

ERO Working Group on Quality of Care – October 2020

Report on the survey conducted by the ERO Working Group "Quality of Care" among the ERO member organisations.

June 2019 Questionnaire

In June 2019, the ERO Working Group "Quality of Care" launched a survey on the measures implemented in the various ERO member countries to improve the quality of care (safety, efficacy, communication, etc.)

The aim of the survey is not to propose guidelines applicable to all of Europe, nor to encourage health authorities to implement specific measures, but to provide national associations with an overview of what exists elsewhere.

The Working Group therefore drew up a questionnaire that, after many drafts and tests with a few practitioners and legal experts to see which questions might be difficult to understand, was finally validated and sent to the ERO member countries in June 2019.

In August 2019, we had already received many answers, but it was too soon yet to give a report at the plenary session in San Francisco. As the Coronavirus pandemic made it impossible for us to meet up in Kazakhstan in April 2020, it is in Brussels in November that we will be presenting the results of the survey and what we can learn from them.

The very first lesson we have learnt is how complicated it is to draw up a questionnaire that will be similarly understood in over 60 different countries, with different languages, and very different health care structures, systems, and coverage. We tried to make our questionnaire clear and simple, but the answers we received show that it was still too complicated.

Overall, however, these answers tell us a lot about the nature of the recommendations and, consequently, about the Quality Approach implemented in the various ERO countries that responded, which for the moment reach a total of 14, namely: Germany – Austria – Estonia – Spain – France – Turkey – Poland – The Netherlands – Italy – Switzerland – Israel – Greece – Czech Republic – Cyprus

These countries fall into three categories, depending on their answers and the type of recommendations they describe

Cyprus – Estonia – Spain – Czech Republic

In these four countries, the recommendations simply provide advice, they are non-binding.

- They are drawn up by the profession,



- alone, mostly by the professional chambers; or in collaboration with academics.
- Compliance is monitored by the profession itself (the national governing body).

Non-compliance may lead to comments or even sanctions when complaints are filed before the courts.

Austria – Switzerland – Italy – Turkey – Poland – Greece – Israel – The Netherlands

In these eight countries, the recommendations are legally binding.

- They are drawn up by the national health authorities.
- Compliance is monitored by the profession's regulator or by the national health authorities
 - Regulator: Austria – Greece – Italy
 - Health authorities: Switzerland – Turkey – Poland – The Netherlands – Israel

Non-compliance may lead to sanctions:

- Financial sanctions
- Warning
- Reprimand
- Suspension from practice

(Except in Italy where apparently no sanctions are provided for)

Germany – France

In these two countries, the recommendations are also binding.

With a major difference though: they are drawn up by an independent scientific authority (with the assistance of experts in the profession)

- Compliance is monitored by the regulator.
- In France more specifically: by the national health insurance services who forward their observations to the regulator, in charge of following up.

Non-compliance may lead to sanctions similar to the ones previously described.

In all countries, the profession contributes to quality improvement through publications, lectures, continuing education.

To the question on whether the university curricula includes **quality assessment in the initial training** of their students:

→ all countries answered **YES**

Except for Estonia that answered that there is no specific training ...

and that is what we wanted to know: is there **specific training in quality management?**

Maybe the question was not clear!