



**26th EPSO-Conference
& Working groups
10-12 October 2018
Sofia, Bulgaria**



**Hosted by The Ministry of
Health Executive Agency
"Medical Audit" (EAMA)**

EPSO: European Partnership for Supervisory Organisations in Health Services and Social Care
to improve the quality of health care and social care in Europe;
to connect between supervisory organizations and their individual members;
to improve exchange of ideas, outcome of research, information and good practice;
to promote co-operation on topics such as education and dissemination of knowledge.

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Programme

of the

26th EPSO Conference, Sofia, Bulgaria

10-12 October 2018

Hosted by

The Ministry of Health Executive Agency "Medical Audit" (EAMA)

Chaired by Klas Öberg

at The Bulgarian Red Cross offices

National Council 76, James Boucher Blv., 1407 Sofia

Please note:

- The EPSO conference and conference dinner are free of charge and only admissible for EPSO delegates, speakers and invited guests.
- The EPSO working groups are open to all delegates from EPSO Partners and experts invited by EPSO, who want to participate in the work of working group(s); participation in the working group sessions does not necessary mean that participants have to participate in the main conference. Participation in the main conference is limited to a maximum of 3 participants per organisation.
- The EPSO Conference and working groups meetings will be held at The Bulgarian Red Cross offices , National Council 76, James Boucher Blv., 1407 Sofia
- Travel and hotel costs are at your own expenses;
- There are a limited number of rooms pre-reserved for our delegates at the Hill Hotel Sofia (see page11 for hotel and booking information).
- For travel information please look at page 12.

If there are any problems or questions please contact EPSO at info@epsonet.eu or by phone (see front-page)

This programme is also available on our website: www.epsonet.eu

EPISO conference in Sofia 10-12 October

at the at The Bulgarian Red Cross offices
National Council 76, James Boucher Blv., 1407 Sofia

Main topics of the conference:

- **Supervision from a patient's perspective:**
 - **Integrated care and patient journey through the system;**
- **Joint inspections and co-operation between organisations**
 - **How can we inspect from patient perspective;**
- **Does the inspectorate contribute to improve the health care?**

EPISO working group meetings 10th October

At the at The Bulgarian Red Cross offices

National Council 76, James Boucher Blv., 1407 Sofia

EPISO working groups:

1. **EPISO Effectiveness** (chaired by Anna Edwards, CQC, England)
2. **EPISO Risk** (chaired by Birgitte Drewes, DPSA, Denmark);
3. **EPISO Balkan** (chaired by Ardita Baraku, Kosovo).

Early bird dinner

20:00 All delegates and invited guests are welcome to join (at own expenses) the unofficial early bird dinner at "Tempero" Restaurant <http://tempero.bg/> <http://tempero.bg/menu-eng/> The cost are approximately 30 lv. or 15€ per person. The restaurant is within walking distance of the Hill hotel (Голо Бърдо 2/ кв. Lozenetz, 2 Golo burdo str. Sofia, Bulgaria).

Please let us know if you would like to join to info@epsonet.eu .



Programme of the EPSO working group meetings Wednesday October 10th

The pre-conference EPSO working group meetings are open to all EPSO delegates and invited guests (please let us know if you want to participate) and also for those who do not plan to come to the conference; the meetings are planned at the at The Bulgarian Red Cross offices , National Council 76, James Boucher Blv., 1407 Sofia

10th October

09:00-12:00 EPSO EFFECTIVENESS (working group 1)

1. Updates by the new chair of the Effectiveness working group Anna Edwards, CQC, England;
The agenda will be sent to Effectiveness group participants separately. Please let us know if you have not received it or like to have it.

More info about the EPSO RISK EFFECTIVENESS working group can be found at our website
<http://www.epsonet.eu/effectiveness.html>

12:00 – 13:00 Lunch.

13:00-15:30 EPSO RISK (working group 2)

1. Updates by the chair of the Risk working group Brigitte Drewes, DPSA, Denmark;
2. The agenda will be sent to Risk group participants separately. Please let us know if you have not received it or like to have it.

More info about the EPSO RISK-working group can be found at our website
<http://epsonet.eu/risk.html>

15:45-17:30 Balkan (working group 3)

1. Updates by Ardita Baraku, Kosovo (chair of the working group);
2. Agenda will be sent participants separately. Please let us know if you like to participate.

Programme Day 1 - Thursday October 11th

at The at The Bulgarian Red Cross offices
National Council 76, James Boucher Blv., 1407 Sofia

Conference chaired by Klas Öberg

- 08:45 – 09:00 **Arriving** of the delegates;
- 09:15 – 09:30 **Start of the conference: Opening and welcome words** by prof. Zlatitza Petrova, director of EAMA, Bulgaria;
- 09:30 – 09:40 **Welcome words by EPSO chair and roundtable introduction session of the delegates;**

Supervision from a patient's perspective:

– Integrated care and patient journey through the system

- 09:40– 10:00 **Journey through the system- Ida story.** By Marianne Noodt, Norwegian Board of Health Supervision;
- 10:00– 10:20 **CQC Local system reviews** introduced by Charles Rendell, CQC, England.
- 10:20– 10:40 **Health surveys.** Charlotte Hjort, DPSA, Denmark.
- 10:40- 11:00 Discussion.
- 11:00-11:15 Coffee break

Joint inspections and co-operation between organisations

- 11:15– 12:00 **Joint inspections and co-operation in Scotland** by Kevin Freeman-Ferguson, Healthcare Improvement Scotland and Helen Happer, chief inspector strategic inspections assisted by Fidelma Eggo, Service Manager , Strategic Inspector Adults, Care Inspectorate, Scotland;
- 12:00– 12:20 **Joint inspections a method in Sweden** by Anna Östrom, IVO;
- 12:20- 12:30 Discussion.
- 12:30 – 14:00 **Lunch.**

14:00– 14:20 **Joint inspections and co-operation with other agencies in Bulgaria** by Ljubomir Chipilski, Director of Directorate Quality Assurance and Analysis, EAMA

How can we inspect from patience perspective?

14:20 - 15:15 **Group discussions;**

15:15 – 15:30 **Break.**

15:30-16:15 FORUM and FEEDBACK session led by Klas Öberg

16:15-16:25 Final words and closing of the first conference day.

16: 30 CONFERENCE EXCURSION by bus (Attention: the bus leaves exactly on 16:30 in front of the conference venue) to The Museum of Christian Art, housed in the crypt of the St Alexander Nevsky Cathedral, a branch of the National Gallery. The exhibition presents Christian figurative art on the Bulgarian land and is among the richest collections of icons in the world.
<https://nationalgallery.bg/visiting/museum-of-christian-art/>

The official CONFERENCE DINNER offered by EAMA will be held in a typical Bulgarian restaurant located at the foot of the Vitosha Mountain (<http://vodenitzata.com/en/>) restaurant “Vodenitzata”, kv.Dragalevtzi, park Vitosha, Sofia, Bulgaria, <http://vodenitzata.com/en/contact/>

We will get there with the same bus after visiting the cathedral.

NB. (Regarding the meals that will be served during the conference is taken into account that there will be vegetarians amongst our delegates)



Programme Day 2 - Friday October 12th

at The Bulgarian Red Cross offices
National Council 76, James Boucher Blv., 1407 Sofia

- 09:00 **Introduction to Conference day 2.**
- 09:10-09:45 **Does the inspectorate contribute to improve the health care? Research to identify CQC's contribution to quality of care.** By Alan Boyd, Research Fellow in Healthcare and Public Sector Management, The University of Manchester;
Including 10 min questions.
- 09:45-10:15 **How can supervision contribute to improve the health and social care?** Results from new governmental investigation in Sweden on how Supervision can be designed to support improvement. by Lena Weilandt, IVO (Swedish Health and Social Care Inspectorate), Sweden;
Including 10 min questions.
- 10:15- 10:30 Coffee break.
- 10:30- 11:00 **How does the inspectorate contribute to improvement of the health care? From the health care provider point of view.** Ella Jackson, Policy Advisor, NHS Providers, England.
Including 10 min questions.
- 11:00- 12:00 **Discussion session with patient and provider representative – How can we change our methods the way that the inspectorate “is a part of solution”?**
- 12:00 – 13:30 **Lunch.**
- 13:30- 13:50 **Latvian Peer Evaluation. Why did we ordered one?** Indra Dreika, Head of Inspectorate, Latvia (speaker not yet confirmed);
- 13:50- 14:10 **Latvian Peer Evaluation. Results from the team .**

EPSO working groups feedback

- 14:10- 14:25 **The New EPSO-Balkan Working group** chaired by Ardita Baraku- feedback on the pre-conference meeting and further plans;
- 14:25- 14:40 **The EPSO Effectiveness working group.** chaired by Anna Edwards- feedback on the pre-conference meeting and further plans;

- 14:40- 14:55 **The EPSO Risk working group.** chaired by Brigitte Drewes-feedback of the pre-conference meeting and present further plans;
- 14:55 – 15:10 Break

Practical issues of EPSO

- 15:10 - 16:20 **EPSO Advisory Board** updates. Chair Klas Öberg.
- 16:20 - 16:30 **EPSO Board** updates.

Next conferences:

- 16:30- 16:40 **The next EPSO Conference** in (needs to be confirmed)
- 16:40 – 16:50 **EPSO Autumn conference 2019 in Malmö in connection with the Nordic conference.** Hosted by IVO, Sweden. Possible options for the next EPSO conferences.
- 16:50– 17:00 Closing words.

Conference venue

The conference and working group meetings will be held at the Bulgarian Red Cross offices

Address: National Council 76, James Boucher Blv., 1407 Sofia, Bulgaria

<http://en.redcross.bg/contact>



Hotel and booking information

Recommended Hotel accommodation in "Hill Hotel Sofia" 4*- 75 € for a single room / per night -

www.hillhotel-sofia.com

Please be aware that there are limited rooms (30) booked for EPSO delegates. The rooms are available for booking till **10th of September!**

After this date the guests can contact the hotels via e-mail and if we have available rooms, we will confirm the requests.

Hill Hotel Sofia | hotel@hillhotel-sofia.com

Second option:

Hotel accommodation in "Crystal Palace Boutique Hotel" 4* - 130 € for a single room / per night -

www.crystalpalace-sofia.com

The reservations must be made through the hotel website - <https://www.fpihotels.com/> .

The guests need to select their preferred hotel, enter the accommodation period and write the promo code.

The promo code is: **EPSOCONF**

The code is active and the participants in the event can now book their accommodation.

Reservations following the offered conditions for both hotels will be accepted until 10.09.2018.

After this date the guests can contact the hotels via e-mail and if we have available rooms, we will confirm the requests.

Confirmed reservations can be amended or cancelled up to three days prior to arrival without any penalty.

Directions to the venues

How to get from Sofia Airport to the city centre

Sofia Airport (SOF) is the biggest airport in [Bulgaria](#). It is located 10 km away from the city center. Sofia Airport has 2 terminals and both are very well connected with the central parts of the capital.

You have 3 options to get to Sofia from the airport: **by metro, bus, and taxi.**

• By metro

Terminal 2 at the Sofia Airport is connected with the metro network and this is one of the best ways to get from the airport to the city center. The subway from the airport will take you to the city center in 20-30 minutes.

A single ticket for the subway cost 1.60 leva (around 0.80 euro cents). **A daily ticket costs 4 leva** (2 euro).

If you are arriving from **Terminal 1** you can again use the metro. The both terminals are connected with a free shuttle bus, which operates every 30 minutes between 7 AM and 7 PM.

The subway on the line to the Sofia Airport is moving in the time range between 5:30 AM and 12 PM.

• By bus

The bus which goes to Sofia Airport is #84. The bus operates also between the both terminals and it goes to the city center, and more specifically to the Eagles Bridge. From there, you have a connection with the subway and all kinds of public transportation. The single ticket for the **bus ride cost also 1.60 leva** and the ride itself takes about 30-40 minutes.

The first bus from the airport is at 4:39 AM and the last one at 11:15 PM.

The first bus from the city center (Eagles Bridge) to the airport is at 4:34 AM and the last one is at 11:34 PM.

Bus #384 also goes to the airport, but it's not connected to the airport, but with the Druzhba district.

• By taxi

The third option is a taxi. Getting to/from the Sofia Airport the taxi would cost around 15-20 leva (7-10 euros), which is actually not a lot, but be aware because there are many taxi drivers, which will try to lie and get from you more money.

Uber does not operate in Bulgaria.