

Evaluating a new method for user involvement in supervisory investigation of the most severe adverse events in healthcare

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Background

- Analysis of severe adverse events in Norway has called for a need to develop new methods for user involvement in supervisory investigation
- A new involvement method was developed where next of kin participated in a two-hour face-to-face meeting with the inspectors to shed light on the most severe adverse events from the next of kin's perspective

Objective

To evaluate a new method for user involvement from the perspectives of the next of kin and the inspectors

Method

- Focus group interviews (3) with supervisory inspectors
- Observation of meetings (8) between next of kin and inspectors (15 hours)
- Interviews (18) with the next of kin who had participated in the meeting with the supervisory inspectors

Preliminary Results

- Next of kin provided the supervisory inspectors with useful and new information on the adverse event
- The meetings in some cases resulted in the need for additional information gathering from involved service providers
- The meetings contributed to increased information richness and quality of the supervisory investigation process by new understanding of the severe adverse event

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