



29th EPSO-Conference 23rd and 24th September Teleconference

Online from The Hague, The Netherlands.
Due to Covid-19, traveling to Malta is not an option.



Supported by The Social
Care Standards Authority,
Malta (SCSA)

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 29th EPSO-Conference

online from The Hague, The Netherlands

ONLINE Teleconference

23rd and 24th of September 2020

Hosted by the EPSO Joint Office, the Hague

Supported by the Social Care Standards Authority (SCSA), Malta

To register for the online sessions please complete the registration form [here](#)



Due to Covid-19, the postponed 29th EPSO Malta Conference, is transformed into a completely online conference from The Hague Netherlands with a number of special rules; Due to Covid-19, coming to Malta is not any longer an option.

SPECIAL RULES:

- **The conference will have a shorter timeframe than usual.** Participation in the Teleconference will be concentrated in 2 days in 8 online conference sessions of 1 hour each and 1 online working group session of 1.5 hour (Covid 19 Taskforce follow up session).
- **The maximum number of colleagues participating online** will be 50 per session;
- **Some of the online colleagues will be selected as 'special guests'** based on their request showing special interest in the topic of the session. The special guests will participate as 'experts online' and can have their say in the debates during the specific timeframes in the sessions;
- **Others can apply for participation without a special guest status** and will be invited to ask their questions in the time-frame for questions.

The 29th EPSO Conference in Malta is open for :

- a. **EPSO participants and partners (special EPSO guests)** who will all participate online. These special guests will participate as 'experts online' and have their say in the debates during specific timeframes of the conference sessions;
- b. **Other EPSO colleagues** who want to participate without special guest status, will be invited to ask their questions in the timeframe for questions.

All those who want to participate in the online sessions will have to register for that session and will afterwards be invited by the EPSO Joint Office to participate either as **Special EPSO guest** or as **Other EPSO colleague**.

All Participants in the online sessions will receive information in advance about the topic of the session and **will be asked if they want to prepare questions or reactions;**

If you think you might want to prepare an 'expert reaction', please let this be known to the EPSO Joint Office, so that your name can be added to the **Special Guest group** and you will be asked to give a reaction.

All participants in the online sessions – also those without special guest status - are kindly asked to join at least the full session for which they have registered, without leaving before the session has ended.

Programme Wednesday 23th of September

Conference Day 1:

5 online conference-sessions:

9:30 – 10:30 SESSION 1*; **11:00 – 12:00 SESSION 2***; **13:30 – 14:30 SESSION 3***;
15:00 – 16:00 SESSION 4*; **16:00 – 17:00 SESSION 5***

All times are indicated in Central Europe Time (CET)

9:00 – 9:15 **Start of the teleconference** Opening by the chair of EPSO Joeske Vos

9:15 – 09:30 **Welcome by** Matthew Vella, CEO of the Social Care Standards Authority (SCSA), Malta.

What makes regulation excellent?

9:30 – 10:30 SESSION 1* Excellence – [Principles of excellence](#) ; What does excellent supervision look like? What are principles of professionalism, integrity and good governance? To prepare for this session please fill in the [survey](#)

9:30 – 9:45 Introduction to the [Computer assisted regulatory decision support CATS/ CARDS](#); method used to implement elements of excellence in supervisory practice- Presented by Dick Ruimschotel (The Netherlands);

9:45 – 10:00; Improving Regulatory Compliance in Healthcare: Creating A Taxonomy of Regulatory Interventions and Achieving Long Term Objectives - Erik Koornneef, Advisor Ministry of Health, Abu Dhabi, UAE

10:00- 10: 30 EPSO Expert Reactions and Questions / Other Reactions and Questions

10:30 – 11:00 **break**

What does the future of regulation look like ?

11:00 – 12:00 SESSION 2* Excellence – Learning from other industries and from cross border co-operation

11:00 – 11:15 **Compliance and Excellence in the Financial Sector**; how to supervise the culture of regulated organisations. Aute Kasdorp

11:15 – 11:30 **Comparing the national responses during the Covid crisis**. Florentin Blanc OECD, France/ Italy;

11:30 – 12:00 EPSO Expert Reactions and Questions / Other Reactions and Questions

12:00 – 13:30 **Intermezzo, Lunch break**

**13:30 – 14:30 SESSION 3 * Future developments in regulation and inspection;
Various supervisory approaches**

13:30 – 13:45 **What does (excellent) regulation look like in the future?** –Victoria Howes, CQC, England;

13:45 – 14:00 **How can external inspections - in the future - be better prepared to facilitate more effective ways of conducting inspections, mediate change and improve the quality of care in healthcare organisations.**

Einar Hovlid, Helsetilsynet Norway, will speak about a systematic review and narrative synthesis which was conducted:

- to explore the way in which external inspections might mediate change in organisations;
- To get better knowledge on how external inspections can contribute to improve quality of care, and
- find why the effects of external inspections seem to vary.

14:00- 14: 30 EPSO Expert Reactions and Questions / Other Reactions and Questions

14:30 – 15:00 **break**

**15:00 – 16:00 SESSION 4* Future developments in regulation and inspection;
Various supervisory approaches**

15:00 – 15:15 **Effects of new technologies and technological advancements.**Input from Estonia – Maria-Filina-Kossatšova;

15:15 – 15:30 **As supervisor, how to meet future requirements for good care?** How does SCSA will meet the future requirements of good care? Matthew Vella - Malta;

15:30 – 16:00 EPSO Expert Reactions and Questions / Other Reactions and Questions

16:00 – 16:30 **Intermezzo, break**

**16:30 – 17:30 SESSION 5* Future developments in regulation and inspection;
Various supervisory approaches**

16:30- 16:45 **Risk assessment in Social Care - Community based living vs. rehabilitative/residential care**, by Francesca Muscat Camilleri, Head of Regulations and Standards and Nicole Borg Senior Research Officer SCSA, Malta;

16:45 -17:00 **Future developments of inspection Latvia: New inspection methods and evaluation tools in Latvian Health Care (pathways to supervise strokes in hospital care)**
Indra Dreika - Latvia

17:00 – 17:30 EPSO Expert Reactions and Questions / Other Reactions and Questions

Programme Thursday 24th of September

Conference Day 2 :

3 online conference-sessions:

9:00 – 10:00 SESSION 6*; 10:15-11:15 SESSION 7; 11:15 – 12:15 SESSION 8*.

1 online EPSO working group session

13:30 – 15:00 SESSION 9* Follow up EPSO Covid 19 - Working Group

All times are given in Central Europe Time!

‘Inclusion’ and ‘User involvement’ in regulation of Health and Social Care

9:00 – 10:00 SESSION 6* Inclusion and user involvement

9:00 – 9:15 **The SURE framework (Supporting, Understanding, Responding, Evaluating) which is now going live in New Zealand** Richard Hamblin , Health Quality & Safety Commission New Zealand;

9:15 – 9:30 **Tools to increase the user perspective in supervision with social facilities for children/youth;** Anne Lund Frydensberg, NBSS (National Board of Social Services), Denmark.

9:30 – 10:00 EPSO Expert Reactions and Questions / Other Reactions and Questions

10:00 – 10:30 **break .** We will show during the break in the conference room: The importance of consumers in Whakakotahi (New Zealand): primary care quality improvement. Some of the people involved in Whakakotahi projects talk about their experience and how consumers are key partners in quality improvement.

10:30 – 11:30 SESSION 7* Inclusion and user involvement

10:30– 10:45 **Regulating long-term care in the home environment by mapping the care network and starting from the experience of the client;** a qualitative study Didi Verver, VU University Amsterdam MC, The Netherlands;

10:45 – 11:00 **Lessons learned during the Covid and best practices to increase the preparedness for the future pandemics** Henk Nies, Vilans, The Netherlands;

11:00- 11:30 EPSO Expert Reactions and Questions / Other Reactions and Questions

11:30 – 12:00 **break**

12:00 – 13:00 SESSION 8* Epistemic Injustice and a systematic approach to include 'modern slavery' victims in supervisory practice

12:00 – 12:15 **Modern Slavery** – A special CQC project focus of to include modern slavery victims in supervisory practice-Charles Rendell CQC;

12:15 - 12:30 **Epistemic Injustice** – Havi Carel, Bristol University;

12:30 –13:00 EPSO Expert Reactions and Questions / Other Reactions and Questions

13:00 –14:00 **Intermezzo. Lunch break**

14:00 – 15:30 SESSION 9* Follow up EPSO Covid 19 - Task Force working group

Input from our partners a.o. Andrew Terris, IFIC, Charles Rendell, CQC and all others are invited to give input.

Suggested topics:

1. Lessons learned;
2. System response and cooperation (i.e. with supply chain);
3. Workforce;
4. Changes and acceleration in technology- generally and regulators response.

15.30 Closing of the conference