Today’s workshop

• Using FIT with persons with certain functional disabilities
• Also:
  – The Swedish system
  – Our area of work
  – Experiences from our implementation
Manifesto for Agile Development

We want to uncover better ways of developing services by doing it and helping others do it. Through this work we want to value:

- Individuals and interactions over processes and tools
- Working services over comprehensive documentation
- Customer collaboration over contract negotiation
- Responding to change over following a plan

That is, while we have to handle the items on the right, we want to focus more on the items to the left.

What the law says

- LSS –the Law regulating Support and Service to Persons with Certain Functional Impairments (Disabilities)
  - LSS is an entitlement law and entails supplementary support for persons with significant and long-term functional impairments:
    - good living conditions for people with extensive and permanent functional impairment
    - ensuring that they receive the help they need in daily life and
    - that they can influence the support and services they receive.
  - The law applies to:
    - 1. Persons with intellectual disabilities and people with autism or conditions similar to autism.
    - 2. Persons with significant and permanent intellectual functional disabilities following brain damage as an adult.
    - 3. Persons, who as a result of other serious and permanent functional disabilities, which are clearly not the result of normal ageing, have considerable difficulties in everyday life and great need of support or service.
    - Any person included in one of these groups can apply for assistance. An individual assessment of the need is made for each form of assistance applied for.
What the law says

LSS – the Law regulating Support and Service to Persons with Certain Functional Impairments (Disabilities)

- LSS is an entitlement law and entails supplementary support for persons with significant and long-term functional impairments:
  - good living conditions for people with extensive and permanent functional impairment
  - ensuring that they receive the help they need in daily life and
  - that they can influence the support and services they receive.
- The law applies to:
  - 1. Persons with intellectual disabilities and people with autism or conditions similar to autism.
  - 2. Persons with significant and permanent intellectual functional disabilities following brain damage as an adult.
  - 3. Persons, who as a result of other serious and permanent functional disabilities, which are clearly not the result of normal ageing, have considerable difficulties in everyday life and great need of support or service.
  - Any person included in one of these groups can apply for assistance. An individual assessment of the need is made for each form of assistance applied for.
What the law says

- LSS – the Law regulating Support and Service to Persons with Certain Functional Impairments (Disabilities)
  - LSS is an entitlement law and entails supplementary support for persons with significant and long-term functional impairments:
    - **good living conditions** for people with extensive and permanent functional impairment
    - ensuring that they receive the help they need in daily life and
    - that they can **influence the support and services** they receive.
  - The law applies to:
    - 1. Persons with intellectual disabilities and people with autism or conditions similar to autism.
    - 2. Persons with significant and permanent intellectual functional disabilities following brain damage as an adult.
    - 3. Persons, who as a result of other serious and permanent functional disabilities, which are clearly not the result of normal ageing, have considerable difficulties in everyday life and great need of support or service.
    - Any person included in one of these groups can apply for assistance. An individual assessment of the need is made for each form of assistance applied for.
Support according to the law

• The ten forms of assistance in accordance with LSS
  – 1. Advice and other personal support to ensure persons with functional disabilities and their relatives access to professional, co-ordinated and permanent assistance from several areas of competence. The expert support shall aim to produce good living conditions and to prevent and reduce the effects of the functional disability. The assistance shall be of an advisory and generally supportive character. Medical, psychological, social and educational aspects of the functional disability shall be taken into account.
  – 2. Personal assistance 3. Companion service 4. Contact person 5. Relief service 6. Short-term stays away from home 7. Short-term care for school children over 12 8. Living in family homes or housing with special services for children and young people 9. Housing with special services for adults or other specially adapted housing for adults 10. Daily activities (for persons with intellectual disabilities, autism or functional disabilities following brain damage as an adult, Groups 1 and 2 as above). The operation can be carried out at a day centre or at another place of work.
Support in other areas

• Social services
  – Reason for support is in the psychosocial area
    • Addiction
    • Multi-problematic
  – Reasonable living conditions

• Employment services
  – Reason for support is work-related
    • New in Sweden
    • Unemployed for a long time
    • Coming back after illness
    • Never got in to working life

• Different external requirements, same type of support

Before work, a permit and a deal

• As a private provider, we need a permit from IVO (the Health and Social Care Inspectorate)
• We also need an agreement with the person entitled to support, if a system of freedom of choice is used (LOV)
  – This is taken to the extreme regarding personal assistance, where the person also is in charge of the money
• If not LOV, we need an agreement with the public agency giving us the assignment of support, reached through a ritual called Swedish Public Procurement (LOU)
• This ritual is a combination of European and Swedish law, but the requirements on what to deliver in ways of support according to LSS is a combination of national law and municipal requirements.
  – We have 290 municipalities in Sweden…
  – Misa works in 37 different agreements…
How we measure up

- Requirements according to both national law and municipal guidelines/procurement requirements are almost exclusively on the structural level
  - That we have certain things in place, and that we don’t mess up
  - **Do no harm!**
- How we do our work is very much up to the provider
- There are very few requirements on the outcome level
  - **Do some good?**
- Risk aversion vs risk acceptance
- In short – we don’t have to measure outcome on the individual level, that is up to us

The Swedish way

- A couple of Swedish quirks:
  - There is a very clear divide between health care and social care, different laws and different agencies
  - Very clear divide between social services and care (LSS)
  - Lots of agencies involved around each client
    - And they’re not very good at working together…
Misa and FIT

+ Profession
+ Method
+ Client
+ Outcome

Misa and FIT

+ Profession
+ Method
+ Client
+ Outcome
Misa and FIT

+ Profession
+ Method
+ Client
+ Outcome

Misa and FIT

+ Profession
+ Method
+ Client
+ Outcome
Misa and FIT

+ Profession
+ Method
+ Client
+ Outcome

Misa and FIT

+ Profession
+ Method
+ Client
+ Outcome
Misa and FIT

+ Profession
+ Method
+ Client
+ Outcome

Misa and FIT

+ Profession
+ Method
+ Client
+ Outcome
Misa and FIT

+ Profession
+ Method
+ Client
+ Outcome

Misa and FIT

+ Profession
+ Method
+ Client
+ Outcome
Why FIT – Long term goals

- Proximal measure for distal goal
- Participation is a goal in itself
- More clients to, and keeping, employment
- Make sure clients aren’t doing worse
- More engaged staff
- Healthier staff

Parallells to Quality Management

- We normally try to turn one giant wheel once a year
  - Top-down
  - Agency level
Parallells to Quality Management

• We normally try to turn one giant wheel once a year
  – Top-down
  – Agency level

• We want to turn hundreds of wheels every week
  – Bottom-up
  – Client level
Parallells to Quality Management

- We normally try to turn one giant wheel once a year
  - Top-down
  - Agency level

- We want to turn hundreds of wheels every week
  - Bottom-up
  - Client level

Why ORS/SRS in Misa?

- Regarding SRS:
  - Hardly any discussion at all
  - We "know" that relation is key to success
Why ORS/SRS in Misa?

• Regarding ORS:
  – Why measure QoL when we deliver support to employment?
  – Two fundamental reasons:
    • A functioning life is essential for the participant to be able to reach and keep employment
    • If employment, what are your expectations in life?
    • Quality of life is an essential outcome of employment
  – Usability!
  – This seems good, stop searching and start using!

Diffusion of Innovations, E Rogers

• Influence on adoption?
  • Relative advantage: better than before?
  • Compatibility: does it suit us?
  • Complexity: can we make it easy?
  • Trialibility: can we test and try?
  • Observability: do we get better?
Leading in change

- Understand
- Believe
- Engage

(The Road To Commitment: Capturing the Head, Hearts And Hands of People to Effect Change Roland Loup, Ron Koller, 2005)

Implementation of FIT in Misa

- 15 units, 200 coaches
- Three year plan
- Three stages, beginning Sep 2017, third stage starting now
- 120 coaches trained, 60 have started, 30 up and running
- Responsibility for implementation in the organization, not separate project
- Building internal network of supervisors with actual clinical experience
- Structurally always talk about FIT/feedback, every staff meeting
Goals in implementation

• All coaches use FIT with 90% of the participants
• Regular followup on fidelity to FIT
  • FRIFM?
  • Culture of feedback in the whole organisation

Implementation of FIT in Misa

• Core competences – useful in many aspects, not only with FIT
• We try to learn as much as possible about implementation
  – Quality Implementation Framework, D Meyers
• Feedback throughout the organization
  – Variations of the SRS
• First adopt, then adapt
• ”Show me a case”
• Inform – Introduce – Integrate
Experiences from the implementation

• Overall a positive attitude, but somewhat hesitant
  – Great synch with the Misa way
  – New way of thinking, not only in Misa but in Sweden
• The more impaired the client, the more hesitant the coach
• Why should we ask about things we don’t deliver help for?

ORS
Experiences from the implementation

- Overall a positive attitude, but somewhat hesitant
  - Great synch with the Misa way
  - New way of thinking, not only in Misa but in Sweden
- The more impaired the client, the more hesitant the coach
- Why should we ask about things we don’t deliver help for?
- We already know how we are doing with our clients
- We are already doing this!
  - Integrate in the work you do!
Experiences from our clients

• We don’t hear much – good news?!

The work ahead

• Stick to the overall plan!
• Zones and trajectories?
• Go from meeting to case to aggregate
• Create space for practice
Jane’s case

Lukas’s case
Lukas’s case

<table>
<thead>
<tr>
<th>Måndag</th>
<th>Tisdag</th>
<th>Onsdag</th>
<th>Torsdag</th>
<th>Fredag</th>
<th>Lördag</th>
<th>Söndag</th>
</tr>
</thead>
<tbody>
<tr>
<td>Misa 9-16</td>
<td>Måte 10:30</td>
<td>Spel-gruppen 14-16</td>
<td>Off job 14-15:30</td>
<td>Most Photos 11-12</td>
<td>Ibland på fredag er det styvemor på Vällingen</td>
<td></td>
</tr>
<tr>
<td>Biljard 13-15</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Lukas’s case

ORS och SRS

- Positivt fördäntar respons
- Negativt fördäntar respons
- Gräns
- Gräns kritiskt
Manifesto for Agile Development

We want to uncover better ways of developing services by doing it and helping others do it. Through this work we want to value:

• Individuals and interactions over processes and tools
• Working services over comprehensive documentation
• Customer collaboration over contract negotiation
• Responding to change over following a plan

That is, while we have to handle the items on the right, we want to focus more on the items to the left.

Manifesto for Agile Software Development

We are uncovering better ways of developing software by doing it and helping others do it. Through this work we have come to value:

• Individuals and interactions over processes and tools
• Working software over comprehensive documentation
• Customer collaboration over contract negotiation
• Responding to change over following a plan

That is, while there is value in the items on the right, we value the items on the left more.
Thanks!

Patrik Ulander
+46 (0)70-415 90 37
patrik. ulander@misakompetens.se