



**Hosted by the Dutch  
Healthcare Authority NZA, in  
co-operation with  
Vilans & NVTZ**



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.

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**Programme of the  
37<sup>th</sup> EPSO Conference,  
11 & 12 December 2024, Utrecht,  
The Netherlands**

**Venue: NZA, Dutch Healthcare Authority, Newtonlaan 1, 3584 BX  
Utrecht, The Netherlands**

**Conference Presenter: Carry Maria klein Gunnewiek**

**Hosted by:**

**NZA, Dutch Healthcare Authority**

**in co-operation with:**

**Vilans and NVTZ**

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



## **Main Conference Themes:**

- Regulatory Leadership**
- Home care regulation**
- Equity & tackling inequalities in health and social care**

## **Sessions Wednesday 11<sup>th</sup> December 2024**

**Morning 8.45 -12.30,**

**Lunch 12.30-14.00, Afternoon 14.00- 17.00**

**17.15 bus transport Utrecht - Zeist**

**18.00 – 19.30 Drinks at FIGI Theater Zeist (theatrical act: ‘Just Culture’ in conversation with Benedictus de Spinoza -1632-1677 by Genio de Groot, actor)**

**20.00 Conference Dinner at Slot Zeist - Blauwe Zaal**



## **Sessions Thursday 12<sup>th</sup> December 2024**

**Morning 8.45 - 13.00**

**Lunch 13.00 - 14.15**

**Afternoon 14.15 -1700**

# 37<sup>th</sup> EPSO conference in Utrecht, the Netherlands

## About the EPSO Conferences in general

### About the EPSO Conferences in general - 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.
- Participation in-person in the conference is in principle limited to a maximum of 3 participants per EPSO-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; please use the link to our Microsoft Teams meeting that will be sent to you. All online participants -except speakers – are requested to have their cameras on and microphones muted.
- If you want to join us online in the conference, please let us know in advance at [info@epsonet.eu](mailto:info@epsonet.eu) who you are (name/ country/ organisation) and which sessions you want to follow.
- Participation in the conference means that you accept the exclusion of all liability from EPSO and from our hosts for loss or theft of your assets and for possible liability resulting from damage caused by shortcomings of the organization; however, as usual with our EPSO conferences, the organisation does everything it can to ensure that the conference runs smoothly and safely.



# 37<sup>th</sup> EPSO Conference (online and in person)

## Conference Programme Day 1

11 December 2024 (Wednesday)

### Day 1

- **Photo session**
- **Opening & Welcome by EPSO**
- **Keynote & Opening speech by our host the Dutch Healthcare Authority NZA**

### Session 1.1 Leadership in a regulatory context- key themes

In this session we will focus on:

- 3 key themes of leadership in a regulatory context.
  - Balancing Innovation and Compliance
  - Supporting Adaptive Regulatory Frameworks
  - Promoting Collaborative Solutions
- Opportunities for leadership using a system-based approach.
- Introducing Just Culture in a complex organisation
- Q&A & Panel discussion with interventions from the audience including delegates from the Ministry of Defence (The Netherlands).

### Session 1.2 Leadership in a regulatory context– new leadership models

In this session we focus on new leadership models for the future of health and social care. We look ahead to new developments in the Netherlands, such as new Quality Frameworks and models for collaboration between organisations. These new models require different dynamics of leadership and supervision and must adapt to the needs of society.

### Session 1.3 Leadership in a regulatory context – leadership models in England, quality and leadership in mental health services in Ireland, leadership in a regulatory transformation in Singapore and Leadership in an era of online digital healthcare in the UK

In this session we will turn our focus from theory to practice and listen to the experiences from CQC England, the Mental health Commission Ireland, the Ministry of Health Singapore and the bumpy road of leadership in digital health in the UK.

**Some overall questions for these sessions** are: What are the standards for good leadership/ Does this include a focus on just culture? How to regulate differences in outcome and differences in approach. What does good leadership look like? Is 'good' good enough or should it be excellent? How to reach excellency here? Challenges in safety culture because of poor or ineffective leadership; Safety through learning?

### Session 1.4 Discussion - Leadership in a regulatory context

- Split up in groups - Discussion in 5 groups and with speakers of session 1, EPSO partners, Delegates, and Guests.

### Transport from Utrecht to Zeist – organised by EPSO

### Session 1.5

- **Drinks & pre-dinner session at FIGI in co-operation with Genio de Groot** – a well-known Dutch actor, playwright and director, television, and theatre maker. **Conversation about Just Culture and the ideas of “Benedictus de Spinoza” (1632 -1677)** one of our most famous and influential Dutch philosophers on freedom, tolerance and democracy.

- **Conference Dinner at Slot Zeist Blauwe Zaal** -Conference dinner is on invitation by EPSO, supported by Zilveren Kruis Achmea.

<sup>1</sup> Time	Agenda	Presenters
08:30-8.45	<b>Registration @ NZA</b> , Dutch Healthcare Authority, Newtonlaan 1, 3584 BX Utrecht – <b>please bring identification</b>	<b>All delegates</b>
08:45- 09:15	<b>Group Photo Session &amp; Welcome coffee</b>	<b>All delegates</b> <b>Photos by Yvonne Sminia</b>


<sup>1</sup> All timings listed are Netherlands' Time (GMT +1). The programme is indicative and may change due to unforeseen circumstances.


09:15-09:20	Introduction and housekeeping messages by our <b>Conference Presenter Carry Maria klein Gunnewiek</b>	Carry Maria klein Gunnewiek Conference presenter
09:20-09:35	<b>Roundtable introduction session of all in-person delegates</b>	<b>All delegates</b>
09:35-09:40	<b>Welcome by EPSO</b>	Jooske Vos chair EPSO Board <sup>(in-person)</sup> & Indra Dreika EPSO board member (Latvia) <sup>(in-person)</sup>
09:40-09:45	<b>Welcome by Vilans / NVTZ</b>	NN
09:45-10:15	<b>Opening and Keynote speech</b> Looking forward to important trends in regulation with impact on the future of healthcare regulation	Geranne Engwirda <sup>(in-person)</sup> chair Board of Directors NZA (Dutch Healthcare Authority)
<b>Conference Session 1.1 Leadership in a regulatory context</b>		
<b>Session 1.1</b> <b>10:15–12:30</b>		
10.15 – 10.45	<p><b>Keynote speech Mark O’Brien on leadership</b></p> <p>Based on three key themes:</p> <ul style="list-style-type: none"> <li>• <b>Balancing Innovation and Compliance:</b> For regulators, understanding the delicate balance between encouraging innovation and ensuring compliance is crucial. Recognising the challenges healthcare leaders face in resource-constrained environments can help regulators tailor policies that support innovative practices while maintaining high standards of safety and legality.</li> <li>• <b>Supporting Adaptive Regulatory Frameworks:</b> Regulators can enhance effectiveness by fostering adaptive frameworks that anticipate and respond to evolving healthcare practices. By collaborating closely with operational leaders, regulators can proactively shape regulations that promote sustainable solutions and address emerging challenges in healthcare delivery.</li> <li>• <b>Promoting Collaborative Solutions:</b> Emphasising collaboration between regulators and healthcare leaders can lead to more nuanced and effective regulatory outcomes. By acknowledging the complexities of healthcare dynamics, regulators can engage in informed dialogues that prioritise patient safety, operational efficiency, and the advancement of healthcare practices, fostering a regulatory environment conducive to positive outcomes for all stakeholders.</li> </ul>	<p><b>Prof. Mark O’Brien</b><sup>(in-person)</sup> Associate Fellow and Programme Director, Oxford Healthcare Leadership Programme, Saïd Business School, University of Oxford, UK</p>
10.45 – 11.00	<b>Comfort break</b>	

11.00– 11.20	<p><b>Opportunities for leadership using a system-based regulation approach to focus on desired quality and safety outcomes instead of strict compliance.</b></p> <p>Martin’s contribution will resonate with Mark O’Brien’s keynote speech. He will focus on research in healthcare, showing that a better performance of health care providers can be facilitated if the regulator takes the potential gaps between ‘work as imagined’ and ‘work as done’ as a focal point and mirror its findings back in a dialogue with the healthcare provider. More specifically, it helps if the regulator stays away from a too formal and compliance-based attitude and – instead – puts the outcome (safety and quality) first. Building on the complexity theory, Martin will make the point that in a complex world rules are never a perfect means to achieve desired outcomes. (specific conditions should be considered by the regulator as well as by the regulatee)</p> <p>Key themes will be:</p> <ul style="list-style-type: none"> <li>•Why compliance should be about outcome, not about the letter of the law.</li> <li>•How can regulators enclose the potential for self-regulation within health care providers without being captured?</li> <li>•What regulatory interventions are supportive for second order learning and in-depth improvement?</li> </ul>	Martin <b>de Bree</b> (In-person) Rotterdam School of Management, Erasmus University Rotterdam, The Netherlands.
11.20 –11.50	<p><b>Introducing Just Culture in a complex organization like the Ministry of Defence</b> In this session we will– from the perspective of Safety and Effectiveness within the Royal Netherlands Air Force - look at the practical and theoretical aspects of introducing ‘Just Culture’ in a complex organisation like the Ministry of Defence; This session will make the learnings from the complexities of fostering a restorative just culture in practice within the Royal Netherlands Air Force available for other sectors.</p> <ul style="list-style-type: none"> <li>- Questions are:</li> <li>- Could the learnings from the Military sector provide new and important learnings for other sectors such as health and social care regulation?</li> <li>- Could this provide new and important learnings for managing and regulating quality and safety in the complexity of health and social care regulation?</li> <li>- Could healthcare leaders and regulators working with compliance and safety models in complex organisations such as health and social care services learn from these experiences?</li> </ul>	<b>Prof. Leonie Boskeljon Horst</b> (in-person). – Kolonel Ministry of Defence, aviation psychologist and ass. Professor in Human Factors, Just Culture and Psychological Safety, Program Leader Academic Collaborative Centre Just Culture and Social Safety, The Netherlands.
11.50- 12.30	<b>Q&amp;A /Panel Discussion with interventions from the audience including the Ministry of Defence delegates</b>	<b>Moderated by the speakers of session 1.1 (Mark O’Brien, Martin de Bree, and Leonie Boskeljon-Horst)</b>

12:30-14:00	Buffet lunch	All delegates
<b>Conference Session 1.2 Leadership in a regulatory context – new leadership models</b>		
<b>Sessions 1.2</b> <b>14.00 – 14.45</b>		
14.00 – 14 30	<b>New Leadership models for the future of health &amp; social care</b> Mirella Minkman (Vilans & Tilburg University) and Aad Koster (NVTZ) will discuss new leadership models based on their experience and knowledge over the years and looking forward to new developments in the Netherlands. These developments are for instance new Quality frameworks, a diversity of inter-organisation collaborative models which ask for other dynamics of leadership and supervision that are adaptive to the needs of societies. They will discuss this topic with a multi-faceted view of the issues that the healthcare sector is confronted with in daily practice.	<b>Prof Mirella Minkman</b> <b>-CEO-</b> chair executive board Vilans <sup>(in-person)</sup> . and <b>Aad Koster</b> <sup>(in-person)</sup> <b>Chairman</b> of NVTZ (Association Healthcare Regulators in the Netherlands)
14.00 – 14.45	<b>Brief Q&amp;A Panel session</b> between speakers and EPSO partners -	<b>Moderated by Mirella Minkman</b>
14.45 – 15.00	<b>Comfort break</b>	
<b>Conference Session 1.3 Leadership in a regulatory context</b> - <b>leadership models in England</b> - <b>leadership and quality in mental health services in Ireland,</b> - <b>leadership in regulatory transformation in Singapore</b> - <b>leadership in an era of online digital healthcare in the UK</b>		
<b>Sessions 1.3</b> <b>15.00 – 16.00</b>		
15.00 -15.20	<b>Leadership models in a regulatory context in England</b> Care Quality Commission England CQC will reflect on their approach to regulating quality in leadership in health and social care services in England.	<b>Dave James</b> <sup>(in-person)</sup> Deputy Director Policy and Strategy Regulatory Model & Governance at CQC England UK



15.20 – 15.40	<b>Leading Regulatory Transformation in Singapore;</b> Raymond Chua will share his views about their recent journey in regulatory transformation in Singapore.	<b>A/Prof Raymond Chua</b> <sup>(in-person)</sup> Deputy Director-General of Health (Health Regulation) Asst Commissioner (Cybersecurity – Healthcare) Chief Information Security Officer, Ministry of Health, Singapore
15.40-16.00	<b>Leadership in an era of online digital healthcare in general;</b> an update by prof James Kingsland <b>UK</b>	<b>Prof James Kingsland</b> <sup>(in-person)</sup> DICE UK
16.00-16.20	<b>Leadership models in a regulatory context in Ireland</b> Mental Health Commission Ireland will reflect on their approach to regulation, quality and leadership in mental health services in Ireland; expectation of leadership under the theme of the National Quality Framework	<b>John Farrelly</b> <sup>(in-person)</sup> - Chief Executive Mental Health Commission Ireland (Coimisiún Meabhair-Shláinte)
<b>Session 1.4</b> 16.20 – 17.00	<b>Session 1.4 Discussion - Leadership in a regulatory context</b> Split up in groups - Discussion in 5 groups with all Speakers of session 1, EPSO partners, Delegates, and Guests	<b>Moderated by Alvaro Moreira da Silva Portugal, EPSO Board</b> with assistance from our speakers in this session: Mark O'Brien, Martin de Bree, Leonie Boskeljon Horst, Mirella Minkman, Aad Koster, James Kingsland, John Farrelly.
 <b>TRANSPORT BY BUS WILL BE ARRANGED FROM NZA TO FIGI ZEIST departure 17.15 from NZA</b> Please make sure you are not missing the bus!		

<p><b>Session 1.5</b> 18.00 – 19.30</p>	<p><b>Drinks &amp; Theatrical act: ‘Just Culture’ in conversation with Benedictus de Spinoza (1632-1677) by Genio de Groot, actor at FIGI Theater Zeist- in cooperation with Joeske Vos and our conference speakers Mark O’Brien, Leonie Boskeljon Horst, Martin de Bree and Mirella Minkman,</b></p>	<p>All delegates, speakers and guests are invited by EPSO to join us for a drink with finger food followed by a Theatrical Act</p>
<p>18.00 – 19.30 at FIGI Zeist</p>		<p><b>at FIGI Theater Zeist</b></p>
<p>19.30-20.00</p>	<p>We will walk together from Theater Figi Zeist to Slot Zeist via the Park of the Hernhutter-broeder gemeente (10 min walk)</p>	<p>All delegates, speakers and guests are invited to join us for dinner</p>
<p>20.00 – 22.00</p>	<p><b>Conference Dinner at Slot Zeist</b> “Blauwe Zaal”- Blue Hall</p>	
<p><b>Dress code:</b> ‘smart casual’ or if you prefer ‘conference dress’ (no need to change after the conference). Please let us know timely in advance if you have any <b>dietary requirements</b></p>		

# 37<sup>th</sup> EPSO Conference (online and in person)

## Conference Programme Day 2<sup>2</sup>- 12<sup>th</sup> Dec 2024 (Thursday)

### Day 2

#### Session 2 Regulation of Home Care - including regulation of Domiciliary care, Care by personal assistants and Community Care

##### 2.1 Regulating Home Care in Malta

Questions for regulators: what are the challenges and questions for good home care?

- How to reach a system of acceptable goals and standards?
- How to implement home care in an after covid care system with limited availability of trained and qualitative staff?

##### 2.2 Home Care (including regulation of domiciliary care and care by personal assistants) in Australia

- What does good practice of home care for disabled patients in Australia look like? What are the norms and standards for control?
- How to manage & provide control and regulate good domiciliary care and care by personal assistants at home?

##### 2.3 Financing and providing the future of community and home care in the Netherlands -Reflections by NZA & Zorginstituut Nederland

##### 2.4 Various Community & Home care projects to accelerate social impact of good care in the

**Netherlands-** The role of ‘Zorgkantoren’ in the process of acceleration, control and supervision of high-level qualitative care (voorzorgcirkels, other projects).

##### 2.5 Home Care – Community Care- ‘Zorgpraktijken’ – ‘Meer met Minder’ kwaliteitscompas-best practices from the field of long-term care.

##### 2.6 Home Care Community Care in England UK -- What are the results of CQC’s Single Assessment Framework/ System based regulation approach for Home Care and Community care?

##### 2.7 Regulation of Home care - Regulation of Individual Care Workers in Jersey.

##### 2.8 Home Care Community Care in France IGAS HAS - Interesting new developments: recent new reports on home care and community care from France

##### 2.9 Regulation of Home Care - New Insights on Regulation of Home Care in Singapore.

##### 2.10 Home care models in a regulatory context in Wales

##### 2.11 Discussion in groups

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


### Conference Session 2 Regulation of Home Care - including regulation of Domiciliary care, Care by personal assistants and Community Care

Session 2 9.00 – 13.00	
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<sup>2</sup>All timings listed are Netherlands’ Time (GMT +1). The programme is indicative and may change due to unforeseen circumstances.

9.00- 9.20	<p><b>2.1 Home Care (including regulation of domiciliary care and care by personal assistants) in Australia</b></p> <ul style="list-style-type: none"> <li>○ What does good practice of home care for disabled patients in Australia look like? What are the norms and standards for control?</li> <li>• How to manage &amp; provide control and regulate good domiciliary care and care by personal assistants at home?</li> </ul>	<p><b>by Alisa Chambers</b> <sup>(virtual)</sup> - dept. Commissioner Regulatory Policy Insights and Review at the Australian National Disability Commission NDIS and Catherine <b>Myers</b> <sup>(In-person)</sup>, senior Executive at NDIS Quality and Safeguards Commission</p>
9.20-9.40	<p><b>2.2 Regulating Home Care in Malta</b> Questions for regulators: what are the challenges and questions for good home care.</p> <ul style="list-style-type: none"> <li>• How to reach a system of acceptable goals and standards?</li> </ul> <p>how to implement home care in an after covid care system with limited availability of trained and qualitative staff?</p>	<p>George <b>Fenech</b> <sup>(In-person)</sup> CEO at OPSA and Christine <b>Sammut</b> <sup>(in-person)</sup> OPSA, Malta</p>
9.40-10.00	<p><b>2.3 Financing and providing the future of community and home care in the Netherlands</b> -Reflections by NZA &amp; Zorginstituut Nederland</p>	<p>Anneke <b>van Vught</b> <sup>(in-person)</sup>, Chief Healthcare Officer NZA</p>
10.00-10.20	<p><b>2.4 Various Community &amp; Home care projects to accelerate social impact of good care in the Netherlands, the role of 'Zorgkantoren' in the process of acceleration, control and supervision of high-level qualitative care (voorzorgcirkels, other projects)</b></p>	<p>Esther <b>Tiggelman</b> <sup>(In-person)</sup> and <b>Marieke Timmermann</b> <sup>(In-person)</sup> Achmea Zilveren Kruis / <b>Jenna Kleingeld</b> <sup>(In-person)</sup> Weyond– The Netherlands</p>
10.20-10.40	<p><b>2.5 Home Care – Community Care-</b> 'Zorgpraktijken' – 'Meer met Minder' kwaliteitscompas / Best practices from the field of long-term care</p>	<p>Anneke <b>Augustinus</b> <sup>(in-person)</sup>, Vilans, The Dutch National healthcare knowledge and support organisation <a href="https://www.vilans.org/about">https://www.vilans.org/about</a></p>
10.40 -10.55	<p><b>Comfort break</b></p>	<p><b>All</b></p>
10.55-11.15	<p><b>2.6 Home Care &amp; Community Care in England –</b> What are the results of CQC's Single Assessment Framework/ System based regulation approach for Home Care and Community care?</p>	<p>Dave <b>James</b> <sup>(in-person)</sup> Deputy Director Policy and Strategy Regulatory Model &amp; Governance at CQC England UK</p>
11.15-11.35	<p><b>2.7 Regulation of home care:</b> regulation of individual care workers in Jersey</p>	<p>Linzi <b>Mudge</b>, Ian <b>Dyer</b> and Eleanor <b>Burrell</b> <sup>(in-person)</sup> The Jersey Care Commission</p>
11.35-11.55	<p><b>2.8 Home Care and Community care in France</b> Interesting new developments: recent new reports on home care and community care from France</p>	<p>Louis Charles <b>Viossat</b> <sup>(in-person)</sup> IGAS/INSPECTANTS, France</p>

11.55-12.15	<b>2.9 Regulation of Home Care</b> - Min Zhi Tay will be sharing new insights on Regulation of Home Care in Singapore	Min Zhi <b>Tay</b> <sup>(in-person)</sup> Ministry of Health Singapore
12.15-12.30	<b>2.10 Home care models in a regulatory context in Wales</b> Social Care Inspectorate Wales will reflect on their approach to regulation of home care in Wales	Margaret <b>Rooney</b> <sup>(virtual)</sup> Lead of registration and inspection for Domiciliary Care, Care Inspectorate Wales (CIW), Arolygiaeth Gofal Cymru (AGC)
12.30 -13.00	<b>2.11 Discussion in Groups - mixed groups of speakers, EPSO partners and guests of session 2</b>	<b>Moderated by the speakers of session 2</b>
13:00-14:15	Buffet lunch	<b>All delegates</b>
<b>Conference Session 3 Equity in health and healthcare with a focus on the supervisory &amp; regulatory perspective</b>		
<b>Conference session 3</b>		
<b>3.1 Equity - Inequalities in Health - Introduction</b> Why health inequalities arise and how to effectively combat them.		
<b>3.2 Equity- Inequalities in healthcare – the OECD approach</b>		
<b>3.3 Equity CQCs approach on inequalities by regulating health &amp; social care in England</b>		
<b>3.4 A new approach about Equality Diversity and Inclusion (EDI) strategy 2024-2028 Wales</b>		
<b>3.5 Equity: a double perspective on how good regulation and good regulatory delivery are essential to achieving equity</b>		
<b>3.6 Q&amp;A and Panel Discussion between speakers in session 3 and EPSO partners about tackling inequalities in health</b> How to start the discussion with the regulators and inspectorates on inequalities in Health and what could a regulator or inspectorate do to reduce inequalities in Health and Social Care?		
<b>3.7 Closing session by EPSO NZA VILANS and NVTZ</b>		
<b>Session 3</b>		
<b>14.15 – 16.45</b>		
14.15-14.45	<b>3.1 Equity - Inequalities in Health -Introduction</b> Introduction by - why health inequalities arise and how to effectively combat them. Karien will talk about her research on how the position of an individual in society impacts his/her health and – at the population level leads to inequalities	<b>Prof Karien Stronks</b> <sup>(in person)</sup> Professor of Public Health at the <b>Academic</b> Medical Centre/University of Amsterdam UvA /Amsterdam UMC scientist
14.45- 15.15	<b>3.2 Equity- inequalities in healthcare – the OECD approach</b> Caroline Berchet, Caroline will talk about inequalities in health illustrating how OECD tries to capture inequalities in its statistics and especially about the recent work on request of the EU related to inequalities in cancer care. She will focus on OECD findings and reflect on the inequalities in healthcare treatment of patients in various countries. What can regulators do to promote change and bring more equality?	<b>Caroline Berchet</b> <sup>(In-person)</sup> Health-economist at the OECD Health Division, working on a broad variety of topics related to equity (both data and policy analysis), cancer research specialist and Programme lead on inequalities in cancer treatment at OECD
15.15- 15.30	<b>Comfort break</b>	

15.30 – 15.50	<b>3.3 Equity – CQCs approach on inequalities by regulating health &amp; social care in England</b>	Helyn Aris <sup>(In-person)</sup> Equity & Rights Manager CQC-England- UK
15.50 – 16.10	<b>3.4 A new approach about Equality Diversity and Inclusion (EDI) strategy 2024-2028 Wales</b>	Abubakar Askira <sup>(virtual)</sup> <b>Director</b> of Strategy and Engagement, Chief Executive Office, Healthcare Inspectorate Wales, UK
16.10 – 16.30	<b>3.5 Equity: a double perspective on how good regulation and good regulatory delivery are essential to achieve equity</b> <ul style="list-style-type: none"> <li>- Over-regulation (burdensome entry requirement for health providers, barriers to employment of foreign specialists, additional requirements to obtain certain prescriptions or certain types of care etc.) are directly harmful to the poorest, the least socially connected, those who know least well how to navigate the system, who live in the least favoured areas, etc. Services are more scarce (harder to simply get an appointment), more expensive, or too far away (hence also too expensive). Least-connected or less-informed people do not know what opportunities might exist, what care they may need, how to access it etc. People with mental health conditions, or neurodivergent people, can again suffer particularly from this.</li> <li>- Ineffective supervision/delivery (in particular if not relying on good data and risk analysis) leaves incompetent, unsafe, unethical etc. providers operate without identifying and stopping them. These, particularly, prey on the most vulnerable.</li> </ul>	<b>Florentin Blanc EPLO</b>  <b>Institute for Regulatory Innovation, Delivery and Effectiveness</b>
16.30-16.50	<b>3.6 Tackling inequalities in health Q&amp;A and Panel Discussion between speakers in session 3 and EPSO partners</b> How to start the discussion by the regulators and inspectorates on inequalities in Health; what could a regulator inspectorate do to reduce inequalities in health and social care.	<b>Discussion Moderated by Gijs Lemmers</b> <sup>(In-person)</sup> Project lead Healthcare Goals at NZA /senior-inspector/researcher - epidemiologist - Netherlands
17.50 -17.00	<b>3.7 Closing session &amp; Ideas for follow up conference(s)</b>	<b>EPSO/ NZA/Vilans/NVTZ</b> All delegates are invited to come forward with ideas and comments for future cooperation
17.00	<b>End of the main Conference</b>	



**EXTRA  
Session  
(working  
group)**

**FRIDAY -  
Morning 13  
December  
2024**

**(9-12 CET)  
at NZA  
Utrecht zaal  
007**

## **A WORKING GROUP SESSION on the Future of Health and Health regulation – on invitation only**

in cooperation with the EPISO partners and the Ministry of Health (Singapore) preparing the 2026 conference in Singapore on topics related to the future of health and healthcare regulation.

The idea is to use the working group to prepare topics of interest for our EPISO Partner organisations. This might include:

1. 'Zooming in and zooming out' on organisational structures and complexities and methods of inspection and regulation in health and social care
2. A wider range of learnings from other inspectorates and regulatory authorities
3. Structuring cooperation in and between regulatory bodies in such a way that the broader needs of society are included as integrated part of regulatory thinking
4. Preparedness in health and social care regulation for future and unforeseen developments in society and environment

**EPISO /NZA/ MOH  
Singapore/EPISO partners/  
Invited guests  
(please let us know if you  
are interested to join the  
group and share your  
thoughts about speakers  
and topics)**

## REGISTRATION for the 37<sup>th</sup> EPISO Conference at NZA - Utrecht – The Netherlands

IN-PERSON delegates (please use this link: <https://epso-net.eu/upcoming-conferences/registration/>)

**ONLINE participation only on request at**

### CONFERENCE REGISTRATION FOR IN\_PERSON DELEGATES

Please register online for our Utrecht conference by using this registration form: <https://epso-net.eu/upcoming-conferences/registration/>

Kindly note that registration is open exclusively to EPISO partners (maximum 3 per EPISO-partner), invited guests and speakers

Online participation via Teams is available on request only. If you want to join online, please contact us at [info@epsonet.eu](mailto:info@epsonet.eu)).





37<sup>TH</sup> EPSO CONFERENCE DEC 11-12 2024  
UTRECHT, THE NETHERLANDS



## Hotel and Booking information for the 37<sup>th</sup> EPSO Conference in Utrecht, The Netherlands, 11-12 December 2024

### Conference hotel: FIGI Theater Hotel Zeist

The Conference Hotel Theater FIGI is a lovely 4-star hotel in the Centre of the middle-aged city of Zeist (founded 838)

We made a reservation for our delegates at the “Hotel Theater FIGI” in Zeist 10-13 dec, 3 nights at a price 77 euro per night; breakfast 18,50 not included. Please mention “EPSO” if you want to use this special offer.

A limited number of hotel rooms have been pre-booked for us at a reduced rate.

**Please book your room by sending a mail to [sales@figi.nl](mailto:sales@figi.nl) and mention 'EPSO'. You will receive a confirmation from the hotel.**

The Hotel is at a reasonable distance from our Conference Venue (by taxi 10-15 min and by public transport 25 min)

The hotel is located at walking distance from our dinner location at the historic “Slot Zeist” Blauwe Zaal (built from 1677-1686).

The Theatre hotel will be used on Wednesday afternoon for after conference drinks and theatre performance with our follow up Just Culture Spinoza discussion

The hotel address and website of our conference hotel is

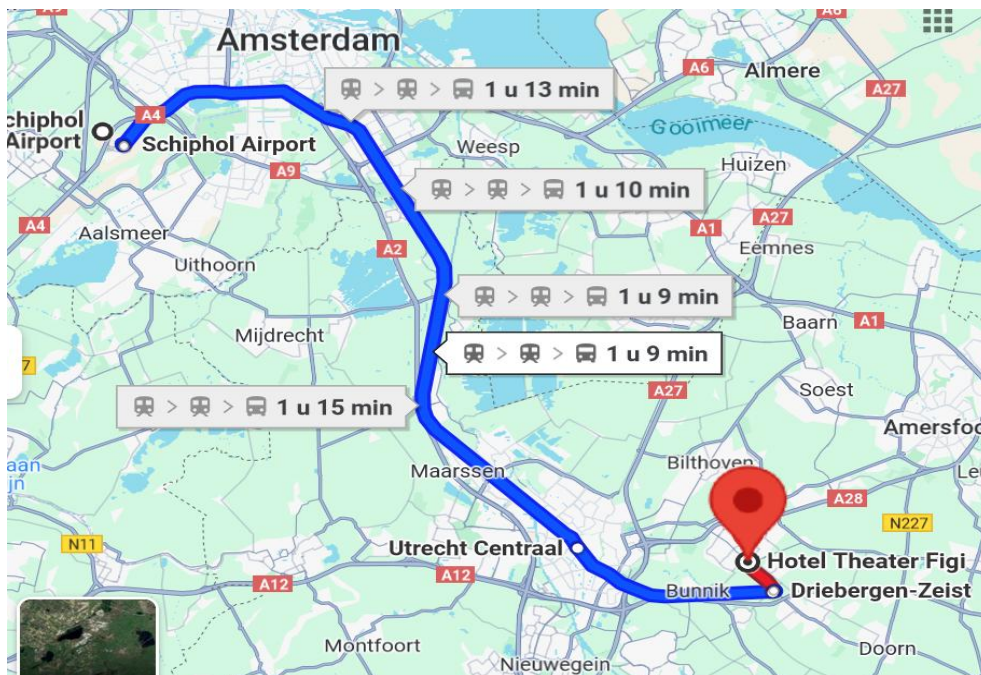
Hotel Theater Figi

Het Rond 2, 3701 HS Zeist

Tel : 030 692 7400 website <https://www.figi.nl/>



## Directions to the Conference hotel in Zeist



### Getting to the Conference Hotel FIGI Theater Hotel from Schiphol airport:

- The best option to travel from Schiphol airport to the Conference Theater Hotel takes about one hour and 10 minutes
- by train (intercity and sprinter train) to Driebergen-Zeist train station and by bus nr 50 (4 stops 5 min) to – Zeist, het Rond (about 14-euro 2nd class train plus bus; about 23-euro 1st class train plus bus)
- by train to Utrecht-Centraal (central train station Utrecht) and taxi (Bolt or Uber) from Utrecht-Centraal (kiss and ride) to FIGI Het Rond 2, 3701 HS Zeist (10 +37 euro = 47euro 2<sup>nd</sup> class train – 17 +37euro = 54-euro 1<sup>st</sup> class train).
- If you want to take a taxi from Schiphol airport your most reasonably priced option would probably be to use a ‘Bolt’ taxi – about 95 euro or an ‘Uber’ taxi – about the same price.
- A regular Schiphol taxi is usually more expensive.

**EPSO Conference Venue:  
 11/12 December 2024  
 NZA – Nederlandse Zorgautoriteit – Dutch  
 Healthcare Authority**

The NZA head office in Utrecht is our conference venue – room  
**Address: Newtonlaan 1, 3584 BX Utrecht**



**Directions to the Conference venue Utrecht  
 from Schiphol airport**

- Getting to the Conference Venue at NZA Utrecht - from Schiphol airport:**
- The best option to travel from Schiphol airport by public transport to the Conference venue takes about one hour and 10 minutes.
  - by train (intercity) and bus to NZA –Newtonlaan 1, 3584 BX Utrecht (about 12-euro 2nd class; about 20-euro 1st class)
  - by train to Utrecht-Centraal (central train station Utrecht) and taxi (Bolt or Uber) from Utrecht-Centraal (kiss and ride) to NZA -Newtonlaan 1, 3584 BX Utrecht (10 + 15 = 25-euro 2nd class train – 17 +15 = 32-euro 1st class train)
  - If you would rather like to take a taxi from Schiphol airport your most reasonably priced option would probably be to use a ‘Bolt’ taxi – about 80-90 euro or an ‘Uber’ taxi – about the same price. A regular Schiphol taxi is usually more expensive. A taxi from Schiphol to NZA would take about 50 - 60 minutes depending on traffic.



## Directions to the Conference venue Utrecht from FIGI HOTEL Zeist

Getting from Zeist – FIGI hotel to Utrecht NZA- by bus will take about 25-35 min and cost about 2.50-3 euro ; we will provide guidance for your trip by bus and join you at about 8.10 from the hotel to the conference venue.  
 The bus trip includes about 16 min walk from the bus stop  
 - By taxi is more comfortable but also more expensive; a taxi will be about 25 euro if you order a Bolt in advance otherwise you will pay about 30 euro ; it will take about 15 minutes by taxi

## Positioning Utrecht and Zeist in the Netherlands and The Netherlands in Europe

Below: The Netherlands marked with yellow



Below: Utrecht, Zeist and Amsterdam marked with blue arrows

