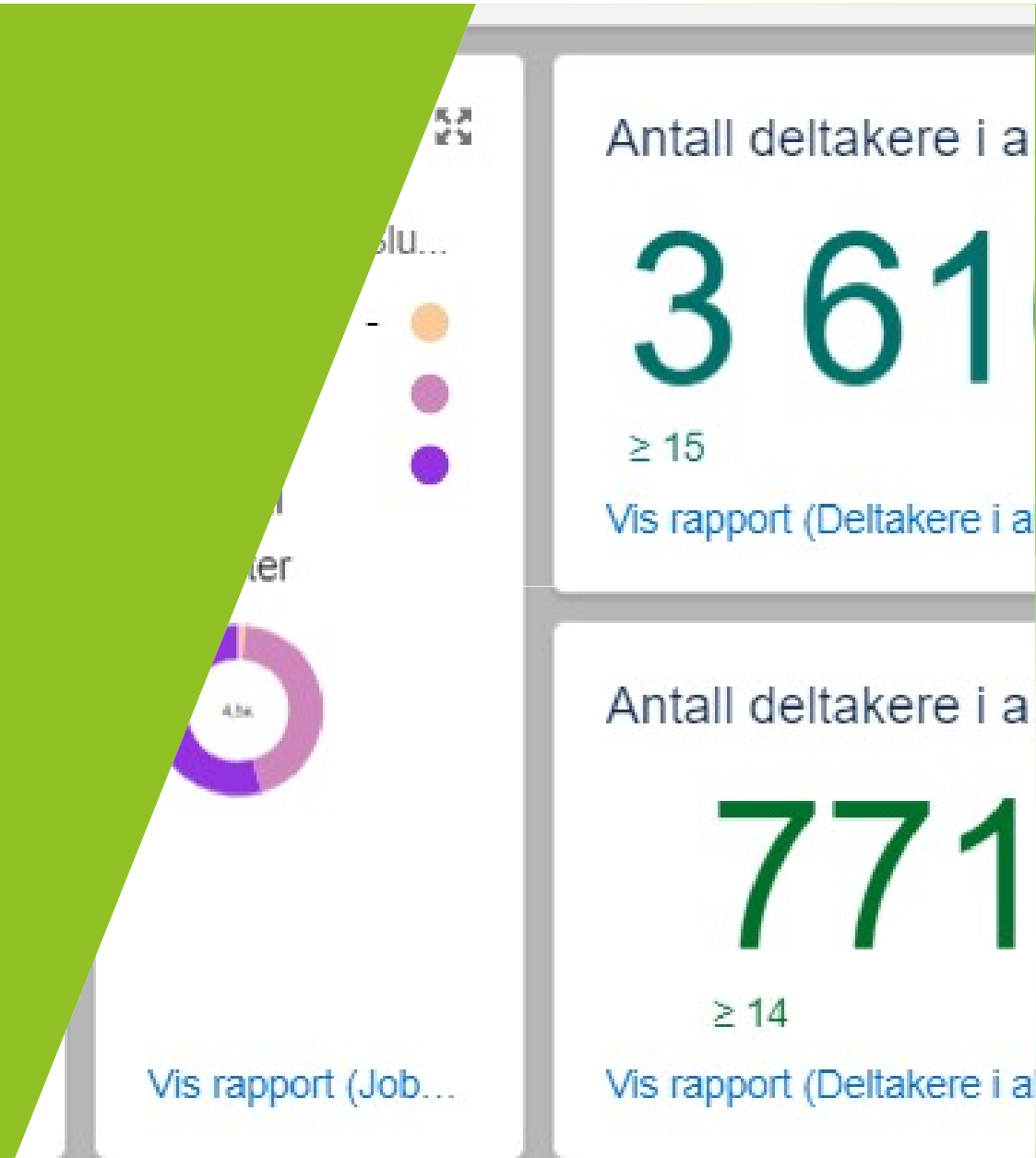


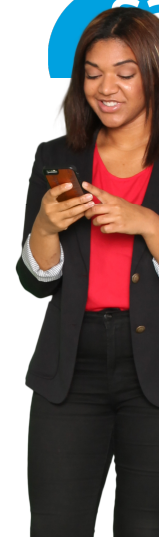
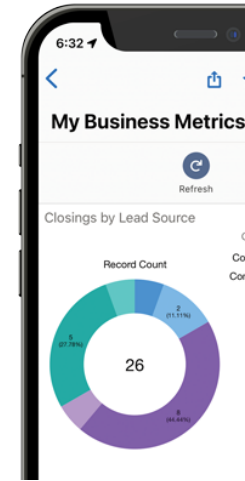


Monitoring outcomes in Norway

Rimini 2023



Documentation



2012

2018

2023

The story from Norway

**Håkon Skog Waaler, one of
the job specialists in NAV
Tromsø**

*«The Salesforce IPS work trail
has made a significant impact on
my work life. It has made me
**more efficient, mobile, and
accessible to my colleagues. I
now have a better overview and
access to my cases than ever
before. The work trail system has
greatly improved my
performance as a job specialists.**»*



«It`s like **night and day** in my daily work life. I think it`s been a case of **not knowing what I was actually missing**»

**Supervisor Espen Kvernhaug
NAV Bærum - Development
described as this:**



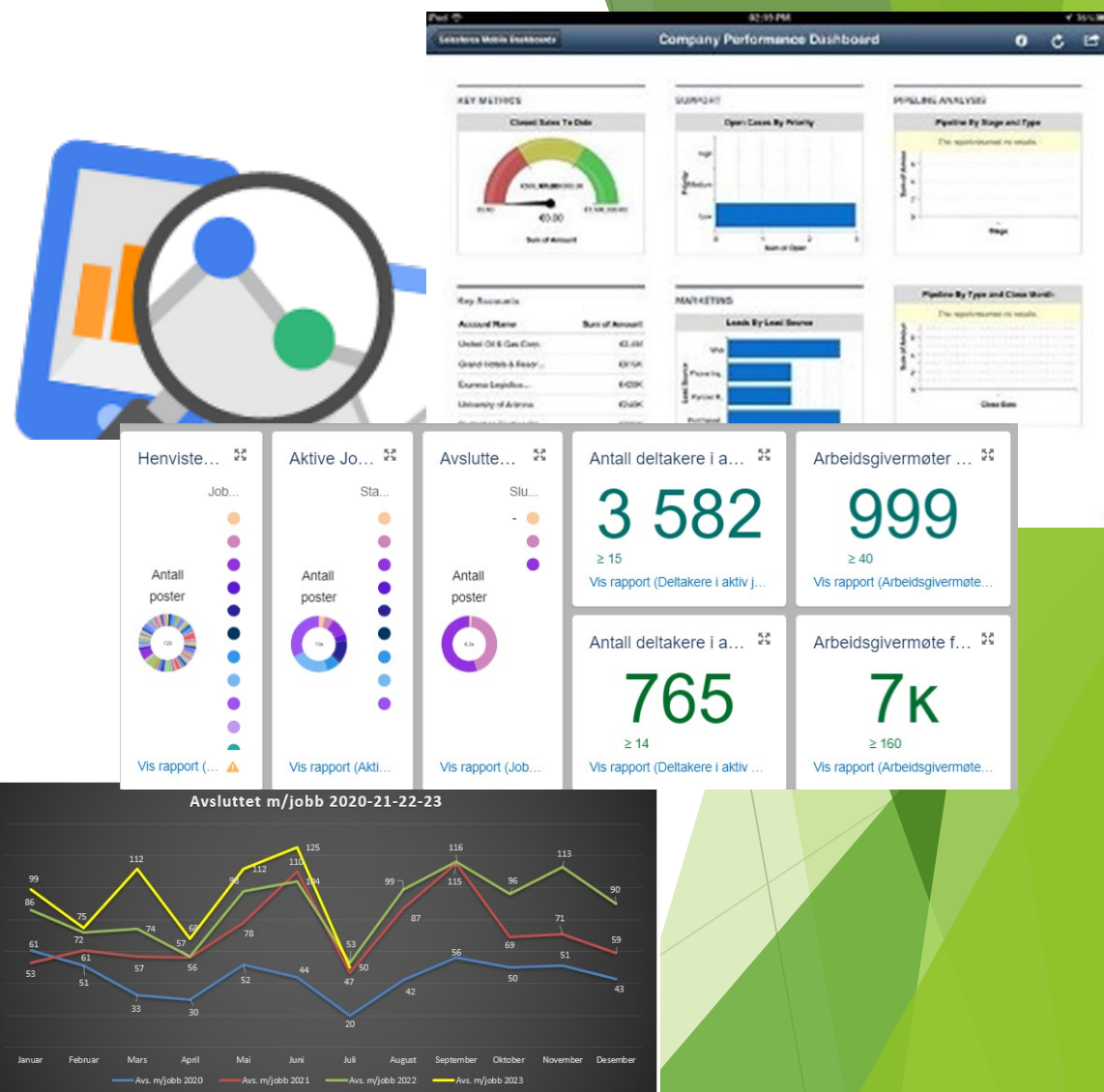
*«The feeling of being accepted as a **unique part of the NAV-system is incredible. We now have our own place where we belong, and it`s even tailored to our work life**»*

Salesforce IPS Work trail - App, how does it work?

- ▶ Participant Work Trail - personal
- ▶ Openness profile and consent
- ▶ Dashboard and status
- ▶ Portfolio overview
- ▶ Meetings and tasks
- ▶ Participant insight and collaboration
- ▶ Documentation
 - ▶ (former reports, meetings, activities, templates and statistics.)
- ▶ Good basis for supervisors, guidance and evaluation.

Analytic tools:

- ▶ We use dashboards to monitoring our results
- ▶ The impact of Work trail system includes:
 - ▶ Full overview - everything in one place
 - ▶ Increased efficiency - less time spent on documentation
 - ▶ Ability to register meetings and tasks on the go (in the local environment)
 - ▶ Reduced time allocated to reporting at all levels.



What kind of data/outcomes is available in IPS Work trail, and in which level?

Monitor

We can monitor all possible types of data, everything you enter you can extract data on by filtering

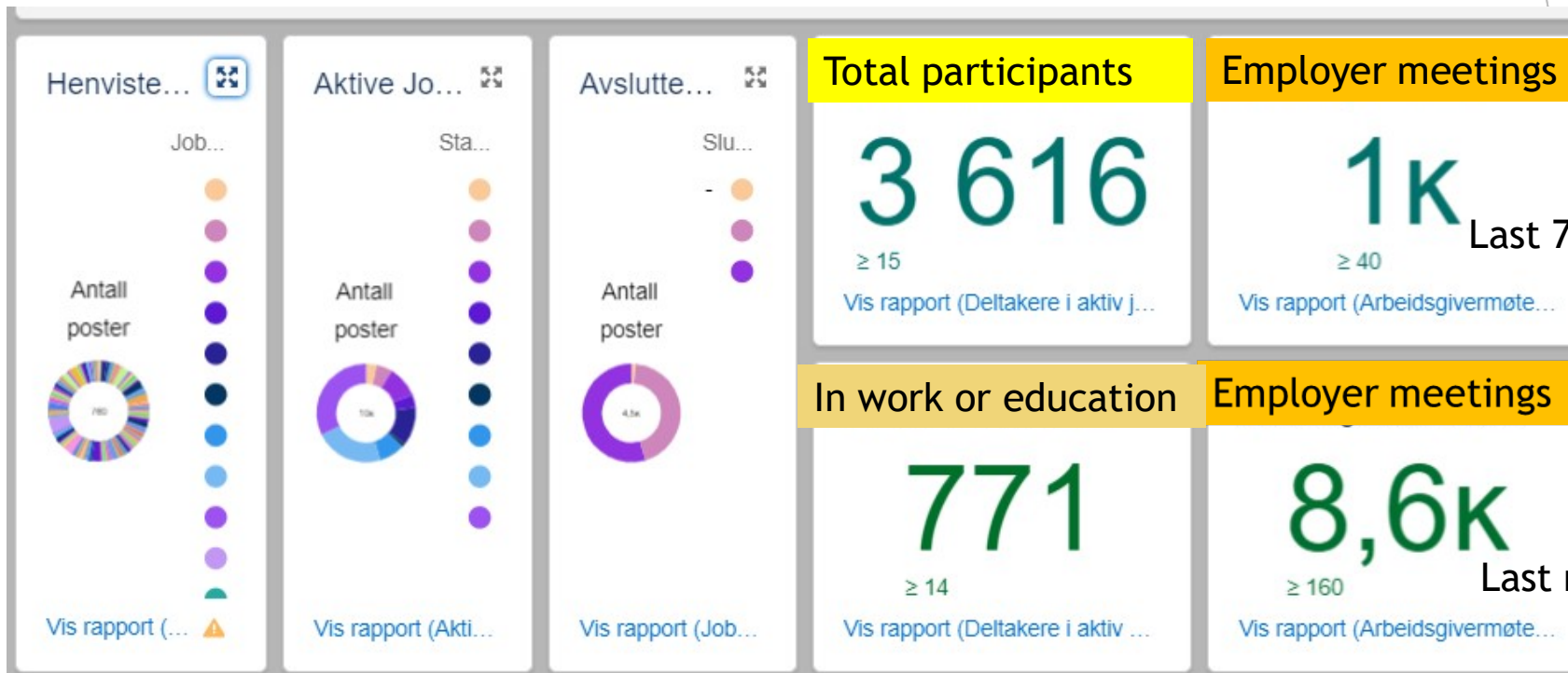
Level

At national level, there are mainly some specific data that we select as fixed data that we will monitor, and other data as needed

Choose

Choose your level of data from national to regional overview

Outcome in National level



How do we use the data we have decided to have focus on nationally, and what want us to achieve?

- ▶ All IPS services provide monthly reports on outcomes. These reports include:
 - ▶ figures on the number of employment specialists
 - ▶ the number of participants
 - ▶ new participants
 - ▶ the number of closed cases
 - ▶ the results of these cases (e.g., whether they resulted in employment, education, benefits, or if closure was due to illness, etc.).
- ▶ Externally towards management and authorities we want to:
 - ▶ Monitoring number of health teams offering IPS
 - ▶ Number of patients who receive the IPS service and how it develops over time
 - ▶ Results of IPS.

The figures are also used to report results to the ministry.



- ▶ Easy access to the data we need
- ▶ We had to invest something to make it happened.
- ▶ Practical tasks in following up the services and to assess strategic choices

Thank you for your attention.....
Any questions?