

SWEDISH AGENCY FOR HEALTH TECHNOLOGY ASSESSMENT AND ASSESSMENT OF SOCIAL SERVICES

Collaboration of 9 Health
Care Agencies in Sweden
on User Involvement
2017

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Sophie Werkö, HTAi, Vancouver 2018



The Council for Knowledge-Based Policy is:



Contributing patient- and user organisations:



Nationell Samverkan för Psykisk Hälsa



SBU Film on our website

<https://www.sbu.se/en/>



<https://youtu.be/KoCxRuv6gPc>

<https://www.sbu.se/en/about-sbu/a-project-on-the-involvement-of-organisations-representing-patients-and-service-users-in-governmental-knowledge-based-guidance/>



Initiative by the National Partnership for Mental Health, NSPH in May 2017

User focused Monitoring (UFM)

- Aims at identifying what the users think of how their care works, by having persons with own experience of mental ill-health carrying out the evaluative process. Thus to improve the quality of the care through user involvement.
- Identification of strengths, weaknesses and opportunities for development in a certain context (care, process or supportive function).
- "Inside" understanding of the situation they are evaluating
- Other questions – other answers
- To what extent do user focused reviews capture the user's experiences.



Principles for User focused Monitoring

A user review shall:

- *Give real influence for patients, users and their families*
- *Guarantee anonymity*
- *Stimulate to dialogue and mutual goals*
- *Be independent*
- *Contribute to increased quality in the care*

Long term perspective and continuous improvements

The self-esteem, hope and recovery

Empowerment



Current status: UFM in mental health in Sweden

- Internationally UFM is used and in many countries it is well-established. In Sweden it may just be about to get some momentum
- Lack of an updated bank of knowledge about what problems, qualities and areas of development are identified – and of what initiatives of change that lead to advances or reforms for the users.



What was done

- **NSPH** collected 57 User focused reviews on mental health care since Jan 1st, 2015. These were then indexed by different criteria. e.g. what kind of care was reviewed, where and by whom?
- **Task group** to analyse within the framework of a model that was produced for what to identify in the 57 reviews in order to do it systematically. Every review was read by at least two persons who also assessed the quality of both the review itself and the care that was evaluated when possible.
- The **reviews** have more or less always raised aspects concerning the users' experiences of support and participation of and in the specific care. Other themes are how they experience or perceive the environment, information, collaboration, activities and conflicts.
- **SBU contribution**



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