

Short Report of the 18th EPSO Conference Dublin September 25th and 26th 2014.
Rapporteurs: Jooske Vos, Dirk Meijer
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Presentations will be reported only as a short resume. For more information on the presentation please refer to the hand outs that are available on the EPSO website.

Programme Day 1 (September 25th)

9:30 – 10:00 Arrival of delegates and registration at Bedford Hall, Dublin Castle;

Since the Chairman Geir Sverre Braut is unable to be present the Conference will be chaired by Glenn Houston.

Since many new participants are present the Conference starts with a tour de table.

- 10:00 –10:15 **Opening** session by Prof. Jane Grimson, Acting CEO of HIQA and Patricia Gilheaney, Chief Executive of MHC;

Professor Jane Grimson welcomes everybody to Dublin and to the Conference. She gives an overview of the Irish Health System. About 8.9 % of the GPD is spent on the National Health system. HIQA has about 200 full time equivalents. Its most important tasks are setting standards, monitor the system, set up a registration for social care, share information and drive safety initiatives, HIQA does not have any enforcement powers.

On behalf of the MHC Patricia Gilheaney welcomes the delegates. She gives a short overview of the work of the Mental Health Commission. The MHC is a small organisation of about 30 fte, covering the area of mental health. HIQA and MHC have agreed on a MoU.

Resilience in a contracting economies

- 10:15 – 10:50 Indicators of health system coverage and activity in Ireland during the economic crisis 2008–2014 – From ‘more with less’ to ‘less with less’ by Sarah Burke . Sarah will as economist and commentator draw on quantitative and qualitative data collected as part of the Resilience project which monitored what happened in the Irish health system during the economic crisis of 2008-2014.
- 10:50 – 11:00 Short comments by Cesar dos Santos Carneiro (Portugal) based on the Portuguese experiences with economic crises in healthcare.
- 11:00 – 11:15 Discussion and Questions;
- 11:15 – 12:00 **Human Cost related to the recession and its impact on mental health services in Ireland** presented by Rosemary Smyth (MHC);
- 12:00 – 12:15 Discussion and Questions;
In this subject the performance of the health system under falling budgets is presented and discussed. Due to the financial crisis, that hit some European countries like Ireland and Portugal very hard, the health systems in those countries were confronted with

changes focussed on spending less money in the health system, without losing quality of care. This will lead to some form of austerity. On the other hand one can see that patients are more and more choosing for private care. In Portugal this led to an increase of performance of the whole system.

In the discussion the trends are generally recognized. Budget cuts in general are not seen as a bad development, but a lot of reductions are done arbitrarily and not being based on quality indicators which are very poorly available.

Methodological Framework and Models for Supervisory Organisations (Inspection methods);

- 13:30 – 15:15 **Inspectors Use of Discretion in Supervisory Organisations**

Interactive working session based on a co-operative research study (first presentation of research outcomes) by Suzanne Rutz of 'Samenwerkend Toezicht Jeugd' (Joint Inspectorate for Youth) in the Netherlands and Dinah Mathew of the Care Quality Commission in England. The topic is the way that inspectors' discretion is structured through organisational routines and through collective work within and outside their organisations. The study will be used to prepare for a cross-border discussion between EPSO members on this topic at the 20th EPSO conference in Finland (Autumn) 2015.

In this agenda item a comprehensive overview on the use of the discretionary powers of an inspector, as an inspectorate is presented. There are many thoughts on this subject. The general feeling of the Conference is that an inspector needs to have a discretionary power, but there also have to be guidelines and criteria on when and how to use them.

The topic was further discussed in small groups. Every group came up with a short thought on this subject:

- Group 1 and 2: The results of the research are well recognized. Risk and discretionary powers are linked and judgement of the situation is important.
- Group 3: Credibility is a key issue when using discretionary powers.
- Group 4: Transparency is important. You need to substantiate what you have done.
- Group 5: There is a strong relation with a good quality system
- Group 6: There must be confidence in the delegation scheme and the management of risk.
- Group 7: Emotional Intelligence plays an important role in the application of discretionary powers.
- Group 8: It is not black and white. Organized discretionary powers are key to a professional organisation

Practical Issues of EPSO

- 15:30 – 16:00 **Preparing for next conferences**

Norway (Oslo ,Trondheim or Stavanger) April 16th and 17th, 2015;

- Introducing the Norway conference in Spring 2015 on Peer Evaluation and Evaluation of inspection methods (EPSO Peer evaluation Reports on the Danish Health and Medicines Authority and the inspectorate and the Norwegian Board of Health Supervision)(Jan Frederik Andresen, Norway);
Furthermore Alternative medicine and e-medicine will be put forward as a topic on the agenda.

Helsinki, September 28th and 29th, 2015

- **Introducing the Helsinki Conference Autumn 2015, Finland** (Riitta Aejmelaeus, Finland);
- 16:00 – 17:00 **Other Practical Issues of EPSO**
 - **EPSO Work plan** -second version (first version adopted at the Porto Meeting);

Jooske Vos reports that no further comments on the work plan have been received, except for the issue on education. This has been added to the work plan.
 - **Working group activities** update;

No new activities are to be reported at this moment.
 - **Election of EPSO Board and new EPSO President 2015-2019;**

Since Geir Sverre Braut will step down as EPSO President in 2015 we need a new President for the next meeting. By acclamation Glenn Houston is appointed as President Elect.

Also by Acclamation César dos Santos Carneiro and Paul Robben are appointed for a new term as Board member.

Jan Vesseur and Anne Mette Dons are leaving the Board, which results in two vacancies for the Board.

Jooske Vos nominates Patricia Gilheaney as a new member of the Board. This nomination is seconded by acclamation. Glenn welcomes Patricia to the Board.

Phelim Quinn puts forward that the election procedure for members of the Board is not clear and transparent. The Board will discuss this issue and will propose an election procedure.
 - **Financial topics;**

A financial report has been set up and distributed under the EPSO members. It will be on the agenda of the next meeting for further discussion. At this moment there are no financial issues to be solved and all contributions have been received.

Suggestions about new topics, additional items, what's coming up;

Possibly the discretionary power and sharing of best practices are new topics. It would be advisable to discuss the future of working groups and topics for discussion in a more strategic way. The Board will discuss this further.

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- **Possible new EPSO members** (EPSO members can come up with suggestions for new members);

- **Welcome to new members:** Isle of Man;

Mark Campbell (Dept. of Health and Social Care, Isle of Man) was welcomed as new member to EPSO

- 17:00 – 17:15 **Closing remarks** by Geir Sverre Braut (President of the EPSO Board).
- 17:30 – 19:00 **Guided Historical Walk** by our hosts **to the Conference Dinner** for those interested in seeing some of the Dublin Castle and the City Centre.
- 19:00 – 23:00 **Conference Dinner offered by HQIA and MHC at the Fire Restaurant**, Mansion house, Dawson street, Dublin.

The delegates enjoyed the walk to the Mansion House via Trinity College. The all enjoyed a very well organized diner.

Programme Day 2 (September 26th)

Risk and the use of (service user) information by inspectorates and supervisory organisations

- 9:15 – 9:45 **International Review on the use of Information for inspection and regulation** – Tracy O’Carroll & Barbara Foley present the results of an international review on the topic of the use of Information for the regulation of health and social care.
- 9:45 – 10:00 Discussion and Questions.
In this presentation the importance of information for the health systems is presented. The presentation focusses on the use of information by the supervisory bodies. The problem is that there are very much data available, but that data is not automatically equivalent to information, not to speak on useful and reliable information. Especially the social media can generate an avalanche of data. The main challenge will be to develop a strategy which will enable the supervisory bodies to distil reliable and useful information out of the available data. Which indicators are essential, what do they tell and how sturdy are they?
- 10:00 – 10:30 **Service User involvement in Mental Health Services**, by Shari McDaid;; She will as director of an Irish organisation called Mental Health Reform (NGO). speak about best practices in user involvement in service provision to people experiencing mental health difficulties.
- 10:30 – 10:45 Discussion and Questions;
In this topic the pro’s and con’s of user involvement are presented and how user involvement can be beneficial for the consumer, the supplier and the supervisor. User involvement can be organized in several ways. The use of user panels is a widely used way of working.
Although the advantages of user involvement are clearly seen there are still many challenges to be solved in order to achieve a system of user involvement that will work for all parties involved.
- 11:00 –11:45 **EPSO Working group on Risk** update of ongoing activities and further steps by Bruno Lucet – chair of the EPSO working group on Risk (France);
- 11:45 – 12:00 Discussion on future activities EPSO Risk working group with group members
The proceedings of the Working Group on Risk is presented by Bruno Lucet. The group has set up risk profiles and risk matrices, based on trend analysis and risk models. This can be integrated in a dashboard system, so risk can be ranked.
The next step will be to familiarize the issue within the working group and then make it available for a broad audience, possibly via a webinar.

Ongoing EPSO topics

- 13:30 – 15:15 **Estonian Pilot**
 - Introduction of the Report (Eve Pilt, Estonia)-10 minutes ;
 - Main Findings, The use of psychopharmacological medicines and possibilities to improve (Rosemary Smyth, Rep of Ireland)-15 minutes ;
 - The Right of self-determination in health and social care ; the Finnish experience (Hanna Ahonen, Finland)10 minutes ;
 - Human Rights versus National Legislation – the legal context (Jooske Vos, EPSO) 10 minutes;
 - The EPSO framework and the ‘60 alternatives’ for restraints and coercive methods (Thijs Melchior) 10 minutes;
 - Conclusions and Follow up, start of the discussion (Thijs Melchior, Netherlands) 5 minutes.
- 15.30- 16.00 **Estonian Pilot - Discussion** by the EPSO members on further steps and actions to be taken by EPSO on the topic of Restraints and Coercive methods;
The Estonian Pilot on Restraints is presented by the group that performed the audit in Estonia.
The Pilot was very beneficial for the Estonian institutes as well for the inspectorate. Seeing the success of the Pilot it is advisable to proceed with this issue. The report could be published on the EPSO website. Also an expert group could be set up and a system of training modules could be established.
- 16:00 – 16:15 Closing of the Conference by EPSO president Geir Sverre Braut.
Glenn Houston, who is replacing Geir Sverre Braut, thanks the hosts HIQA and MCH for the hospitality and the perfect organisation of the Conference. This conference was a very good one in his eyes, where we could discuss some important issues in depth, resulting in common thoughts and opinions and ideas on how to proceed.