

# Workshop 2

## Quality and safety of care

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

- 1. Comparable information on safety and quality**
- 2. Quality and safety: how to ensure information to patients is accurate, understandable, ..?**
- 3. What can patients' organisations do?**

## 1. Comparable information on safety and quality

- Key indicators defined and available at the national level
- Transparency of institutions in terms of information on quality and safety of services provided in a country
- Indicators should focus on extending the life and quality of life of patients, “life expectancy” as indicator
- Indicators considering patients’ perspectives and needs

## 2. Quality and safety: how to ensure information to patients is accurate, understandable, ..?

- Patients to be involved at the administrative and NCP levels; patients to put a “human face” when providing information about services available in other countries
- Information translated into a clear and understandable language; information should be focused on the goals and outcomes expected by patients when going abroad for healthcare
- Evidence-based updated information
- Look for indicative common indicators, being also aware of the differences among the MSs

## 3. What can patients' organisations do?

- Patients' organisations should be the bridge between NCPs and patients' community, including their participation in the "advisory committees"
- Different systems for CBHC in the 28 MSs, e.g. the reimbursement decision is taken by the insurers, but the NCP.
- Organise CBHC conferences at the national level