



hosted by Terviseamet



REPUBLIC OF ESTONIA
HEALTH BOARD

EPISO: 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 Terviseamet Website: www.terviseamet.ee tel +372 794 3500 info@terviseamet.ee or Ragnar Vaiknemets dept. director-general Estonian Health Board (ragnar.vaiknemets@terviseamet.ee) **Contacts at EPISO:** Website: www.epsonet.eu tel +31613163557 info@epsonet.eu or office@epsonet.eu or Jooske Vos-chair EPISO-Board (jmvos@eurinspect.nl).

Final Programme

36th EPSO Conference & pre- conference Tallinn, Estonia

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

Conference 30 & 31 May 2024

Pre-conference 28 & 29 May 2024

Hosted by:



Estonian Health Board Terviseamet

Conference Presenter:

Imre Kaas

(Head of Communications - Head of Service
at the Estonian Health Board Terviseamet)

Venue:

Mövenpick hotel <https://movenpicktallinn.ee/>



Main Conference

Thursday 30th & Friday 31st of May 2024

Overview of Sessions

Keynote speech on future centred healthcare innovation with a focus on genetic research in health and social care in Estonia –by our special Guest-of-Honour prof. Neeme Tõnisson

Session 1 New research outcomes and Future centred healthcare innovation:

- Reflections on future of health and social care regulation in Estonia.
- Genetic and Personalised medicine and exchange of genetic healthcare info in Estonia.
- Building a national strategy for genomic and genetic medicine to support preventive medicine and improve existing clinical practice.
- Data based strategy in health and social care in the Netherlands.

Session 2 Patient safety culture / Patients voice/ Improvement of Culture in health and social care settings:

- Soft skills in healthcare safety as the key to better patient safety (Norway/ Scotland).
- Challenges in safety Culture in England; safety trough learning.
- Patient safety culture and patient-based safety initiatives; Measurement of patient safety culture under stress – findings at OECD.
- First outcomes of a recent mission on Evidence-based prevention actions in health care in France - Primary prevention in hospital settings.
- Patient safety/ the patients' voice / Improvement of culture in social care settings in Malta.

Session 3 Effectiveness of health and social care regulation/inspection:

- The health system performance framework for Estonia – OECD.
- Health and quality improvement: challenges and reflections by the Estonian Health Board.
- Effectiveness and improvement – CQC's 'Single Assessment Framework' for system-based regulation in England.
- Latvia's internal audit approach on effectiveness of health and social care in a university hospital setting.
- Developing a policy on health outcomes and goals 'Gezondheidsdoelen' by the Dutch Healthcare Authority NZA.
- The risks of risk-based regulation and other regulatory pitfalls in the light of complexity.

Session 4 Quality Improvement– Healthcare leadership:

- Experiences with leadership and managing leadership in healthcare in Latvia.
- Leadership and culture in regulatory settings in England.
- Financing effective leadership and quality improvement in France.
- Leadership and healthcare improvement training – Erasmus University Rotterdam.

Session 5 Digital Health /AI in health regulation- a new way of thinking in health and social care:

- E- Health in Estonia.
- E- Health and data – a Singapore perspective on ensuring sufficient safeguards to reassure patients and build up trust in health data sharing.

36th EPSO conference in Tallinn, Estonia

About the EPSO Conference

About the EPSO Conference - Please note:

- The EPSO sessions will be introduced from the various perspectives around the world by Regulatory Leaders from our EPSO Network and other speakers invited by EPSO. The sessions aim to be interactive and will be followed by one or more break-out sessions; the sessions alternate with group discussions.
- The EPSO conference and conference dinner are free of charge for EPSO delegates, (invited) partners from the EPSO-APAC network, speakers and other (invited) guests.
- 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-person in the main conference is in principle limited to a maximum of 3 participants per partner organisation/country.
- Travel and hotel must be organised by yourself; all costs are at your own expense.
- Participation online is limited to EPSO partners and - by EPSO- invited guests with camera on and microphone muted; If you want to join us online in the (pre)conference please let us know in advance at info@epsonet.eu who you are (name/ country/ organisation), please open your camera and mute your microphone and use the link to our Microsoft Teams meeting (* the link will be included after completing the registration form included in this programme).
- Participation in the conference means that you accept the exclusion of all liability from EPSO and the Estonian Board of Health for loss or theft of your assets and for possible liability resulting from damage caused by shortcomings of the organization; Nevertheless, as usual with our EPSO conferences, the organization is doing its best to ensure the conference runs smoothly and safely.



The old medieval city of Tallinn, Central square

Programme Pre-Conference Days 28 & 29 May 2024 ¹

- **Tuesday 28th of May – Early bird – (in-person and online): Inspection related workshop for those interested in exchange of experience and knowledge about risk assessment methodologies.**

Please note that this pre-conference workshop will be held in the **seminar room of Tallinn Health Care College**, one of the main institutions in Estonia for training nurses, pharmacists, dental technicians, midwives, emergency medical technicians etc. (website:<https://www.ttk.ee/en> address: Kännu 67, 13418 Tallinn, Eesti <https://maps.app.google/VqMt6tbB6x3DVME66>).

The Programme of the workshop on 28th May is as follows:

- 12.00-13.00 snacks & refreshments.
- 13.00 -15.00 meeting for those interested in exchange of experience and knowledge about risk assessment methodologies (OECD will also participate with new research results on the use of data and risk analysis in regulation).
- 15.00-16.30 Guided tour in the College training facilities, a real-life training centre for midwives and emergency medicine technicians.

- **Wednesday 29th - lunch session 12.00-14.00 (in-person and online):**

This session is meant **for invited EPSO- ISQua partners who participate as speaker or plan to participate as delegate in our EPSO-ISQua session on 25 September 2024 at the ISQua conference in Istanbul** called: a European comparison between Accreditation and Regulation/Inspection: Two of a kind? moderated by Carsten Engel (CEO ISQua) and Jooske Vos (Chair EPSO). The topic of this lunch session is Inspection/ Regulation versus Accreditation (- differences and similarities, -pros and cons, -opportunities for collaboration).

- **Wednesday 29th - 14:00 -16:45 pm (in-person and online):**

Assisted Dying/End of Life (EPSO health regulation and supervision working group

The working group will focus on questions around regulation and inspection of 'Assisted Dying' (how to regulate, how to inspect in these sensitive end of life situations and what are the lessons learned in the various countries participating in the group). In Tallin the group will discuss "Lessons Learned on how to regulate and inspect Assisted Dying". The final report of the group will - after Tallinn- be shared between EPSO partners.

The Programme of the working group on 29th May is as follows:

- **14.00 Gathering of delegates and informal meeting of delegates.**
- **14.00– 14.15 Updates by Becky Sherrington, chair of the working group.**
- **14.15 – 15.15 Working group session 1**

Questions and answers; updates and additional input by working group participants
First discussion in the group based on the draft report on initial findings & learnings from meeting 1 (31st of January 2024) and meeting 2 (27th of March).

- **15.15-15.30 Comfort break**
- **15.30 -16.30 Follow up discussion**
- **16.30– 16.45 Wrap-up results & findings of the group & follow-up proposals.**
- **16.45 Break and walk to the restaurant.**
- **18.00-19.30 informal pre-conference dinner at own costs in the old city of Tallinn at a reasonably priced restaurant (please mention if you want to participate and let us know if you have dietary requirements).**

¹ All timings listed are in Estonian Time (GMT +2). The mentioned times are indicative and the programme may change due to unforeseen circumstances.

36th EPSO Conference (online and in person)

Conference Programme Day 1²

30 May 2024 (Thursday)

Day 1 - Thursday 30th of May,

- **Keynote speech on Future centred Healthcare innovation with a focus on Genetic research** in health and social care in Estonia –by our special Guest-of-Honour prof Neeme Tõnisson.

Session 1 New research outcomes and Future centred healthcare innovation:

- 1.1 Reflections on future of health and social care regulation in Estonia using genetic data and new research outcomes.
- 1.2 Genetic and personalised medicine-Technical infrastructure to exchange genetic healthcare information or personalised medicine in Estonia; How could this be used by government and by the regulator/ inspectorate for a national strategy to improve the quality of healthcare?
- 1.3 Building a national strategy for genomic and genetic medicine to support preventive medicine and improve existing clinical practice. What role could the regulators and inspectorate play in this context?
- 1.4 Data based strategy – new developments in a data-based approach in health and social care in the Netherlands – prevention of waiting lists, personalised medicine etc


Session 2 Patient safety culture / Patients voice/ Improvement of Culture in health and social care settings:

- 2.1 Soft skills in healthcare safety as the key to better patient safety. Cooperation between Glasgow and Stavanger University, based on the knowledge gathered on this topic over the years by the SHARE team in Norway.
- 2.2 Challenges in safety Culture in England; safety through learning.
- 2.3 Patient safety culture and patient-based safety initiatives; Measurement of patient safety culture under stress – findings at OECD.
- 2.4 First outcomes of a recent mission on Evidence-based prevention actions in health care in France - Primary prevention in hospital settings; Prevention, the new panacea to improve public health and keep healthcare affordable? What is the role of the Inspectorate?
- 2.5 Patient safety culture / The patients' voice/ Improvement of Culture in social care settings in Malta.

³ Time	Agenda	
08:45-09:00	Registration @ hotel lobby, Tallinn, Estonia	All delegates
09:00-09:45	optional Walking Tour in the Old city of Tallinn -& Group Photo Session	All delegates
09:45-09:55	Welcome coffee	
09:55-10:00	Introduction and housekeeping messages by our Conference Presenter Imre Kaas	Conference presenter Imre Kaas , Head of Communications /Head of Service at the Estonian Health Board Terviseamet
10:00-10:10	Roundtable introduction session of all in-person delegates	All delegates
10:10-10:20	Welcome by EPSO	Jooske Vos (in-person) Chair EPSO board
10:20-10:30	Welcome by CEO Health Board Estonia	Birgit Lao (in-person) Director general Health Board Estonia

² All timings listed are in Estonian Time (GMT +2). The mentioned times are indicative and the programme may change due to unforeseen circumstances.

10:30-11:00	Opening and keynote speech on Future centred Healthcare innovation with a focus on genetic research in health and social care in Estonia –by our special Guest-of-Honour prof. Neeme Tõnisson	Prof. Neeme Tõnisson ^(in-person) University of Tartu President of Estonian Medical Association, Professor, Group Leader at Estonian Biobank, University of Tartu, Clinical Geneticist in Tartu University Hospital and West Tallinn Central Hospital
11.00 -11.15	Comfort Break	
Conference Session 1: New Research Outcomes and Future Centred Healthcare innovation		
Session 1 11:15 –13:00	This session focuses on new research outcomes and discusses questions about future-centred healthcare innovation including genomic and genetic medicine	
11.15 – 11.35	Reflections on future of health and social care regulation in Estonia using genetic data and new research outcomes	Birgit Lao ^(in-person) . Director general Health Board
11.35 –11.55	Genetic and personalised medicine , also paying attention to the technical infrastructure and possibilities to exchange genetic healthcare data in Estonia; how could government and regulator/ inspectorate use these new technologies in a national strategy to improve the quality of healthcare?	Prof. Neeme Tõnisson (in-person) University of Tartu President of Estonian Medical Association, Group Leader at Estonian Biobank, Professor at University of Tartu, Clinical Geneticist in Tartu University Hospital and West Tallinn Central Hospital
11.55– 12.10	Building a national strategy for genomic and genetic medicine to support preventive medicine and improve existing clinical practice; what role could the regulators and inspectorate play in this context?	Elaine Teo ^(in-person) Director Aged & Ancillary Service Regulations & Transformation, Health Regulation, Singapore, Ministry of Health, Singapore
12.10 –12.30	Data based strategy – new developments in a data-based approach in health and social care in the Netherlands – prevention of waiting lists, personalised medicine etc.	Ingrid Seinen ^(In-person) – NZA Policy Advisor data analyses at Economic Medical Office Dutch Healthcare Authority NZA, and Wies Achtereekte ^(In-person) Inspector at Dutch Healthcare Authority NZA, The Netherlands.
12.30-13.00	Q&A and Panel Discussion between speakers (Birgit Lao, Prof. Neeme Tõnisson, Elaine Teo, Ingrid Seinen and Wies Achtereekte)	Moderated by Birgit Lao
13:00-14:00	Buffet lunch	All delegates

Conference Session 2: Patient safety culture / Patients' voice/ Improvement of Culture in health and social care settings		
Session 2 14.00 – 17.30	This session focuses on the patient's perspective in a regulatory and inspection context	
14.00 – 14 40	Soft skills in healthcare safety as the key to better patient safety (Foundations of safety, 'Realistic Medicine', trust, and respect between professionals and patients) Catherine and Siri will talk about their work in co-operation with Stavanger University, based on the knowledge gathered on this topic over the years by the SHARE team.	ass. Prof. Catherine Calderwood ^(in-person) . (Prof of Health Futures Computer and Information Sciences, University of Strathclyde, Glasgow former Chief inspector HIS) and Prof. Siri Wiig ^(in-person) University of Stavanger
14.40 -14.50	Q&A and Interactive Panel Discussion with Catherine and Siri	Moderated by Einar Hovlid ^(in-person) Helsetilsynet, Norway
14.50 – 15.10	Challenges in safety culture in England; Safety through learning.	Claire Land ^(in-person) , Policy Manager at CQC England
15.10 – 15.30	Patient safety culture and patient-based safety initiatives; measurement of patient safety culture under stress – findings at OECD	Kate de Bienassis ^(in-person) , Health Policy Analyst, Health Division, Directorate for Employment, Labour, and Social Affairs, OECD
15.30 – 15.45	Comfort break	
15.45– 16.05	First outcomes of a recent mission on Evidence-based prevention actions in health care in France - Primary prevention in hospital settings; prevention, the new panacea to improve public health and keep healthcare affordable? what is the role of the Inspectorate?	Irina Schapira ^(in-person) . IGAS/INSPECTANTS, France
16.05 – 16.25	Patient safety culture / The patients' voice/ Improvement of culture in social care settings in Malta	George Fenech ^(in-person) and Letizia Marmara ^(in-person) , Quality Assurance Directorate, Older Persons Standards Authority, Malta 
16.25- 17.25	Discussion in groups with all speakers of session 2, EPSO partner-delegates, and guests.	Moderated by Einar Hovlid and Siri Wiig
17.25 -17.30	Close of day one and admin instructions	All delegates

19:15-22:00	Conference dinner	All delegates are invited by our host Terviseamet to join the Conference dinner at the Mövenpick rooftop restaurant
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Dress code: 'smart casual' or if you prefer 'conference dress' (no need to change after the conference). Please let us know in advance if you have any dietary requirements



Restaurant ROOF is a unique venue perfect for hosting a memorable dinner. The restaurant's elegant interior, coupled with the magnificent view of the city, creates a luxurious yet cozy atmosphere for our Conference dinner.

36th EPSO Conference (online and in person)

Conference Programme Day 2⁴

31 May 2024 (Friday)

Day 2 - Friday 31st of May 2024

Session 3 Effectiveness and improvement of health and social care regulation and inspection:

- 3.1 The health system performance framework for Estonia by OECD
- 3.2 Health and quality improvement: challenges and reflections from the Estonian Health Board
- 3.3 Effectiveness and improvement – CQC’s Single Assessment Framework/ System based regulation.
- 3.4 Latvia’s internal audit approach on effectiveness of health and social care in a university hospital setting.
- 3.5 Developing a policy on health outcomes and goals (Gezondheidsdoelen) by the Dutch Healthcare Authority NZA
- 3.6 The risks of risk-based regulation and other regulatory pitfalls in the light of complexity- Erasmus University Rotterdam Netherlands.

Session 4 Quality Improvement– Healthcare leadership:

- 4.1 Experiences with leadership and managing leadership in healthcare in Latvia
- 4.2 Leadership and leadership culture in regulatory settings in England
- 4.3 Financing effective leadership and quality improvement in France
- 4.4 Leadership and healthcare improvement training at Erasmus University Rotterdam – a brief introduction from the colleagues from Norway and England.

Session 5 Digital Health /AI in health regulation- a new way of thinking in health and social care:

- 5.1 E- Health in Estonia.The Estonian Health Board, will reflect on “the State of play of Estonia's e- health technology in one of the most advanced ‘e- countries’ in the world.
- 5.2 E- Health and the use of data in Singapore-Follow up presentation on safeguarding health data – a Singapore perspective on ensuring sufficient safeguards to reassure patients and build up trust in health data sharing.


Time ⁵	Agenda	
8.45 – 9.00	Gathering delegates at Conference room & Welcome coffee	All delegates

Conference session 3

Effectiveness of health &social care regulation/inspection

Session 3 9.00 – 11.40	This session focuses on effectiveness of health and social care regulation and inspection from various perspectives	
9.00- 9-20	The health system performance framework for Estonia by OECD	Eleri Lapp ^(in-person) Counsellor Health System Development Department, Ministry of Social Affairs, Estonia
9.20-9.40	Health and quality improvement: challenges and reflections from the Estonian Health Board Terviseamet	Ragnar Vaiknemets ^(in-person) dept. director-general Estonian Health Board
9.40-10.00	Effectiveness and improvement – CQC’s Single Assessment Framework/ System based regulation	Vickie Priest ^(in-person) Policy Deputy Director at CQC and Claire Land ^(in-person) Policy Manager at CQC, England

⁴ All timings listed are in Estonian Time (GMT +2). The mentioned times are indicative, and the programme may change due to unforeseen circumstances.

10.00-10.20	<p>Latvia's internal audit approach on effectiveness of health and social care in a university hospital setting (Internal Audit framework)</p> <p>Laura and Dace will share their way of looking at the effectiveness of the internal control system and how they look at processes through real audit examples. This includes i.e.</p> <ul style="list-style-type: none"> ✓ control environment – do we have clear responsibility, how the procedures work, do we have effective use of personal resources, do we have enough personnel ✓ risk management in the audited field ✓ information and communication effectiveness and challenges that influences hospital work ✓ adequacy and actual performance of supervision 	<p>Laura Indrikova ^(in-person) Head of Internal Audit Unit, Paula Stradiņa Klīniskā universitātes slimnīca Latvia</p>  <p>PAULA STRADIŅA KLĪNISKĀ UNIVERSITĀTES SLIMNĪCA</p>
10.20 -10.30	Comfort break	
10.30-10.50	<p>Developing a policy on health outcomes and goals 'Gezondheidsdoelen' by the Dutch Healthcare Authority NZA</p>	<p>Gijs Lemmers ^(In-person) Project Lead Healthcare Goals at NZA / Senior-Inspector/researcher - epidemiologist - The Netherlands</p>
10.50-11.10	<p>The risks of risk-based regulation and other regulatory pitfalls in the light of complexity</p>	<p>Martin de Bree ^(In-person) Rotterdam School of Management, Erasmus University Rotterdam, The Netherlands.</p>
11.10-11.30	<p>Discussion in mixed groups of speakers, EPSO partners and guests of the session 3</p>	<p>Moderated by the speakers of session 3</p>
11.30 -11.40	Comfort break	
<p>Conference session 4</p> <p>Quality Improvement– Healthcare leadership</p>		
<p>Session 4 11.40 – 13.00</p>	<p>This session focuses on effective leadership and its role in supervisory & regulatory practice.</p>	
11.40-- 12.00	<p>Experiences with leadership and with managing leadership in healthcare in Latvia - Latvia's approach to handle leadership and leadership quality in health and social care management</p>	<p>Indra Dreika ^(in person) former Secretary of State at the Ministry of Health and former Chief Executive Officer at the Latvian Health Inspectorate</p>
12.00- 12.20	<p>Leadership and culture - Leadership in Regulatory settings in England</p>	<p>Vickie Priest ^(in person) Policy Deputy Director CQC-England</p>

12.20-12.40	Financing Effective Leadership and Quality improvement in France- a mission in progress; new outcomes on financing healthcare quality in France	Mikael Hautchamp ^(in person) IGAS/INSPECTANTS France
12.40-12.50	Leadership and healthcare improvement training at Erasmus University Rotterdam – a brief introduction from the colleagues from Norway and England	Einar Hovlid ^{(in-person).} Norwegian Board of Health and Victoria Howes ^(online) CQC England.
12.50-13.00	Q &A and Panel Discussion	Discussion Moderated by Indra Dreika
13:00-14:00	Buffet lunch	
Conference session 5		
Digital Health / AI in health regulation		
Session 5 14:00- 15.15	This session focuses on - a new way of thinking in health and social care	
14.00 - 14.20	E- health in Estonia. The Estonian Health Board, will reflect on “the State of play of Estonia's e-health technology in one of the most advanced ‘e-countries’ in the world	Nele Labi ^(in-person) , Vice Chancellor of Innovation, Ministry of Social Affairs Estonia
14.20- 14.40	E- Health and use of data in Singapore Follow up presentation on Safeguarding health data – a Singapore perspective on ensuring sufficient safeguards to reassure patients and build up trust in health data sharing	Elaine TEO ^(in-person) Dept Director Medical Services (Health Regulation Group), Ministry of Health Singapore, or colleague ^(in-person) Emma ZHANG or Ping Zhi LI
14.40-15.00	Q&A and Panel Discussion	Moderated by prof. Alvaro Moreira da Silva (EPSO-board)
15.00 - 15.15	Closing session - Wrap up	Joske Vos ^(in-person) (chair of EPSO)
15.15	Delegates to meet for Friday Afternoon Medical excursion to Tallinn North East Hospital	All delegates and partners are invited to join the excursion



Conference Dinner

Thursday the 30th of May at Restaurant ...

19.15 - 22:00 Delegates and speakers are invited by our host Terviseamet, Estonian Health Board

19.00-19.15

Meet in the Restaurant

All delegates

19.15 - 22.00 The Conference dinner for all delegates on invitation of our host the Estonian Health Board Terviseamet is planned for Thursday the 30th of May at 'Roof Restaurant', the rooftop restaurant of the Mövenpick hotel .

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

Please let us know in advance if you have any dietary requirements.

Pre- conference 'Early Bird' Dinner

Wednesday the 29th of May

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Conference excursion to Tallinn Medical Centre

Friday the 31st of May showing advanced technology including rehabilitation care for

Ukrainian military personnel

(both optional)

Optional pre-conference dinner at own cost

18:00 Early Bird dinner

Optional Conference Excursion to Tallinn's Northeast Hospital

15.45 - on Friday the 31st of May

Terviseamet has organised this excursion at the end of the conference starting at 15.45 from the conference venue.

Optional guided tour on the 28th of May 15.00 -16.30

at the Tallinn Health Care College, one of the main institutions in Estonia for training nurses, pharmacists, dental technicians, midwives, emergency medical technicians etc. (website: <https://www.tallinnhealthcarecollege.ee> address: Kännu 67, 13418 Tallinn, Eesti <https://maps.app.google.com/VqMt6tbB6x3DVME66>(see page 5 pre- conference programme).

Hotel and Booking information

Conference hotel: Mövenpick hotel

The **Conference hotel** is the Mövenpick hotel <https://movenpicktallinn.ee/> The Mövenpick hotel is in centre of Tallinn with everything at walking distance such as the beautiful medieval old town of Tallinn, the Freedom Square, the Parks, and the Shops.

A limited number of hotel rooms have been pre-booked for us at a reduced rate until the end of April. Please book your room as soon as possible !

Reservations can be made via: Reservations.duco@accor.com with the Password: Terviseamet

The hotel room prices are as follows (including buffet breakfast, use of Spa and relaxation center, Wi-Fi and VAT) :

REDUCED PRICE for EPSO/ Terviseamet conference

- Superior Double Room (single use) at the price of 135€ per room per night.
- Superior Double Room at the price of 145€ per room per night

NORMAL STANDARD PRICE for regular guests booking in March 2024

- The standard price for the same dates and conditions is currently 180€ per room per night.

Conference Venue 29/30/31

Mövenpick hotel, conference rooms: Leiger I and Leiger II <https://movenpicktallinn.ee/>.

The **The Mövenpick conference rooms** are called Leiger I and Leiger II, they are interconnected and will be one large room. Link - <https://movenpicktallinn.ee/konverentsikeskus/>

Lembitu 12, 10114 Tallinn, Estonia +372 6996 400 Mon-Fri 8:30-17:00

Pre- Conference Venue for the 28th of May (12.00- 17.00)

The venue for the pre-conference workshop is the Tallinn Health Care College, one of the main institutions in Estonia for training nurses, pharmacists, dental technicians, midwives, emergency medical technicians etc. address: Kännu 67, 13418 Tallinn, Eesti

<https://maps.app.goo.gl/VqMt6tbB6x3DVME66> The website of the College: <https://www.ttk.ee/en>

Also, there is an option to have a guided tour in the College training facilities, it's a real-life training centre for midwives and emergency medicine technicians.

Directions to Tallinn, to the Conference venue and to the Conference hotel

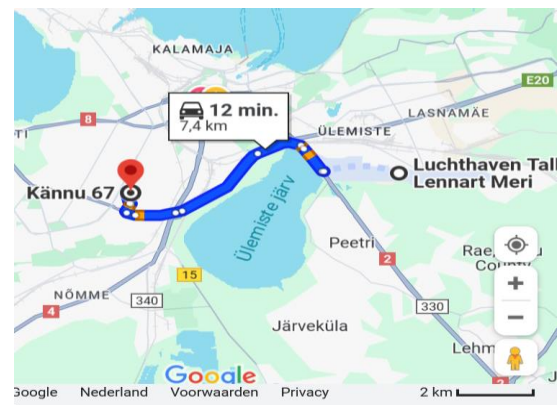
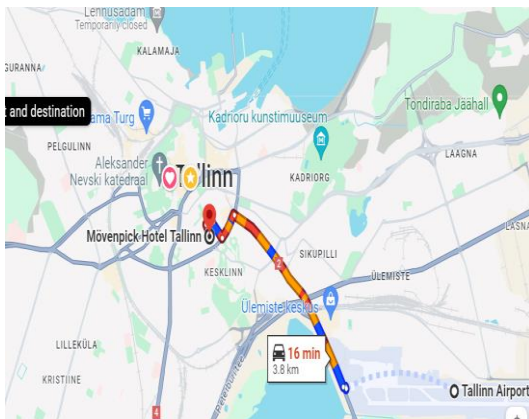
Getting to the Conference Hotel from the airport:

By bus: Conference delegates can take a bus nr 2 straight from the north entrance of the airport and ride to the stop called „Kaubamaja “. From there you walk 7 min to the hotel. The ride takes approximately 22 minutes and costs only a few euros. You can buy the bus ticket straight from the bus.

By Taxi Taking a taxi is also a good option They take about 15 minutes to reach the hotel and cost approximately 8-10 euros.

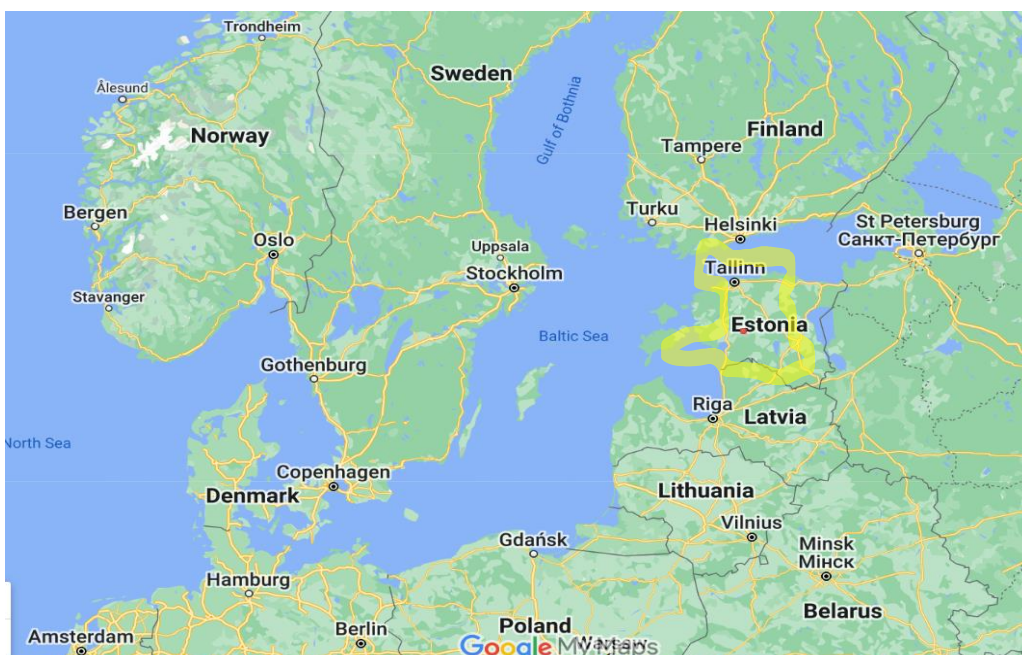
Getting to the pre- Conference on the 28th of May see map

Pre-Conference venue 28th May 12.00-17.00: <https://maps.app.goo.gl/VqMt6tbB6x3DVME66>



Conference venue <https://maps.app.goo.gl/ydLopG28m5RqzpdDA>

Positioning Tallinn in Estonia in Northern Europe



INFORMATION FORM for in-person delegates please return not later than 3rd May)

Personal information form for delegates attending in-person in Tallinn			
Please complete the following information and return not later than 3-5- 2024 to info@epsonet.eu			ONLINE PARTICIPATION VIA TEAMS sessions - only on request
First name			
Surname			
Function/ Organisation			
WhatsApp phone number			
Country/ Region			
Diet	If you have any special dietary requirements or allergies, please let us know		
Special requests (i.e. accessibility)	If you have a special request re accessibility or seating, please let us know		
Tuesday 28 th of May:		YES/NO	Please let us know if you want to participate online what sessions you want to follow
Early bird	Attendance of Early bird - Inspection related workshop for those interested in exchange of experience and knowledge about risk assessment methodologies -	please contact us if you want to join at info@epsonet.eu .	
Weds 29 th of May:		YES/NO	Please mention the Sessions you want to follow online
Pre-conference day	Attendance at Working group Assisted Dying / End of Life supervision		
	Attendance of preconference session ISQua- EPSO		
	Attendance at pre-conference meal , at own costs		
Thursday 30 th of May:		YES/NO	Please mention the Sessions you want to follow online
Conference Day 1	Attendance at main conference day 1 - conference delegates are invited by Terviseamet		
	Attendance at the Terviseamet hosted Conference dinner,		
Friday 31 st of May		YES/NO	Please mention the Sessions you want to follow online
Conference Day 2	Attendance at main conference day 2		
	Participation in optional tour to Tallin Academic Hospital		
Contact information			
Email address and Mobile including international code			
Special requests or remarks for the organisers			