

of General Practice THE NORWEGIAN MEDICAL ASSOCIATION

Quality initiatives in Norway





The Norwegian College of General Practice THE NORWEGIAN MEDICAL ASSOCIATION

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





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

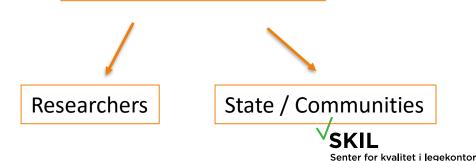
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15	Avial ages passariler på spassell velkskelseste medhäventer (kila fis legenskilskeltet)	7	

Quality check Program fetching data from Electronic Medical Record



Guided Peer group programs 15', 3 meetings

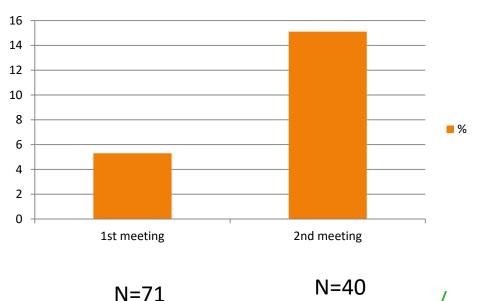
SKIL-register (aggregated anonymous)





Medication review (MR)

MR in patients with 4+ medications Median values



%





Pilot of medication review

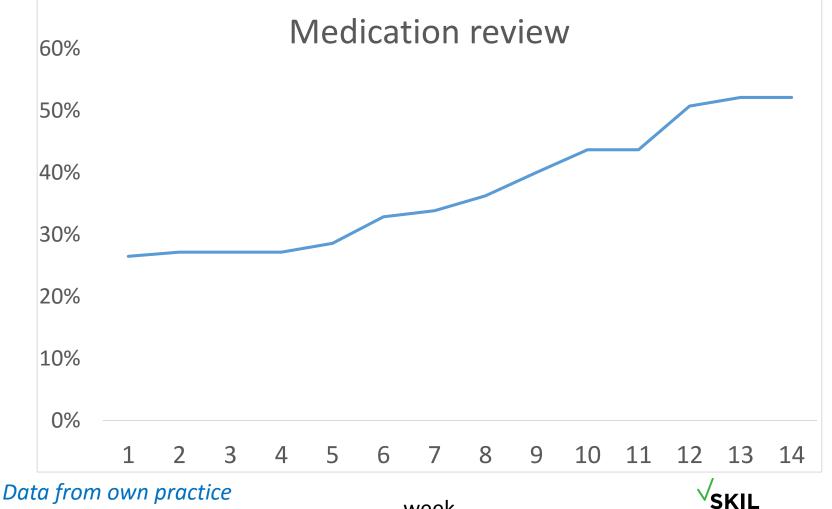
Evaluation after meeting 2

Positive experience with changes 96%Online course:7 / 10Usefulness of indicators:7.0 / 10Discussion 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



Senter for kvalitet i legekontor

week



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

