Guiding Principles and Indicators for National Contact Points under Directive 2011/24/EU:

User’s Guide

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I. Introduction on the Guiding Principles and Indicators

National Contact Points under Directive 2011/24/EU:

• Are key players in facilitating information provision to mobile patients

• Provide information on the main aspects of cross-border healthcare

• Enable cooperation between health actors and patient organisations of different countries

• Are identified as having a crucial role in the success or failure of the implementation of Directive 2011/24/EU
I. Introduction on the Guiding Principles and Indicators

Current difficulties encountered by patients in cross-border healthcare:

• Inequalities in accessing health services abroad
• Lack of awareness on patients’ rights to access health services abroad
• Lack of information on the differences between the cross-border healthcare under the Social Security Regulations and under Directive 2011/24/EU
• Lack of awareness on the existence of national contact points
• Difficulties in accessing medical records
• Difficulties in being able to pay for the treatment privately (upfront payment)
• Difficulties in obtaining reimbursement
• Lack of information on prior authorisation
• Lack of information on costs and reimbursement
• Information often too complex and difficult to understand
• Lack of comparable information on quality and safety
• …

→ NCPs could play an important role in tackling these problems
I. Introduction on the Guiding Principles and Indicators

How can NCPs play an important role in enhancing patients’ possibilities to access health services abroad?

- By raising awareness amongst patients on their rights to cross-border healthcare and on the existence of NCPs
- By providing clear, understandable and accurate information
- By encouraging Member States and health insurance providers in limiting the financial and other obstacles for patients
- By providing comparable information
- By assisting patients with disabilities in exercising their rights to cross-border healthcare
- By cooperating closely with other actors, such as healthcare providers, health insurance providers and patient organisations
- By cooperating closely with each other and by learning from each other
- By evolving to a more common and uniform way of information provision by NCPs
I. Introduction on the Guiding Principles and Indicators

“Guiding Principles and Indicators for the practice of National Contact Points (NCPs) under the Cross-border Healthcare Directive 2011/24/EU”

Aim:

- Set out key principles for good NCP services, in line with NCPs’ obligations under Directive 2011/24/EU
- Contribute to a NCP practice that is
  1) more uniform
  2) of high quality, and
  3) always patient-oriented.
- While leaving room for the existing differences between NCPs and how they are organised
I. **Introduction on the Guiding Principles and Indicators**

Main areas covered under the Guiding Principles:

- Accessibility and availability of the NCP service
- Compatibility of information provision with the legal requirements under Directive 2011/24/EU
- Cooperation between NCPs and with other actors
II. How to use the Guiding Principles and Indicators?

Methodology:

• Nine general Guiding Principles
• Guiding Principles are translated in more technical Guidelines
• Guidelines are monitored through a set of voluntary thematic Indicators
II. How to use the Guiding Principles and Indicators?

Methodology:

• Part 1: Guiding Principles and Guidelines

• Part 2: Voluntary Thematic Racer Indicators
  » Relevant, Accepted, Credible, Easy and Robust

• (Source material for further consideration = Proposed indicators and Guidelines that did not find common approval)

Example:

• Guiding Principle:
  *Principle of Accessibility*

• Guideline:
  “NCPs have an accessible website that is informative and contains clear, structured and understandable information”

• Thematic Indicators:
  “Structured format”, “Clear and understandable information”, “Reviewing of the NCP website on a regular basis”
II. How to use the Guiding Principles and Indicators?

- The indicators are variables that can be used to measure the performance of NCPs in the light of the Guidelines for good NCP practice.

- All indicators are tested on:
  - **Relevance:**
    - Indicators are closely linked to the objectives to be reached by the guidelines.
  - **Acceptance:**
    - Indicators are built on already established good NCP practice.
  - **Credibility:**
    - Indicators are unambiguous, easy to interpret and to evaluate.
  - **Easiness to monitor:**
    - Indicators are easy to monitor, at low resources and minimum time.
  - **Robustness:**
    - Indicators are robust against manipulation, reliable and easily validated.

- NCPs should aim for an optimal uptake of all indicators. However, uptake must at any time be considered taking into account the NCP’s and country’s specific context.
III. NCPs’ agreement

• The Guiding Principles are established based on a two-way approach:

  – a version consisting of the research-based proposal for guiding principles, guidelines and indicators (upstream)

  – and a post NCP consultation version (downstream)

• The Guiding Principles were discussed at the NCP Workshop of 8 March 2018 and following further consultations, agreed with the consent of all cross-border healthcare NCPs.
IV. Overview of the Guiding Principles

**General Principles:**
1) Principle of Visibility
2) Principle of Accessibility
3) Principle of Transparency
4) Principle of Inclusion

**Information provision in accordance with Directive 2011/24/EU:**
6) Principle of Duality
7) Principle of Information to outgoing patients in accordance with the Directive
8) Principle of Information to incoming patients in accordance with the Directive

**Cooperation:**
6) Principle of information to healthcare providers
10) Principle of Cooperation
For more information on the Guiding Principles and Indicators, for your comments and feedback, please contact Crossborder@ecorys.com