Norway on Benchmarking

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BENCHMARKING IN NORWAY

- National quality registers in Health (50)
- Norwegian Patient Register (NPR)
- Key numbers in Health
E-HEALTH BENCHMARKING AT A STARTING POINT IN NORWAY

Norwegian Health authorities decided to establish a Norwegian e-health monitor in order to provide a knowledge base for:

• Better priorities and management
• Development of strategies in the field
• Quality improvement
• Research and analysis
E-HEALTH MONITOR PROJECT

- Norwegian Directorate for eHealth have started a project to investigate concepts for a national e-health monitor

- Norwegian Centre for E-health Research was commissioned to examine and recommend a solution for e-health benchmarking
NORWEGIAN CENTRE FOR E-HEALTH RESEARCH

• Established January 1st 2016
• 52 heads
• Budget 2016 NOK 78,3 M
Collect, produce and disseminate knowledge in the field of e-health
WHAT IS E-HEALTH?

E-health refers to tools and services using ICT that can improve the healthcare system as a whole, including prevention, diagnosis, treatment, monitoring and management of medical conditions and diseases

(The Norwegian Directorate of eHealth)
OTHER KEY TERMS

• Indicator- Distinguishes between a single indicator and indicator area

• Monitoring- a process where we follow indicators over time

• Benchmark- Specifically comparison of businesses, services - the important thing here is that the basis for comparisons (peer group) is approved by the party compared
THE NORDIC E-HEALTH RESEARCH NETWORK (NERN)

• A Nordic eHealth Group was established in 2010 by the Nordic Council of Ministers (NCM)

• Benchmark the deployment and use of health IT in the countries.

• In February 2012 NeRN was established as a subgroup of the Nordic eHealth group

GOALS OF THE NERN NETWORK

To develop, test and assess a common set of indicators for monitoring e-health in the Nordic countries, Greenland, the Faroe Islands, and Åland (in close collaboration with the OECD, WHO and EU) for use by national and international policy makers and scientific communities to support development of Nordic welfare.
WHY NORDIC DEVELOPMENT OF E-HEALTH INDICATORS?

- Advanced in e-health
- Similar health care systems
- Nordic countries participate in e-health indicator work in OECD-context
- All Nordic country has an e-health policy/strategy
- A long tradition in national e-health monitoring activities
- A 4-stage methodology for identifying common e-health indicators
- Close collaboration with the OECD model survey
- Altogether 49 common Nordic e-health indicators from national sources
- A good working relationship between the scientific and policy communities for collection and exploitation of data needed
- Further e-health indicators: patients 'and citizens' point of view
- Governance systems of e-health indicator work
- Online publication and reporting options to rapid and flexible reporting
- Enhanced international collaboration: OECD, WHO (e-health maturity index work), EU
NERN NATIONAL CONTACTS

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THE NORWEGIAN CONTEXT

- Increase in public funding for ICT in the health care sector
- White Paper no. 29 (2012-2013) *Future Care*
- White Paper no. 9 (2012-2013) *One Citizen – One Record.*
- The need to document impact and benefit of national priorities
E-HEALTH POLICY MAKERS AND RESEARCHERS

- A good working relationship between the scientific and policy communities
- Research networks
- International comparisons
E-HEALTH SOURCES IN NORWAY RELEVANT FOR INDICATOR DEVELOPMENT

- Adress register
- Message Counter
- Summary health and care record (log ins)
- E- prescriptions
- Health Norway portal- Helsenorge.no
- E-health fares
- Helsecert
- E-health trends – population study
- List of e-health projects in Norge
E-prescriptions usage
SUMMARY HEALTH AND CARE RECORD DEPLOYMENT
HEALTH NORWAY PORTAL (HELSENORGE.NO) USAGE

• A public health portal for residents in Norway

• 1 633 314 visitors in January 2017

• Information pages
• Self-service solutions
NORWEGIAN INDICATORS AND STATISTICS UNIVERSE OF E-HEALTH MONITOR

Evaluering av klinisk praksis Forbedrings-arbeid Forsknin
Statistikk

Velferds-ordninger
Statistikk

NAV
HELFO

Statistikk

Nasjonale medisinske kvalitetsregistre

Stønad til enkelt- personer

Takstkode iht. konsultasjonstypen

Nasjonal E-HELSE MONITOR

Dødsårsaks-registeret, MSIS

Kommunalt pasient- og bruker-register (KPR)
Statistikk, helseanalyser, kvalitetsforbedringsarbeid, beredskap, forebyggende arbeid og forskning

Informasjon om virksomhetens egen aktivitet

Norsk pasientregister (NPR)

Statistikk

Innsatsstyr finansiering

31.6 mrd. kr
METHODOLOGY TO IDENTIFY E-HEALTH INDICATORS

1. Defining the context (key stakeholders and the relevant area or system)
2. Defining the goals with a combination of top–down and bottom–up approaches
3. Defining methods for indicator selection and categorization
4. Defining the data, reporting results and feedback
## NORWEGIAN STAKEHOLDERS

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<thead>
<tr>
<th>Stakeholders</th>
<th>Goals</th>
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<tbody>
<tr>
<td>Political leadership</td>
<td>Which result and achievement the various e-health initiatives provide</td>
</tr>
<tr>
<td>Management</td>
<td>Substrates for budget input and various focus areas</td>
</tr>
<tr>
<td>Managers and Owners</td>
<td>Corporate governance, resource management, budget monitoring, strategy attainment</td>
</tr>
<tr>
<td>Health Care services</td>
<td>Best-practice and solutions from other regions or comparable groups</td>
</tr>
<tr>
<td>Audience, Media and NGOs</td>
<td>Patient Organisations (approx 50 pcs.) Are focused on their groups and time-relevant issues</td>
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<tr>
<td>Research and Education</td>
<td>Learning Information / new knowledge is important, open data desirable</td>
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<tr>
<td>Citizens and Patients</td>
<td>Quality and access to services where they live</td>
</tr>
<tr>
<td>Suppliers and Industry Associations</td>
<td>May wish to get an idea of its customer base, market opportunities and further use of new technologies</td>
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NORWEGIAN METHODS FOR INDICATOR SELECTION AND CATEGORIZATION
EFFECT INDICATORS IN E-HEALTH MONITOR

- Performance Indicators (KPI)
- Impact Indicators
- Outcome indicators
DEVELOPE E-HEALTH MONITOR AS A STEPWISE PROCESS

1. Collecting the materials that are already on the distribution and use of e-health in Norway

2. Develop indicators that provide a basis for international and national comparisons in connection with the introduction of joint systems for electronic journal and welfare technology

3. Integrate work with e-health indicators with other monitors and indicators in the health sector in Norway and internationally, and explore opportunities for cooperation, coordination and possible synergies
Thank you!

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