

Everybody talks about health, but in the National Board of Health we do something about it. Apart from making the well-known no-smoking campaigns, ensure hospital patient rights and to make hospital case processes more efficient National Board of Health also initiates a large number of studies of the educational level on hospitals.

It is quite comprehensive work, but with Dialog Manager the committee is able to keep track of all its appointments.

**Karsten Bech**, NATIONAL BOARD OF HEALTH

## HOW SMALL CAN A CALENDAR BECOME – AND STILL BE BIG ENOUGH?

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How are you able to help ensure the quality of education on Danish hospitals?

Of our many different initiatives the most comprehensive is the **inspector system**. Here specialists from two hospitals help evaluate education on a third hospital. Study specialities vary greatly – from radiologist to paediatrician. However, they all need to be as good as possible and we can help ensure this by comparing hospitals – and learn from the best.

Is this where Dialog Manager comes into the picture?

Yes. Dialog Manager helps us keep track of the appointments made between both hospitals and **inspectors** as part of the system.

This is about keeping track of meetings and appointments?

Yes, but also about keeping track of which inspectors are to visit which hospitals, when and how.

Is this something you could not manage with a good, old-fashioned calendar?

Maybe if we could ignore the logistical problem behind the inspector system: Each of our 200 inspectors is to visit between 300 and 600 special wards on 80 hospitals every other year. Before each visit the individual ward must evaluate itself, while after the visit a new and impartial **report** on the ward is made compulsory. All inspectors are also to be trained, switched and selected according to which hospitals they are going to visit. The total sum of annual interactions is 2,000 – that would make that calendar pretty thick.

How many employees does it take to keep track of 2,000 different annual interactions?

Two.

How is that possible?

Today Dialog Manager makes sure that all our **appointments** are gathered in one place. This means that it only takes two persons to follow up on the interactions that the system gives notice on. The rest is taken care of by Dialog Manager and Campaign Manager.

Can you give an example?

If we are to visit a **paediatric ward** in Hillerød we set the deadline for the unit's self-evaluation. Then we typically select two inspectors from another region in Denmark, Jutland for instance, who need both a notice on the visit and other kinds of information. After the visit we need to follow up on the reports, etc.

Are Dialog Manager and Campaign Manager only going to be used for keeping track of appointments?

No, with time we will use Dialog Manager to evaluate both quantitative and qualitative data in reports. That users are to write directly in the system. And that we can publicise reports on our website. Though, all this really takes a lot of getting used to out on the hospitals. Not everybody has yet opened their eyes to the advantages of keeping track of cases electronically.



Both the hospital ward and the visiting inspectors have to write a report to Sundhedsstyrelsen.

Report

Inspector system

The inspector system is managed centrally by Sundsstyrelsen. The system keeps track of more than 2,000 annual interactions with consultants and special ward.

Paediatric ward

Appointments

Appointments between wards and consultants are continuously controlled and monitored by Campaign Manager.

Inspector

A doctor from a different hospital is attached to each visit to local hospital. He/she works as a consultant and has to come from another region as the special ward scheduled for a visit.