

Folktandvården

Frisk mun – för alla



Håkan Bergevi

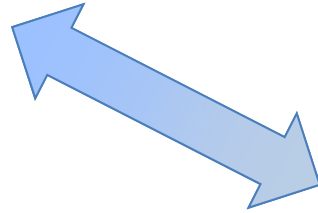
- Dentist since 1983.
- Director of public dental health in Blekinge since 2006



LANDSTINGET BLEKINGE

Folktandvården

Frisk mun – för alla



Folktandvården

Healthy mouth – for everybody



“Healthy mouth – for everybody”
is our
new vision since 2014



LANDSTINGET BLEKINGE

COPSOQ

How we use it in Blekinge, Sweden

Paris 2015-10-07

The Swedish Public Dental Service provides:

- General dental care
- Specialist dental care
- Hospital dental care.

Achieving improved dental health is our mission.

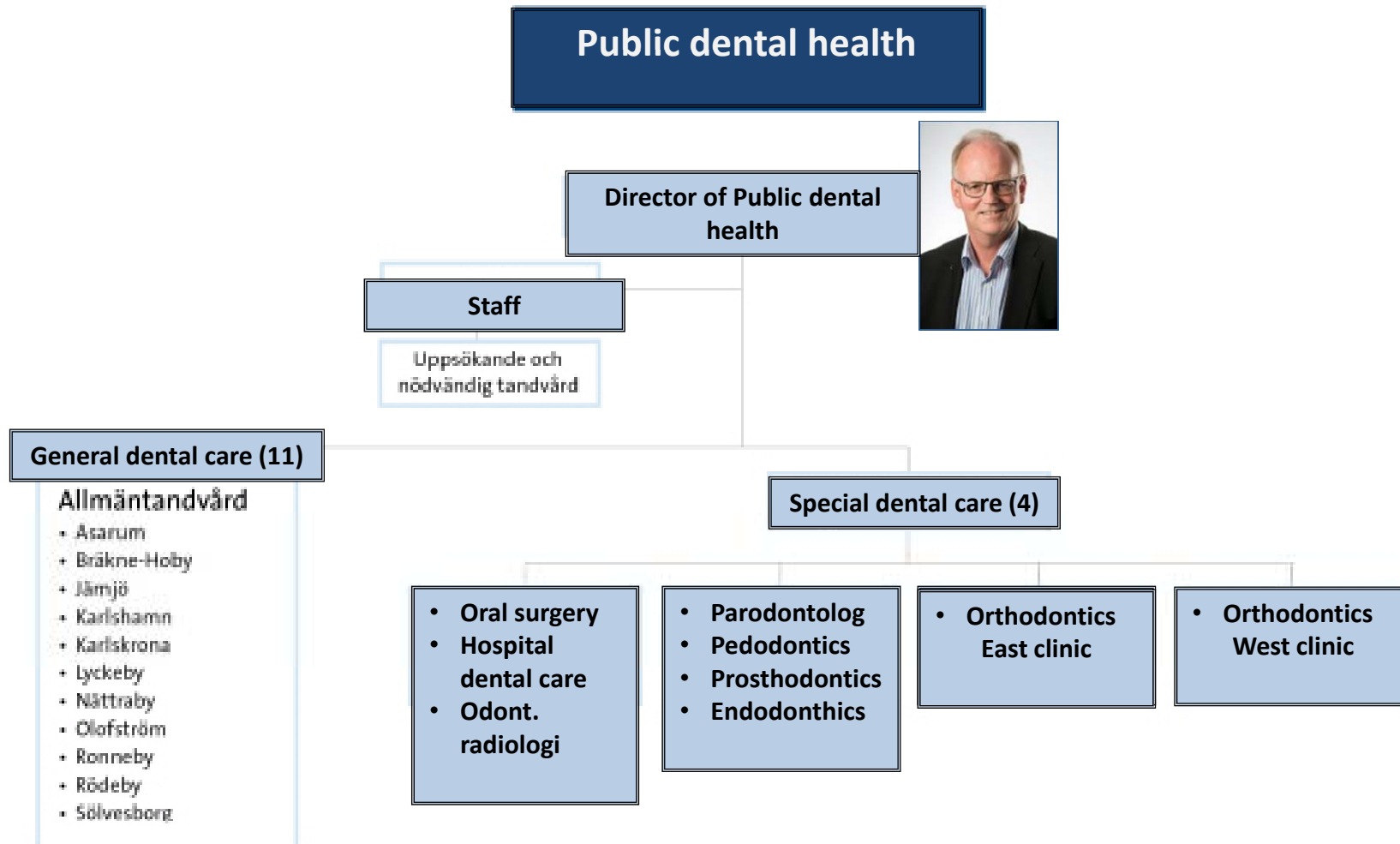


The Swedish Public Dental Service

Brief history

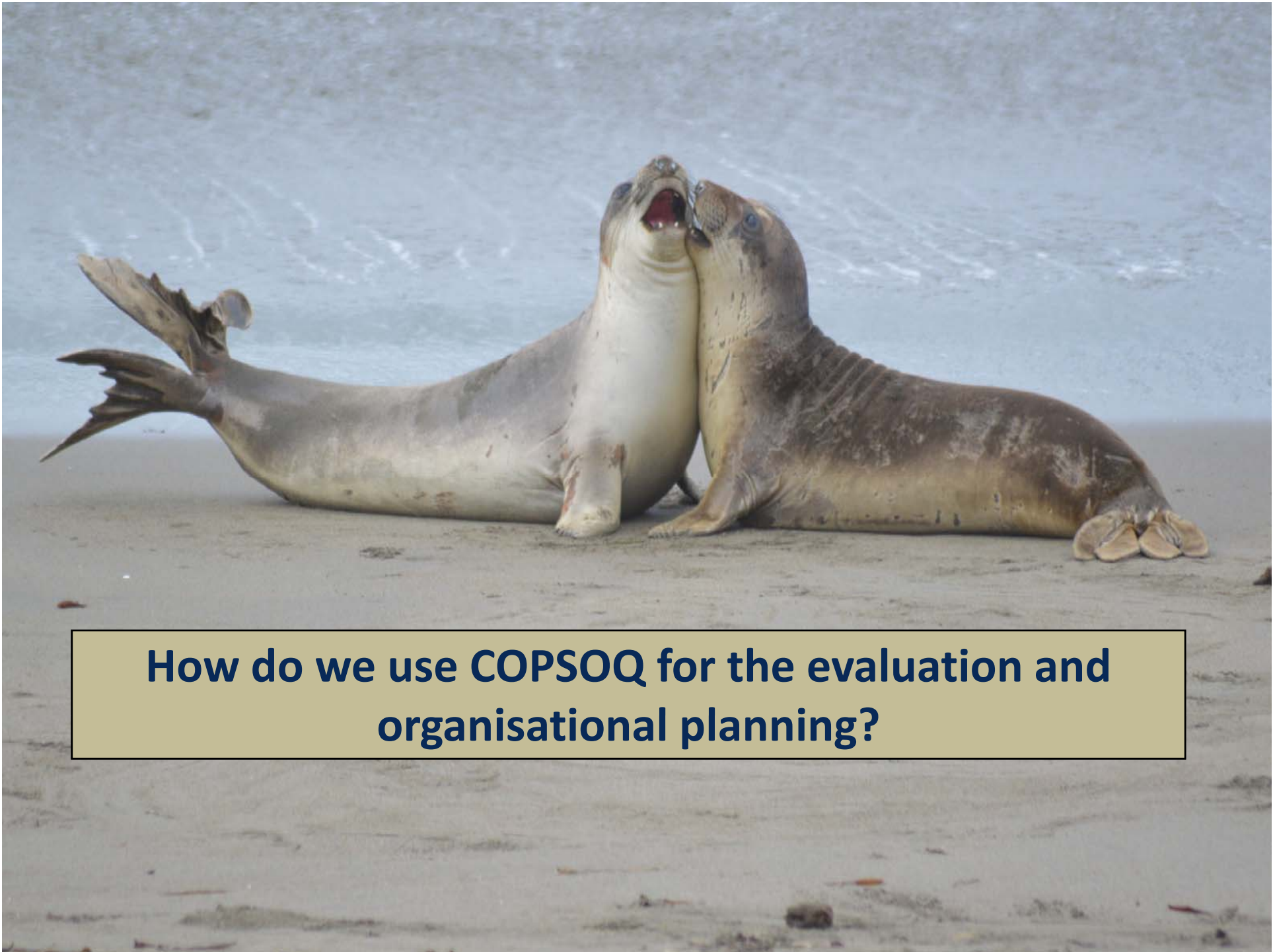
- In 1924, the Swedish Parliament commissioned a report on dental care for the entire Swedish population.
- In 1938, the Public Dental Service was established. Initially for children, it was expanded in stages.
- There are 21 regional Public Dental Service organisations in Sweden today, one in each County Council area/region.
- Swedes have good dental health. Around 95-98% of all children receive dental health care from the Public Dental Service.
- Around 40% of all adults receive dental health care from the Public Dental Service.

Dental public health organisation in Blekinge



Build a good culture at work!

- A culture can be simplified as the sum of everyone's values, everyone's attitudes.
- With the right tools, process work, clear goals, and a vision, a new culture can be created and contribute to an improved working environment



How do we use COPSQ for the evaluation and organisational planning?

Staff training program for all members

In 2012 we initiated a program:

“Team development and professional care delivery”

- Aim: to build common values and attitudes on the clinics
- Each clinic should:
 - formulate common targets and action plans.
 - agree in common game rules in approach to each other and to the patients
- Director of Public dental health (me) visited all clinics together with the educator and met all staff for discussion of the targets and game rules of their clinic.
- During the spring of 2014 four common focus areas across all clinics were established!
- After this we made our COPSOQ-evaluation together with Hanne Berthelsen

Focus areas

1. Retaining and recruiting dental care professionals
2. Improvements in quality of care.
3. Marketing of "Folktandvården"
4. Maintain and develop the good public dental spirit of Blekinge

*Blekinge Dental public health
organisation compare with
Denmark national score*

DIMENSION //Point: 0-100	Blekinge Total	DK nationella medelvärdet
1 Kvantitativa krav	41,2	40,2
2 Arbetstempo	66,2	59,5
3 Känslomässiga krav	50,3	40,7
4 Inflytande	48,8	49,8
5 Utvecklingsmöjligheter	72,1	65,9
6 Variation	70,7	60,4
7 Mening i arbetet	81,9	73,8
8 Involvering på arbetsplatsen	75,6	60,9
9 Förutsägbarhet	71,5	57,7
10 Rollklarhet	81,6	73,5
11 Rollkonflikter	31,3	42,0
12 Ledningskvalitet	68,6	55,3
13 Socialt stöd från överordnade	71,4	61,6
14 Socialt stöd från kollegor	69,0	57,3
15 Belöning	71,3	66,2
16 Social gemenskap i arbetet	81,6	78,7
17 Tillfredsställelse med arbetet	71,9	65,3
18 Konflikt mellan arbete och privatliv	25,0	33,5
19 Tillit och trovärdighet mellan ledning och medarbetare	76,0	67,0
20 Tillit och trovärdighet mellan de anställda inbördes	75,6	68,6
21 Rättvisa och respekt	66,0	59,2
22 Inkluderande och det sociala ansvaret	83,4	67,5
23 Självskattad hälsa	64,8	66,0
24 Stress	28,6	26,7
25 Utbrändhet	31,4	34,1
26 Sömnbesvär	25,5	21,3
Hot om våld	4,5%	7,8%
Fysiskt våld	0,5%	3,9%
Mobbing	6,8%	8,3%
Icke önskvärd sexuell uppmärksamhet	1,4%	2,9%

Ten of the general clinics (A – K)

When financial results of 2014 are compared with COPSOQ results 2014 notes that.....

Dimension	FTV Blekinge Total	Clinic Performance											
		A	B	C	D	E	F	G	H	J	K	L	
1	41,2	Red	Yellow	Yellow	Red	Green	Yellow	Green	Yellow	Yellow	Yellow	Red	
2	66,2	Red	Yellow	Yellow	Red	Yellow	Yellow	Yellow	Red	Red	Yellow	Yellow	
3	50,3	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Red	Red	Yellow	Yellow	
4	48,8	Red	Yellow	Yellow	Yellow	Yellow	Red	Yellow	Red	Red	Yellow	Yellow	
5	72,1	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Red	Yellow	Yellow	Yellow	Yellow	
6	70,7	Red	Yellow	Red	Yellow	Yellow	Yellow	Red	Yellow	Yellow	Yellow	Yellow	
7	81,9	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Green	
8	75,6	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Green	Yellow	Red	Yellow	Yellow	
9	71,5	Yellow	Yellow	Red	Green	Yellow	Yellow	Yellow	Red	Red	Yellow	Green	
10	81,6	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Red	Yellow	Yellow	Yellow	
11	31,3	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Red	Green	Red	
12	68,6	Yellow	Yellow	Yellow	Yellow	Green	Yellow	Yellow	Yellow	Red	Yellow	Yellow	
13	71,4	Yellow	Yellow	Yellow	Yellow	Yellow	Green	Green	Yellow	Red	Yellow	Yellow	
14	69,0	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Red	Yellow	Yellow	Red	
15	71,3	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Red	Yellow	Green	
16	81,6	Yellow	Yellow	Yellow	Yellow	Yellow	Red	Green	Yellow	Yellow	Yellow	Yellow	
17	71,9	Red	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Red	Yellow	Green	
18	25,0	Yellow	Yellow	Yellow	Red	Green	Yellow	Green	Yellow	Red	Green	Red	
19	76,0	Yellow	Red	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Green	
20	75,6	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Red	Yellow	Yellow	Yellow	
21	66,0	Yellow	Red	Green	Yellow	Yellow	Yellow	Yellow	Yellow	Red	Yellow	Green	
22	83,4	Yellow	Yellow	Yellow	Yellow	Yellow	Green	Yellow	Red	Yellow	Yellow	Yellow	
23	64,8	Yellow	Yellow	Yellow	Yellow	Yellow	Red	Yellow	Yellow	Red	Yellow	Green	
24	28,6	Red	Red	Yellow	Red	Green	Yellow	Yellow	Yellow	Red	Green	Yellow	
25	31,4	Yellow	Red	Yellow	Red	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Green	
26	25,5	Yellow	Red	Red	Yellow	Yellow	Yellow	Green	Yellow	Yellow	Yellow	Green	

COPSOQ Sweden - Paris 2015



The four most successful clinics generate an average result in **+483 000** Swedish crowns 2014!
They are even the four best in COPSOQ 2014



The four clinics with weaker performance generate an average shortfall in **- 415 000** Swedish crowns 2014!
They are even the four worst clinics in COPSOQ 2014

There are even more results you can compare with and establish a connection.....

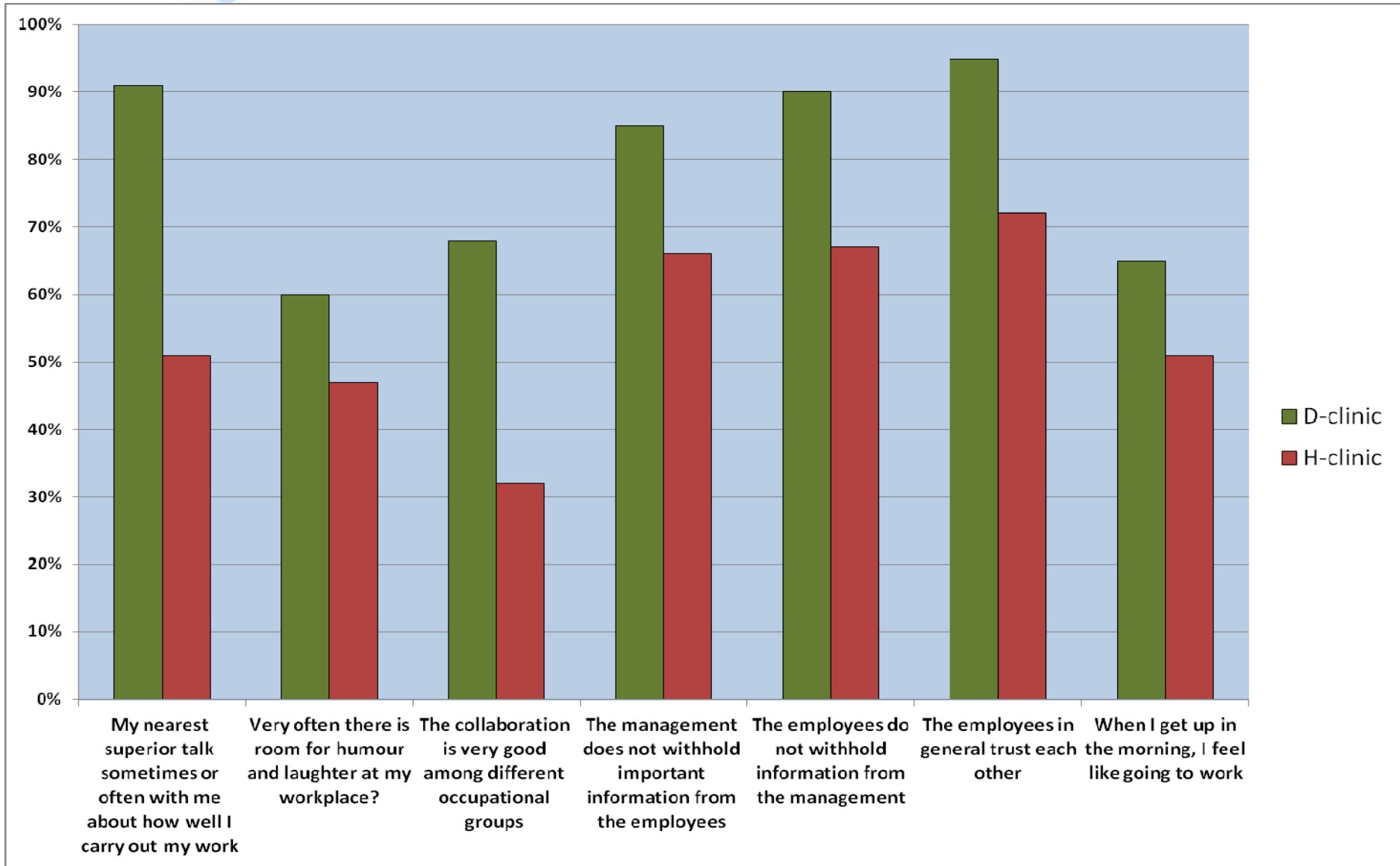
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11	31,3	Yellow	Yellow	Yellow	Yellow	Yellow	Green	Yellow	Red	Green	Red	Yellow	
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20	75,6	Yellow	Green	Green	Red	Yellow	Green	Red	Yellow	Yellow	Yellow	Yellow	
21	66,0	Red	Green	Green	Yellow	Yellow	Yellow	Yellow	Red	Yellow	Green	Yellow	
22	83,4	Yellow	Green	Yellow	Yellow	Green	Yellow	Red	Yellow	Yellow	Yellow	Yellow	
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24	28,6	Red	Red	Yellow	Red	Green	Yellow	Green	Red	Green	Yellow	Yellow	
25	31,4	Red	Red	Yellow	Red	Green	Green	Yellow	Yellow	Green	Yellow	Yellow	
26	25,5	Yellow	Red	Red	Yellow	Yellow	Green	Yellow	Yellow	Green	Yellow	Yellow	

Compare only clinic **D** and clinic **H**!
Both clinics are similar in size!

D is a successful clinic!

H is a clinic with more problem and weaker performances

A few sample COPSOQ questions.....



COPSOQ results presentation and the future?

Presentation of the general results to clinic managements

Hanne Berthelsen in December 2014

The director of public dental health (me) met every clinic managements individually. Clinic action plans!

January – February 2015

Chief coaching program!

August 2015

New patient survey

November 2015

and we hope a new

COPSOQ survey!

In the beginning of 2016



Patient survey difference

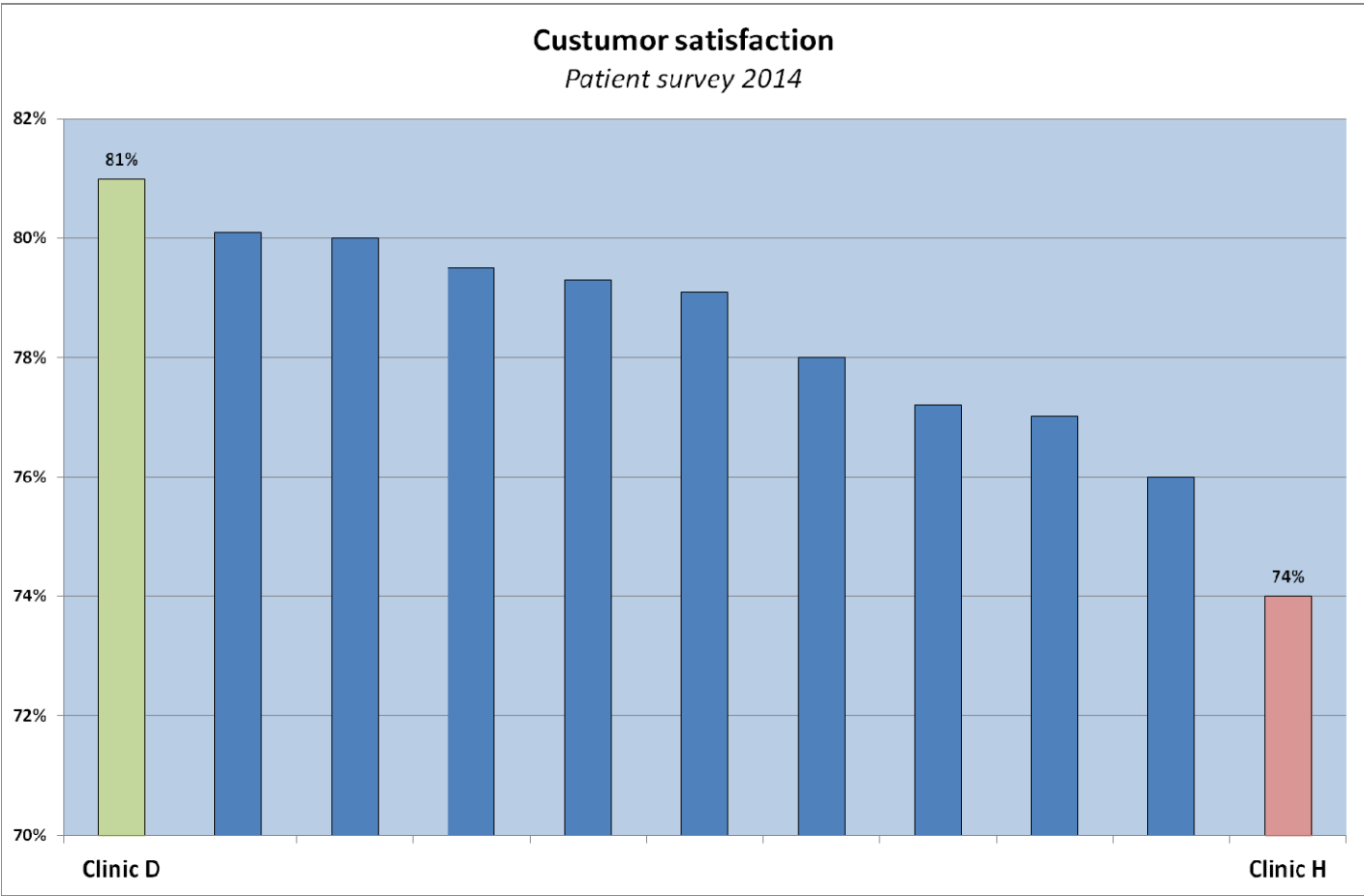
Clinic D

Clinic H

Summing up
conclusion of patient
survey

81 % customer satisfaction

74 % customer satisfaction



Contract results 2014

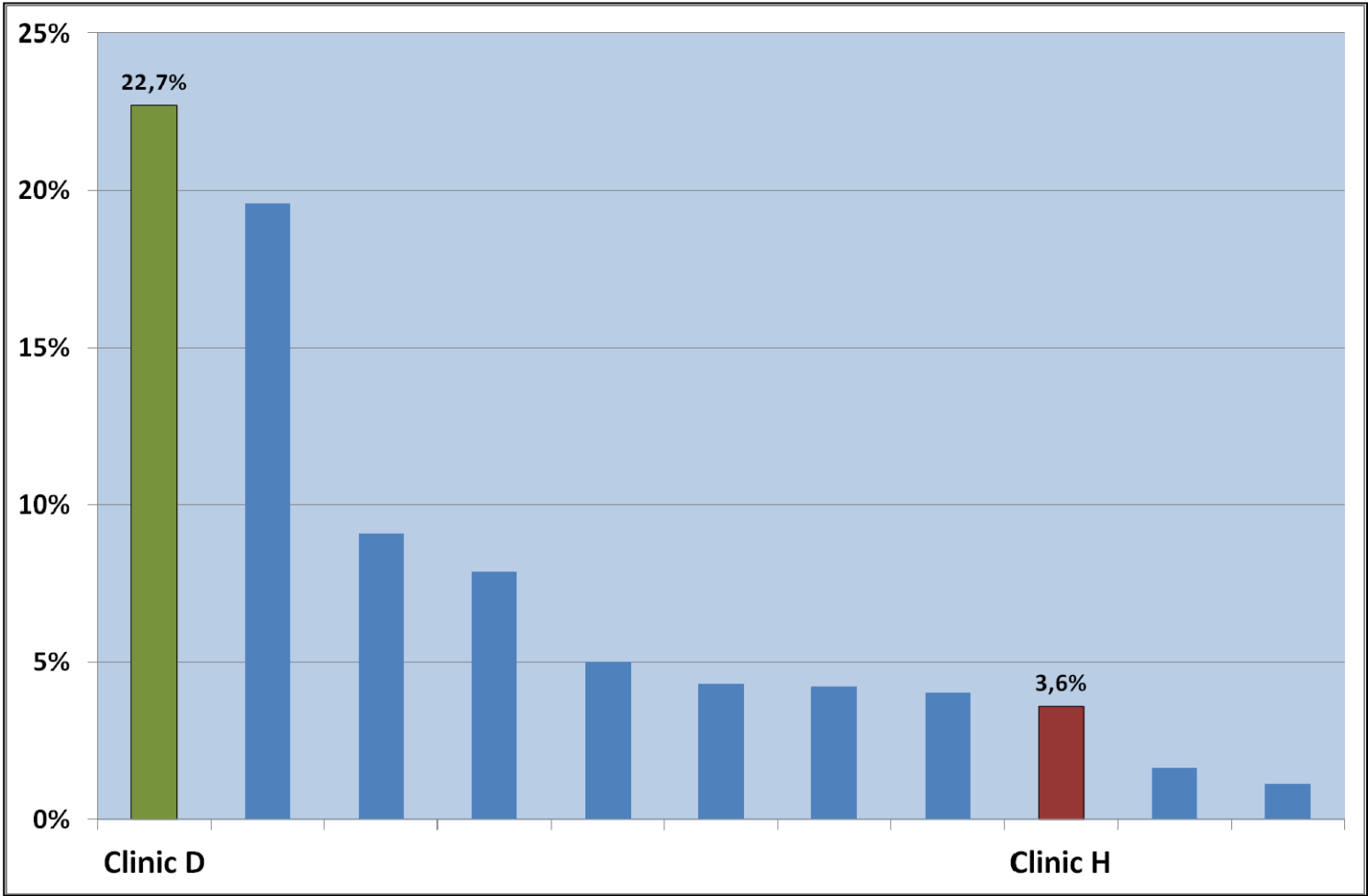
Clinic D



Clinic H

**Patient with contract
in healthy dental care**

Clinic D five times more patients with contract!



Economic results 2014

Clinic D



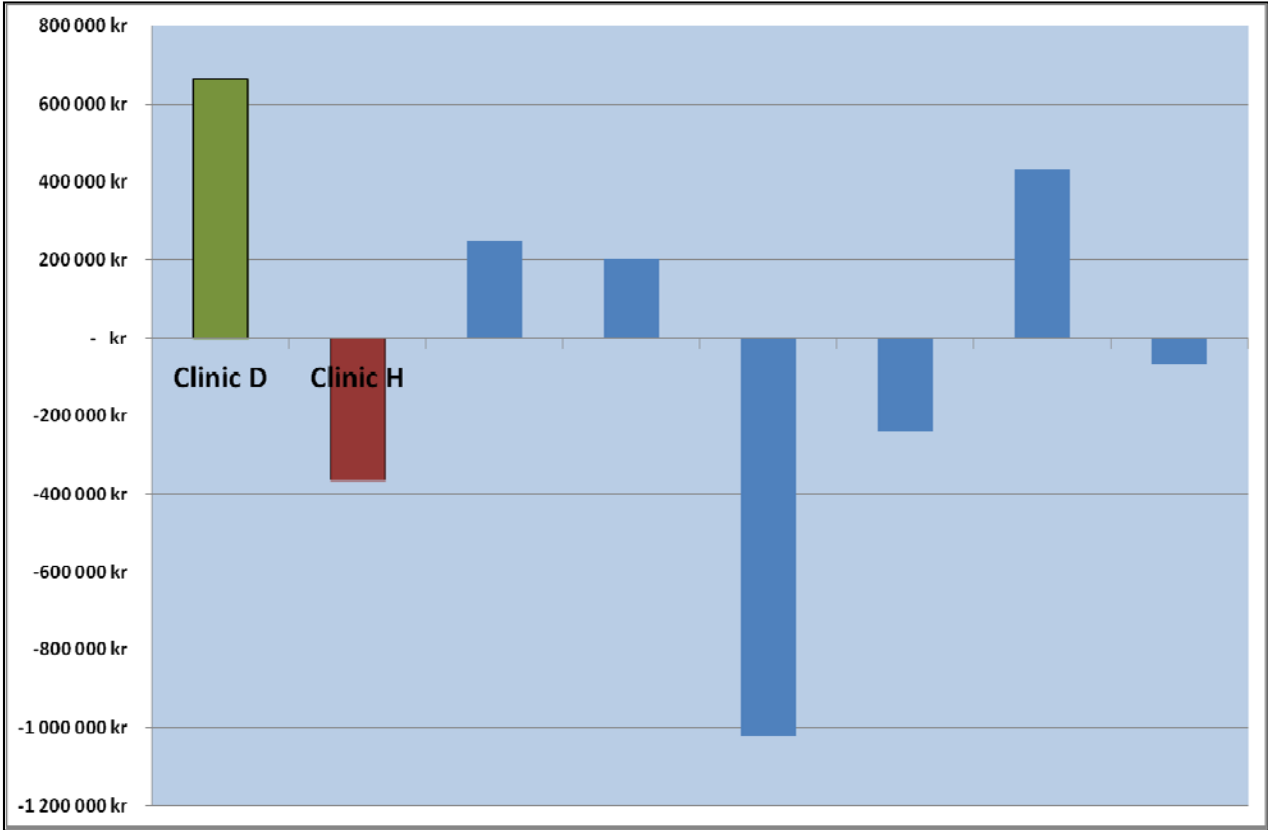
Clinic H

+ 666 000 Swedish Crownes

- 365 000 Swedish Crownes

Economic results 2014

> 100.000 Euros in difference!!



Economic results 2014

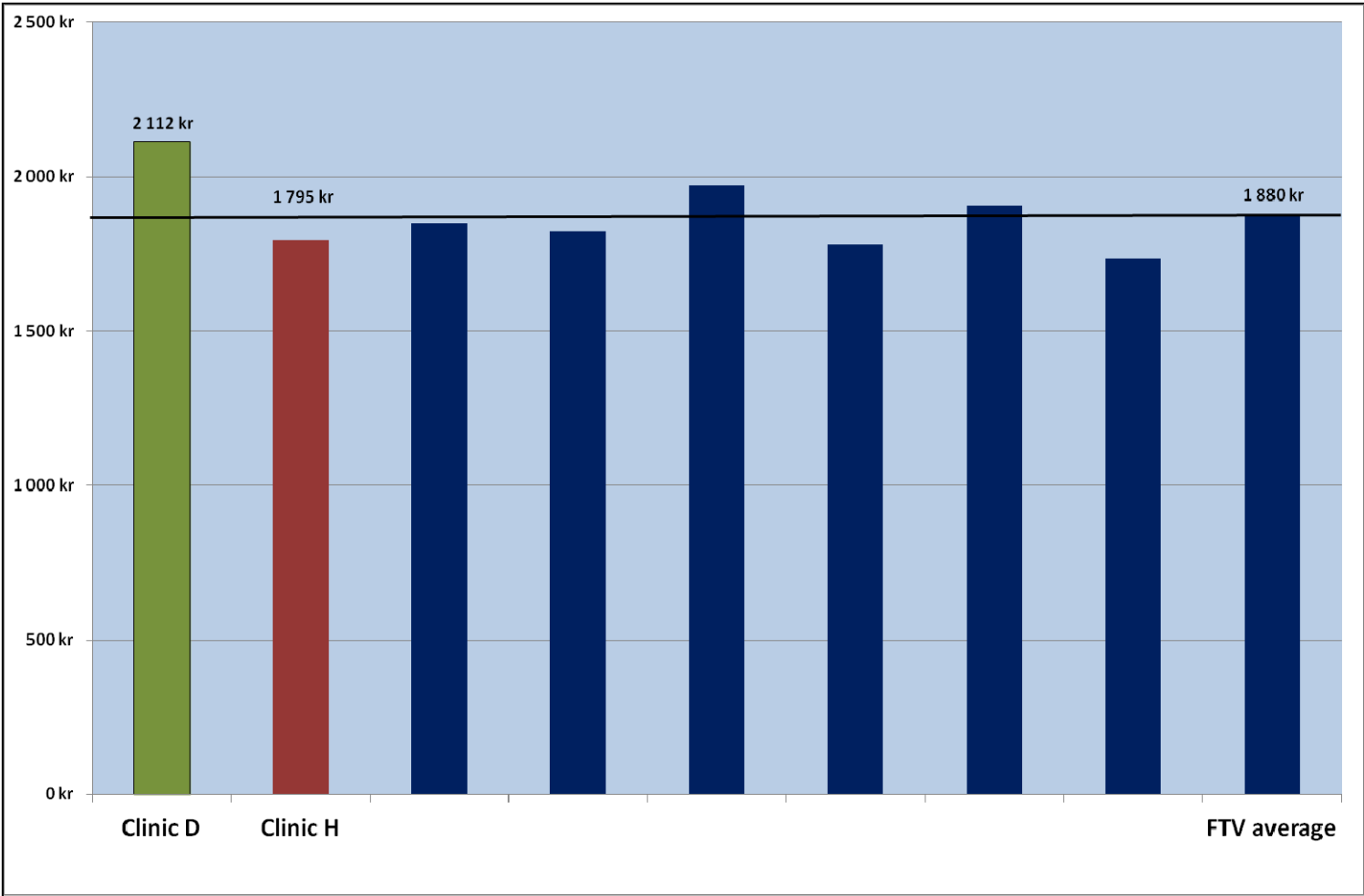
Clinic D



Clinic H

Clinic D 18 % higher revenue per hour

Revenue per hour
(Swedish crowns)



Economic results 2014

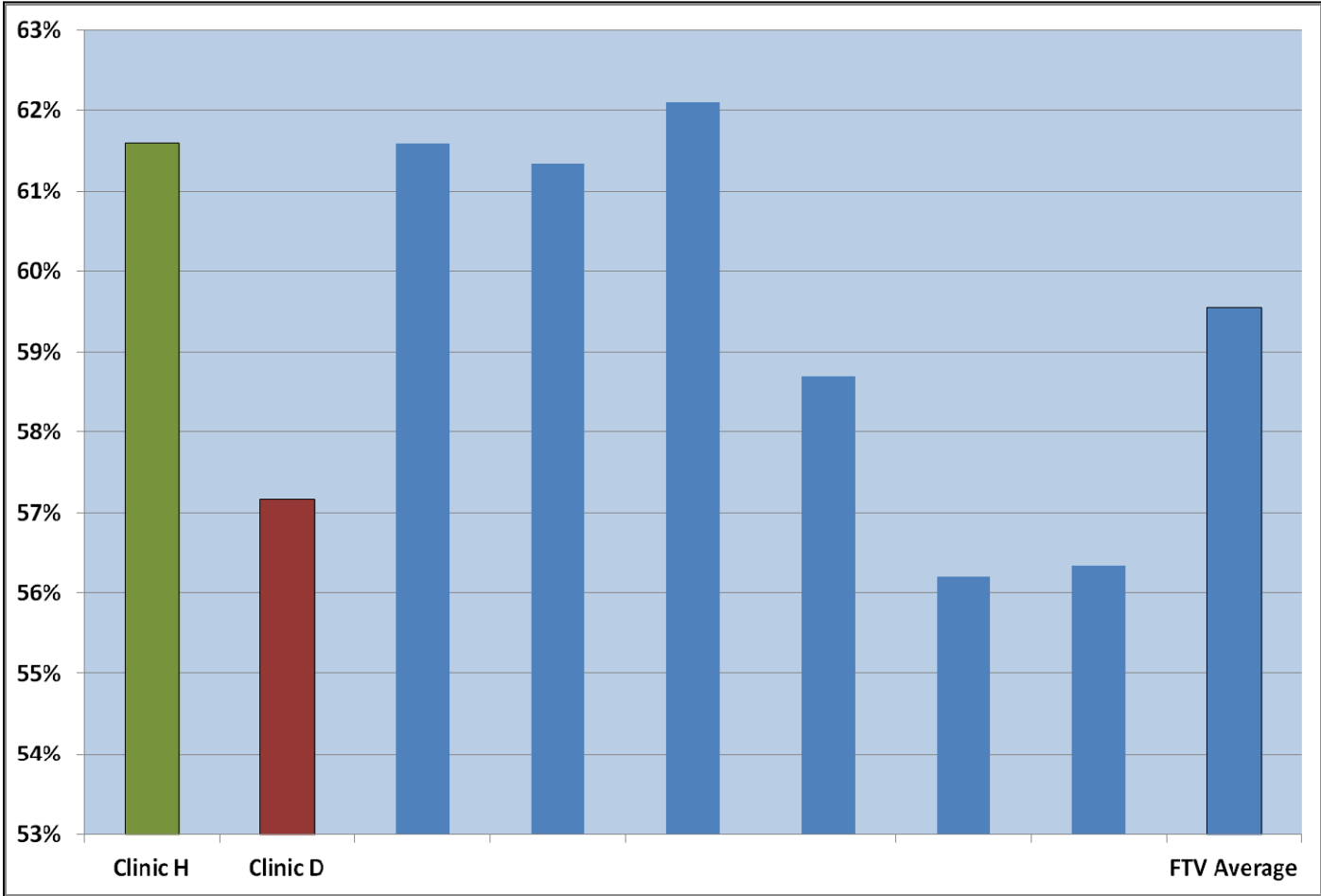
Clinic D



Clinic H

Clinic D 8 % more time with patient!

Part of working time with patient treatment



Three conclusions

Paying attention to a professional attitude among employees and in relation to patients in addition to wellbeing at work is more important for a profitable business than to focus on economic results in first hand!

1. Good working environment is important, including premises, equipment and wellbeing!
2. Good opportunities for development of skills must be a priority!
3. It has to be fun to work!

If you manage to maintain the above conditions the chances are high that the business becomes profitable!

Thank you for listening!

Håkan Bergevi

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