

Action Plan for the Directorate of Health 2016–2017



**Embætti
landlæknis**
Directorate of Health

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Our vision

Health and well-being based on health promotion, disease prevention as well as accessible and safe health care supported by the best knowledge and experience available at any given time.

Our function

To promote high-quality and safe health care, health promotion, and effective disease prevention measures.

Our values

Accountability

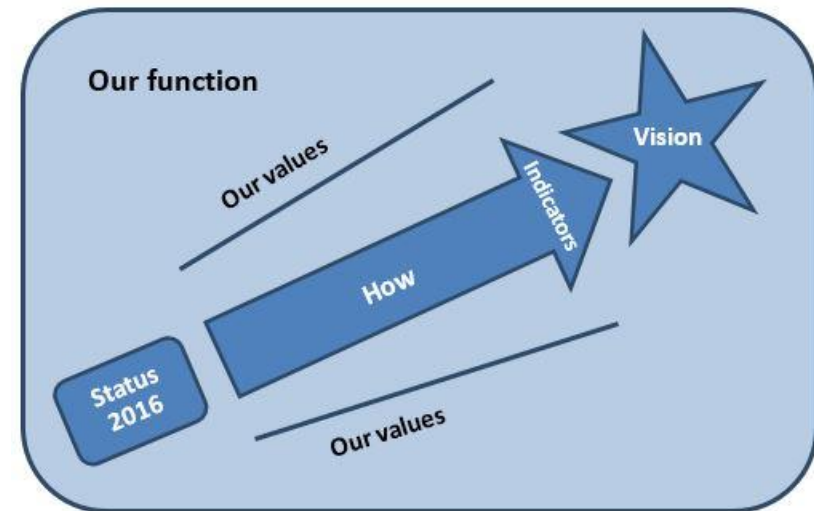
We perform our duties on time, ambitiously and professionally.
We speak up when we identify room for improvement.

Respect

We express respect for our clients and each other by showing thoughtfulness, kindness and fairness.

Trust

We earn the trust of others by providing reliable service and by fair and equal treatment of all.



Status in 2016 – within the Directorate of Health

- Extensive specialist know-how
- Employee satisfaction is higher than a year ago
- The DH organisational chart is clear
- Long-term strategies for the DH activities are explicit
- The financial status of the DH is in balance
- Still too many projects in progress
- Databases not sufficiently accessible/utilised for statistical analysis and research
- Efficiency of working methods inadequate
- Security of office building inadequate in some respects
- Reception facilities for staff and guests of the DH are unsatisfactory

Status in 2016 – external factors

- Health policy is being outlined
- The role of health care institutions is not distinct enough
- The Act on Health Insurance is under revision
- Expansion of the Primary Health Care of the Capital Area has been announced
- Services of specialist physicians outside the Capital Area are unsatisfactory
- Issues regarding physical facilities and function of Landspítali University Hospital are yet to be resolved
- Possibilities created by merging health care institutions are underutilised
- We are bound by international agreements on communicable disease control
- Growing interest by local authorities in health promotion
- Organisation of mental health services is inadequate

Long-term strategies 2016–2017

Increased safety and improvement of the health care system	Encouragement and support for health promotion	Surveillance and response by communicable disease control	Internal activities focused on the DH's long-term strategies
Strategies	Strategies	Strategies	Strategies
<ul style="list-style-type: none"> Promote and increase supervision of the health services Provide advice to health authorities and health care providers Continue to implement an integrated electronic health record and the electronic personal health record VERA 	<ul style="list-style-type: none"> Support local authorities, schools and primary health care in their health promotion initiatives Comprehensive assessment of health promotion initiatives Employ local public health indicators 	<ul style="list-style-type: none"> Ensure access to and dissemination of timely and reliable health information Activate primary health care in implementing communicable disease control Produce emergency response plans and guidelines Promote sensible use of antibiotics 	<ul style="list-style-type: none"> Implement a culture of constant improvements that supports day-to-day management Our values are reflected in the DH's activities Responsible financial planning and operation within budget Increase digital administration at the DH
Proposed action	Proposed action	Proposed action	Proposed action
<ul style="list-style-type: none"> Prioritise audits according to risk assessment Utilise complaints and incidents in supervisory work Support the supervisory work by means of systematic data analysis Systematic implementation of integrated electronic health records Promote and spread the use of VERA among the general public Finalise a review of strategies and functions of health institutions Implement the Resident Assessment Instrument, RAI, in home-nursing nationwide Collect real-time data on children's dental health 	<ul style="list-style-type: none"> Establish health promoting workshops nationwide Organise courses on improved health behaviour and wellbeing for primary health care personnel Establish an interactive website for health promoting schools and communities at www.heilsueflandi.is Monitor determinants of health and wellbeing Prepare and conduct the survey <i>Health and Wellbeing 2017</i> Publish local public health indicators on a regular basis 	<ul style="list-style-type: none"> Increase electronic transfer of data on reportable diseases Organise education of regional epidemiologists Prioritise the production of preparedness plans and guidelines on communicable disease control and the National Vaccination Programme Promote greater participation in the National Vaccination Programme Work with physicians to improve antibiotic use 	<ul style="list-style-type: none"> Work systematically on Gemba walks Define and increase cross-divisional team work Implement the values of the DH and promote better organisational culture Determine future hosting and management of the DH's information system Review work procedures in documenting cases Make periodic risk assessment of the DH's activities Prepare interactive publication of health statistics Use social media to promote the priorities of the DH Improvement of facilities in the reception and lobby