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Forum for Values

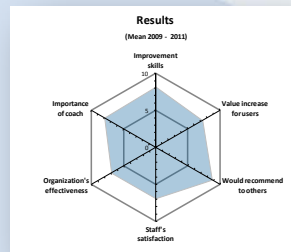
Famna and Qulturum collaborate in different quality improvement and leadership programs which are inspired by the Dartmouth Microsystem Improvement Curriculum¹. The programs focus on creating values in participants' everyday work on all levels of the system. They include improvement coaches as facilitators of change and bridge builders between the microsystems and the mesosystem. In order to assess the progress for capacity and competence in improvement we have developed a series of tools. The tools are used in different areas of the health and care system and helps us to improve our programs and to focus our strategy on the future.

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

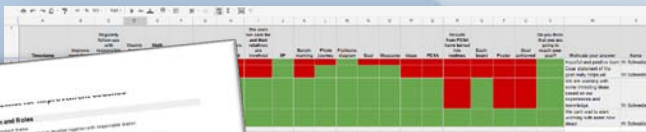
Evaluation of improvement programs

In all improvement programs participants' experiences are evaluated. This evaluation serves as a measure of results of the improvement program on both employee and organisational 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?



Competence in the Microsystem



Skills of improvement coaches are used as indicators of improvement competence and improvement culture of the organization. Since skills are measured continuously throughout the program they serve as real-time feedback on which skills need to be developed further. In addition, overall results show improvement competence built during the program.

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 serve as a development resource in the field of quality improvement, leadership and entrepreneurship within the social sector.

Qulturum 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 with health care organizations in the Southeastern Healthcare Region in Sweden as well as with teams from the whole country. Qulturum has a well developed international cooperation with IHI and others.

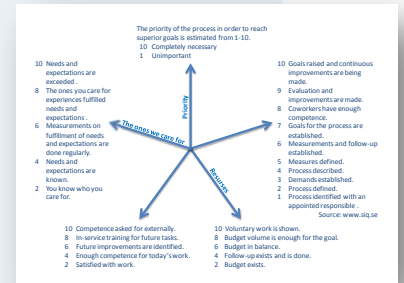
Capacity for improvement in the Macrosystem

Organisations continually build capacity for improvement by participating in our improvement programs. Data on the number of improvement-coaches, projects, co-workers, etc are used to visualize organisations improvement capacity in different aspects. These results are used for benchmarking between organisations and for prioritization of future programs.



Values and Measures in the Mesosystem

Our programs are evaluated by balanced indexes based on *Priority, Processes, Resources, Learning and renewal* and *The ones we care for*. The construction of the indexes leads to a progression of the program and its specific goals in the five aspects.



Dashboard for different programs

By comparing achievements of different programs in a dashboard we are able to focus our efforts and allocate resources on areas which need to be developed.

