

Implementation of National Contact Points in EU member states: a comparative analysis

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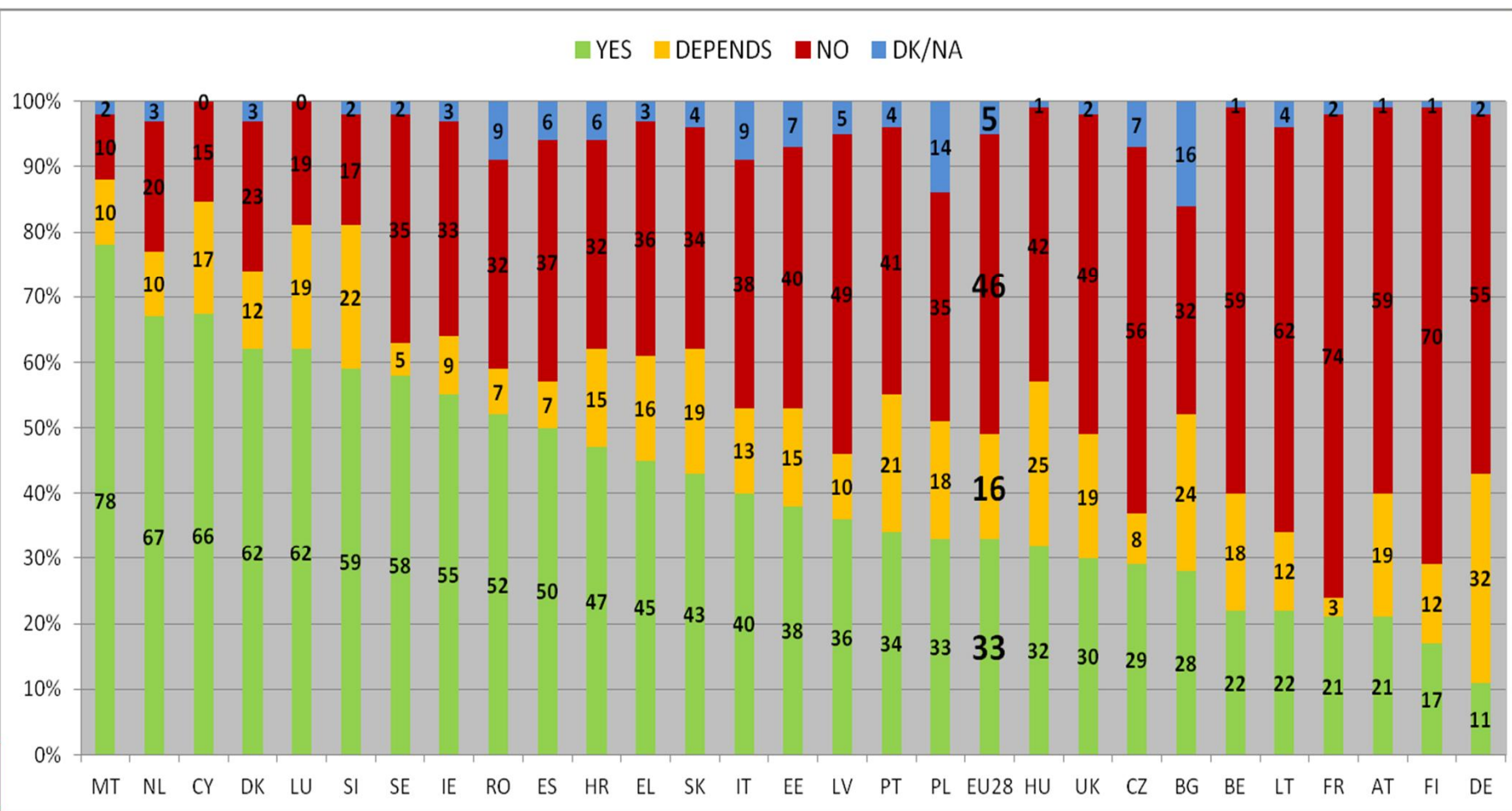
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Overview

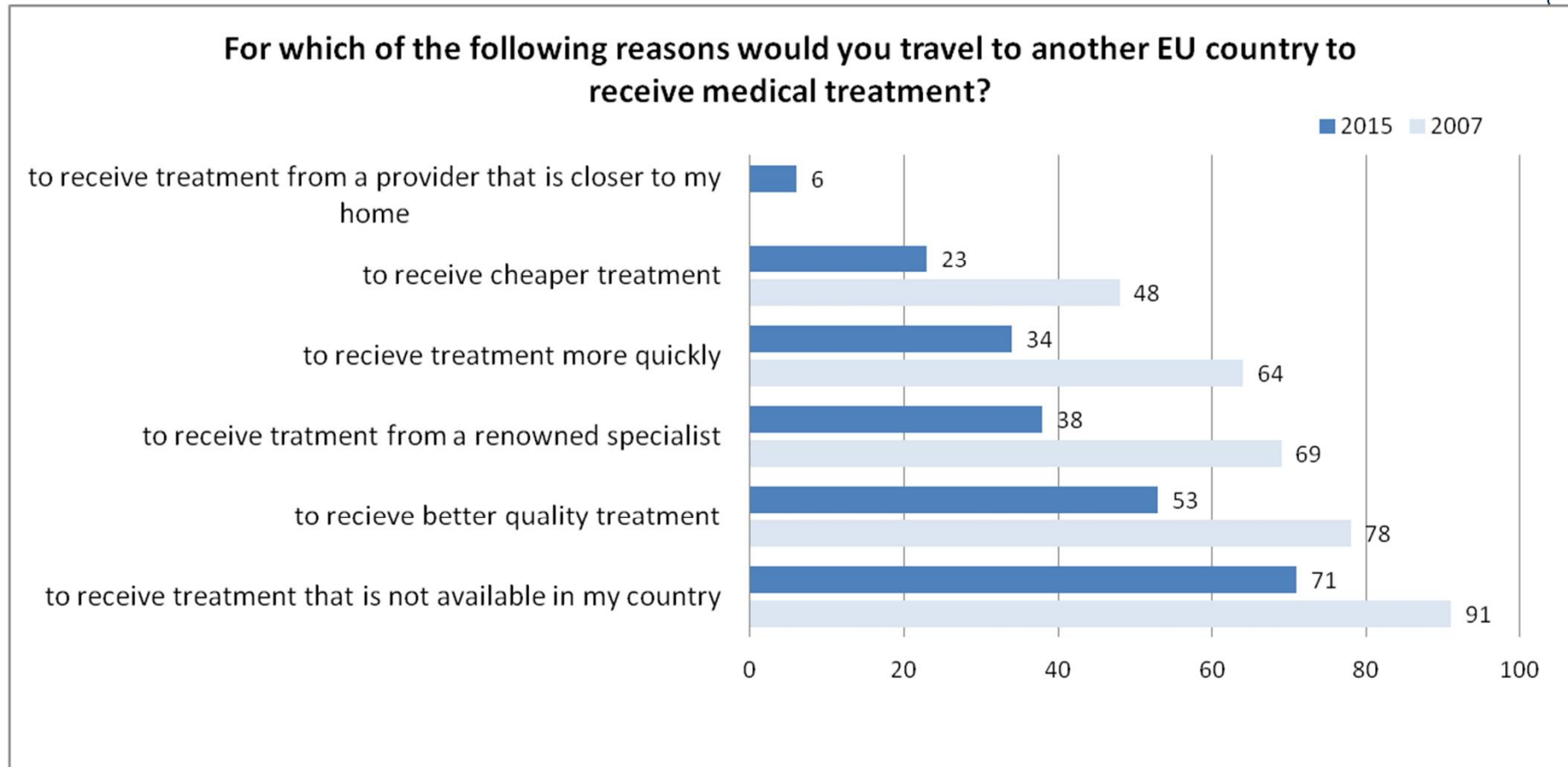
- Directive 2011/24/EU: some starting points
- NCP: Status of implementation
- Information provided
- Conclusions
- Examples of good practices
- The way forward

Would you be willing to travel to another EU country to receive medical treatment?

Source: Eurobarometer 2015



Motivations



Source: Eurobarometer 2015 and 2007

Dir. 2011/24/EU: the big picture

National provisions, regulations, etc. are very different across MS

- quality of care,
- patient safety
- patients rights

...and information about those is scattered across different institutions within MS

= > an NCP approach



Directive 2011/24/EU on the application of patients' rights in cross-border health care

What patients' rights do we find in the Directive?



Legal certainty about rights and entitlements to care in another Member State

- Conditions for reimbursement of cross-border health care (benefit basket, level, formalities)
- Prior authorisation (scope, undue delay, administrative procedures)
- Guarantees of information and equal treatment (prices)



Access to safe and high-quality cross-border healthcare

- Information on applicable quality and safety standards and on available providers
- Access to medical record
- Guarantees of non-discrimination, complaints and compensation, professional liability, data protection

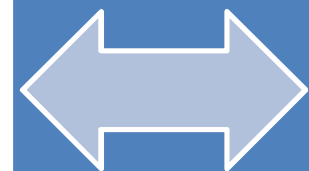


Cooperation on healthcare between Member States

- Basic duty of mutual assistance and cooperation
- Mutual recognition of medical prescriptions
- Areas of cooperation: European reference networks, Rare diseases, e-health, Health technology assessment, border regions

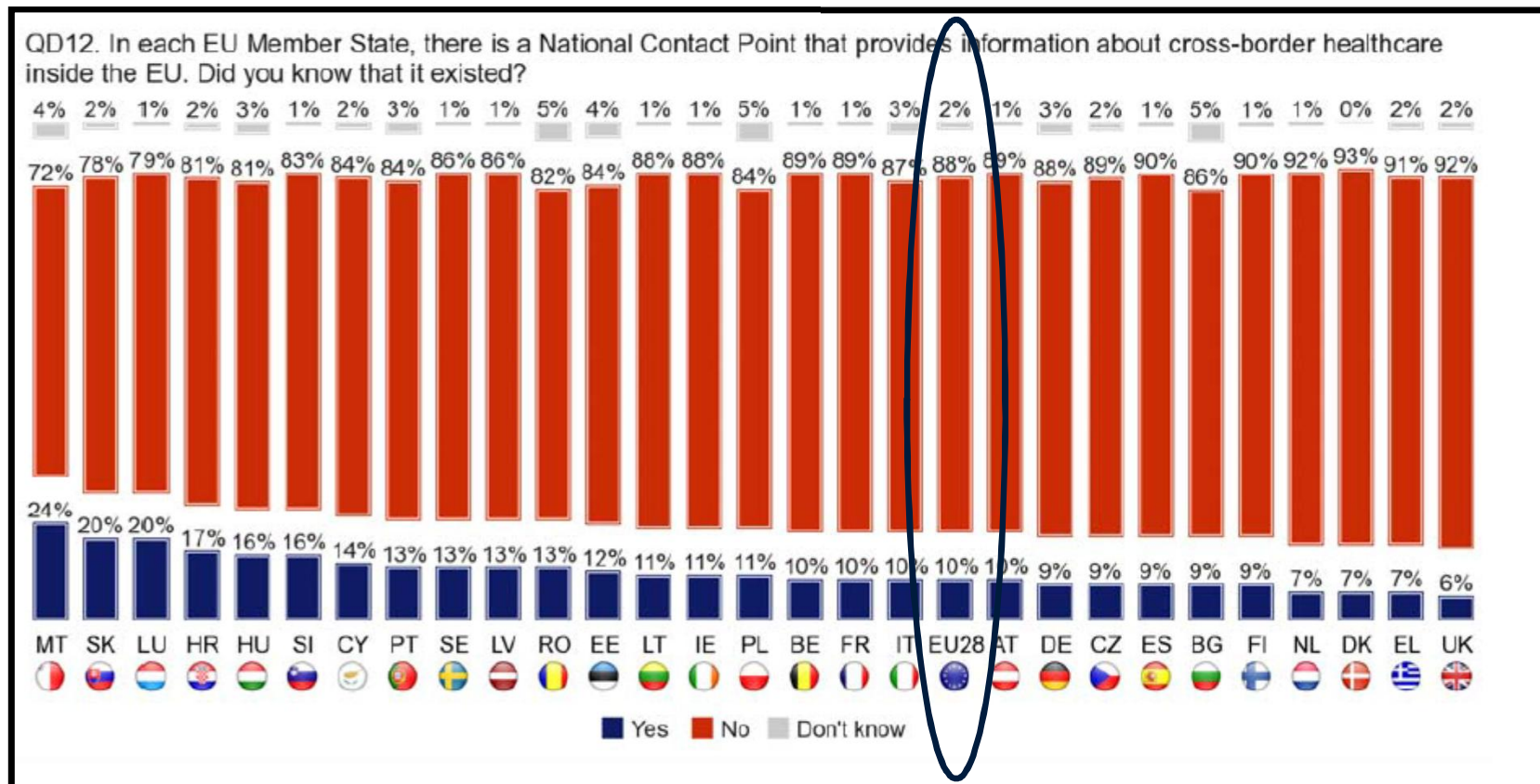


National
Contact
Points



Do you know that a NCP existed?

Source: Eurobarometer 2015



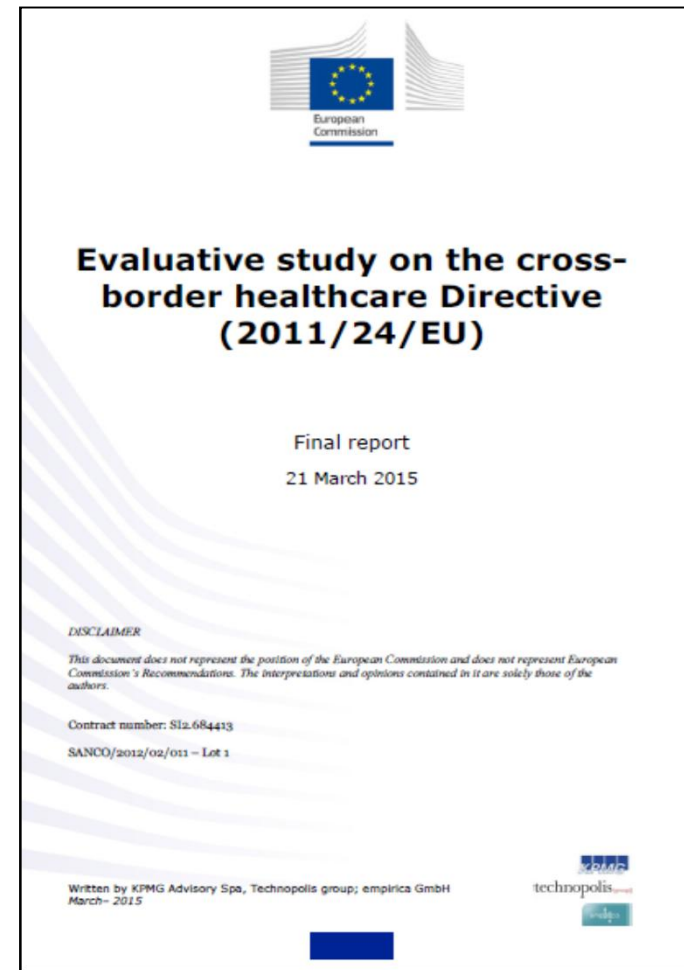
General Context of implementation

- Many countries late in transposing the PRD/
establishing the NCP
 - => 26 infringements initially opened
 - => 4 still open as of 1st July 2015
- Little awareness of the NCPs
- small number of information requests
- (bi-) annual meeting of the NCP coordinators in BXL

Data sources

2014

- content analysis of NCP websites
- Short interviews



Results: Formats

- Integration of NCPs in existing portals, e.g.

- [Austria](#)



- [Malta](#)



- Newly designed web areas, e.g.

- [Germany](#)



- [Hungary](#)



Results: Multiple NCPs (websites)

- Regional approaches
 - [Denmark](#) (one website, pre-existing regional offices)
 - UK (England, Wales, Scotland, NI, Gibraltar)



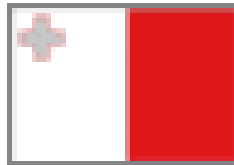
- Different NCP websites for incoming and outgoing patients websites
 - [Hungary](#)
 - Lithuania



Results: Scope

- MS of treatment, MS of affiliation or both

- Malta



- Austria



- information for patients /for healthcare providers, for health insurance funds

- Germany



Results: Collaboration

- Consultation of patient organisation, health insurances, and healthcare providers
 - In 2014: Some consultations with stakeholders from the field (insurances, providers, governments)
 - In 2015: pattern continues that patient organizations are less likely to be contacted
- Collaboration between MS
 - In 2014, any use informal contacts, some formal cooperation with neighboring countries
 - In 2015 has intensified, most frequently on quality and patient safety issues

Results: Information provided I

- Reimbursement (2014)
 - On many NCP websites very good, accessible ways of presenting the options, the difference between 2011/24/EU vs. 883/2004
 - the pro's and con's involved
 - the forms needed

...sufficient level of information (2015)

Results: Information provided II

- Patient rights, redress & complaint procedure(2014)
 - Very different information provided
 - using links to institutions involved or to laws on patient rights
 - Sometimes missing or incomplete

...more information/tools on how to enforce those rights practically is needed (2015)

- Info on providers' supervision (2014)
 - Often missing
 - Links to professional chambers or associations

Results: Information provided I I I

- Quality of care and patient safety (2014)
 - Often no thorough and accessible way of presenting
 - Some NCPs lack information
 - Some advise to contact NCP
 - If stated via links to institutions involved in quality of care and patient safety

...and is often not complete still in 2015










Conclusions



- National variation in approaches and practice
> reflected on NCPs
- Provision of information at national level has benefited from NCP approach (also for domestic patients!)
- BUT: enhance the usefulness of the information

Individual performance (England)

- [NHS Choices](#) publishes performance data of individual surgeons since 2013
- 10 fields – e.g. cardiac surgery, hip replacements...
- Data focus on mortality rates, volume of operations

Number of elective infra-renal AAA repairs	Adjusted mortality rate after elective infra-renal AAA repair	Number of carotid endarterectomies	Adjusted rate of stroke and/or mortality
			
24 elective infra-renal AAA repairs	 Within the expected range	22 carotid endarterectomies	 Within the expected range
56 elective infra-renal AAA repairs	 Within the expected range	35 carotid endarterectomies	 Within the expected range
57 elective infra-renal AAA repairs	 Within the expected range	n/a Data not available	n/a Data not available

Quality standards (Ireland)

Making standards understandable for normal people

The Standards for Leadership, Governance and Management

- 5.1** Service providers have clear accountability arrangements to achieve the delivery of high quality, safe and reliable healthcare.
- 5.2** Service providers have formalised governance arrangements for assuring the delivery of high quality, safe and reliable healthcare.



Examples of what this means for you:

- you can expect that there is an identified person who has overall responsibility for the quality and safety of the service you are attending

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Legislation in plain language (NL)

A “lay summary” of the law on patients’ rights



National Health Care Institute

-Border Health Care

ands

Treatment in another EU country

European legislation

[Home](#) > [Treatment in the Netherlands](#) > Additional information

Additional information

Would you like to know more about the quality and safety of health care in the Netherlands? Or are you interested in how patients’ rights are regulated here? Do you have a complaint about health care? The websites listed on this page can give you more information about these matters.



Documents

 Patients’ Rights (Care Sector)
Act – a summary (pdf, 31 kb)

Magazines' Hospital rankings (FR, DE)

Differences in quality between hospitals



The way forward: Role of NCPs in providing information

- common guidelines, checklists, templates for information provision
 - Patients' rights: comparative list with conditions and practicalities per country
 - Translation support
- about entitlements and procedural rights: complexity!
 - about providers: publicly available performance indicators!, waiting times, patient experience
 - about quality & safety standards and treatment options:

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