



**Hosted by Valvira,
The Finnish National
Authority for Welfare and
Health**

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.

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Programme

of the

20th EPSO conference, Helsinki, Finland

Hosted by

Valvira,

The Finnish National Authority for Welfare and Health

at

Scandic Grand Marina Hotel

Katajanokanlaituri 7, Helsinki

chaired by Glenn Houston (Chairman of EPSO)

September 29th -30th, 2015

Your hotel reservations can be made **before September 15th** at

Scandic Grand Marina Hotel

Please note:

- The EPSO conference and conference dinner are free of charge and only admissible for EPSO Members and invited guests. Travel and hotel costs are at your own expenses.
- If you want to use our special hotel arrangements please be aware that we have a limited number (30) of hotel rooms at the Scandic Grand Marina Hotel (see page 12 for hotel and booking information).
- If you need travel information please look at page 13-15 for detailed train, bus or taxi 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 20th EPSO Conference

1. **Organisational structure of supervisory organisations in various countries Pros and cons of organizational solutions:**
 - **Finland**, Valvira (The Finnish National Authority for Welfare and Health);
 - **Norway**, Helsetilsynet (the Norwegian Board of Health Supervision);
 - **Italy**, Agenas (The Italian National Agency for Regional Health Services);
 - **Sweden**, IVO (The Swedish Health and Social Care Inspectorate);
 - **England**, CQC (Care Quality Commission);
 - **Bulgaria** Executive Agency for Medical Audit Bulgaria;
 - **OECD** - Comparison of organizational choices in various countries a.o. Italy, Norway, Sweden England - based on OECD reviews of Health Care Quality.
2. **Media and Supervisory organisations – Final Report and interactive session;**
3. **Stimulating effectiveness in Supervision by measuring effectiveness and by using an Integrated performance and Incentive framework;**
4. **E-Health and Supervisory Organisations;**
5. **Reports of the EPSO working group on Risk and the EPSO working group on Restraint and Coercive Methods;**
6. **Practical issues of EPSO.**



Programme Day 0 (Monday September 28th)

Start at 16.30

Transportation to Valvira office is arranged: the bus will pick you up at 15:50 from the conference hotel.

PRE-CONFERENCE MEETING of the EPSO -RISK WORKING GROUP

The members of the Risk working group and those interested in this topic are invited to join the pre-conference meeting at 16.30- 18.00 hours at the Valvira office;

Bruno Lucet - chair (Fr), Janna Kokko(Se), Ewan Stewart (Scot), Ruth Studley (Wales), Ine Borghans(NL) and other members of the working group will discuss the case studies which have been selected during summer 2015 by members of the group in their own areas of supervision. The selected case studies will be presented in Helsinki. In the workshop will be discussed what kind of data / indicators /signals have been used and what could possibly be used in the future . The working group will discuss the cases and see if there is possibly common ground between the data/ indicators/signals in order to find a risk approach to prevent future incidents. Further activities of the EPSO Risk group will be planned. The cases are via a password (please ask) available on <http://www.epsonet.eu/risk.html>.

Case Study Pilot: The members of the working group have been asked to do the following :

- **Select a national (risk-) case from your own practise** (inter alia accidents/ serious adverse events, abuse, or other incident);
- **Look at the available data** (in that case) and describe the various kind of data available and the kind of data which are – to your opinion- missing;
- **Give your opinion** Could the accident adverse event abuse or other incident – to your opinion- have been prevented in this case ? Could inspectorates – to your opinion- have been done anything about the case in an earlier stage?
- Please **send before August 30** a short notice in which you present a case study.
- **Present and discuss the outcomes in Helsinki** at the preconference meeting.

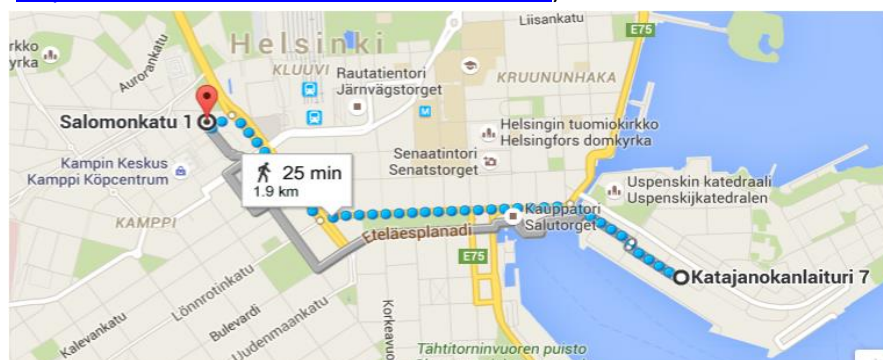
The aim of this plan is to develop a methodology for early- identification of risk situations by highlighting data or a combination of data to be monitored or supervised.

EARLY BIRD DINNER

For those who arrive earlier an informal early bird dinner (from 19.15 hours) - at own costs - is organised in a for Helsinki reasonably priced Italian restaurant “Bravuria” (i.e. 3-course menu 29.-€) at a 25 min walk from the hotel (or tram 4). Further information (walking route) you find below.

Please let us know if you want to join (tel Bravuria : +358107663710)

<http://www.raflaamo.fi/en/helsinki/bravuria>).





Main topics of day 1: Organisational structure of Supervisory Organisations (in various countries)

Main questions to discuss :

- How to organise supervisory practice ? What are the **main organisational good practices**?
- What is the **role of the supervisory body for Quality & Patient Safety monitoring** at the national, regional level?
- How to handle **regional offices** (regional versus centralized organisational structure);
- How to organise effectiveness (including cost **effectiveness**) **of the supervisory practice**;
- How to organise supervisory practise in such a way that the **organisation is open to the public** ? (easy access for the public ; open on results ; making positive use of media
- What are the main **‘Pros and cons’ of your organisational solutions** .

Programme Day 1 (Tuesday September 29th)

Morning 9.00-12.00

- (9:00 – 09:15) **Arrival of delegates and registration at Marina Hotel- 2nd floor, Nordia room;**
- (09:15– 09:25) **Opening session by Valvira (The Finnish National Authority for Welfare and Health).**
- (09:25 – 09:45) **The changing structure of Finnish social and health care and the challenges supervision is facing** by Marja-Liisa Partanen (General Director at Valvira), Finland;
- (09:45 – 10:05) **Supervision in Finland and evaluation of Valvira** by Petri Huovinen (Development Manager at Valvira) and additional necessary comments by Markus Henriksson (Unit director at Valvira), Finland;
- (10:05 – 10:25) **Discussion and Questions.**
 - (10:25-10:40) **Break**
- (10:40 – 11:00) **The organisational changes of Helsetilsynet (the Norwegian Board of Health Supervision)** by Einar Hovlid (Helsetilsynet, the National Board of Health Supervision, Norway);
- (11:00 – 11:20) **Discussion and Questions.**
- (11:20 – 11:40) **The organisational changes of IVO (The Swedish Health and Social Care Inspectorate)** by Tove Gemzell (Head of Unit Department Analysis and Development IVO) Sweden;
- (11:40 – 12:00) **Discussion and Questions.**

Day 1 (September 29th) – Lunch

Informal lunch in the restaurant next to the conference room 12:00–13:30

Programme Day 1 (Tuesday September 29th)

Afternoon 13.30-17.00; Guided walking tour 18.00-19.00; Reception at Helsinki City Hall 19.00-20.00.

- (13:30 – 13.50) **The Organisational changes of Agenas** (The Italian National Agency for Regional Health Services) by Mario Braga, Agenas Italy;
- (13.50- 14.00) Discussion and Questions.
- (14:00 - 14:20) **Comparison of organisational choices in various countries a.o. Italy Norway, Sweden England - based on OECD reviews of Health Care Quality** by prof. Niek Klazinga University of Amsterdam / OECD - from Toronto /Canada on skype;
- (14.20- 14.30) Discussion and Questions.
 - **(14:30-14:45) Break**
- (14:45- 15:05) **The organisational changes of CQC (Care Quality Commission)** by Husna Mortuza, Claire Robbie, England, UK;
- (15:05 – 15:15) Discussion and Questions.
- (15:15- 15:35) **The organisational changes of the Executive Agency for Medical Audit Bulgaria** by Mina Popova (Director Directorate “Quality Assurance and Analyses)
- (15:35 – 15:45) Discussion and Questions.
 - **(15:45-16:00) Break**
- (16:00 –16:45) **GENERAL CONCLUSIONS on ORGANISATIONAL STRUCTURE of SUPERVISORY BODIES (based on the 6 examples and OECD Comparison of organizational choices presented) by a FORUM** with Einar Hovlid(Norway) , Markus Henriksson (Finland), Husna Mortuza, Claire Robbie (England), Mario Braga (Italy), Tove Gemzell (Sweden), Mina Popova (Bulgaria) in discussion with EPSO chairman Glenn Houston (Northern Ireland).
- (16:45 – 17:00) **Closing remarks on the first conference day by Glenn Houston**
- (18:00-19:00) **Guided walking tour in Helsinki** offered by the Valvira
- (19:00 -20:00) **Reception at Helsinki City Hall, in Empire hall, hosted by Sami Savilinna, General Counsel of Helsinki city.**



- (20:00 –22:00) Conference Dinner offered by Valvira at a traditional Finnish restaurant Aino.

Conference dinner -offered by the Valvira -The Finnish National Authority for Welfare and Health



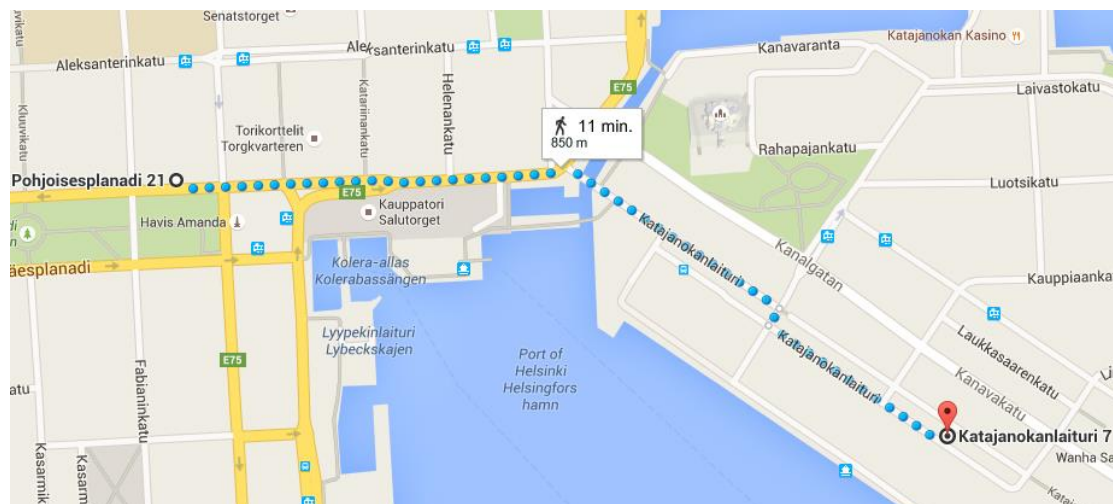
Restaurant AINO

Pohjoisesplanadi 21

<http://www.ravintolaaino.fi/en/frontpage/>

20:00 – 22:00

11 minutes walking from the hotel and conference venue:



Programme Day 2 (Wednesday, September 30th)

morning

(08:00 – 9:00) *EPSO Board meeting (for Board members only);*

- (08:45- 09:00) **Delegates are welcome for Tea/ Coffee;**

Supervision and Media - The final report by prof. Mark van Twist and Jorren Scherpenisse

- (09:00 – 10:30) **Media in relation to health inspectorates:**
 - **Presentation of the final report** and
 - **Interactive Session with discussion between ‘statement groups’** based on dilemma’s and vignettes as presented in the Final Report, by prof Mark van Twist, The Netherlands;
- **10:30-10:45) Break**

Effectiveness of supervision:

- (10:45 - 11:10) **Stimulating Effectiveness of Supervisory organisations by using an Integrated performance and Incentive framework** to measure quality of service delivery - by Andrew Terris, New Zealand/ Spain;
- (11:10- 11:35) **Measuring Effectiveness of Supervisory Organisations** by Erik Koornneef (Health expert in Healthcare Services in United Emirates/ Phd student Rotterdam University ,The Netherlands;
- (11:35- 12:00) **Measuring Effectiveness of Helsetilsynet Norway** by Einar Hovlid (Assistant professor at Bergen University Department of Global Public Health and Primal Care), Norway;
- (12:00-12:15) Discussion and Questions.

Day 2 (September 30th) – Lunch

12:15 –14:00 Informal lunch

Day 2 (September 30th) – Afternoon programme

14:00–16:15

Practical Issues of EPSO

- **EPSO working groups**

(14:00 - 15:00)

- a. **E Health**

- Some E- Health developments in Estonia by Mihhail Muzõtsin deputy director supervision of the Estonian Health Board Terviseamet– 20 min;
- Some E- health developments in Sweden:
 - new healthcare practice supported by electronic processes, communication and digital processes in health;
 - new operator's such as virtual health centers entering into the market. New questions such as “How are we going to inspect a virtual health center?” and how can we assure that they have quality systems and do other governance processes? by Jonas Olsson , Head of IT Unit of the Health and Social Care Inspectorate IVO Sweden -20 min;
- EPSO Presentation of the EPSO Questionnaire on e-Health - Mari Murel, EPSO- 10 min;
- Discussion 10 min

- **(15:00-15:15) Break**

(15:15 – 16:00)

- b. **Risk** – EPSO working group – report of pre- meeting and further developments Bruno Lucet 20 min;
- c. **Restraints and Coercive methods** – Recent developments – Training Estonia - Hanna Ahonen 10 min;
- d. **New EPSO working groups:**
 - effectiveness of supervisory organisations (Hanna Ahonen 5 min)
 - cross border health care(type and mode of QPS information that could be retrieved from the EPSO members and presented on NCPs websites);
 - introducing a minimum minimal information model to prevent unsafe procedures by including quality and safety aspects of care (WHO)- Joeske Vos(10 min)

(16:00 – 16:15)

- **Next EPSO conference in Kosovo 2016** (Ardita Baraku, Kosovo) 10min;
- **Closing Remarks** by EPSO chairman Glenn Houston 5 min.

16.15 CLOSING OF THE EPSO CONFERENCE

Day 2 (September 30th) – Opening Session of the Nordic Conference 19:00

See programme of Nordic conference at

<http://www.confedent.fi/nordic-supervisory-conference/>.

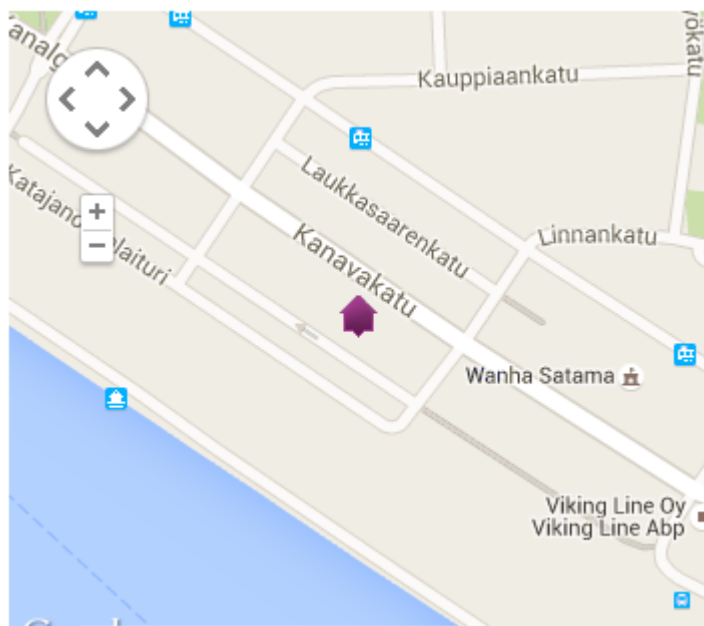
Conference venue

The conference will be held at the Scandic Grand Marina Hotel –

<http://www.scandichotels.com/Meetings-Conferences/Meeting-Search-Page/>

conference room

Address: Katajanokanlaituri 7, Helsinki (at the delegate hotel, see next page)



Hotel and booking information

Hotel conditions:

Scandic Grand Marina Hotel

http://www.scandichotels.com/Hotels/Finland/Helsinki/Scandic-Grand-Marina/#.VaYha_IWU8J

Katajanokanlaituri 7, 00160 Helsinki Tel: +358 9 16661

Scandic Grand Marina hotel in Helsinki has a nice seaside location in idyllic Katajanokka, close to city center and Kauppatori market square. The conference will be held in the very same hotel.

At a price of 127 for single room and 147 for double room. Due to convenient location it is the hotel we recommend. It is of course possible to make your own, more suitable hotel arrangements i.e. using <http://www.hotels.com/>.

To make a reservation in Conference hotel you have to send an e-mail to grandmarina@scandichotels.com and refer to **reference number BEPS290915**. **Reservations should be made before September 15th 2015**, but the hotel can allow bookings if rooms are available.



If there are any problems or questions please contact EPSO info@epsonet.eu or mmurel@epsonet.eu

From the airport to the Grand Marina Hotel

All the schedules and routes of buses and trains in the Helsinki region are available in the:

[HSL Journey Planner.](#)

The journey from airport to the Marina Hotel takes with bus or train (including walking time and/ or tram ride to hotel) approximately 1 hour.

With train

The train connection between Helsinki city center and Helsinki Airport is opened in July 2015. The Tietotie entrance at the airport is in use. From the terminals there is a free bus connection to the closest train station. The train leaves every 10 minutes. A single ticket is 5 – 7 euros.



With bus

[Finnair City Bus](#) and Airport Bus 615 (620 during night time) operate to and from Helsinki City

Center (railway station). Buses depart from the airport and Helsinki city center every 20 minutes. The price for single ticket is 6,20.

Matkalla keskustasta lentoasemalle bussi pysähtyy vain Hesperian puiston pysäkillä. På vägen från centrum till flygplatsen stannar bussen endast på hållplatsen vid Hesperiaparken. On the way to the airport, the bus stops only at the Hesperia park bus stop.

Matkalla lentoasemalta keskustaan bussi pysähtyy tarvittaessa kartassa merkityillä pysäkeillä. På vägen från flygplatsen till centrum stannar bussen vid behov på hållplatser utmärkta på kartan. On the way to the city, the bus stops on request at the bus stops shown on the map.



Terminaali T2 Terminal T2
Lähtöselvitykset Check-In 201 - 423

Terminaali T1 Terminal T1
Lähtöselvitykset Check-In 101 - 114

Käskynhaltijantie Ståthällanvägen

Käpylä asema Kotby station

Käpyläaukio Kotbyplatsen

Koskelantie Forsbyvägen



Bus stops at Helsinki Airport

The bus stops for both arriving and departing buses are located in front of the terminals.

[Bus stops for Terminal 1](#)

[Bus stops for Terminal 2](#)

From Helsinki Central station to the Grand Marina Hotel:

You can take the tram no. 4 from the Ylioppilastalo stop: (15 minutes to hotel)

Departure
00:32 Helsinki Railway Station, Helsinki ▼

Walking 0,4 km

00:38 Ylioppilastalo (0401) ▼

Tram 4 1,3 km
→ Katajanokka

00:38 Ylioppilastalo (0401)
00:40 Aleksanterinkatu (0403)
00:41 Senaatintori (0405)
00:42 Ritarihuone (0407)
00:44 Tove Janssonin p. (0409)

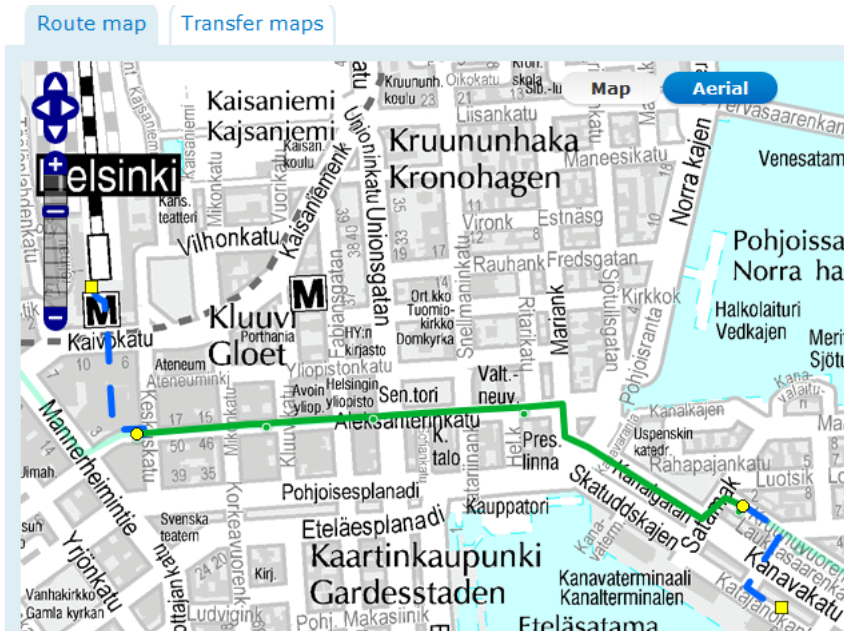
00:44 Tove Janssonin p. (0409) ▼

Walking 0,3 km

00:48 Katajanokanlaituri 7, Helsinki ▼

Arrival Total length of the route ~ 2 km

» Continue journey from destination
» Return route search



Or you can walk from train or bus station (bus station is behind train station):

Departure
00:38 Helsinki Railway Station, Helsinki ▼

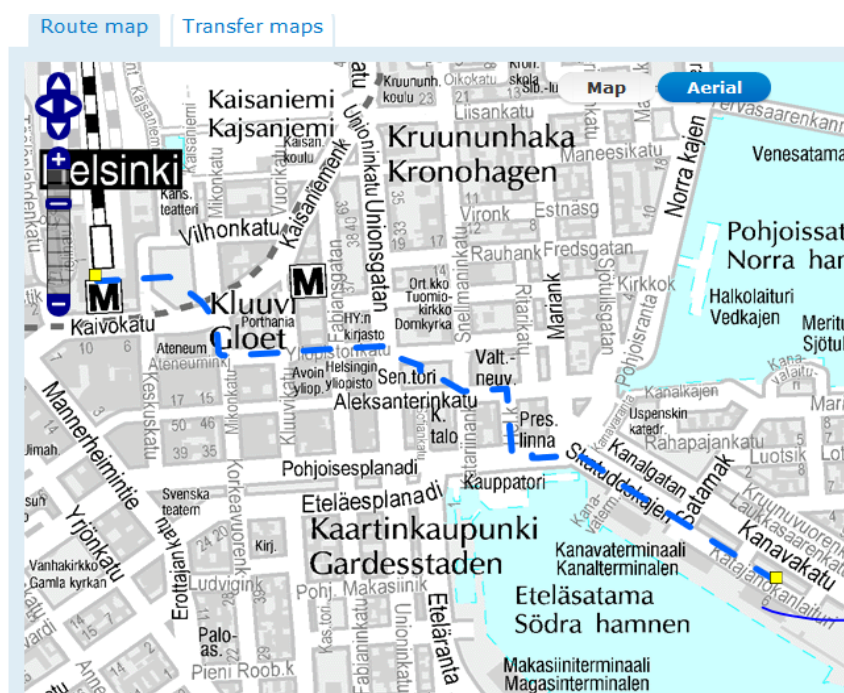
Walking 1,7 km

00:42 Mikonkatu
00:43 Yliopistonkatu
00:47 Unioninkatu
00:50 Aleksanterinkatu
00:51 Helenankatu
00:53 Pohjoisesplanadi
00:55 Katajanokanlaituri

01:01 Katajanokanlaituri 7, Helsinki ▼

Arrival Total length of the route ~ 1.7 km

» Continue journey from destination
» Return route search



With taxi

A journey by taxi from the airport to the centre of Helsinki takes about 30 minutes and costs around 45 to 50 euros. The taxi stands are located right outside the arrival areas of the terminals.

There are also three taxi operators at Helsinki Airport that offer special taxi services, fixed fare shared taxi, tours and charter rides.