

AUDIT

Follow-up audit of key recommendations: medical measures in disability insurance

Federal Department of Home Affairs

KEY FACTS

The Swiss Federal Audit Office (SFAO) conducted a follow-up audit of the implementation of three key recommendations at the Federal Department of Home Affairs (FDHA). These recommendations stemmed from an audit of medical measures in disability insurance (DI) carried out by the SFAO for the Federal Social Insurance Office (FSIO) that was published in 2013 (audit mandate 9350). That audit was carried out against a backdrop of rapidly rising costs for medical measures. It showed that the management of these measures was inadequate, that it was not sufficiently risk-based and that certain essential statistics were lacking.

The recommendations made by the SFAO as part of that audit were the subject of an initial follow-up audit carried out in 2016 (audit mandate 16143). This second audit concluded that some of the recommendations made in 2013 had not been implemented.⁴ These were then sent to the FDHA. The purpose of the present audit was to verify, for the second time, the status of the recommendations made in 2013. It concluded that the three remaining recommendations have now been implemented.

Improved management and monitoring of DI medical measures

The SFAO found that progress had been made in the FSIO's monitoring and steering of medical measures: new monitoring based on key figures and indicators, case management to improve coordination and cooperation between the various players, audits, improved digital verification of invoices for inpatient services and risk-based discussions both internally and with the DI offices.

Firstly, since 2022, the DI's "Benefits in kind and in cash" sector has been using a new monitoring system to better track changes in the costs of medical measures. This tool helps the FSIO to identify abnormal situations and to gain an overview of trends in costs and in the nature and number of medical measures. In this way, it strengthens the risk analysis of medical measures.

Secondly, since 2021, the FSIO has issued general targets for DI offices in terms of processing times for their cases. They also cover aspects relating to medical measures. A specific objective relating to case management has also been issued to one DI office. These objectives are formulated on the basis of a risk analysis carried out by the FSIO and take into account the findings of the audits carried out by the FSIO at the various DI offices. As a result, targets for medical measures have been set where the risk and need for action are high.

Introduction of case management

Finally, the FSIO has introduced a case management system, the main aim of which is to encourage optimal solutions for medical measures. Case management also makes it possible to strengthen collaboration and coordination between the various players involved (parents, GPs, specialists, DI office advisers, etc.). Similarly, to better control the costs generated by complex cases, the FSIO has stepped up its digital checks on invoices for inpatient services, which make up the largest block of costs for medical measures. In addition, the FSIO has ensured, through its audit of DI offices, that the procedure for requesting case-by-case medication and rebates is properly applied in the DI offices.

⁴ SFAO-9350/SFAO-16143: the audit reports are available on the SFAO website (www.efk.admin.ch).