



## Parallel Session 2

# Continuous monitoring and quality improvement

**Enrique Terol**

**DG SANTE**

**Brussels 21 November 2018**





European  
Commission



European  
Reference  
Networks

# Conflict of interest disclosure

---

I have no actual or potential conflict of interest in relation to this program/presentation



European  
Commission

# Planned monitoring system

**Continuous monitoring and assessment**

**2018**

**2019**

**2020**

**2016**

**2021-22**

**Initial assessment  
& approval**

**Final evaluation  
(termination or  
continuity)**



European  
Commission



European  
Reference  
Networks

# A monitoring system for ERNs would:



HELP ENSURE  
**CONSISTENCY**  
**ACROSS**  
ASSESSMENTS OF THE  
NETWORKS AND  
HEALTHCARE  
PROVIDERS,



SUPPORT THE SELF-  
ASSESSMENT  
PROCESS AND  
**PROMOTE ONGOING**  
**QUALITY**  
**IMPROVEMENT;**



SHOW THAT THE  
ERNs **ARE**  
**PRODUCING USEFUL**  
**RESULTS FOR THE**  
PATIENTS  
(ACCOUNTABILITY);



ALLOW FOR TIMELY  
IDENTIFICATION OF  
**AREAS FOR**  
**IMPROVEMENT;**



IF NECESSARY,  
**FOSTER**  
**ORGANISATIONAL**  
**CHANGE OR**  
ADJUSTMENTS IN  
STRATEGY;



**PROMOTE PATIENT**  
**EMPOWERMENT**  
WHEN  
INFORMATION IS  
RELEASED;



REQUEST THE  
**FURTHER SUPPORT**  
**OF MEMBER STATES**  
WHEN OBJECTIVES  
AREN'T MET.



CONTRIBUTE TO  
CREATING A  
**CULTURE OF**  
**RESULT-ORIENTED**  
**CONTROL AND**  
**QUALITY**  
MAINTENANCE AND  
IMPROVEMENT OF  
HEALTHCARE  
SERVICES IN EUROPE



European  
Commission



European  
Reference  
Networks

# ERN monitoring and assessment system key dimensions:

1

Workable continuous monitoring system **can be utilised across all ERNs.**

2

**Periodical self-assessment and reporting** of the activities of the ERNs and HCPs;

3

**Stronger involvement of Member States** in the assessment of their national HCPs

4

**Complementary assessments,** when considered necessary, by third parties.

# Building the Indicators: Donabedian model



European  
Commission



European  
Reference  
Networks

## Objectives

*General organisation and coordination*

*Patient Care*

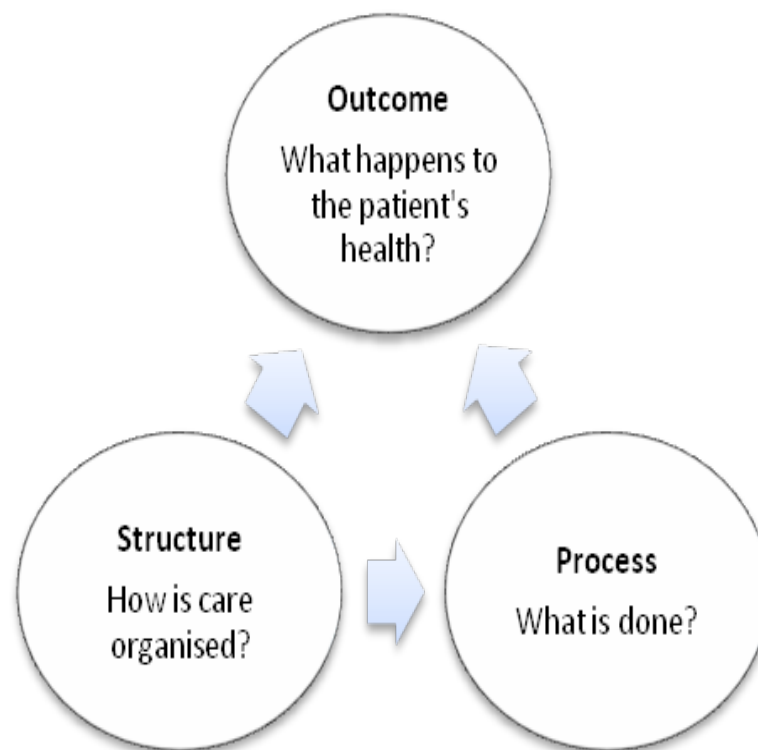
*Multidisciplinary approach and sharing  
of knowledge within ERN*

*Education and Training*

*Research*

*Clinical guidelines*

*Communication and Dissemination*



# Key challenges

- Data collection



- Definitions and methodological issues



European  
Commission



European  
Reference  
Networks

# SOURCES OF DATA

Clinical Patient  
Management  
System (CPMS)

Administrative  
records &  
databases of the  
HCPs

Adhoc records of  
the HCP

Adhoc records of  
the ERN  
Coordinators

Administrative  
records of the  
European  
Commission





European  
Commission



European  
Reference  
Networks

# AMEQUIS system

- **A**ssessment, **M**onitoring, **E**valuation and **Q**uality **I**mprovement **S**ystem
- Towards the integration of the different elements steps and activities (performance, outcomes etc.) of the ERNs life cycle in a seamless system
  - **A**ssessment
  - **M**onitoring
  - **E**valuation and **Q**uality **I**mprovement **S**ystem
- Action envisaged for the Health programme WP 2019



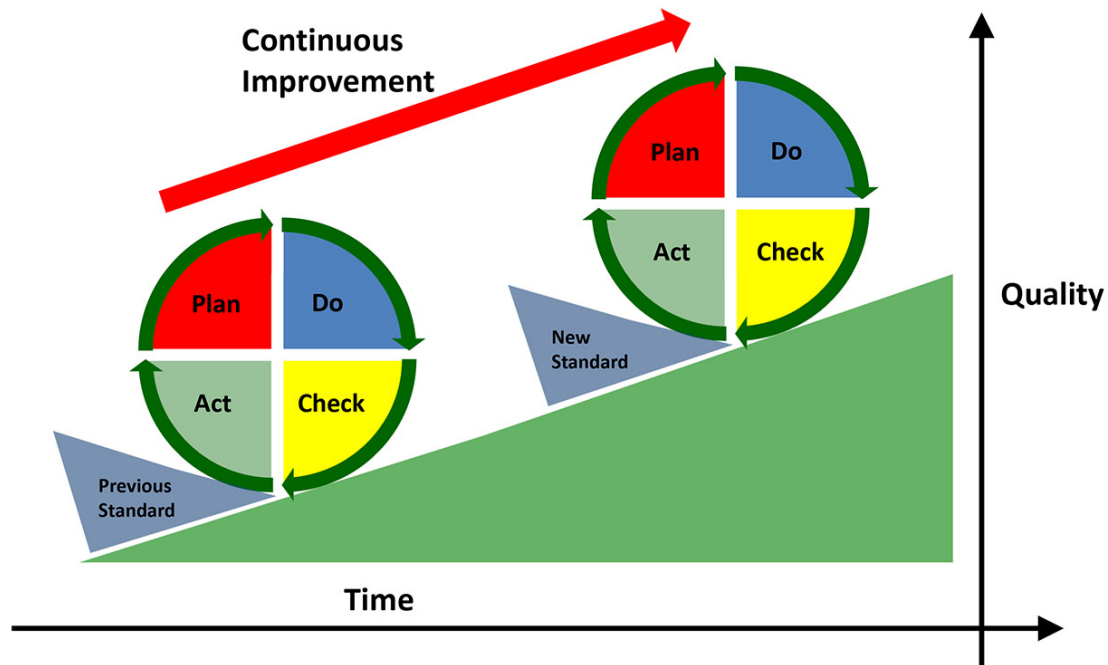
European  
Commission



European  
Reference  
Networks

**The Assessment, Monitoring, Evaluation and Quality Improvement System is expected to include a full integrated cycle of actions from the initial assessment of the ERNs to their evaluation.**

## ERN - AMEQUIS A continuum Quality Improvement System





European  
Commission

# AMEQUIS:

## How to evaluate the impact and benefits of the ERNs

### This system should help to:

- ✓ Monitor the activity & performance of the ERNs
- ✓ Build a quality improvement system,
- ✓ Identify the outcomes of the ERNs
- ✓ Integrate the cycle of assessment, monitoring and evaluation
- ✓ Learn from the experience identifying success and potential pitfalls
- ✓ Demonstrate the value of the ERNs



European  
Commission



European  
Reference  
Networks

The process to set up such a ERN monitoring and information system implies a huge challenge both at organisational and technical level.

