



ΕΛΛΗΝΙΚΗ ΠΡΟΕΔΡΙΑ ΤΗΣ ΕΥΡΩΠΑΪΚΗΣ ΕΝΩΣΗΣ  
THE GREEK PRESIDENCY OF THE EUROPEAN UNION

## ACCESS AND QUALITY IN HEALTH CARE IN THE EU

IMPROVING PATIENT EXPERIENCE  
AND OUTCOMES



AN INTERNATIONAL CONFERENCE  
OF THE GREEK PRESIDENCY OF THE EU  
**MINISTRY OF HEALTH AND WELFARE**

With the Support of the  
European Commission

**4-6** MAY 2003

CONFERENCE & CULTURAL CENTER OF THE UNIVERSITY OF PATRAS



REGIONAL DEVELOPMENT FUND  
OF THE REGION OF WESTERN  
GREECE



EUROPEAN OBSERVATORY ON  
HEALTH CARE SYSTEMS  
(GREEK OFFICE)



REGIONAL HEALTH AUTHORITY  
OF WESTERN GREECE

Secretariat:  
SYNEDRA

Tel:  
+302610 242.999

Fax:  
+302610 242.997

e-mail:  
synedra@pat.forthnet.gr

ORGANIZED BY  
**THE UNIVERSITY OF PATRAS**

IN COOPERATION WITH:  
REGIONAL DEVELOPMENT FUND  
OF THE REGION OF WESTERN GREECE

REGIONAL HEALTH AUTHORITY OF WESTERN GREECE

GENERAL UNIVERSITY HOSPITAL OF PATRAS

EUROPEAN OBSERVATORY ON HEALTH CARE SYSTEMS (GREEK OFFICE)

**The aim** of the conference is to address the issues of access and quality of health care in the European Union. A high – level forum of health policy experts will discuss in depth methodological approaches, share best practices for policy development and cooperation among the European Union Member States. The perspective of the analyses will focus on patients’ experience and expectations regarding issues of quality and access to health services, and the impact of patients’ mobility on health care system developments and evaluation

Access to and Quality in Health Care are in the center of the efforts to improve the effectiveness of the system of health services particularly within the perspective of patient mobility. Taking also into account that health policies and health systems developments are becoming increasingly interrelated, the scope of developing policies and possible mechanisms of cooperation are in the agenda in the EU today.

These efforts are also planned to be discussed within the “High-level process of reflection on patient mobility and health care developments in

the EU” initiated by the Commission with the aim to exactly “provide an informal and flexible High-level forum to address issues affecting health and health care in the EU”.

The ambition of the Greek Presidency is to investigate the areas of Access and Quality in health care enhancing thus the work of the Reflection Process and providing a frame for policy developments and cooperation. The Conference will bring up for examination the two issues reviewing and identifying:

### 1. Evaluation policies to improve access and quality in health care – developing a common understanding of the issues.

#### e.g. for the “access agenda”

resource allocation  
location of health care services  
demand management  
health insurance coverage  
existing inequalities and social protection  
cost containment policies  
etc.

#### for the “quality agenda”

on national standards of quality  
quality deliverance mechanisms  
clinical governance  
performance management and outcomes  
monitoring mechanisms  
patient safety and patient experience  
etc.

### 2. Policy developments and possible mechanisms for greater collaboration at EU level.

(best practices, benchmarking, regulations, common projects and opportunities for cross-border cooperation, information and exchange of experiences etc.)

With Respect to:

- a. member states efforts to improve their own systems (inter-governmental/inter health systems level)
- b. cross-border care/patient mobility (EU level)

**Language:** The language of the Conference is English

**Place:** The University of Patras (Conference & Cultural Center), Patras

**Contact:** Professor Aris Sissouras (Director and Conference Coordinator)  
Department of Operational Research and Management  
Health Policy and Planning Unit  
University of Patras, GR–265 00 Rio, Patras  
Tel: +302610 997231 Fax: +302610 997260 Email: asisour@mech.upatras.gr

## PRELIMINARY PROGRAM

### INVITED SPEAKERS AND CONTRIBUTIONS (Preliminary list)

Philip BERMAN (EHMA)  
Nick BOYD (UK)  
Reinhard BUSSE (D)  
Mia DEFEVER (B)  
Ursula FRONASCHUTZ (AUS)  
Michael HUEBEL (Commission)  
George KATIFORIS (E. Parliament)  
Jan MAINZ (DN)  
Martin McKEE (UK)  
Elias MOSSIALOS (GR)  
Deidre O’CONNEL (European Patients Forum)  
Willy PALM (AIM)  
Ferdinand SAVER (Commission)  
Hans STEIN (D)  
Jerome VIGNON (Commission)  
Miriam WILEY (IRL)

### MONDAY 5TH MAY 2003

#### Morning Sessions

##### 1. Setting the agenda of Access and Quality (Key addresses)

- Access to Health Care in Europe: the way forward.
- Developing a Quality Agenda in Europe: A policy oriented approach.

##### 2. Parallel Sessions on the two themes:

- a. Evaluating Policies to improve access to health care: The system and the needs of patients’ perspective
- b. Evaluating Policies to improve quality in health care: The system and the needs of patients’ perspective

**National Case Studies on both themes**  
(Experiences and policies on access and quality)

#### Afternoon Sessions

##### 1. Parallel Sessions on the two themes (continued)

2. (European Commission addresses)
  - Policies and action programs on Access and Quality
  - Health and Social Policy Integration Strategies

### TUESDAY 6TH MAY 2003

#### Morning Sessions

##### 1. Plenary Session. Reporting on the two theme sessions and development of policies for cooperation

- Health policy and health system Developments and the patient mobility perspective
- Needs and benefits of greater collaboration
- Identifying mechanisms and policies of cooperation.

##### 2. Closing Session: Scope and directions for a (continuing) working agenda and development of recommendations

#### Afternoon

Visit to  
**OLYMPIA**  
archeological site.

### SUNDAY 4TH MAY 2003

#### Afternoon Session Opening Session

**The role of the EU in Health Care and policy developments: The Europe of health and the patient mobility perspective.**

- Health Policy in EU: The new scene and issues.
- The Commission Strategies (and the Reflection Process).
- The Convention Perspective.