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## **WP leaders meeting**

The 29<sup>th</sup> and 30<sup>th</sup> of April 2015, WP leaders met in Rome to discuss the project's state-of-the-art, to agree a new timetable in consideration of the tasks to be completed and to discuss possible solutions for the emerged critical issues.

Preliminary results of the ongoing data collection were presented, with a specific focus on the knowledge management system composed of a Web Based Application in use in each hospital partner to collect and exchange a pre-defined set of variables; and two questionnaires, also administered to enrolled patients, respectively investigating perceived quality of received care and reasons to seek treatment abroad, and patients' satisfaction with the reimbursement procedure in their Member State of affiliation. At the 22<sup>nd</sup> of April 2015, 293 patients' files were correctly uploaded on the Web Based Application. The data analysis is already started; results will be presented at the end of the project.

WP leaders discussed the main criticalities faced during the data collection activity, such as the attrition rate in questionnaires answers due to the patients' voluntary participation in HoNCAB.

Experiences in data collection were discussed among the Network of Hospitals members, fostering an exchange of critical issues, solutions and internal procedures to deal with cross-border care. Based on this share of information, the Network members are preparing the official launch of the Network, to be held during the final conference, focusing on the sustainability of it, identifying valuable activities to be maintained after the end of the project.

Another two significant activities discussed are the report on DRG tariffs comparison and the case studies investigation on the issue of tourism and cross-border care.

Lastly, this WP leaders meeting represented also the opportunity to set up the methodology for the draft and finalisation of recommendations to be produced based on the project's results. These recommendations will be presented during the final conference of the project.

## News from the Network of Hospitals - Good practice guide

The intense exchange of information among members of the HoNCAB Network of Hospitals has highlighted several differences between Member States. Especially in how cross-border healthcare is organized by Member States and how similar practical issues are dealt with by each hospital.

Answering to the need of organize and analyse the above mentioned differences, in 2014 the Hospices Civils de Lyon surveyed 12 European hospitals to identify the existence of good practices regarding the admission process (hospitalization) of cross-border patients, and the practices and methodologies to better answer to cross-border patients' specific needs and demands. The analysis of the replies resulted in the "Good Practices Guide" which highlights and reports the best practices developed and stresses the areas for improvement providing suggestions based on partners' experience.

The Good Practices Guide adopts the cross-border patients' point of view, following their healthcare pathway and analysing step by step the good practices to provide a quality service. Suggestions take into consideration patients' expectations, receiving hospital's staff capacities and the regulatory framework on cross-border healthcare.

The guide is composed of four chapters. The first provides an overview of cross-border patients' specific needs and issues. The second presents a list of good practices regarding patients' pre-admission and admission. The third focuses on the hospital stay, encompassing issues such as file management and patients' specific needs, in particular concerning the language and the administrative procedures. Finally, the fourth chapter illustrates good practices concerning discharge, payment and reimbursement.

The Good Practice Guide is available in English and French on HoNCAB website, and can be downloaded at the following link: <http://honcab.eu/network-of-hospitals/>



Support creation of pilot network of hospitals  
related to payment of care  
for cross border patients

Good practices guide

To implement good practices regarding cross-border patients' care

Benjamin Brasseur, Pauline Robinson, Florence Acher Cavallé, Laurence Caillé,  
Hélène Carrara  
Publication

Grant Agreement 2011.13.01 HoNCAB Project



## Update of HoNCAB Website - Documents on cross-border healthcare



In May 2015, a new section on "Useful documents" was added to the existing available publications on the HoNCAB website. This section aims to provide the HoNCAB Network of Hospitals, as well as other interested parties, with information related to cross-border healthcare and the implementation of Directive 2011/24/EU. Thus, the "Useful documents" section contains the text of the Directive and a list of downloadable documents and website links with regards to applicable legislations, surveys and further general information on this topic.

This section can be accessed through the following link: <http://honcab.eu/useful-documents/>

## Patients' rights in cross-border healthcare in the EU: Eurobarometer report

In May 2015, the Commission published a special Eurobarometer report concerning "Patients' rights in cross-border healthcare in the EU". The Eurobarometer survey was realised in October 2014 and covered the 28 EU Member States, receiving 27.868 responses.

In 2007, a Eurobarometer on "Cross-border Health Services in the EU" was conducted in order to evaluate the number of EU citizens who had received healthcare in another Member State, and to understand their willingness to receive healthcare abroad.

Then, in 2011, the Directive on the application of patients' rights in cross-border healthcare (Directive 2011/24/UE) was adopted. The major aim of this new legislation was to clarify the existing rules on access and reimbursement of cross-border healthcare, as well as to promote high quality care in the EU.

In this context, the present survey is a follow up of the 2007 Eurobarometer aiming at assessing the situation after the entry into force of the above mentioned Directive.

The 2014 Eurobarometer addresses five major topics:

- Patients' experience of cross-border healthcare in the EU
- Citizens' willingness to travel to another Member State to receive healthcare
- Citizens' knowledge about their rights to cross-border healthcare
- Citizens' needs for information in relation to such rights
- Role of National Contact Points

Among the main outcomes of the survey, the report first points out that patient mobility in the EU remains a marginal phenomenon. Indeed, last year cross-border healthcare concerned only 5% of EU citizens. However, half of the respondents declared that they would be willing to receive healthcare abroad, either for receiving treatment that is not available at home or for better quality treatments. When it comes to the main barriers to cross-border healthcare, respondents mentioned language barriers, the fear of not being reimbursed and the lack of information on patient safety. Finally, the study revealed a partial knowledge of patients about their entitlement to be reimbursed for cross-border healthcare.

The Eurobarometer report on patients' rights in cross-border healthcare in the EU can be accessed through the following link: [http://ec.europa.eu/public\\_opinion/archives/ebs/ebs\\_425\\_sum\\_en.pdf](http://ec.europa.eu/public_opinion/archives/ebs/ebs_425_sum_en.pdf)



### Upcoming events

<b>2 July</b> <i>Brussels, Belgium</i>	2015 European Patients' Forum conference on " <i>Cross-border healthcare: Is it working for patients across the EU?</i> "
<b>27 September</b> <i>Orlando, Florida</i> <i>USA</i>	2nd Annual European Summit on Cross-border Healthcare

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