

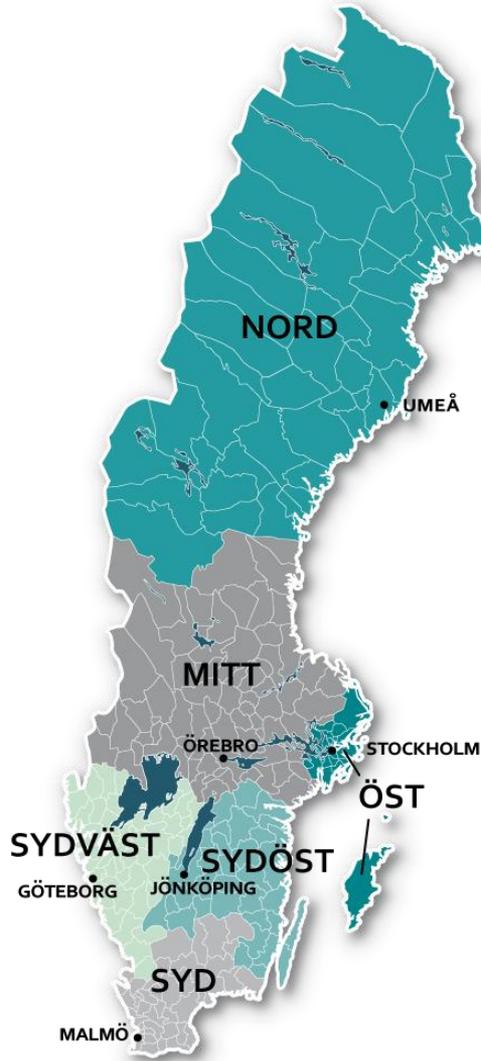


Inspektionen för vård och omsorg

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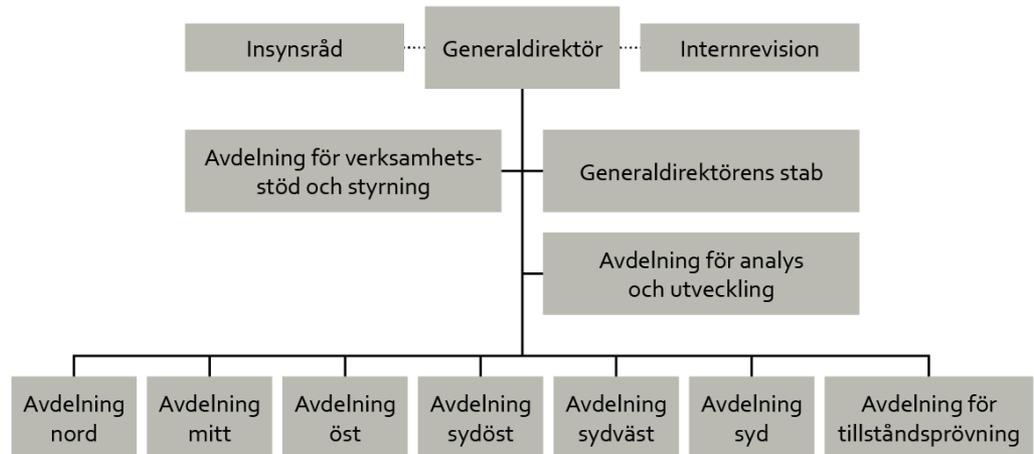
Inspectorate of Health and Socialcare
Department of Development and Analysis

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Health and Social Care Inspectorate, Sweden

A regionalized organisation



Why patient and user participation in supervision?

- ✓ Trends and expectations
- ✓ Today's practice
- ✓ Challenges



Risk:

Add more administration than support for development and change

Balance this risk by focusing on what is essential for patients and service users



Trends and expectations

❖ The Patient Act 2015



❖ **Committee of Inquiry *Patient Complaints***

A limited obligation for IVO to investigate patients complaints

Conduct more risk-based supervision

A strengthened patient perspective in supervision

IVO must ensure that patients and families are heard at inspections.



❖ Governmental commission

Suggest and establish a framework for a long-term cooperation between **Patients' Advisory Committee** and **IVO**

Analysis and feedback of complaints

Model to categorize complaints



❖ Valuebased health care

Value = Health outcome / Costs of delivering the outcomes

❖ Personcentered care



**How do we put this in to
action
in a supervisory context?**



The supervision's focus

- ④ *Supervision is carried out from a **user- and patient perspective**, and must focus on matters that are **important for individuals or groups**. Unless laws or ordinances state otherwise, supervision should be **risk-based and only review matters that are essential to ensure a health and social care service which is safe and of high quality**. Supervision must be **effective**.*



Checklist against checklists

- Do we increased demands on new documentation? How is any new documentation requirements justified ?
- **Does the new documentation requirements support any improvement for patients and / or users ?**
- Can any previous documentation requirements be removed?



- ④ Riskbased approach
- ④ Using sources showing results for patient and careservis users and their experiences of delivered care and seVICES (internal/external)
- ④ Listen to patients and users voices and experiences when conducting supervision

Next step

How far have we come?

What do we need?

Methods and tools – for patient/user involvement

- ✓ Analyse the input from patient and users together with other sources – what does this tell us?
- ✓ How to weigh different sources of information?
- ✓ When opinions differ?

And maybe a change of culture and a change of mindset.....

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THANK YOU