

A black and white photograph of a classical building, likely a church or cathedral, featuring a prominent clock tower with a large clock face and a dome. The building is partially visible on the left side of the frame.

Time to Care: Reimagining the homecare model

The Crisis of Care

- Devalued work
- No time to care
- Burnout
- Shortages

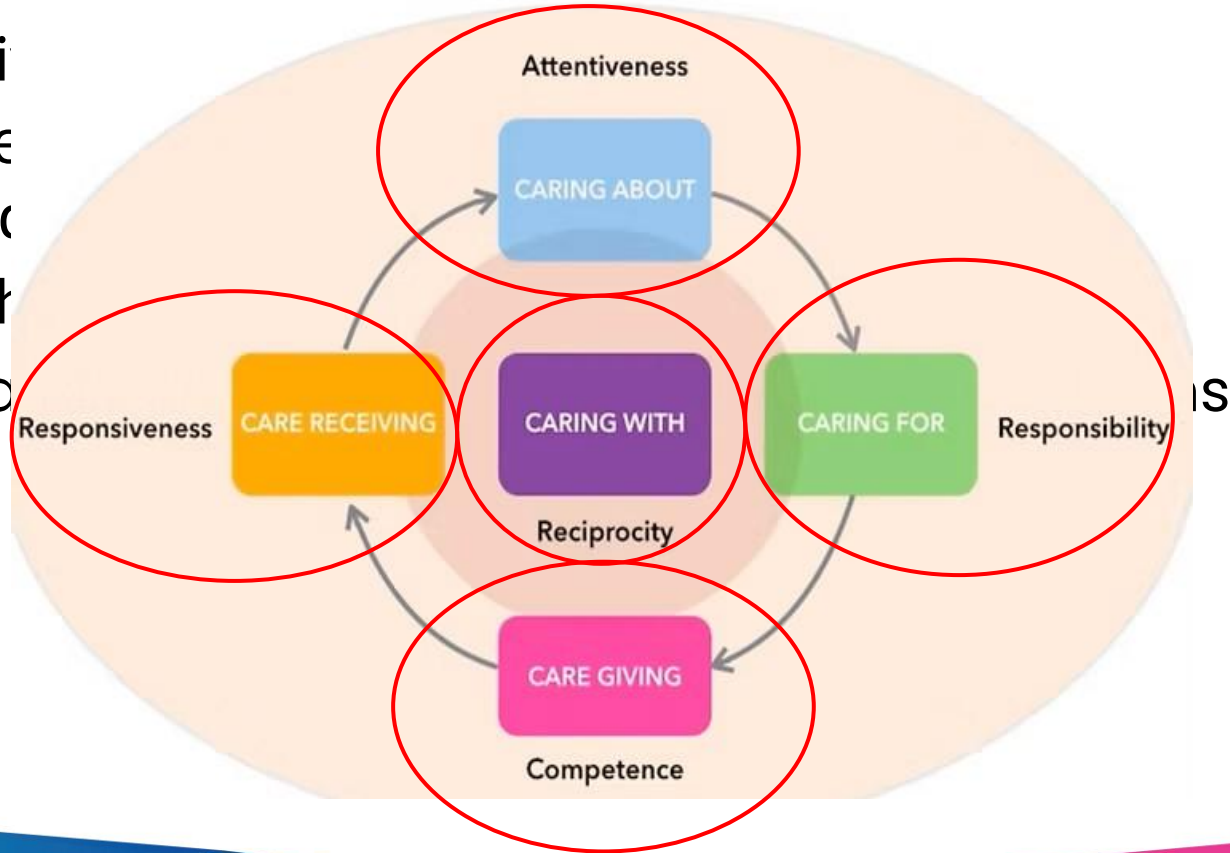
A Radical Response: Buurtzorg-France

- Inspired by the Dutch Buurtzorg model
- "Humanity over bureaucracy"
- Grounded in trust, time & teamwork
- Focus on autonomy, quality care & hourly wages

What Changed?

- From fee-for-service → hourly pay
- From top-down control → self-managed teams
- From task-based care → relationship-based care

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Caring about & Caring for

- Buurtzorg-France cultivated a ‘caring’ work environment for homecare nurses

Strategies employed to cultivate a “caring” work environment.

- Assisted teams in co-constructing a vision together
 - Established rules and objectives, providing a safe framework in which to operate
 - Emphasized solidarity, accountability & responsibility in teamwork
 - Had new arrivals sign an ethical contract explicating rights & responsibilities to team and association
 - Provided coaches to help teams find solutions & strengthen self-management skills
 - Encouraged nurses to pursue continuing education to become “clinical experts” for their own and other nursing teams
 - Created an “ethics committee” for Buurtzorg-France association (members included a chaplain involved in care ethics, a nurse consultant, an IHCN member of the board of nursing, a member of a steering committee for an ethics think tank)
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Caregiving & Care receiving

"If I do this, it's because, you see, even if I'm late, I'm not in a hurry, I give myself the time to do the care properly, and to talk to the patients too. I don't botch any treatment, any visit...We've got a good rhythm now, that's why I said we're not accepting any more patients...otherwise we'd end up like the others (IHCNs), only about money, money, money..." (E, Team M).

"... 'it's great, because when I type everything I've done in my day in Omaha, I'm proud of myself and I think wow I've actually done a good job'." (B, IHCN, region 1).

"I think it's more appreciable to have someone who takes the time. They feel safer, listened to, and care is improved too. It's a win-win situation, both for the quality of our work and for the quality of care. I feel happy as a nurse in my job. I work in the way that suits me and that I like" (C, Team L).

Caring with: changing the system from grassroots to policy change

Activities to expand the caring ecosystem.

- Met with relevant stakeholders to present the Buurtzorg-France model:
 - Academics¹
 - Regional and national healthcare decision-makers
 - Professional and social actors
 - Philanthropists
 - Healthcare organizations
 - Launched #MakeCareGreatAgain campaign on Facebook²
 - Published an article entitled: “An organizational innovation for homecare nursing”
 - Pointed to high levels of burnout and a lack of recognition for nurses
 - Called for a radical change in HC system
 - Argued that nursing was in the top 10 of “France’s 10 worst professions”
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¹Which is how the first author heard of the French project.

²<https://www.facebook.com/profile.php?id=100067335041757>.

The Risk of Scaling Wrong : hourly pay is not enough

- Beyond payment: organizational strategies matter
- Need to integrate care ethics into policy



A cluster of colorful geometric shapes, including triangles and polygons in shades of pink, teal, and blue, positioned above the main text.

THANK YOU



The time to care is now