Sweden: Leading The Way In Integrated Care

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Presentation outline

- Brief overview of the Swedish health care system
- National initiatives to promote better and more integrated care with examples
Sweden

- Area: Third largest country in Western Europe
- Population: 9.8 million
- Life expectancy: woman 84 years, men 80 years
- Cost for health and medical care: Approximately 11% of GDP
Legislation to promote equal health

- The Swedish Health and Medical Services Act: Health and medical services are aimed at assuring the entire population of good health and of care on equal terms. Priority shall be given to those who are in the greatest need.
- New Patient Act
- Special legislation to enable Quality registries
- Legislation to promote gender equality. Ex In Sweden prostitution is regarded as an aspect of male violence against women and children.
Sweden holds a strong position on health care efficiency

The countries that manage to achieve most for a given utilisation of resources are assessed as having maximum efficiency.
Decentralised health care

Public funded system with shared responsibility between national government and local authorities

National level
  legislation, monitoring and education/training

County councils and regions (20)
  healthcare, but also regional development and support to cultural activities and public transport

Municipalities (290)
  social services; care of elderly and disabled people, schools and school health care, spatial planning and building, health and environmental protection, rescue services, order and security and lots more
Integrated care?

As opposed to fragmented delivery of health and social services

- Integration between health care run by county councils and municipalities
- Integration between social services and health care
- Integration throughout the chain of care within the same organization
- Integration between care delivered by different professions
- Integration between care given for different diseases
- Integrated in peoples lives

In a decentralized system with three levels there is a lot of integration to be done!
National initiative builds on close cooperation

National initiatives build on consensus and close cooperation at all levels.

Examples of initiatives
Patient Safety
Children and youth
Care of sick elderly
National Quality Registries
Primary care
IT
NATIONAL INITIATIVE FOR IMPROVED PATIENT SAFETY

- Inspired by IHI and the National forum

- A national study conducted in 2008, estimated that 105,000 patients in Swedish hospitals were injured each year due to preventable adverse events. Approximately 3000 of these adverse events contributed to the death of the patients.*

- In 2008 SALAR launched a national initiative to improve patient safety.

- In 2011 the Patient Safety Act includes a patient centred perspective; stimulates systems thinking and a proactive way of working with patient safety; and supports caregivers’ systematic work with patient safety.

- In 2011 The Patient Safety Agreement to coordinate a national initiative for better patient safety in Swedish healthcare.

How are we working with patient safety?

**National aims in patient safety**
- Reduce the occurrence of adverse events
- Improve patient safety culture
- Reduce the amount of antibiotics prescribed
- Increase patient involvement
- Integrate patient safety throughout the whole healthcare system

**Concrete tools and methods**
- Tools and bundles for working with patient safety
- National surveys of several patient safety indicators

**National coordination**
- National network for patient safety
  - Includes representatives from Sweden’s municipalities, county councils and regions
- Coordinate patient safety conferences, educational opportunities, and provide a meeting place for municipalities, county councils and regions
- Coordinate patient safety communication strategies for municipalities, county councils and regions
Swedish health care has become safer

- Preliminary results*
  - Healthcare-associated infections (HAI) have decreased from 11% in 2008 to 9.6% in 2015.
  - 458,365 fewer antibiotic prescriptions in 2014 compared to 2010. In the country as a whole there are 323 prescriptions/1000 inhabitants in 2015. The decrease continues.

- In 10 years the annual number of
  - deaths that may have been caused by preventable adverse events has decreased from 3,000 to 1,400.
  - permanent injuries related to adverse events has decreased from 10,000 to 3,000.

Success factors

1. A culture where healthcare-associated infections are considered unacceptable
2. Unhesitating compliance with hygiene regulations
3. Risk assessments enable proactive work methods
4. Creating favorable physical conditions
5. Consistent message and regular feedback
6. Cleaning services regarded as vital
7. Hygiene services and the organisation collaborate closely
8. Focused management that uses effective channels of communication

The patient is viewed as a key participant
1. Develop Rapid Response Teams
2. Evidence Based Care for AMI
3. Prevent ADE
4. Prevent Central Line Infections
5. Prevent Surgical Site Infections
6. Prevent VAP
7. Prevent Harm from High Alert Medications
8. Reduce Surgical Complications
9. Prevent Pressure Ulcers
10. Reduce MRB
11. Evidence Based Care for CHF
12. Get the Board on Board
13. Prevent Urinary Infections
14. Prevention of Suicide
15. Prevent medication-related complications
16. Communication

Safe Health Care
- every time, all the time
Discussion 1

In which areas are national and international collaborations important to promote better health and care?
Integrated care for children and youth

Photo: Michael Bergström
Children and families

- Equal care for children is a high priority in Sweden
- Including aspects of protection, prevention and promotion including broad societal collaboration.
- Starting with maternal health services.
- Child care income based and cheap.
- School health service, preventive and educational, children 6-18 years. Free lunch.
- Health care, dental care and pharmaceuticals are free for children.
- Information for children
Children 0-6

Small children are included in a child health program that includes:

- Support for new parents including minor postpartum depressions
- Tracking children’s weight, length and other development issues - both physical and psychosocial
- Vaccinations
- Nursing support
- Parent groups

At least 98% participate

National protocols (harmonized by professionals) and handbook for professionals
Other examples

- Family centers: Integrated maternal care, child health care and social care – focus on preventive care
- Children at risk and abused children: Coordination between all relevant actors. Police, social care, physical and psychological health care.
Youth health clinics

- Separated from general health care
- County councils and municipalities together
- Promotion of sexual health and mental wellbeing for youths 12-22 years
- National website with online youth clinic
Correlation between education and self-rated health

Share with self-rated poor and very poor health

- Kort utbildning
- Mellanlång utbildning
- Lång utbildning

Women

Men
Time for a common vision
Everyone should go out primary school with passing grades
Better life for sick elderly people
2010 - 2014

I can grow old in security and retain my independence with access to good health and social care.

FILM
How?

- Measure – quality registries
- A lot of support for improvement – national and regional
- Special leadership program – for municipalities and county councils together

Photo: Michael Bergström
Results

- 20,000 elderly people no longer treated with inappropriate drugs.
- Fewer and less severe pressure ulcers among sick elderly.
- Risk of malnutrition detected and treated - about 25,000 risk assessments each month.
- People with dementia receive the right care - anxiety and aggression decreases.
- At the end of life, a greater proportion of right relief for pain and anxiety.
- Improvements are sustainable – but the rate of improvement is lower after the program ended
Ask the elderly

Person centered tool with webbased questionnaire. Webbkollen.com

Do you feel safe with your health care and social contacts? Hospitals call up

- Yes: 86% (14449)
- No: 6% (970)
- Don’t know: 9% (1445)

Respondents: 16864
What is best for Esther?

Esther… no matter where We will be there!
From some to everyone 2010 - 2015

Municipalities:
Nursing homes,
Home care

County councils/
Regions:
Hospitals
Vision Zero

- National register
- Senior alert

Systematic Preventive Care Process

Improvement work

Analyze and reflect results on line
Percentage use preventive care in nursing homes, Sweden 2011-2015

Experience Day Qulturum

2016-04-12
Less pressure ulcers
You can’t turn back the clock
But you can wind it up again
Citizen-directed campaign for stroke

- Initiated by one county council (Västra Götaland) – run by all county councils together

- Best campaign: World Stroke Day Award

- Acronym FAST, but in Swedish

- https://www.youtube.com/watch?v=ruzMS1CDdeU
Monitoring of citizen-directed campaign

- More patients arriving to hospital within 3 h
- Median time to treatment reduced by 22 minutes
- More patients treated
Discussion 2

Which are the key factors for promoting health for children and elderly?
Quality registries

- Initiated by the medical professionals
- 1975 knee replacement surgery
- Ongoing initiative 2012-2016
- Annually monitored and approved for financial support by an national committee
- Approx 100 National Quality Registries
- Purposes
  - Primary: Quality improvement, comparisons, better and more equal care
  - Secondary: Research
- National open comparisons since 2006 – support equal care
- National website with results and comparisons
What is measured?

Individualized data on
- care, interventions, drugs, technologies
- complications, reoperation, death
- symptoms
- ADL capacity, dependency on care
- patient reported outcome and experiences, health related quality of life
Acute myocardial infarction: a comparison of short-term survival in national outcome registries in Sweden and the UK (Lancet 2014)
RIKS-HIA Quality index (0-9) in treatment of MI (0-9) 2007, 2011

Factors in index (% adherence to guidelines)
- Reperfusion
- Time to reperfusion
- Coronary angio at high risk
- LMWH
- Clopidogrel or Prasugrel
- ASA
- Statin at LDL > 2.5mm/L
- Beta-blockade
- ACEI/ARB at LV dysf

Figur 3c. Kvalitetsindex 2007 per sjukhus (med minst 10 patienter <80 år i målgruppen).
Psychiatric register – BipoläR

• Value-based Health Care at Sahlgrenska University Hospital
• Focus on outcome measure
• Data from register
• Visualization of results – important tool for monitoring, control and development
### Scorecard Bipolar unit

#### Tier 1

<table>
<thead>
<tr>
<th>Measure</th>
<th>Year Mon</th>
<th>Proportion (%)</th>
<th>Amount Total</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suicide attempt</td>
<td>↑ ↓</td>
<td>2.5</td>
<td>23</td>
<td>926 Proportion of patients with suicide attempt last 12 months (Goal &lt; 3%)</td>
</tr>
<tr>
<td>Self harm no suicide intent</td>
<td>↓ ↓</td>
<td>4.5</td>
<td>42</td>
<td>926 Proportion of patients with self harm without suicide intention (Goal &lt; 3%)</td>
</tr>
<tr>
<td>Livability</td>
<td>↑ ↑</td>
<td>63.2</td>
<td>-</td>
<td>926 Average EQ5D latest 12 months (Goal &gt; 70)</td>
</tr>
<tr>
<td>Function</td>
<td>↑ ↑</td>
<td>43.6</td>
<td>422</td>
<td>926 Average GAF. Proportion of patients with GAF &gt; 68 latest 12 months (Goal &gt; 50%)</td>
</tr>
<tr>
<td>Inpatient care</td>
<td>↓</td>
<td>19.2</td>
<td>150</td>
<td>926 Proportion of patienter with inpatient care latest 12 months (Goal &lt; 12%)</td>
</tr>
<tr>
<td>Affective relapse</td>
<td>↑ ↓</td>
<td>29.1</td>
<td>551</td>
<td>933 Proportion of patients with an affective relaps within 12 months (Goal &lt; 40%)</td>
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<tr>
<td>BMI</td>
<td>↑ ↓</td>
<td>28.6</td>
<td>205</td>
<td>908 Proportion of patients with BMI over 30 latest 12 months (Goal &lt; 10%)</td>
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#### Tier 2

<table>
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<tr>
<th>Measure</th>
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<th>Proportion (%)</th>
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<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient care returns</td>
<td>↑ ↑</td>
<td>3.6</td>
<td>1</td>
<td>28 Inpatient that returns to inpatient care within 28 days the last month (Goal &lt; 5%)</td>
</tr>
<tr>
<td>Function inpatient care</td>
<td>↓</td>
<td></td>
<td></td>
<td>GAF out. GAF in Routine not implemented yet*</td>
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</tbody>
</table>

#### Tier 3

<table>
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<th>Measure</th>
<th>Year Mon</th>
<th>Proportion (%)</th>
<th>Amount Total</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment</td>
<td>↑ ↑</td>
<td>51.5</td>
<td>400</td>
<td>776 Proportion of outpatients (18-64 years old) &gt; 50 % in study/work/latest 12 months (Goal &gt; 50%)</td>
</tr>
</tbody>
</table>
Flipping primary care

- Flip the meeting – what can the patients do themselves, and how can we best use the competence and resources in health care to support that
- Flip the design and ways of working – instead of trying to do best possible within current system and ways of working, design to meet the needs of the patients

Photo: Michael Bergström
How?

- Systematically understanding needs
- Segmentation based on patient preferences and behaviors – not diagnosis
- Test innovative services based on different segments
- An online platform for sharing ideas
- Question who does what
- Use competence and inspiration from outside health care
- Work integrated with other actors, even outside health care

Photo: Michael Bergström
Service design methods helps organisations to be more customer-centered
Service design with patients in Skiftinge

The patients share how they experience care for mental illness.

Together they develop a new way of working for the mental illness care team.
Team for mental illness in Skiftinge
The new way of working

Results:
Improved access first meeting 2 months -> a few days
Waiting list 50 patients -> 0
Changed evaluation to introduction
IT to support integrated care

- II77.se e-services: National online system for patient information, renewing prescriptions, booking appointments and patient communication.
  - 81 million visits 2015

- Video communication for consultations – example from north of Sweden
Discussion 3

Which national tools are important to measure and support integrated care?
Meet us, or another Swede, in our Swedish stand in the exhibition hall.
THE SWEDISH WAY

IMPROVING CARE NATIONWIDE IN A DECENTRALIZED SYSTEM