



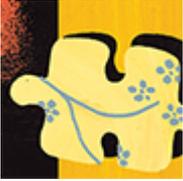
«Do unto others as you would have them do to you» - lessons learned in Norway

User involvement in supervision

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Challenge and commitment

- «We need you, you need us»: closer communication with patients, service users and user representatives will contribute to improved supervision.
- Recommendation no 9 from EPSO-evaluation 2011-2012:
«Helsetilsynet develop a patient and public engagement strategy that sets the framework for its engagement with patients and the public to inform all aspects of its work including forward planning.»
- Grounds and purpose
 - «At the right place in the right time»: more targeted, essential and right priorities
 - Better factual basis for assessments and rulings in all supervisory activities
 - Process of democratization – with special attention to «shy» voices
 - Improved legitimacy and trust in our mission in the public



«Work in progress» - how are we facing this challenge and commitment?

- We draw on useful examples from already established practices
- «Fresh» money to stimulate new approaches to supervisory activities in the Offices of the County Governors
- Some examples
 - Panel of service users in risk analysis
 - Service users as informants in supervision
 - Service users as participants in supervisory team
 - Country wide supervision 2016 and 2017-2018
- Evaluation performed by external researchers (SINTEF Technology and Society) parallell to the process



Useful user involvement - lessons learned so far?

- Closer communication with patients, service users and user representatives DOES improve supervision
 - Different and fresh perspectives
 - New angles and questions
 - More in depth inquiries
- It's all about recognizing, respecting, giving voice to and listening to.
- It's not about legal barriers, but movement of thoughts and refreshed practice

