QUALITY OF CARE AND PATIENT SAFETY: CORNERSTONES OF THE LEGISLATION

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Legal provisions

Article 4

- ✓ **Member States** should take into account the principles of universality, access to good quality care, equity and solidarity and to apply the principle of non-discrimination.[Art. 4(1) and (3)]
- ✓ MS should **have in place and apply** clear quality and safety standards for healthcare providers … as well as Union legislation on safety standards [Art. 4(1)b-c].
- ✓ This **information** has to be made available to patients [Art. 4(2)a].
- ✓ **Providers must** give patients the information they need to make an informed choice [Art 4(2)b]

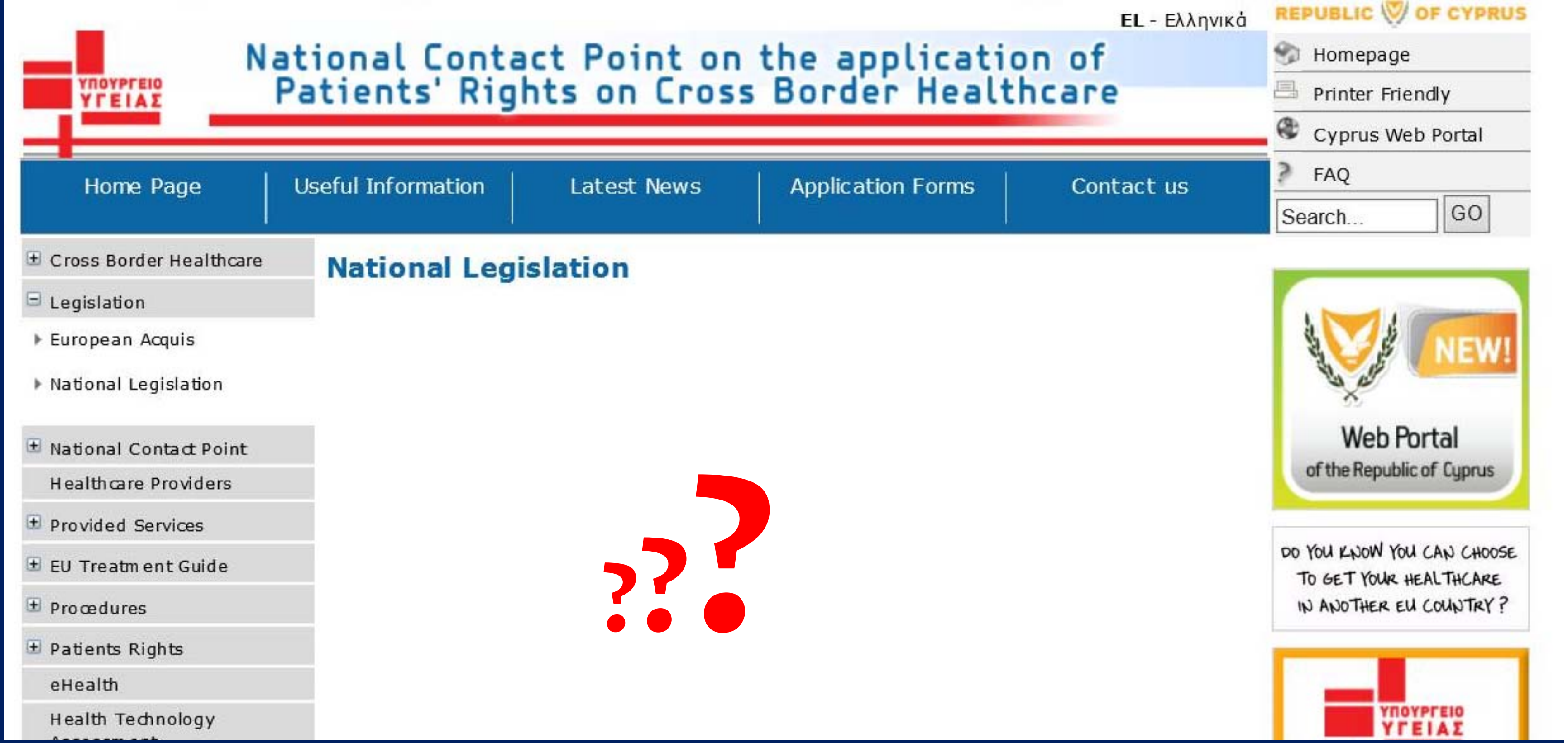
Legal provisions

Article 10

- ✓ MS to “render **mutual assistance** and to **cooperate** with each other” … particularly concerning standards and guidelines for quality and safety of healthcare, and the exchange of information between the national contact points [Art. 10(1-2)]
- ✓ Information regarding a **professional’s right to practise** must be given upon request to other MS [Article 10(4)]
- ⚠ Patients should check with NCP regarding HCP qualifications

How to find information?

EC website links to all Member State NCPs…



National Contact Point on the application of Patients' Rights on Cross Border Healthcare

National Legislation

DO YOU KNOW YOU CAN CHOOSE TO GET YOUR HEALTHCARE IN ANOTHER EU COUNTRY?

How to find information?

ΚΥΠΡΙΑΚΗ ΔΗΜΟΚΡΑΤΙΑ

ΥΠΟΥΡΓΕΙ

APPLICATION OF P
IN CROSS-BORDER HEALT

APPLICATION FORM FOR THE
(ARTICL

SECTION I: PERSONAL DETAILS OF THE APPLIC

Name:…………………………………………… Surname….

Date of Birth:……/……../…………. Identification Card N

Address:……………………………………………………, No.:

Postal Code:……………., District:……………………., C

Telephone No.: ………………………………., E-mail :….

Facsimile No:…………………………

SECTION II: KIND OF REQUIRED INFORMATION
(A short description of the required information)

……………………………………………………………………

……………………………………………………………………

……………………………………………………………………

……………………………………………………………………

EL - Ελλη

ΥΠΟΥΡΓΕΙΟ ΥΓΕΙΑΣ

National Contact Point on the application of Patients' Rights on Cross Border Healthcare

Contact

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Related Files:

Application form for information.pdf
(File Size: 52,31Kb)

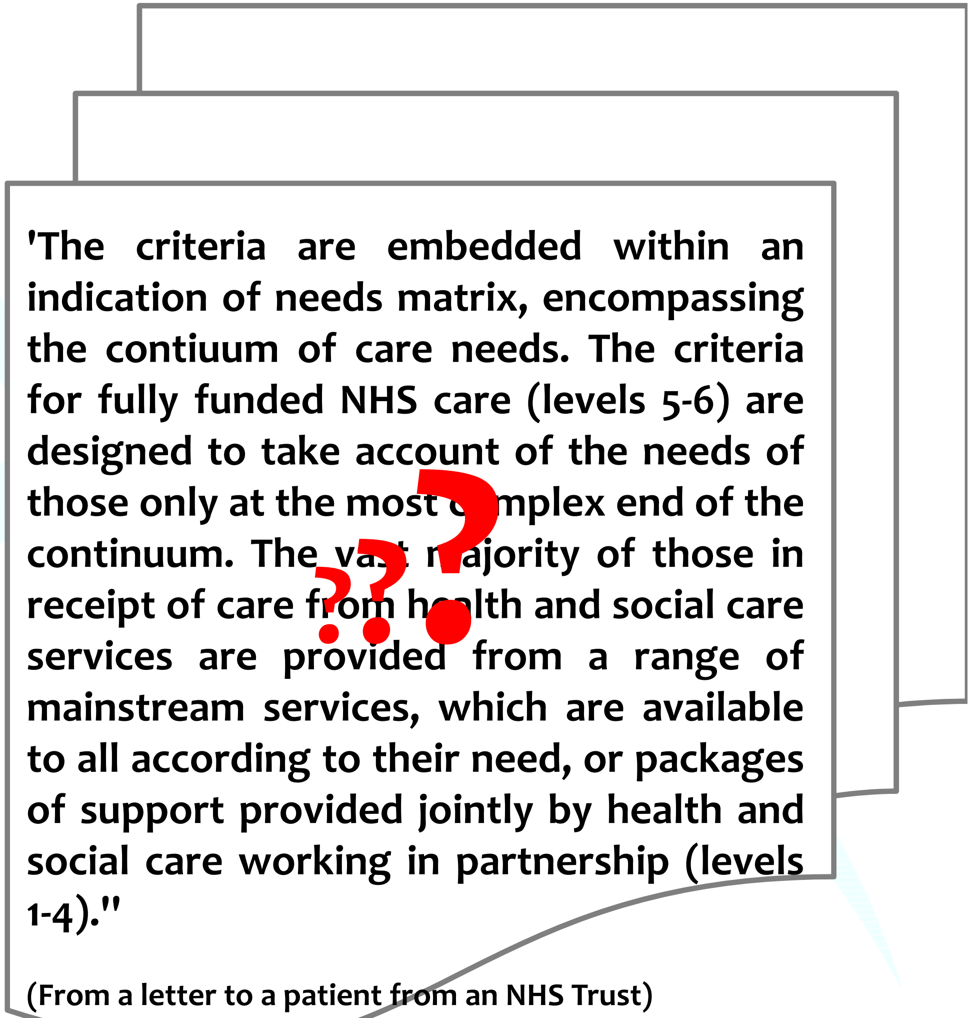
Request for provision of information en_distributed.pdf
(File Size: 134,34Kb)

How to find the right information?

It is hard for a patient to find information on the national safety and quality standards/guidelines

It is hard to find the standards in another EU Member State (even if you speak the language)

It is even harder for a patient to compare different standards



'The criteria are embedded within an indication of needs matrix, encompassing the contiuum of care needs. The criteria for fully funded NHS care (levels 5-6) are designed to take account of the needs of those only at the most complex end of the continuum. The vast majority of those in receipt of care from health and social care services are provided from a range of mainstream services, which are available to all according to their need, or packages of support provided jointly by health and social care working in partnership (levels 1-4)."

(From a letter to a patient from an NHS Trust)
http://www.plainenglish.co.uk/campaigning/examples/health-and-medical-jargon.html

Continuity of care

- ✓ If a medical follow-up proves necessary after their return home, the home country must provide the same follow-up as for treatment received at home [Art 5(c),(d)]
- ✓ Patients are entitled to a copy of their medical record [Article 4(2)(f)]

But…

- Medical guidelines are different
- Translation of medical record?
- Availability of follow-up treatments

Directive is vague – patient feedback is key

What if something goes wrong?

- ✓ Every MS: complaints procedures and mechanisms for patients to seek remedies if they suffer harm
- ✓ Transparent information about what legal and administrative options exist for settling disputes [Article 4 (2)(c) and Article 5 (3)]
- ✓ Remedies: national laws

Recital 23: MS may apply the coverage of its domestic system also to cross-border healthcare

⚠ Patients need to check with NCP when considering CBHC

What should Member States do?

- ✓ MS should refer to existing EU instruments and actions – CR on patient safety and quality of care (2009)
- ✓ MS should co-operate with each other and involve patient organisations and health professionals in development/implementation of guidelines and standards
- ✓ Share experiences, good practices, research outcomes, quality assurance systems, etc
- ✓ JA-PASQ (2012-2015), work in EC PSQC working group, etc.

What can patient organisations do?

- ✓ PO have expertise and can channel direct patient experiences to point out weaknesses and system failures – a valuable source of information for better health policy
- ✓ Patient organisations can raise awareness and help patients find the right information
- ✓ Approach NCPs and offer advice on how to provide information well
- ✓ Insist NCP involves the patient organisations as regular partners
- ✓ Feed back experiences to EPF & EC

What should be done at EU level?

- ✓ Information needs to be made comparable across countries
- ✓ Guidelines for information to patients?
- ✓ Easy-to-find place – possible "one-stop shop" at EU level?

Possible future "key indicators" for quality of healthcare?

→ to identify and share best practices for the benefit of patients and quality of health systems

(What does quality mean from the patient's perspective?)

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