

# Promoting patient safety and quality of care : the EU contribution to national actions

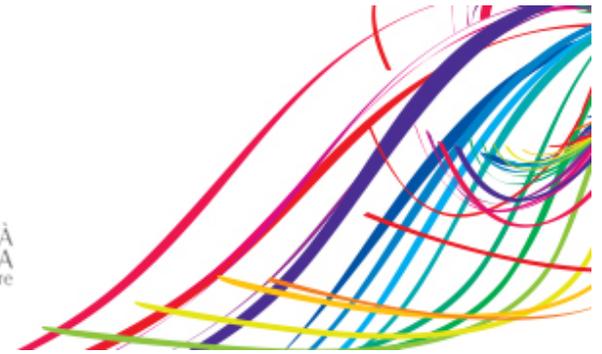
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Presidenza Italiana  
del Consiglio  
dell'Unione Europea



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## Patient Safety and Quality of Care: examples of transparency and accountability



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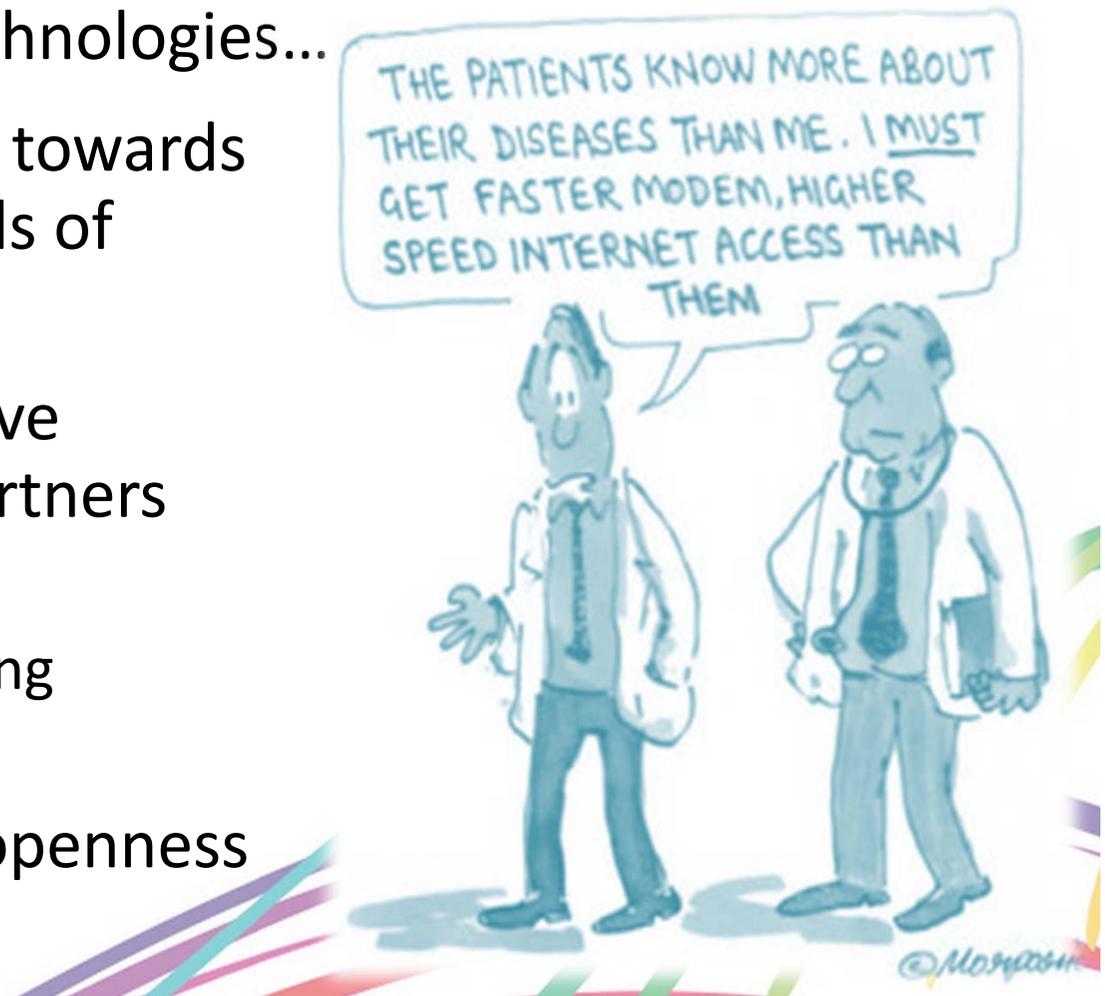
# Overview

- Context
- Why information to patients?
- Patient involvement/empowerment
- EU reference points
- Examples from a few EU Member States
- In conclusion: “What do patients want?”



# Health systems need to change

- Health systems challenged by chronic diseases, changing demographic, new technologies...
- ... increasingly moving towards patient-centred models of healthcare
- Patients → from passive recipients to active partners
  - Self-management
  - Shared decision-making
  - Integrated care
- Requires a culture of openness and transparency



# Why patient involvement?

- It is a right and an intrinsic value in itself

“The people have the right and duty to participate individually and collectively in the planning and implementation of their healthcare.”

Alma Ata Declaration – Principle IV (1978, WHO)

- It brings benefits – instrumental value

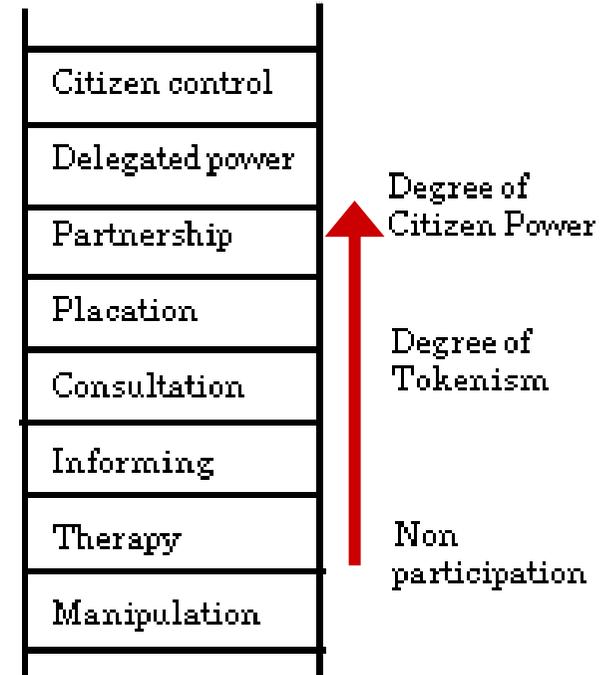
“All EU health systems ... aim to involve patients in their treatment, to be transparent with them, and to offer them choices where this is possible... All systems should also be publicly accountable and ensure good governance and transparency.”

Council Conclusions on common values and principles in European Union Health Systems, 2006

- Patient involvement is a common operating principle of EU health systems
  - The system should be accountable and transparent
- 

# Information = power

- Vital tool for patient empowerment and involvement
  - Individually – as “co-managers” of their condition
  - At organisation level – in improving services for all patients
  - At policy level – shaping healthcare systems through involvement in policy-making
- Vision: patients as “co-producers” of well-being and integral actors in the health system
- Transparency of the health system – vital for building and maintaining trust



(Arnstein, 1969)



# EU Council recommendation (2009)

## “ 2. Empower and inform citizens and patients by:

(a) **involving** patient organisations and representatives in the development of policies and programmes on patient safety at all appropriate levels;

(b) **disseminating information** to patients on:

(i) patient safety standards which are in place;

(ii) risk, safety measures which are in place to reduce or prevent errors and harm, including best practices, and the right to informed consent to treatment, to facilitate patient choice and decision-making;

(iii) complaints procedures and available remedies and redress and the terms and conditions applicable;

....



# EU Cross-border directive (2011)

Directive [2011/24/EU](#) requires Member States to:

- Make available information to patients/public on their **safety and quality standards & guidelines**
- Make available **information on patients' rights**
- Cooperate with each other on guidelines and standards
- Have in place **transparent systems for complaints, redress**
- Share information about professionals' fitness to practice

National Contact Points should provide to patients all relevant info “to enable them to make an informed choice”



Your Europe



Austria



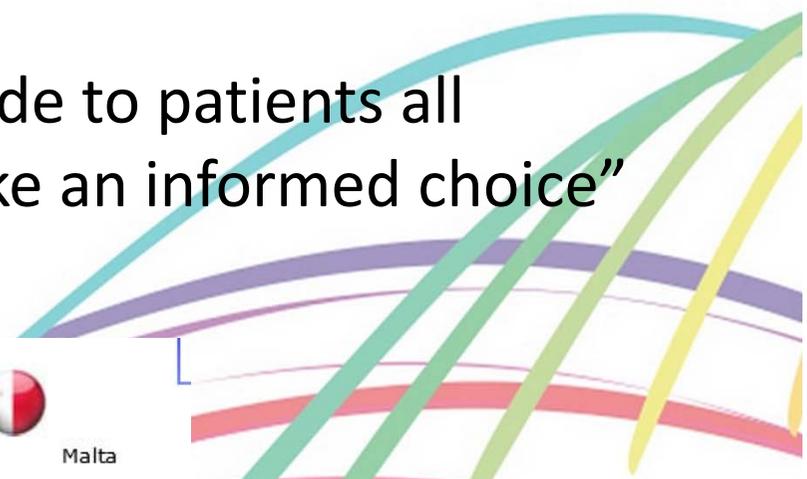
Denmark



Hungary



Malta



# EU Cross-border directive (cont.)

Cross-border healthcare information is not only for cross-border healthcare but for all patients and the public

→ A minority of patients will access CBHC

→ But **all** patients benefit from increased transparency – help empower them to advocate in their own health systems

But: it is hard for a patient to find information on safety and quality in their own country – let alone another MS

And: it is very hard for a patient to compare different standards !



# EPF member survey 2012-13

- 42% of respondents did not know if the CR...
- Patient involvement part “poorly implemented”
- Not much information received from national bodies
- Patient organisations seen as important source of capacity-building
- **Recommendations:**
  - 1. Organise information campaigns**
  - 2. Involve patients and citizens in implementing the Council Recommendations!**





## **A FEW EXAMPLES**



# Hospital quality (Belgium)



- Differences in quality between hospitals – but “still a mystery for the patient: to know if a hospital is good, average or underperforming”
- Test-Achats demands comparative information available to consumers/patients compare hospital quality
- Petition with 36,000 signatures handed to government ministers on 18 April 2014



# Hospital quality (cont.)



- Flemish Indicators Project – quality criteria in 5 domains – participation voluntary

- Publication not obligatory
- Hospitals publish results selectively
- Mainly hospitals with good scores opt for transparency

							website
Torhout	Sint-Rembert-ziekenhuis					Ziekenhuis-breed	Tevredenheid van de patiënten / Informatie op website
Turnhout	<a href="#">Algemeen Ziekenhuis Turnhout</a>	Cardiologie	Orthopedie	<a href="#">Borstkanker</a>	Moeder en kind	Ziekenhuis-breed	<a href="#">Tevredenheid van de patiënten / Informatie op website</a>
Veurne	<a href="#">AZ Sint-Augustinus</a>	Cardiologie	Orthopedie	<a href="#">Borstkanker</a>	Moeder en kind	Ziekenhuis-breed	<a href="#">Tevredenheid van de patiënten / Informatie op website</a>
Vilvoorde	Algemeen Ziekenhuis Vilvoorde	Cardiologie	Orthopedie	Borstkanker	Moeder en kind	Ziekenhuis-breed	Tevredenheid van de patiënten / Informatie op website

# Hospital quality (cont.)



- Wallonia: acknowledgement of a need, started developing a quality plan
- Indicators to be measured are still pending
- Brussels has no plan at present ...
- Test-Achats is asking for a *central website with comparable info* to really empower the patient to know and to choose



# Individual performance (England)

- [NHS Choices](#) publishes performance data of individual surgeons since 2013
- 10 fields – e.g. cardiac surgery, hip replacements...
- Data focus on mortality rates, volume of operations

Number of elective infra-renal AAA repairs	Adjusted mortality rate after elective infra-renal AAA repair	Number of carotid endarterectomies	Adjusted rate of stroke and/or mortality
24 elective infra-renal AAA repairs	OK Within the expected range	22 carotid endarterectomies	OK Within the expected range
56 elective infra-renal AAA repairs	OK Within the expected range	35 carotid endarterectomies	OK Within the expected range
57 elective infra-renal AAA repairs	OK Within the expected range	n/a Data not available	n/a Data not available



# Individual performance (cont.)

- Critique:
  - Inconsistent indicators, can be misleading
  - Patients should understand the limitations of data
  - Data “too uniform” – everyone’s performance is OK?
  - Parameters for measurement ? e.g. complications would be more relevant for hip replacements than mortality
  - Conflicts of interest in producing the data?
- Nevertheless: a big step towards a culture of full transparency



# Quality standards (Ireland)

## Making standards understandable for normal people

### The Standards for Leadership, Governance and Management

- 5.1 Service providers have clear accountability arrangements to achieve the delivery of high quality, safe and reliable healthcare.
- 5.2 Service providers have formalised governance arrangements for assuring the delivery of high quality, safe and reliable healthcare.



### Examples of what this means for you:

- you can expect that there is an identified person who has overall responsibility for the quality and safety of the service you are attending

<http://www.hiqa.ie/standards/health/safer-better-healthcare>

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# Legislation in plain language (NL)

A “lay summary” of the law on patients’ rights



National Health Care Institute

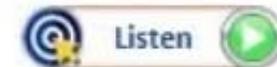
## -Border Health Care

ands Treatment in another EU country European legislation

Home > Treatment in the Netherlands > Additional information

### Additional information

Would you like to know more about the quality and safety of health care in the Netherlands? Or are you interested in how patients’ rights are regulated here? Do you have a complaint about health care? The websites listed on this page can give you more information about these matters.



#### Documents

Patients’ Rights (Care Sector)  
Act – a summary (pdf, 31 kb)

# Conclusion

## What do patients want?

- Information that is meaningful and comparable
  - Across institutions in one country
  - Across different EU Member States
- Guidance on how to interpret quality and safety data (key concepts explained)
- Easy to find: “one-stop shop” at national/EU level
- Address different levels of health literacy
- European guidelines on how to provide good information for patients!



# Thank you for your attention!

Questions?

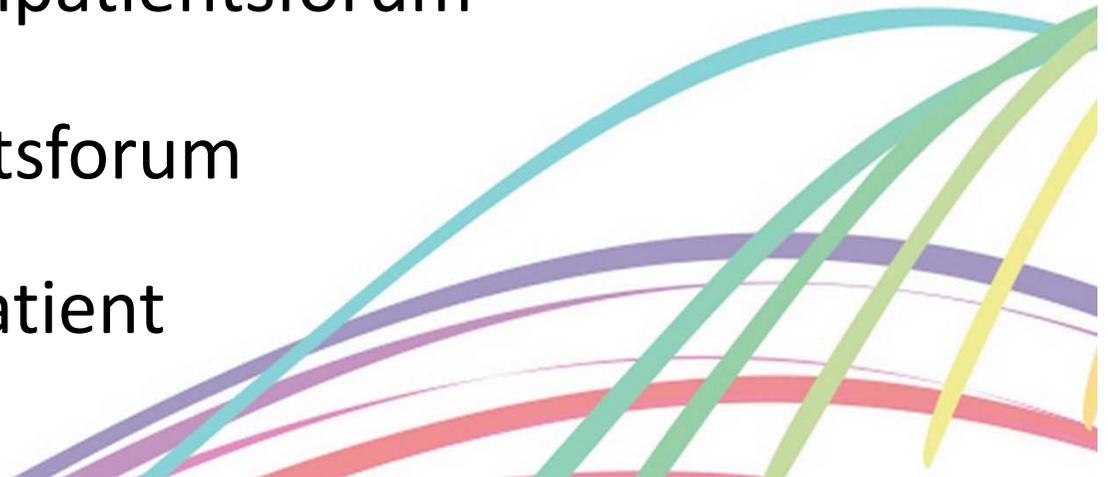
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Website: [www.eu-patient.eu](http://www.eu-patient.eu)

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# 5. EPF activities

## Cross-border healthcare:

- Continue our series of capacity-building seminars on Cross-border Directive (Portugal, Spain, Croatia, Bulgaria, Romania, Ireland, UK, Poland)
- Major conference July 2015 – patient leaders & NCPs across the EU - EC draft report

## Patient safety:

- 2015: awareness campaign to support patient advocacy on safety, including HAIs and AMR – social media
- 2016: Major conference on “patients’ role in patient safety” – launching a process to develop “core competences” for patients and families in patient safety (CR 2009)

