Intermediaries for Quality Improvement
- Supporting policy and implementation in social services

Abstract

There exists a gap between policy and implementation regarding both theory and practice. This paper examines how Famna, the Swedish association for non-profit health care and social service providers, have been supporting policy making and realization of policy in practice as an Intermediary for Quality Improvement (IQI). Based on previous research on intermediaries a conceptual model of an IQI is constructed, in which the characteristics are structural positions, mediating approaches and duration. With this model we examine how Famna has supported policy making and implementation of policies at a provider level in the national strategy for quality improvement by open comparisons in health care and social services and a new regulation on quality management systems in health care and social services. The concept of an IQI not only explains how Famna bridges between top-down and bottom-up perspectives but also how it influences institutional demands of good quality in social services.

Truls Neubeck