

Effects of external inspections

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What do we know about the effects of inspections?

- Inspections are widely used as means to improve the quality of services
- Evidence to support that inspection can have an effect, but findings are contradictory
- When and why do inspections work?

Inspection



Sub standard performance



Correctiv measures



Improved services

Factors important for effect

Engagement

Perceived relevance of the inspection and its findings

What do we look for?

How do we communicate what we find?

Shoe inspection in 2016



Findings from shoe inspection

Shoe handling was sub standard

No common understanding of how we do the shoe handling, little user involvement

Job descriptions poorly defined

Poor education of shoe handlers

Improvement measures

Family management (parents) did a risk analysis

Family gathering, decided what to do

Written agreement, job descriptions

Weekly salary for children

Report to Shoe Inspectorat

September 2017

Unannounced shoe inspection



Inspection



Sub standard performance



Correctiv measures



Improved services

Sepsis inspections in Norway 2016-17

Planned and designed to engage leaders and frontline workers by addressing what matters for the patients

Emphasis on how we use data

Help from clinical experts

What matters in sepsis care

Early treatment with antibiotics

Early triage

Early diagnosis

Timely assessment by doctor

Collect data from patient records in a structured way

Inspection – system revision

Collect data from 66 patient records

Collect and review documents

Site visit

- opening meeting

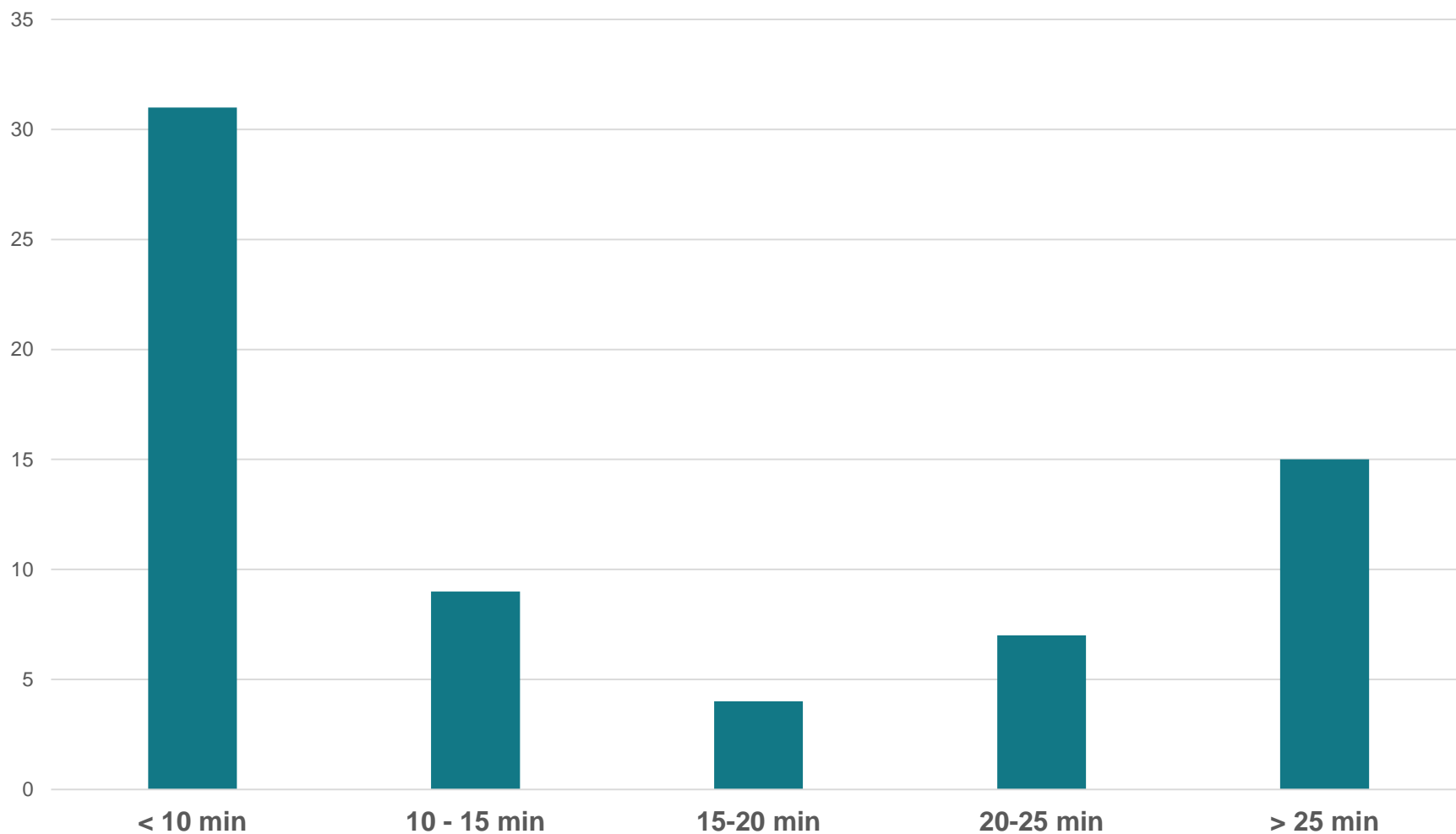
- interviews

- closing meeting

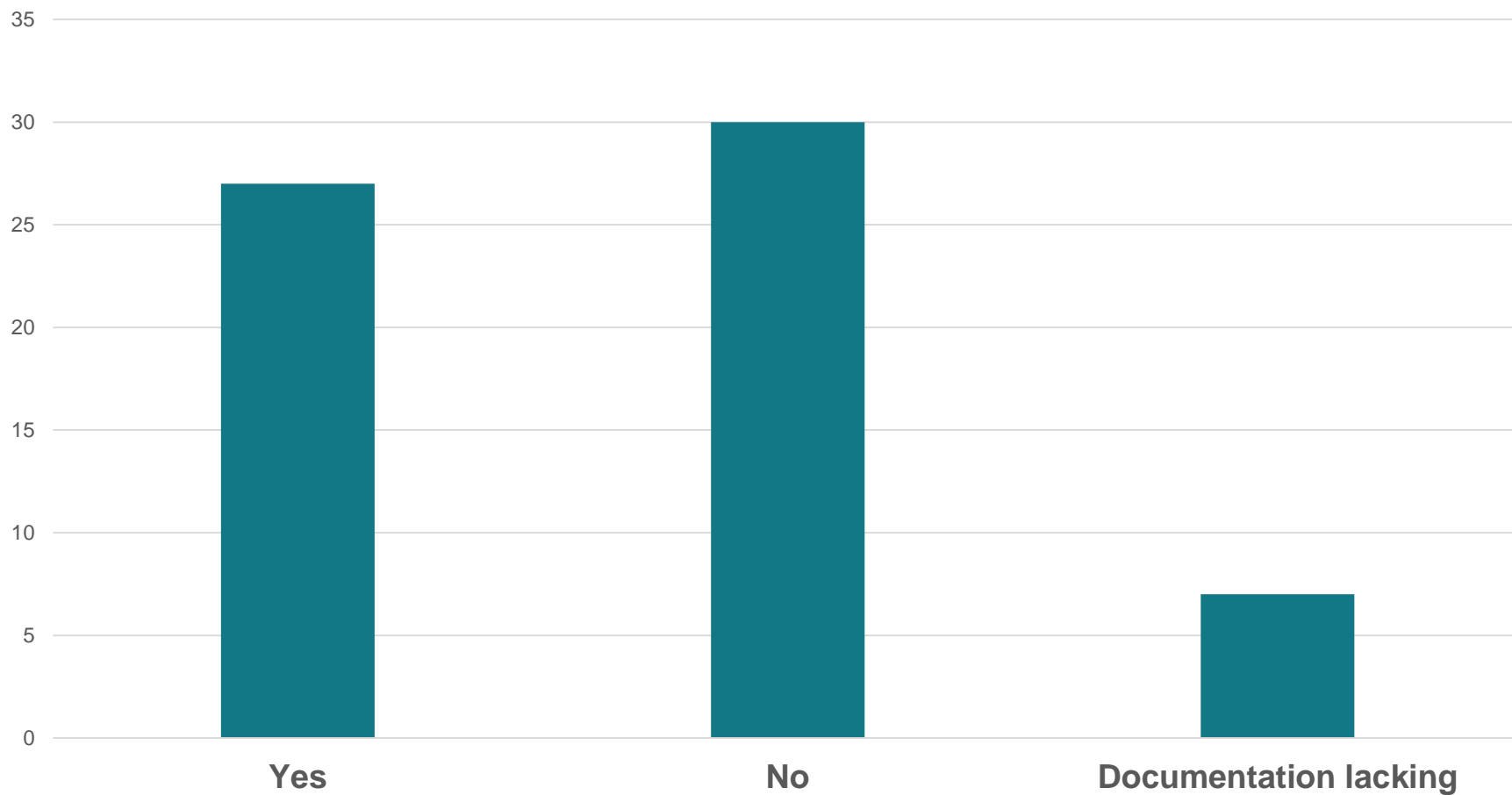
Report

Follow up – review of patient records

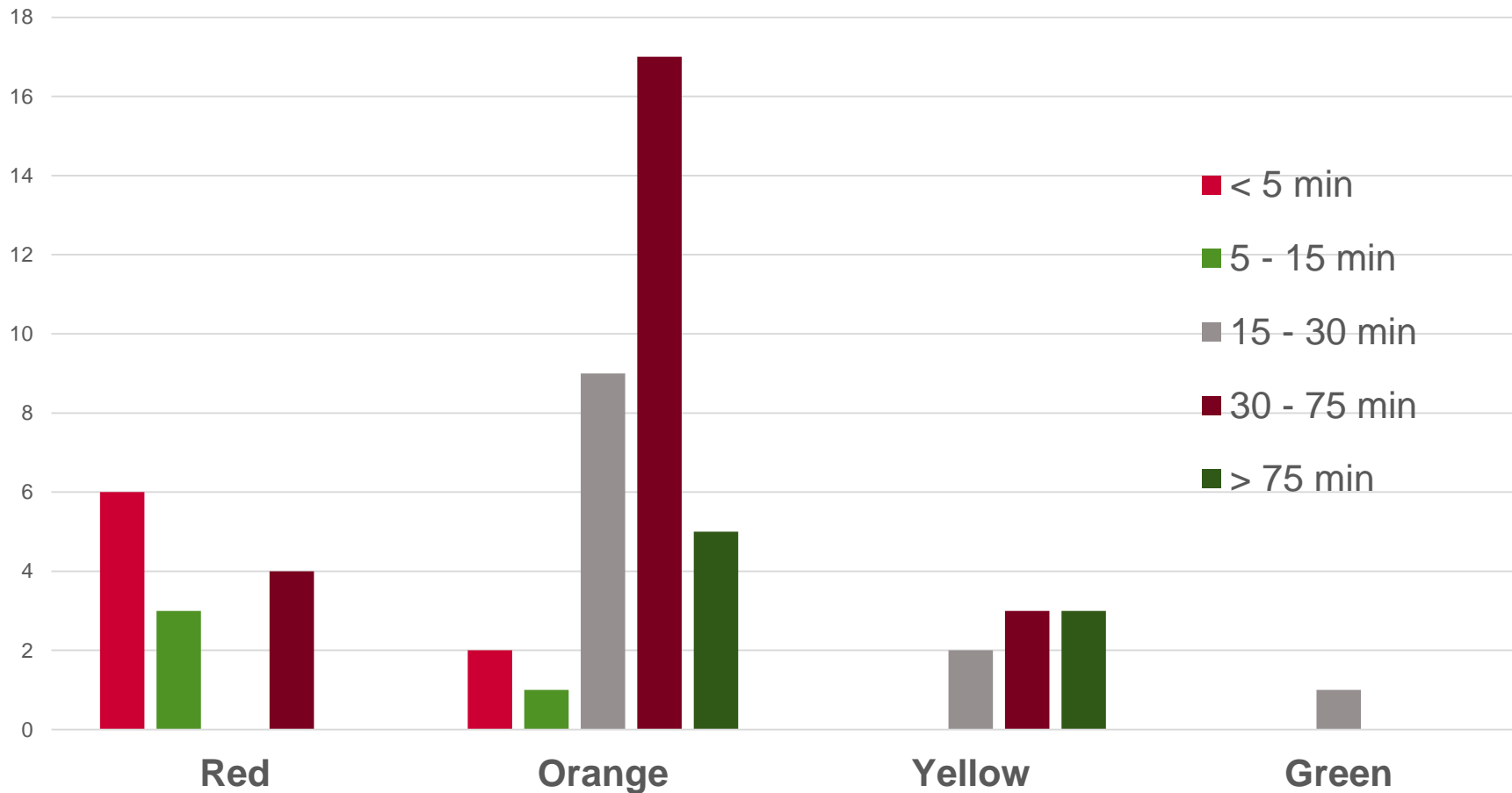
Time to triage



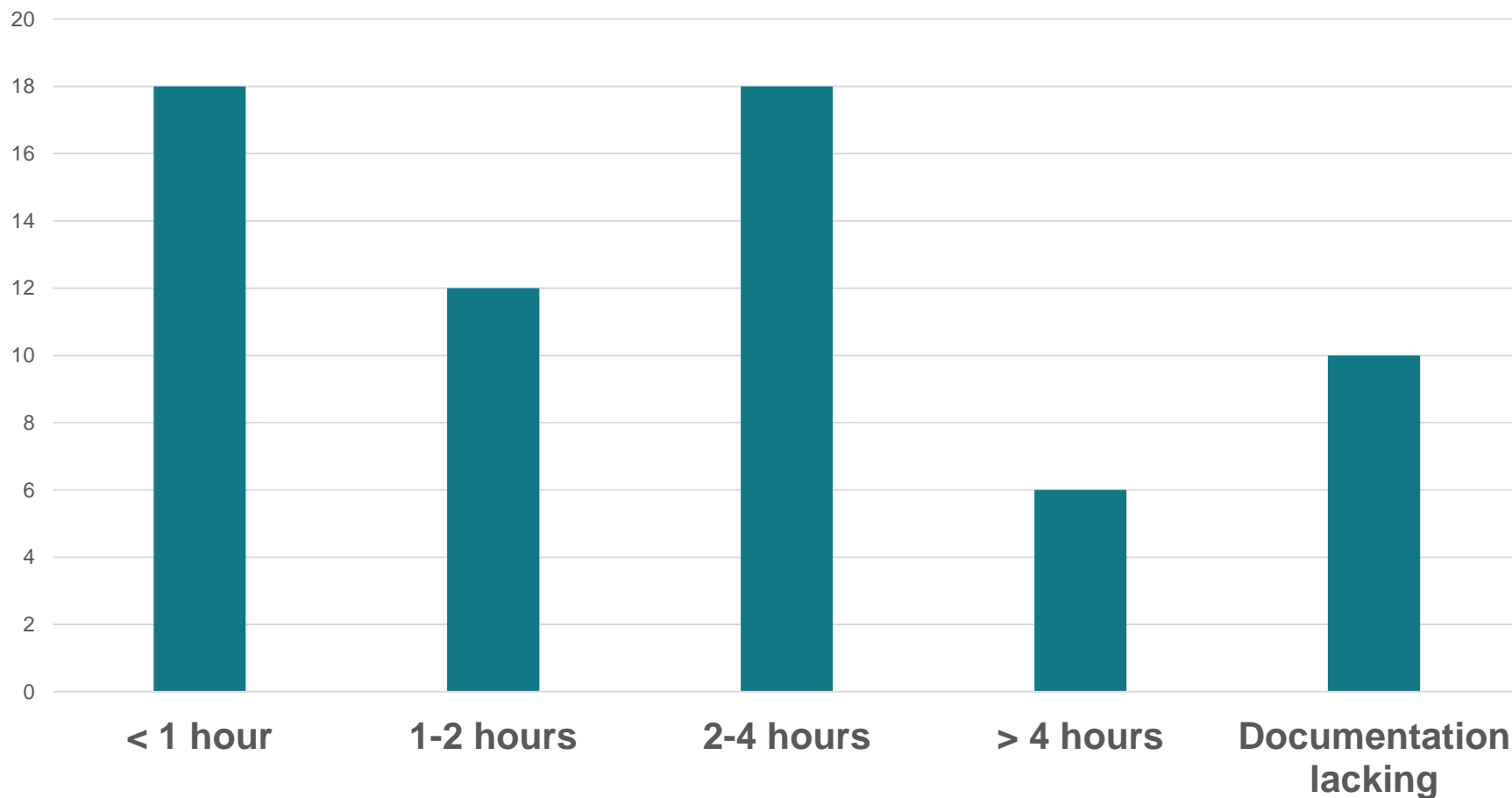
Time to assessment by doctor in accordance with triage



Time to doctor assessment



Time to treatment with antibiotics



Learning points

- Discovered sub-standard care previously unknown for the hospitals
- Relevant indicators describing care that matters for the patients
- Use data in a structured way
- Data helped guide interviews and the inspection
- Use the same indicators for post inspection follow-up
- Study protocol in BMJ Open:
<http://bmjopen.bmj.com/content/7/9/e016213>