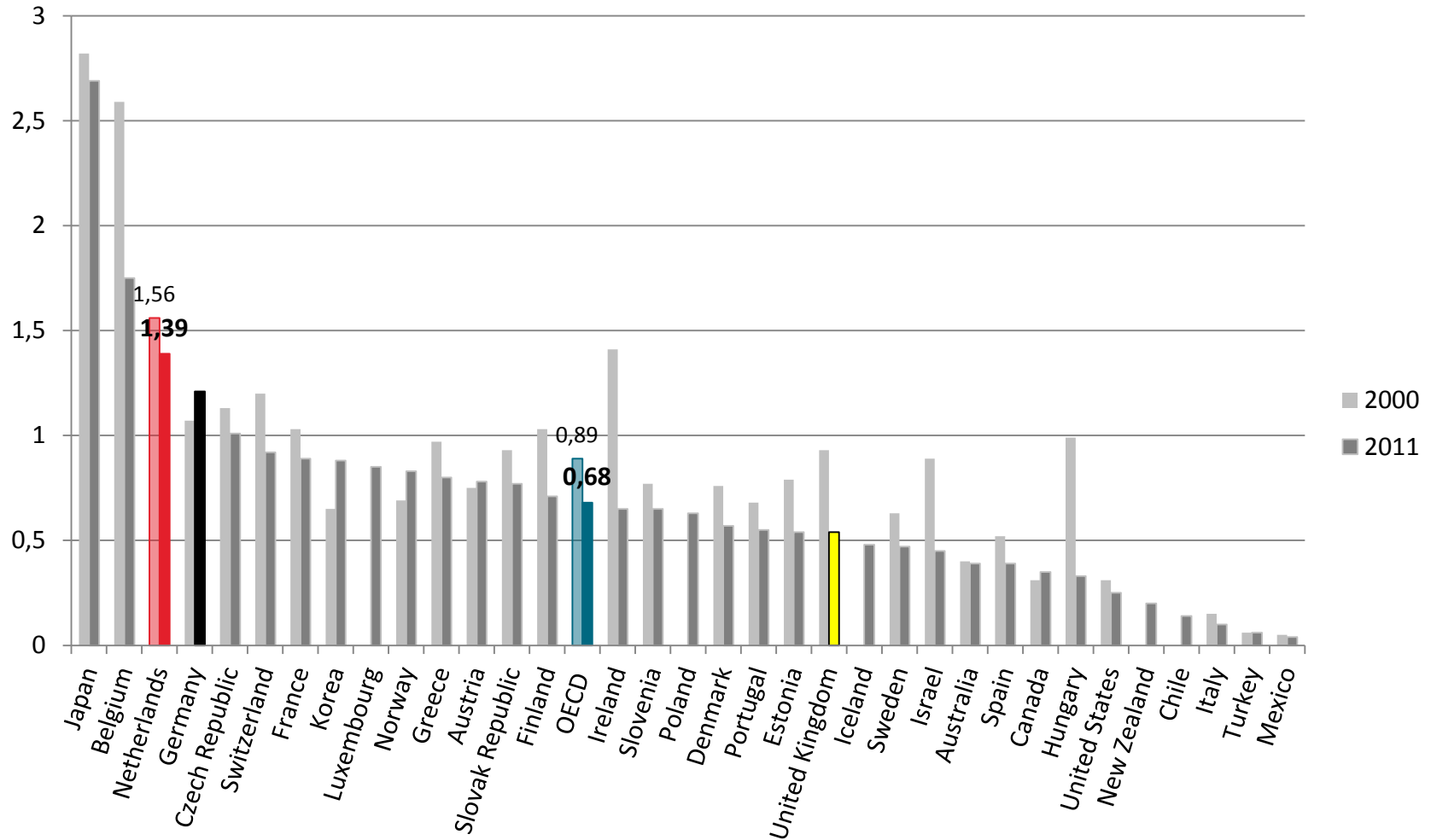
Mental health nurses per 100 000 population, 2011 (or nearest year)



Source: OECD (2013), Health at a Glance 2013: OECD Indicators, OECD Publishing.



And also still a high number of psychiatric beds...



Source: OECD health database. [Online] Available <http://dotstat.oecd.org/Index.aspx>. Accessed 05 October 2013.



... with a strong focus on assisted independent living and sheltered housing.

The popularity of other residential facilities (e.g. sheltered houses, group homes) is demonstrated by the sharp increase in the places used: from 4 000 places in 1993 to approximately 13 000 in 2009

Types of residential services for people with mental health problems in 2009

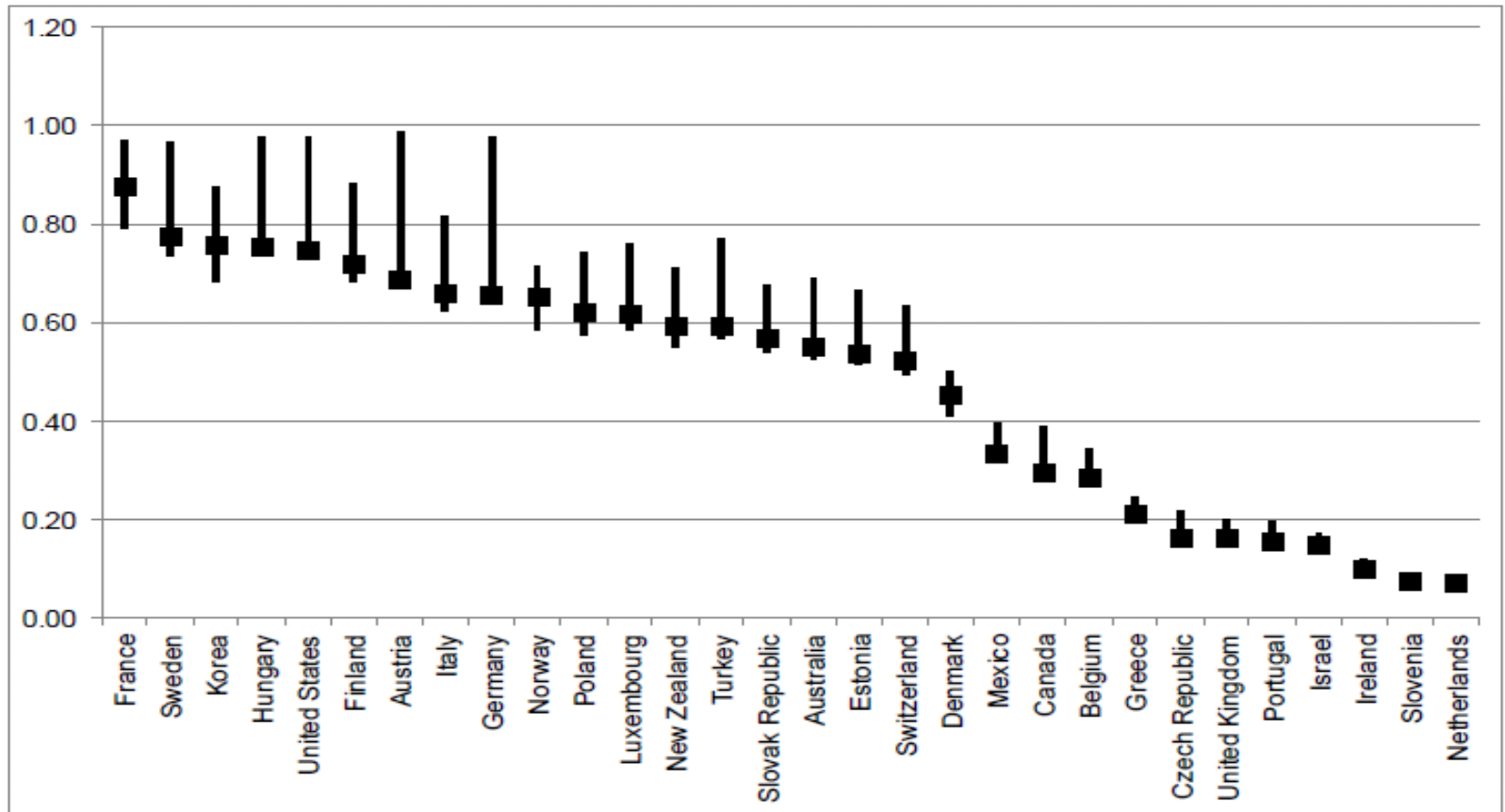
Type of service	Total number of beds	Rate per 100 000
Clinical beds (cure) out of which:	21 596	131.0
- Adults and elderly	17 786	107.9
- Children and youth	1 772	10.7
- Addiction care	2 038	12.4
Sheltered housing, mainly group homes (care)	12 978	78.7

Source: Van Hoof F. et al. (2012), Bedden tellen – afbouw van de intramurale ggz [Counting the number of beds, phasing out institutional mental health care], MGv, jaargang 67 (2012) 6, 298-310. [In Dutch].



March 2012: are the number of beds / psychiatrist per 100 000 population a measure for efficiency ?

“In contrast Netherlands, Ireland and Czech Republic tend to emerge relatively consistently as the poorer performers”.

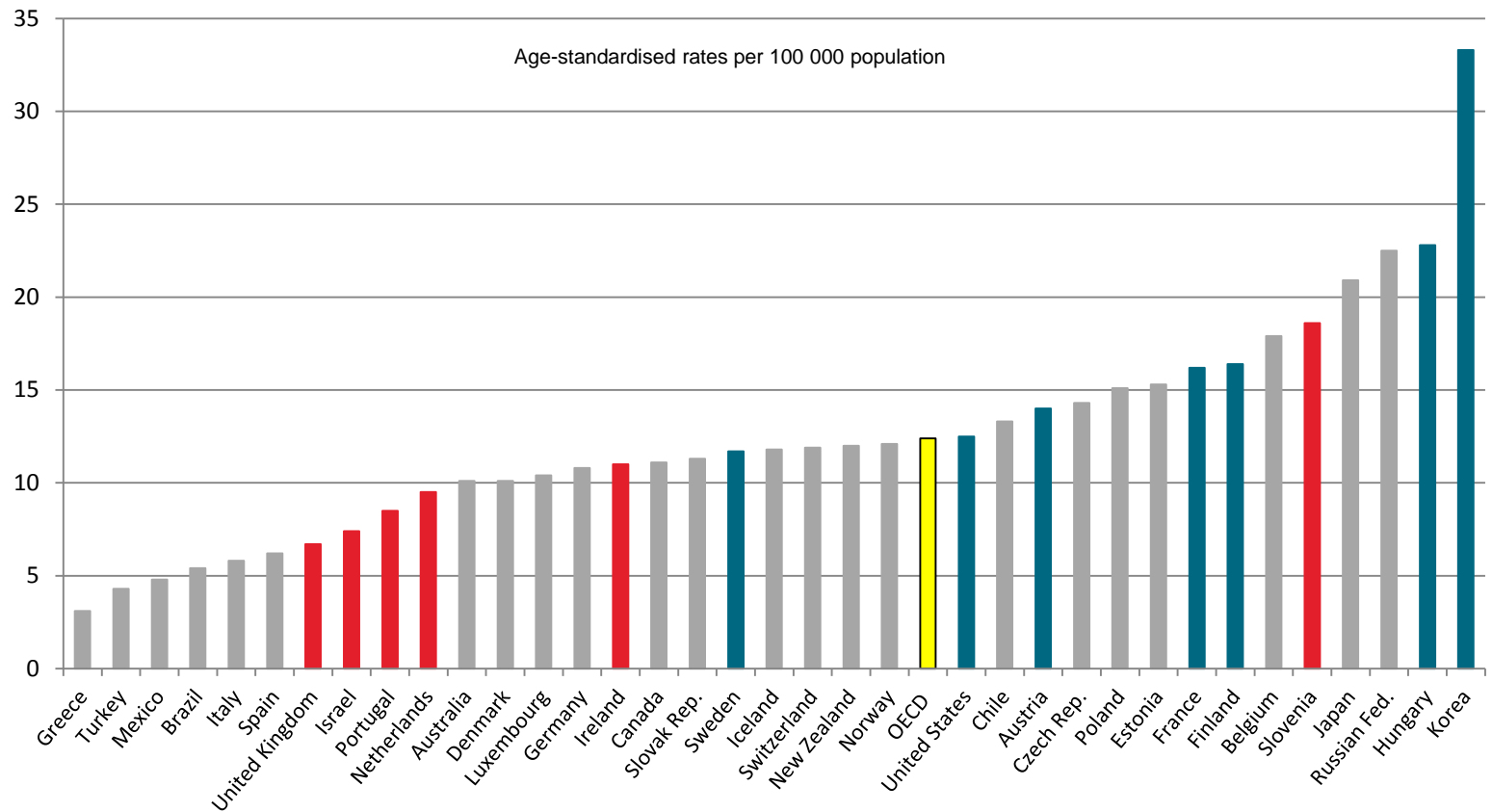


Source: OECD: (2012) draft paper



On the basis of other OECD research, the question was: “Are outcomes not relevant at all ?”

Suicide deaths per 100 000 population (standardised rates) in OECD countries, 2011 (or latest available).



Source: OECD (2013), Health at a Glance 2013: OECD Indicators, OECD Publishing.



Such as a very low percentage of unmet need?

Self-reported utilisation of medication and any form of health care because of psychiatric problems, alcohol or drug related problems by the Dutch population between 18 – 64 years old.

	Medication (%)	Any form of mental health care (%)	Unmet need (%)
Mood disorder	36.8	58.7	8.7
Anxiety disorder	20.5	34.8	5.9
Substance abuse	15.3	29.0	5.3
ADHD	24.9	35.2	5.1
Any Axis-1 disorder	19.6	33.8	5.6
No axis-1 disorder	2.7	6.5	1.0
Total population	5.7	11.4	1.8

Source: de Graaf, R., M. ten Have and S. van Dorsselaer (2010), De psychische gezondheid van de Nederlandse bevolking. Nemesis-2: Opzet en eerste resultaten. [The mental health of the Dutch population. Nemesis-2: design and preliminary results]. Utrecht: Trimbos Instituut.



The paradox when it comes to international indicators and benchmarks

- Indicators are not reality, nor truth
- It is a simplification, a model
- International indicators are NOT reliable
- International benchmarks are NOT reliable

- We need indicators to measure
- We need international benchmarks to learn
- We need to know what the data represent



Already in 1863, Florence Nightingale introduced outcome measurements for hospitals



“It is proposed that one and the same form should be used for each statistical element. Seven elements are required to enable us to tabulate the results of hospital experience:

1. Remaining in hospital on the first day of the year.
2. Admitted during the year.
3. **Recovered or relieved** during the year.
4. **Discharged** incurable, **unrelieved**, for irregularities, or at their own request.
5. **Died during the year.**
6. Remaining in hospital on the last day of the year.
7. Mean duration of cases in days and fractions of a day.”

Source: Nightingale F (1863). *Notes on hospitals*, 3rd Edition. London: Longmans (page 161).



European Alliance for Mental Health in All Policies



Mental ill health is very common ...

In the Netherlands

population 16.8 million

- Mental ill health in lifetime: 43,5% of population
- People with mental ill health in lifetime: 7.3 million
- People with mental ill health in a year: 1.9 million
- People using specialist mental health care: 0.8 million

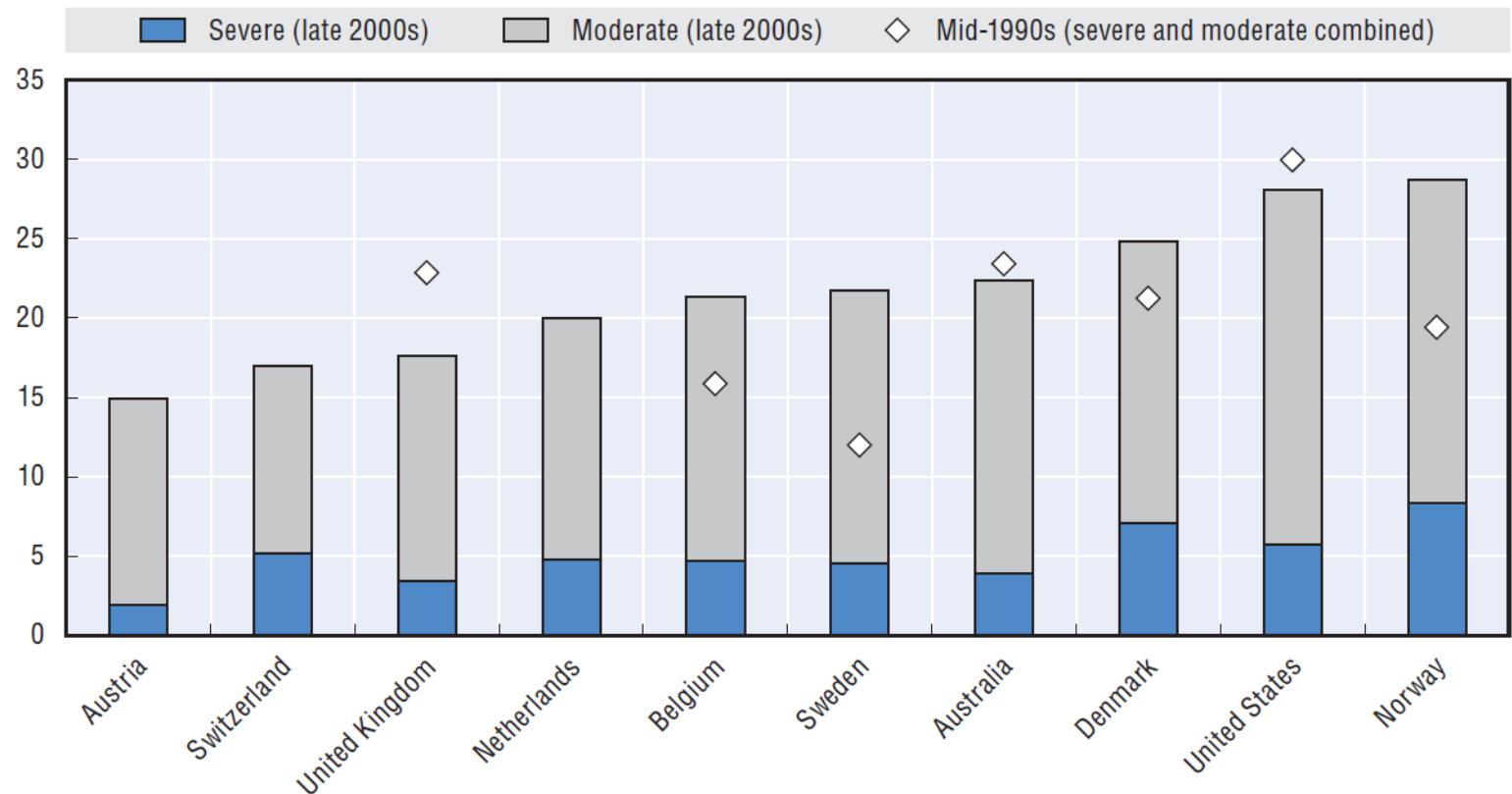
In WHO Europe:

- affect more than a third of the population every year
- 1-2% of population with diagnosis psychotic disorders
- 5.6% of men and 1.3% of women have substance abuse disorders



... starting in youth where 15 – 25 % of adolescents have had experience with mental ill health...

People aged 15-24 with a mental disorder as a percentage of the total youth population, late 2000s and mid-1990s

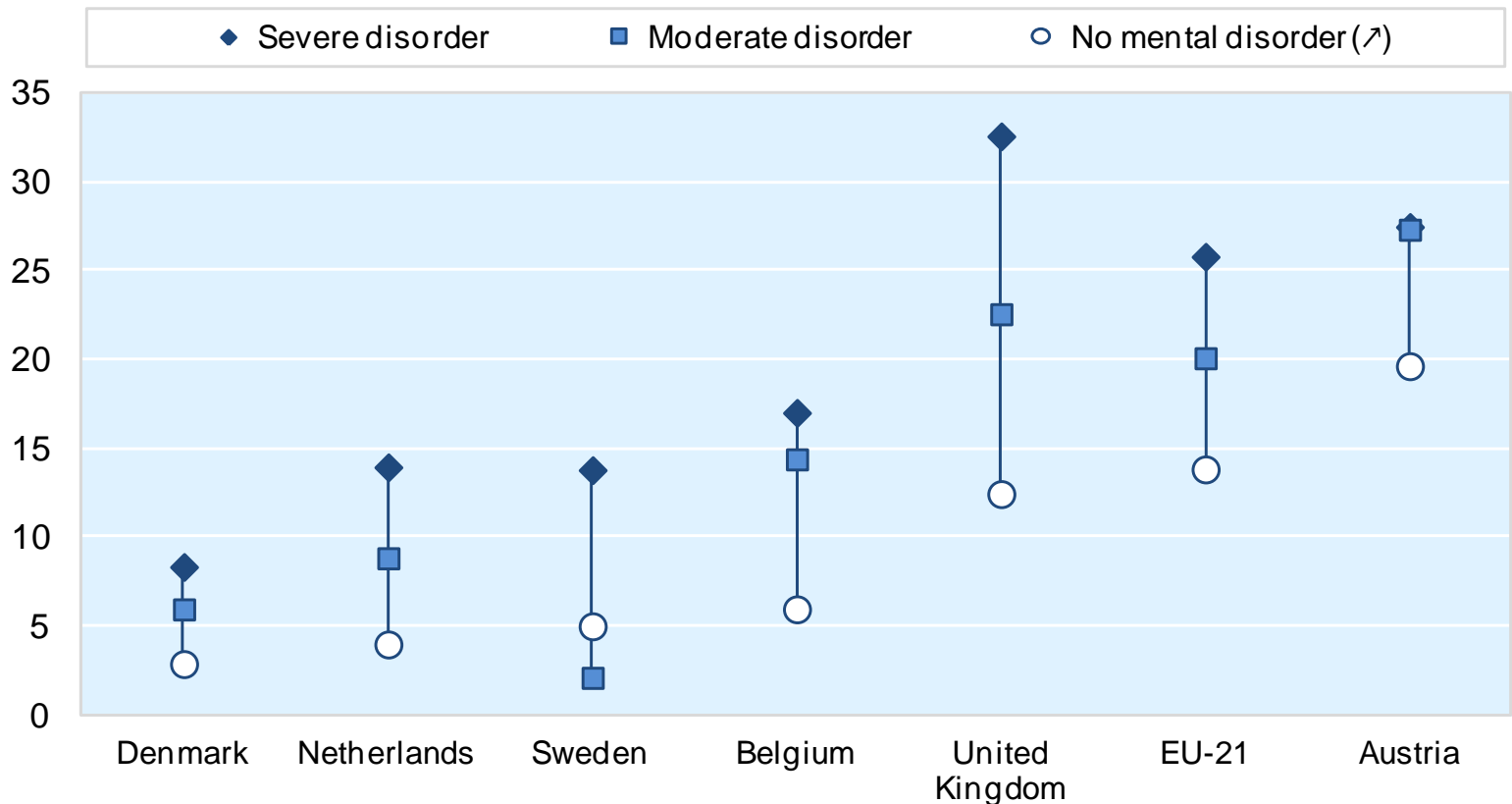


Source: OECD (2012), Sick on the job? Myths and realities about mental health and work, page 178.



... affecting their education.

Share of people who stopped full-time education before age 15, by severity of mental disorder, 2010

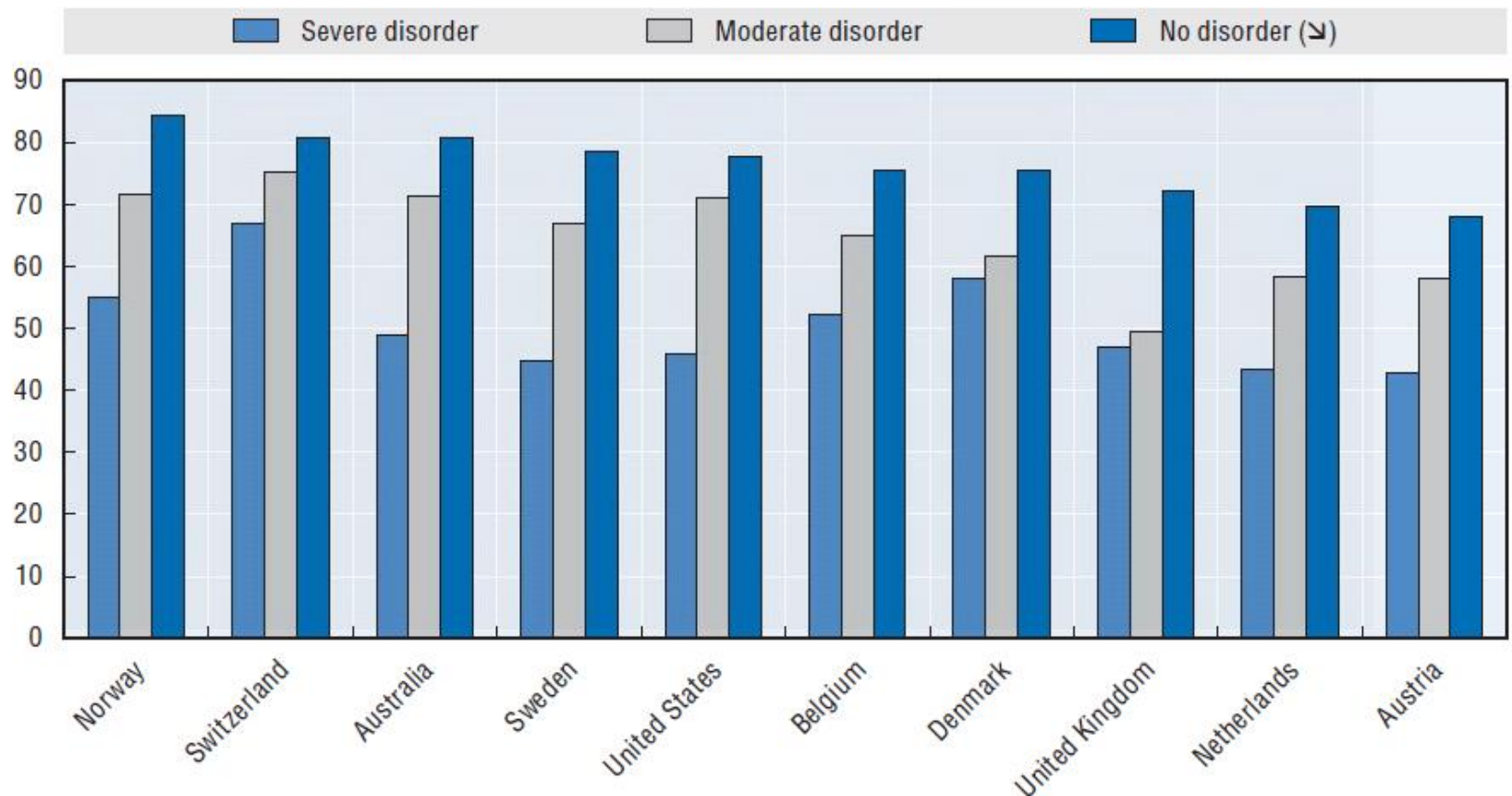


Source: OECD (2012), Sick on the job? Myths and realities about mental health and work, page 138.



... their employability ...

Employed people as proportion of the working-age population in 10 OECD countries, by severity of mental disorders, latest available year

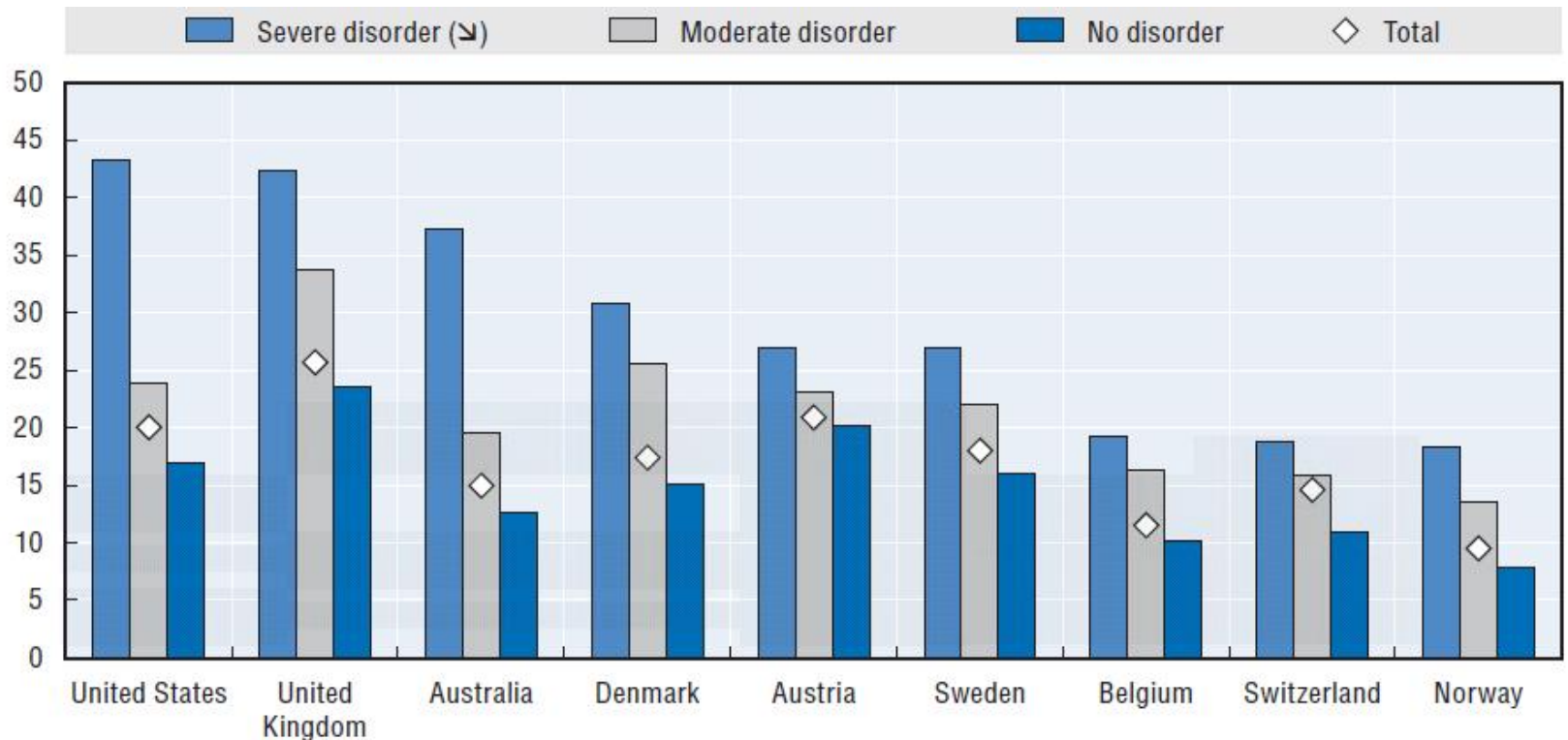


Source: OECD (2012), Sick on the job? Myths and realities about mental health and work, page 30.



... and their income.

Poverty risks for people with a severe, moderate or no mental disorder in 9 OECD countries, latest year available



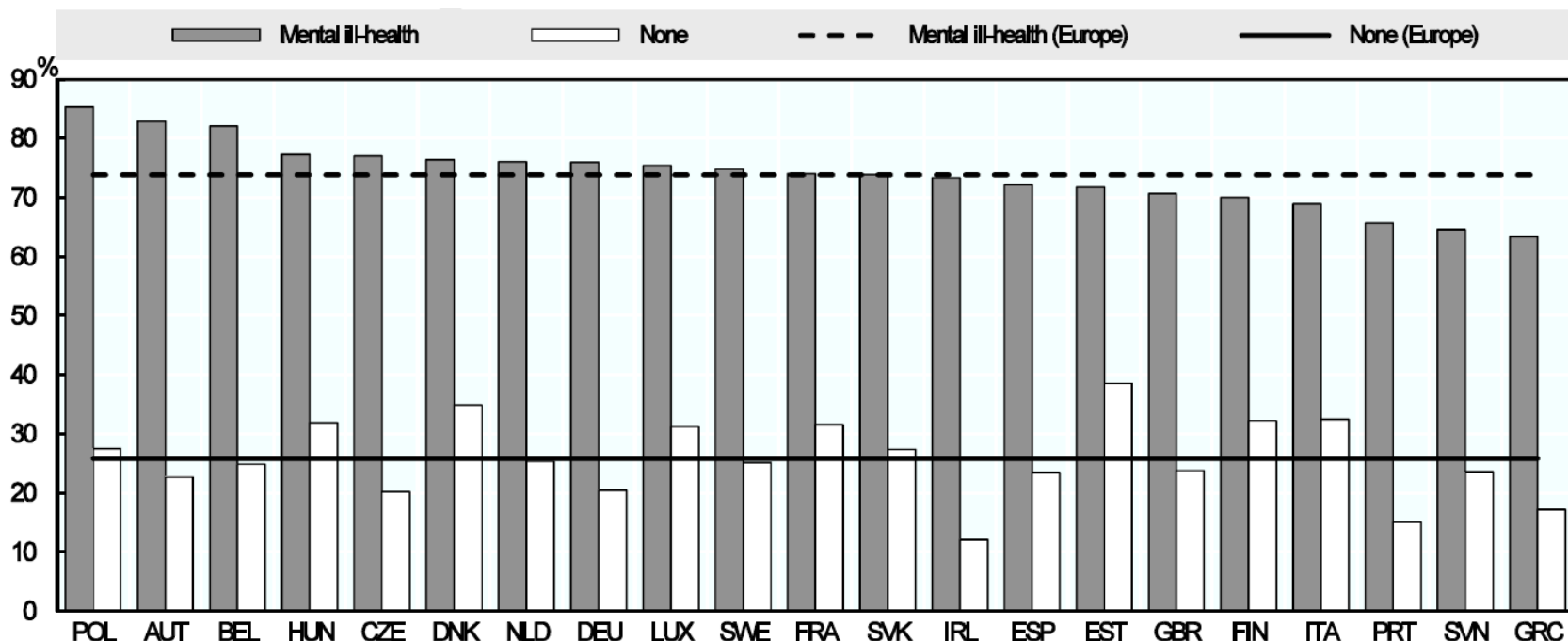
- Per person net income adjusted for household size. For Australia and Denmark, data refer to gross income.
- The low-income threshold determining poverty risk is 60% of median income.

Source: OECD (2012), Sick on the job? Myths and realities about mental health and work, page 31.



Mental ill health leads to productivity loss ...

Workers who have not taken sick leave, but show reduced productivity due to an emotional problem (in the previous four weeks) by mental health status and country.



Source: OECD (2015) Fit Mind, Fit Job



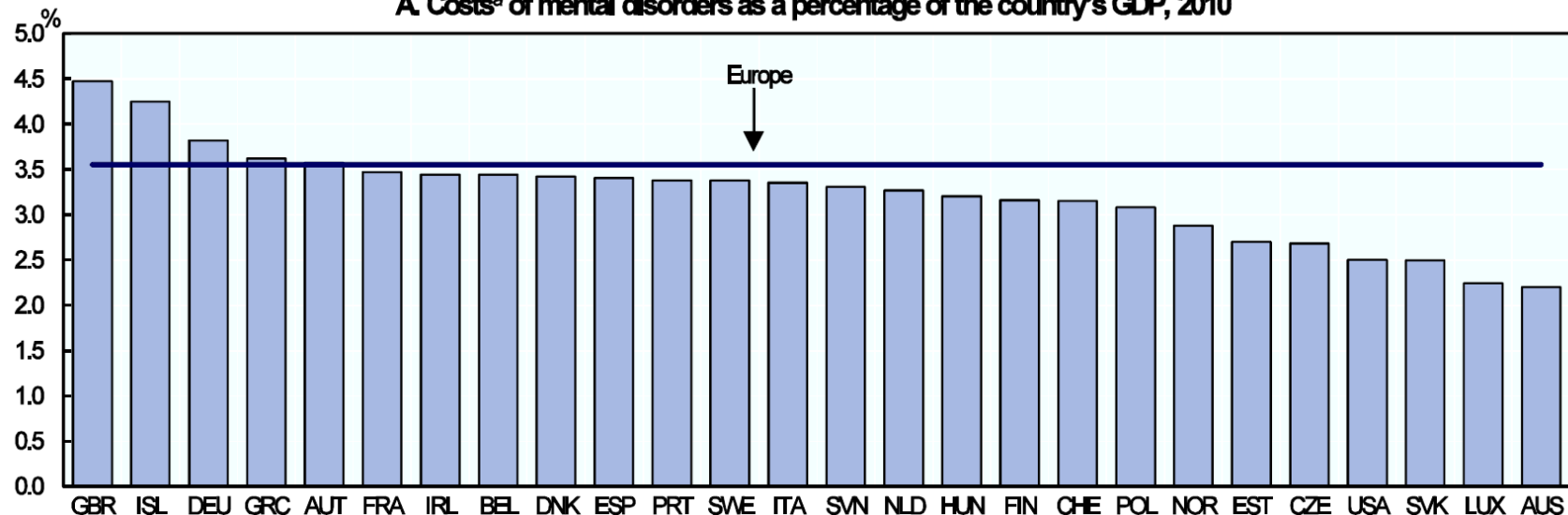
... this makes the impact of mental ill health on Europe's economy huge.

Annual direct costs (work-related)

€ 610 billion

- employers (absenteeism and presenteeism) € 270 billion
- economy (lost output) € 240 billion
- healthcare systems (treatment) € 60 billion
- social welfare (disability benefit payments) € 40 billion

A. Costs^a of mental disorders as a percentage of the country's GDP, 2010



Sources: Matrix (2013), Economic analysis of workplace mental health promotion and mental disorder prevention programmes and of their potential contribution to EU health, social and economic policy objectives; OECD (2015) Fit Mind, Fit Job.



Core messages in every presentation of the Alliance

- **Mental ill health is common (part of human condition)**
- **Mental ill health does have a huge social and economic impact**
- **This impact will only increase in the next few years**
- **Mental health in all policies is not a luxury, it is a necessity**



The data of WHO is limited in scope, not always accurate en often too old

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Global Health Observatory (GHO) data

[Global Health Observatory data](#)

- [Data repository](#)
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- [Country statistics](#)
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Mental health

Age-standardized suicide rates: There were an estimated 804 000 suicide deaths worldwide in 2012. This indicates an annual global age-standardized suicide rate of 11.4 per 100 000 population (15.0 for males and 8.0 for females). The major differences between high-income countries and low- and middle-income countries (LMICs) are that young adults and elderly women in LMICs have much higher suicide rates than their counterparts in high-income countries, while middle-aged men in high-income countries have much higher suicide rates than middle-aged men in LMICs.

[View interactive graph](#) [Read more](#)

Suicide

>800 000

persons approximately die from suicide globally each year (one death every 40 seconds)

[Suicide prevention](#)

Financing

2.8%

was the median amount of the health budget allocated to mental health in 2011

[Mental Health Atlas 2011](#)

Human resources

60 countries

had less than 1 psychiatrist per 100 000 population in 2014

[Rate of psychiatrists and nurses](#)

MENTAL HEALTH ACTION PLAN 2013-2020

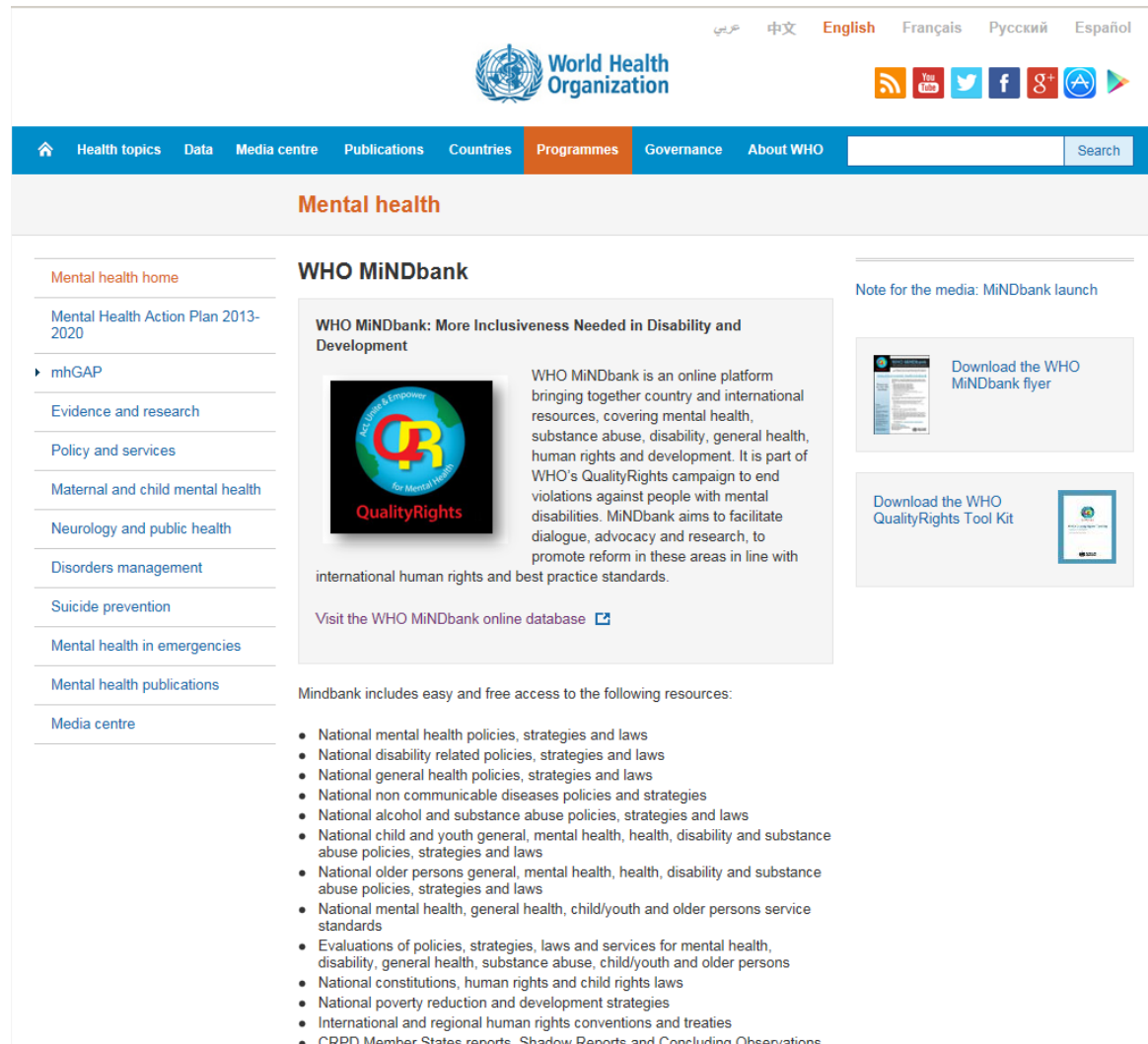
Policy and financing
Existence of mental health policy and plan

Human resources
Psychiatrists and nurses (per 100 000 population)

Contact us
Please send us your comment or question by e-mail.



WHO Mindbank is a recent expansion ...



The screenshot shows the WHO Mindbank website interface. At the top, there is a navigation bar with the WHO logo and the text "World Health Organization". To the right of the logo are language options: عربي, 中文, English, Français, Русский, and Español. Below the language options are social media icons for RSS, YouTube, Twitter, Facebook, Google+, and LinkedIn. The main navigation menu includes: Home, Health topics, Data, Media centre, Publications, Countries, Programmes (highlighted), Governance, and About WHO. A search bar is located to the right of the menu.

The "Mental health" section is highlighted in orange. On the left, there is a sidebar menu with the following items: Mental health home, Mental Health Action Plan 2013-2020, mhGAP, Evidence and research, Policy and services, Maternal and child mental health, Neurology and public health, Disorders management, Suicide prevention, Mental health in emergencies, Mental health publications, and Media centre.

The main content area features the "WHO MiNDbank" section. It includes a sub-header "WHO MiNDbank: More Inclusiveness Needed in Disability and Development" and a circular logo with the text "Acculture & Empower QualityRights for Mental Health". The text describes WHO MiNDbank as an online platform bringing together country and international resources, covering mental health, substance abuse, disability, general health, human rights and development. It is part of WHO's QualityRights campaign to end violations against people with mental disabilities. MiNDbank aims to facilitate dialogue, advocacy and research, to promote reform in these areas in line with international human rights and best practice standards. A link is provided to "Visit the WHO MiNDbank online database".

To the right of the main content, there is a "Note for the media: MiNDbank launch" section with two download links: "Download the WHO MiNDbank flyer" and "Download the WHO QualityRights Tool Kit".

Below the main content, there is a section titled "Mindbank includes easy and free access to the following resources:" followed by a list of 17 items:

- National mental health policies, strategies and laws
- National disability related policies, strategies and laws
- National general health policies, strategies and laws
- National non communicable diseases policies and strategies
- National alcohol and substance abuse policies, strategies and laws
- National child and youth general, mental health, health, disability and substance abuse policies, strategies and laws
- National older persons general, mental health, health, disability and substance abuse policies, strategies and laws
- National mental health, general health, child/youth and older persons service standards
- Evaluations of policies, strategies, laws and services for mental health, disability, general health, substance abuse, child/youth and older persons
- National constitutions, human rights and child rights laws
- National poverty reduction and development strategies
- International and regional human rights conventions and treaties
- CRPD Member States reports, Shadow Reports and Concluding Observations

<http://www.mindbank.info/collection/region/europe>



With information on legislation, policies and so on

European Region: Country Resources

Countries in WHO MINDbank are categorised according to the six **WHO regions**. Alternatively, you may also browse by **country**, the **resource type or topic** or conduct a more detailed **search** for resources.

Albania	Greece	Principality of Liechtenstein
Andorra	Hungary	Republic of Moldova
Austria	Iceland	Romania
Azerbaijan	Ireland	Russian Federation
Belarus	Israel	San Marino
Belgium	Italy	Serbia
Bosnia and Herzegovina	Kyrgyzstan	Slovakia
Bulgaria	Latvia	Slovenia
Croatia	Lithuania	Spain
Cyprus	Luxembourg	Sweden
Czech Republic	Malta	Switzerland
Denmark	Monaco	The former Yugoslav Republic of Macedonia
Estonia	Montenegro	Turkey
Finland	Netherlands	Ukraine
France	Norway	United Kingdom
Georgia	Poland	Uzbekistan
Germany	Portugal	

[Show all resources from countries in the European Region](#)



... but is also severely limited.

Home About **Country Resources** WHO Resources Human Rights Resources UN & WHO Resolutions Contribute Links Accessibility Search ▾

Country Resources: Netherlands

» [Show all 44 resources from Netherlands](#)

» **Browse by Resource Type:**

Mental Health Policies (2)	General Health Policies (1)
Mental Health Strategies and Plans (2)	General Health Strategies and Plans (2)
Mental Health Legislation, Regulations and Implementation Guides (5)	General Health Legislation (6)
Substance Abuse Policies (2)	Constitutions (4)
Substance Abuse Strategies and Plans (1)	Human Rights Legislation (1)
Substance Abuse Legislation (2)	Capacity related legislation (1)
Disability Strategies and Plans (1)	Development and Poverty Strategies (2)
Disability Legislation (1)	

» **Browse by Resource Topic:**

Child and Youth General Policies, Laws, Strategies & Plans, Service Standards (2)	Older Persons General Health Policies, Laws, Strategies & Plans, Service Standards (1)
Child and Youth Mental Health Policies, Laws, Strategies & Plans, Service Standards (2)	Neurological disorders including dementia (2)
Child and Youth Disability policies/plans/legislations and service standards (2)	Suicide Prevention (1)
Older Persons General Policies, Laws, Strategies & Plans and service standards (1)	

» **Browse by Administrative Region:**

National resources (25)	Sint Maarten (5)
Aruba (4)	
Curaçao (10)	



The HSPM is a cooperation between WHO and EU.

European Observatory on Health Systems and Policies

THE HEALTH SYSTEMS AND POLICY MONITOR

is an innovative platform that provides a detailed description of health systems and provides up to date information on reforms and changes that are particularly policy relevant.

THE HSPM PLATFORM FEATURES THE FOLLOWING SERVICES

COUNTRIES

By selecting a country you will access a dedicated page that provides systematic descriptions of its health system and features up-to-date information on ongoing health reforms and policies.

Please select a country from the list

COMPARE COUNTRIES

This engine allows you to select different countries and compare their health systems. The system will automatically extract and collate the content from the published HIT for the selected countries and the selected topic.

[Compare countries](#)

HEALTH POLICY ARTICLES

The Observatory grants open access to Elsevier Health Policy Journal's articles published by its HSPM members.

[Read](#)

ABOUT THE OBSERVATORY

The European Observatory on Health Systems and Policies supports and promotes evidence-based health policy-making through comprehensive and rigorous analysis of the dynamics of health care systems in Europe.
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<http://www.hspm.org/mainpage.aspx>




And a good instrument to compare countries on specific topics, such as mental health

2. SELECT TOPIC

Introduction	<input type="checkbox"/>	Public health
Organization and governance	<input type="checkbox"/>	Patient pathways
Financing	<input type="checkbox"/>	Primary / ambulatory care
Physical and human resources	<input type="checkbox"/>	Specialized ambulatory care / inpatient care
<u>Provision of services</u>	<input type="checkbox"/>	Emergency care
Principal health reforms	<input type="checkbox"/>	Pharmaceutical care
Assessment of the health system	<input type="checkbox"/>	Rehabilitation / intermediate care
Conclusions	<input type="checkbox"/>	Long term care
	<input type="checkbox"/>	Services for informal carers
	<input type="checkbox"/>	Palliative care
	<input type="checkbox"/>	Mental health care
	<input type="checkbox"/>	Dental care
	<input type="checkbox"/>	Complementary and alternative medicine
	<input type="checkbox"/>	Health services for specific populations

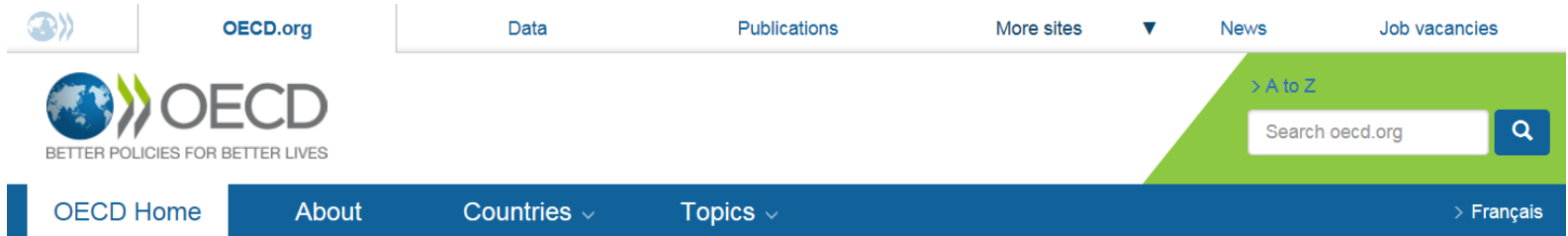
Please note that sections "Intersectorality" and "Transp

3. GENERATE PDF (PLEASE ALLOW 35 SECONDS FOR THE

 [Download PDF](#)



The OECD does have a health department with one person responsible for mental health



[OECD Home](#) > [Directorate for Employment, Labour and Social Affairs](#) > [Health policies and data](#) > Mental Health Systems in OECD Countries

- > Employment policies and data
- > Health policies and data
- > Social policies and data
- > Families and children
- > Pension systems
- > International migration policies and data

Mental Health Systems in OECD Countries

Mental disorders account for one of the largest and fastest growing categories of the burden of disease with which health systems must cope, often accounting for a greater burden than cardiovascular disease and cancer. As reliance upon inpatient care reduces – psychiatric inpatient beds are falling across most OECD countries – countries are often struggling to provide appropriate care in the community. Many mild to moderate mental disorders are under diagnosed and untreated, meaning that a significant proportion of the population suffering from mental ill health remains hidden. The indirect costs of mental ill health, for example in lost productivity, are significant.

Mental disorders also account for a significant share of health spending, particularly public health spending. OECD estimates of expenditure on mental and behavioural disorders show a wide variation between countries. There is also significant variation in inputs, clinical outcomes and health care quality indicators.


Given the large burden of disease and the variations in financing, delivery and outcomes, there is considerable interest in how to strengthen mental health systems, and measure performance in an objective and standardised way. There is also vast potential for cross-country learning and sharing of best practices between OECD members. Much still remains to be done to assure high-quality evidence-based treatment, appropriate outcome measurement, and good value-for-money in mental health systems across OECD countries.

THE GLOBAL CRISIS OF DEPRESSION

The Global Crisis of Depression - The Low of the 21st Century?
Tuesday, November 25th 2014 - Kings Place, London

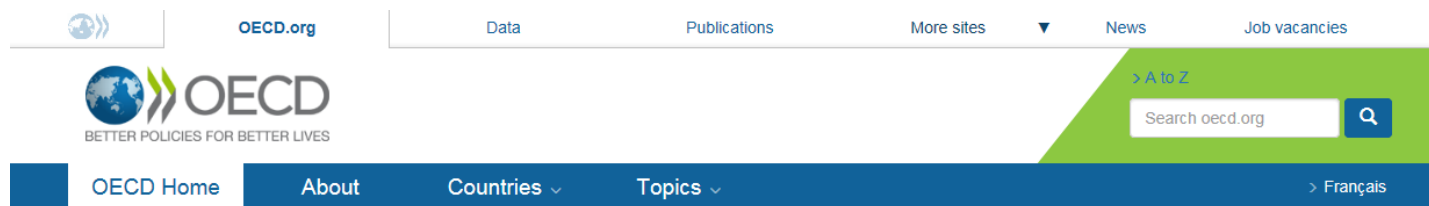
- Francesca Colombo, Head of the OECD Health Division, will participate in the panel discussion "Facing down depression; engendering a global response to a global public health crisis".
- The full [programme](#) is available online.

For more information, visit <http://www.economistsinsights.com/healthcare/event/global-crisis-depression>.

 Follow us on Twitter via [@OECD_Social](#), #depressionsummit



A second department of the OECD is working on Mental Health and Work



[OECD Home](#) > [Directorate for Employment, Labour and Social Affairs](#) > [Employment policies and data](#) > Mental Health and Work

Employment policies and data

- > Health policies and data
- > Social policies and data
- > Families and children
- > Pension systems
- > International migration policies and data

Mental Health and Work

Tackling mental ill-health of the working-age population is becoming a key issue for labour market and social policies in OECD countries. OECD governments increasingly recognise that policy has a major role to play in keeping people with mental ill-health in employment or bringing those outside of the labour market back to it, and in preventing mental illness.

Time to act on mental health

The costs of poor mental health are high: the total cost of mental illness is estimated at around 3.5% of GDP. People with mild to moderate disorders, such as anxiety or depression, are twice as likely to be unemployed. They also run a much higher risk of living in poverty and social marginalisation. The facts are clear: it's time to act.



KEY PUBLICATION ON MENTAL HEALTH AND WORK

> ["Fit Mind, Fit Job - From Evidence to Practice in Mental Health and Work"](#).

This report provides a synthesis of the findings of the OECD's four-year review. It concludes that a transformation is required in policy thinking about mental health and work and sets out the key elements for an integrated policy approach to promoting better mental health and employment outcomes.

COUNTRY REPORTS ON MENTAL HEALTH AND WORK

This series of reports is looking at how the broader education, health, social and labour market policy challenges identified in [Sick on the Job? Myths and Realities about Mental Health and Work](#) are being tackled in a number of OECD countries.

Nine countries reports are published:

- > [Australia](#) | 7 December 2015
- > [Austria](#) | October 2015
- > [Belgium](#) | January 2013
- > [Denmark](#) | February 2013
- > [Netherlands](#) | December 2014
- > [Norway](#) | March 2013
- > [Sweden](#) | March 2013
- > [Switzerland](#) | January 2014
- > [United Kingdom](#) | February 2014



The EU does have a specific program on health indicators, including some on mental health.

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ECHI - European Core Health Indicators



The European Core Health Indicators (ECHI), formerly known as European Community Health Indicators are the result of a long-term cooperation between the EU Member States and the European Commission. Three ECHI projects (1998-2001, 2001-2004, 2005-2008) funded under the EU Health Programmes established the first lists of ECHI indicators, aiming to create a comparable health information and knowledge system to monitor health at EU level.

Under the [Second Programme of Community Action in the Field of Health 2008-2013](#), the EU funded the [Joint Action \(JA\) on European Community Health Indicators Monitoring \(ECHIM\)](#). The ECHIM JA built on previous achievements and developed more precise definitions of the indicators and continued the implementation of the indicators in the Member States. One of the aims of the ECHIM was to consolidate and expand the ECHI indicator system towards a sustainable health monitoring system in Europe supporting the [EU Health Strategy](#). The work was carried out in close collaboration with Member States, the European Commission, Eurostat, WHO, OECD and other international organisations. The JA came to an end in June 2012 where the main result was a shortlist of [88 health indicators](#) (248 KB) classified by policy areas.

In May 2013, the [Expert Group on Health Information](#) agreed to rename the ECHI as the European Core Health Indicators.

Definitions and data collection are in place for over 50 of 88 ECHI indicators. Indicators under development still need further refinement before being accessible in the ECHI data tool. ECHI indicators are grouped below under five main chapters. To access data and metadata, click on the indicator to go to the ECHI data tool. This tool allows presenting the selected indicator in different layouts: line chart, bar chart, map or table.

Indicators are at the crossroads of policy questions and data sets. They reflect a policy interest as well as a selected set of possibilities in terms of what can be calculated. For these reasons, DG Health and Food Safety also presents other European health indicators that are not part of the ECHI system but are still useful to health stakeholders (see below). These indicators are identified with DG Health and Food Safety logo and are also directly accessible through the ECHI data tool.

Where considered useful or appropriate, stratification by gender and age is applied. Breakdowns by socio-economic or regional level are provided when available.

➤ [Demography and socio-economic situation](#)

e-newsletter

26 November 2015

[s for better and more accessible healthcare](#)

Latest updates

[Indicator on 'Selected communicable diseases' updated with 2013 data for Hepatitis B & C \(ECHI 18\)](#)

Released 07 December 2015

[Indicator on 'Vaccination coverage in children' updated with 2012 data \(ECHI 56\)](#)

Released 07 December 2015

[Commission launches new version of ECHI data tool](#)

Released 12 November 2015

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Highlights



[ECHI data tool](#)



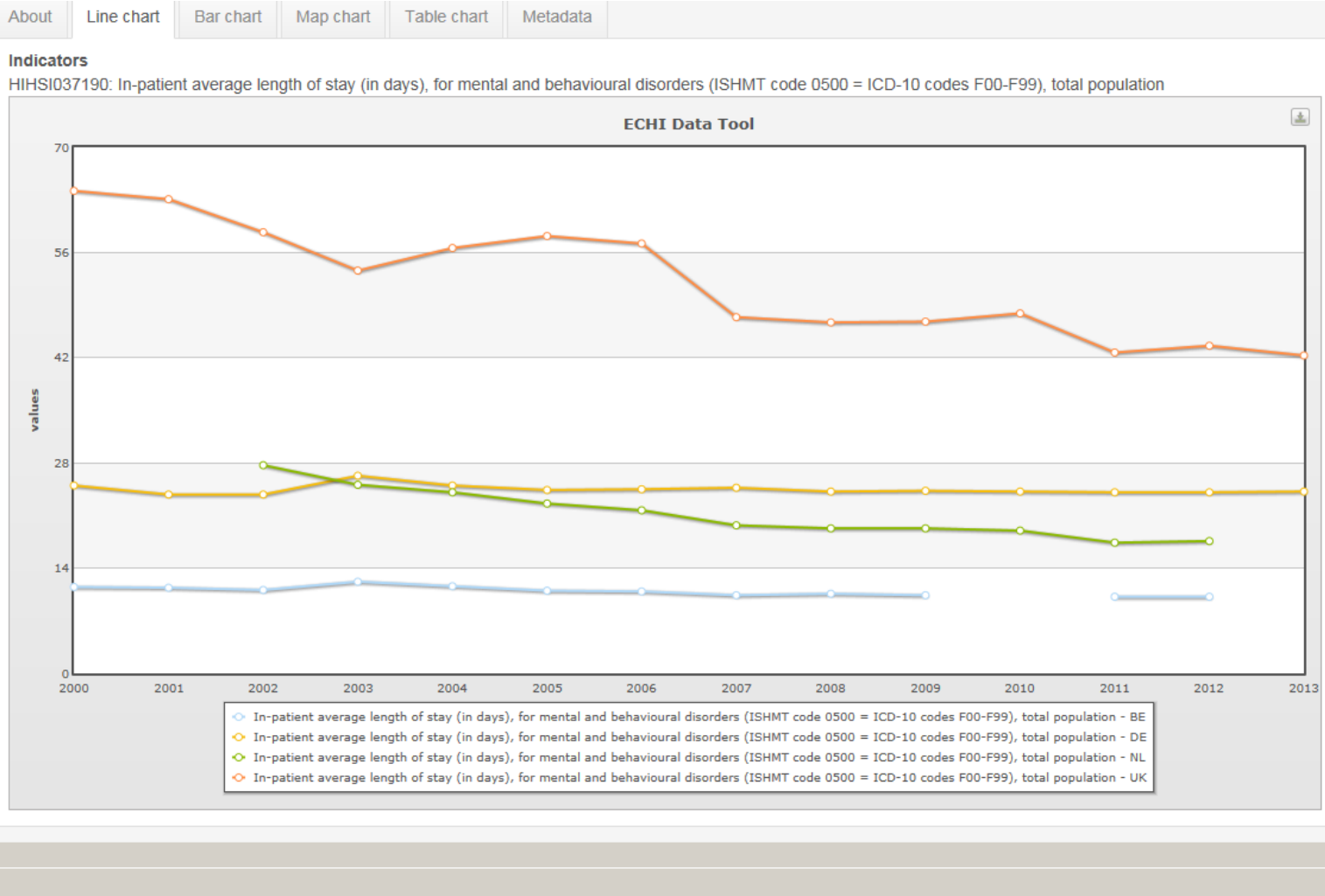
With options to select indicators, years and countries.

The screenshot displays the ECHI Data Tool interface. At the top, there is a navigation bar with the European Commission logo and the text "Public Health ECHI Data Tool". Below this, a breadcrumb trail reads "European Commission > DG Health & Consumers > Public health > ECHI Data Tool". The main content area is titled "ECHI Data Tool" and features a "Choose your indicator(s)" dropdown menu. Below this, there are three columns for selection: "Select Indicators in chapters" (with a "Reset" button), "Select Countries", and "Select Years". The "Select Indicators" column lists various health indicators, such as "In-patient average length of stay (in days), for malignant neoplasm of uterus (ISHMT code 0205 = ICD-10 codes C53-C55), total female population", with a "Reset" button next to each. The "Select Countries" column lists countries including Belgium, Bulgaria, Czech Republic, Denmark, Germany, Estonia, Ireland, Spain, France, Croatia, Italy, Cyprus, and Latvia. The "Select Years" column lists years from 2013 down to 1999, along with an "all" option. A green "Update" button is located below the selection columns. At the bottom, there are tabs for "About", "Line chart", "Bar chart", "Map chart", "Table chart", and "Metadata". The "About" tab is active, displaying a welcome message: "Welcome to the ECHI (European Core Health Indicators) data tool". Below this, it states: "The ECHI data tool is a graphic tool and an interactive application to present relevant and comparable information on health at European level. The tool presents a list of indicators, grouped in five chapters:" followed by a list of categories: "demographic and socio-economic factors", "health status", "determinants of health", and "health interventions: health services".

<http://ec.europa.eu/health/dyna/echi/datatool/index.cfm?indlist=70>



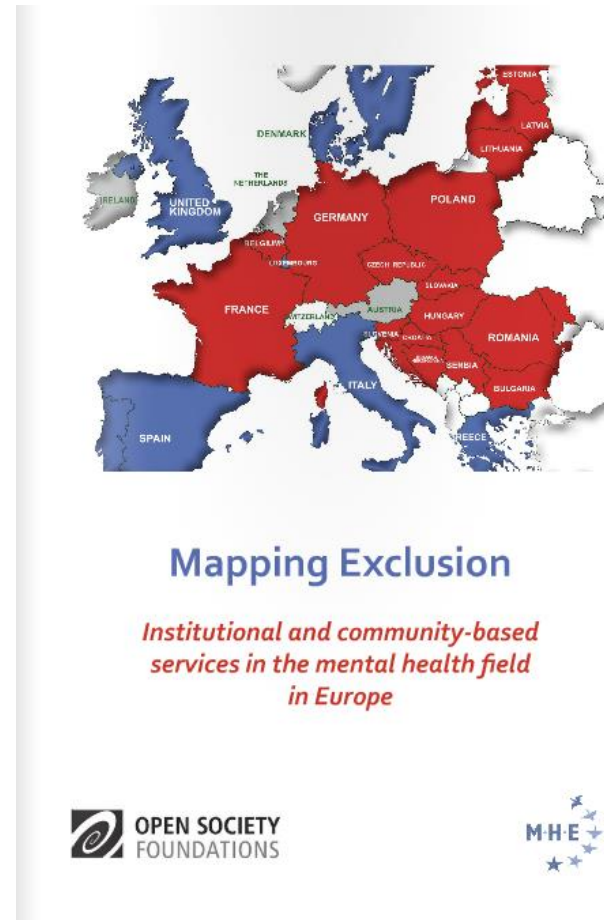
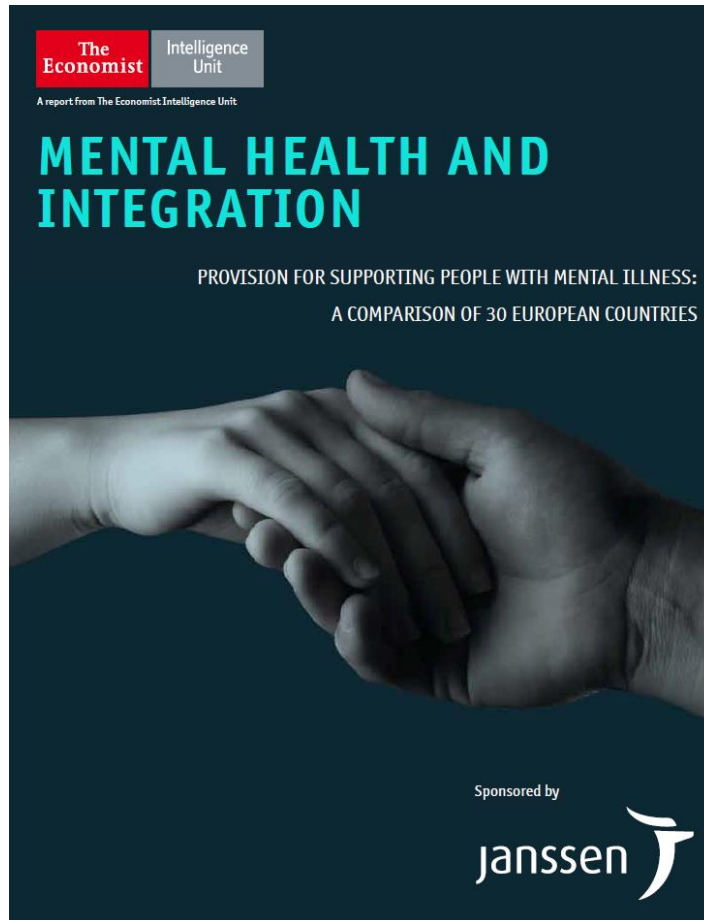
Like Average Length of Stay



<http://ec.europa.eu/health/dyna/echi/datatool/index.cfm?indlist=70>



Private organisations and NGO's are also benchmarking more and more





GGZ Nederland is the sector organisation of specialist mental health and addiction care providers in the Netherlands. The aim of GGZ Nederland and its members is to ensure the availability of high quality, accessible, affordable and sustainable mental health care.

In 2013, its 113 members employed 89,500 staff who provided specialist mental health care to 815,800 clients.

Together they have an annual turnover of € 5.66 billion (6.1% of Dutch health care expenditure and deliver a Return On Investment for the Dutch society of € 14.6 billion. This is a market share of 80.6% in the health insurance market and more than 90% in child and youth care, sheltered housing, addiction care and forensic care.





Seated in Amersfoort, its 60 employees represent the interests of its members in an on-going and constructive dialogue with client organisations, health insurers, national and local governments, professional associations and trade unions.

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