

# ORGANIZATIONAL CONTROL AND COLLABORATION AT NPE

The Norwegian System of Compensation to Patients (NPE) often has to deal with scrutiny and attention surrounding both individual cases and case handling timeframes. Good working routines combined with reporting tools and the use of Public 360° ensures that at any given time, NPE has a complete overview of prioritized cases and areas.

Every day NPE handles large volumes of data, including documents, primary data and emails. Approximately 4,000 compensation claims are received each year from patients who allege they have been injured during treatment from the Norwegian health service – this caseload continues to increase.

In addition to liaising with patients and healthcare providers, the NPE has to communicate with the media, politicians, interest groups, lawyers and other interested people or parties. Dealing with so many individuals and organizations makes it imperative for NPE to maintain internal order and a clear overview of all its activities.

## Reducing case handling timeframes

One of NPE's goals is to reduce the average case handling timeframe, both for liability and compensation cases. In order to achieve this, NPE has been focusing on optimizing its working procedures and is well on its way to establishing universal digital case management. An important element in improving the efficiency of case handling has been scrutinizing the flow of documents.

- Where is time being lost in case handling?
- How does the time used vary in different cases?
- How is primary data being registered by archival staff and case handlers?
- Do some cases demand extra attention?
- What is the workload of the case handlers?

Product: 360°  
Vertical: Public organisation



## About the Norwegian System of Compensation to Patients (NPE):

NPE is a public administration organization, part of the Norwegian Ministry of Health and Care which handles compensation claims free of charge for patients who have been injured while in the care of the health services. In 2009 NPE received 3,938 claims and paid a total of €96 million in compensation. It also collects and categorizes information about injury claims as a statistical basis for the health sector's work to improve quality and prevent injury. Since January 2009, NPE's case handling has also incorporated data from the private health sector in Norway.

NPE uses Public 360° for:

- Document management
- Case handling and Records Management
- Management reporting

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“The overview and transparency provided by statistics in 360° Management Reporting are crucial elements in increasing the focus on data quality in areas such as registering cases, optimizing procedures and minimizing case handling timeframes,” says Torild Lund Andersen, Departmental Director at NPE.



## Better overview for management

Using 360° Management Reporting, the organization has increased the detailed overview of and level of control in every step of the case handling process. Information from the case handler is combined with other transactional systems, such as the economy, increasing the potential for the organization being better managed.

“Access to data such as average case handling timeframes allows the management to examine the roots of any problem, caused by factors a range of factors including lack of training and uneven workload distribution,” says Lund Andersen.

## Digital information sharing

“Data is registered during the case management process and large volumes of documents are exchanged with a broad range of parties. Statistics and key information from NPE is an important contribution to health service providers’ work in preventing damage and increasing patient safety,” she continues.

NPE has regular inquiries from the health sector requesting current data and is working strategically to implement good collaboration systems. Combining Public 360°, the SharePoint 2010 –based Case and Document Management system, with the 360° Management Reporting application, NPE has a system that underpins good collaboration routines and overview across organizations.



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