

EPSO: European Partnership for Supervisory Organisations in Health Services and Social Care to improve the quality of health care and social care in Europe;
to connect between supervisory organizations and their individual members;
to improve exchange of ideas, outcome of research, information and good practice;
to promote co-operation on topics such as education and dissemination of knowledge.

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Programme

of the

22nd EPSO conference, Stockholm, Sweden

Hosted by

Inspektionen för vård och omsorg (IVO),

The Inspectorate for health and social Care, Sweden.

(www.ivo.se)

chaired by Klas Öberg

at The Elite Palace Hotel

(near the IVO office and 5 minutes by subway from the city centre)

28-30th September, 2016

Please note:

- The EPSO conference and conference dinner are free of charge and only admissible for delegates selected by EPSO Partners and for invited guests.
- However the pre- conference working groups are open to all delegates from EPSO Partners and experts invited by EPSO.
- Travel and hotel costs are at your own expenses. As bookings in the Elite hotel should have been made before September 9th the hotel is fully booked: extra rooms for special price are not anymore available. Please let us know if you need help finding the accommodation.
- for travel information please look at page 12.

If there are any problems or questions please contact EPSO at info@epsonet.eu or by phone (see front-page)

This programme is also available on our website: www.epsonet.eu

Main Topics of the EPSO conference

29th -30th September

At the Elite Palace conference hotel St Eriksgatan 115 (please see for directions page 12)

- 1. Patient and client involvement in supervision/user participation**
(with participation of amongst others Sweden/ Norway/ / Netherlands)
- 2. Openness about malfunctioning in medical practice; how to handle transparency, openness and public disclosure in supervisory practice in cases such as:**
 - a. healthcare institutions or services rated as inadequate, insufficient, weak, or bad;
 - b. individual doctors, nurses or staff accused of or associated with medical failures, adverse events, incidents, errors or other serious accusations;
 - c. complex situations related to poor healthcare quality (with participation of Netherlands, Denmark, Kosovo).
- 3. Risk indicators for quality and safety of health care: the new five year risk strategy for England CQC (a more dynamic and detailed risk model to support inspectors)** (with participation of England, Wales, France, Finland, Netherlands, Sweden, New Zealand).

Topics of the EPSO working group meetings September the 28th at the IVO -office

office of IVO : Solnavägen 4 Stockholm (please see for directions page 14)

- 1. Working group 1: Patient and user involvement** (chaired by Lena Weilandt);
- 2. Working group 2 Observation** (chaired by Sipko Mülder as acting chair);
- 3. Working group 3 Effectiveness** (chaired by Riitta Aejmelaesus);
- 4. Working group 4 e-Health** (chaired by Tove Gemzell);
- 5. Working group 5 Risk** (chaired by Bruno Lucet).

Programme Day 0 (Wednesday September 28th)

EPSO working group meetings

The pre-conference EPSO working group meetings are open to all EPSO delegates and invited guests (please let us know if you want to participate); the meetings are planned at the office of IVO (Solnavägen 4) For directions please see page 14. The informal Early-Bird Dinner -at own costs - is open to all working group and conference delegates.

10:30-12:00 Patient and user participation (working group 1)

1. Formal start of the working group based on **the invitation from Lena Weilandt** to those delegates who have expressed their interest in the working group in Kosovo or afterwards (chair Lena Weilandt, Sweden)(10 min);
2. Introductory round by the participants of the working group. Please be prepared to present the recent developments in your country (30 min);
3. Discussion of key issues, thoughts and questions (30 min);
4. Round up, next steps and commitments (20 min).

12:00-13:30 EPSO Observation (working group 2)

5. Informal start of the working group (chair Carien Geertse, acting chair Sipko Mülder, the Netherlands) (10 min);
6. Introductory round by the participants of the working group. Please be prepared for discussion based on the **draft starting document** as sent to those delegates who have expressed their interest in the working group in Kosovo or afterwards (30 min);
7. Discussion of key issues, thoughts and questions (30 min);
8. Round up, next steps, commitments and possible start of a pilot on observation in one of the countries involved (20 min).

13:30-15:00 EPSO Effectiveness (working group 3)

1. Follow up suggestions by Riitta Aejmelaesus, Finland (chair of the working group) (10 min);
2. Discussion as a follow up of the Oslo meeting. Please be prepared to present the recent developments in your country/working area (30 min);
3. Agreeing on the prospective focus of the working group (30 min);
4. Round up, next steps and commitments (20 min)

15:00-16:30 EPSO e-Health (working group 4)

1. Follow up suggestions by Tove Gemzell, Sweden (chair of the working group), (10 min);
2. Discussion and feedback about **the Starting document of the working group** sent to all working group members by EPSO Secretariat as a follow up of the Kosovo meeting (60 min);
3. Follow up and commitments (20 min).

16:30-18:00 EPSO Risk (working group 5)

1. Updates by chair Bruno Lucet, France (chair of the working group) (10 min);
2. Introductory round by the participants of the working group. Please be prepared to present the recent developments in your country (30 min);
3. Preparing for the conference discussions. Key issues, thoughts and questions.(30 min);
4. Round up, next steps and commitments (20 min).

19:00 EARLY BIRD DINNER

For those who arrive on the 28th an informal early bird dinner - at own costs - is organised at a reasonably priced local restaurant called Restaurant Marco's (for directions please see page 14).

Programme Day 1 - Thursday September 29th

Morning 8.30 – 12.00

Conference chaired by Klas Öberg

- 08:00 – 08:30 **Arriving** of the delegates
- 08:30 – 09:00 **Roundtable introduction session of the delegates**
- 09:00 – 09:20 **Start of the conference: Opening and welcome words** by Gunilla Hult Backlund (Director-General of IVO).

Patient and User involvement in supervision

- 09:20 – 09:40 **Introduction to Patient and User involvement in supervisory practice** by Lena Weilandt, IVO, Sweden (Chair EPSO patient and user participation working group);
- 09:40 – 09:50 Questions and Discussion;
- 09:50 – 10:10 **Patient and user involvement in supervisory practice in Norway** by Bente Smedbråten (Helsetilsynet- Norwegian Board of Health Supervision. Norway);
- 10:10-10:20 Questions and Discussion;
- 10:20 – 10:35 Break;
- 10:35 – 10:55 **Public voice about healthcare quality and patient perspective in the regulatory process** by Renee Bouwman (NIVEL Netherlands Institute for Health Services Research) The Netherlands;
- 10:55 – 11:15 **Patient and user involvement in supervisory practice in the Netherlands** by prof Paul Robben and Sorien Kleefstra (IGZ), The Netherlands;
- 11:15 – 11:25 Questions and Discussion;
- 11:25 – 12:00 **General Forum Discussion** including EPSO working group members from Sweden/ Norway/ Denmark/ Finland/ Iceland/ Netherlands/ Latvia led by Lena Weilandt, Sweden,
- 12:00-14:00 **Lunch**

Programme Day 1 - Thursday September 29th

Afternoon 14.00 - 16.35;

Conference Excursion 17.30-18.45 Conference dinner 19.00

Openness about malfunctioning in medical practice

How to handle transparency, openness and public disclosure in supervisory practice in cases such as:

- healthcare institutions or services rated as inadequate, insufficient, weak, or bad;
- individual doctors nurses or staff accused of or associated with medical failures, adverse events, incidents, errors or other serious accusations;
- complex situations related to poor healthcare quality.

14:00 – 14:15	Input from the Netherlands, Ian Leistikow, IGZ
14:15 – 14:20	Questions and discussion;
14:20 – 14:35	Input from Denmark (DPSA), Anette-Lykke Petri;
14:35 – 14:40	Questions and discussion;
14:40 – 14:55	Input from Denmark (NBSS) Henrik Frostholt;
14:55 – 15:00	Questions and discussion;
15:00 – 15:15	Input from Bulgaria, Alexandrina Gigova;
15:15 – 15:20	Questions and discussion;
15:20 – 15:45	Break
15:45 – 16:30	Interactive session and discussion in small groups with participation of Netherlands/Denmark/ Kosovo /Bulgaria
16:30 – 16:35	Closing remarks of the first conference day by chair Klas Öberg;
17:00	Bus departure from the conference hotel to the Ocean Bus starting point;
17:30 – 18:45	Ocean Bus city tour offered by IVO to experience Stockholm from both land and sea in amphibious bus. The tour starts at Strömgatan 10 next to the Royal Opera House. The bus/boat tour ends at 5 minutes walking distance from the restaurant.

Please let us know before 18th September if you want to join the Ocean Bus city tour



19:00 – 21:00 The Conference dinner is offered by IVO, Inspectorate for health and social care at Restaurant Fem Små Hus.

Restaurant Fem Små Hus



<http://femsmahus.se/?lang=en>

Attention

- a. The menu will be fixed so please mention special needs such as a preferences for vegetarian food or strictly no meat not later than the 18th of September to info@epsonet.eu.
- b. Please let us know before the 18th of September if you want to or cannot join for dinner.
- c. The dinner dress code is 'smart casual'.

Programme Day 2 - Friday, September 30th

Morning 09.00-12.00

Risk indicators for quality and safety of health care

09:00 Arriving of the delegates;

09:00 – 09:45 **Risk indicators for quality and safety of health care; the new 5 year strategy of CQC (a more dynamic and detailed risk model to support inspectors)** by Liz Owen;

09:45 – 09:50 Questions and Discussion;

09:50 – 10:00 **External input from Wales**, Ruth Studley;

10:00 – 10:05 Questions and Discussion;

10:05 – 10:15 **External input from France**, Bruno Lucet;

10:15 – 10:20 Questions and Discussion;

10:20 – 10:35 Break;

10:35 – 10:45 **External input from Finland**, Hanna Ahonen;

10:45 – 10:50 Questions and Discussion;

10:50 – 11:00 **External input Netherlands**, Sipko Mülder;

11:00 – 11:05 Questions and Discussion;

11:05 – 11:15 **External input Sweden**, Emma Stradalovs;

11:15 – 11:20 Questions and Discussion;

11:20 – 11:35 **External input from New Zealand's health and social care regulator**: a focus on health and social care agency integration on “social investment” and risk profiling across social and health markers - interview of Richard Hamblin by Andrew Terris.

11:35 – 12:00 **Reflection on the key issues, discussion and debate led by Liz Owen**;

12:00 – 14:00 **Lunch.**



Programme Day 2 - Friday, September 30th

Afternoon 14.00-16.00

Practical Issues of EPSO

14:00 – 14:30

- **EPSO state of affairs**, organisational structure and governance:
Update on new developments and organisational structure Geir Sverre Braut.

14:30 – 15:00

- **Next EPSO working group meetings in London 24-25 April 2017 in connection to IHI / BMJ conference in London April 26-28, and**
- **Next EPSO conference in Estonia at the Island Saaremaa, Estonia 3-5 July 2017**
(not yet fully confirmed);
- **EPSO Conference Iceland, September 26-27 2017 in connection to the so called Nordic Conference hosted by the Icelandic Directorate of Health.**

15:00 – 15:15 Break

15:15 – 15:45

- **Reporting of the EPSO preconference working groups:**
 - a. **E-Health and supervision** by Tove Gemzell Reporting from the pre-conference meeting and presenting next steps (15 min);
 - b. **Effectiveness of supervisory organisations** by Riitta Aejmelaus reporting from the pre-conference meeting and presenting next steps (15 min);
- **Update of Existing working groups and Introduction of possible New EPSO working groups** (EPSO partners have proposed ideas for new working groups)
Please prepare a reaction or let us know if you or your colleagues want to participate in one of these groups:
 - a. **EPSO Observation Working group chaired by acting chair Sipko Mülder. Chair Carien Geertse with support of David Francis and Heather Edwards;**
 - b. **Follow up Risk working group (restart of the working group chaired by Bruno Lucet, France);**
- **EPSO Training Events:**
Media Masterclass- update and plans for organising this Masterclass in 2017 ;see hand-out for additional information.

15:45 – 16:00

Closing of the conference by the chair Klas Öberg.

Conference venues

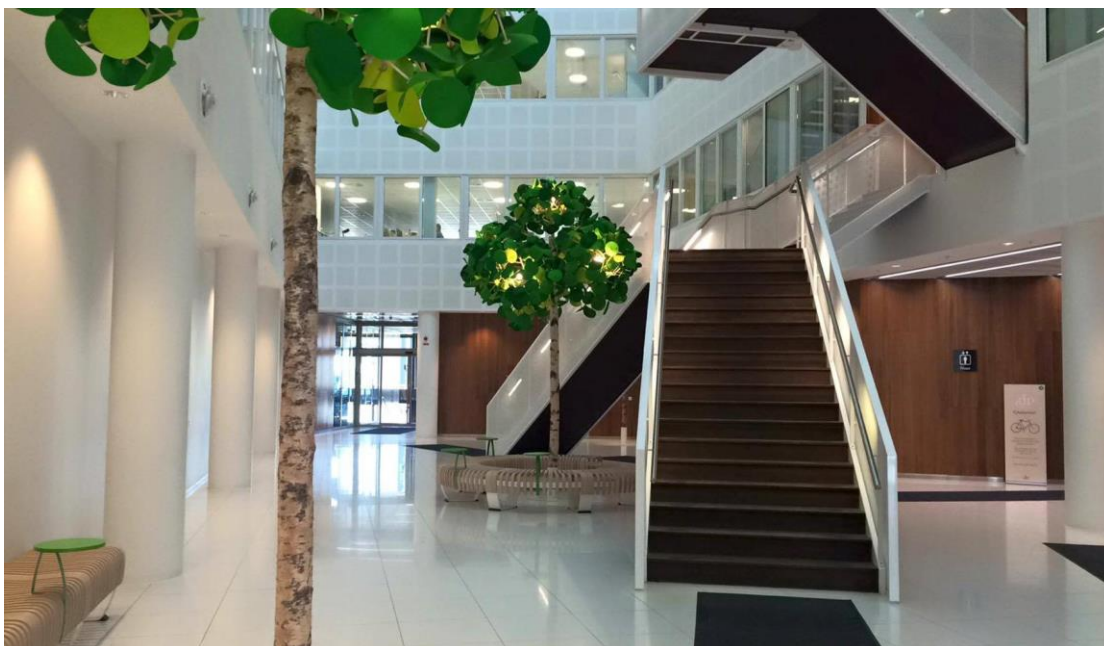
The conference will be held at the Elite Palace Hotel –

<https://www.elite.se/en/hotels/stockholm/palace-hotel/>

Address: S:t Eriksgatan 115, 113 43 Stockholm (at the delegate hotel, see next page)



The pre-conference (working groups) will be held at the IVO offices (please see below page 14 for the route from the hotel to IVO offices at Solnavagen 4, Stockholm .



Hotel and booking information

Hotel conditions:

The Elite Palace hotel

Elite Palace Hotel is a modern hotel situated in picturesque Vasastan, in downtown Stockholm.. The hotel supports wireless Internet and has got great transportation opportunities. The airport bus stops just outside the hotel and the subway station is only a 5 minute walk away. If you are travelling by car the hotel offers indoor parking.

<https://www.elite.se/en/hotels/stockholm/palace-hotel/>

To book a room, the delegate or booking organisation should call the Elite Palace Hotel booking office at +46 771 788 789 or via email sara.hedstrom@elite.se and provide them with the booking code 4135270.

The price for a room is 1145 SEK (approx. 120 euro) incl. VAT, breakfast included.

If you want to use our special hotel arrangements please be aware that we have a limited number (30) of rooms booked (**Fully booked**), but the hotel can allow extra bookings if rooms are available.



S:t Eriksgatan 115, 113 43 Stockholm

If there are any problems or questions please contact EPSO info@epsonet.eu or aurora.carlstrom@ivo.se

Directions to the venues

To the Elite Palace Hotel (Conference venue)

Address: St Eriksgatan 115, 113 43 Stockholm

GPS coordinates 59.346739 | 18.039886

Underground station St Eriksplan, exit Torsgatan, 500 meters walk.

Bus station Norra Stationsgatan 200 meters walk.

from Arlanda airport

Bus

A very easy – and the cheapest – way to go from Arlanda Airport to IVO and the conference venue/hotel is with buses called Flygbussarna. They run between Arlanda and Stockholm city centre every ten minutes during most of the day. The route has a bus stop called Norra Stationsgatan. Both the conference venue/hotel and IVO is located within 200 m walk. The trip takes about 40 minutes. approx. 10 euros <https://www.flygbussarna.se/en/arlanda> .

Tickets are available from:

- Ticket machines at the terminals and at the bus stops (119 SEK)
- Pressbyrå and 7-Eleven shops (119 SEK)
- E-tickets via Flygbussarna airport coaches website (99 SEK)
- On board the bus (119 SEK, only cards accepted)

Arlanda Express – high-speed train

The Arlanda Express-train runs nonstop between Arlanda and Stockholm central station. The trip takes 20 minutes. From the central station you can take the metro (T-bana) to St Eriksplan, exit Torsplan. From there it is about 500 meters walk.

- You buy your ticket at the airport's information desks or in the Arlanda Express self-service machines located next to the escalators/lifts leading down. There are escalators/lifts down to the train from all terminals.
- Timetables are available on the Arlanda Express website.
- To travel with the metro, see instructions next page.

Taxi

Taxis are available outside all terminals.

- The maximum price for trips to the city center is SEK 675 (a taxi from Arlanda airport to the conference hotel costs approx. 50-60 euros). This price is for 1-4 passengers.
- An additional 40-50% will be charged for 5-8 passengers.
- Always ask the driver before you start your trip about what price is in effect.

Travelling within Stockholm

In Stockholm you travel with SL. There are two types of SL tickets that are valid for travelling with buses, metro, tram and commuter trains: travel cards and zone tickets.

Travel cards

With a travel card, you can travel as much as you like within the duration of the card. The 24 hour and 72 hour travel cards are valid for the chosen number of hours from the time of first use, while the 7 days travel cards **are valid from 00.00 on the first day of travel until 04.30 on the day after the travel card expires.**

- **24 hours:** SEK115
 - **72 hours:** SEK 230
 - **7 days*:** SEK300
- * Only available with an SL Access card (see below).

Zone tickets

The SL area is divided into three zones, but you will probably only travel in zone A. A ticket is valid for any travel within the zone for 75 minutes.

Buy your single tickets from:

- **Ticket** machines at Metro and train stations: SEK 36
- Ticket barriers at Metro and commuter rail stations: SEK 50
- With SL Access credit ("reskassa", see below): 25 SEK

Please note that you can't purchase a ticket onboard the buses!

SL Access credit ("reskassa")

You can buy a SL Access smart card for SEK 20, and then buy credit to pay for zone tickets (min 100 SEK).

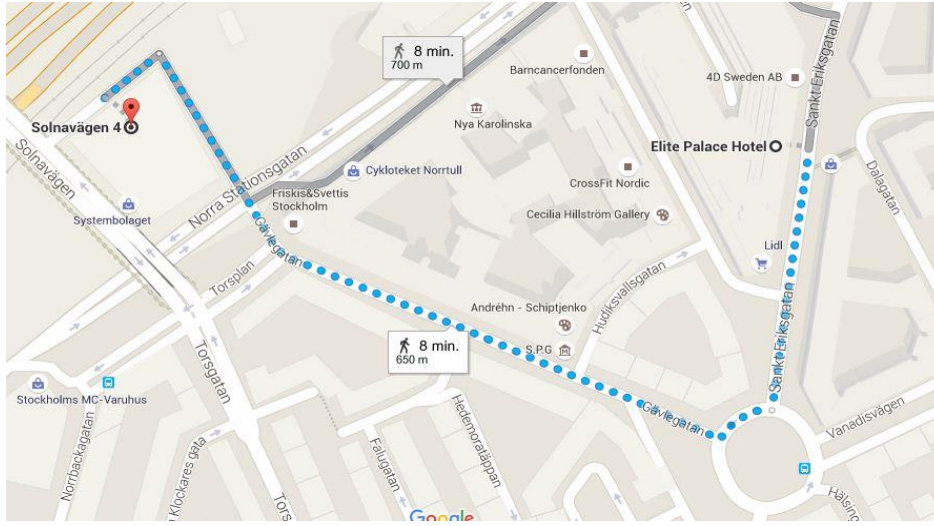
Please make sure to ask for assistance to set your standard journey when you buy the card!

Buy your card at:

- Ticket barriers at Metro and commuter rail stations
- SL Center
- Ticket agents such as Pressbyrå, Seven-Eleven and certain supermarkets

To the IVO Offices (working group venue)

walking distance from the conference hotel to the IVO offices is about 8 minutes



To Early Bird dinner restaurant Marco's

<http://www.restaurangmarcos.se/> , Torbjörn Klockares gata 1, 113 30 Stockholm

walking distance from the conference hotel to the restaurant Marco's approx. 10 minutes.

