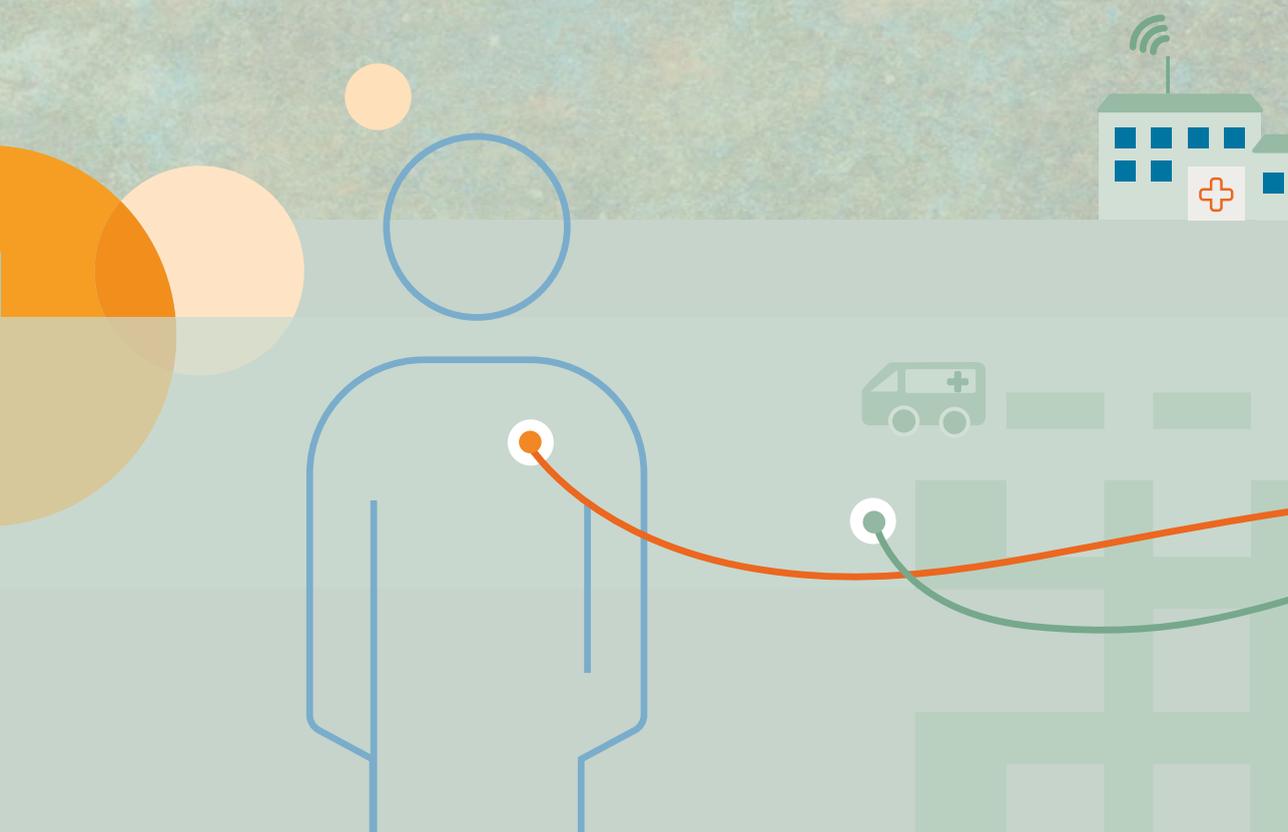


National Health and Hospital Plan 2020–2023

Summary



Norwegian Ministry
of Health and Care Services

The way forward is clear

“User participation is vital. Being listened to confirms that you are worth something. That has both an intrinsic value and a therapeutic value. If patients are allowed to influence their own treatment, it confirms that they are people with knowledge, understanding and a voice.”

These are the words of Dorte Gytri, after her experiences as a patient receiving mental health care. This is what we are aiming for. We have a shared vision in the health service. We want to create a patient-centred health service. Achieving this will require a great deal of effort. It is a responsibility that is shared by many.

In this second National Health and Hospital Plan, we show how we will develop a patient-centred health service over the next four years. And what we need to do to achieve it. One of the main features is the establishment of 19 healthcare communities (helsefelleskap) in which hospitals and municipalities will improve the way they work together in caring for our most vulnerable patients. A variety of parties have been involved in developing the plan – patients, relatives, healthcare personnel, hospitals, municipalities and national health authorities.

I am looking forward to implementing the plan together. Together, we will take the next steps towards the target of a patient-centred health service. The way forward has never been clearer.”



A handwritten signature in black ink that reads "Bent Høie".

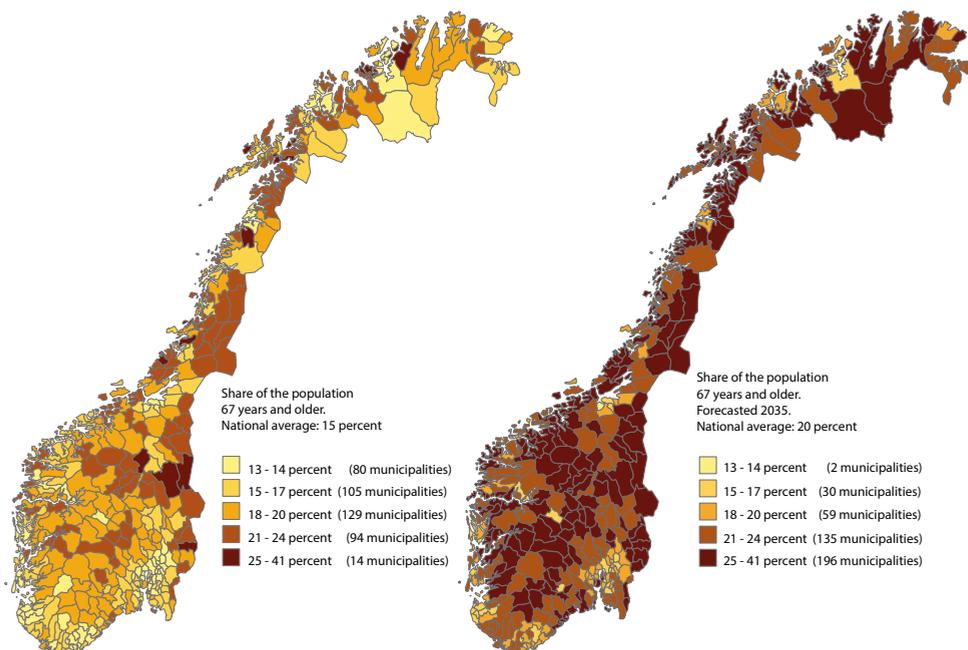
Bent Høie, Minister of Health and Care Services

National Health and Hospital Plan 2020–2023

The National Health and Hospital Plan 2020–2023 sets the direction for the development of the specialist health service and the interaction with the municipal health and care services during the period covered by the plan.

The aim is to achieve a sustainable, patient-centred health service. The patient's voice must be heard – not only when interacting with the people treating them, but also in the development of health and care services. Patients should have equal access to good-quality health services, no matter where they live. Patients and their relatives should experience predictability, reassurance and continuity, and know that professional help of high quality is readily available - and how to access it.

We are a growing population, we are living to an older age and we expect more. This makes it difficult to reconcile wishes and options within the limited resources at our disposal. Limited access to healthcare personnel in particular will restrict the manner in which we are able to accomplish tasks. A sustainable health service therefore requires us to utilise the opportunities provided by technology, make maximum use of the skills of our employees and accomplish tasks as efficiently as possible.





Contents

| | |
|--|-----------|
| The way forward is clear | 2 |
| National Health and Hospital Plan 2020–2023 | 3 |
| Our vision | 6 |
| How will we achieve this? | 8 |
| The patient as an active participant | 10 |
| A cohesive and coordinated health and care service | 12 |
| Mental health care | 18 |
| Emergency medical services | 23 |
| Technology in a patient-centred health service | 26 |
| Digitalisation – an essential component of the patient-centred health service | 29 |
| Skills and competencies | 33 |
| Can we make better use of our resources? | 37 |
| Financing in a patient-centred health service | 40 |

This is the summary of the white paper containing the National Health and Hospital Plan 2020-2023 (Meld. St 7 2019-2020). The summary describes the main aims in the white paper, what the Government will do to achieve them and provides examples to illustrate the desired development of the healthcare service.