


Cross reference study between EQUASS and the Swedish Management system for systematic quality work (SOSFS 2011:9)



Guus van Beek – EQUASS Key Expert
European Quality in Social Services (EQUASS)
c/o EPR, 15, Rue de Spa , B-1000 Brussels Belgium
www.equass.be

Brussels, 18 August 2013

Cross reference study between the Swedish Management system for systematic quality work (SOSFS 2011:9) and the requirements of the European Quality in Social Service certification programmes (EQUASS 2012)

This document describes the results and details of cross reference study based on the content details of the Swedish Management system for systematic quality work (SOSFS 2011:9) (Publish: 2012-08-21) compared with the content details of the certification programmes of the European Quality in Social Services (EQUASS). The elements and details of reference framework, SOSFS 2011:9, are put into the left column. In the right column relevant information from the EQUASS certification programmes are provided with similar content. The reference made to the EQUASS certification programmes is made on the level of the criteria and some detailed specification is given on the level of indicators of the Assurance system. The EQUASS criteria are relevant for both EQUASS certification programmes: the Assurance level and Excellence level. In all cases the underlying indicators of the assurance program are additional relevant information for compliance.

Information about the SOSFS 2011:9

The Board's administrative provisions and general advice are published in SOSFS. The provisions are binding regulations. The general advice includes recommendations on how a provision can or should be applied and do not exclude other ways of achieving the objectives set out in the provision.

Scope of application

These provisions shall be applied in work with systematic and continuous development and quality assurance in activities under:

- Section 31 of the Health and Medical Services Act (1982:763),
- Section 16 of the Dental Services Act (1985:125),
- Section 6 of the Act (1993:387) concerning Support and Services for Persons with Certain Functional Impairments(LSS), and
- Chapter 3 Section 3 third paragraph of the Social Services Act (2001:453).

The provisions shall also be applied in systematic patient safety work that care providers shall carry out under Chapter 3 of the Patient Safety Act (2010:659).

Some definitions:

A provider of social services refers to

Social services' social board or similar municipal board, in the case of such social services that the municipality is responsible for,

- the National Board of Institutional Care, when an authority carries out social services, and
- other legal entity or individual entrepreneur who carries out social service activities covered by the provision in Chapter 3 Section 3 third paragraph of the Social Services Act (2001:453). In such activities are included those carried out under the Act (1990:52)

Specific Provisions on the Care of Young Persons or under those who operate under Act concerning Support and Services for Persons with Certain Functional Impairments (LSS) refers to:

- Municipal boards, in respect of such activities under the legislation on support and service to persons with certain functional impairments for which a municipality or county council is responsible, and
- Other legal person or individual entrepreneur who operates under legislation concerning LLS

Responsibility for and the use of a management system

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
Section 1	A care provider or the provider of social services or activities under LLS shall be responsible for a management system for such activities. The management system shall be used to systematically and continuously develop and assure the quality of activities carried out.	EQUASS criteria which may be considered as element of a Management system are:	
		Nr. 1.	The social service provider defines documents and implements its vision and mission values on service provision.
		Nr. 2.	The social service provider defines, documents, and implements its quality policy by determining long term quality goals, and its commitment to continuous improvement.
		Nr. 5.	The social service provider management establishes and documents an annual planning and review process.
		Nr. 7.	The social service provider has a staff recruitment and retention policy that promotes the selection of qualified personnel based on required knowledge, skills and competences.
		Nr. 23.	The social service provider defines, documents, monitors and evaluates a set of principles, values and procedures that govern behaviour in service delivery containing aspects of confidentiality, accuracy, privacy and integrity.
		Nr. 25.	The social service provider defines the roles and responsibilities, authorities and the interrelation of all personnel who manage, design, deliver, support and evaluate the service provision to person served.
		Nr. 42.	The social service provider identifies its business results and provides formal periodic and independent review and procedures to achieve the targeted results.

Swedish Management system for systematic quality work (SOSFS 2011:9) EQUASS criteria		EQUASS criteria	
Section 2	A care provider or the provider of social services or activities under LLS shall, with the support of the management system, plan, manage, monitor, follow up, evaluate, and improve such activities.	EQUASS criteria ask to plan, manage, monitor and evaluate and improvement social service activities are:	
		Nr. 5	The social service provider identifies its business results and provides formal periodic and independent review and procedures to achieve the targeted results.
		Nr. 35	The social service provider documents the planning of services based on the identification of individual needs and expectations of persons served in an Individual Plan.
		Nr. 36	The social service provider identifies, documents, and maintains the key service delivery processes to the persons served in line with its vision, mission statement and quality policy.
		Nr. 37	The social service provider reviews its delivery process and maintains control over the delivery of the service.
Section 3	A care provider or provider of social services or activities under LLS shall specify how the tasks that are included in the work to be affected through systematic and continuous development and quality assurance will be assigned within the overall activities.	EQUASS criteria which ask for specification of task and responsibilities of management and staff are:	
		Nr. 25	The social service provider defines the roles and responsibilities, authorities and the interrelation of all personnel who manage, design, deliver, support and evaluate the service provision to person served.
		Nr. 12	The social service provider applies requirements for competence in the identified roles and functions of staff and evaluates them on annual basis. <i>Indicator 23: The competence requirements for staff has been identified, specified, documented and evaluated on an annual basis</i> <i>Indicator 24: The performance of staff members, who are directly involved in the provision of services to the persons served, is reviewed periodically.</i>

Basic structure of the management system

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
Section 1 A care provider or provider of social services or activities under LLS shall adapt the management system to the type and scope of its activities. <i>General advice: Standards, technical specifications and models of quality and operation development can provide support when a management system is being built up.</i>	EQUASS criteria which claim specific adaptation of the management system are:		
	Nr. 7	The social service provider demonstrates organisation's success in satisfying the needs and expectations of the society. <i>Indicator 14: The social service provider can show tangible results in meeting needs and expectations of the society.</i>	
	Nr. 8	The social service provider demonstrates organisation's social responsibility through activities contributing to the society. <i>Indicator 15: The social service provider is involved in community-based activities.</i> <i>Indicator 16: The social service provider can show evidence of its added value to the society.</i>	
	Nr. 15	The social service provider assures the rights of persons served outlined in a Charter of Rights that is based on the EU Charter of Fundamental Rights, the European Convention for the Protection of Human Rights and Fundamental Freedoms of the Council of Europe and other international human rights conventions, especially those elaborated under the United Nations.	
	Nr. 18	The social service provider respects the fundamental right to self-determination of the person served. They freely determine their political status and freely pursue their economic, social and cultural development.	
	Nr. 19	The social service provider facilitates the person served in choosing and having access to advocates and/or supporting persons.	
	Nr. 28	The social service provider includes persons served as active participants in planning and have set up appraisal made up of on-going of an on-going	

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
			structured dialogue process in the management of the service, including the definition of the needs, the definition of the services, as well as of the evaluation of quality.
		Nr. 29	<p>The social service provider institutes an annual evaluation of participation of persons served both on individual and/or group basis.</p> <p>Indicator 57: <i>The measures, activities and policy for participation have been agreed with the persons served or representatives of persons served.</i></p> <p>Indicator 58: <i>The social service provider reviews the measures, activities and policy for participation of persons served or representatives of persons served on an annual basis.</i></p>
		Nr. 31	<p>The social service provider operates specific mechanisms for establishing an empowering environment.</p> <p>Indicator 61: <i>The social service provider has identified measures for creating an empowering environment in the organisation.</i></p> <p>Indicator 62: <i>The social service provider trains staff to facilitate the empowerment of persons served.</i></p>
		Nr. 40	The social service provider operates services from a holistic approach based on the needs and expectations of the person served with the aim of improving the quality of life for the person served.
		Nr. 46	<p>The social service provider provides accessible and easily understandable records on outcome, including personal perception and achievements</p> <p>Indicator 91: <i>The report on records and outcomes is communicated to stakeholders in understandable form and language.</i></p>
Section 2	Processes and procedures A care provider or	EQUASS criteria which ask for identification, description and establishing processes of key activities are:	

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
<p>provider of social services or activities under LLS shall identify, describe and establish the processes in the activities that are necessary to assure the quality of such activities.</p>	Nr. 5	The social service provider management establishes and documents an annual planning and review process.	
	Nr. 18	<p>The social service provider respects the fundamental right to self-determination of the person served. They freely determine their political status and freely pursue their economic, social and cultural development.</p> <p>Indicator 36: <i>The social service provider evaluates its performance on respecting the right to self-determination with the persons served on annual basis.</i></p>	
	Nr. 29	<p>The social service provider institutes an annual evaluation of participation of persons served both on individual and/or group basis.</p> <p>Indicator 58: <i>The social service provider reviews the measures, activities and policy for participation of persons served or representatives of persons served on an annual basis.</i></p>	
	Nr. 31	<p>The social service provider operates specific mechanisms for establishing an empowering environment.</p> <p>Indicator 62: <i>The social service provider trains staff to facilitate the empowerment of persons served.</i></p>	
	Nr. 38	The social service provider identifies, documents, and maintains the key service delivery processes to the persons served in line with its vision, mission statement and quality policy.	
	Nr. 37	The social service provider reviews this delivery process and maintains control over the delivery of the service.	
	Nr. 48	The social service provider has a standard procedure for continuous improvement on the basis of an improvement cycle.	
	Nr. 34	The social service provider operates individual processes that are driven by the needs of the persons served.	

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
Section 3	Under section 2, a care provider or provider of social services or activities under LLS shall in each process 1. identify the activities involved , and 2. determine the order of such activities.	EQUASS criteria which ask for identification of activities are:	
		Nr. 35:	The social service provider documents the planning of services based on the identification of individual needs and expectations of persons served in an Individual Plan.
Section 4	A care provider or provider of social services or activities under LLS shall create and establish the processes that are necessary to assure the quality of such activities. The procedures shall describe a specific approach to how activities will be performed , as well as specifying how the responsibility for their performance is allocated within the organisation.	Nr. 35	The social service provider documents the planning of services based on the identification of individual needs and expectations of persons served in an Individual Plan. <i>Indicator 69: The Individual Plan contains the desired situation of the person being served, overall goals, specific measurable objectives, methods / techniques / interventions to be used, staff involved and responsibilities for implementation.</i>
		EQUASS criteria which set out requirements to assure how activities will be performed as well as specifying how the responsibility for their performance is allocated within the organisation is expressed in:	
		Nr. 40	The social service provider operates services from a holistic approach based on the needs and expectations of the person served with the aim of improving the quality of life for the person served. <i>Indicator 79: The social service provider ensures that quality of life is specific to and defined for each person and/or family receiving services.</i>
		Nr. 41	The social service provider identifies the needed competences, skills and support for staff to enhance the quality of life for person served. <i>Indicator 82: The social service provider specifies the skills and competencies for staff to enhance quality of life of persons served.</i>
		Nr. 33	The social service provider offers programmes consistent with the identified needs of its customers and

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
			objectives for the programme.
		Nr. 34	The social service provider operates individual processes that are driven by the needs of the persons served.
		Nr. 35	<p>The social service provider documents the planning of services based on the identification of individual needs and expectations of persons served in an Individual Plan.</p> <p>Indicator 70: <i>The Individual Plan contains: the desired situation of the person being served, overall goals, specific measurable objectives, methods / techniques / interventions to be used, staff involved and responsibilities for implementation</i></p>
Section 5	<p>Cooperation between social services and LLS. Those who provide social services or activities under LLS shall identify the processes as in Section 2 in which cooperation is required to assure the quality of measures provided in the activities.</p> <p>It must be clear from the processes and procedures how cooperation will be carried out in their activities.</p> <p>From the processes and procedures it must also be ensured that cooperation is made possible with other activities in social services or under LLS and with care providers, public authorities, associations and other organisations.</p>	EQUASS criteria which set out requirements for cooperation is expressed in:	
		Nr. 26	<p>The social service provider works in partnership with other organisations in the provision of services.</p> <p>Indicator 51: <i>The social service provider has partnerships with social partners in the delivery of services for the persons served, funding agencies in the delivery of services for the persons served and organisations of persons served in the delivery of services for the persons served (if applicable)</i></p> <p>Indicator 52: <i>The social service provider evaluates the added value of its partnerships on regular basis.</i></p>
		Nr. 28	<p>The social service provider works in partnership with persons served, purchasers and other stakeholders in the development of services.</p> <p>Indicator 53: <i>In development of services, the social service provider involves person served and their representatives, purchasers and funders.</i></p> <p>Indicator 54: <i>The social service provider involves relevant external stakeholders in assessment of needs.</i></p>

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
Section 6	<p>Health care and medical services</p> <p>The care provider shall identify the processes as defined in Section 2 where cooperation is needed to prevent patients from suffering from any care injury. It must be clear from the processes and procedures how cooperation will be carried out in their activities. From the processes and procedures it must also be ensured that cooperation is made possible with other care providers and with activities in social services or under LLS and with public authorities.</p>	EQUASS criteria which assures cooperation between social health care service providers are expressed in:	
		Nr. 26	<p>The social service provider works in partnership with other organisations in the provision of services.</p> <p>Indicator 51 : <i>The social service provider has partnerships with social partners in the delivery of services for the persons served</i></p> <p>Indicator 52: <i>The social service provider evaluates the added value of its partnerships on regular basis.</i></p>

Systematic improvement work: Risk analysis

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
Section 1	<p>The care provider or the provider of social services or activities under LLS shall continuously assess whether there is a risk that events could occur that could involve deficiencies in the quality of activities.</p> <p>For each such event, the care provider or provider of social services or activities under LLS shall</p> <ol style="list-style-type: none"> 1. estimate the probability that the event will occur, and 2. Assess the negative consequences that could result from the event. 	EQUASS criteria which assures risk analysis and appropriate actions to prevent and respond are expressed in:	
		Nr. 10	<p>The social service provider operates in compliance with mandatory national legislation, providing appropriate working conditions, adequate and agreed staff level and staff ratio, and appropriate rewarding for staff and volunteers.</p> <p>Indicator 20: <i>The social service provider evaluates the working conditions of: management, staff and volunteers (if applicable).</i></p>
		Nr. 22	<p>The social service provider provides services in a safe system of working within a safe environment to ensure the physical security of persons served, their families and caretakers.</p> <p>Indicator 43. <i>The social service provider has documented a health and safety plan for each of its service locations and procedures to ensure a safe environment and physical security of persons served</i></p> <p>Indicator 44. <i>The social service provider identifies measures for ensuring health and safety for each of its service locations and improvements for ensuring health and safety on annual basis.</i></p>
Section 2	<p>Self-monitoring</p> <p>A care provider or provider of social services or activities under LLS shall carry out self-monitoring</p> <p>Self-monitoring shall be carried out as often and as much as is required for the care</p>	EQUASS criteria which assures self-monitoring are expressed in:	
		Nr. 37	<p>The social service provider reviews the delivery process and maintains control over the delivery of the service.</p> <p>Indicator 73: <i>The social service provider monitors the performance of the key service delivery processes on regular basis and reviews the performance of the key service delivery processes on a</i></p>

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
	<p>provider or the provider of social services or activities under LLS to be able to assure the quality of the activities.</p> <p>General advice Self-monitoring may include comparisons of the results of the activities with data from the national and regional quality register, as in Chapter 7 of the Act on Patient Data (2008:355), comparison of the results of the activities with data from open comparisons, as well with the results of other activities comparison of the current results of the activities with earlier results, target group surveys, reviews of journals, files and other documentation, examination of whether there are approaches and attitudes among the staff could lead to deficiencies in the quality of the activities, analysis of data from patients' councils, and collection of viewpoints from auditors and stakeholders.</p>		<p><i>regular basis</i></p> <p>Indicator 74: <i>The social service provider carries out internal audits on the delivery of key service delivery processes and reports on the outcomes of key service delivery processes</i></p>
Section 3	<p>Investigation of deviations Complaints and viewpoints.</p> <p>A care provider or provider of social services or activities under LLS shall receive and investigate</p>	<p>EQUASS criteria which assures the investigation of complaints and viewpoint on quality are expressed in:</p> <p>Nr. 3</p>	<p>Persons served, family members and service user organisations are able to give feedback on their individual and collective experience of programmes and services.</p>

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
	<p>complaints and viewpoints on the quality of their activities from</p> <ol style="list-style-type: none"> 1. care and nursing recipients and their close family, 2. personnel, 3. care providers, 4. providers of social services, 5. those who carry out activities under LLS, authorities, and associations, other organisations and interested parties. 	Nr. 17	<p>The social service provider has accessible complaint management system that registers feedback on performance from persons served, purchasers and other relevant stakeholders.</p> <p>Indicator 33: <i>The social service provider has a documented complaint management system that assures appropriate and objective investigation.</i></p> <p>Indicator 34: <i>The social service provider shows transparency of results in the complaint management system.</i></p>
		Nr. 45	<p>The social service provider evaluates the individual and collective satisfaction of persons served and other stakeholders by internal and/or external evaluation.</p> <p>Indicator 89: <i>The social service provider measures the satisfaction of: its persons served, its purchasers and its funding bodies.</i></p> <p>Indicator 90: <i>The service provider assures appropriate and objective measurement of satisfaction of its stakeholders.</i></p>
Section 4	<p>Provisions on reporting obligation</p> <ol style="list-style-type: none"> 1. for health and medical care personnel are in Chapter 6 Section 4 of the Act on Patient Safety (2010:659), 2. for those who carry out functions in the social services or the National Board of Institutional Care are found in Chapter 14 Section 3 of the Social Services Act (2001:453), and 3. For those who carry out functions in 	EQUASS criteria which assures the reporting obligation are expressed in:	
		Nr. 46	<p>The social service provider provides accessible and easily understandable records on outcome, including personal perception and achievements</p> <p>Indicator 91: <i>The report on records and outcomes is communicated to stakeholders in understandable form and language.</i></p>
		Nr. 48	<p>The social service provider actively disseminates organisation performance among its staff, person served and external stakeholders.</p> <p>Indicator 95: <i>The social service provider reports its performance to purchasers, funding bodies, staff and persons</i></p>

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
	activities under the legislation concerning LLS is found in Section 24 b of LLS.		<p><i>served</i></p> <p>Indicator 96: <i>The social service provider reports its results on an annual basis, personal perceptions on an annual basis and achievements on an annual basis.</i></p>
		Nr. 17	<p>The social service provider has accessible complaint management system that registers feedback on performance from persons served, purchasers and other relevant stakeholders.</p> <p>Indicator 34 : <i>The social service provider shows transparency of results in the complaint management system.</i></p>
Section 5	<p>Provisions on the obligation</p> <p>1. for care providers to investigate events in activities which have caused or could cause care injuries is found in Chapter 3 Section 3 of the Act on Patient Safety (2010:659),</p> <p>2. for the provider of social services to immediately document, investigate and correct or remove poor conditions or a substantial risk of poor conditions are in Chapter 14 Section 6 of the Social Services Act (2001:453), and</p> <p>3. For the provider of activities under LLS to immediately document, investigate and correct or remove poor conditions or a substantial risk of poor conditions are in Chapter 24e in LLS .</p>	<p>EQUASS criteria which assures the investigation of events which have caused or could cause care injuries are expressed in:</p>	
		Nr. 22	<p>The social service provider provides services in a safe system of working within a safe environment to ensure the physical security of persons served, their families and caretakers.</p> <p>Indicator 43. <i>The social service provider has documented a health and safety plan for each of its service locations and procedures to ensure a safe environment and physical security of persons served</i></p> <p>Indicator 44. <i>The social service provider identifies measures for ensuring health and safety for each of its service locations and improvements for ensuring health and safety on annual basis.</i></p>
Section	Summary and analysis	EQUASS criteria which assures the reporting and	

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
n 6	<p>Received reports, complaints and viewpoints are to be compiled and analysed so that care providers or providers of social services or activities under LLS can see patterns or trends that indicate deficiencies in the quality of such services. Improvement measures in activities</p>	analysis of complaints and viewpoints are expressed in:	
		Nr. 17	<p>The social service provider has accessible complaint management system that registers feedback on performance from persons served, purchasers and other relevant stakeholders.</p> <p>Indicator 34 : <i>The social service provider shows transparency of results in the complaint management system.</i></p>
		Nr. 44	<p>The social service provider evaluates its business results in order to determine best value for purchasers and funders ('best value' can also be expressed in relation to the increased quality of life offered to the person being served).</p>
		Nr. 45	<p>The social service provider evaluates the individual and collective satisfaction of persons served and other stakeholders by internal and/or external evaluation.</p>
Section 7	<p>Improvement measures in activities On the basis of the results of those activities listed in sections 1 to 6, measures necessary for ensuring the quality of operations shall be taken.</p>	EQUASS criteria which assures improvement measures in activities are expressed in:	
		Nr. 49	<p>The social service provider identifies performance indicators for measuring the results of the improvement actions.</p> <p>Indicator 97: <i>The social service provider establishes performance indicators for measuring the results of all improvement projects.</i></p> <p>Indicator 98: <i>The social service provider defines objectives for all improvement projects, and measures the results for all improvement projects</i></p>
		Nr. 48	<p>The social service provider has a standard procedure for continuous improvement on the basis of an improvement cycle.</p>

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
Section 8	<p>Improvement of processes and procedures</p> <p>If the results of the activities specified in sections 1 to 6 indicate that processes and procedures are not adequate for safeguarding the quality of activities, processes and procedures must be improved.</p>	EQUASS criteria which assures improvement processes and procedures are expressed in:	
		Nr. 37	<p>The social service provider reviews this delivery process and maintains control over the delivery of the service.</p> <p>Indicator 73: <i>The social service provider carries out internal audits on the delivery of key service delivery processes and reports on the outcomes of key service delivery processes.</i></p>
		Nr. 48	<p>The social service provider has a standard procedure for continuous improvement on the basis of an improvement cycle.</p> <p>Indicator 95: <i>The organisation implements a documented quality improvement system, which is characterised by a cyclic manner (PDCA) meaning: planned actions reaching the objective, implementing the actions, measuring the results of the actions and implementing corrective actions.</i></p>

Participation of personnel in quality work

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
Section 1	A care provider or the provider of social services or activities under LLS must ensure that its employees are working in accordance with the processes and procedures that are included in the management system.	EQUASS criteria which assures that employees are working in accordance with the processes and procedures are expressed in:	
		Nr. 13	The social service provider recognises the staff as a resource for feedback on organisational performance, service development and staff development <i>Indicator 25: The social service provider has a policy and procedure for active involvement of staff in the planning of the service and the evaluation of the service.</i> <i>Indicator 26: The social service provider records staff involvement and feedback from staff and utilises that feedback in the staff development of strategic and annual planning.</i>
		Nr. 12	The social service provider applies requirements for competence in the identified roles and functions of staff and evaluates them on annual basis. <i>Indicator 24: The performance of staff members, who are directly involved in the provision of services to the persons served, is reviewed periodically.</i>
Section 2	According to Chapter 6 Section 4 of the Act on Patient Safety (2010:659), health and medical personnel must contribute to maintaining high patient safety .	EQUASS criteria which assures high safety of persons served are expressed in:	
		Nr. 10	The social service provider operates in compliance with mandatory national legislation, providing appropriate working conditions, adequate and agreed staff level and staff ratio, and appropriate rewarding for staff and volunteers.
		Nr. 20	The social service provider defines and documents its policy on ethics that respects and assures the dignity of the persons served, protects them from undue risk and promotes social justice
		Nr. 21	The social service provider operates mechanisms that prevent the physical, mental and financial abuse of persons served.

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
		Nr. 22	<p>The social service provider provides services in a safe system of working within a safe environment to ensure the physical security of persons served, their families and caretakers.</p> <p>Indicator 41: <i>The social service provider has documented a health and safety plan for each of its service locations and procedures to ensure a safe environment and physical security of persons served.</i></p> <p>Indicator 42: <i>The social service provider identifies measures for ensuring health and safety for each of its service locations and improvements for ensuring health and safety on annual basis</i></p>
Section 3	Chapter 14 section 2 of the Social Services Act (2001:453) and Section 24 (a) LLS state that all parties that carry out functions within social services or activities under LLS are obliged to participate in quality work for their activities.	EQUASS criteria which assures the obligation to participate in quality work are expressed in:	
		Nr. 13	<p>The social service provider recognises the staff as a resource for feedback on organisational performance, service development and staff development</p> <p>Indicator 25: <i>The social service provider has a policy and procedure for active involvement of staff in the planning of the service and the evaluation of the service.</i></p>

Documentation obligation

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
Section 1	<p>Work related to the systematic and continuous development and quality assurance of activities must be documented.</p> <p><i>General advice</i> Care providers included under Chapter 1 Section 1 paragraphs 1 and 2 or parties that carry out social services or activities under LLS, should annually draw up a coherent quality report with full documentation, in which it should be stated</p> <p>How the work with systematic and continuous development and quality assurance has been carried out during the previous calendar year, what measures have been taken to assure the quality of the activities, and what results have been achieved.</p> <p>The report should have such a level of detail that it is possible to assess how work with systematic and continuous development and quality assurance has been conducted in</p>	EQUASS criteria which assures the documentation of the systematic continuous development and quality assurance activities expressed in:	
		Nr. 5	<p>The social service provider management establishes and documents an annual planning and review process.</p> <p>Indicator 9: <i>The process of annual planning is documented.</i></p>
		Nr. 9	<p>The social service provider has a staff recruitment and retention policy that promotes the selection of qualified personnel based on required knowledge, skills and competences.</p> <p>Indicator 17: <i>The service provider has a documented staff recruitment policy, criteria for staff recruitment, the process for staff recruitment and its policy for equality and non-discrimination.</i></p>
		Nr. 20	<p>The social service provider defines and documents its policy on ethics that respects and assures the dignity of the persons served, protects them from undue risk and promotes social justice</p> <p>Indicator 39: <i>The social service provider has documented its policy on ethics reflecting the dignity of persons served and protecting them from undue risk.</i></p>
Nr. 22	<p>The social service provider provides services in a safe system of working within a safe environment to ensure the physical security of persons served, their families and caretakers.</p> <p>Indicator 43: <i>The social service provider has documented a health and safety plan for each of its service locations and procedures to ensure a safe environment and physical security of persons served</i></p>		

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
	<p><i>different aspects of the activities, and that the information needs of external stakeholders have been satisfied. The report should be made available to anyone who wishes to read it.</i></p>	Nr. 48	<p>The social service provider has a standard procedure for continuous improvement on the basis of an improvement cycle.</p> <p>Indicator 95: The organisation implements a documented quality improvement system which is characterised by a cyclic manner (PDCA) meaning: planned actions reaching the objective, implementing the actions, measuring the results of the actions and implementing corrective actions</p> <p>Indicator 96: <i>The results of quality improvement projects are documented.</i></p>
		Nr.50	<p>The service provider introduces and manages innovative ways of working that have been identified based on the needs of stakeholders.</p> <p>Indicator 99: <i>The social service provider manages the innovation projects, monitors the innovation projects and records the results of the innovation projects</i></p>
Section 2	<p>According to Chapter 3 Section 10 of the Act on Patient Safety (2010:659), the care provider must annually draw up a patient safety report by 1 March.</p> <p>In addition to that stated in Chapter 3 Section 10 of the Act on Patient Safety, the patient safety report shall contain information on how</p> <p>1. responsibility under Chapter 3 Section 9 of the Patient Safety Act</p>	EQUASS criteria which assures to report on annual basis about safety of persons ¹ are expressed in:	
		Nr. 22	<p>The social service provider provides services in a safe system of working within a safe environment to ensure the physical security of persons served, their families and caretakers.</p> <p>Indicator 43. <i>The social service provider has documented a health and safety plan for each of its service locations and procedures to ensure a safe environment and physical security of persons served</i></p> <p>Indicator 44. <i>The social service provider identifies measures for ensuring health</i></p>

¹ The EQUASS does not require a detailed reporting on the safety of the persons served as it is required in the Swedish national Act for Patient Safety.

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
<p>has been allocated,</p> <p>2. patient safety through self-monitoring in accordance with Chapter 5 Section 2 has been followed up and evaluated,</p> <p>3. cooperation under Chapter 4 Section 6 has been enabled to prevent patients suffering from care injury</p> <p>4. risks of care injuries have been handled in accordance with Chapter 5,</p> <p>5. reports as under Chapter 6 Section 4 of the Patient Safety Act have been handled, and</p> <p>6. Complaints and viewpoints received have been handled, in accordance with Chapter 5 Section 3 and which are of importance to patient safety.</p> <p>The patient safety report must also indicate how many events were investigated in accordance with Chapter 3 paragraph 3 of the Patient Safety Act during the preceding calendar year and how many care injuries were assessed as serious.</p> <p>Section 3 of the patient safety report must have such a level of detail</p>			<p><i>and safety for each of its service locations and improvements for ensuring health and safety on annual basis.</i></p>
	Nr. 35	<p>The social service provider documents the planning of services based on the identification of individual needs and expectations of persons served in an Individual Plan.</p> <p>Indicator 69: <i>The Individual Plan contains: the desired situation of the person being served, overall goals, specific measurable objectives, methods / techniques / interventions to be used, staff involved and responsibilities for implementation</i></p>	
	Nr. 17	<p>The social service provider has accessible complaint management system that registers feedback on performance from persons served, purchasers and other relevant stakeholders.</p> <p>Indicator 34: <i>The social service provider shows transparency of results in the complaint management system.</i></p>	
	Nr. 45	<p>The social service provider evaluates the individual and collective satisfaction of persons served and other stakeholders by internal and/or external evaluation.</p> <p>Indicator 90: <i>The service provider assures appropriate and objective measurement of satisfaction of its stakeholders.</i></p>	
	Nr. 47	<p>The social service provider actively disseminates organisation performance among its staff, person served and external stakeholders.</p> <p>Indicator 94: <i>The social service provider reports results on an annual basis, personal perceptions on an annual</i></p>	

Swedish Management system for systematic quality work (SOSFS 2011:9)		EQUASS criteria	
	<p>1. that it is possible to judge how systematic patient safety work has been carried out in the different aspects of activities, and</p> <p>2. That the information needs of external stakeholders have been satisfied.</p>		<p><i>basis and achievements on an annual basis.</i></p>

Overview of elements not explicitly addressed in the criteria of the Swedish Management system for systematic quality work (SOSFS 2011:9).

The European Quality in Social Services (EQUASS), a quality approach designed for the social sector, has shown to be fit for various social services and based on the characteristics of these social services. The EQUASS Certification Programmes have adapted the specific characteristics of social services, the requirements stated in the European Quality Framework for Social Service (Social Protection Committee, October 2010). Due to the fact that social services for persons with a disability are considered as an opportunity for individuals to exercise fundamental human rights, the EQUASS also include the core elements of the United Nations Convention on the Rights of People with a Disability (CRPD) in its certification requirements. Below a number of topics which have not been addressed in the criteria of the Swedish Management System for Systematics Quality work. (SOSFS 2011:9) The core elements addressing the UCRPD are marked with *.

1. Governance

EQUASS criteria:

The social service provider defines documents and implements its vision and mission values on service provision.

The social service provider defines, documents, and implements its quality policy by determining long term quality goals, and its commitment to continuous improvement.

The social service provider demonstrates organisation's social responsibility through activities contributing to the society.

2. Information

EQUASS criteria:

The social service provider informs all stakeholders about the offered programmes and services available.

3. Staff

EQUASS criteria:

The social service provider has a staff-recruitment and -retention policy that promotes the selection of qualified personnel based on required knowledge, skills and competences.

The social service provider identifies the needed competences, skills and support for staff to enhance the quality of life for person served.

The social service provider has mechanisms in place to enhance satisfaction and motivation of staff.

4. Rights

EQUASS criteria:

The social service provider assures the rights of persons served outlined in a Charter of Rights that is based on the EU Charter of Fundamental Rights, the European Convention for the Protection of Human Rights and Fundamental Freedoms of the Council of Europe and other international human rights conventions, especially those elaborated under the United Nations.*

The social service provider informs the person served about his/her rights and duties especially to equal treatment on grounds of age, disability, gender, race, religion or belief and sexual orientation before receiving the services.*

5. Ethics

EQUASS criteria

The social service provider defines and documents its policy on ethics that respects and assures the dignity of the persons served, protects them from undue risk and promotes social justice. *

6. Person Centred Planning

EQUASS criteria

The social service provider operates individual processes that are driven by the needs of the persons served.*

The social service provider selects programmes which are based on a needs assessment at the location which is most convenient for the person served, family and care takers.*

7. Continuum of services

EQUASS criteria:

The social service provider ensures that the person served can access a continuum of services that span from early intervention to support and respond to changing requirements over time.

8. Access to advocate - support person

EQUASS criteria:

The social service provider facilitates the person served in choosing and having access to advocates and/or supporting persons.*

9. Empowerment of person served

EQUASS criteria:

The social service provider includes persons served as active participants in planning and have set up appraisal made up of on-going of an on-going structured dialogue process in the management of the service, including the definition of the needs, the definition of the services, as well as of the evaluation of quality.*

The social service provider operates specific instruments for the persons served to improve their personal empowerment and personal situation and. that of their community. *

The social service provider operates specific mechanisms for establishing an empowering environment.*

10. Ethical code for professionals

EQUASS criteria:

The social service provider defines, documents, monitors and evaluates a set of principles, values and procedures that govern behaviour in service delivery containing aspects of confidentiality, accuracy, privacy and integrity.*

11. Holistic approach

EQUASS criteria:

The social service provider operates services from a holistic approach based on the needs and expectations of the person served with the aim of improving the quality of life for the person served.*

12. Transparency of results

EQUASS criteria:

The social service provider reviews the personal responsibility of all people involved in the service provision for achieved results.

The social service provider actively disseminates organisation performance among its staff, person served and external stakeholders.

The social service provider demonstrates organisation's success in satisfying the needs and expectations of the society.

The social service provider demonstrates organisation's social responsibility through activities contributing to the society.

13. Innovation

EQUASS criteria:

The service provider introduces and manages innovative ways of working that have been identified based on the needs of stakeholders.

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