



Inspektionen för vård och omsorg





## How do we use **user perspective to evaluate risk?**

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## Two approaches

- ④ Use quality indicators of direct and great importance for the user
- ④ Use indicators that stems from the user himself / herself (i.e. user surveys)



## National inspection – primary care (health centres)



### Three steps to evaluate risk

- ④ Complaints to the Patient Advisory committees
- ④ External indicators
- ④ Supervision, complaints, reports of irregularities, etc (IVO)

## External indicators

### National patient survey

- ⌚ Perceived participation
- ⌚ Perceived availability

### National database – waiting times

- ⌚ Waiting times (telephone)
- ⌚ Waiting times (visits)

### National diabetes register

- ⌚ Fundus photography for the screening for diabetic retinopathy
- ⌚ Foot exams



### Inspection of social services, municipality of Linköping



#### Basis for analysis

- ④ Supervision, complaints, reports of irregularities, etc. (IVO)
- ④ External indicators
- ④ Official documents from the municipality of Linköping

## External indicators

- ④ **User satisfaction** (overall assessment)
- ④ Reactualisation
- ④ Waiting time, case assessment
- ④ Waiting time, decision enforcement

**Database for local authorities and regions**  
**([www.kolada.se](http://www.kolada.se))**



## User satisfaction (overall assessment)

- ⤵ People with social assistance (fin. support) 91 %
- ⤵ Elderly people with home help 91 %
- ⤵ Elderly people living in special housing acc. 79 %
- ⤵ People with addiction problems 67 %
- ⤵ Children and young people 38 %



# Thanks for your attention

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*The Health and Social Care Inspectorate (IVO) is a government agency responsible for supervising health care, social services and activities under the Act concerning Support and Service for Persons with Certain Functional Impairments (LSS).*

**www.ivo.se**