

CHARM – Scientific Board – 12.01.12

CHARM - Project C:

Evaluation of service quality and user participation in services for adults with complex disabilities

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Chronic conditions ...

- are increasing throughout the world
- seriously challenge the efficiency and effectiveness of current health care systems
- engender increasingly serious economic and social consequences and threaten healthcare resources
- can be curtailed, but only when leaders in government and healthcare embrace change and innovation

(WHO 2002, p. 11; cited in Carrier 2009)

«Samhandlingsreformen»

- Latest initiative from the Norwegian government to initiate change in healthcare systems in order to curtail expenses and secure quality in future public health care.
- Primary health care are expected to provide more services in the community.
- The reform demands redesign of services at the municipal level – “more of the same” will not solve the problem

Improve chronic care through ...

- Mobilising community resources
- Organising patient and population data to facilitate efficient and effective care
- Empowering and preparing people to manage their health and health care
- Delivering effective, efficient care and self-management support
- Promoting care that is consistent with research evidence and patient preferences
- Creating a culture, organisation and mechanisms that provide safe, high-quality care

(“The Chronic Care Model” – Wagner et al. 2001)

Health system development and change

Transforming primary health care along the lines specified in “samhandlingsreformen” is a huge challenge requiring multiple interventions at individual, group (dept.) and administrative levels.

- Success will in large part depend on behaviour change among service personnel.
- There is need for more research and development of service models for chronic care.
- Achieving this behaviour change will demand changes in organisational structures / cultures and require **effective training of personnel.**

Aims: Project C

1. Describe existing Norwegian service models within adult habilitation services and evaluate these with focus on the health needs of persons with moderate and severe intellectual disabilities.
2. Investigate how adult habilitation services can provide effective training of personnel in the primary health services in order to meet health needs of persons with intellectual disability.

Design

- Adult habilitation services are an ideal arena to investigate service models requiring intensive collaboration between primary and secondary health care systems.
- The study is restricted to persons with moderate to severe intellectual disability receiving residential services in the community.
- Project C comprises two studies:
 - I. Description and evaluation of service models.
 - II. Evaluation of training interventions.

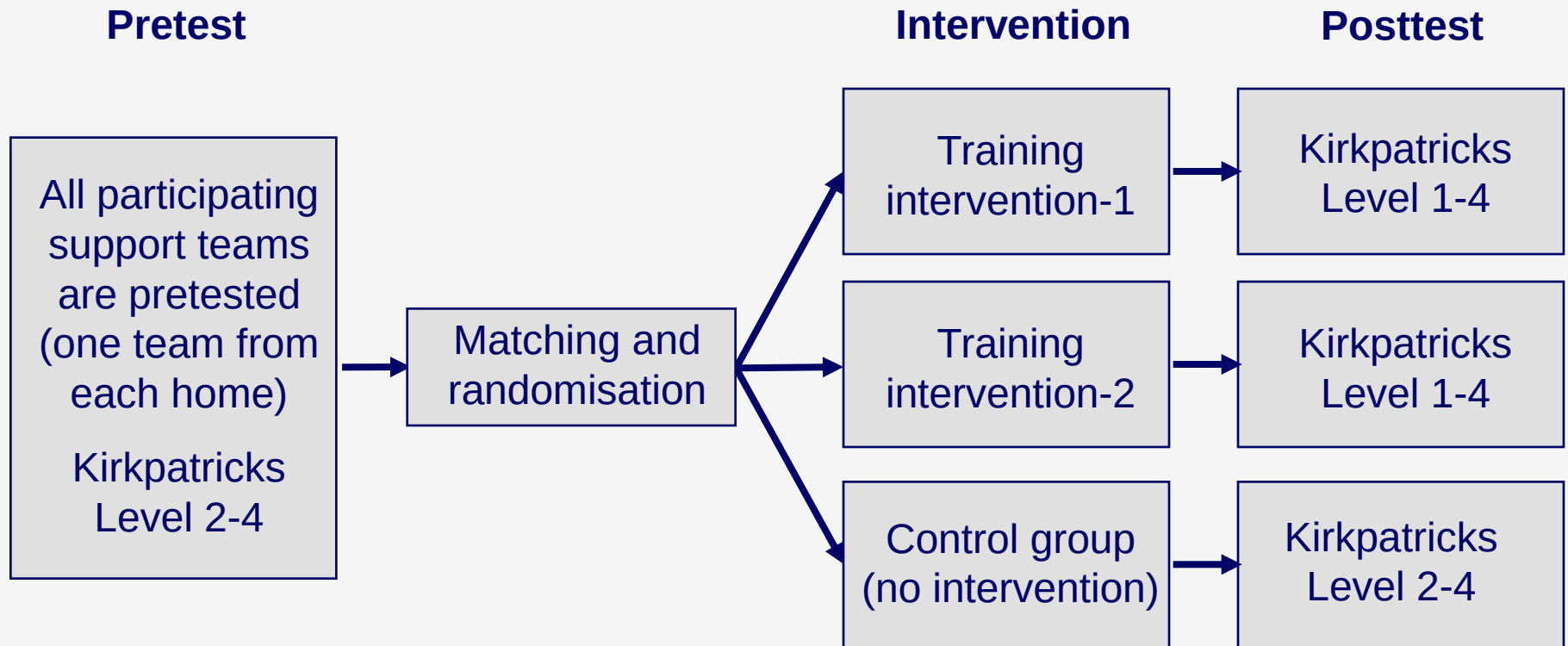
Project I:

- Literature review – “Service models for long term conditions”
- Postal questionnaire
 - All adult habilitation services in Norway (N=19).
 - A sample of municipalities served by each habilitation service.
 - A sample of persons with moderate or severe intellectual disability formerly receiving services from adult habilitation.

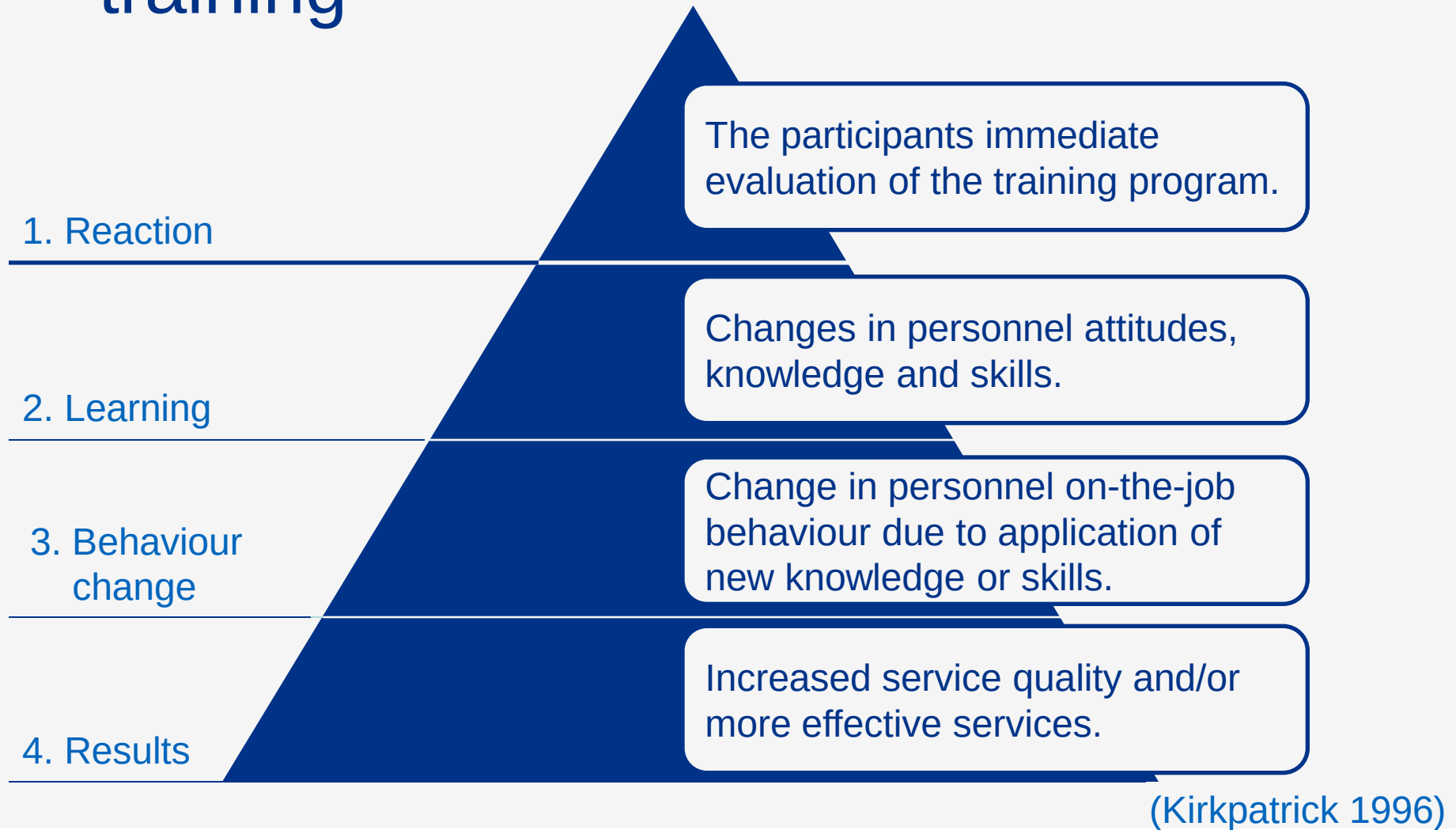
Project II:

- Field trial investigating the effect of different models for training of front line staff.
- Sample
 - Front line personnel providing day-to-day services to persons with moderate or severe intellectual disability.
 - From each participating municipality one team of service providers is selected. The team provides day-to-day services to one person with intellectual disability (18-40 years old).
 - The service recipients need for support must be in the extent of 1:1 to 2:1.
- Matching and randomisation
 - The services participating will be matched based on variables related to service quality and individual service recipient characteristics.

Project II: Evaluation of training interventions



Evaluation of training



Questions

1. Which challenges do you see for this project?
2. Suggestions for international milieus with experience and competency within this area of research?

Project C: Personnel

Name	Position	Project role
Erik Bautz-Holter	Professor, Ph.D	Project leader
Nils Olav Aanonsen	Head of dept.	Project leader
Nils-Øivind Offernes	Clinical psychologist	Researcher (Ph.D?)
PK Solvang	Researcher, Ph.D	Researcher
AK Scanke	Reseracher, Ph.D	Researcher
Erik Sætre	Reseracher, Ph.D	Researcher