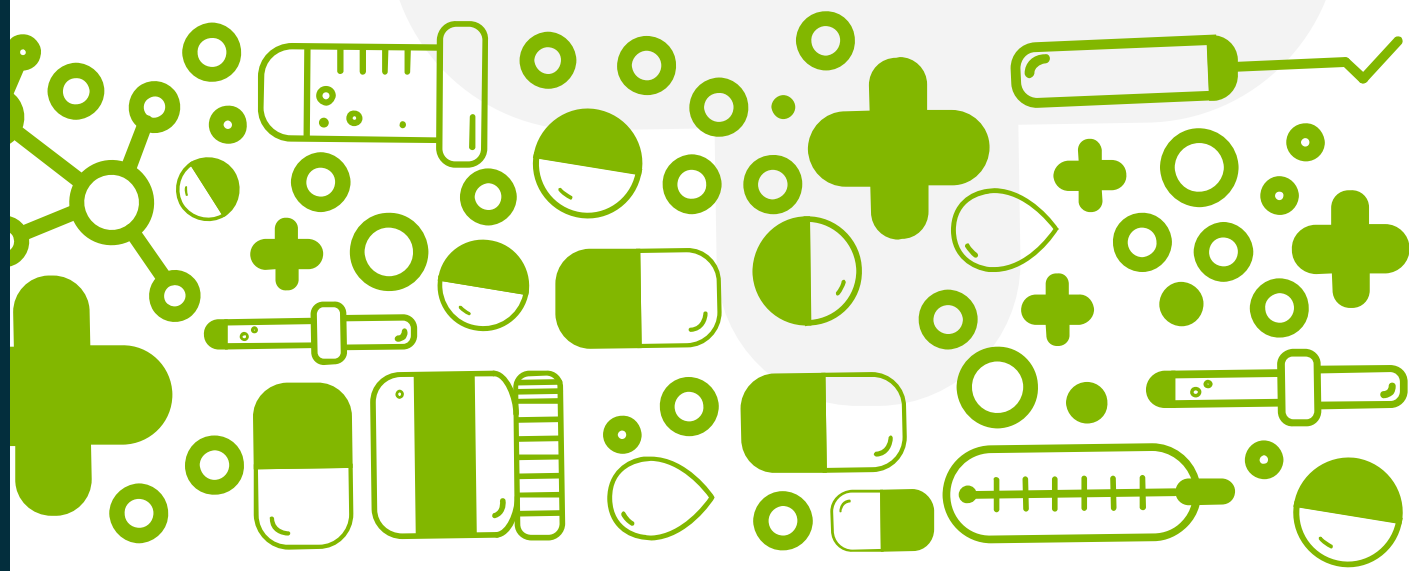
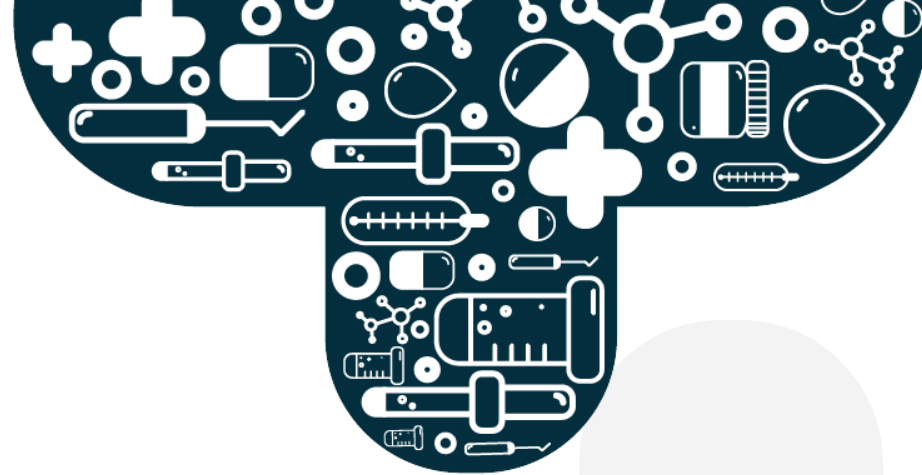


HCPs re-evaluation Webinar

November 27th, 2024





HCPs Re-evaluation Webinar

27 November 2024

FOR A BETTER WEBINAR EXPERIENCE:



We recommend you use the **ZOOM App** instead of a browser.



We recommend you use your **PC or laptop**. Certain functions may not be accessible on certain mobile phones / tablets.

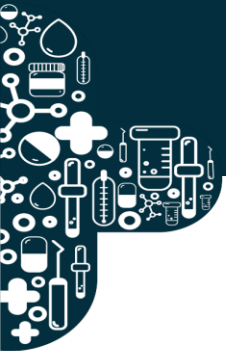






Please, send your questions through the chat

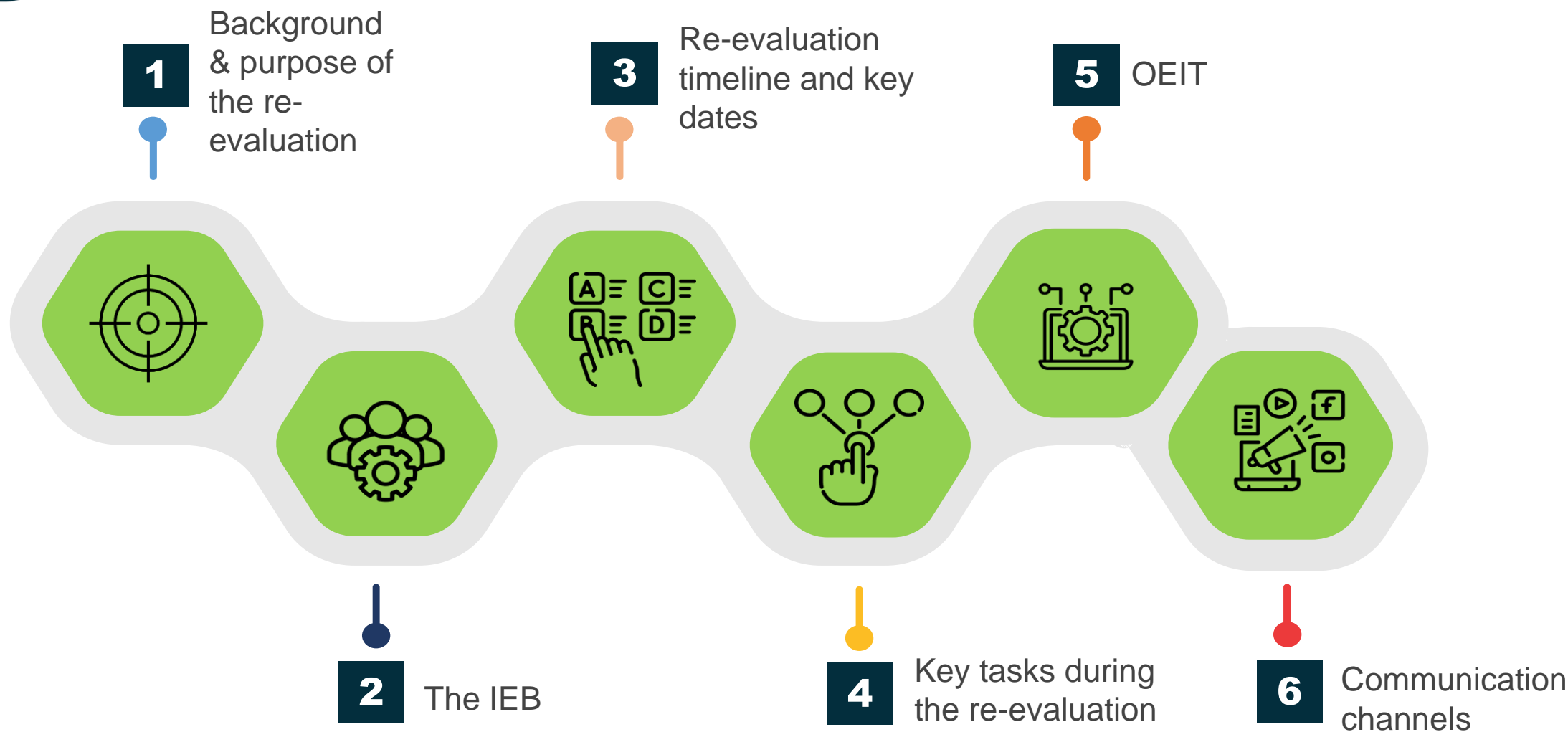
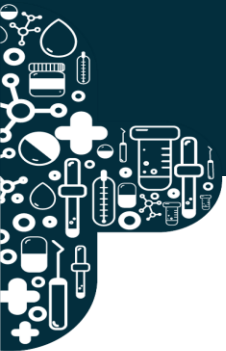


This webinar will be recorded and uploaded: <https://youtu.be/7DLgP0Zxk6c>

THIS WEBINAR WILL START SOON



			
TIME	CONTENT	SPEAKER	ORGANISATION
10:00	Welcome	• Marta Sainz, IDOM - Project Manager	IEB
10:05	Welcome	• Niki Larkins- Deputy Head of Unit	DG SANTE
10:15	Re-evaluation Process	• Marta Sainz, IDOM – Project Manager • Patricia Palomera, IDOM – Project Manager	IEB
10:40	Questions & answers	ALL	ALL
11:00	Closing	• Marta Sainz, IDOM – Project Manager	IEB





After the evaluation conducted during 2023, 72 HCPs obtained a *Needs Improvement* result and submitted an Improvement Plan, the subject of this process is to reevaluate these HCPs after one year and verify the implementation of the actions proposed in the IP

Background

- According to The Commission Implementing Decision 2014/287/EU ERNs and HCPs must undergo an evaluation every five years
- In 2023's evaluation, 72 HCPs obtained a *Needs Improvement* result and submitted an Improvement Plan
- HCPs were given one year to implement the improvement plan and will be re-evaluated after the one-year period

Purpose



- To verify the implementation of submitted improvement plans, including the proposed actions and the results of these actions
- To evaluate the HCPs' current compliance of the core Measurable Elements (ME) that did not obtain an optimal score during last-year's evaluation



The Independent Evaluation Body is integrated by a team from IDOM – ACSA Consortium and a pool of evaluators, experts in healthcare and specialised in the area of quality or healthcare management

IDOM



Pool of
evaluators

The allocation of HCP projects to evaluators has been conducted based on the following criteria:

- **Language:** to overcome the language barriers, the allocation of projects has been done considering the local language of the country where the HCP is located
- **HCPs from the same hospital:** we have tried to assign all HCP re-evaluation projects of a hospital to the same evaluator

This re-evaluation process will be conducted in four different stages similar to the stages from last-year's fifth-year independent evaluation



04 Nov 2024 – 01 Dec 2024

- IEB sets up the re-evaluation process
- Task organisation
- Evaluation Manual Annex development

Self-evaluation
02 Dec 2024 – 12 Jan 2025

Acknowledgement
13 Jan 2025 – 19 Jan 2025

- Self-evaluation by HCPs
- Acknowledgement from ERN

Doc review
20 Jan 2025 – 02 Feb 2025

Interviews & audits
03 Feb 2025 – 02 Mar 2025

28 Mar 2025 – 21 May 2025

- Draft reports
- Comments and amendments
- Final reports

4. Key tasks during the re-evaluation

The evaluation activities have been tailored for the Re-evaluation process, maintaining the essence of the evaluation manual



- ✓ Tailored to fit the re-evaluation process
- ✓ Incorporation of lessons learnt from the first fifth-year ERNs & HCPs Evaluation
- ✓ Modified guidelines for the re-evaluation



Stage 2: Self-evaluation

02 Dec 2024 – 12 Jan 2025 [Self-evaluation] / 13 Jan 2025 – 19 Jan 2025 [ERN acknowledgement]



Assess to which extent HCPs have implemented the Improvement Plans



- Provide **evidence** of the **Improvement Plan** implementation, including the **suggested evidence** in the IP assessment
- **Score** pending **core MEs**
- Provide the required **evidences** of fulfilment of the pending **core MEs**
- **Acknowledge** the self-evaluation, including a comment on the HCP's contribution and activity



Platform

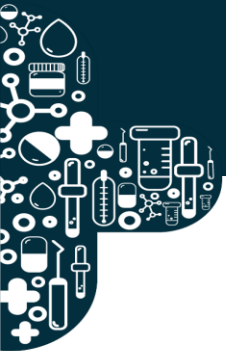
OEIT



Reference documents

- Evaluation Manual
Evaluation Manual Annex
- Includes the changes made in the methodology to fit the re-evaluation's purpose
- Technical toolbox:
- Operational criteria
 - Scoring guidelines
 - Self-evaluation guidelines
 - List of documents and other evidences





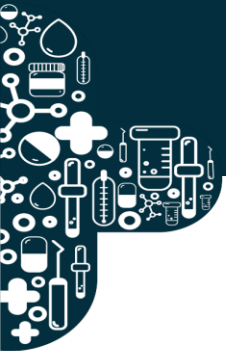
Stage 2: Self-evaluation

02 Dec 2024 – 12 Jan 2025 [Self-evaluation] / 13 Jan 2025 – 19 Jan 2025 [ERN acknowledgement]



Key aspects

- **Log in** details to access the platform will remain the same as last-year's evaluation, these can be re-sent upon request
- Only the core **MEs** that have an **Improvement Plan** will be available to score
- **Comments and scoring** for all MEs must be fulfilled based on the guidelines included in the evaluation manual and toolbox
- **Evidence** documents required for different MEs can be **re-used**
- **Evidence** to support the Improvement Plan implementation needs to be based on the suggested evidence in the Improvement Plan Assessment
- ERN coordinator must do an **acknowledgement** check of its members' submission



Stage 3: Technical Evaluation

20 Jan 2025 – 02 Feb 2025 [Doc Review] / 03 Feb 2025 – 02 Mar 2025 [Interviews and audits]



Check the fulfillment of the Improvement Plan actions and the HCPs current compliance with the MEs



- Provide **additional information** requested by the IEB
- Set up time and date for **interviews and audits** agreed with the evaluation team
- Facilitate the **medical records** review (audited HCPs)



OEIT & Online & Onsite visit



Reference documents

- Evaluation Manual
Evaluation Manual Annex
- Guidelines for interviews
 - Guidelines for audits
- Technical toolbox:
- Operational criteria
 - Scoring guidelines
 - List of documents and other evidence
 - Guidelines for full-day audits



Stage 3: Technical Evaluation

20 Jan 2025 – 02 Feb 2025 [Doc Review] / 03 Feb 2025 – 02 Mar 2025 [Interviews and audits]

The technical evaluation process will consist of two different phases, a documentary review and, depending on the IP assessment, there will be interviews, online audits, or onsite audits

Documentation review



- The documentation review will consist of:
 - Evaluating the implementation of the actions proposed in the Improvement Plan
 - Evaluators will evaluate this based on the submission of the suggested evidence during the IP assessment
 - Scoring the compliance of the core MEs that did not obtain an optimal score during the evaluation
 - Evaluators will score the MEs based on the uploaded evidence and the provided comments

Interviews and audits



- Evaluators will conduct interviews and audits to get a deeper insight of the HCPs' work
- Audits or interviews will have different approaches depending on the assessment of their Improvement Plan:
 - 90-minute online interviews for **Suitable** HCPs
 - Half-day online / onsite audits for **Acceptable** HCPs
 - Full-day onsite audits for **Risky** HCPs



Stage 3: Technical Evaluation

20 Jan 2025 – 02 Feb 2025 [Doc Review] / 03 Feb 2025 – 02 Mar 2025 [Interviews and audits]

Lessons learnt from the evaluation have been taken into consideration to adapt the methodology to fit the purpose of this re-evaluation process

Interviews

Meeting with the HCP team to

- answer questions raised during document review
- request for documentation
- comment the most important discrepancies and / or progression

Onsite / online audits

The activities to be carried out during the audits are the following:

- Open meeting with the hospital administration
- Interview / Meeting with the HCP team
- Review of patient clinical records (anonymisation will be required)
- Interview with collaborating patient representatives
- Direct observation of the healthcare facilities (only for onsite visits)



Stage 3: Technical Evaluation

20 Jan 2025 – 02 Feb 2025 [Doc Review] / 03 Feb 2025 – 02 Mar 2025 [Interviews and audits]



Key aspects

- Evaluators must sign the **confidentiality** agreement included in the Evaluation Toolbox
 - Any further actions necessary to avoid specific confidentiality issues should be coordinated by the HCP Representative
- Evaluators will not have access to **patient information** unless shared by the HCPs
- The selection of medical records will not be randomised, and the evaluators will ask for them prior to the interview/audit
- **Interviews and audits** will:
 - Be scheduled by agreement between evaluators and HCPs
 - Take place between 03 Feb 2025 and 02 Mar 2025



Stage 4: Re-evaluation results

28 Mar 2025 – 21 May 2025



Issue a report with the results of evaluation as well as conclusions and suggestions for improvement



- The IEB will publish the draft reports
- **Send comments** to the draft evaluation report
- The IEB will publish the final reports



OEIT



Reference documents

Evaluation Manual
Evaluation Manual Annex
Technical toolbox:

- HCPs evaluation report template
- Decision guidelines





Stage 4: Re-evaluation results

28 Mar 2025 – 21 May 2025



Key aspects

- The **comment submission** period will last for **one month**
- **No additional evidence** will be allowed during the **comment submission** period
- HCPs and ERNs will be informed when the reports are available
- **The result of the re-evaluation** could be either “Satisfactory” or “Needs Improvement”



HCPs Re-evaluation Webinar

■ 4. Key tasks during the re-evaluation

The Final Technical Evaluation Reports will be published, with the result being either *Satisfactory* or *Needs Improvement*. Depending on the result, the future of the HCP in the ERN will be discussed

Stage 4: Re-evaluation results

28 Mar 2025 – 21 May 2025


Purpose

To assess whether the HCPs meet the requirements to still be a part of the ERN


Task

- Share the final evaluation results with the European Commission and BoMS
- BoMS deciding the future of the HCPs within the ERN System

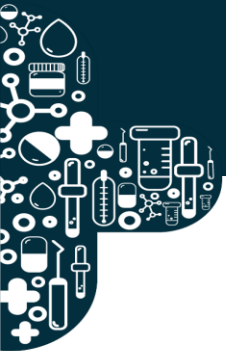

Platform

N/A

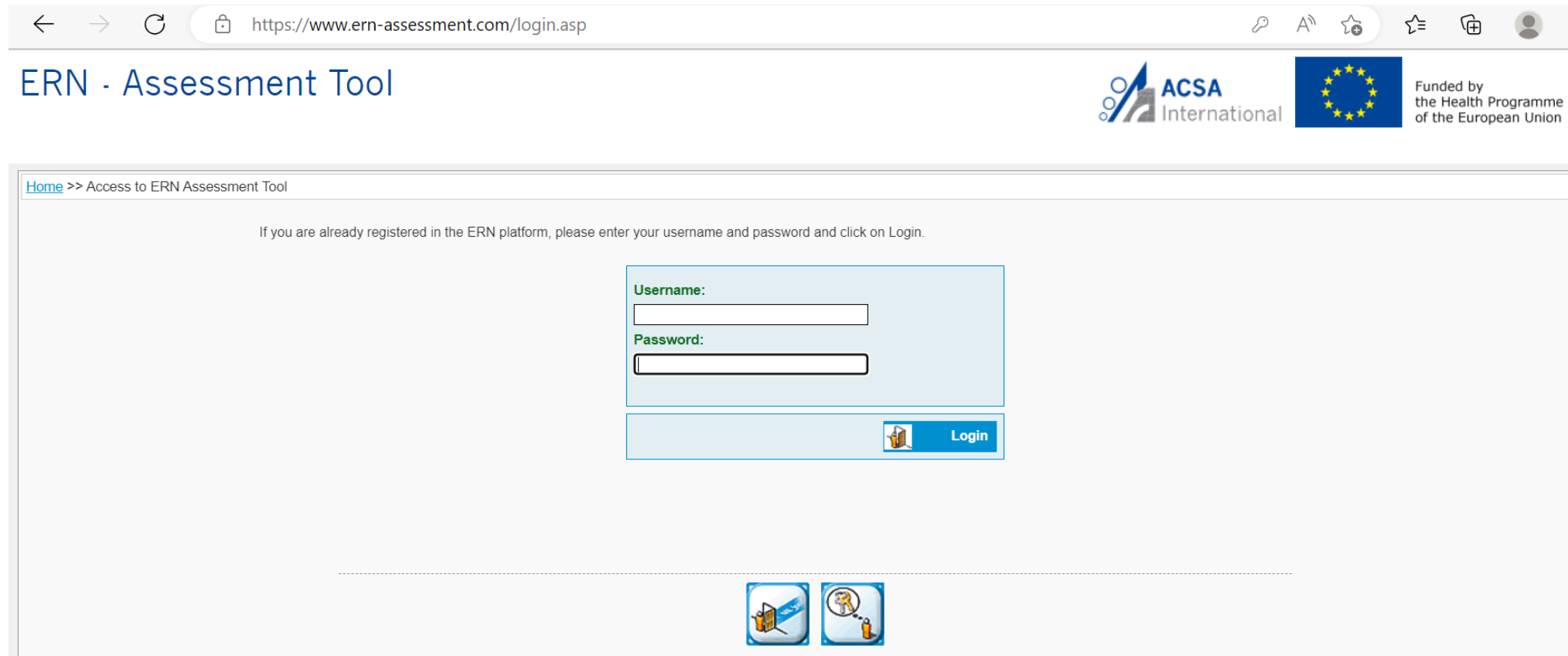


Reference documents

Final Technical Evaluation Report

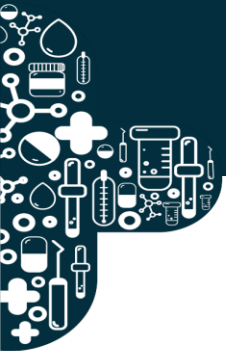


Each HCP should complete the self-evaluation through the online tool (OEIT) which can be accessed via the following URL: www.ern-assessment.com



The screenshot shows a web browser window with the address bar displaying <https://www.ern-assessment.com/login.asp>. The page title is "ERN - Assessment Tool". The header includes the ACSA International logo and the European Union flag with the text "Funded by the Health Programme of the European Union". The main content area has a breadcrumb trail "Home >> Access to ERN Assessment Tool" and a message: "If you are already registered in the ERN platform, please enter your username and password and click on Login." Below this is a login form with two input fields labeled "Username:" and "Password:". A "Login" button with a key icon is positioned to the right of the password field. At the bottom of the page, there are two small icons: one of a person at a computer and another of a person with a magnifying glass.

A platform user manual will be available in the documents section of the platform



Each HCP will be assigned an Evaluation Coordinator who will be the focal point during the whole re-evaluation process

Communication channels

There are two main communication channels managed by qualified personnel and each has been set up for a specific purpose.

OEIT

Purpose:

Internal communications
Between ERNs/HCPs and EIB
and ERNs/ HCPs and evaluators



Examples:

- How to interpret quality requirements or other methodology clarifications
- Request of additional information or clarifications from the evaluators
- Set up dates for interviews and audits
- Any exchange with evaluators

Helpdesk

helpdesk@ern-evaluation.eu
[+34 946897345](tel:+34946897345)



Purpose:

Other incidences

Examples:

- Technical problems with platform
- Credentials to new users
- Logistics



Thank you for your kind attention
Q&A

**Many thanks
for your attention**

Contact us at:
helpdesk@ern-evaluation.eu
+34 946 89 73 45

