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Good health for all: an ethnographic study of frontline professionals in general and mental healthcare and social welfare

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Citation

Heteren, F. van. (2025, December 2). *Good health for all: an ethnographic study of frontline professionals in general and mental healthcare and social welfare*. Retrieved from <https://hdl.handle.net/1887/4284263>

Version: Publisher's Version

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Note: To cite this publication please use the final published version (if applicable).

About the author

Fia van Heteren

Fia van Heteren was born on the 30th of November in Dordrecht, the Netherlands. During secondary school she was a competitive speed skater. After completing secondary school at Lyceum Oudehoven in Gorinchem, she started studying Commercial Economics at The Hague University of Applied Sciences. After completing her propaedeutic year and spending a year travelling, she started studying Social and Cultural Anthropology at the University of Amsterdam. During her bachelor, she conducted a research internship at TransCape, an NGO focused on HIV/AIDS education in Canzibe, South Africa. After graduating in 2015, she worked on an urban anthropology project with the municipality of Lansingerland and completed two master's programs: Anthropology of Policy in Practice at Leiden University and Public Management and Leadership at Leiden University. Her thesis research included projects on cultural participation (CultuurSchakel) and on women in high military leadership positions at the Dutch Ministry of Defense. Alongside her studies, Fia worked as a homework tutor, as well as a fieldworker for a research agency. After graduation she worked as a lecturer in Public Administration at Leiden University.

In 2019 (5 years, 0.8 fte), Fia started as a Ph.D. candidate at the Leiden University Medical Centre (LUMC) Health Campus The Hague and the department of Public Administration at Leiden University. Within her Ph.D. project she focused on frontline professionals in care and social welfare and how they relate to other professionals and to clients with combined psychosocial problems. She used an anthropological approach to study how frontline professionals relate to other professionals and clients. During her Ph.D. Fia has published her work in international peer-reviewed journals in public health and public administration. Her main research interests include health, inequality, diversity and inclusion.

Fia was co-chair of the qualitative research platform at the Leiden University Medical Centre and initiator and co-chair of an interdisciplinary network 'Healthcare Governance' that brought together scholars from public administration and public health. She tutored different work groups within the bachelors' program in Medicine at the LUMC on non-medical competencies for future physicians, including leadership skills. She was also part of a committee aimed at improving this educational program. She also gave several guest lectures in Public Administration, focusing on qualitative methods and her research findings. From September to December 2023, she was a visiting researcher at the department of Political Science at the Aarhus University, to present and discuss her work with various scholars. She has participated in several international conferences such as the European Group of Public Administration, the International Research Society for Public Management and the Street Level Bureaucracy Research Conference. She has also acted as reviewer for various peer-reviewed journals.

About the Author

As of August 2025 Fia works as a postdoctoral researcher at the Section of Medical Decision Making at Leiden University Medical Centre. Fia is part of the Digital CACTUS project, which explores the role of digitalization in care pathways of people with multiple chronic conditions.

List of publications

International Publications

Peer reviewed publications

Van Heteren, F., Raaphorst, N., Groeneveld, S., & Bussemaker, J. (2023). Professionals' health conceptions of clients with psychosocial problems: an analysis based on an empirical exploration of semi-structured interviews. *International Journal of Nursing Studies Advances*. <https://doi.org/10.1016/j.ijnsa.2023.100120>

Van Heteren, F., Raaphorst, N., & Bussemaker, J. (2024). Health promotion roles shaped by professional identity: an ethnographic study in the Netherlands. *Health Promotion International*, 39(1). <https://doi.org/10.1093/heapro/daad195>

Van Heteren, F. Raaphorst, N., Groeneveld, S. & Bussemaker, J. (2024). Interprofessional collaboration in fluid teams: an ethnographic study in a Dutch healthcare context. *Journal of Interprofessional Care*, 39(2), 146-154. <https://doi.org/10.1080/13561820.2024.2433190>

Van Heteren, F. Raaphorst, N., Groeneveld, S., & Bussemaker J. (2025). What Reasonings do Frontline Professionals Use Around Citizen-Clients' Socioeconomic Status: Exploring the Mechanisms. *Public Administration*. <https://doi.org/10.1111/padm.13065>

Professional publication

Van Heteren, F. (2018). Is kunst voor iedereen? *Cultuur + Educatie*, 17(49), 29-44.