



EPSO: 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.

Contacts at 'Statens helsetilsyn, Norwegian Board of Health Supervision':
Heidi Merete Rudi, (hmr@helsetilsynet.no), Deputy director general; +47 21 52 98 01
Solbjørg Røisland (sro@helsetilsynet.no) Senior executive officer +47 91 11 37 90
Contacts at EPSO: Jooske Vos (jmvos@eurinspect.nl) Director Eurinspect +31613163557

Programme

of the

19th EPSO conference, Oslo, Norway

Hosted by

the Norwegian Board of Health Supervision,

Norway

at

Helsetilsynet (The Norwegian Board of Health Supervision)

Calmeyers gate 1, Oslo

chaired by Glenn Houston (Chairman of EPSO)

April 16th -17th, 2015

Your hotel reservations can be made at

Thon Hotel Munch, Oslo

Please note:

- The EPSO conference and conference dinner (except drinks) are free of charge and only admissible for EPSO Members and invited guests. Travel and hotel costs are at your own expense.
- If you want to use our special hotel arrangements please be aware that we have a limited number (30) of hotel rooms at the Thon Hotel Munch (see page 13 for hotel and booking information). If there are any problems or questions please contact EPSO info@epsonet.eu

This programme is also available on our website: www.epsonet.eu

Main Topics of the 19th EPSO Conference

Evaluation of regulators and inspectorates in various EPSO member countries based on:

- The EPSO Peer evaluation of the Norwegian Board of Health Supervision;
- The EPSO Peer evaluation of the Danish Health and Medicines Authority and;
- Norms and procedures recently used for evaluations of other regulators and inspectorates in Europe:
 - ‘Visitatie’ of The Health Care Inspectorate (IGZ) in the Netherlands;
 - the so called Landscape Review of the Northern Irish Board of Health(the ‘Independent evaluation of RQIA commissioned by the Department of Health Social Services and Public Safety in 2014’).
 - The Evaluation of the Care Quality Commission’s acute hospital regulatory model.

- 1. The development of a European standardisation system; norms and methods in discussion in Europe;**
- 2. Sharing Evaluation experiences with ISQua as a partner and worldwide accreditation organisation;**
- 3. Effectiveness of supervision;**
- 4. Regulation and Supervision of alternative Medicine;**
- 5. The Kosovo TAIEX project: Towards a professional Health Inspectorate in Kosovo, supported by TAIEX and European partners of EPSO;**
- 6. Practical issues of EPSO.**



Overview of the Programme of the 19th EPSO Conference

Day 0: Wednesday, April 15th

PRECONFERENCE MEETING EPSO RISK WORKING GROUP

The members of the Risk working group and those interested in this topic are invited to join the preconference meeting at 16.30- 18.00 hours at the Helsetilsynet office; Bruno Lucet and other members of the working group will discuss some cases, make some work arrangements and discuss a plan to scale up the activities in preparation of further activities of the EPSO Risk working group (preparing for the Helsinki EPSO conference).

The idea is to:

- **Select some national (risk) cases** (inter alia accidents/ serious adverse events);
- **Test the selected cases in the national context** between April and August 2015 using a methodology to be implemented by each member in his/her own country;
- **Present and discuss the outcomes in Helsinki** (workshops at the EPSO conference 29-30 September 2015).

The aim of this plan is to develop a methodology for early- identification of risk situations by highlighting data or a combination of data to be monitored or supervised.

Early bird dinner: For those who arrive earlier an informal early bird dinner at a long table - at own costs - is organised in a for Norway reasonably priced location (495 NOK =55 euro for a 3 courses dinner), Klosteret Restaurant, not far from the hotel (from 20.00 hours). Further information (menu and walking route) will be send to those interested in joining. **Please let us know in time if you are interested to join the early bird dinner.**

Day 1: Thursday, April 16th

Arrival of delegates and registration at Helsetilsynet (9:00 – 09:15);

Start of the conference and opening session (09:15 – 9:30);

Evaluation based on experiences in various countries (9:30 –12:00):

- (09:30 – 10:15) **The EPSO Peer Evaluation of the Norwegian Board of Health Supervision (Helsetilsynet).;**
- (10:15 – 11:00) **The EPSO Peer Evaluation of the Danish Health and Medicines Authority (Sundhedsstyrelsen).;**

Break 15 min

- (11:15 – 12:00) **The Evaluation of the English Regulator CQC**
(The Evaluation of the Care Quality Commission's acute hospital regulatory model)

Informal lunch (12:00 – 13:30);

- (13:30 – 14.15) **Evaluation ('Visitatie') of the Netherlands' Health Care Inspectorate (IGZ) in the Netherlands.;**

- (14:15 – 15:00) the ‘Independent evaluation of RQIA Regulation and Quality Improvement Authority (RQIA) in Northern-Ireland commissioned by the Department of Health Social Services and Public Safety in 2014’;
- (15:00- 15:35) General conclusions

Break 15 min

Methods Norms and Standards (Europe wide and worldwide) (15:50 – 17:15)

- (15:50 – 16:25) European developments in evaluation and standardisation;
- (16:25 – 17:00) ISQua: worldwide healthcare accreditation;
- (17:00 – 17:15) Closing of the first conference day
- **Guided tour in Nobel Peace Center** offered by the Norwegian Board of Health (18:00–18:45);
- **Conference dinner offered by The Norwegian Board of Health Supervision in Festningen restaurant** – drinks at own costs (19:30 – 22:00).

Day 2:Friday, April 17th

EPSO Board Meeting (8:30-9:15) For board members only

Towards evidence-based supervision: Studies on the effectiveness of supervision in healthcare (09:30-10:40);

Break 15 minutes

Regulation/Supervision of Complementary and Alternative Medicine (10:55–12:00);

Lunch break (12:00 – 13.30);

Kosovo TAIEX project (13:30-13:50);

Practical Issues of EPSO (13:50-15:00);

Next EPSO conference in Helsinki September 2015

EPSO working groups

Proposals for new working groups on:

- Webpage and Transparency of EPSO procedures;
- E-Health – preparing for Helsinki conference;
- Co-operation between Supervisory Organizations in Health care and other supervisory organisations (joint operations and inspections);
- Effectiveness and added value of inspectorates.

Existing working groups state of affairs:

- Risk – outcomes of the pre-conference meeting of the EPSO Risk working group;
- Restraints and Coercive methods – recent developments.

Closing of the Conference- (15:00).



Programme Day 1 (Thursday April 16th)

(9:00 – 09:15) Arrival of delegates and registration at Statens Helsetilsynet;

(09:15 –09:30) Opening session by the Norwegian Board of Health Supervision.

Evaluation of regulators and inspectorates in various EPSO member countries

(09:30 – 10:15) The EPSO Peer Evaluation of the Norwegian Board of Health Supervision (Helsetilsynet):

- (09:30- 09:45) **Presentation** by the EPSO Peer evaluation team- Jooske Vos;
- (09:45- 10:00) **Experience in practice** by Jan Fredrik Andresen (director general) and Geir Sverre Braut(former deputy director general and acting director general), Norway;
- (10:00- 10:15) **Discussion and Questions.**

(10:15 – 11:00) The EPSO Peer Evaluation of the Danish Health and Medicines Authority (Sundhedsstyrelsen):

- (10:15-10:30) **Presentation** by the EPSO Peer Evaluation team- Jan Vesseur;
- (10:30-10:45) **Experience in practice** by Anne-Marie Vangsted (director);
- (10:45-11:00) **Discussion and Questions.**

(11:00-11:15) Break

**(11:15 – 12:00) The Evaluation of the English Regulator CQC
(The Evaluation of the Care Quality Commission’s acute hospital regulatory model)**

- (11:15-11:30) **Presentation** by prof. Kieran Walshe, Head of the Evaluation team of Manchester Business School and The Kings Fund;
- (11:30-11:45) **Experience in practice** by Anna Beckett, Strategy Lead, Policy & Strategy Unit, Care Quality Commission, England, UK;
- (11:45-12:00) Discussion and Questions.

Day 1 (April 16th) – Lunch

12:00–13:30 Informal lunch at Helsetilsynet ground floor lunchroom

(13:30 – 14:15) Evaluation (‘Visitatie’) of the Netherlands’ Health Care Inspectorate (IGZ) in the Netherlands:

- (13:30-13:45) **Presentation** by the Dutch Evaluation Commission (‘Visitatie Commissie’) by Winnie Sorgdrager, State Councillor at the Dutch Council of State and Head of the Research team evaluating IGZ;
- (13:45-14:00) **Experience in practice** by Ronnie van Diemen, General Inspecteur IGZ, the Netherlands;
- (14:00- 14:15) **Discussion and Questions.**

(14:15 – 15:00) The Independent Evaluation of the Regulation and Quality Improvement Authority (RQIA) in Northern-Ireland commissioned by the Department of Health Social Services and Public Safety in 2014:

- (14:15-14:30) **Presentation of the methods norms and standards used by RSM McClure Watters to Evaluate the RQIA** introduced by Glenn Houston with a short presentation in co-operation with Jenny Irwin, Head of the research team of RSM McClure Waters;
- (14:30-14:45) **Experience in practice** by Glenn Houston, Chief Executive Officer at RQIA, Northern Ireland;
- (14:45 – 15:00) **Discussion and Questions.**

(15:00 –15: 35) GENERAL CONCLUSIONS on EVALUATION of SUPERVISORY BODIES (based on the 5 examples presented) by a FORUM with Jan Fredrik Andresen, Ronnie van Diemen, Glenn Houston, Anne-Marie Vangsted, Anna Beckett, in discussion with speaker Geir Sverre Braut.

(15:35-15:50) Break

Methods Norms and Standards (Europe wide and worldwide)

(15:50-17:00) Methods Norms and Standards

- (15:50 – 16:10) **European developments in evaluation and standardisation.** by Jean Bacou, France representative of HAS;
- (16:10 – 16: 25) **Discussion and Questions**

- 16:25– 16:45) **ISQua: worldwide healthcare accreditation** by Elaine O'Connor (the request for an ISQua audit, the ISQua norms and standards, the ISQua audit team, the ISQua audit report – aimed at whom?, examples of ISQua accreditation, co-operation ISQua-EPSO);
- (16:45– 17:00) **Discussion and Questions.**

(17:00 – 17:15) Closing first conference day by Glenn Houston

- (17:15-17:45) Walk to Norwegian Nobel Peace Center
<http://www.nobelpeacecenter.org/en/visit/>
- (18:00 -18:45) **Guided tour in the Nobel Peace Center** organised and offered by Helsetilsynet.



- (19:30 –22:00) **Conference Dinner** offered by The Norwegian Board of Health Supervision (Helsetilsynet) at Festningen Restaurant – drinks at own costs (see below for more information).

Conference dinner -offered by the Norwegian Board of Health Supervision at Festningen 19:30 – 22:00

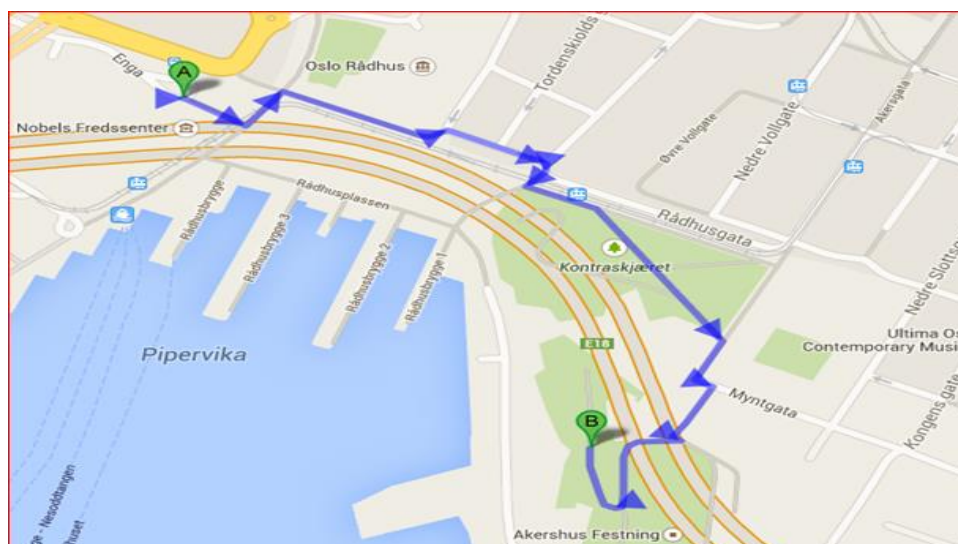


- http://www.tripadvisor.com/Restaurant_Review-g190479-d5775319-Reviews-Festningen_Restaurant-Oslo_Eastern_Norway.html
- <http://www.festningenrestaurant.no/>

Attention

- The menu is fixed so please mention special needs such as a preferences for vegetarian food or strictly no meat not later than The 7th of April to info@epsonet.eu.
- Please let us know before the 7th of April if you do not want to join for dinner at info@epsonet.eu.

(Route to Restaurant see below).



Programme Day 2 (Friday April 17th)

(08:30-9:15) EPSO Board meeting (for Board members only);

(09:15 – 09:30) Delegates are welcome for Tea/ Coffee;

Towards evidence-based supervision: Studies on the effectiveness of supervision in healthcare

(09:30-10:40) **Towards evidence-based supervision: studies on the effectiveness of supervision in healthcare:**

- (09:30 – 09:50) **Effectiveness of supervision in healthcare in the Netherlands**
Presentation by Sandra Oude Wesselink, Researcher at Erasmus Medical Centre Department of Public Health;
- (09:50-10:00) **Discussion and Questions;**
- (10:00-10:20) **Effectiveness of supervision in Norway** by Einar Hovlid, Assistant professor at Bergen University Department of Global Public Health and primal care;
- 10:20-10:30) **Reflections on effectiveness** by prof. Kieran Walshe, Head of the Evaluation team of Manchester Business School and The Kings Fund;
- (10:30 – 10:40) **Discussion and Questions.**

(10:40-10:55)Break

Regulation/Supervision of complementary and alternative Medicine.

(10:55 – 12:00) Regulation/Supervision of complementary and alternative Medicine:

- (10:55- 11:25) **Legal status and regulation of Complementary and Alternative medicine in 27 member states and 12 related countries in Europe**, by Solveig Wiesener, NAFCAM, Norway;
- (11:25- 11:35) **Reflections** by prof. Vinjar Magne Fønnebø, professor at University of Tromsø and director of NAFCAM including further developments in relation to the future role of **WHO World Health Organisation on traditional and complementary medicine.**
- 11:35-11:45) **Reflections from the supervisory perspective on alternative and complementary medicine** by prof. Geir Sverre Braut, Norway;
- (11:45-12:00) **Discussion and Questions.**

Day 2 (April 17th) – Lunch

12:00–13:30 Informal lunch at Helsetilsynet ground floor lunchroom

Day 2 (April 17th) – Afternoon programme

13:30–15:00

(13:30-13:50) Kosovo TAIEX project:

- (13:30-13:40) **Towards a professional health inspectorate in Kosovo supported by TAIEX and European partners of EPSO** by Ardita Baraku, Chief Inspector Shëndetësor, Kosovo;
- (13:40-13:50) Discussion and Questions;

(13:50-15:00); Practical Issues of EPSO

- **Next EPSO conference in Helsinki September 2015** (Riita Aejmelaesus, Finland)
- EPSO working groups

Possible new working groups on:

- a. **Webpage and Transparency of EPSO procedures** (Patricia Gilheaney- EPSO board) – 10 minutes;
- b. **E-Health** – preparing for the Helsinki conference -proposal and call for a new working group (Mari Murel) – 10 minutes;
- c. **Co-operation between Supervisory Organizations in Health care and other supervisory organisations** (joint operations and inspections) proposal and call for a new working group (Ardita Baraku) – 10 minutes;
- d. **Effectiveness and Added Value of Inspectorates** (Hanna Ahonen, proposal and call for a new working group) – 10 minutes.

Existing working groups ‘state of affairs’ :

- a. **Risk** - presentation by Bruno Lucet based on the **outcomes of the pre-conference meeting of the Risk working group (Wednesday 15th of April)** and to illustrate and explain the idea of the risk working group to:
 - Select some national (risk) cases (inter alia accidents/ serious adverse events);
 - Test the selected cases in the national context between April and August 2015 using a methodology to be implemented by each member in his/her own country;
 - present and discuss the outcomes in Helsinki (workshops at the EPSO conference 29-30 September 2015).

The aim of this plan is to develop a methodology for early-identification of risk situations by highlighting data or a combination of data to be monitored or supervised – 20 minutes.

- b. **Restraints and Coercive methods** further developments presented by Jooske Vos – 10 minutes.

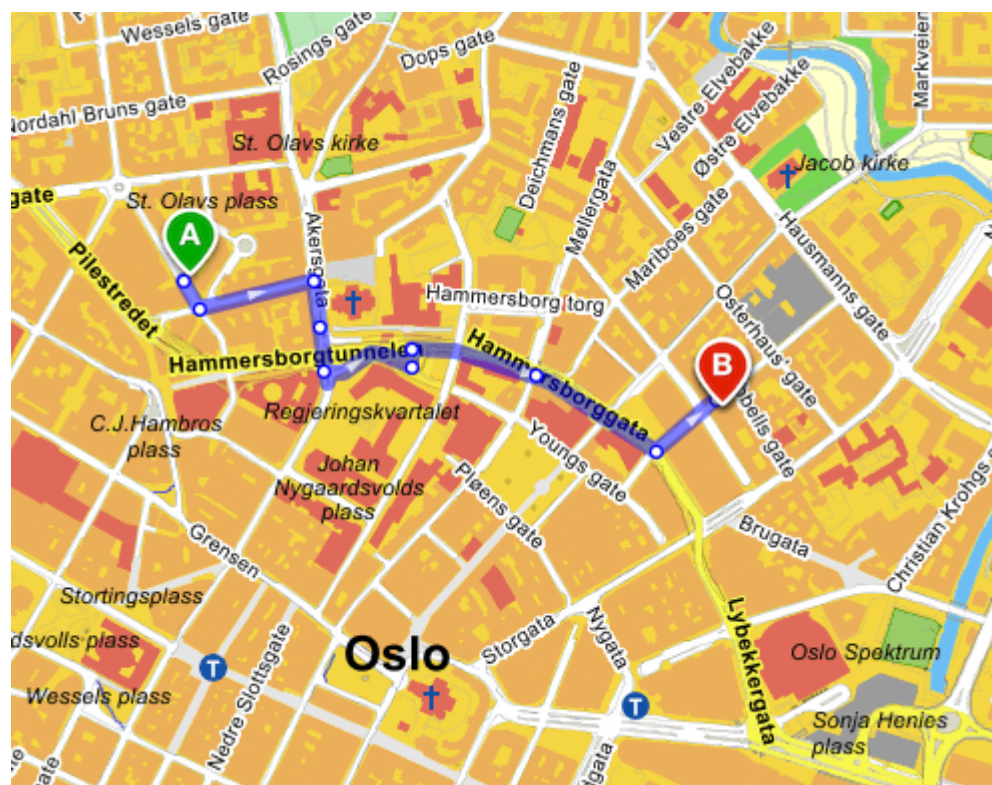
(15:00) Closing Remarks by EPSO president Glenn Houston

Conference venue

The conference will be held at the office building of Helsetilsynet (The Norwegian Board of Health Supervision) – <https://www.helsetilsynet.no/>

conference room – ground floor

Address: Calmeyers gate 1, Oslo (marked as **B** on the map, **A** is the Thon Hotel Munch)



Hotel and booking information

Hotel conditions:

Thon Hotel Munch

<http://www.thonhotels.com/hotels/countrys/norway/oslo/thon-hotel-munch/>

Munchs gate 5, 0165 Oslo Tel: +47 23 21 96 00

Thon Hotel Munch is a newly renovated bed and breakfast hotel, located 10 minute walk from the conference location

(see map above on page 12)

At a price of NOK 950 (about 115 euro) per person per night for a single room.

To make a reservation you have to send an e-mail to munch@thonhotels.no and refer to **reference number 17379723**. **Reservations should have been made before March 14th 2015 but the hotel can allow bookings if rooms are still available.** The hotel is at a comfortable walking distance of the Office of the Norwegian Board of Health Supervision



If there are any problems or questions please contact EPSO info@epsonet.eu or jmvos@eurinspect.nl

Travel information from the airport

From airport to City Centre by train or by taxi To the Thon Hotel Munch (located in City Centre)

What time does it take to get from the airport?

It takes approximately 45 minutes to get to the hotel from the airport – depending on the transport mode.

Taxi would cost approximately 700 NOK (77 euro).

Public Transport

Best option is to take train from airport (Oslo Lufthavn) to Oslo city central (Oslo S).

There are 2 possibilities:

<https://avinor.no/en/airport/oslo-airport/to-and-from-the-airport/train-buss-and-taxi/#!trains-861>

First is **Airport Express Train (Flytoget)** very comfortable special train which takes u approx within 19 minutes to Oslo S city central. It departs every 10 minutes and costs **180 NOK** (20 euro). It is easy to pay with your credit card by access gates(ticketless train). If you need a travel receipt, you need to register once in advance

https://www.flytogetkviktering.no/Flytoget/Pages/DC_Initial.aspx

Second option is **NSB – Norwegian State Railways**, departs also relatively often and takes approx 23 minutes to Oslo S city central station and costs **90 NOK** (10 euro), tickets available at the station, can be also bought online;

From Oslo S city central station (<http://www.oslo-s.no/information-in-english/>) it takes approx 16 to walk (1,2km), but it is possible to use Tube (see below) which departs every 2 minutes from the Jernbanetorget station to Stortinget. Then it is 6 minutes walk to hotel. Route description :

<https://reiseplanlegger.ruter.no/en/Mellom/Fra/%283010010%29Oslo%20Sentralstasjon%20%5Btog%5D%20%28Oslo%29/til/%2830114853%29Munchs%20gate%205/etter/150420151340?aso=%257cgangtid%253d#st:1,zo:0,sp:0>

To the Thon Hotel Munch

