









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.

Contacts at the Latvian Health Inspectorate & Ministry of Health Latvia:

Ludis Paulins, Ministry of Health, tel +371 29211809 Alla Notgotkova, Health Inspectorate, tel.+371 29150458

Website: www. www.epsonet.eu

Contacts at EPSO: Jooske Vos (jmvos@eurinspect.nl) Chair EPSO-board tel +31613163557

Programme

33rd EPSO Conference & Working groups-Riga,

with participation of the EPSO - APAC (Asia Pacific) network

7-9 December 2022

Hosted by

The Latvian Ministry of Health, and the Latvian Health Inspectorate (Veselības inspekcija)

Chaired by Indra Dreika, Latvia

Venue:

Pauls Stradiņš Medicine History Museum

(7-9 December)

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

Please note:

- The EPSO conference and conference dinner is free of charge 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 by EPSO invited experts 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 group meetings will be held in the Pauls Stradiņš Medicine History Museum (7- 9 Dec). The Museum is about 7 minutes walking distance from hotel.
- 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).
- For travel information and directions, please see page 16
- Please note that your participation in the conference means that you accept the exclusion of liability from EPSO and Veselības inspekcija for all loss or theft of your assets and for possible liability resulting from damage caused by shortcomings of the organization; nevertheless, the organization does everything as usual at EPSO conferences, to make the conference run smoothly.

33rd 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

• 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 cooperation 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.

Pre-Conference TAC working group meeting

- Wednesday afternoon the 7th of December 2022

ATTENTION: The EPSO working group meetings are open to all EPSO delegates, experts and invited guests including those who do not plan to come to the main conference.

7 December 2022 – TAC working group

12:00-13:30 pre- working group **Lunch** (at own cost) at a reasonably priced lunch spot around the Pauls Stradinš Medicine History Museum **see page 14**

13:30 Arrival of the delegates at the Pauls Stradiņš Medicine History Museum.

13.30-14.00	EPSO's upcoming Academy-online	Erik Koornneef (online), Director of
Poster session	Training for and by Inspectors	Research and Innovation, Pure
on digital		Health, United Arab Emirates
training	For those interested, information will be available about the EPSO Training for Inspectors as a digital	Martin de Bree
	tool towards more effective inspection	Jooske Vos

14:00- 14.15 Gathering and informal meeting of delegates as a start of the 4th TAC-working group meeting

14:15-16:15 EPSO TAC – Telehealth/ Digital Health, Artificial Intelligence, Cybersecurity (4th working group meeting) -online and in person - in Riga

- Updates by Kevin Freeman Ferguson, 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 (no draft document yet available)
- The final agenda will be sent to the TAC group participants separately. More info about the EPSO TAC -working group will be shared with those interested to participate in this group.

Please let us know if you are interested in participating in this TAC working group meeting

Conference Programme

8 December 2022 (Thursday)

33rd EPSO Conference Day 1:

Innovative Health Regulation and Supervision

Session 1: Telehealth and Digital health – New developments in e- health and digital health regulation and inspection.

Session 2: Preventive Healthcare

Time ¹	Agenda	Speaker(s)
8.30 - 8.45	Registration	All delegates
Pre – Conference Social Programme 8.45-9.45	Where are we? City walking tour with a guide in the old medieval city of Riga starting at the hotel and ending at the Pauls Stradiņš Medicine History Museum (Conference venue).	All delegates and partners welcome
10.00 -10.15	Welcome by the chair of the conference, Indra Dreika.	Jooske Vos (in-person) Chair, EPSO Management Board Indra Dreika (in-person) State-Secretary, Ministry of Health, Latvia. Member, EPSO Management Board
10.15 -10.35	Opening Remarks on a patient-centred mindset in healthcare and healthcare inspectorate by our special Guest-of-Honour, the Minister for Health of Latvia	Minister for Health of Latvia, (online).
10.35 -10.45	Roundtable introduction session of the delegates	All delegates
10.45 -11.00	Group Photo Session	All delegates

 $^{^{1}}$ All timings listed are in Latvian Time (i.e. GMT +2 / CET +1). All times are indicative as not all speakers are confirmed

Speakers marked with a star are not yet fully confirmed *

Session 1: Telehealth and Digital health – New developments in e- health and digital health regulation and inspection.

How Regulators and Inspectorates 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 being a governmental agency? Questions and Answers to share from various perspectives

being a governmental agency. Questions and Answers to share from various perspectives			
11.00 -11.30	Evaluation of digital health applications, with or without artificial intelligence, from a user perspective	Prof Carl Moons (in-person) Professor, Clinical Epidemiology, Julius Center, UMC Utrecht. Director, Health Innovation Netherlands (HI-NL), University Medical Center Utrecht, The Netherlands	
11.30 -12.00	New developments in E- health and Digital Health in England: The role of CQC as a health and care regulator in an increasingly digital landscape. What does this mean for the regulatory approach, including challenges and opportunities.	Ruby Okojie – CQC England	
12.00-12.30	Telehealth and Digital health in Singapore 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?	Adj A/Prof Raymond Chua Deputy Director of Medical services (Health Regulation Group), Ministry of Health, Singapore	
12.30-13.00	Q&A and Panel Discussion	Adj A/Prof Raymond Prof Carl Moons Ruby Okojie Jānis Naglis - Member of Board, Pauls Stradins Clinical University Hospital	
13.00 -14.00	Lunch	All delegates	

Session 2: How to support Preventive Healthcare by innovative methods of regulation and inspection

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 -14.20	Preventive Healthcare initiatives in Australia: the successful Leading "Better Value Care program" in the NSW Health District	Chris Hanna ^(online) New South Wales NSW Health District [,] Australia
14.20 -14.50	Prevention of illness as one of the goals of the new regulatory 'systems approach' of the English regulator CQC	Charles Rendell (in-person) Care Quality Commission CQC England, UK
14.50 -15.20	Preventive Healthcare Regulation in Singapore	Kang Jie (in-person) (Health Regulation Group), Ministry of Health, Singapore
15.20 -15.40	Break	
15.40 -16.00	Prevention in Social Care Regulation in Malta.Integration in Social Care Regulation in Malta.	Dylan Cutajar (in-person), Social Care Standard Authority Malta Cynthia Deguara (in-person) Social Care Standard Authority Malta
16.00 -16.20	Integrated Care Models in the Netherlands - support to a preventive health approach?	Nick Zonneveld – Vilans Netherlands ^(online)
16.20 -16.45	Healthcare in the United Emirates – Prevention and improvement of quality and safety by using all available data in an effective way.	Jumana Ibrahim Rashed al Abed (online) Head of Healthcare Facilities Quality Division, Quality Analysis & Improvement.
16.45 -17.15	Q&A and Panel Discussion	Charles Rendell (in-person) Adj A/Prof Raymond Chua (in-person) Nick Zonneveld (in-person) Cynthia Deguara (in-person) Dylan Cutajar (in-person) Jumana Ibrahim
17.15- 17.30	Closing of Day 1 and Administrative Instructions	All delegates
17.30 -18.15	Informal tour in the Pauls Stradiņš Medicine History Museum	All delegates

19.30- 22.00

Conference dinner at Restaurant 'Key to Riga'

On invitation of our Latvian host the Latvian Ministry of Health and the Latvian Health Inspectorate; Kindly sponsored and supported by Pauls Stradinš Clinical University Hospital

All delegates





9 December 2022 (Fri)

33rd EPSO Conference Day 2: Innovative Health Regulation and Supervision

Session 3: Cooperation between in- and external regulators

Session 4: EPSO Effectiveness working group (follow up) - WORKING LUNCH

Session 5: Harnessing the Potential of Digital Health through Regulatory Innovation

Session 3: Innovative Supervisory Approaches and scientific findings: Co-operation between in- and external regulators; In- and external regulation of networks.

Chair: Ms Indra Dreika (in-person) State-Secretary, Ministry of Health, Latvia. Member, EPSO Management Board

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?

Time ²	Agenda	Speaker(s)
09.00 – 12.00	Interactive session in co-operation with Quality and Safety managers/consultants from Latvia's health care institutions including the Children's Hospital in Riga This session discusses questions such as: - How do we monitor and inspect at the local and at the national level and - what could cooperation between local end national (internal and external) regulators / inspectors look like?	
09.00 – 9.25	Introduction of the interactive session and presentation of her Scientific findings about in and external cooperation between inspectorates	Leonie Schakel, NZA- Dutch National Healthcare Authority – Erasmus University Rotterdam, The Netherlands
9.25 – 9.45	A Latvian perspective on cooperation between in and external regulators (Hospital quality units and Veselības Inspekcija) by the national health regulator	Anita Slokenberga - Head of Health Inspectorate, Latvia

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² All timings listed are in Latvian Time (i.e. GMT +2 / CET +1). All times are indicative

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9.45 – 10.05	A Latvian perspective on cooperation between in and external regulators (Hospital quality units and Veselibas Inspekcija) by the local quality leads in the Children's hospital	Liga Romanovska- Head of Unit (Quality and Safety) at the Children's hospital Riga Evija Andžāne – Patient-safety consultant at Children's hospital Riga
10.05 – 10.25	A Latvian perspective on cooperation between in and external regulators (Hospital quality units and Veselības Inspekcija) by the Head of Internal Audit Unit, in Pauls Stradiņš Clinical University Hospital	Laura Indrikova- Head of Internal Audit Unit, Pauls Stradiņš Clinical University Hospital
10.25-10.40	Coffee Break	
10.40 - 11.00	Cooperation between Internal (quality leads) and External regulators in England	Charles Rendell – CQC – England
11.00 -11.20	Cooperation between Internal (quality leads) and External regulators in Ireland	Fiona McDonnell – TUSLA – Ireland
11.20 -11.40	Short Reflections from the starting NWO-project EISON - VILANS on In- and external regulation of networks and collaboration between local actors	Sander Merkus - NWO-project EISON - VILANS — the Netherlands
11.40- 12.00	Q&A and Panel Discussion on cooperation between internal and external regulators.	Leonie Schakel Anita Slokenberga Charles Rendell Fiona McDonnell Sander Merkus -Vilans- EISON Quality and Safety managers/ consultants from Latvia's health care institutions Laura Indrikova- Liga Romanovska Evija Andžāne-
12.00	Working lunch for the delegates participating in the working group Working lunch for the delegates participating in the Effectiveness working group 12.00-14.30 in the Conference room	

EPSO-EFFECTIVENESS (follow up - first working group meeting in person after Covid) EPSO-WORKING GROUP on EFFECTIVENESS OF INSPECTION AND REGULATION.

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 4: 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

The working group was postponed several times during covid and is now meeting in person in Riga. The following sub-topics were suggested:

- How to effectively define our goals,
- How do inspectorates react to the new WHO plan Global Patient Safety Action Plan 2021–2030: Towards eliminating avoidable harm in health care; Could this plan put us on the road to Effectiveness?
- 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'
- Integrated Care Exchange of good practices and experiences between Health and Care organizations
- Measurement of Effectiveness.

12.00 – 14.15 Working lunch Effectiveness Working group		
12.00 – 12.15	Introduction and updates by the	Martin de Bree
	chair of the working group	
12.15 – 12.35	Effectiveness in supervisory	Einar Hovlid – Norwegian Board of
	practise; How to change your	Health Supervision
	methods towards Effective	
	Inspection results	
12.35 – 13.55	Effectiveness of inspections in	Too Peh Gek (in-person)
	Singapore	(Health Regulation Group), Ministry
		of Health, Singapore
13.55 – 13.15	New research on Inspection	Martin de Bree, (in-person) Rotterdam
	methods and effectiveness: goal	School of Management, Erasmus
	displacement in inspection	University. Netherlands.
13.15 – 13.35	How to organise an Effective	Charles Rendell (in-person) CQC
	approach of Emergency concerns	England
13.35 – 14.15	Discussion on Effectiveness topics	Chaired by Martin de Bree assisted
	Discussion Q&A, wrap up and	by Einar Hovlid
	follow up	
14.15 – 14.30	Break	

Session 5: Harnessing the Potential of Digital Health through Regulatory Innovation This session is a follow up session to session 1 of our 32nd 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.

Providing Healthcare in a Digital Age; Telehealth and Digital health in Latvia – a perspective from Pauls Stradiņš Clinical University Hospital (Paula Stradiņa Klīniskā universitātes slimnīca) on digitalisation in Latvian healthcare.	Janis Naglis (in-person), Board member of the Pauls Stradiņš Clinical University Hospital (Paula Stradiņa Klīniskā universitātes slimnīca)	
Telehealth and Digital health in Estonia – the development of the leading hospital information systems in Estonia and exploring interesting topics in the light of healthcare quality/supervision	Kertti Merimaa ^(in-person) Nortal, Digital Health, former Advisor Ministry of Social Affairs, Estonia	
Digital Healthcare as a Driving Force for Clinical Excellence – National Regulatory Standards for Digital Pharmaceutical prescription and digital behaviour in a healthcare context.	Prof James Kingsland (in-person) Clinical excellence Network, DICE, UK	
Q&A and Panel Discussion	Janis Naglis Kertti Merimaa Prof James Kingsland	
Looking forward to our next Conference 19-21 April 2023 in Malta hosted by the SCSA Malta With a focus on active Ageing and a follow up on Digital Health	Dylan Cutajar and Cynthia Deguara Social Care Standard Authority Malta SCSA, Social Care Standards Authority Malta	
Closing of the Conference		
Closing of the EPSO Conference, Thanks and Evaluation	Ms Jooske Vos Ms Indra Dreika	
Post-Conference Social Activity (Free and Easy)		
Drinks in the city (at own costs)	All delegates and partners	
	Age; Telehealth and Digital health in Latvia – a perspective from Pauls Stradins Clinical University Hospital (Paula Stradina Klīniskā universitātes slimnīca) on digitalisation in Latvian healthcare. Telehealth and Digital health in Estonia –the development of the leading hospital information systems in Estonia and exploring interesting topics in the light of healthcare quality/supervision Digital Healthcare as a Driving Force for Clinical Excellence – National Regulatory Standards for Digital Pharmaceutical prescription and digital behaviour in a healthcare context. Q&A and Panel Discussion Looking forward to our next Conference 19-21 April 2023 in Malta hosted by the SCSA Malta With a focus on active Ageing and a follow up on Digital Health inference Closing of the EPSO Conference, Thanks and Evaluation Social Activity (Free and Easy)	

Pre-Conference lunch & Early Bird Dinner

See for the direction to venues page 16

The preconference will start with a pre-working group lunch and an Early Bird Dinner on the 7th of December

Please let us know if you want to join so that we can make an adequate reservation.

12:00-13:30 pre-working group **Lunch** (at own cost) in a café at 4 min walking distance from the Working group/conference venue: Blend Café https://www.facebook.com/blendcafe.riga/. Antonijas iela 13, Centra rajons, Rīga, LV-1010, Latvia

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: Restaurant Lidojošā Varde (Flying Frog) https://www.facebook.com/flyingfrog.riga/ Elizabetes street 31a, Riga, Latvia, 1050

Conference Dinner

See for the direction to venues page 16

19.30- 22.00 Conference dinner for all delegates on invitation of our Latvian host the Latvian Ministry of Health and the Latvian Health Inspectorate at **Restaurant 'Key to Riga'**, Doma Laukums 8, in the old city of Riga at a 5-minute walking distance from the hotel. https://www.facebook.com/keytoriga.lv/

Dress code: smart casual or conference dress (no need to change).

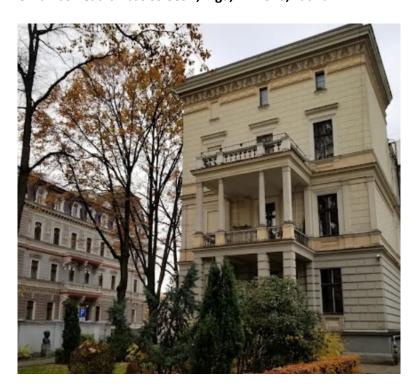
Conference venue (see for directions page 16)

The Conference meetings and working groups on the 7th to 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 - Raina Blvd. 5/6. More info on hotel

website https://grandpoet.semarahhotels.com/?lang=en.lmportant: 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

RESERVATIONS

+371 60008600

+371 66119339

grandpoet@semarahhotels.com

reservations@semarahhotels.com



Until the 25th **of November** a reservation can be made at the **Grand Poet hotel**: 6-9/12/2022 with the following price: **single - EUR 99,00 pppn** (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

Directions to the venue and the hotel

Route by taxi from the airport:

Taxis are good, reliable, and affordable in Riga.

The taxi rates vary from one company to another. However, the estimated rate will be around €20 from the airport to the hotel.

The Baltic **Taxi** (green cars) is recommended as we have good experience with them, especially from airport to hotel vice versa http://baltictaxi.com/ Please note that at the airport in the entrance hall there is a special Baltic taxi desk provides tickets in advance.

Public transport information:

Route by bus from the airport:

Bus No.22 is an option. However, please be aware it is a 15-minute walk from the bus stop to the hotel. If that is no problem, you can choose either the bus stop "11. novembra krastmala" (and walk through the old city) or the bus stop "Autoosta" (and walk along the Raina Boulevard).

Walking routes

between the Hotel the Conference venue and the Restaurants

• Route from the Hotel to the Conference venue (Museum):

Walk via the Raina boulevard, Krisjana Valdemara street and the Kalpaka boulevard in 7 minutes to the Pauls Stradiņš Museum at Ukrainas Neatkaribas street.

Route from the Hotel to Blend Café

Walk from the hotel in 7 minutes to the Blend Café via Reimersa street.

Route from Blend Café to the Conference venue (Museum)

Walk in 3 minutes from the Blend Café to the Pauls Stradiņš Medicinas vestures muzejs

Route from the Conference venue to the Flying Frog (Lidojošā Varde)

Walk in 2 minutes from the Museum to the Flying Frog Lidojošā Varde (Flying Frog) at Elizabetes street 31a, https://www.facebook.com/flyingfrog.riga/

Route from the Hotel to Restaurant 'Key to Riga'

Walk in 5 minutes to Doma Laukums 8 in the old city.