

Do regulating inspections lead to patient safety?

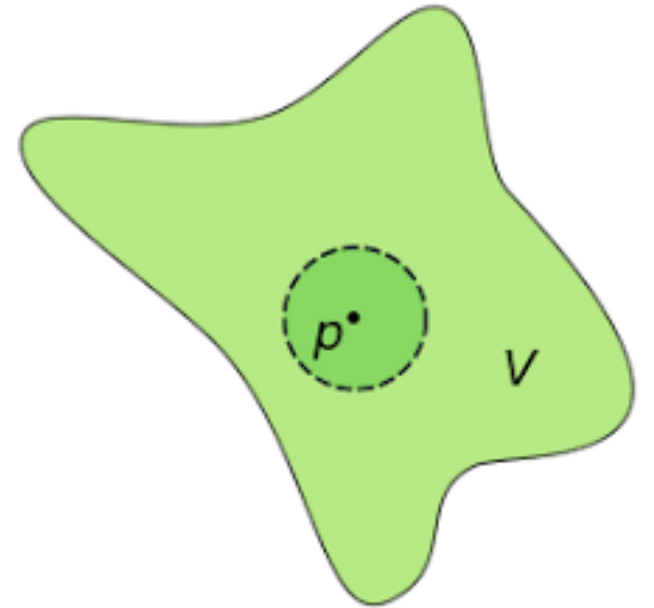
Ann-Christine Andersson
Boel Andersson Gäre
Johan Thor
Raymond Lenrick

2018-08-31



Settings

- The study was conducted at the Health and Social Care Inspectorate (IVO)
- IVO had started to use a new supervision policy, which aims to focus more on learning and supporting development to improve health care and social services
- Based on the supervision policy, a pilot evaluation was conducted



The Health and Social Care Inspectorate (IVO)

IVO is a government agency under the Government (Ministry of Health and Social Affairs, responsible for supervising health care and social services

Responsible for:

- Supervision of services in health care and in social services
- Supervision of licensed professionals, including reports to the Medical Responsibility Board (HSAN) regarding the withdrawal of licenses and other authorizations
- Complaints by individuals about health care and social services



Objectives

The objective of this study was to evaluate if, and then how, regulating inspections can improve learning and patient safety in the inspected organizations



Method

- Firstly a document analysis was performed to explore the field and to form the interview guide
- A case study comprising two cases (one healthcare with six different primary care organizations) and one in social service (a municipality setting)
- Interviews with personnel from the concerned organizations and IVO inspectors and one observation of a feedback meeting
- Thematic analyze



Results

The result was captured as five themes following steps in the process:

- (I) Preparations
- (II) Effectuation
- (III) Results in the organizations
- (IV) Pre-conditions for learning
- (V) Desires for more learning to occur



Results

Themes consisted of supportive and inhibitory issues for mutual learning

There was concurrence in experiences

Organizational participants wished for more co-production, already before the inspection

The intention to increase learning should be more visible

No participants could point out results that clearly emanated from the inspections

A request of more focus on evaluation and feedback, as one way to optimize mutual learning



Reflections

- The results of this study illuminate some pre-conditions which could increase mutual learning from IVO:s inspections in health and welfare organizations, which in turn can improve patient safety.
- When initializing an inspection, more dialogue and shared preparation could be useful, to ensure in what area and how the inspection would be most useful for all concerned.
- More feedback and a longer evaluation time could increase the possibility for the organization to learn.
- Well-functioning organizations or organizations doing great improvements can be used as good examples to others.



Concluding remarks

The Swedish Health and Social Care Inspectorate is responsible to assure that health and welfare in Sweden is safe and of high quality. This study shows that “Learning Inspections” can be useful, but there is still work to do in the design of such efforts, in order to reach that goal.



To answer the title question:

It depends...



Thank you!

Ann-Christine Andersson
Boel Andersson Gäre
Johan Thor
Raymond Lenrick

Contact: ann-christine.andersson@ju.se

2018-08-31



JÖNKÖPING ACADEMY
For Improvement of Health and Welfare



JÖNKÖPING UNIVERSITY