

Data driven supervision of Swedish primary care

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”Why does it happen again?”

Background: Patients are subjected to the same recurring deficiencies in primary care

Focus: The quality improvement work at the primary care units

How can supervision contribute to improvement?

- ④ Where to carry out inspections
 - ④ How to carry out inspections
 - ④ How to share results
 - ④ How to evaluate
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Our search for indicators

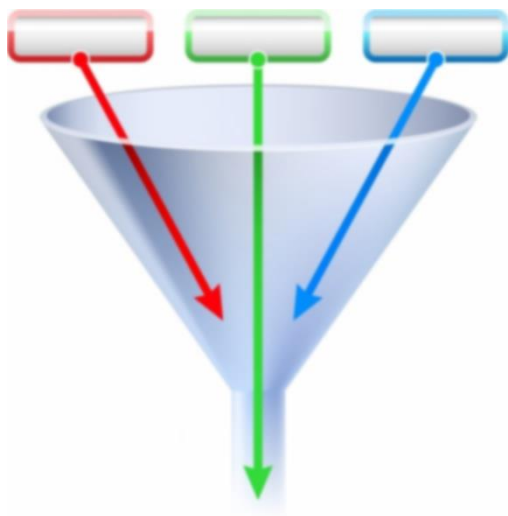
- ④ Available in public sources
- ④ Available at unit level
- ④ Patient centered
- ④ Different aspects of good care



The indicators we used

- ④ Complaints to the regional patient advisory committees
- ④ Participation in care (National Patient Survey)
- ④ Access to care (National Patient Survey)
- ④ Phone access to care (National Waiting Time Database)
- ④ Doctor's appointment within 7 days (National Waiting Time Database)
- ④ Foot examination during the last year (National Diabetes Register)
- ④ Retinopathy screening within a three year period (National Diabetes Register)

Selection and prioritization: 1100 → 30



1. Poor results on all indicators
(reduced the number of care units by approx. 90 percent)
2. Inspectors & additional information
 - Complaints made to IVO
 - Reports of irregularities
 - Prior supervisory activities

What did the inspectors say?

The health care services knew their status in the different registers and did not question the model.

The data was spot on.

It gave us credibility that we used the same selection model throughout the country.

Reflections and lessons learned

- ⌚ Some of the units had changed their management and already made improvements – data out of date
- ⌚ Technical difficulties in reporting data – no data not always a sign of "risk"
- ⌚ High focus on complaints v/s socioeconomic groups that do not make complaints

Thank you!

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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

