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## International Benchmarking Experiences from the Nordic Countries


**Marie Lawrence**

Member of the Steering Group for Common Nordic Indicators  
Project manager, National indicators for "Good Care"  
National Board of Health and Welfare, Sweden

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### Countries and autonomous territories



- Denmark
  - The Faroe Islands
  - Greenland
- Finland
  - Åland
- Iceland
- Norway
- Sweden


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Commission from the Nordic Council of Ministers  
a Nordic Working Group on Quality Measurements  
cooperation started 2000


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### Aim of the cooperation


- To develop quality indicators for comparisons between the Nordic countries
- To coordinate Nordic collaboration with OECD, WHO and EU

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### Three project periods

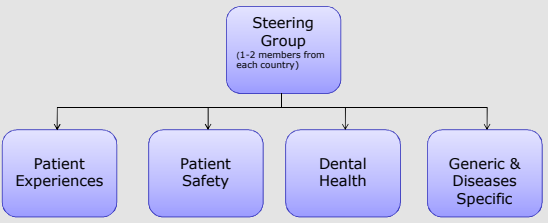
1. 2000-2003  
The first report was published 2003
2. 2004-2006  
The second report was published 2007
3. 2007-2010  
The third report will be published 2010



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### Organisation 2007-2010



- Prevention and health promotion should be included in all the groups
- The OECD indicator approach should be incorporated

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### Nordic Indicators for Patient Experiences

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A Nordic patient experience questionnaire has been developed – Norpeq (adult somatic inpatients)

*Chosen indicators:*

1. Doctors attitudes
2. Doctors professional skills
3. Nurses professional skills
4. Nursing care
5. Doctors and nurses interests in patients' perspective
6. Information on treatments
7. General satisfaction
8. Incorrect treatments

Ollstedt S, Garratt A, Bjertness Ø, Bjersdotter M, Frøil M, Sachs M. The NORPEQ patient experiences questionnaire: data quality, internal consistency and validity following a Norwegian inpatient survey. Scand J Public Health. 2007;35(5):540-7

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### Status and further plans: Norpeq for somatic inpatients

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**Nr 1:**

	Translation	Cognitive interviews	Pilot survey	National survey
<b>Finland</b>	Completed	Completed	2009	2010?
<b>Sweden</b>	Completed	Completed	Completed	2010?
<b>Norway</b>	Completed	Completed	Completed	Completed in 2006 (next survey 2010?)
<b>Denmark</b>	2009	2009	?	?
<b>Faroe islands</b>	2009	2009	2010 (national survey)	2010
<b>Iceland</b>	Completed	Completed	2009/2010	2010?

**Nr 2:** Develop Norpeq for psychiatric care and specialized outpatient care

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### Nordic Indicators for Patient Safety

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*Cooperation in six areas:*

1. Measurement of patient safety culture
2. Retrospective medical record review
3. Hospital mortality
4. Health care-associated infections
5. Potentially harmful polypharmacy
6. OECD patient safety indicators

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### Nordic indicators for Dental Health

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*2 Different Groups of indicators*

1. Background information/structure (personel, costs, visits etc)
2. Health of the mouth, gums and teeth

*examples:*

- Self-perceived oral health
- Percentage Caries free children and adolescents
- Percentage edentulous 65-74 year olds

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### Generic & Diseases Specific Nordic indicators

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- Generic indicators
- Cancer
  - malignant melanoma
  - Cervical cancer
  - Colon cancer
  - Rectal cancer
  - Prostate cancer
  - Breast cancer
  - Lung cancer
- Chronic diseases
  - Diabetes
  - Asthma
- Heart- and vascular diseases
  - AMI
  - Stroke
- Children and youth
- Obstetrics
- Prevention and health promotion
- Psychiatry

### What do we know about the quality of care in the Nordic countries?

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We know a lot!

- All Nordic countries have developed Health Registers and there are lots of National Quality Registers running
- We all have a Unique Patient Identifier (UPI)

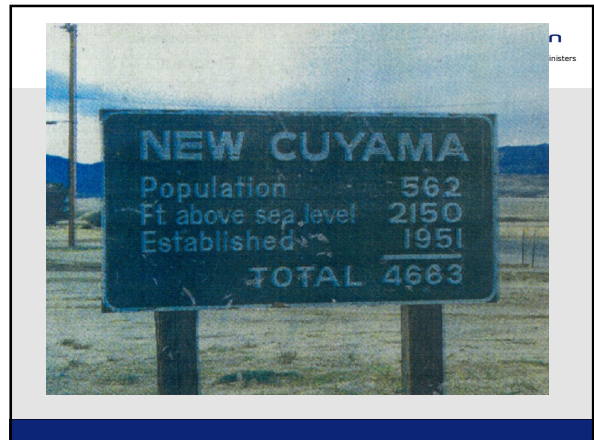
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### But there is a lot to do!

- Poor documentation
- Lack of goals for quality - no targets set
- Lack of evaluation of effects on quality work
- Lack of evaluation on efficiency in the health care
- Great variations in practice and results
- Examples of both to much and to low use of recommended methods

Mainiz J. Bartels PD. Quality improvement. How are we doing and what can we do? Int. J Quality in Health Care: In Press.

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### Example


	Denmark	Finland	Iceland	Norway	Sweden
	2005	2004	1996-2000	2005	2005
Breast cancer 5 years survival rate	85%	88%	89%	86%	87%
	2005	2004	1996-2000	2005	2005
Prostatic cancer 5 years survival rate	53%	87%	82%	82%	83%

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### Nordic Indicator Model


- Background indicators
  - Incidence
  - Prevalence
  - Screening
    - national screening programmes?
  - Mortality
- Quality indicators
  - Structure (structure and organisation)
    - national guidelines etc?
    - national registers (for quality or other purposes?)
  - Process
    - waiting times, treatments given etc
  - Results
    - Intermediate result indicators (ex. HbA1c, target achievement)
    - "hard" results (case fatality, re-admissions, relapses, complications etc)
    - quality of life
    - patient satisfaction

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### Experiences

- It is easy to develop indicators but difficult to measure the quality of care
- Data for common diseases and conditions are not available
- Timely data is often not available
- There is a need for an investment in quality measurement systems
- Fruitfull international collaboration can help development – we learn from each other

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### Experiences

- The Nordic countries have similar health care systems making comparisons possible
- Often we measure what can be measured and not necessarily what needs to be measured – We highlight this problem!
- International comparisons are often an illusion – but it is important to try! – Always add an analysis and description why outcome varies (different case-mix, poor data quality, poor data coverage, different organizations/systems etc)

## Next steps



- "Health Statistics in the Nordic Countries 2009" + appendix (description of the Nordic Indicator project + data on indicators regarding cancer, heart- and vascular diseases, diabetes and asthma (<http://nomesco-eng.nom-nos.dk/>))
- September 2010 - Final report for the ongoing 4 projects
- Carry on the nordic collaboration with OECD, WHO and EU
- It is an ongoing process for several years ahead!

## More information



### E-mail:

jan.mainz@rn.dk

marie.lawrence@socialstyrelsen.se

### Download 2nd report:

[www.norden.org/sv/publikationer/publikationer/2007-519](http://www.norden.org/sv/publikationer/publikationer/2007-519)

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Thank You!

