



#### Hosted by:

- Latvijas Veselības inspekcija un Veselības ministrija.
- Latvian Health Inspectorate and Ministry of Health

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**

## **33<sup>rd</sup> EPSO Conference & Working groups Riga, with participation of the EPSO - APAC (Asia Pacific) network**

**7-9 December 2022**

**Hosted by**

### **The Latvian Health Inspectorate (Veselības inspekcija)**

Chaired by Indra Dreika, Latvia

#### **Venues:**

#### **• Pauls Stradiņš Medicine History Museum**

(8 and 9 December)

Ukrainas neatkarības street 1, Riga, LV-1010, Latvia.

#### **• Office of the Ministry of Health Latvia**

(7 December)

Klijānu iela 7, Rīga, LV–1012, Latvia

#### **Please note:**

- The EPSO conference and conference dinner is free of charge and only for EPSO delegates, (invited) partners from the EPSO-APAC network, speakers and other (invited) guests.
- The EPSO working groups are open to all delegates from EPSO Partners and experts invited by EPSO who want to participate in the work of working group(s); participation in the working group sessions does not necessarily mean that participants must participate in the main conference. Participation in the main conference is limited to a maximum of 3 participants per organisation/country.
- The EPSO Conference and working groups meetings will be held at the Pauls Stradiņš Medicine History Museum (8 and 9 Dec) and in the Ministry of Health (7 dec). Transport to and from the Offices / Ministry will not be organised; public transport and taxis are affordable and available in Riga.
- Travel and hotel costs are at your own expense.
- There is a limited number of rooms pre-reserved for our delegates at the Grand Poet Hotel (please see page 15 for hotel and booking information).

# 33<sup>rd</sup> EPSO conference in Riga

7-9 December 2022

## Main topics

- **Telehealth – Digital Health\* - Innovative Health Regulation and Supervision**

- Session 1: Harnessing the Potential of Digital Health through Regulatory Innovation
- Session 2: Telehealth and Digital health – New developments in health and social care inspection

\*(the conference will include on the Wednesday afternoon an in- person and hybrid meeting of our TAC (Telehealth/ e-health Artificial Intelligence/ Cyber security) working group -chaired by Kevin Freeman Ferguson – Scotland and cochaired by Janet Ortega CQC)

- **Prevention of illness in relation to regulation and inspection in health and social care.**

- Session 3: Preventive Healthcare
  - How to promote and inspect Preventive Healthcare in Health and Social Care supervision.
  - What options and good practices are available to make a switch towards preventive healthcare.
  - How to work on this topic in your own organisation.

- **Co-operation between in- and external regulators Innovative Supervisory Approaches and scientific findings**

- Session 4: Local co-operation: in- and external inspection of quality and safety regulation, In- and external regulation of networks. Challenges for local co-operation between national and regional supervisory bodies.

- **Effectiveness of regulation and inspection\***

- Session 5:
  - What are the basic principles of effectiveness in healthcare regulation and inspection?
  - How to keep a stable focus on goal orientation and good governance in inspection and regulation? Be aware of goal changers and other disruptive factors.

\*(the conference will on the Friday afternoon include a meeting in person of our Effectiveness working group – chaired by Martin de Bree – Erasmus University Rotterdam in cooperation with Einar Hovlid – Norway)

# **Pre-Conference TAC working group meeting**

**- Wednesday afternoon the 7<sup>th</sup> of December 2022**  
**at the offices of the Ministry Health of Latvia**

## **7 December 2022 – TAC working group**

12:00-13:30 **Lunch** (pre-conference network meeting at own costs- a reasonably priced lunch spot around the ministry will be shared with those interested to join) **see page 13**

13:30 **Arrival of the delegates at the Ministry of Health** (please be aware that safety checks at entrance might take some time).

14:00 **Gathering and start of the 4th TAC-working group meeting**

**14:00-16:00 EPSO TAC – Telehealth/ Digital Health, Artificial Intelligence, Cybersecurity (4<sup>th</sup> working group meeting) -online and in person in Riga**

- Updates by the chair of the TAC working group.
- Discussion on ‘work in progress’ – documents
  1. Blueprint to support the delivery of safe and high-quality care by Telehealth and Digital Health.
  2. Blueprint for Cybersecurity in Healthcare.
  3. Blueprint for the supervision of Artificial Intelligence (AI) in healthcare
- The agenda will be sent to the TAC group participants separately. Please let us know if you are interested in participating.

More info about the EPSO TAC -working group will be shared with those interested to participate

# Conference Programme

**8 December 2022 (Thursday)**

**33<sup>rd</sup> EPSO Conference Day 1:**

**Innovative Health Regulation and Supervision**

**Session 1: Harnessing the Potential of Digital Health through Regulatory Innovation**

**Session 2: Telehealth and Digital health – New developments in health and social care inspection.**

**Session 3: Preventive Healthcare**

| Time <sup>1</sup> | Agenda   | Proposed Speaker(s)   |
|-------------------|--|---|
| 08.30 – 09.00     | Registration   | <b>All delegates</b>  |
| 09.00 – 09.15     | Welcome by EPSO<br><b>Welcome by the chair of the conference.</b> Indra Dreika,  | <b>Ms Jooske Vos</b> (in-person)<br>Chair, EPSO Management Board<br><br><b>Ms Indra Dreika</b> (in-person)<br>State-Secretary, Ministry of Health, Latvia.<br>Member, EPSO Management Board |
| 09.15 – 09.35     | Opening Remarks by EPSO friend and Guest-of- Honour Anda Čakša, member of parliament and former Minister of Health of the Republic of Latvia | <b>*Dr Anda Čakša</b> (in-person)<br>Member of parliament, Former Minister of Health, Latvia  |
| 09.15 – 09.35     | Roundtable introduction session of the delegates   | <b>All delegates</b>  |

<sup>1</sup> All timings listed are in Latvian Time (i.e. GMT +2 / CET +1). All times are indicative as not all speakers are confirmed

## Session 1: Harnessing the Potential of Digital Health through Regulatory Innovation

Chair: pm

This session is a follow up session to session 1 of our 32<sup>nd</sup> EPSO-Singapore Conference in June 2022 and will present results from our TAC working group. This session discusses the opportunities presented by digital health solutions, and how regulatory innovation and governance can be adapted in such a way that it supports integration of innovative practices with traditional healthcare systems.

|               |  |  |
|---------------|--|--|
| 09.45 – 10.15 | New developments in Artificial Intelligence (AI)-Based Prediction Models in Healthcare. Do the Guidelines and Quality Criteria as presented in Singapore by prof Moons, work well? Do inspectorates use these models successfully? How to promote more and better AI based innovation? | <b>*Prof Carl Moons</b> (in-person)<br>Professor, Clinical Epidemiology, Julius Center, UMC Utrecht. Director, Health Innovation Netherlands (HI-NL), University Medical Center Utrecht, The Netherlands |
| 10.15 – 10.45 | Digital Healthcare as a Driving Force for Clinical Excellence  | <b>*Prof James Kingsland</b> (in-person)<br>Clinical excellence Network Digital Healthcare, DICE, UK   |
| 10.45 – 11.00 | Break  | <b>All delegates</b>   |

## Session 2: Telehealth and Digital health – New developments in health and social care inspection.

How to make sure that Consultation via Telemedicine (via digital platforms and video consultation) leads to qualitative and safe care? How to make better use of the positive aspects of telemedicine? What modality should be used? What – if any - are limitations to telemedicine? Do doctors and patients understand the limitations of telemedicine? What training is necessary? What standards are used for regulatory control of telemedicine? Is training of doctor's nurses etc. part of the regulatory assessment of digital health? How to manage these new developments as governmental agency? Lots of questions to share and no answers to all of them yet. However all solutions start with questions.

|               |  |   |
|---------------|--|---|
| 11.00 – 11.30 | Telehealth and Digital health in Estonia – New developments in health and social care. | <b>* Kertti Merimaa</b> (in-person)<br>Nortal, Digital Health, former Advisor Ministry of Social Affairs, Estonia |
|---------------|--|---|

|               |  |   |
|---------------|--|---|
| 11.30 – 12.00 | Providing Safe and Secure Healthcare in a Digital Age. Telehealth and Digital health in Estonia – the perspective of the Estonian Health Board on digital developments in health and social care. How to make sure that in a digital age quality and safety is guaranteed?   | <b>*Ragnar Vaiknemets</b> (in-person)<br>Head of Department, Health Management and Continuity, Health Board Estonia   |
| 12.00 – 12.30 | Telehealth and Digital health in Singapore – New developments in health and social care inspection<br><br>How to make sure that Consultation via Telemedicine (via digital platforms and video consultation) leads to qualitative and safe care? How to make better use of the positive aspects of telemedicine? What modality should be used? What are limitations to telemedicine? Do doctors and patients understand the limitations of Telemedicine? What standards are used for regulatory control of telemedicine? | <b>*Adj A/Prof Raymond Chua</b> (in-person)<br>Deputy Director of Medical services (Health Regulation Group), Ministry of Health, Singapore   |
| 12.30-13.00   | New Methods of Digitalised Inspection in Bahrain   | <b>*Mr Wafeeq Ajoor</b> (in-person)<br>Director, Digital Transformation, National Health Regulatory Agency (NHRA), Bahrain (not yet confirmed)  |
| 12.30-13.00   | Q&A and Panel Discussion   | <b>Prof Carl Moons</b> (in-person)<br><b>Wafeeq Ajoor</b> (in-person)<br><b>Adj A/Prof Raymond Chua</b> (in-person)<br><b>Prof James Kingsland</b> (in-person)<br><b>Kertti Merimaa</b> (in-person) |
| 1300 – 1400   | Lunch  | <b>All delegates</b>  |

### Session 3: How to support Preventive Healthcare by innovative methods of regulation and inspection

Chair: pm

This session discusses questions around 'Preventive Healthcare' and how to support the switch from 'cure of illnesses towards a more 'prevention-oriented approach' in health and social care. Can supervisory organisations adapt to new methods and focus on healthy lifestyle and methods to prevent illness. How to support and find opportunities to cope with living conditions, aimed at a better life.

|               |   |  |
|---------------|---|--|
| 14.00 – 14.30 | Prevention of illness as one of the goals of the new regulatory 'systems approach' of the English regulator CQC | <b>Charles Rendell</b> (in-person)<br>Care Quality Commission CQC<br>England, UK   |
| 14.30 – 15.00 | Preventive Healthcare in Singapore  | <b>Kang Jie</b> (in-person)<br>(Health Regulation Group),<br>Ministry of Health, Singapore   |
| 15.00 – 15.30 | Preventive Healthcare in Europe   | <b>OECD</b> (in-person)  |
| 15.30 – 16.00 | Preventive Healthcare in New Zealand  | <b>*Clare Perry</b> (in-person)<br>Deputy Director-General<br>Regulatory Services Ministry of<br>Health New Zealand  |
| 16.00 – 16.30 | Preventive Healthcare in the United Emirates  | <b>*Jumana Ibrahim Rashed al Abed</b> (in-person)<br>Head of Healthcare Facilities<br>Quality Division, Quality Analysis<br>& Improvement<br><b>United Emirates</b>    |
| 16.30 – 17.00 | Q&A and Panel Discussion  | <b>Charles Rendell</b> (in-person)<br><b>Kang Jie</b> (in-person)<br><b>OECD</b> (in-person)<br><b>Clare Perry</b><br><b>Jumana Ibrahim Rashed al Abed</b> (in-person) |
| 17.00         | Closing of Day 1 and Administrative Instructions  | <b>All delegates</b>   |
| 17.00 – 1800  | Drinks and Group Photo Session  | <b>All delegates</b>   |



|              |  |                      |
|--------------|--|----------------------|
| 19.30- 22.00 | <b>Conference dinner at a Restaurant</b><br>on invitation of our Latvian host the Ministry of Health and the Health inspectorate<br><i>Dress code: smart casual or conference dress (no need to change).</i> | <b>All delegates</b> |
| 1800         | Delegates are invited to take a taxi (at own costs) to the networking dinner<br><u>Note:</u> Taxis will be provided in front of the Conference Venue in <b>1900</b>  | <b>All delegates</b> |
| 1830 – 2100  | 33 <sup>rd</sup> EPSO Conference Networking Dinner   | <b>All delegates</b> |

| <b>9 December 2022 (Fri)</b><br><b>33<sup>rd</sup> EPSO Conference Day 2: Innovative Health Regulation and Supervision</b><br><b>Session 4: Cooperation between in- and external regulators</b><br><b>Session 5: EPSO Effectiveness working group ( follow up)</b>   |   |  |
|--|---|--|
| <b>Session 4: Innovative Supervisory Approaches and scientific findings: Co-operation between in- and external regulators; In- and external regulation of networks.</b><br><b>Chair: Ms Indra Dreika</b> <sup>(in-person)</sup> State-Secretary, Ministry of Health, Latvia. Member, EPSO Management Board<br>This session discusses pro and cons of co-operation between national (external) regulatory organisations and local health (internal) regulatory quality regulators. What are the scientific findings about this type of collaboration? What approaches are effective? what are the challenges? |   |  |
| <b>Time<sup>2</sup></b>  | <b>Agenda</b>   | <b>Proposed Speaker(s)</b>   |
| 09.00 – 12.00  | External Site Visit to a Hospital setting with co-operation between in and external supervisors (Transport is organised bus leaves at 8.30 from the great poet hotel) | <b>Children's hospital Riga –</b>  |
| 0900 – 9.30  | Introduction to cooperation between in and external regulator (Hospital quality units and Veselības)  | <b>*Evija Andžāne - Quality and Safety unit head of unit –<br/>Anita Slokenberga - Head of Inspectorate at Veselības</b> |
| 09.30 – 10.00  | In- and external regulation of networks and collaboration between local actors - NWO-project EISON - VILANS   | <b>*Vilans pm</b>  |
| 10.00 – 10.30  | Scientific findings on in and external cooperation between inspectorates  | <b>*Leonie Schakel</b> NZA – Erasmus University Rotterdam Netherlands  |
| 10.30-11.30  | Q&A and Panel Discussion with <b>Internal and external regulators from Latvian hospitals</b>  | <b>Anita Slokenberga<br/>Leonie Schakel<br/>Evija Andžāne<br/>NN</b>   |
| 11.30-12.00  | Return travel to Veselības Inspekcija by bus  |  |
| 1200 – 14.00   | Lunch and networking at Veselības Inspekcija  | <b>All delegates</b>   |

<sup>2</sup> All timings listed are in Latvian Time (i.e. GMT +2 / CET +1). All times are indicative as not all speakers are confirmed

## 14:00-15:30 Effectiveness Working group

### **EPSO-EFFECTIVENESS (follow up - first working group meeting in person after Covid)**

The agenda will be sent to the Effectiveness group participants separately. Please let us know if you are interested in participating. More info about the EPSO EFFECTIVENESS working group can be found at <http://www.epsonet.eu/effectiveness.html>.

#### **Session 5: Effectiveness of regulation and inspection:**

- **What are the basic principles of effectiveness in healthcare regulation and inspection?**
- **How to keep a stable focus on goal orientation and good governance in inspection and regulation; be aware of goal changers and other disruptive factors**

**Chair: Martin de Bree** Erasmus University Rotterdam in cooperation with Einar Hovlid – Norwegian Board of Health Supervision Norway) This session discusses the topics of the **EPSO-WORKING GROUP on EFFECTIVENESS OF INSPECTION AND REGULATION**.

The working group was postponed several times during covid and is now meeting in person in Riga

In this group the following sub-topics were suggested:

- How do we as a supervisory organization **effectively define our goals**, what information and what data could be used best?
- How do inspectorates react to **the new WHO plan Global Patient Safety Action Plan 2021–2030**: Towards eliminating avoidable harm in health care; 2021. Could this plan put us on the road to Effectiveness? <https://www.who.int/teams/integrated-health-services/patient-safety/policy/global-patient-safety-action-plan>
- **Early warning systems** of organization at risk – how to identify (Indicators) and prevent risks “in time” to become effective.
- **Specific early warning signals** such as ‘**acting on suspicion of sepsis**’ as an early warning system for quality and safety. Can it improve effectiveness?
- **Integrated Care - Exchange of good practices and experiences between Health and Care organizations** – How to improve quality and safety? What are the results? What is the role of the supervisory organization in promoting co-operation and sharing data?

**Measurement of Effectiveness.** How to measure? How to know what is effective? Is it possible to measure? Effectiveness towards ‘open’ goals such as improvement of good, safe and qualitative not-substandard care for all citizens? Or... do we need to ask for compliance with detailed rules, regulations and standards set in advance?

|               |  |   |
|---------------|--|---|
| 14.00 – 14.15 | Introduction and updates by the chair of the working group   | <b>Martin de Bree</b>                                       |
| 14.15 – 14.45 | Effectiveness in supervisory practise; How to change your methods towards Effective Inspection results | <b>Einar Hovlid</b> – Norwegian Board of Health Supervision |

|   |  |   |
|---|--|---|
| 14.45 – 15.15   | Effectiveness of Inspection in Singapore   | <b>Peh Gek</b> (in-person)<br>(Health Regulation Group), Ministry of Health, Singapore          |
| 14.15 – 14.45   | New research on Inspection methods and effectiveness: target shift in inspection,  | <b>Martin de Bree</b> , Rotterdam School of Management, Erasmus University. Netherlands.        |
| 14.45 – 15.15   | Discussion on Effectiveness topics   | Chaired by Martin de Bree assisted by Einar Hovlid and Raymond Chua                             |
| 15.15 – 15.30   | Q&A, wrap up and discussion on working group topics and follow up  |   |
| <b>Parallel programme</b><br>15.30 -16.00                     | <b>For those interested</b> information will be available about the EPSO Training for Inspectors as a tool towards effective inspection<br><b>EPSO's upcoming Academy -online Training for and by Inspectors</b> | <b>*Erik Koornneef</b> , Director of Research and Innovation, Pure Health, United Arab Emirates |
| <b>Closing of the Conference</b> working sessions             |  |   |
| 15.30 – 15.45   | Closing of the EPSO Conference and evaluation  | <b>Ms Jooske Vos</b> (in-person)<br>Chair, EPSO Management Board<br>Ms Indra Dreika             |
| 15.45 – 16.00   | Tea Break  | <b>All delegates</b>  |
| 1600 onwards  | Post-Conference Social Activity (Free and Easy)  | <b>All delegates</b>  |
| <b>Social Programme - After Conference Mingle with Drinks</b> |  |   |
|   |  |   |
| 16:30 -17.30  | City tour in the old medieval city of Riga ending for those interested at the old Riga market halls  | <b>Informal free and easy for all delegates and partners</b>                                    |
| 17.30   | Drinks in the city   |   |

**BE AWARE:** The Social Programme starts directly after the closing of the conference

## Pre- Conference venues See page 16 for the direction to venues.

**The preconference will start with a network lunch and an early bird dinner at Martinelli's on the 7<sup>th</sup> of December**

**12:00-13:30 Lunch** pre-working group network lunch (a pre-working group network lunch at own costs- a reasonably priced lunch spot around the ministry will be shared with those interested to join). **Please let us know if you want to join.**

**19:00 Early Bird Dinner** (at own cost in reasonably priced restaurant for those who arrived already and would like to have a nice start of the conference.)

All delegates are welcome to join the unofficial dinner at own cost with a set menu at Martinelli's including drinks at € ...per person. Martinelli is an elegant and refined small restaurant with limited space for a group dinner on a round table serving a choice of European fare and wine in a quaint, homey space. **If you want to join, please let us know in advance so that we can make an adequate reservation.**



**The TAC Working group meeting on the 7<sup>th</sup> of December will be held at the offices of the Ministry of Health**

Brīvības iela 72, Centra rajons, Rīga, LV-1010, Latvia





## Conference venue (see for directions page 16)

The Conference meetings on the 8th and the 9th of December 2022 will be held at

**The Pauls Stradiņš Medicine History Museum,**



Ukrainas neatkarības street 1, Riga, LV-1010, Latvia.



## Hotel and booking information

A limited number of rooms is pre-reserved for our delegates the Grand Poet Hotel, situated in the central part of Riga, address - *Raiņa Blvd. 5/6* . More info on hotel website <https://grandpoet.semarahhotels.com/?lang=en>. **Important:** When contacting the hotel kindly refer to the EPSO Conference Riga 2022 hosted by the Ministry of Health and Health inspectorate and use the **promo code EPSORiga**

### The elegant Grand Poet design hotel on Rainis Boulevard



#### RECEPTION

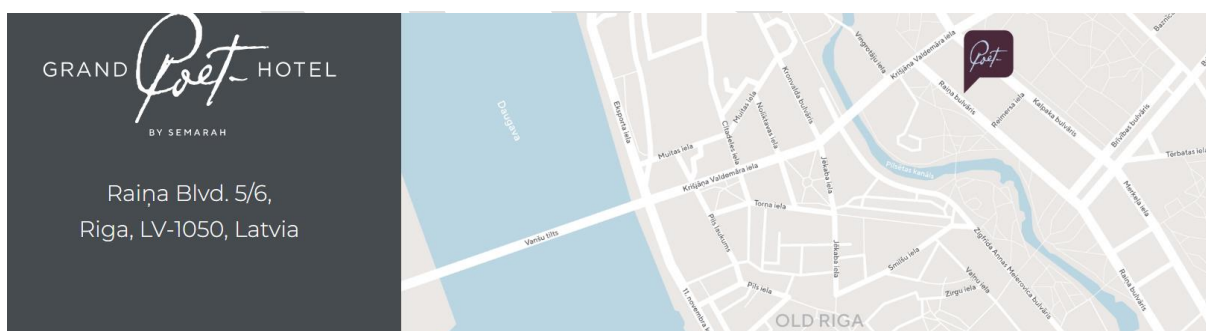
+371 60008600

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#### RESERVATIONS

+371 66119339

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**Until the 15<sup>th</sup> of November** a reservation can be made at the **Grand Poet hotel**: 6-9/12/2022 with the following price: **single - EUR 99,00** (including breakfast, Wellness, Wi-Fi, VAT).

The Following rates are also offered including breakfast, use of Wellness centre , Wi-Fi, VAT:

Standard single/ double - EUR 99,00/ 114,00

Superior single/ double – EUR 129,00/ 144,00

Junior Suite single/ double – EUR 159,00/ 184,00

This reservation and prices are in force until 15 November. Participants of EPSO conference should make their own booking via hotel website, indicating promo code EPSORiga. If the availability of free rooms will be sufficient, the group reservation can be prolonged after 15 November; otherwise booking will be possible depending on availability of rooms and for standard price.

**EPSO delegates and guests including our partners from the EPSO- APAC (Asia Pacific) network should make their own booking** via the hotel website,

<https://grandpoet.semarahhotels.com/?lang=en>. indicating **promo code EPSORiga**

**Please note** that in this draft Programme, speakers marked with a **star\*** are **not yet confirmed**

## Directions to the venues

Riga International Airport

**Public transport** information:

### **Taxi Companies:**

Taxis are good and affordable in Riga

The Taxis fare vary from one company to another however, the estimated rate will be around €20 from airport to hotel.

Estimated Cost from Hotel to: €

Estimated Cost from hotel to: €

### **Route by car from:**

Pm Hotel to conference venues

### **Route by bus from:**

Pm Hotel Great Poet to conference venues