

EPSO working group
Patient and user
participation

Pre-meeting questionnaire September 2016

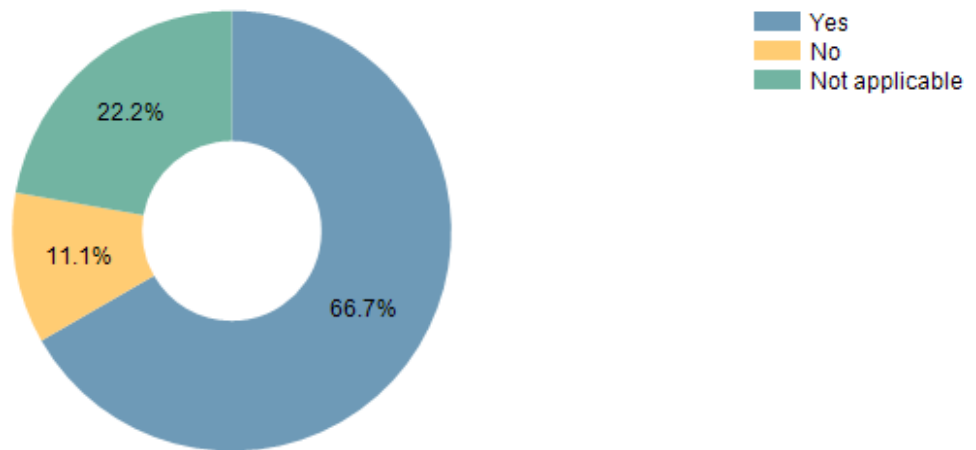
1. Organization?

Email	First name	Last name	Info	Response
bks@helsetilsynet.no				The Norwegian Board of Health Supervision
diana.dumina@vi.gov.lv				Health Inspectorate of Latvia
hanna.ahonen@valvira.fi				Valvira
hso@socialstyrelsen.dk				The National Board of Social Services
leifurba@landlaeknir.is				Directorate of Health
lena.weilandt@ivo.se				Health and Social Care Inspectorate
mmurel@epsont.eu				EPSO
r.bouwman@nivel.nl				NIVEL (research on Dutch Inspectorate)
sm.kleefstra@igz.nl				Dutch Health care Inspectorate

2. Country?

Email	First name	Last name	Info	Response
bks@helsetilsyn et.no				Norway
diana.dumina@v i.gov.lv				Latvia
hanna.ahonen@ valvira.fi				Finland
hso@socialstyrel sen.dk				Denmark
leifurba@landlae knir.is				Iceland
lena.weilandt@iv o.se				Sweden
mmurel@epsone t.eu				Europe
r.bouwman@niv el.nl				Netherlands
sm.kleefstra@ig z.nl				the Netherlands

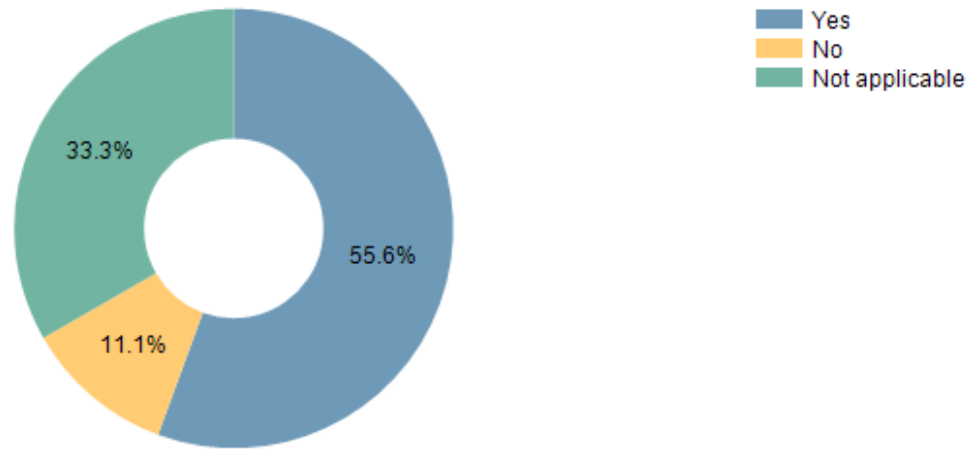
3. Is the patient perspective a central part in your policy for supervision of healthcare?



	Percentage	Count
Yes	66.7%	6
No	11.1%	1
Not applicable	22.2%	2
Respondents		9

Email	Comments :
diana.dumina@vi.gov.lv	Partially
r.bouwman@nivel.nl	It is now intended to involve the patients more in supervision
sm.kleefstra@igz.nl	It is one of the main themes in our Multi year policy plan (2016–2019)
Lena.weilandt@ivo.se	Since 2015

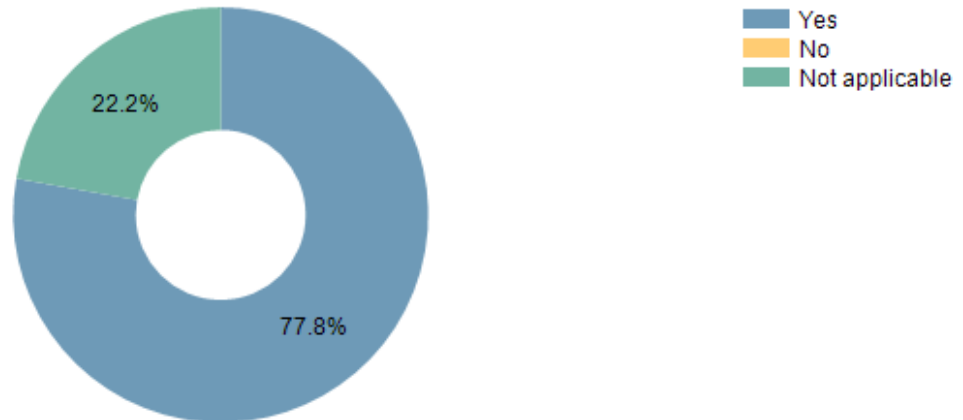
4. Is the service user perspective a central part in your policy for supervision of social care?



	Percentage	Count
Yes	55.6%	5
No	11.1%	1
Not applicable	33.3%	3
	Respondents	9

Email	Comments:
bks@helsetilsynet.no	Including child welfare services
diana.dumina@vi.gov.lv	Partially
Lena.weilandt@ivo.se	Since 2015

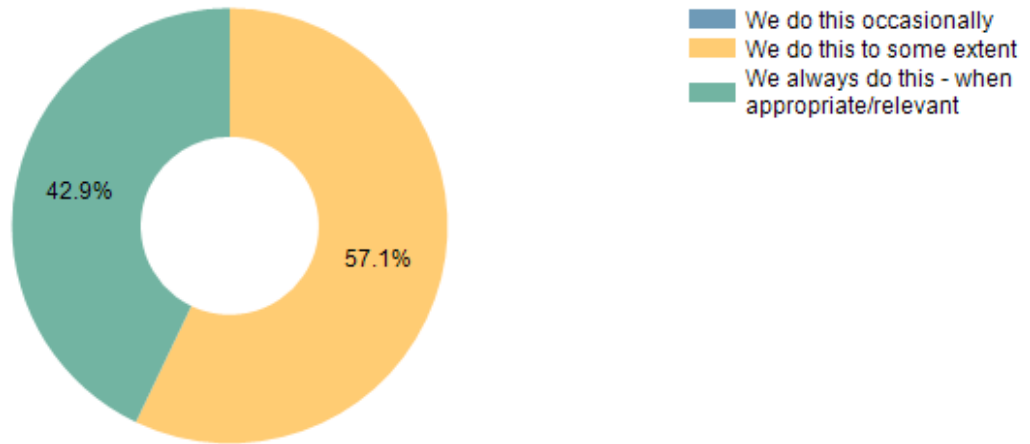
5. Do you use patient complaints and /or other structured information sources that describes patient experiences, when planning your supervisory activities in healthcare?



	Percentage	Count
Yes	77.8%	7
No	0%	0
Not applicable	22.2%	2
Respondents		9

Email	Comments :
bks@helsetilsynet.no	Not sure about how systematic this is – neither in Helsetilsynet (national level) nor in our regional Offices of County Governors
diana.dumina@vi.gov.lv	Partially
r.bouwman@nivel.nl	but to a limited extent
sm.kleefstra@igz.nl	Patient reports of incidents or calamities are used for our incident-based supervision activities; a patient rating website is one of the sources of our risk-based supervision system (at this moment containing information about hospitals, elderly care, private care clinics, dentists and pharmacists). On a short term patient complaints as collected by the National Reporting Centre of health care Complaints (LMZ) will also be part of our risk detection system.

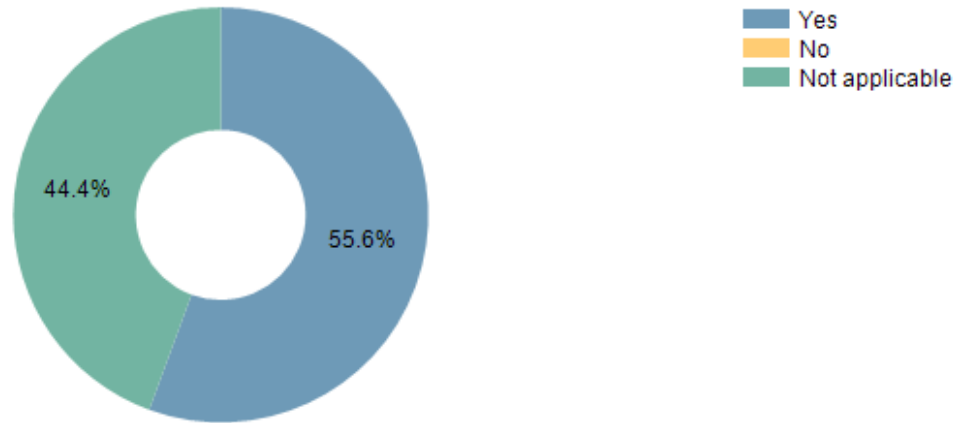
6. To what extent do you use these sources concerning health care?



	Percentage	Count
We do this occasionally	0%	0
We do this to some extent	57.1%	4
We always do this - when appropriate/relevant	42.9%	3
Respondents		7

Email	Comments:
sm.kleefstra@igz.nl	The information of the patient rating site is part of our risk detection dashboard. It is up to the inspectors to use this before visiting an organization, I guess some do and some don't. An evaluation about use and usability is planned later on this year.

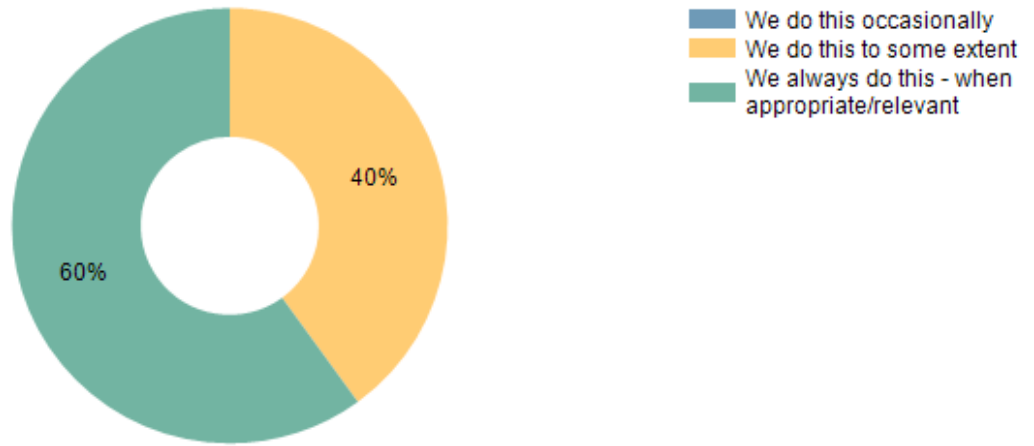
7. Do you use user complaints and /or other structured information sources that describes user experiences when planning your supervisory activities in social care?



	Percentage	Count
Yes	55.6%	5
No	0%	0
Not applicable	44.4%	4
Respondents		9

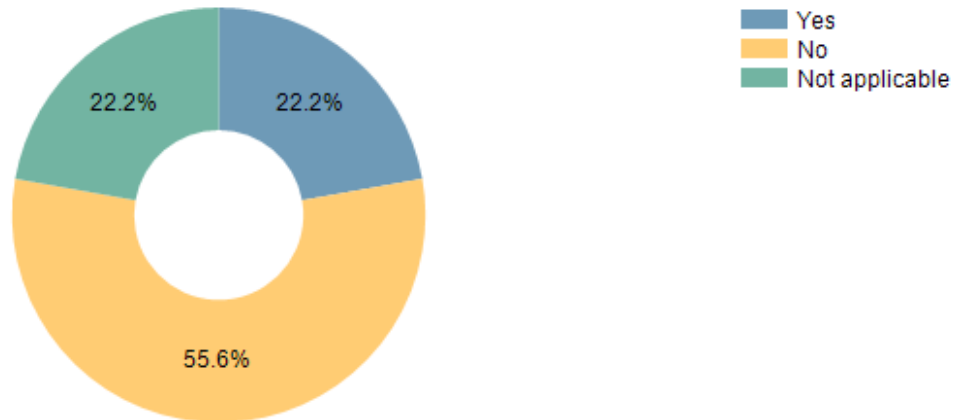
Email	Comments:
bks@helsetilsynet.no	We don't handle complaints from social care at the nation level.

8. To what extent do you use these sources concerning social care?



	Percentage	Count
We do this occasionally	0%	0
We do this to some extent	40%	2
We always do this - when appropriate/relevant	60%	3
Respondents		5

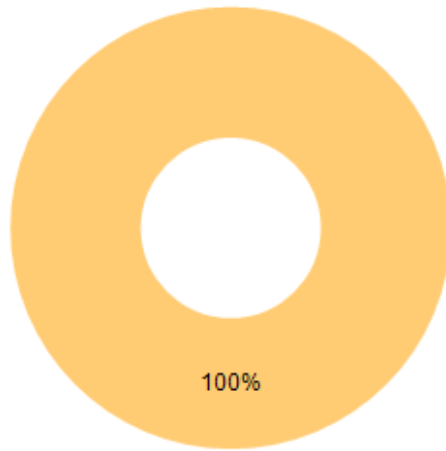
9. Do you actively gather information from patients and relatives about their experience of the health services when carrying out supervision in healthcare?



	Percentage	Count
Yes	22.2%	2
No	55.6%	5
Not applicable	22.2%	2
Respondents		9

Email	Comments:
bks@helsetilsynet.no	To some extent. We are legally obliged to gather information from users/next of kin when handling notifications from hospitals regarding serious adverse events. We are extending our practice in 2016 in our countrywide supervision with health care services to people with mental disabilities. All our regional offices og the County Governors are interviewing service users. We will also be interviewing service users in countrywide supervision 2017 and 2018 with services to people with simultaneous drugrelated problems and mental illness.
leifurba@landlaeknir.is	We ask for results of surveys on patient experience
sm.kleefstra@igz.nl	In risk-based supervision, we do not gather this information ourselves, but use existing sources such as a patient rating site or the complaints reported by the LMZ. However, in inspection practice patients and families are sometimes involved in interviews, especially in the care sector
Lena.weilandt@ivo	To some extent in pilots, mostly through questionnaires

10. To what extent do you actively gather information from patients and relatives in health care?

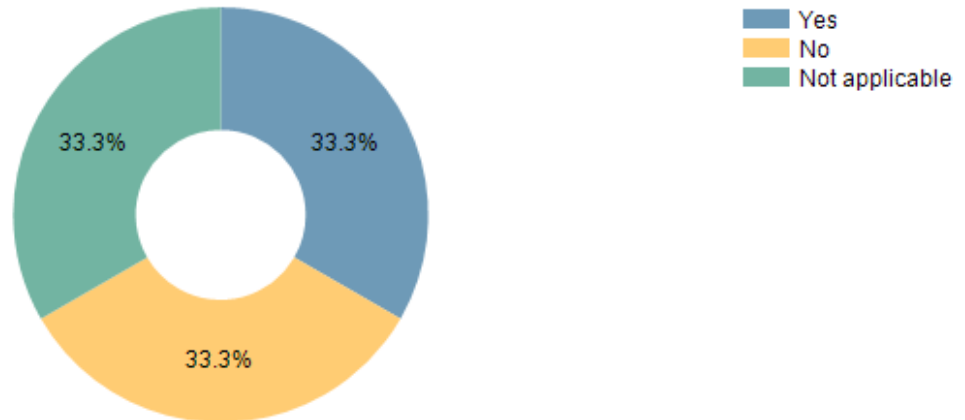


- We do this occasionally
- We do this to some extent
- We always do this - when appropriate/relevant

	Percentage	Count
We do this occasionally	0%	0
We do this to some extent	100%	2
We always do this - when appropriate/relevant	0%	0
	Respondents	2

Email	Comments:
bks@helsetilsynet.no	On the national level we gather information on a regular basis when planning the countrywide supervisions and targeting risk areas and risk themes. Various practices in the regional offices.

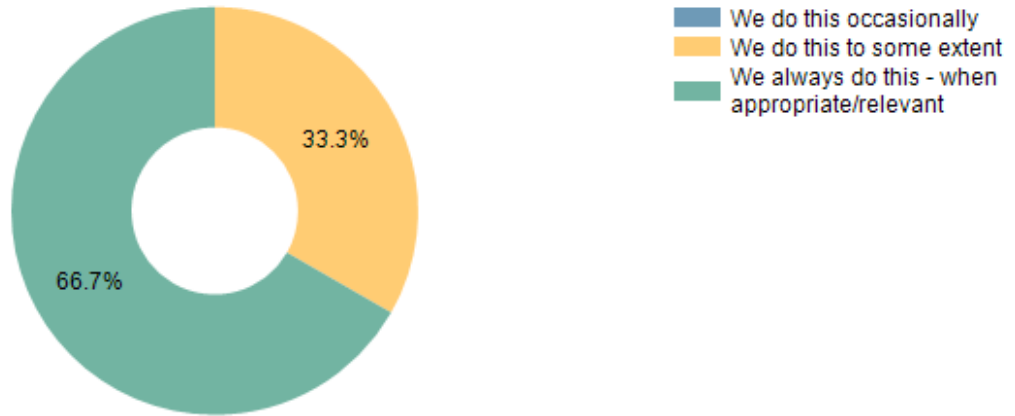
11. Do you actively gather information from service users and /or relatives about their experience of the services when carrying out supervision in social care services?



	Percentage	Count
Yes	33.3%	3
No	33.3%	3
Not applicable	33.3%	3
Respondents		9

Email	Comments :
bks@helsetilsynet.no	To some extent and in the same way as described in previous question regarding health care.
Lena.weilandt@ivo.se	We offer all children and young person living at residential care homes to talk to our inspectors at the yearly supervision

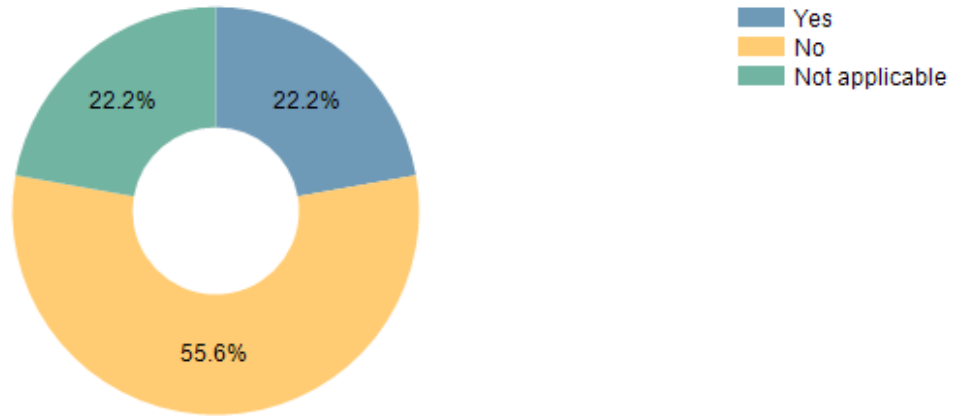
12. To what extent do you actively gather information from service users and/or relatives in social care?



	Percentage	Count
We do this occasionally	0%	0
We do this to some extent	33.3%	1
We always do this - when appropriate/relevant	66.7%	2
Respondents		3

Email	Comments:
bks@helsetilsynet.no	<p>The regional offices are obliged by law to gather information from services users in two areas:</p> <ul style="list-style-type: none"> - children and youth living in child welfare institutions - the use of restraint/coercion towards people with mental disabilities

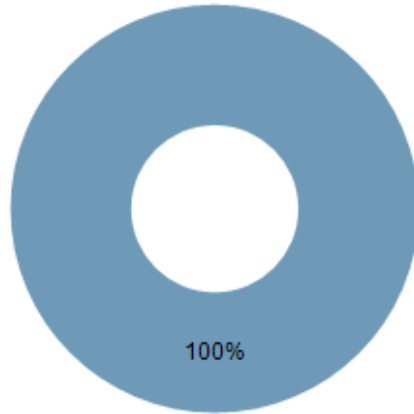
13. Do you have patients as a part of the supervisory team when carrying out supervision in health care?



	Percentage	Count
Yes	22.2%	2
No	55.6%	5
Not applicable	22.2%	2
Respondents		9

Email	Comments :
bks@helsetilsynet.no	Three of our regional offices of county governors is piloting "experts by experience"-inspired approach
sm.kleefstra@igz.nl	We have done some pilots with layman inspectors and mystery guests. this is however not a structural part of our supervision activities.

14. To what extent do you have patients as a part of the supervisory team when carrying out supervision in health care?

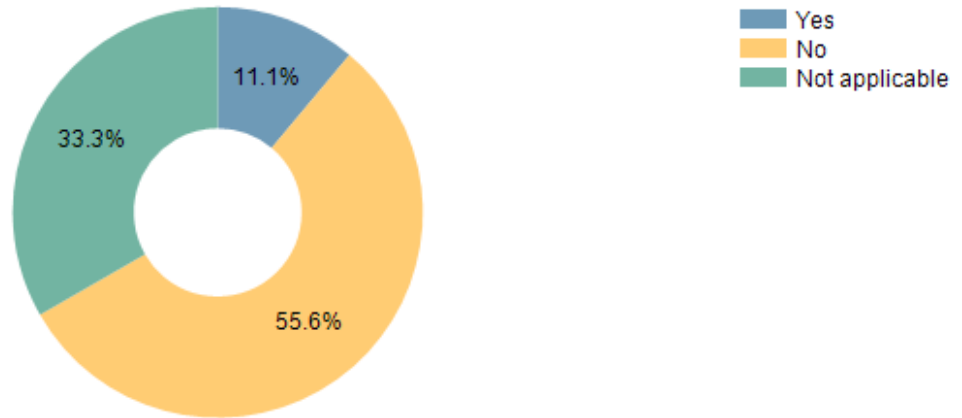


- We do this occasionally
- We do this to some extent
- We always do this - when appropriate/relevant

	Percentage	Count
We do this occasionally	100%	2
We do this to some extent	0%	0
We always do this - when appropriate/relevant	0%	0
Respondents		2

Email	Comments:
bks@helsetilsynet.no	We're in the process of piloting.
sm.kleefstra@igz.nl	as a pilot

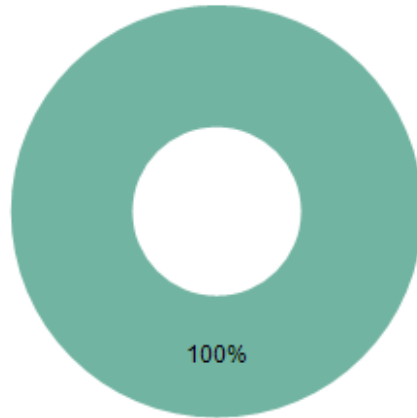
15. Do you have service users and/or relatives as a part of the supervisory team when carrying out supervision in social care?



	Percentage	Count
Yes	11.1%	1
No	55.6%	5
Not applicable	33.3%	3
Respondents		9

Email	Comments:
bks@helsetilsynet.no	One of our piloting projects have tried this in connection with one supervision of in child welfare services

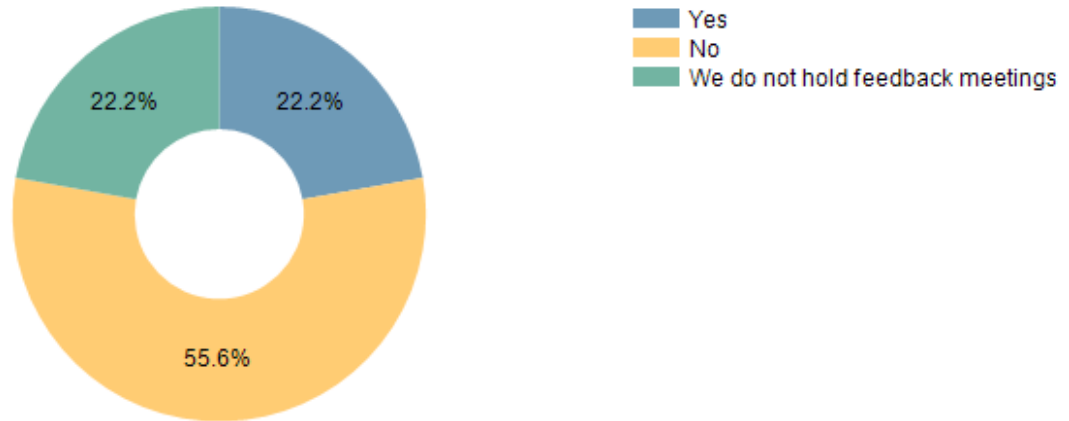
16. To what extent do you have service users and/or relatives as a part of the supervisory team when carrying out supervision in social care?



- We do this occasionally
- We do this to some extent
- We always do this - when appropriate/relevant

	Percentage	Count
We do this occasionally	0%	0
We do this to some extent	0%	0
We always do this – when appropriate/relevant	100%	1
Respondents		1

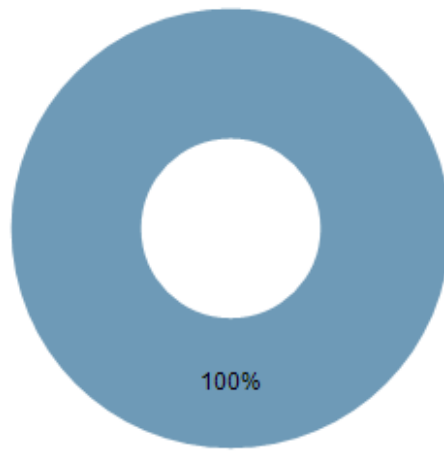
17. If you hold meetings with organisations to give feedback after a supervisory activity in health care, do you also invite patient representatives?



	Percentage	Count
Yes	22.2%	2
No	55.6%	5
We do not hold feedback meetings	22.2%	2
Respondents		9

Email	Comments :
leifurba@landlaeknir.is	We publish our reports on our web site so they are open to the public.
lena.weilandt@ivo.se	we have done this in a few pilots
sm.kleefstra@igz.nl	I am not sure about this, but I don't think so.

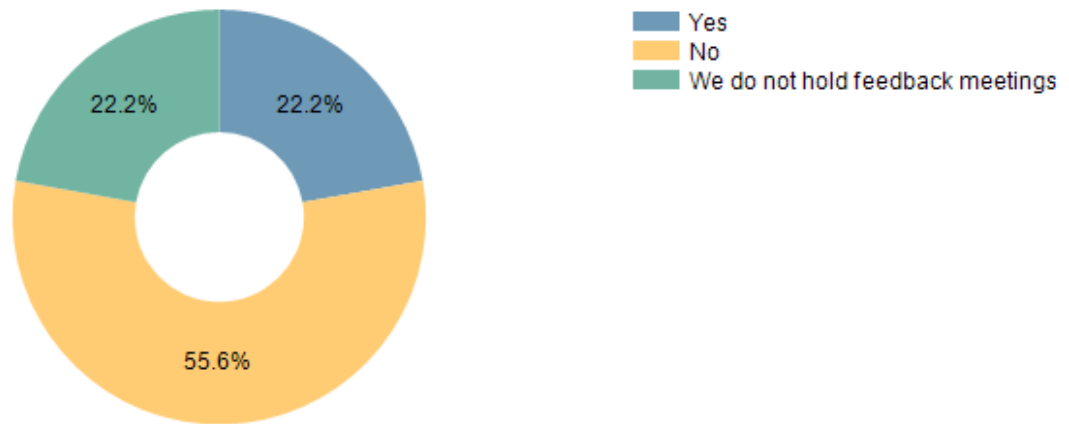
18. To what extent do you also invite patient representatives concerning health care?



- We do this occasionally
- We do this to some extent
- We always do this - when appropriate/relevant

	Percentage	Count
We do this occasionally	100%	2
We do this to some extent	0%	0
We always do this - when appropriate/relevant	0%	0
Respondents		2

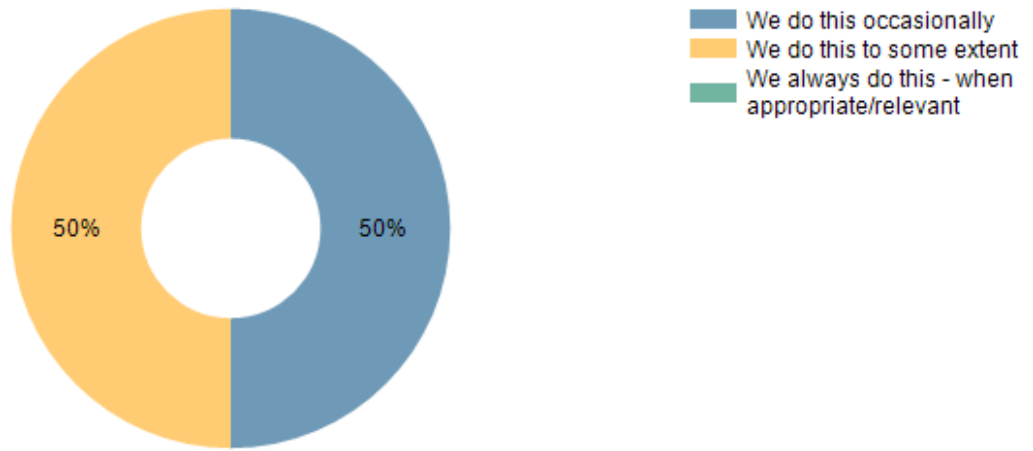
19. If you hold meetings with organisations to give feedback after a supervisory activity in social care, do you also invite service user representatives?



	Percentage	Count
Yes	22.2%	2
No	55.6%	5
We do not hold feedback meetings	22.2%	2
Respondents		9

Email	Comments :
leifurba@landlae knir.is	We do not supervise social care
lena.weilandt@iv o.se	We have done this in a few pilots
sm.kleefstra@ig z.nl	not applicable

20. To what extent do you also invite service users representatives concerning social care?



	Percentage	Count
We do this occasionally	50%	1
We do this to some extent	50%	1
We always do this - when appropriate/relevant	0%	0
Respondents		2

Email	Comments:
lena.weilandt@ivo.se	in pilots, we seldom invite representatives

21. What are your expectations for the upcoming work in the working group for patient and user participation in supervision?

Email	Response
bks@helsetilsynet.no	Short term: Sharing experiences. Long term: work on research questions that can help us to develop recommendations for "best practice" in supervision
diana.dumina@vii.gov.lv	Experience to improve our workstyle
hanna.ahonen@valvira.fi	means and methods for recognising meaningful and valid information from the general noise
hso@socialstyrelsen.dk	we would like to discuss best practice – effective methods for user participation in supervision
leifurba@landlaeknir.is	We want to learn more about how to systematically involve patients in supervision and to discuss possible advantages and disadvantages. Furthermore, it is important to know what approach will have greatest effect in order to improve the service.
lena.weilandt@ivo.se	to learn more about others experiences and discuss what signifies best practice
mmurel@epsont.eu	share experiences and good practices
r.bouwman@nivvel.nl	Share knowledge and experiences, and to think about in what way research could help
sm.kleefstra@igz.nl	I hope to learn from other inspectorates about their experiences with involving patients in supervision, and if there are other methods or sources to give the patients a voice in supervision

Recipients	Not reachable	Respondents	Response frequency
9	0	9	100%