

DRAFT PILOT PLAN for the EPSO Effectiveness working group

Chair Sofia : Ms. Sofia Nogueira da Silva

In cooperation with **EPSO member countries** involved in the EPSO Effectiveness working group

Assisted by **scientific researchers**

Supported by the **EPSO Joint Office**

Introduction EPSO PILOT -Effectiveness WORKING Group

This plan is based on the idea to concentrate the session of the Effective Working group on the topic that has been determined for this working group, i.e. **measuring the effectiveness of our supervisory and regulatory activities.**

As it is extremely difficult to guarantee that the funding health inspectorates receive (either from the government or from regulated institutions, depending on the country) is well used and is an investment rather than a cost, it is important to find some kind of “proof” that our organisations deliver measurable effect

In other words, it is very difficult to measure the impact our work actually has on the healthcare system, both in terms of effectively correcting problems and of preventing problems in the future, by inducing behavioural changes.

This topic of effect of our work is very complicated for sectorial regulators in general, and particularly difficult in healthcare.

HOWEVER

- In the past the EPSO effectiveness working group has discussed several options to look into effectiveness of health inspectorates (see <http://www.epsonet.eu/effectiveness.html>)
- Furthermore quite some research has been done which shows that it is not so easy to measure effectiveness of Health Inspectorates (see <http://www.epsonet.eu/effect-publications.html>)
- Furthermore some of our partner countries(Portugal, Sweden etc.....) are working on options to measure or gain insight into the effect of their work

Therefore we suggest for this working group in Porto the following

- a. Having some presentations from countries that already are trying to assess impact of (some elements) of their work (please let us know if you can share during the meeting).

- b. Doing some brainstorming in Porto with the members of the Working group to assess the interest in the various countries to work together in a kind of draft pilot plan to measure effects of the work of the health inspectorates and find some common topics to do so
- c. Discussing a way to find effectiveness indicators for specific activities of the health inspections such as for instance:
 - the number of user complaints reduced since intervention of the health inspectorate
 - the safety of the premises improved since the visits of the Health inspectorate
 - The short term effect of reports by inspectorates
 - Long term effects of reporting by the inspectorate
 - Broader indicators for inspection as a whole ?
- d. Make a draft plan with the countries interested in participating in an EPSO pilot to measure effects of some specific inspection activities
- e. Ask our scientific partners Kieran Walshe / Martin de Bree to participate in the project
- f. Appoint someone to coordinate the results and ask the Chair of the working group (Sofia) to report first results or development of the draft plan in Malmö September

Based on this the following

1. Input from former meetings of the EPSO effectiveness working group;
2. Experiences and outcome of research re measuring Effectiveness of inspectorates
 - Research Paul Robben eo – The Netherlands
 - Research ...
 - Research ..,
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3. Input from EPSO working group members
 - Presentation Sweden – how did we measure reduction of complaints after our interventions as inspectorate (?)
 - Presentation from Portugal
 - Presentation from Singapore ?
 - Others ?
4. Input from our Academic fellows Kieran Walshe / Martin de Bree eo. ?

Making a draft pilot plan for measuring effect of some specific elements of the work of the inspectorates

in for instance 3 or more EPSO member countries for instance Portugal , Sweden , Finland or others

For instance on measuring

- The reducing the number of complaints or
- Solving the topics mentioned in the complaints or
- Making the complainants happy with the results of the complaint or
- Making the professional or institution involved in a complaint aware of the problems or
- Measuring effects on safety of healthcare as a result of certain interventions by the health inspectorate , or
- Measuring effects of reporting by the inspectorate on a specific topic
- etc