European Commission

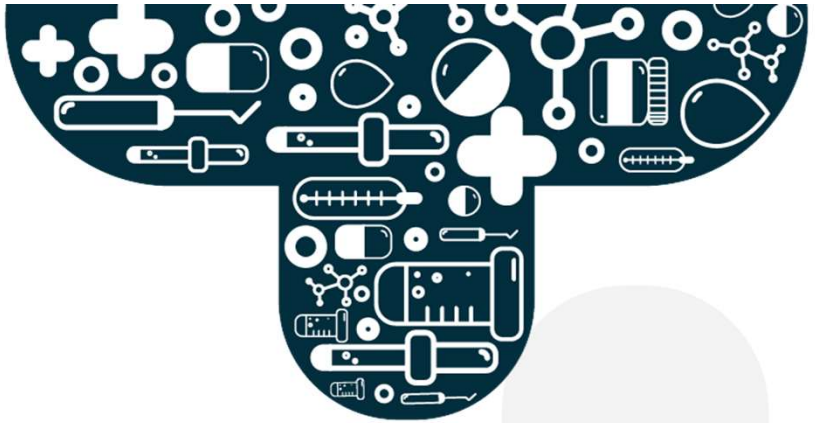
ERNs & HCPs Evaluation Webinar

12 th December 2022

IDOM

Junta de Andalucía
Consejería de Salud y Familias
Fundación Progreso y Salud

ACSA



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12 December 2022

FOR A BETTER WEBINAR EXPERIENCE:

We recommend you to use the **ZOOM App** instead of a browser.

We recommend you to use your **PC or laptop**. Certain functions may not be accessible on certain mobile phones / tablets.

Please, send your questions through the chat (select the option for all)

This webinar will be recorded and be uploaded in:

https://www.ern-assessment.com/doc/webinar_22_12_12.mp4

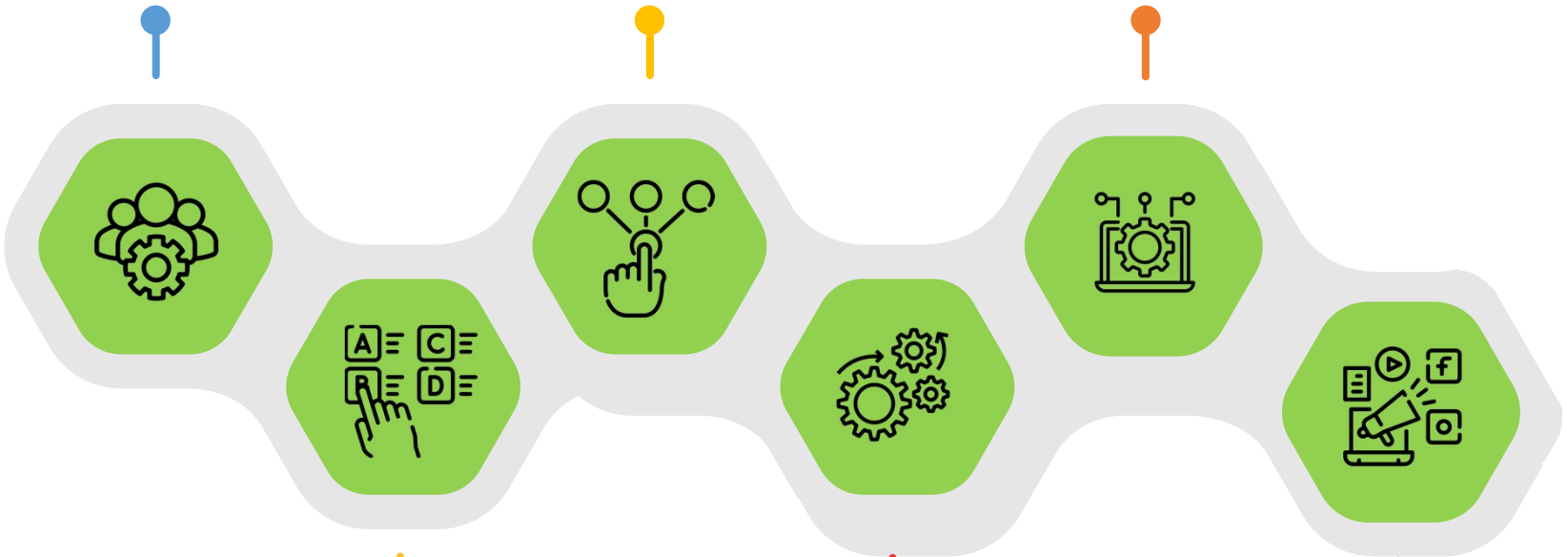
THIS WEBINAR WILL START SOON

IDOM Junta de Andalucía Consejería de Salud y Familias Fundación Progreso y Salud ACSA

Agenda

TIME	CONTENT	SPEAKER	ORGANISATION
11:00	Welcome	• Marta Sainz, IDOM - Project Manager	IEB
11:10	Introduction	• John-F Ryan, Acting Deputy Director-General • Donata Meroni, DG Sante- Head of Unit B3	DG SANTE
		• Agnès Mathieu-Mendes, Head of HaDEA Unit A2	HaDEA
11:30	Presentation of the ERNs Evaluation Process	• Marta Sainz, IDOM- Project Manager • Javier Ferrero, ACSA- IT Project Manager	IEB
12:00	Questions & answers	ALL	ALL
12:30	Closing	• Marta Sainz, IDOM - Project Manager	IEB

Presentation of the ERNs Evaluation Process



1. The IEB
2. Evaluation timeline and key dates
3. Key tasks during the evaluation
4. Overview of the operational criteria
5. Access to the platform
6. Communication channels

The IEB

IDOM

- **International** company providing **consulting** services in **Healthcare**
- **> 25 years** managing **EU funded projects**
- **> 20 years** providing **evaluation and monitoring services** associated to projects implemented with EU funds

Junta de Andalucía Consejería de Salud y Familias Fundación Progreso y Salud

ACSA

- Proving services to the **Public Health System**, to strengthen the **quality of the services of healthcare** organizations
- Recognised by the International **Society for Quality in Health (ISQua)**
- IAB in ERNs & HCPs **assessment process**

Pool of > 200 evaluators

- Senior **healthcare professionals**
- **> 10 years** of professional **experience**
- **Specialised** in the area of quality or healthcare management
- **Profiles:** team leader / team member

Roles and responsibilities

- Manage the **evaluation** of **24 ERNs** and **834 HCPs**
- Issue the critical path for the **technical evaluation**
- Ensure standardisation and **quality consistency**
- Finalise **evaluation reports** and issue recommendations
- Review requests for **amendments**
- **Support ERNs & HCPs** in the evaluation process

Partners for improvement

Evaluation timeline and key dates

PREPARATORY STEPS

- IEB sets up the evaluation process
- ERN Members information and task organisation

Stage 1

9 Nov 2022 – 13 Dec 2022

SELF-EVALUATION

- Self-evaluation by ERNs
- Self-evaluation by HCPs

Stage 2

19 Dec 2022 – 19 Feb 2023 [HCPs]

19 Dec 2022 26 Feb 2023 [ERNs]

IEB TECHNICAL EVALUATION

- Document review
- Virtual interviews with ERNs
- On-site audits in a sample of the HCPs

Stage 3

20 Feb 2023 – 18 May 2023 [HCPs]

27 Feb 2023 – 27 Mar 2023 [ERNs]

EVALUATION RESULTS

- Draft reports
- Comments and amendments
- Improvement plan (if needed)
- Final reports

Stage 4

28 May 2023 – 04 Sep 2023

Key tasks during the evaluation (1/7)

Stage 2: Self evaluation
19 Dec 2022 – 19 Feb 2023 [HCPs] / 26 Feb 2023 [ERNs]

Purpose

Assess to which extent ERNs / HCPs have achieved the objectives planned

Tasks

- Fill in and submit the **ERN/HCP self-evaluation form**
- Review **criteria** and measurable elements
- Provide evidences of fullfilment
- **Acknowledge** the self-evaluation of the ERN and its members

Platform

OEIT

Reference documents

Evaluation manual
Technical toolbox:

- Operational criteria (ERN and HCP)
- Scoring guidelines
- Self-evaluation guidelines
- Self-evaluation form
- List of documents and other evidences

ERN coordinator responsibility

Key tasks during the evaluation (2/7)

Stage 2: Self-evaluation
19 Dec 2022 – 19 Feb 2023 [HCPs] / 26 Feb 2023 [ERNs]

Key aspects

- **Log in** details to access the platform will be sent to the ERN and HCP representatives
- **Evidence** to support the ME need to be collected **in advance**
- **Comments and scoring** for all ME must be fulfilled
- **Evidence** documents required for different MEs can be **re-used**
- **Scoring** will be **adapted** to each ME (following the Technical Toolbox) in the platform
- ERN coordinator must do an **acknowledgement** check of its members' submission

Key tasks during the evaluation (3/7)

Stage 3: Technical Evaluation
20 Feb 2023 – 18 May 2023 [HCPs] / 27 Feb 2023 – 27 Mar 2023 [ERNs]

Purpose

Check the fulfillment of the ERN/HCP operational criteria and the achievement of objectives

Tasks

- Provide **additional information** requested by the IEB

ERNs and HCPs to be visited:

- Set up time and date for **interviews (ERNs) and on-site audit (HCPs)**
- Facilitate communication with **patient representatives (ENRs) and patients (HCPs)**
- Coordinate the participation of work-package responsibles **(ERNs)**
- Coordinate the interviews with professionals **(HCPs)**
- Facilitate the **medical records** review (HCPs)

Platform

OEIT & Online & Onsite visit

Reference documents

Evaluation manual
Technical toolbox:

- Operational criteria (ERN and HCP)
- Scoring guidelines
- List of documents and other evidence
- Guidelines for virtual interviews
- Guidelines for on-site audits

ERN coordinator / HCP representative responsibility

Key tasks during the evaluation (4/7)

Stage 3: Technical Evaluation
20 Feb 2023 – 18 May 2023 [HCPs] / 27 Feb 2023 – 27 Mar 2023 [ERNs]

Key aspects

- Evaluators must sign a **confidentiality** agreement
- Evaluators will not have access to **patient information** unless shared by the HCPs
- IEB will select the **patient representatives** to be interviewed from the list provided by the ERN
- **Onsite audits** will:
  - be scheduled at least 2 months in advance
  - take place between 09 Mar 2023 and 18 May 2023

- Interview with patients:

- Each participant must sign a writing consent
- An independent interpreter will be needed
- IEB will suggest the requirements to select the patients to be interviewed at least one month in advance
- HCPs will contact with patients, not the IEB

Key tasks during the evaluation (5/7)

Stage 4: Evaluation results
28 May 2023 – 04 Sep 2023

Purpose

Issue a report with the results of evaluation as well as comments and recommendations

Tasks

- Send **comments** to the draft evaluation report
- Elaborate and implement **improvement plan** (“*not satisfactory*” only)

Platform

OEIT

Reference documents

Evaluation manual
Technical toolbox:

- ERN and HCPs evaluation report template
- Decision guidelines
- Improvement plan guidelines and template

ERN coordinator / HCP representative responsibility

Key tasks during the evaluation (6/7)

Stage 4: Evaluation results
28 May 2023 – 04 Sep 2023

Key aspects

- **Result of the evaluation** could be either "satisfactory" or "need improvement"
- It is the responsibility of the ERN and HCP to issue an **improvement plan**

Key tasks during the evaluation (7/7)

The **Board of Member States (BoMS)** receives information from the EC regarding the evaluation process and results. It issues the final decision on the continuity or termination of the ERNs and their members

Key tasks of the BoMS

Stage 4: Evaluation results
28 May 2023 – 04 Sep 2023

Purpose	Issue a report with the results of evaluation as well as comments and recommendations
Task	• Offer the ERN/HCP in question **one year** to implement the improvement plan annexed to the final report (*"not satisfactory"* only) • Approve **any termination** of an ERN or loss of membership
Platform	N/A

Reference documents

Evaluation manual

Overview of operational criteria

The evaluation of ERNs is based on verifying to which extent the ERNs and HCPs meet the quality requirements related to the achievement of the objectives for which they were constituted.

The criteria are classified in **thematic areas**

- 1 Patient Centred Care

Criteria describe an "enhanced practice" which is both aspirational and achievable

- 1.1 The HCP team has implemented strategies to ensure that care is patient-centred, and that patients' rights, and preferences are respected.
- 1.2

Measurable elements (ME) are used to assess the level of performance or practices described in the criteria

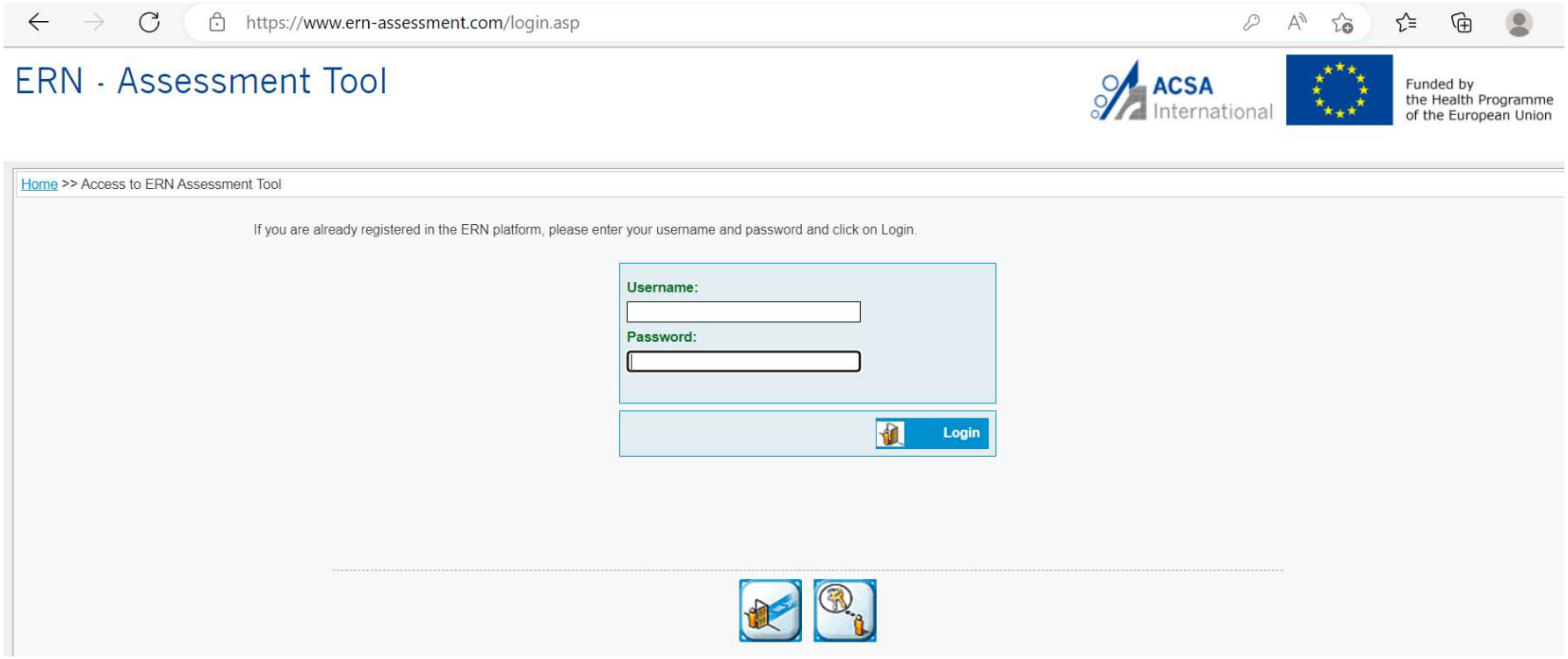
- 1.1.1. The HCP team provides patients and/or their families with written information about the facility […]
- 1.1.2 The HCP team gives patients and/or their families written information about their rights and responsibilities […]
- 1.2.1
- 1.2.2

Core ME: are considered essential to obtain a favorable evaluation.

Extended ME: refer to important areas in which ERNs or their Members should work on.

Access to the platform

Each ERN/HCP should complete the self-evaluation trough the online tool (OEIT) which can be accessed via the following URL: www.ern-assessment.com



A **platform user manual** will be sent to all the users

Communication channels

Each ERN and HCP will be assigned an Evaluation Coordinator who will be the focal point during the whole evaluation process.

Communication channels

There are two main communication channels managed by qualified personnel and each has been set up for a specific purpose.

OEIT

Purpose:
Internal communications between applicant and IEB

Examples:
- How to interpretate quality requirements or other methodology clarifications
- Request of additional information or clarifications from the evaluators
- Set up dates for interviews and audits

Helpdesk

helpdesk@ern-evaluation.eu
+34 946897345

Purpose:
Other incidences

Examples:
- Technical problems with platform
- Credentials to new users
- Logistics

Evaluation key milestones and deadlines

SELF-EVALUATION

- **19 Feb 2023 –** HCP Self-evaluation submission
- **26 Feb 2023 –** ERN Self-evaluation submission

IEB TECHNICAL EVALUATION

- **27 Feb 2023 – 27 Mar 2023** Perform online interviews [ERNs]
- **09 Mar 2023 – 18 May 2023** Perform onsite audits [HCPs]

Stage 2

Stage 3

Many thanks
for your attention

Contact us in
helpdesk@ern-evaluation.eu