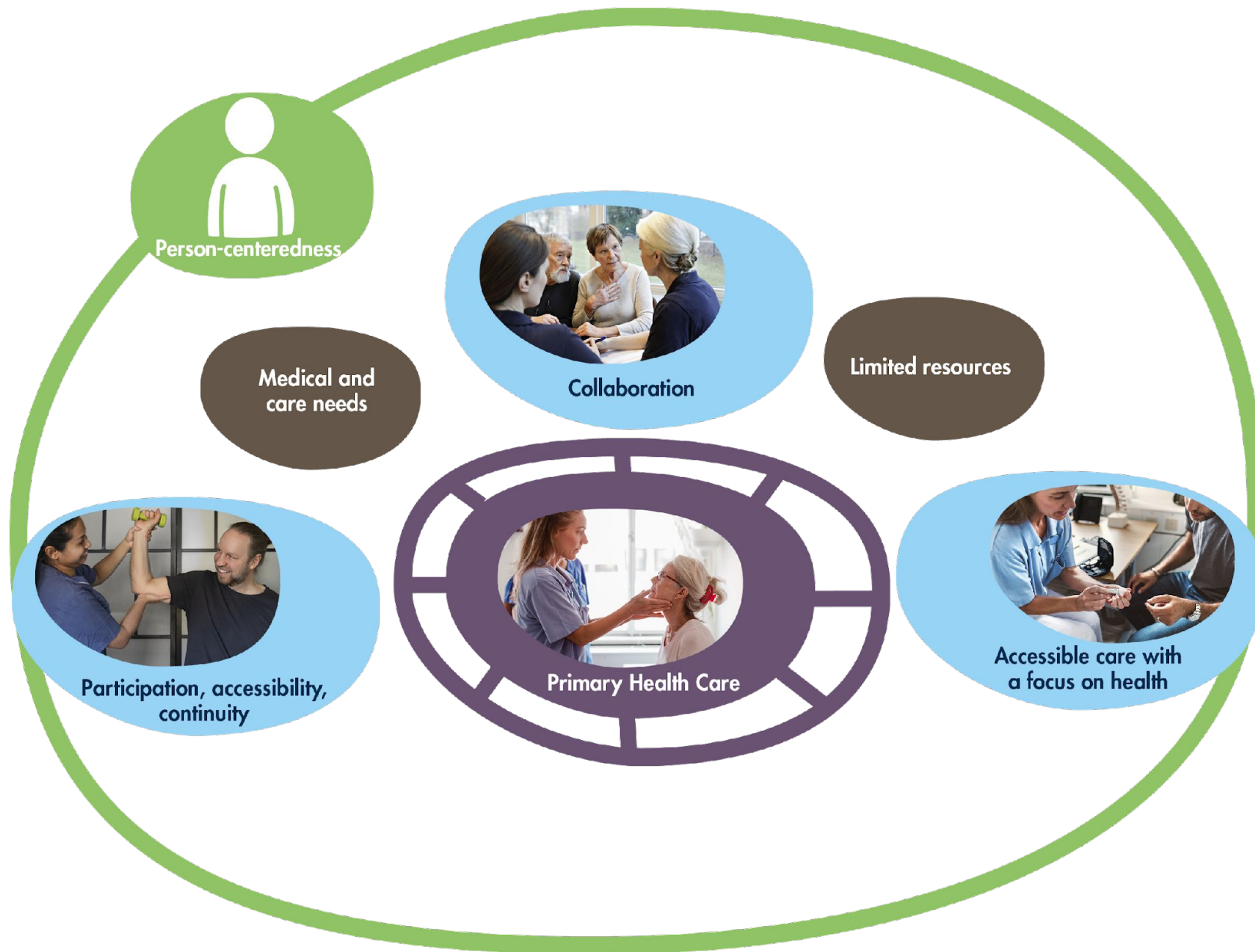


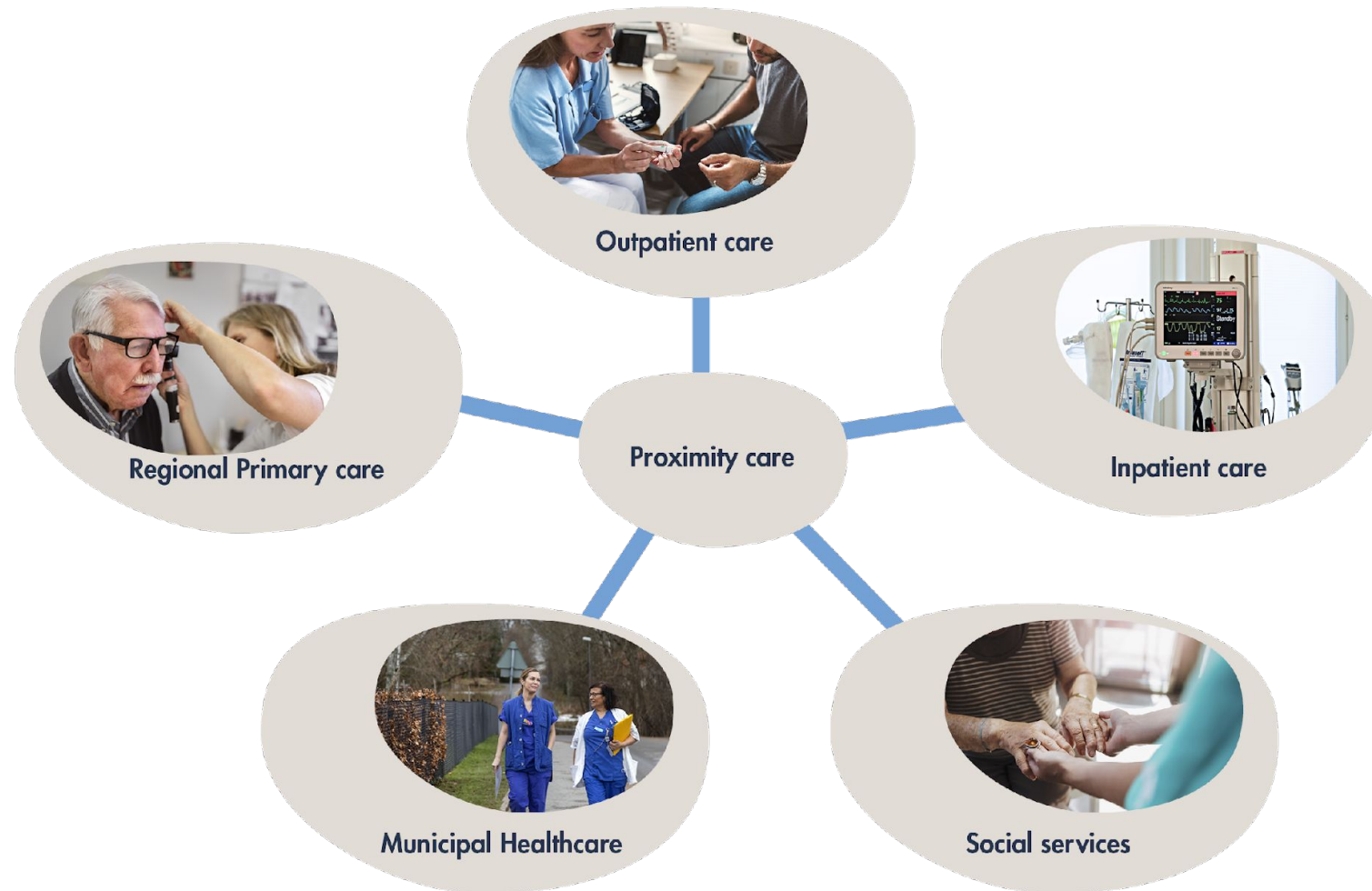
Framing quality improvement – Empowerment to co-create a resourceful municipal health care

The on-going transition of health care in Sweden





Primary Health Care part as a whole



Support mechanism from the European Commission

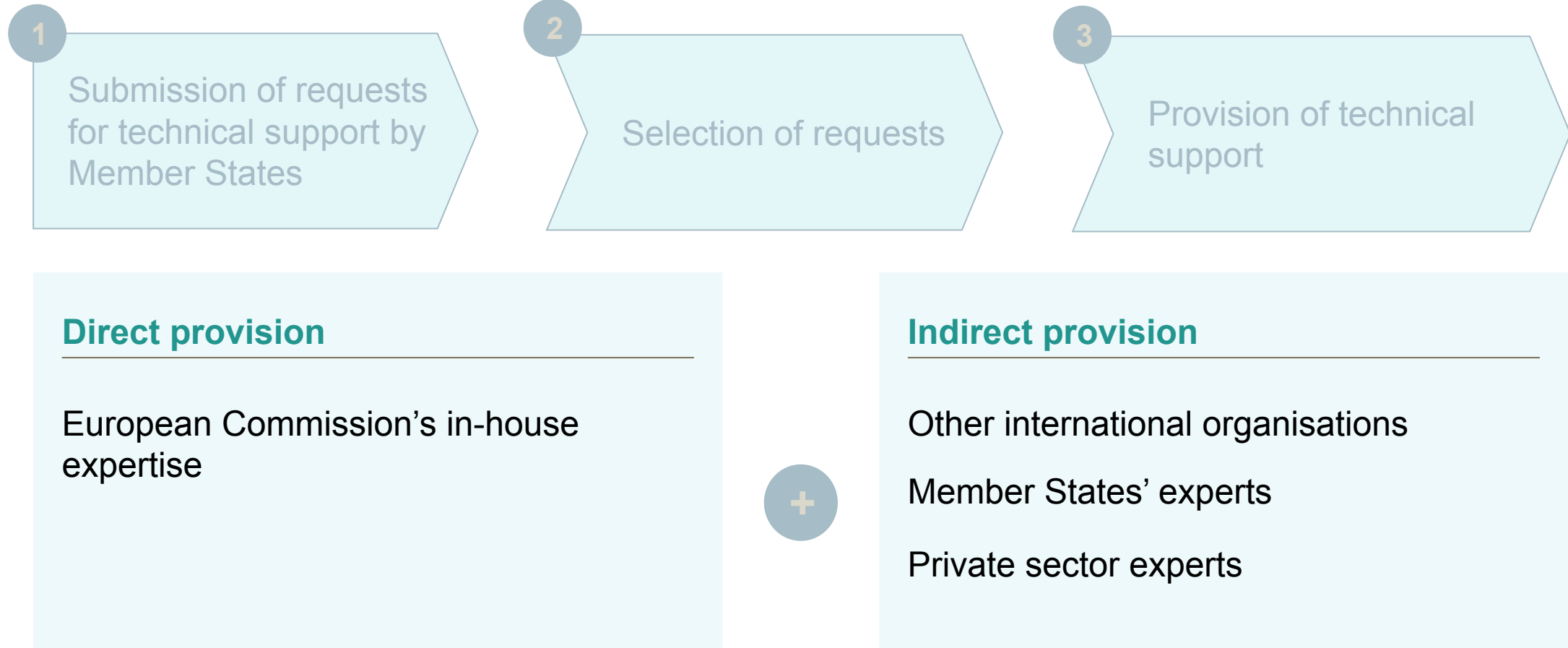


The technical support instrument (TSI)

- The Directorate-General for Structural Reform Support (DG REFORM) helps EU countries to design and implement reforms as part of their efforts to support job creation and sustainable growth (https://ec.europa.eu/reform-support/index_en)
- The support is primarily provided through the technical support instrument (TSI)
 - Provides tailor-made technical expertise to EU Member States to design and implement reforms
 - TSI is demand driven and does not require any co-financing from Member States
 - Covers a wide range of reform areas, in any reform phase
 - National and regional level (including outermost regions)



How does the Technical Support Instrument work?



AARC Consortium (NTT data, Lund University, Swedish Academy) - Collecting and analyzing of data

Objectives – increasing the quality of municipal healthcare for elderly people

- **Clarifying roles and responsibilities in the organisation**
- **Structuring the process of**
 - Identifying quality improvement needs
 - Defining objectives, indicators, and need for and access to data
 - Initiating changes in working practices and data collection methods
 - Establishing routines for regular follow-up meetings (attendees, frequency, etc) for deciding what to do next

Process

- **Desk study of the current conditions for Swedish municipal healthcare for elderly**
- **Country desk studies: Canada, Denmark, the Netherlands, Norway and Scotland**
- **Country visits (online) in the Netherlands and Scotland**
- **Creating a framework: structure, contents, process. Clear focus on indicators.**
 - Testing the general contents (national workshop, ~300 participants)
 - Testing the viability and usefulness of the framework in six municipalities
- **Adjusting the framework in accordance with experiences from the tests**

Findings from the tests

- Healthcare for elderly people enjoys little to no political interest (exception: Corona)
- Healthcare for elderly people has strong professional support from national standards/programs (God Vård och Omsorg, Nära Vård)
- The idea of the PDCA wheel is generally accepted, but systematic application is wanting
- Quality of healthcare for elderly seems dependent on the quality of elderly care
- The size of the municipality may be a "double-edged quality sword": smaller implies proximity, bigger implies quantitative capacity
- The accountability lies with the profession, but the necessary conditions are set politically

To consider for the political level

- **Provide the providers of healthcare with political priorities and a desired direction what should be accomplished**
- **As much as it is possible, signal long-term commitments so that the providers can make long-term decisions themselves**
- **Have reasonable aspirations by setting improvement targets based on current performance**
- **Make ample and regular room for reflection and mutual learning by politicians and professionals**

To consider for the professional level

- **Assign a person to be responsible for starting up and coordinating the quality improvement work**
- **Make sure objectives and targets are embedded with superior organisational level to ensure strategic and long-term relevance**
- **Set targets based on current performance**
- **Think in terms of causal conditions: set the structure, establish a process, then create results**
- **Allocate clear task responsibilities, e.g. who registers, who compiles data, who calls for meetings, etc.**
- **Make sure that relevant data is used for mutual analysis and interpretation in dedicated fora for "learning dialogues"**
- **Make sure that every level of the organization is represented in the learning dialogues**

- **Quality in health care for elderly a pressing municipal issue which deserves attention**
- **To discuss:**
- **What is the most important objective for improvement of health care for elderly in your municipality and region?**

**Mer information finns på:
www.socialstyrelsen.se**