



Inspektionen för vård och omsorg



Patient and staff involvement in supervision – methods for supervision of a chain of care

Örjan Dahlberg, inspector, Swedish Health and Social Care Inspectorate

Why is it important to involve patients and staff in supervision?

Patient

- ⦿ Legitimacy among the population
- ⦿ Verification or denial of findings
- ⦿ Conclusion of how healthcare works
- ⦿ If discrepancy in perception between care provider, patient and supervising authority
- ⦿ Assessment of risk or existence of abuse in the healthcare

Staff

- ⦿ The healthcare staff are keyfigures



Supervision of a number of clinics at Vrinnevi hospital

Method/approach

- ⊗ Questionnaire to all staff (68% response rate)
- ⊗ Interviews with 70 patients
- ⊗ Inspection
- ⊗ Deviation reports
- ⊗ Patient safety reports
- ⊗ Complaints from patients



Supervision of a number of clinics at Vrinnevi hospital

Observations among staff

- ⊗ Shortage of care accommodations
- ⊗ Overstretched staffing situation
- ⊗ Inefficient primary care
- ⊗ Long wait time for medical assessments
- ⊗ Insufficient medical monitoring
- ⊗ Shortcomings in internal flow
- ⊗ Interaction problems
- ⊗ Downpipes thinking

Observations among patients

- ⊗ Stressed personnel
- ⊗ Long wait time for medical assessment
- ⊗ Received and comprehended information
- ⊗ 75 % participated in their own care

Supervision of a number of clinics at Vrinnevi hospital

Feedback and dialogue with staff, officials and politicians

- ④ A cooperative and supportive method
- ④ **The supervision had effect!** The care provider accounted for a large number of measures to overcome shortcomings.



Supervision of the stroke care chain

Purpose

- ⌚ Examine impact and consequences of political control of stroke care in the counties of Kalmar and Jönköping

Scope

- ⌚ Ambulance healthcare, institutional care, primary care, municipal healthcare
- ⌚ In all, 6 hospitals, 12 health centres and 8 municipalities
- ⌚ Kouzes and Micos domain theory

- ⌚ Questionnaire to officials, staff and stroke organisations
- ⌚ National reports and other documents
- ⌚ Dialogue meetings



Supervision of the stroke care chain

Questionnaire to stroke organisations

- ④ Targets set regarding stroke care?
- ④ Stroke care on equal terms?
- ④ Collaboration within the stroke care chain?
- ④ Members satisfied with stroke care?

Questionnaire to personnel (1 600)

- ④ Description of how to work with stroke patients?
- ④ Work in line with guidelines?
- ④ Stroke care on equal terms?

Involvement of patient

- ④ **Indirectly** through stroke organisations, complaints, information from National Quality Register for Stroke
- ④ **Directly** via interviews

Observations regarding involvement of patients and staff in the supervisions

Involvement of patients

- ⌚ Result not what we wished for. Due to complex and obscure matter?
- ⌚ Difficult to get a current picture of patient experience
- ⌚ Rewarding when supervision was about transfer of information, accessibility to care, participation in care and possibility to choose treatment
- ⌚ **How to get a better result?** Awareness of pitfalls and development of methods

Involvement of staff

- ⌚ Important clues
- ⌚ Another type of information than statistical data
- ⌚ From downpipes thinking to an overall picture
- ⌚ Unanimity regardless of profession. Due to a clear problem picture?
- ⌚ Positive response to dialogue meetings
- ⌚ Positive side effects when persons from the whole care chain were present at dialogue meetings

Pitfalls when involving patients in supervision

- ⊗ Patients are often subjective
- ⊗ Conclusions from a small number of patients
- ⊗ Patients in the psychiatric care
- ⊗ Patients that are in a bad condition and dependent on staff
- ⊗ Irrelevant or difficult questions
- ⊗ We are meeting the "wrong" patients
- ⊗ Value if the patient has understood given information
- ⊗ Do the patient know what healthcare of good quality means?



Improving methods of involving patients in supervision

- ⊗ Interviewing patients who are not getting care
- ⊗ Asking relevant questions
- ⊗ Patients who rarely complains or are unable to express themselves
- ⊗ The patient's perception of the healthcare
- ⊗ Observations on site?
- ⊗ Patient's integrity, self-determination and participation in care
- ⊗ Sufficient number of persons to interview?
- ⊗ Think new as regards digital technique
- ⊗ Develop our way of thinking

Towards a more patient-centred supervision

Government public inquiry 2015

- ⌚ Supervision where care is executed and direct contacts with patients, personnel and management
- ⌚ Increased resources
- ⌚ Change of working method
- ⌚ Focus on coordination of care efforts in the care chain

New rules of Patients Safety Act by the first of January 2018

- ⌚ Enquire patients and relatives
- ⌚ Use patient's experiences in supervision
- ⌚ Cooperation with and utilize information from patient committees
- ⌚ Contribute to learning and development