Study on cross-border health services: enhancing information provision to patients

Cross-border Healthcare Expert Group (NCPs sub-group)

European Commission – Consumers, Health, Agriculture and Food Executive Agency

Dr. Lotte van de Steeg (Ecorys)
Prof. Dr. Stefaan Callens (KU Leuven)
Nina van Gompel (KU Leuven)

Brussel, 5 May 2017

ECORYS   **KU LEUVEN**   GfK

Outline

1. Introduction
2. Inception phase
3. Website analysis
4. Pseudo-patient investigation
5. Developing a toolbox and training material
6. Training in good NCP practices

Background

Health Programme - Work Programme for 2016

4.3.12. Study on enhancing information provision to patients (Thematic priority 3.6. of Annex I to the Programme Regulation

Subject matter of the contracts envisaged

Study: The study aims to yield an overview of good practices and enabling factors for providing information to patients via the National Contact Points (NCPs), including an analysis based on defined criteria for NCPs website accessibility for patients.

Follow-up of the Evaluative study on the cross-border healthcare Directive (2011/24/EU)

Introduction

Aim, objectives

The study aims to propose options and solutions for improving the status quo of information provision to patients via NCPs and to share and present these.

Main objectives:
1. To identify the legal information requirements, and the needs of the patients, for the NCPs;
2. Study the status quo of current information provision by NCPs, and the evolution since previous studies.

Based on these findings, we will formulate recommendations aimed at further improvement of information provision.
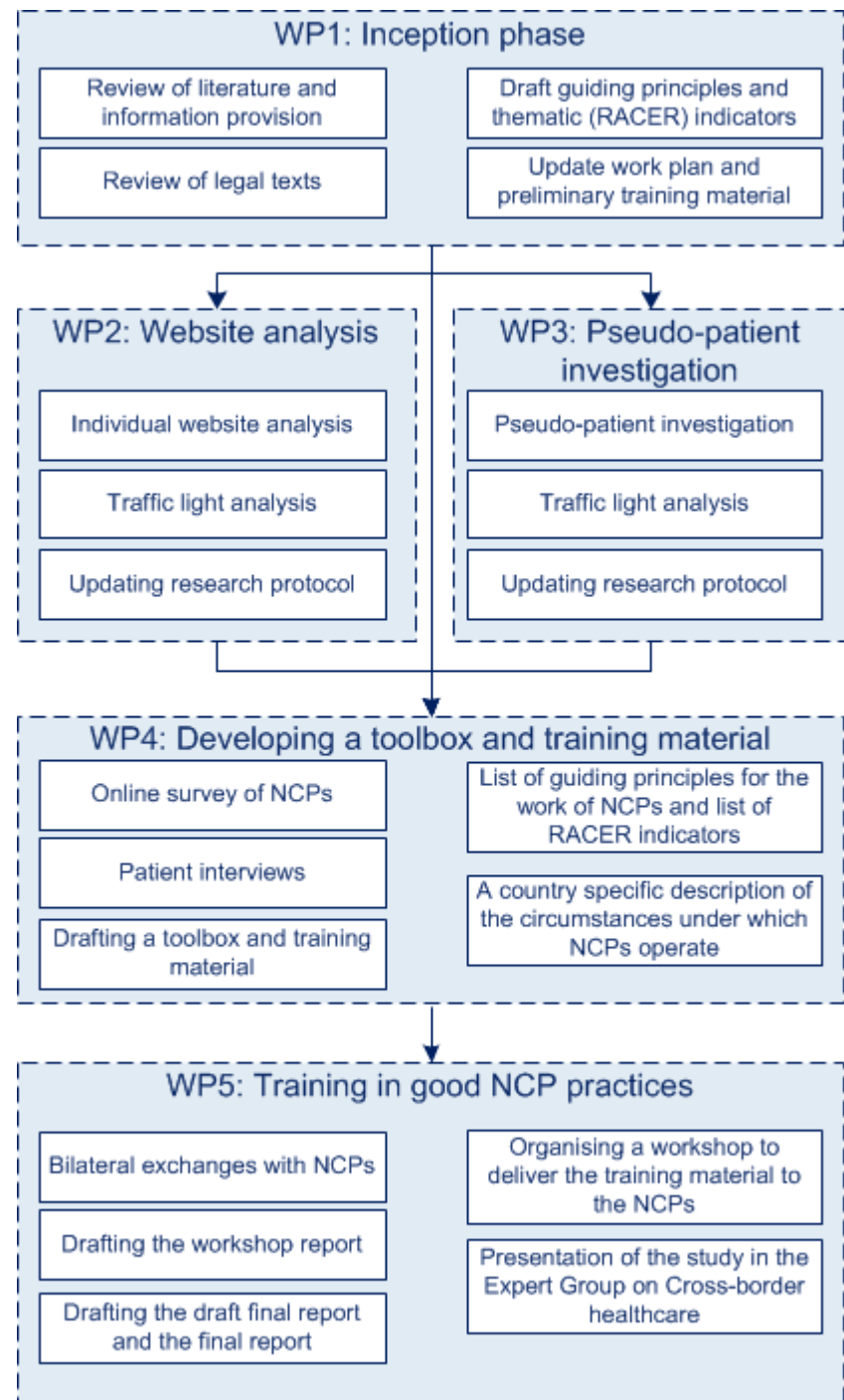
ECORYS   KU LEUVEN   GfK

Scope

Focus on the way that NCPs and healthcare providers deal with information requirements in the Directive 2011/24/EU

Information provision via websites and email/telephone

- For all 28 EU Member States and Norway (33 NCP websites)

- If relevant, both types of NCPs (MS of affiliation and MS of treatment)

- Distinction between:

  – Patient mobility related to unplanned or to planned healthcare; and

  – Different types of care (i.e. ambulatory care; care delivered in public or private hospitals or clinics; telemedicine; and preventive medicine).

Introduction

Overall approach

WP1: Inception phase
- Review of literature and information provision
- Review of legal texts
- Draft guiding principles and thematic (RACER) indicators
- Update work plan and preliminary training material

WP2: Website analysis
- Individual website analysis
- Traffic light analysis
- Updating research protocol

WP3: Pseudo-patient investigation
- Pseudo-patient investigation
- Traffic light analysis
- Updating research protocol

WP4: Developing a toolbox and training material
- Online survey of NCPs
- Patient interviews
- Drafting a toolbox and training material
- List of guiding principles for the work of NCPs and list of RACER indicators
- A country specific description of the circumstances under which NCPs operate

WP5: Training in good NCP practices
- Bilateral exchanges with NCPs
- Drafting the workshop report
- Drafting the draft final report and the final report
- Organising a workshop to deliver the training material to the NCPs
- Presentation of the study in the Expert Group on Cross-border healthcare
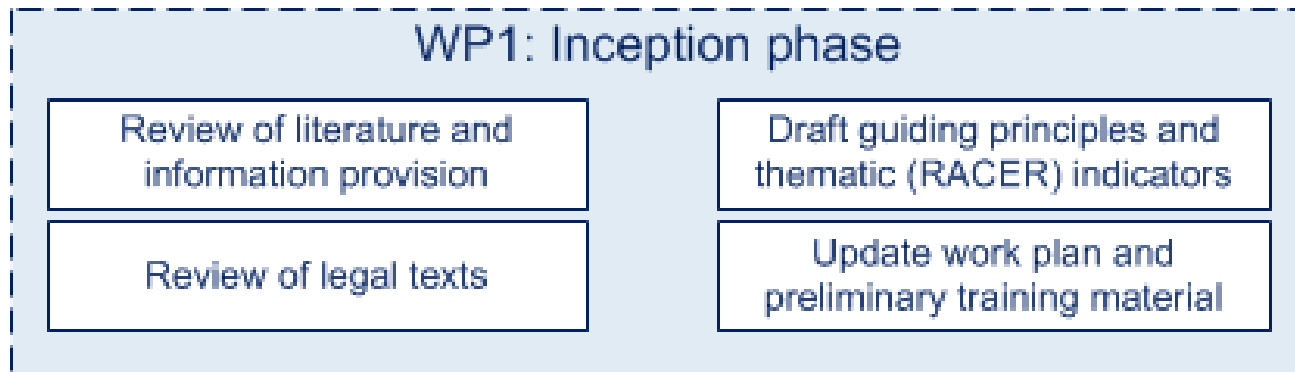
ECORYS KU LEUVEN GfK

WP1: Inception phase

Aim, objectives

Aim:

- To set up the basis for WP2, WP3 and WP4, by setting out:
  - The legal framework and the information requirements
  - A list of thematic indicators for good NCP service provision.

WP1: Inception phase

Review of literature and information provision	Draft guiding principles and thematic (RACER) indicators
Review of legal texts	Update work plan and preliminary training material

ECORYS   KU LEUVEN   GfK

WP1: Inception phase

Task 1 Literature review

1.   Review of legal texts

Analyse the right to reimbursable cross-border healthcare under <u>Social Security Regulations</u> and <u>Directive 2011/24/EU</u> and information regarding this right:

- Scope of application and conditions for reimbursement
  - Situations of residing or working (e.g. frontier worker, pensioner) / temporary stay in another MS
  - Determine MS of affiliation, debtor of healthcare cost
  - Planned / unplanned medical treatment
  - Ambulatory / preventive / telemedecine / public / private
  - Basket of services
  - Prior authorisation / no authorisation
  - Upfront payment / third party payement /co-payment
  - Extent of the reimbursement
- Interaction between both legal instruments/jurisprudence

WP1: Inception phase

Task 1 Literature review

2. Review of literature on information provision

- Analyse information requirements
- Set out the status quo of current information provision
- Explore known shortcomings
- Explore proposed interventions in literature

WP1: Inception phase

Task 2 Draft guiding principles and thematic (RACER) indicators

Based on the findings of the literature review: a preliminary list of guiding principles and thematic indicators for NCPs (WP4)

Possible thematic indicators:

Information for patient must be given on time
- indicator: time period between question and communication

Accessible information for persons with disabilities
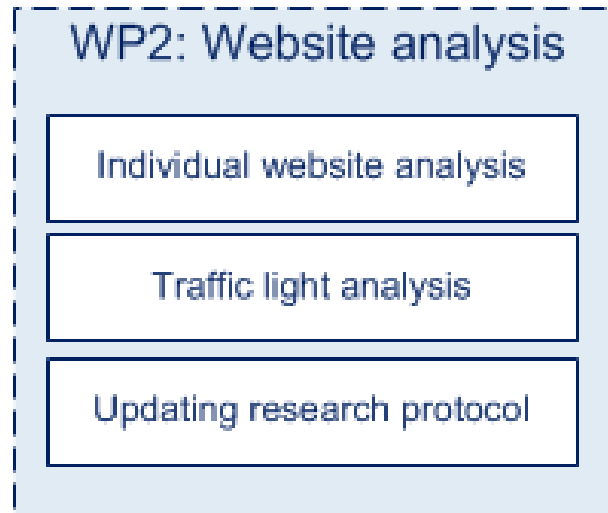- indicator: information available for visually impaired people

Task 3: Update work plan and preliminary training material

ECORYS   KU LEUVEN   GfK

WP2: Website analysis

Aim and activities

Overall aim:
- Evaluate the information provision to patients on the NCPs websites;
- Formulate recommendations for improvement of this information;

Scope:
- 33 NCP websites

WP2: Website analysis

Activity 1: Individual website analysis

Methodology will build on the Evaluative study, to ensure comparability

Specific Analytical Items 'to analyse the website design, its functionalities, its ease of access, and as well as to gauge whether a citizen would be able to find the information required under the Directive and what is necessary to access cross-border healthcare services''.

SAI categories		
Easy to find	Updates	Information on quality and safety
Available channels	Information on healthcare providers	Information on reimbursement
Available language	Patients' rights	Contacts for other NCPs
User friendly	Information on prior authorisation	Clarifying differentiating EU policies

ECORYS KU LEUVEN GfK

WP2: Website analysis

Activity 2: Traffic light analysis

To enable comparison between MS and over time.

| MS	Type 1			Type 2		
	Updates	Contact details of other NCPs	Clarity in differentiating EU-policies	Available channels	Available languages	Easy to find
Austria	🟩	🟩	🟩	🟥	🟧	🟧
Belgium	🟩	🟥	🟥	🟧	🟩	🟧
Etc.						

Activity 3: Update the website analysis research protocol

Based on results Inception phase, and activities 1 and 2 of this WP.

ECORYS   KU LEUVEN   GfK

WP3: Pseudo-patient investigation

Aim

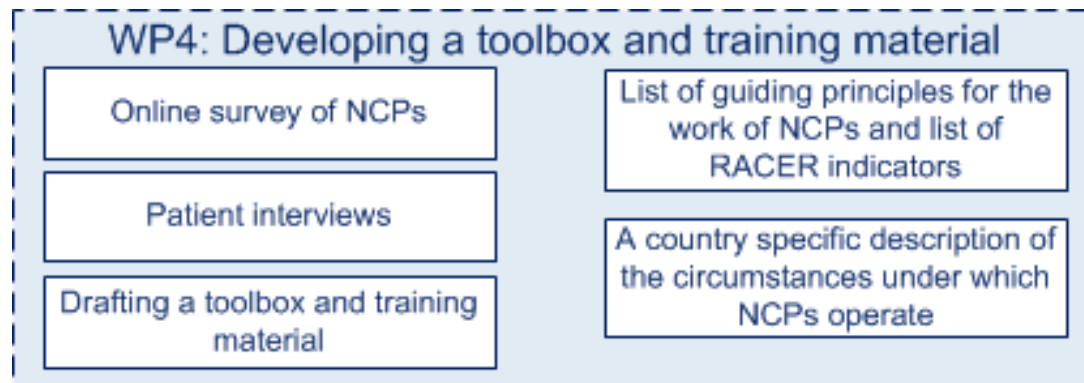To evaluate the information provision by NCPs via email and telephone
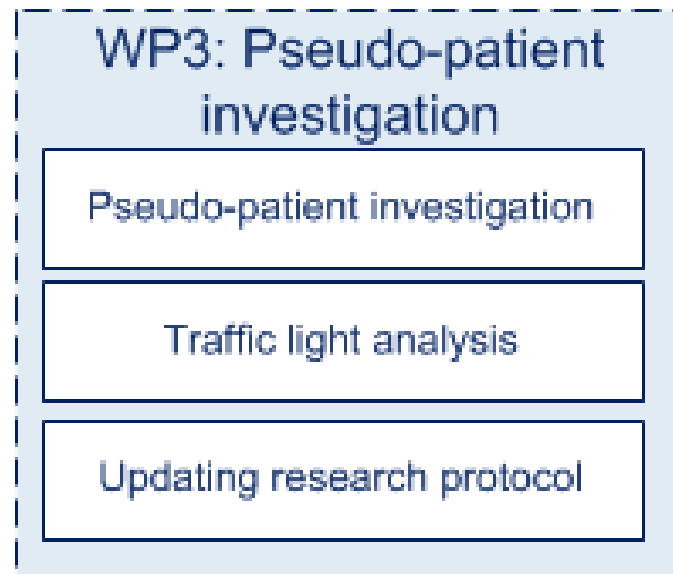
WP4: Developing toolbox & training material

Aim, objectives

Aim:
- Formulate guiding principles for good NCP service
- Improve collaboration and information exchange between NCPs
- Develop indicators for permanent evaluation

WP4: Developing a toolbox and training material

Online survey of NCPs	List of guiding principles for the work of NCPs and list of RACER indicators
Patient interviews	A country specific description of the circumstances under which NCPs operate
Drafting a toolbox and training material	

Based on the findings in this WP, a toolbox and training materials will be developed.

WP4: Developing toolbox & training material

Activities

Task 1 Online survey of NCPs

Objectives:
- To explore views and experiences of NCPS
- To explore the organisational context of NCPs
- To explore funding strategies of NCPs

Task 2 A country specific description of NCPs

Country specific description, based on the results of the online survey

ECORYS   KU LEUVEN   GfK

WP4: Developing toolbox & training material

Task 3 Analyse other information centres

Analyse other information centres and their networks to determine good practices

E.g. Horizon 2020 NCPs, FreSsco legal experts

Task 4 Patients' interviews

Discover patients' experiences regarding
- Access to cross-border healthcare and reimbursement
- The right on informed decision

WP4: Developing toolbox & training material

Task 5 Creating a set of guiding principles and a list of thematic indicators

Aim:

- Draft guiding principles for good NCPs service provision

- Draft thematic indicators (RACER) to evaluate good practice

WP4: Developing toolbox & training material

Task 6 Drafting a toolbox and training material

The toolbox will contain:
- A manual for patients providing all the information necessary to guarantee the right on informed decision

- Communication materials for NCPs
    - to explain the distinctions between the Social Security Regulations and Directive 2011/24/EU
    - to explain all the required information to be given by the NCP of the MS of treatment / MS of affiliation
    - checklists for consultations with HCP, insurers and patients
    - checklists for information provision via email and telephone for patients

- Templates for answered FAQs for the NCP websites

- Training material for NCPs

ECORYS   KU LEUVEN   GfK

WP 5: Training in good NCP practices

Aim

Aim:
- To share and discuss the findings and output of previous WPs with NCPs
- To organise a workshop for NCPs
- To give a presentation in the Expert Group on Cross-border Healthcare.

ECORYS   KU LEUVEN   GfK

WP 5: Training in good NCP practices

Main activities

- Bilateral exchanges with NCPs, to ensure the results of the project are helpful and fit the needs of the NCPs

- Organise a workshop to deliver the training material to the NCPs

- Presentation of the study in the Expert Group on Cross-border Healthcare

Any questions?

Questions for the NCPs

- How often are NCP websites updated?

- How do NCPs receive the required information on quality, reimbursement etc.?

- How do NCPs cooperate with each other on information provision?

Thank you for your attention!

ECORYS KU LEUVEN GfK