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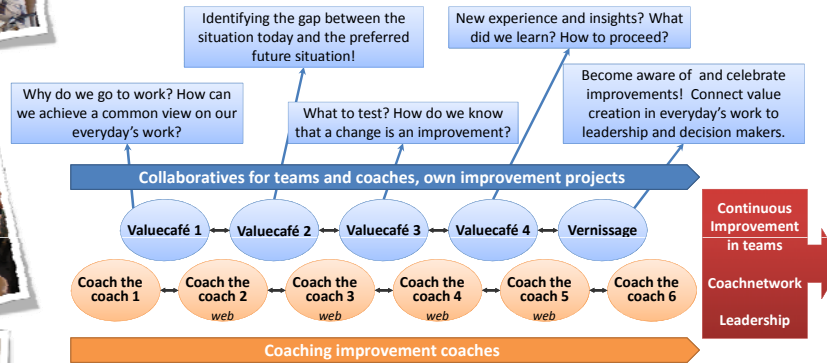
Famna is the national association for non-profit health and social service providers in Sweden. Its member organizations employ 5000 professionals and thousands of volunteers. We are engaged in national processes on development within health care and social services and serves as a development resource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

Kulturum is a center for development of improvement knowledge and renewal in healthcare with focus on creating value for patients and the population, inter-professional cooperation, management and organization of healthcare. We work mainly with health care organizations in the Southeast Healthcare Region in Sweden as well as with teams from the whole country. Kulturum has a well developed international cooperation with IHI and others.

Forum for Values

Social sector organizations are often characterized by highly focusing on their patients/clients needs. We started a **Forum for Values** which bases on the social sectors' values and which aims to create a culture of continuous improvement. The Forum for Values is an improvement program in which participating organizations increase their ability to improve their everyday's work by building competence and capacity within their own organization. Improvement teams meet in collaboratives and work with their own improvement projects. The program is inspired by the Dartmouth Microsystem Improvement Curriculum* and includes a training program for improvement coaches. Coaches meet after the end of the program in a network for mutual learning and to share ideas.

* Reference: Nelson, G., P. Batalden, M. Godfrey. 2007. Quality by design. Jossey-Bass. 459 p.



Reference: Coaching model adapted from PhD studies M. Godfrey, Jönköping Academy, Sweden

Spreading improvement skills

A spreading model was created in which participants in the program became workshop leaders in their own organization for implementation of results. **1** The program started in fall 2009. Until the end of 2010, 31 teams with improvement coaches and almost 200 employees had participated with their own improvement projects. **2**

Evaluation

According to the participant evaluation, the Forum for Values contributes to **building improvement knowledge** in the organization **3**, **increasing value for patients/clients** **4**, **higher effectiveness in the organizations** **5**, and **higher staff satisfaction**. **6** In addition, the valuation shows the importance **coaches** for quality improvement. **7**

