

QUALITY OF CARE AND PATIENT SAFETY: CORNERSTONES OF THE LEGISLATION

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“ A STRONG PATIENTS’ VOICE TO
DRIVE BETTER HEALTH IN EUROPE ”

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 **provide cross-border care** according to applicable quality/safety standards/guidelines ... as well as Union legislation where applicable [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]

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 can ask their NCP regarding HCP qualifications

How to find information?



http://europa.eu/youreurope/citizens/health/contact/index_en.htm

Contact | Sitemap

Your Europe
europa.eu

EUROPA > Your Europe > Citizens > Health > National contacts

Travel ▾ | Work & Retirement ▾ | Vehicles ▾ | Residence formalities ▾ | Education & Youth ▾ | **Health ▾**

National contacts

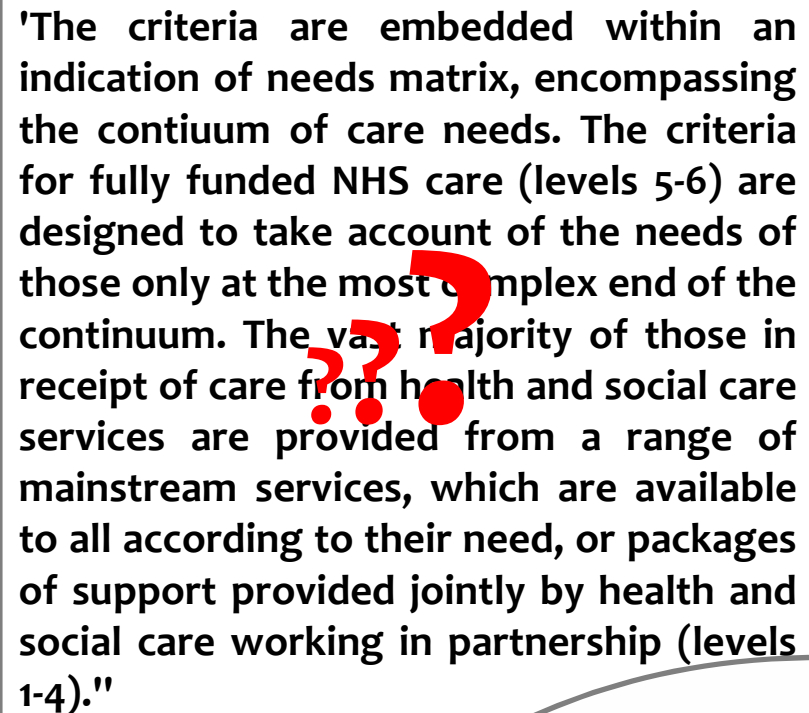
- Austria
- Belgium
- Bulgaria
- Croatia
- Denmark
- Estonia
- Finland
- France
- Hungary
- Ireland
- Italy
- Latvia
- Malta
- Netherlands
- Poland
- Portugal
- Slovenia
- Spain
- Sweden
- United Kingdom

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

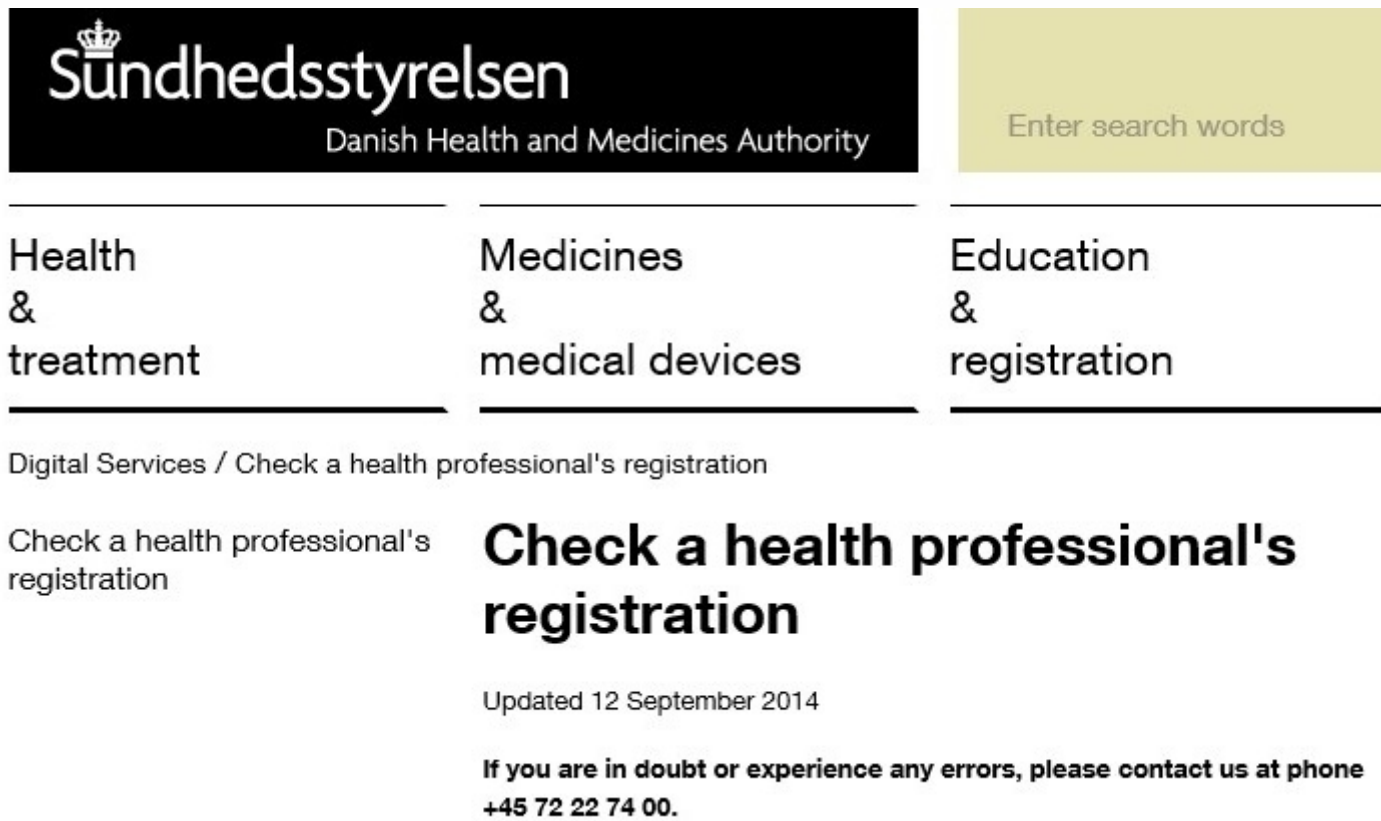


'The criteria are embedded within an indication of needs matrix, encompassing the continuum of care needs. The criteria for fully funded NHS care (levels 5-6) are designed to take account of the needs of those only at the most complex end of the continuum. The vast majority of those in receipt of care 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>

How to find information?



Sundhedsstyrelsen
Danish Health and Medicines Authority

Enter search words

Health & treatment

Medicines & medical devices

Education & registration

Digital Services / Check a health professional's registration

Check a health professional's registration

Check a health professional's registration

Updated 12 September 2014

If you are in doubt or experience any errors, please contact us at phone +45 72 22 74 00.

How to find information?



- › Maternity package
- › Payment days of the child benefit
- › Paternal leave



- › How to claim study grant?
- › How do other incomes affect the grant?
- › School transport subsidy

Unemployment



- › Labour market subsidy
- › Eligibility for basic unemployment allowance
- › Effect of own earnings

Sickness



- › Reimbursement for medicine expenses
- › The amount of the sickness allowance
- › Reimbursement of travel costs

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 choose to apply the coverage of its domestic system also to cross-border healthcare

 Patients need to check with NCP when considering CBHC

Recommendations to Member States



- ✓ 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), sustainable network on safety & quality
- ✓ EC PSQC working group

Recommendations to patient organisations



- ✓ PO have expertise and can channel direct patient experiences to point out weaknesses and system failures → a valuable source of information for better implementation
- ✓ 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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