

European Accreditation Network (EAN)

Charles University in Prague, Third Faculty of Medicine

Ruska 87, Prague 10

Notes of meeting, Prague, 10-11 February 2011

Participants

David Marx, *Czech RP*

Drago Paušek, *Croatia*

Nada Vadič, *Croatia*

Basia Kutryba, *Poland*

Rafal Nizankowski, *Poland*

Charles Shaw, *UK*

Isuf Kalo, *Albania*

Ines Argjiri, *Albania*

Helene Beaad, *Netherlands*

Sinisa Stevic, *Serbia*

Snezana Manic, *Serbia*

Eva Belicza, *Hungary*

10, February 2011, 14:00

1 Welcome and introductions

David Marx and Basia Kutryba welcomed participants from 8 countries (Czech Republic, Croatia, Serbia, BiH (Republika Srpska), Hungary, Poland, Albania and Netherlands . Charles Shaw (UK) has joined the meeting bit later.

2 Update from accreditation programmes: achievements and challenges

Welcome note was followed by presentations of 8 accreditation programs. It was noted that some hospital accreditation programs are still in development phase (Serbia , Croatia,

Republika Srpska (BiH), Albania and Hungary), while programs in Netherlands, Poland and Czech Republic are well established and functioning. Details on status, number of staff of agencies, financing and bonuses for participating organizations were shared among participants. Similar challenges for future programs development (relations with government, voluntary vs. obligatory programs, financing and incentives) were also discussed. Common issues involve:

- Relations with health funding and HIFs
- Incentives available for voluntary participation
- Differentiating accreditation from regulation
- Matching surveyor numbers and skill mix to workload
- Engaging clinicians, especially doctors and academic centres

EC is currently funding elements of healthcare accreditation in Poland (under the title of education for health professionals), Hungary (two years programme development), Serbia (similar, also World Bank), Bosnia RS (also World Bank).

3 Human resources and professional competencies as reflected in accreditation programs

How these relate to EU Directive on professional qualifications - David Marx has presented relation between human resources and professional competencies in accreditation standards with EU directive on professional qualifications. Issues of “ credentials – primary source verification“, „competence/privileges of HC professionals“ and „continuous process of assessment of competence“ and their introduction in HRM sections of accreditation standards were discussed. The participants have agreed that the external assessment criteria need to include, especially for professional staff:

- recruitment: HR policies on verification of qualifications (“primary source”), specialisation and experience; induction and probation of new staff; introduction of new technologies and related competences
- definition of competences: scope and limits of permitted clinical work; “transfer of function” eg. to nursing and paramedical staff
- requirements for personal documentation of participation in CME/CPD, peer review, in-service training, performance appraisal and regular review.

It has been agreed to pursue the issue further and participants agreed to send English versions of HRM sections of hospital accreditation standards to David Marx for analysis and comparison – by the end of March 2011.

11, February 2011, 09:00

1 Comparing European and international surveys of accreditation programmes.

Charles Shaw has presented headline results of the International survey of 2010 and compared results with previous European survey from 2009. Based on feedback from 42 national programs, participants have discussed issues of relation of accrediting organizations to governments, policy, incentives, and relations with ISO national bodies, future program developments, funding, transparency and survey coverage.

2 What information should be publicly accessible on an accreditation website? Theory and practice (virtual tour)

Virtual tour of accreditation programs websites from EAN participating countries revealed that there is wide variation in the scope, detail and accessibility of information available on public websites about accreditation organisations, standards, procedures and findings.

Many programs have English versions, however more of informative nature. Participants have with great interest shared information regarding website content, structure and type of information revealed to public. None of the programs presents directly patient- focused and patient centered information about how accreditation transforms patient care and why it is recommended to seek care in accredited organizations.

Bosnia RS	Agencija za unapredjenje kvaliteta zdravstvene zastite	AAQI	www.aaqi.rs.ba
CROATIA	Agencija za kvalitetu i akreditaciju u zdravstvu		www.aaz.hr
Czech Republic	Spojená akreditační komise, o.p.s. CENTRUM MONITOROWANIA JAKOSCI W OCHRONIE ZDROWIA (CMJ)	SAK	www.sakcr.cz
POLAND		NCQA	www.cmj.org.pl
Serbia	Agencija za akreditaciju zdravstvenih ustanova Srbije	AZUS	www.azus.gov.rs
Netherlands	Nederlands Instituut voor Accreditatie in de Zorg	NIAZ	www.niaz.nl

3 European activities regarding patient safety and quality of care

Basia Kutryba has informed participants on latest EC initiatives on patient safety & quality of care. Presentation included:

- Update from the EU Working Group on Patient safety and Quality of Care
- EU Joint Action on Patient Safety and Care Quality
- Implications for accreditation
 - Directive on patient rights in cross border care
 - Council Recommendation on patient safety and prevention of healthcare

associated infections

Specifics included information about the mechanisms used by the EC, such as public consultations and their response rates; how Member States decided to deal with quality issues (Reflection paper on quality). Participants were interested and have discussed details of information about Joint Action on Patient Safety and Quality of Health Care with focus on dissemination of tasks of the Joint Action among EAN participating countries.

4 European Accreditation Network participation

Charles Shaw has presented the SANITAS project on hospital self-assessment: the proposed technical advisory group (TAG) will be drawn primarily from EAN members. All members will be invited to comment on draft criteria when available in summer 2011 – and to propose volunteer hospital sites to pilot the tool.

Basia Kutryba has invited all present to the first ESQH-ISQua conference in Krakow (18-20 May, 2011), which will be focused on regional issues including different possibilities of external assessment in Europe.

Participants have briefly discussed issues around EC Regulation No 765/2008 of the European Parliament and Council and the implications it might have for healthcare accreditation including future role of EAN as organization in national accreditation programs and how to fully involve other countries in network activities.

Extending the network membership

Accreditation programmes in Europe are increasingly interfacing and collaborating with healthcare regulators and with ISO certification providers. Future meetings should explore opportunities for greater cooperation within and between states, and invite the participation of representatives of other statutory and voluntary systems for external assessment of healthcare, including also the regional accreditation programs.

The European Partnership for Supervisory Organisations in Health Services and Social Care (EPSO) could provide an organisational link to healthcare regulators. (EPSO is currently running a study to identify and compare the overall approach European health regulators take in regulating and assessing patient safety. See www.epsonet.eu/)

5 Impressions and next meeting arrangements

Basia Kutryba has led a discussion about the future of EAN network: it has been agreed to follow up on the cross-border exchange between programs in forms of inviting surveyors from other programs to participate in surveys, to organize joint accreditation boards meetings etc. The group agreed to meet again in Paris in spring 2012 for 2 days workshop. The first day with focus on issues specific to accreditation programmes, including common

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principles for content and accessibility of information on websites, linkage to EAN page on ESQH site. Second day to focus on relationships between ISO certification and healthcare accreditation at national and European level: discuss EC directive 765/2008 and draft joint statement (CDS paper circulated) with ISO experts eg Guido de Jongh CEN, Paul Stennett UK Accreditation Service, Graham Talbot Chairman of the European Cooperation for Accreditation (EA).

Finally, all participants expressed their pleasure with the organization and hospitality of the hosts of the Prague meeting.

Minutes by : Sinisa Stevic, Basia Kutryba, Charles Shaw, David Marx.