



The Norwegian College
of General Practice

THE NORWEGIAN MEDICAL ASSOCIATION

Quality initiatives in Norway





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Quality – the fulfilment of demands to a service



**Not everything that can be counted counts,
and not everything that counts can be counted**



- Influence on national policy – through NMA mainly
- Organisation
 - Committees
 - About 20 Reference groups within defined professional fields
- Center for Quality improvement in Medical Practices
 - SKIL



Senter for kvalitet i legekontor

Centre for quality development in medical practice



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The Norwegian SKIL program – a CME initiative

Nordic GP meeting 2016

Tor Carlsen MD Specialist Community medicine



SKIL's aims

- Integrate Quality Improvement in Norwegian doctors offices
- Cooperate with the state and communities
- Cooperate with researchers

The SKIL-model

Clinical updates



Online courses



Legemiddel	Pris (NOK)
1. Aspirin 100 mg tabletter	300
2. Aspirin 100 mg tabletter	100
3. Aspirin 100 mg tabletter	100
4. Aspirin 100 mg tabletter	100
5. Aspirin 100 mg tabletter	100
6. Aspirin 100 mg tabletter	100
7. Aspirin 100 mg tabletter	100
8. Aspirin 100 mg tabletter	100
9. Aspirin 100 mg tabletter	100
10. Aspirin 100 mg tabletter	100

Quality check

Program fetching data
from Electronic Medical Record



Guided Peer group programs
15' , 3 meetings

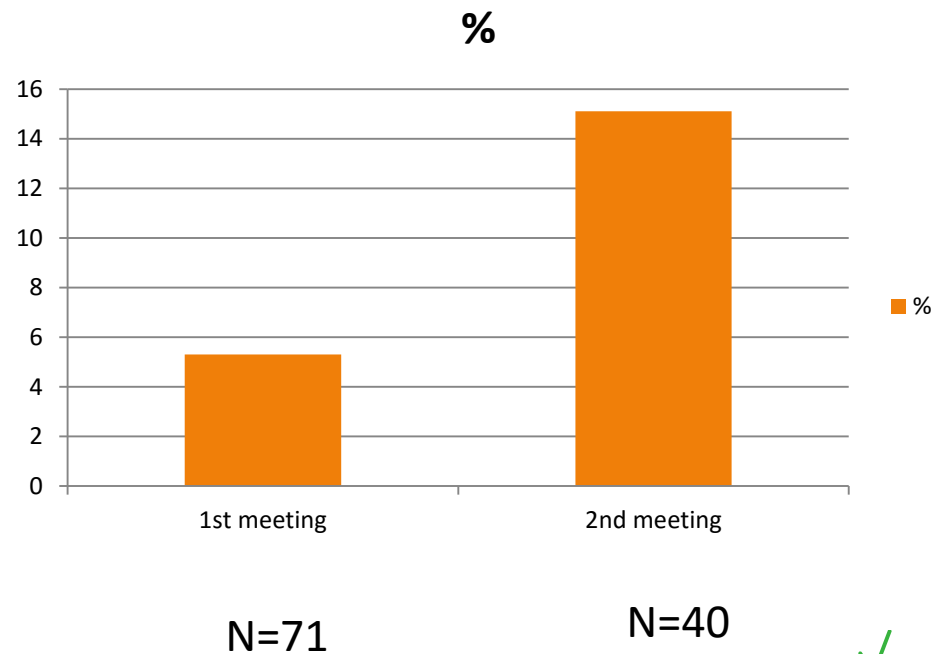
SKIL-register
(aggregated anonymous)

Researchers

State / Communities

Medication review (MR)

MR in patients with 4+ medications
Median values



Pilot of medication review

Evaluation after meeting 2

Positive experience with changes 96%

Online course: 7 / 10

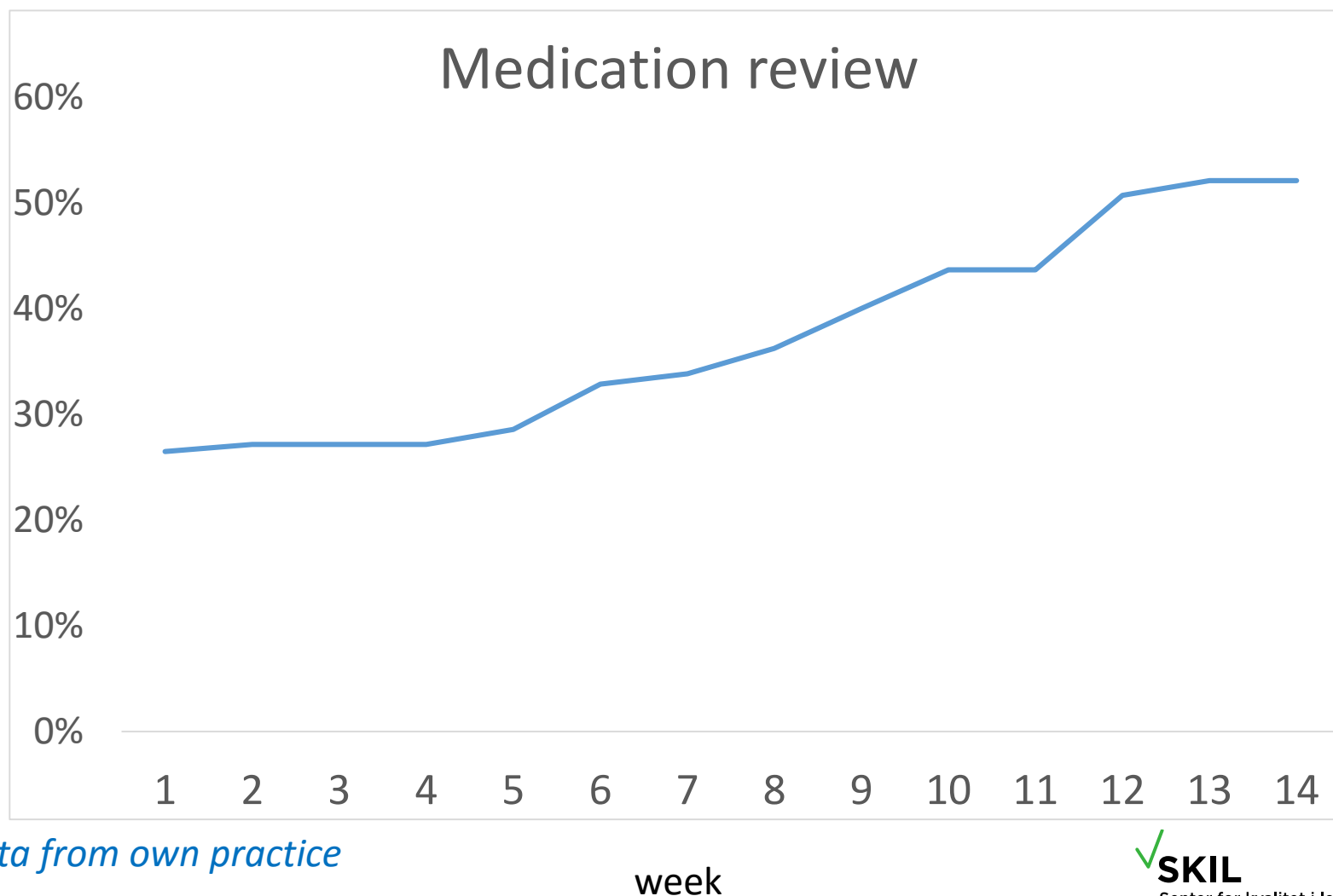
Usefulness of indicators: 7.0 / 10

Discussion in peer groups: 8 / 10

Will use the indicators in the future: 100%

Online course and peer group useful: 98%

Quality improvement at individual level



Lessons

- Quality control/measurement does NOT improve quality by itself
- Quality Improvement requires good measurements as basis for learning, reflection and change
- Quality Improvement engages clinicians! - but must be planned well

The four P's for success

- Pleasure
- Prestige
- Pride
- Profit