Manual for Technical Assessment of European Reference Networks
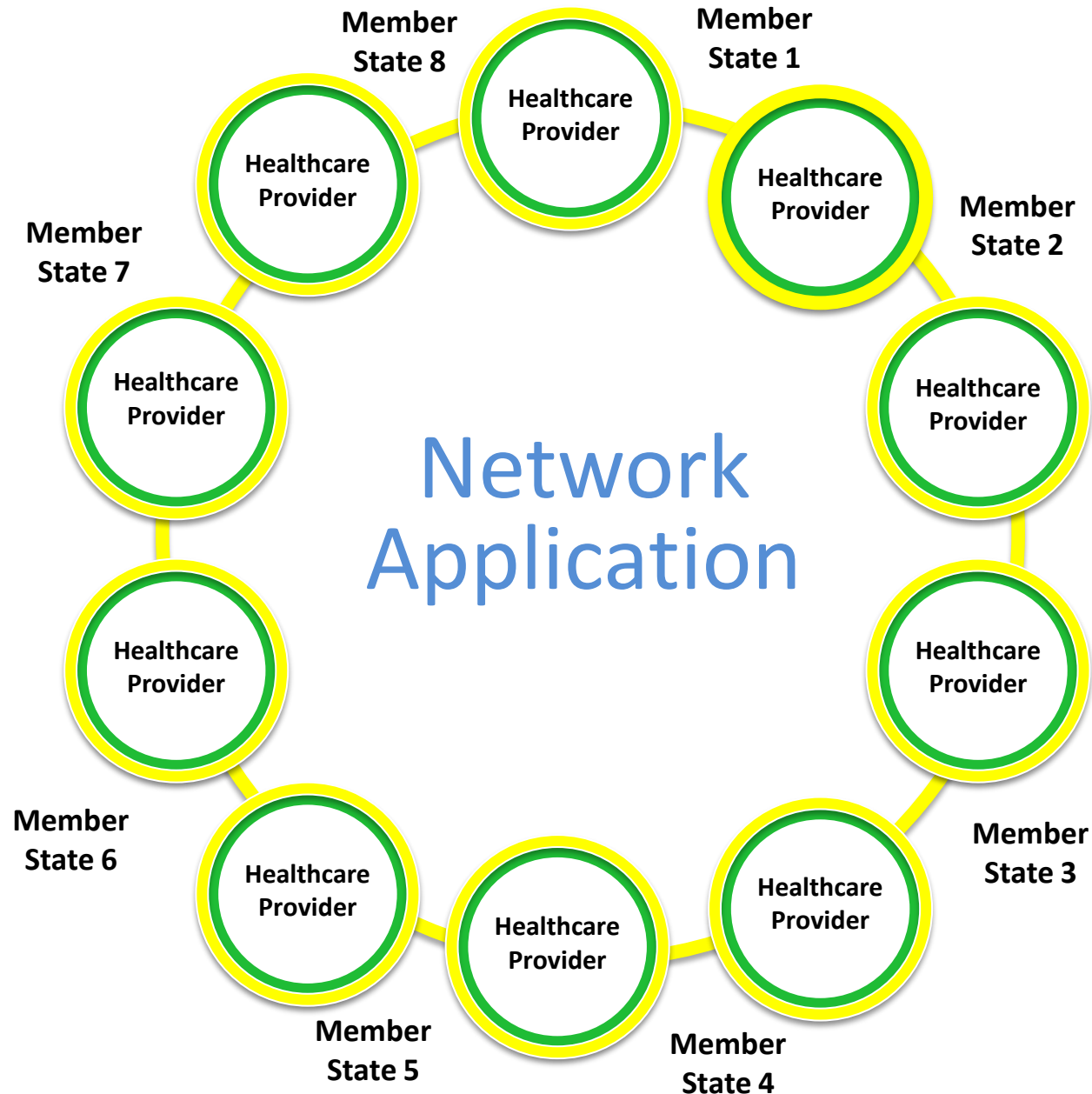
Second EC European Reference Network Conference, Lisbon

8-9 October 2015

Partnership for Assessment of Clinical Excellence in European Reference Network (PACE-ERN)
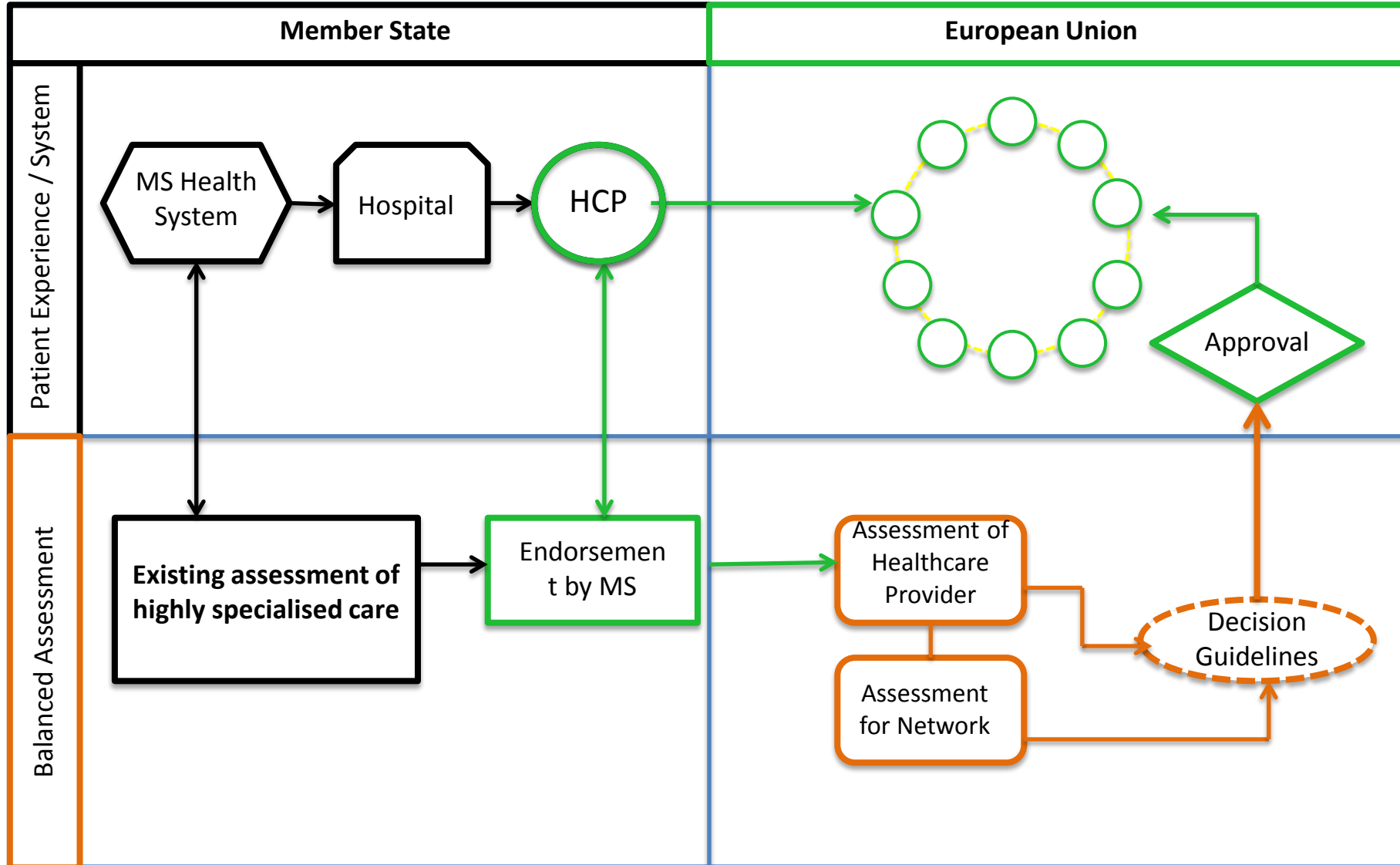
ERN Minimum Requirements

Network Application

Minimum requirements:
- 10 Healthcare Provider Applicants from 8 Member States
- Member State Endorsement

Network application:
- One Network Application (x1)
- Application for each Healthcare Provider (minimum of x10)

ERN Assessment Scheme

Mapping Exercise

Highly Specialised Healthcare, Centres and Networks:

- **Multidisciplinary approach is consistently present**
- Greater inclusion of the **patient voice seen as an improvement opportunity**
- **Diversity of experience** with variable involvement of local care systems
- **Focus on raising awareness**, referral pathways and addressing delays in diagnosis
- Shared ambition to establish common, **well-defined clinical data**
- **Sustainability of expertise** and services provision is a priority

## Existing national or regional healthcare assessment programmes:

- **Consistent themes**, but **diversity of structure, process and monitoring**
- **Shared approach to defined clinical areas of concern** and conditions through available evidence or consensus
- **Variability in the maturity** of assessment programmes
- **Technical quality** of the assessment process is valued by clinicians and support improvement

Foundation for Assessment Process

Technical quality as a foundation for assessment proposal:
⚙ **Self-assessment with external validation** optimise efficacy and improve the quality of the services
⚙ Effective assessment programme must involve **multiple methods** to assess quality
⚙ **Patient involvement** in the process of assessment improves the relevance of the assessment to patient care
⚙ **Quality improvement framework** supports sustainability

Assessment Manuals and Technical Toolboxes
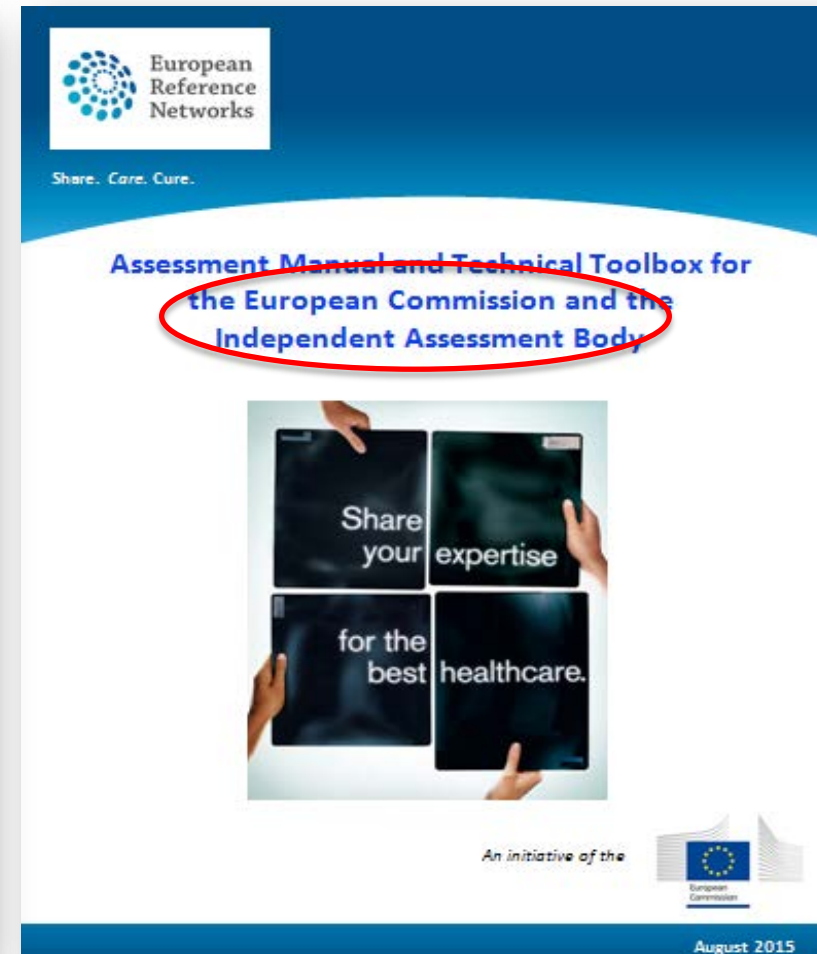
Assessment Manuals and Technical Toolboxes
(continued)

Common content
Additional items in EC and IAB manual

Content for Applicants:	**Content for EC and IAB:**
• Operational Criteria	• Same Content as Applicant Manual
• Overview of Six-Stage Process	• Instructions or Procedures from the EC & IAB's perspective
• Descriptions and Timelines	• Additional Sections:
• Instructions	• Conflicts of Interest
• Tips	• Eligibility Procedures and Checklist
• Tools	• Assessor Application and Selection Process
• References to EC Directives	• Assessor Training and Competency Review
• Glossary	• Assessor Checklists and Procedures
	• Additional Technical Tools

Operational Criteria (content)

Organisation of the Operational Criteria	
Networks	**Healthcare Providers**
<u>**General**</u> Criteria and Conditions to be fulfilled: 1. Highly Specialised Healthcare 2. Governance and Coordination 3. Patient Care 4. Multidisciplinary Approach 5. Good Practice, Outcome Measures, and Quality Control 6. Contribution to Research 7. Continuous Education, Training, and Development 8. Networking and Collaboration	<u>**General**</u> Criteria and Conditions to be fulfilled: 1. Patient Empowerment and Patient-Centred Care 2. Organisation, Management, and Business Continuity 3. Research, Education and Training 4. Expertise, Information Systems, and e-Health Tools 5. Quality and Safety <u>**Specific**</u> Criteria and Conditions to be fulfilled: 1. Competence, Experience and Outcomes of Care 2. Human Resources 3. Organisation of Patient Care 4. Facilities and Equipment

Defined in the Network proposal and fulfillment assessed for each applicant healthcare provider. Based on the evidence and consensus of the scientific, technical and professional community

Operational Criteria Format

PATIENT EMPOWERMENT AND PATIENT CENTRED CARE

<u>Legislated Requirement</u>
2014/286/EU Annex II (a) (i)

<u>Criteria</u>
1.1 The Healthcare Provider has strategies in place to ensure that care is patient-centred and that patients' rights and preferences are respected.

<u>Measure</u>
a) The Healthcare Provider's commitment to patient-centered care is formally and consistently communicated with patients and families.
<u>Guideline</u>
This may be demonstrated in the Healthcare Provider's mission and/or core values. Patient centered care approaches may also be reflected in protocols and care planning, etc.
<u>Evidence</u>
Mission or Core Values
Patient Brochures and Information
<u>Method of Assessment</u>
Documentation Review
On-site Visit (Patient Interviews)
Semi-structured Interview(s) with Member Representative(s)

b) Processes are in place to assist patients and families in knowing who is providing their care, and the role of each person on the multidisciplinary care team.

Roles and responsibilities

Key participants in assessment of applications:

- Applicant – Network and Healthcare Providers
- Assessors – Independent Assessment Body(s)
- Member States
- European Commission
- Board of Member States

EU Population
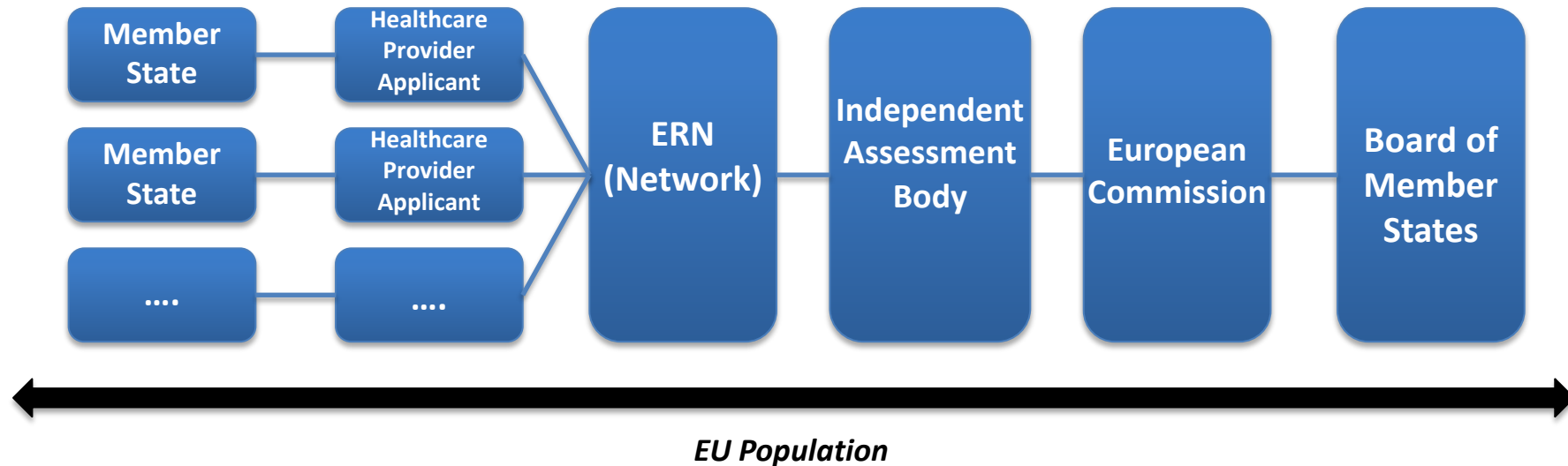
Assessment Manual and Toolbox for Applicants

Assessment Programme for Networks and Healthcare Provider Applicants

- Operational Criteria
- Six-Stage Process
- Tools

Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6
Call for interest from EC	Application submitted to EC	Application reviewed by EC then IAB	Assessments and reports completed by IAB	Assessment results sent to EC	Final approval by BoMS
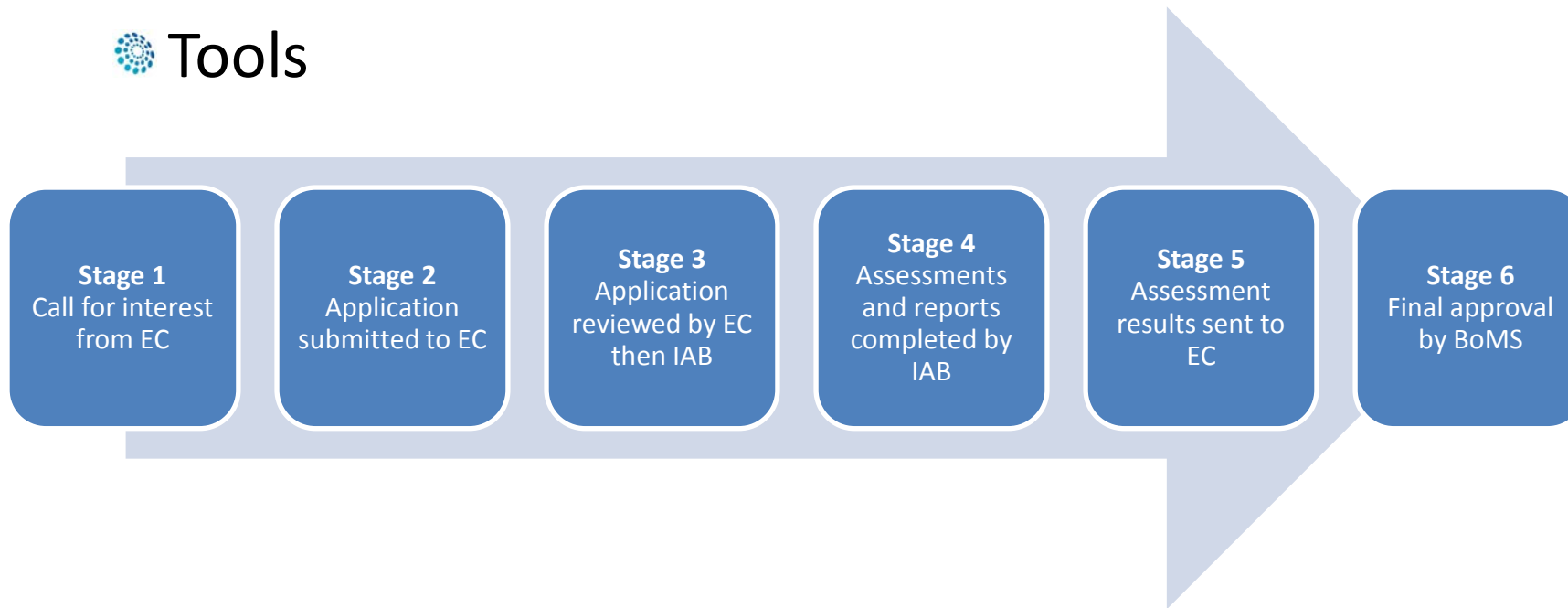
Stage 1: Call for Interest

Stage 1:

- First call for expressions of interest published
- Network defines area of expertise
- National endorsement of Healthcare Provider by the Member State

European Commission launches a call for interest for ERNs

Application submitted to European Commission

Application reviewed by European Commission and Independent Assessment Body

Assessment and report completed by Independent Assessment Body

Assessment results sent to European Commission

Final Approval by Board of Member States
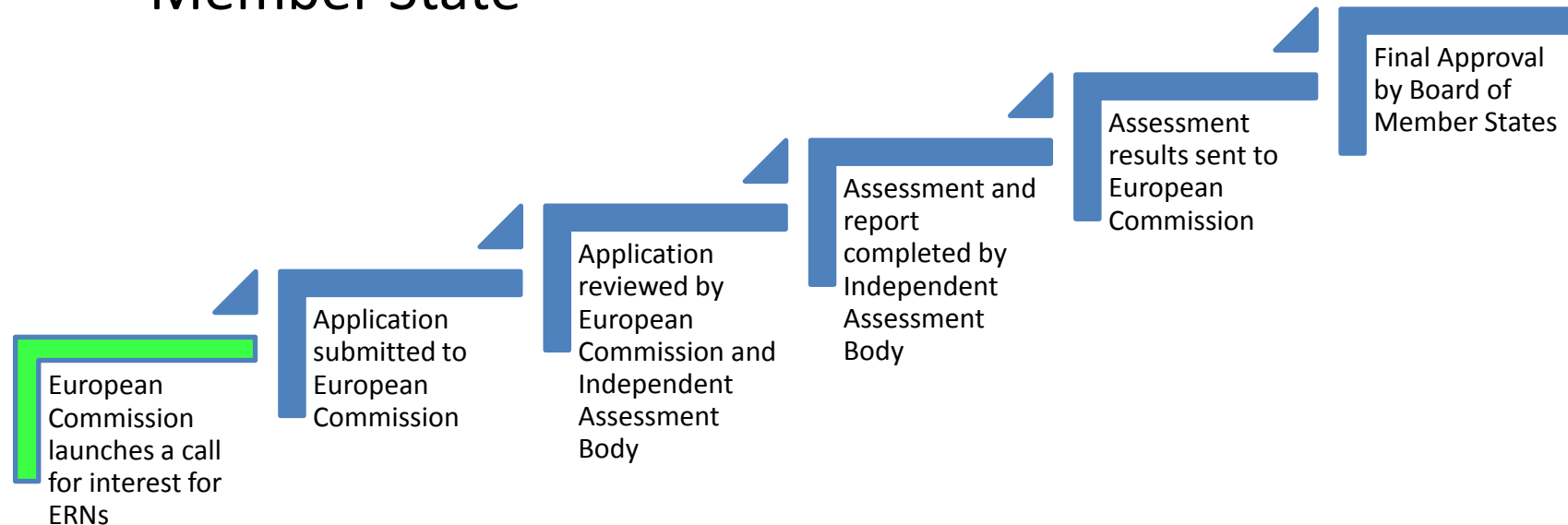
Stage 2: Application Process

Stage 2:

- Complete application form for the Network and Healthcare Providers

- Complete self-assessment check list with supporting documentation

European Commission launches a call for interest for ERNs

Application submitted to European Commission

Application reviewed by European Commission and Independent Assessment Body

Assessment and report completed by Independent Assessment Body

Assessment results sent to European Commission

Final Approval by Board of Member States
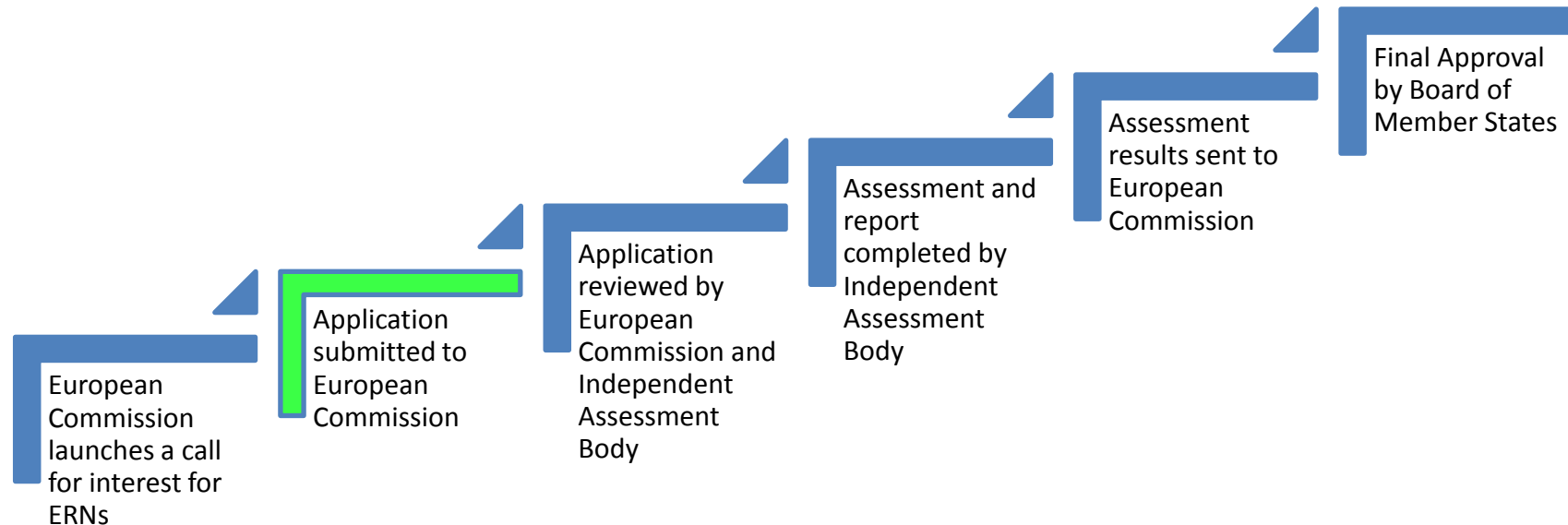
Stage 3: Determining Eligibility for the Assessment

Stage 3:

- Structural validation - minimum requirements, completed assessment and endorsement

- Content verification - full application and highly specialised healthcare

European Commission launches a call for interest for ERNs

Application submitted to European Commission

Application reviewed by European Commission and Independent Assessment Body

Assessment and report completed by Independent Assessment Body

Assessment results sent to European Commission

Final Approval by Board of Member States
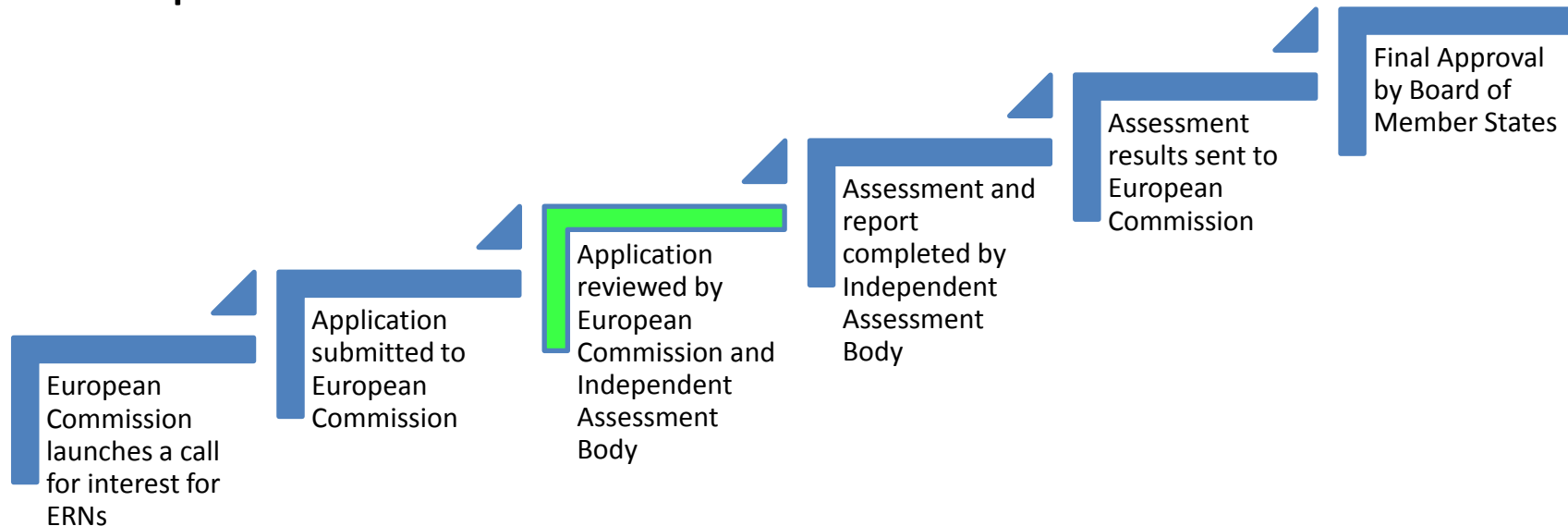
Stage 4: Technical Assessment

Stage 4:

- Documentation review for Network and all Healthcare Providers

- Virtual interview with Network Coordinator and Healthcare Provider

- On-site visit – sample

European Commission launches a call for interest for ERNs

Application submitted to European Commission

Application reviewed by European Commission and Independent Assessment Body

Assessment and report completed by Independent Assessment Body

Assessment results sent to European Commission

Final Approval by Board of Member States
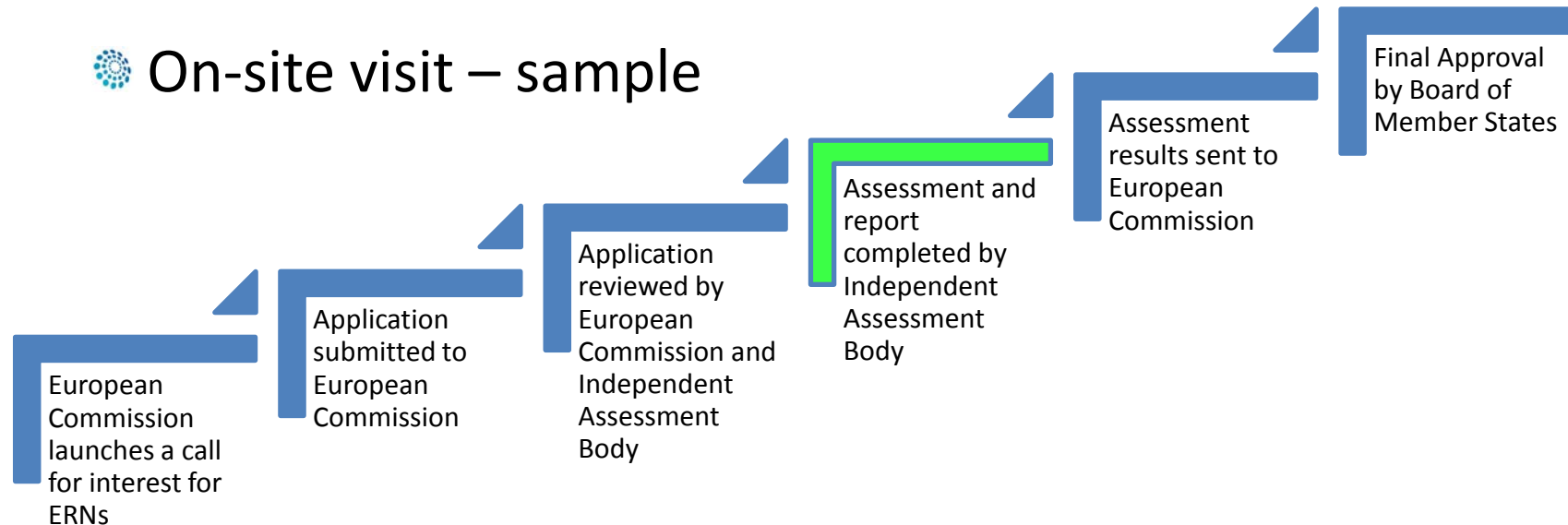
Stage 5: Assessment Results Submitted

Stage 5:

- Transfer of Application Forms, Self-Assessment Forms and Assessment Reports to European Commission
- Independent Assessment Body's Recommendation

European Commission launches a call for interest for ERNs

Application submitted to European Commission

Application reviewed by European Commission and Independent Assessment Body

Assessment and report completed by Independent Assessment Body

Assessment results sent to European Commission

Final Approval by Board of Member States
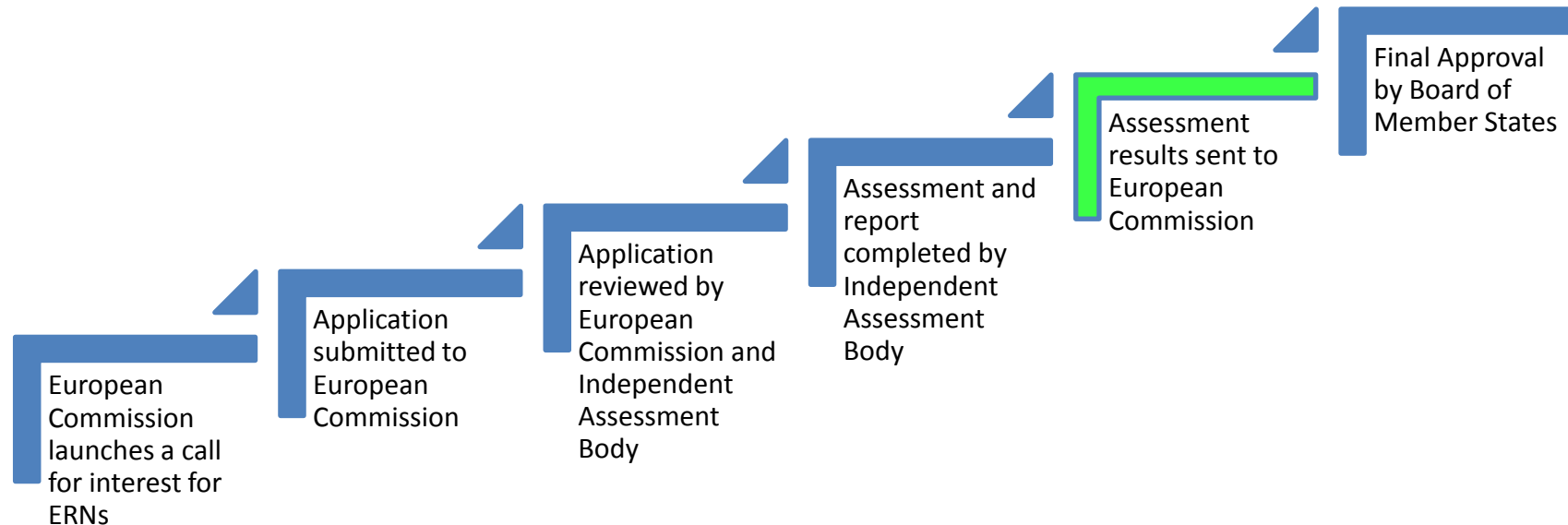
Stage 6: Final Approval

Stage 6:

- Board of Member States reviews the assessment reports and recommendation by the Independent Assessment Body

- Approval of ERN

European Commission launches a call for interest for ERNs

Application submitted to European Commission

Application reviewed by European Commission and Independent Assessment Body

Assessment and report completed by Independent Assessment Body

Assessment results sent to European Commission

Final Approval by Board of Member States
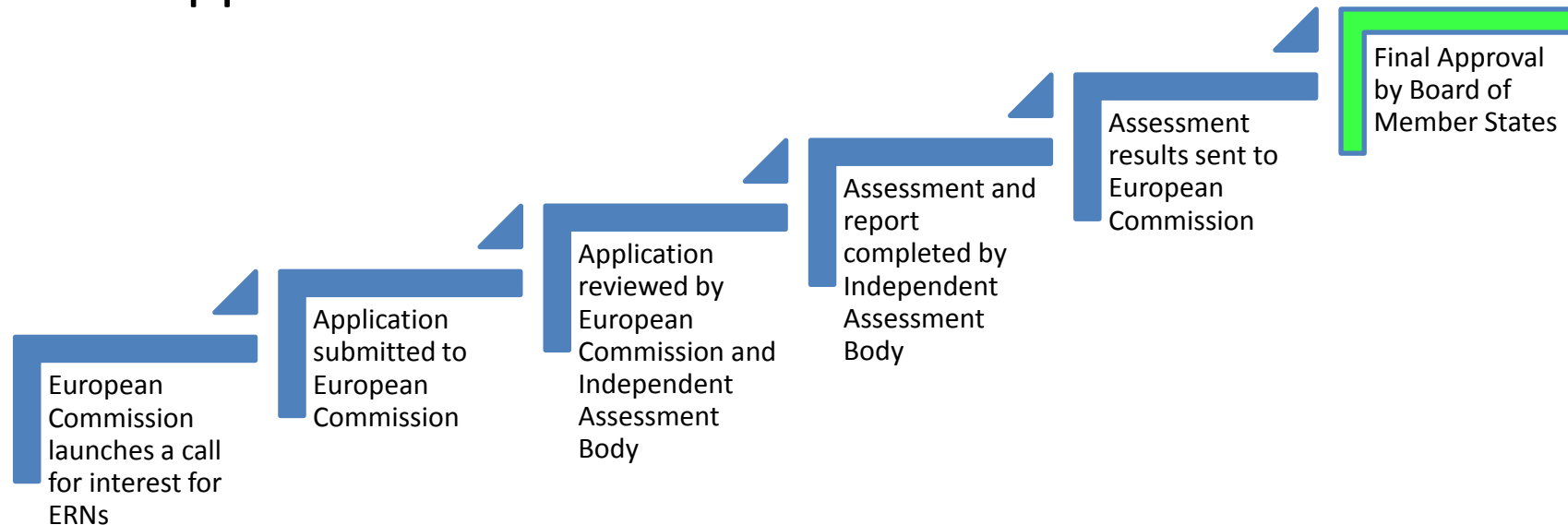
Overview of technical assessment

Application

- Network and HCP application forms
- Self-assessment and supporting documentation for Network and HCP

Assessment

- Vision and purpose
- Objectives and goals
- Experience and functionality

Method

- Documentation review
- Virtual interview of network coordinator and HCP applicants
- On-site visit – sample
- Decision guidelines

Evidence

- Vision statement and mission
- Strategic plan
- Work plan and progress report regarding themes in operational criteria

Technical Tools