

Supervision – to ensure that people have trust in the services provided by the welfare state

The Annual Supervision Report shows the broad range of tasks that we have. Our supervision activities include health and care services, child welfare services and social services. A supervision authority that is able to see provision of services as a whole, helps the development of continuous care pathways.

Ten years has passed since the Norwegian Board of Health Supervision became a pure supervision authority. During these years we have acquired new tasks. In 2013 we reorganized our authority to ensure that we could carry out our tasks effectively in line with what society expects of us.

We have departed from an organizational model based on methodology to a model based more on the structure of the services. This gives us an organization that is more understandable for the users of the services, and for the outside world. This makes it possible for us to concentrate on tasks that are given priority, while at the same time taking our well-established and solid skills in methodology with us.

Safe and sound conditions for growing up are important so that every individual can lead a life in which they master things, have a high quality of life and have good health. Well-functioning child welfare services are important for ensuring that children in vulnerable positions have a stable childhood free from damaging influences. Our aim is to develop our supervision of child welfare services to ensure that the best interests of children are given the highest priority.

In order for us to follow adverse events in hospitals closely, we need to develop supervision methodology, increase our capacity, and have the necessary skills. Following up reports of serious and unexpected adverse events demands that we respond quickly and in close co-



operation with the people who are involved and affected, in order to find out what has happened and to ensure that we obtain all the relevant information. We are expected to investigate and analyse causal relationships and to assess whether services are provided in accordance with sound practice. This shall stimulate the service to learn from

adverse events, and hence help to reduce the risk that similar events will happen again. We see that we need to increase our skills in the fields of safety and organization.

Those who are involved in serious adverse events are health care personnel who wish to do as good a job as possible, but who do not always manage this. But most importantly, patients who need treatment, and their relatives, are also involved. In our experience, relatives can often contribute with important and relevant information about what has happened – information that provides a more detailed account from a different perspective than the account obtained from health care personnel and managers. The rights that patients and clients have to express their views and to have access to documents in supervision cases have been increased. This gives us a

good opportunity to improve the job we do by ensuring that patients and clients are involved when we develop, plan and implement supervision activities. Patients and clients should play an important role in developing health and care services and supervision of these services. The participation of patients and clients helps to ensure the legitimacy of public services and to improve the quality of these services.

Sound, professional supervision helps to increase people's trust in the services. Without the trust of patients and clients, the services can become poorer.

The expectation that public services should be evaluated, and that the effect of supervision should be documented, is increasing. We have started a four-year project to measure the effect of supervision, using scientific methods of evaluation. The results can be important for how supervision of health and care services should be developed to meet current requirements.

The supervision authorities comprise the Norwegian Board of Health Supervision and the Offices of the County Governors. We each have a common destiny. In order to succeed with our task, we must co-ordinate our efforts.

We hope that this Annual Supervision report gives an account of sound, professional supervision, that is based on the legislation. It is this legislation that lays down the requirements that society demands on behalf of patients and clients.

We hope that you enjoy reading this report!

Jan Fredrik Andresen



Sound, professional supervision helps to increase people's trust in the services.”