Flourishing a culture for continuous improvement in healthcare and social services in Sweden

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Famna and **Qulturum** collaborate in many quality improvement and leadership programs within the Forum for Values, a platform for learning and development within health and welfare. The programs gets inspiration from the Dartmouth Microsystem approach and focus on creating values in participants' everyday work on all levels of the system, including improvement as a facilitator for change and a bridge-builder between gaps.

Famna is the national association for non-profit health care and social service providers in Sweden. Its member organizations employ 5000 professionals and thousands of volunteers. We are engaged in national processes on development within health care and social services and serve as a development resource in the field of quality improvement, leadership and entre-preneurship within the social sector.

Swedish health care and social service are transforming towards an increasing share of private providers. Collaboration between different actors in the system and a development of stronger patients'/users' perspectives is necessary to minimize the risk for gaps and fragmentation.
The collaboration between Famna and Qulturum is based on a **common mission** for creating prerequisites for high quality welfare services which focus on value creation for users and patients and a responsibility for common resources.

Qulturum is a center for learning and innovation and development of improvement knowledge in healthcare. The main areas of focus are on creating value for patients and the population, inter-professional collaboration and learning, as well as management. We support healthcare systems and teams in Sweden and worldwide.
Qulturum and the County of Jönköping partnerships with IHI and international healthcare systems.

In the **future** the Forum for Values will also serve as a platform in the field of Family Homes, Voluntary work and Patients organizations within psychiatry.
Experiences and new understandings of working with improvement and development in new contexts will further help us to learn what works, in which way and for whom.

Programs in the Forum for Values

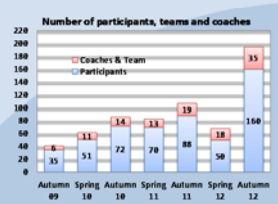
Improve and Coach
Real and measurable improvements in the microsystem

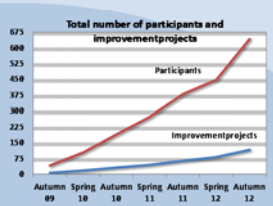
Leadership
Developing the leader's role for continuously improving organizations

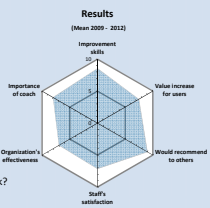
Quality management
Using and adapting QM-systems to continuously developing and assuring quality in everyday work

Knowledge-based decision making
Measurements and processes as a base for knowledge-based decision making and benchmarking

Competence and capacity for improvement
Organizations continually build capacity for improvement by participating in our improvement programs. In order to assess the progress for capacity and competence building we have developed a series of tools. The tools are used in different areas of the system and helps us to improve our programs and to focus our strategy on the future. Number of participants, improvement coaches and projects, etc are used to visualize organizations improvement capacity in different aspects. In all improvement programs participants' experiences are evaluated. This evaluation serves as a measure of results of the improvement program on both employee and organizational level.





The survey include following questions:

- Did your team get skills enough to run improvement projects by your own?
- How did your improvement project affect value for patients/clients?
- Would you recommend a friend to participate in the program?
- How did the improvement project affect the staff's satisfaction?
- How did the improvement project affect your organizations' effectiveness?
- How important is the coach for your improvement work?