

The hospital setting as key sector – interface management

The Norwegian example

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Interface management in Norway

Issues

- The present situation
- Improvement of interface management
- Future directions

The present situation

Health care organization and responsibilities

Status at the interface

- The Patients
- The Health Care System
- Funding of medicines use

The present situation

Responsibility levels in Health Care

- **National level**
 - Health Ministry with agencies
- **Regional level**
 - Regional Health Enterprises – Specialist Health Care
- **Local level**
 - Primary Health Care

National level

Ministry of Health with agencies

Norwegian Directorate of Health

National therapeutic guidelines

Norwegian Knowledge Centre for Health Services

Evaluations, knowledge reports and HTA body

The Norwegian Medicines Agency

Regulatory authority, drug information etc.

Regional level

Specialist Health Service System

- Organized in four Health Regions as Public Health Enterprises
- Regional Medicines Forum Health Region South-East established 2008
- Formularies for medicines use
Within each hospital, not at regional level

Local level

Primary Health Care

- National guidelines, ex. use of Antibiotics in Primary Health Care
- National recommendations for preferred prescription
- Drug and Therapeutic Committees not organized
- Local formularies within certain institutions

Status at the interface

The Patients - gaps in medicines treatment

National Working Group established by Health Ministry indicated a risk for gaps in patient treatment, in particular related to transfer of patients between levels in the health care system

Reference: Report from National Working Group on Rational Medicines Use, May 2009

Status at the interface

The Health Care System

National guidelines in certain fields covering all levels

Follow-up systems – a major challenge

No common Common Drug and Therapeutic Committees or common formularies developed, covering both Specialist and Primary Health Care

Status at the interface

Different funding systems for medicines use

- Specialist health care covers medicines expenses in the hospital sector based on funding from the government
- Local governments are responsible for medicines expenses in local institutions
- National insurance is responsible for reimbursement of medicines expenses outside institutions

Improvement of interface management

Project for "Summary Care Records"

A project under the Directorate of Health is established to develop Summary Care Records, intended to be accessible at all levels in the health care system, containing key information concerning the individual patients, including their medicines use.

The Summary Care Records may offer a major tool for interface management in future patient treatment

Improvement of interface management

Lists for medicines use for the patients

As part of the *National Patient Safety Campaign* a project has been initiated to promote the use of medicines lists for the individual patients in order to ensure correct information at any level in Specialist or Primary Health Care.

Improvement of interface management

Medicines use review

Patients in various risk situations with reference to medicines use may be subject to thorough *multidisciplinary evaluations* of medicines use at any level in the Health Care System.

A national guideline for the performance of medicines use reviews is under preparation.

Initiatives in the hospital sector

Drug and Therapeutic Committees at regional level

Common drug formularies?

Working Group in Health Region South East considering common drug formulary at regional level, including primary health care

Improvement of interface management

Electronic prescription and decision support

Primary Health Care first, hospital sector next

Follow-up of overall drug statistics

Out-patient sector:

The Norwegian Prescription Database from 2004

In-patient sector:

Drug statistics from hospital pharmacies from 2006

Electronic medical record system initiated

Future directions

The Coordination Reform

A national reform for coordination between all levels in the Health Care System from 2012

Based on various policy instruments using

- Legislation
- Professional efforts
- Organisation
- Financial incentives

Future directions

Legislation

New legislation regulates coordination between the levels in the Health Care System and thus provides a platform for development of interface management

Municipalities shall establish cooperation agreements with Public Health Enterprises to facilitate general services in Health Care for patients

Future directions

Professional efforts

Development of *Patient Pathways* crossing the levels in Health Care for a number of medical conditions

Development of guidelines, procedures, quality indicators based on coordination between different levels in Health Care System

Future directions

Organisation

Adaptation of organisation and development of common platforms to facilitate coordination between different levels in the Health Care System

Example:

Development of *Local Medical Centres* with coordinating functions

Future directions

Financial incentives

Establish financial cooperation between the local municipalities and Specialist Health Care System

Example:

Introduction of co-payment responsibility for hospitalization from the local municipalities