



We're upping our game!

STRATEGY

2019 – 2023

NPE
NORSK PASIENTSKADEERSTATNING

A close-up photograph of a red dart with a silver barrel and a red shaft, hitting the bullseye of a target. The target is circular with concentric rings and numbers. The background is blurred with bokeh lights in shades of green and yellow.

**WE'RE
UPPING GAME!**

STRATEGIC MAIN GOALS



We will reduce
case processing time
by simplifying the way
we work



We use our
time
efficiently



We use our
expertise
innovatively and in
a solution-oriented
manner



We have
efficient and
goal-oriented
**decision-
making**
processes



We use good
digital tools



We use our **time** efficiently

We do this by:

prioritising tasks and development initiatives that provide value

This means:

- being forthright, open and clear about the tasks we prioritise
- coming up with new ideas and testing development initiatives quickly and informally
- assessing which meetings are necessary and conducting them in an efficient and structured manner
- starting projects in a sound manner and following up, evaluating and making the results visible

streamlining each part of the processing of patient injuries

This means:

- using the latitude we have in the Public Administration Act to reduce processing time
- seeing the totality of the process, so that each staff member finishes their part as quickly as possible
- continuing to develop the way the experts work
- improving the interaction between the executive officer and experts
- expanding the use of standardised decisions and adopting standardised solutions



streamlining the work in all units

This means:

- ensuring interaction across the specialist environments
- seeing the totality of the process, so that each staff member finishes their part as quickly as possible
- working in a targeted manner to develop work methods

giving users the responsibility to contribute more during the application process

This means:

- giving the user greater responsibility for obtaining documentation in the case
- setting requirements for precise and necessary information in the application form
- setting requirements for precise and necessary information in other forms
- Using "Min side (My Page)" as the first choice when communicating with users

creating an open culture of collaboration

This means:

- communicating openly and clearly with colleagues — including across sections and departments
- having good arenas for interaction, development and innovation
- fostering trust and confidence in the organisation – with managers taking the lead
- clarifying roles and taking responsibility for one's own role



We use our **expertise** in an innovative and solution-oriented manner

We do this by:

developing expertise and sharing knowledge in a systematic manner

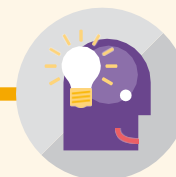
This means:

- sharing knowledge and expertise with colleagues, including across sections and departments
- transferring knowledge from employees who leave
- developing new platforms for sharing knowledge
- developing training plans and learning paths for all employees

creating a culture for giving and accepting feedback

This means:

- developing the skills of both managers and staff to give and receive feedback
- sharing what is good
- being open about the mistakes we make and learning from them



taking the lead role, being courageous in change work and management

This means:

- being clear about the goals we are working towards
- implementing and following up changes
- being present, motivating and supporting staff members
- coming up with new ideas and daring to challenge framework conditions and established "truths"
- living up to "This is how we do it at NPE"

actively supporting innovative measures

This means:

- creating arenas for improvement and development initiatives in all areas
- testing proposals on a small scale
- making faster decisions to implement improvements
- highlighting improvement proposals and initiatives across the organisation

building the expertise we need in the future

This means:

- identifying the need for new services for users
- actively seeking new expertise and new ways of working
- providing staff with new expertise



We have efficient and goal-oriented decision making processes

We accomplish this by:

strengthening the decision-making capabilities of executive officers

This means:

- making it clear to the executive officers how much latitude they have
- instilling confidence in executive officers to use their expertise and powers
- making greater use of expert support tools
- living up to "This is how we do it at NPE"

delegating tasks and decisions

This means:

- building competence among managers and staff on what it means to delegate
- having simple, quick and clear decision-making processes
- making decisions at the lowest possible level

communicating decisions clearly and plainly

This means:

- explaining decisions so that staff members understand them and take ownership of them
- ensuring that all staff members receive the same information
- choosing the right arenas to communicate decisions



We use good digital tools

We do this by:

simplifying today's solutions

This means:

- describing the architecture of the future system
- developing and simplifying Isak in line with the architecture
- making use of more functionality from the standard product on which Isak is built

building digital expertise

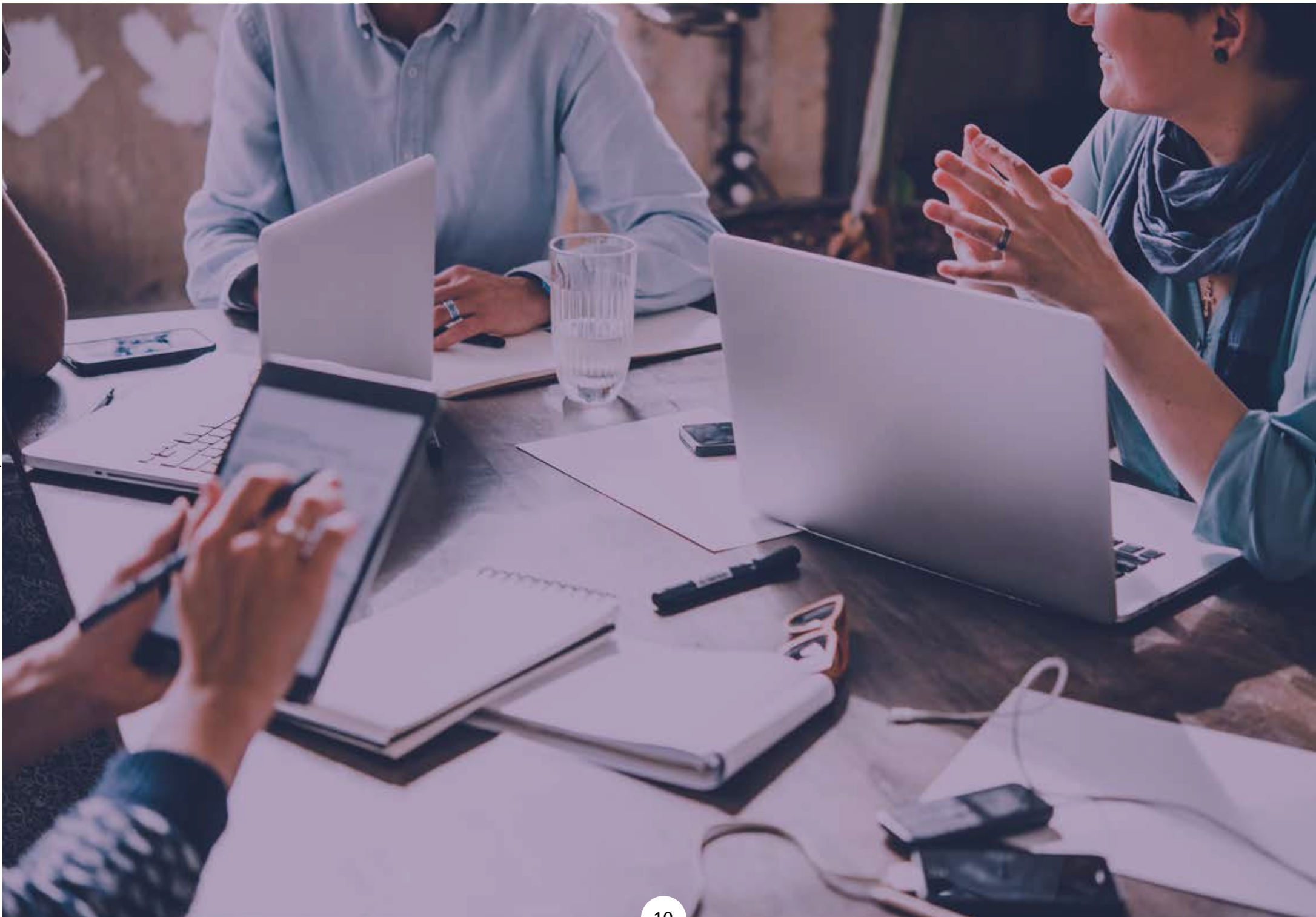
This means:

- centralising training in Isak
- creating a training path for all staff members and experts
- ensuring that everyone uses the systems in the same way
- ensuring that we have digital expertise that meets tomorrow's needs

adopting new digital tools

This means:

- automating parts of the case handling process
- further developing digital forms to obtain structured acquisition of data
- offering digital self-service solutions for compensation applicants
- establishing a digital learning platform for employees



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