



Sosial insurance system in Norway - and the role of physicians

Marit Hermansen

Chief medical officer

Directorate of Labour and Welfare,
Norwegian Labour and Welfare Service (NAV)



Norwegian Labour and Welfare Service (NAV)

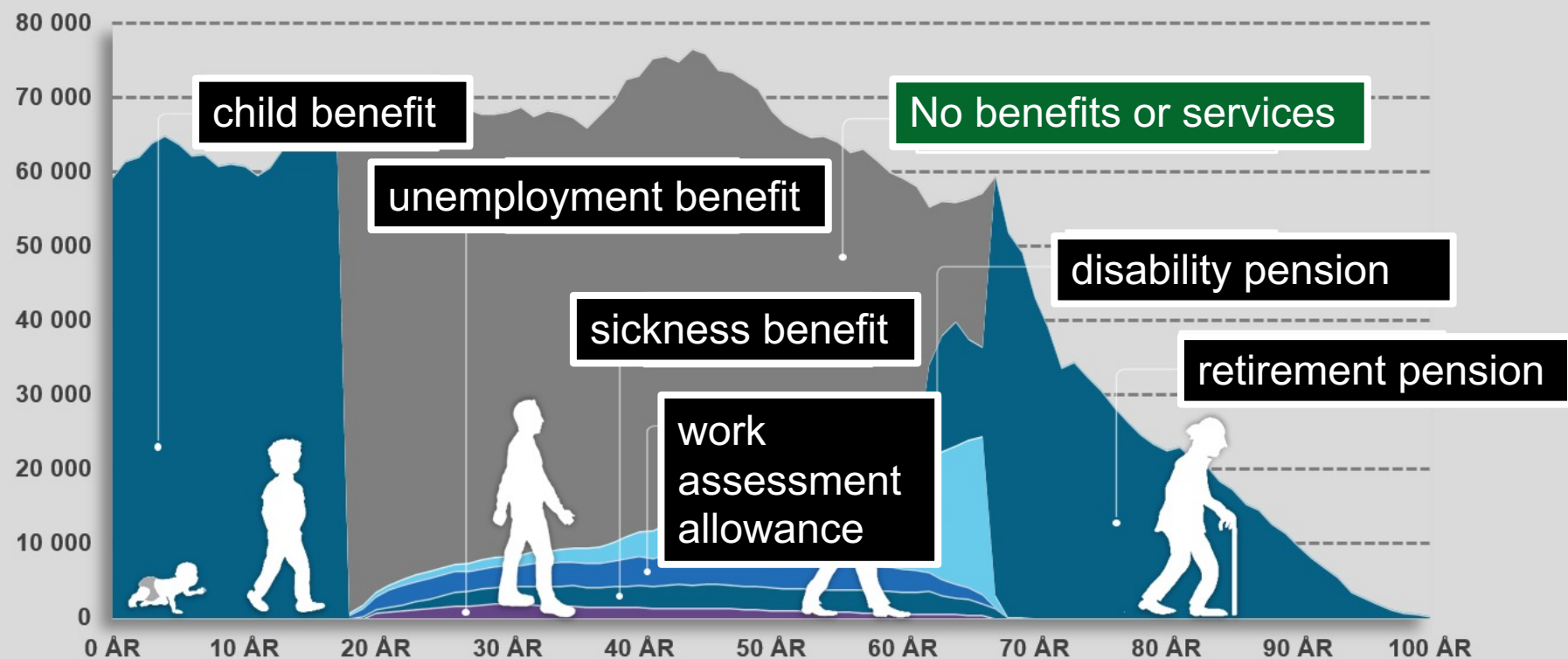


**1/3 of the State
Budget**

**Services for 2,8 mill.
inhabitants**

**60 different services
and benefits**

**Social services and
labour market
schemes**



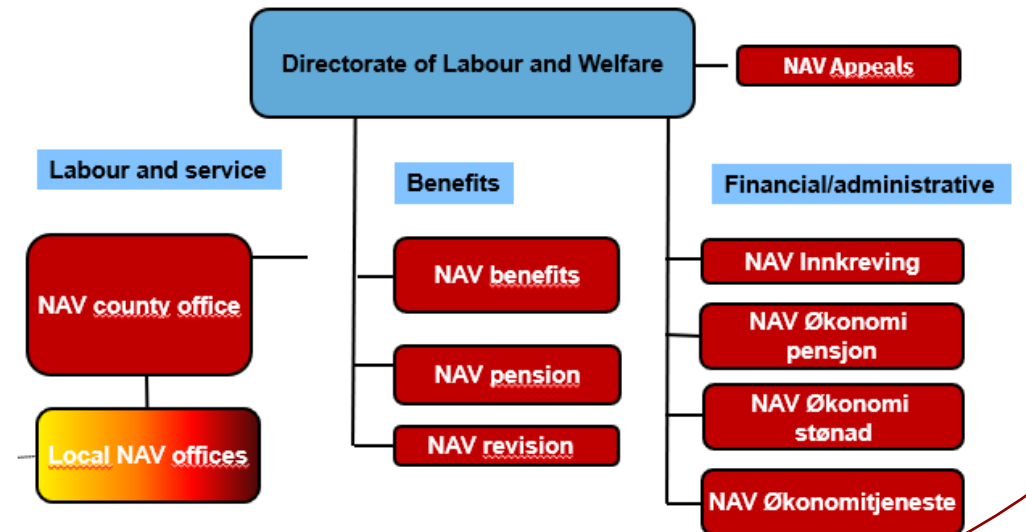
Den norske befolkningen per januar 2014, og koblingen hvert årskull har til noen av trygdeordningene i NAV. Statistikk fra NAV finnes på nav.no/kunnskap



Ministry of Labour and
Social Inclusion

Directorate of Labour and
Welfare

The Norwegian Labour and
Welfare Service



Laws and regulation



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Membership of the National Insurance Scheme

Norway has social security agreements with a number of countries.

The National Insurance Act (Folketrygdloven)

The Health administration

Primary health care



GP as a gatekeeper



Specialist health care



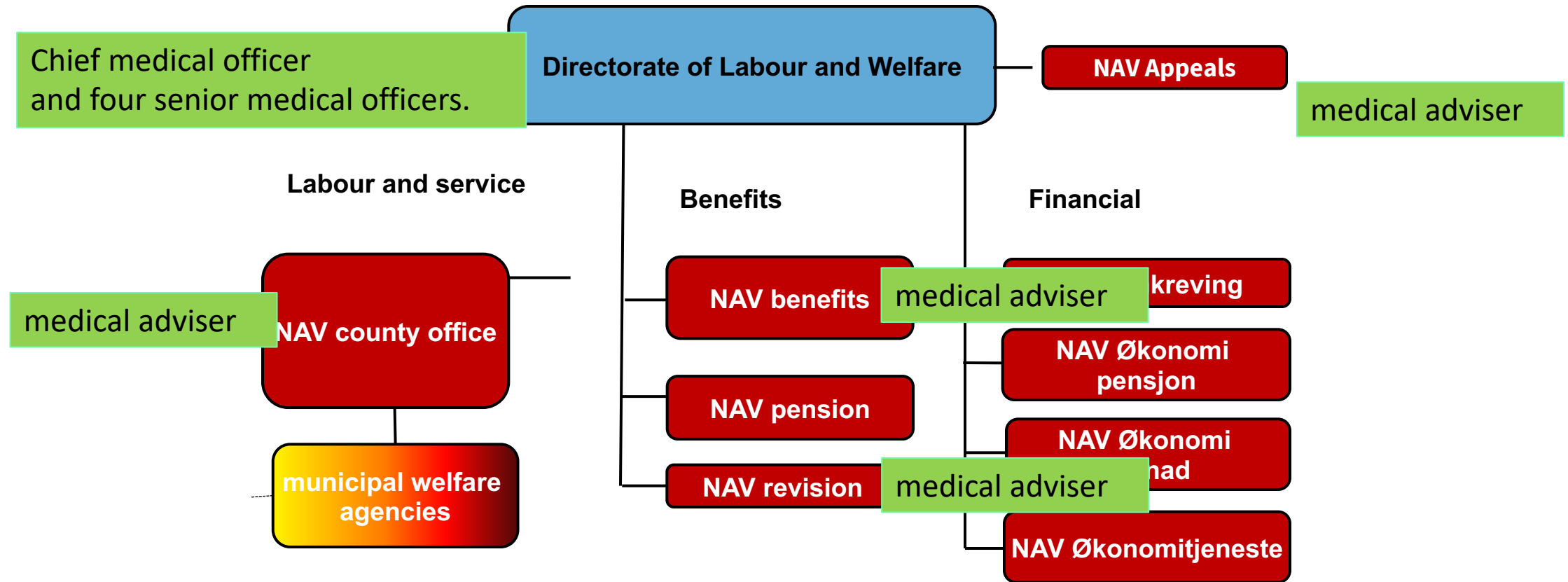
- Ministry of Health and Care Services
 - The Department of Municipal Health Care Services
 - The Department of Specialist Health Care Services
- Norwegian Directorate of Health



list system

- All inhabitants have the right to a General Practitioner
- The GP has a maximum allowance for the number of patients on the patient list.
- If you are entitled to a GP, you may select the one you want if there is room on the GP's list.
- The GP must prioritise the patients on the list over patients not on the list.
- The GP is a gatekeeper
- Obligations according to The national insurance act

Norwegian Labour and Welfare Service (NAV)



The different roles



The assessor/counsellor
make the decision



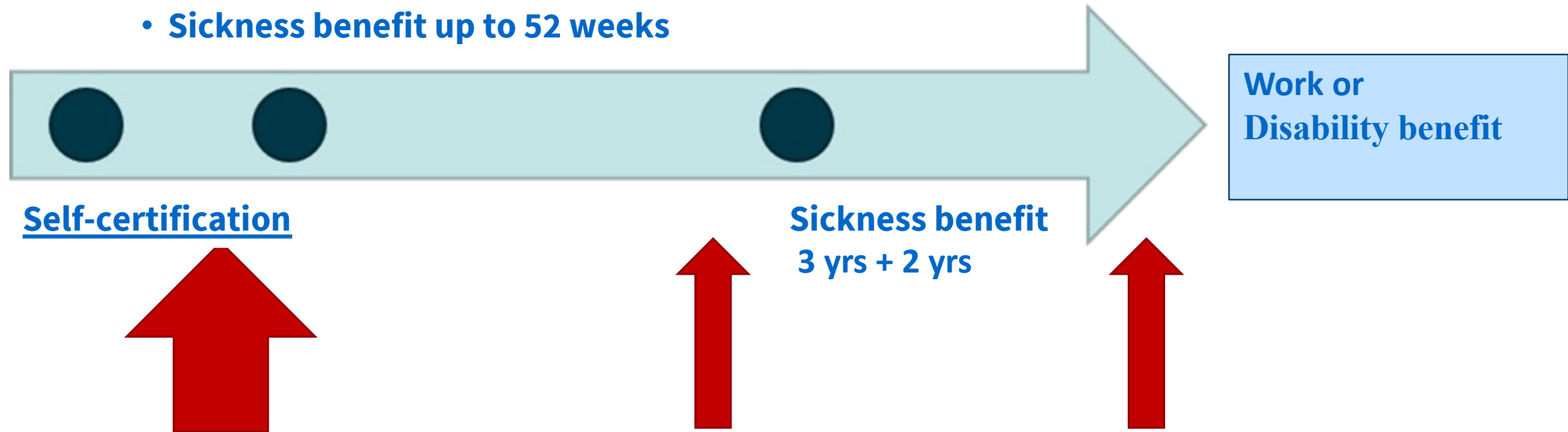
The medical advisers give
advice and have the
competence in social
insurance medicine



The GP or the specialist have the
medical responsibility for the
patient



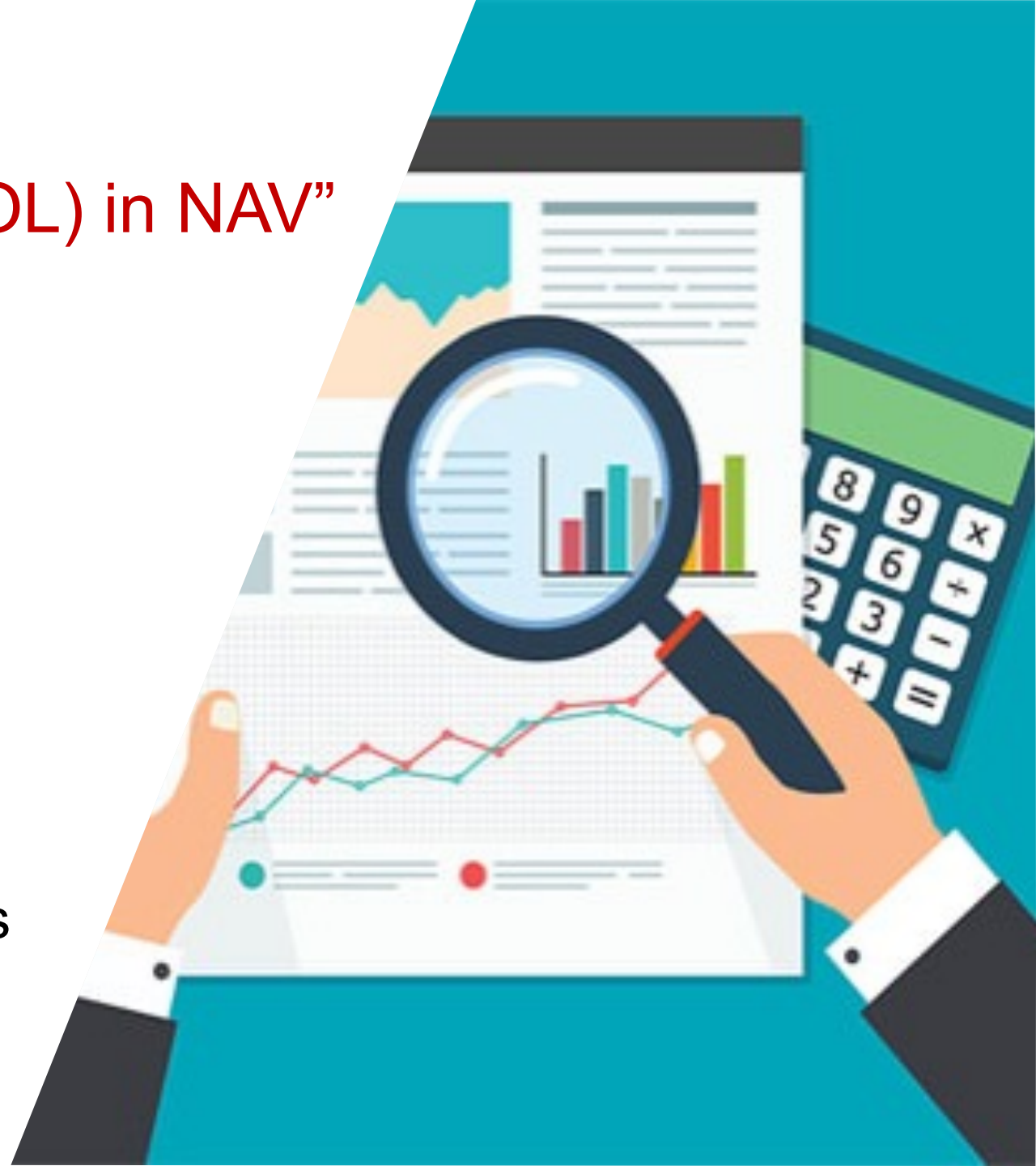
The role of the medical advisers in NAV



Internal audit in 2017

“Use of Medical advisers (ROL) in NAV”

- important, scarce and in-demand resource
- Case-discussion workshops is important, but.....
- Lack of documentation
- Practice vary from county to county – and also within
- Lack of systems for exchange of knowledge and experience across the organisation





Suggestions for improvements

- Common understanding of legal requirements
- Common guidelines for documentation
- Competence development
- Evaluation of the cooperation across the organisation

What did we do?



Guidelines

- Documentation
- Interaction

Tools for the counsellors

- Questions to ask
- When to contact
- Knowledge base

Coordination uni

- Use of Medical advisors
- Framework for professional development

Digital innovation – Information exchange between NAV and the GPs



- Better digital dialogue
- New platform of information exchange NAV – health personnel
- How to do a good function report
- Identify which users to focus on

To do list

- Roles and cooperation between
 - the coordinating unit
 - the coordinating medical officers
 - The directorate
- Professional development/continuing medical education (CME) for the Medical advisors
- Interaction with the Health care
- The use of physicians in digital innovation in NAV



