

**Perspective of a Supervisory Institution:**

**How Can Supervision Contribute to Learning and Quality Improvement in Health Care and Social Care**

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# The Establishment of The Health and Social Care Inspectorate (IVO)

IVO is expected to develop in the following areas:

- Risk based supervision
- Analysis
- Feedback
- Guidance

## How Can Supervision Contribute to Better Care for Patients and Users?

The same things identified year after year in supervisory work – lack of competence and personnel, lack of continuity of care, shortcomings in cooperation and information exchange.

Actions taken by the supervisory agency – demands for actions regarding better (and more) documentation, procedures and skills reinforcements.

*Was there any improvement work taking place that resulted in better care for the patients and users?*

## Our Supervision Policy

- ④ **The aim** of supervision
- ④ **The focus** of supervision
- ④ **The characteristics** of supervision
- ④ **The methods** of supervision
- ④ **Learning** through supervision

## **Professor Mats Alvesson**

Supervision has contributed to administration and documentation, but not in any larger extent to learning and development.

## **Professor Don Berwick**

Supervision creates fear and increases the administrative burden in the supervised entities.

To be useful, supervision should:

- be based on risk analysis
- focus on what's most important for patients and users
- be based on professional overall assessments of quality and safety
- have results and usefulness in focus
- be part of the solution
- contribute to learning and development
- use “sharp tools” when required

## **A Delegation to Promote a More Efficient, Trust-based and Less Administratively Burdensome Control**

- ④ Recognize and evaluate pilot projects, work to reduce micromanagement of employee conditions.
- ④ Analyze different financial compensation models, controlling effects on behavior to reward employees' own knowledge and a holistic perspective.
- ④ Develop state supervision and inspections – more focus on learning, more cooperation between the state authorities and local governments.

## Why trust? Statements:

- ④ To be able to contribute to quality improvement and learning effectively, there must be a certain level of trust between the supervisory agency and the supervised. The latter must trust that the agency's primary focus is learning and quality improvement. The supervisory agency must trust that the supervised want to develop and must act in a way that does not create fear.
- ④ The opposite to trust – mistrust and also fear of making mistakes and the consequences that can follow – is an obstacle for learning and development.

## How Can Supervision Contribute to Learning and Quality Improvement in Health Care and Social Care?

- ⤵ Supervision/inspections based on risk analysis.
- ⤵ Focus on what`s most important to patients and users.
- ⤵ Supervision and inspections based on a professional overall assessment of the quality and safety.
- ⤵ Look at things from a wider perspective and have results and usefulness in focus.
- ⤵ Every time we require more documentation, more of procedures, and so on – ask ourselves: will this contribute to better care for the patients and users?
- ⤵ More dialogues with health and social care providers at all levels.
- ⤵ Share our view of what we have seen during supervision/inspection and be part of the solution!
- ⤵ Use the inspectors as change catalysts!



**Thank you ...**

**[www.ivo.se](http://www.ivo.se)**