

**Wednesday, 27 September**

Time	Subject	Meeting place in Harpa
18:30 – 20:00	<b>Arrival of delegates</b>	Harpa/Nordurbryggja
	<b>Get together</b> – Light refreshments and music	

**Thursday, 28 September**

Time	Subject	Meeting place in Harpa
08:00 – 09:00	<b>Registration</b>	Harpa/Nordurbryggja
09:00 – 09:10	<b>Welcome</b>	
09:10 – 09:50	<b>Presentation of a survey of Nordic supervisory institutions</b> Language: English	
09:50 – 10:40	<b>Plenum 1: Risk-based supervision</b> Moderator: Leifur Bardarson, MD, Head of Division, Supervision and Quality, Directorate of Health (IS) Language: English  <b>Theme 1: Practical risk analysis</b> Speaker: Anders Welander Haahr, Head of Section, Registration and Analysis, Danish Patient Safety Authority (DK)  <b>Theme 2: How do we use user perspective to evaluate risk?</b> Speaker: Johanna Nilsson, Analyst, IVO (SE)	Kaldalón
10:40 – 11:00	<b>Coffee</b>	
11:00 – 12:30	<b>Parallel Sessions</b>	
11:00 – 12:30	<b>Session A</b> <b>How do we use data in monitoring and evaluation of results?</b> Moderator: Anna Hultin, Senior Advisor, IVO (SE) Language: Scandinavian  <b>Perspective from:</b> 1. Sweden Speaker: Emma Stradalovs, Analyst, IVO 2. Finland Speaker: Hanna Ahonen, Counsellor of Social Welfare, Valvira 3. Denmark Speaker: Troels Frølund Thomsen, Senior Medical Officer and Xandra Nygaard Lund, Senior Medical Officer, STPS	Ríma A
11:00 – 12:30	<b>Session B</b> <b>Who defines risk levels in social care and healthcare?</b> Moderator: Marjut Eskelinen, Chief Inspector, Regionalförvaltningsverket in Lappland, (FI) Language: Scandinavian/English  <b>Perspective from:</b> 1. Denmark	Kaldalón

	<p>Speaker: Anne Lund Frydensberg, Consultant, Supervision and Coordination of Specialised Social Services, The National Board of Social Services:</p> <ol style="list-style-type: none"> <li>2. Finland Speaker: Elina Uusitalo, Senior Officer, Valvira</li> <li>3. Norway Speaker: Wenche Skjær, Senior Adviser, Norwegian Board of Health Supervision</li> </ol>	
11:00 – 12:30	<p><b>Session C</b> <b>Internal vs external control</b> Moderator: Lone Lind Pedersen, Head Nurse, and Birgitte Nielsen, Head Nurse, STPS (DK) Language: Scandinavian/English</p> <p><b>Perspective from:</b></p> <ol style="list-style-type: none"> <li>1. Iceland Speaker: Anna Birna Jensdóttir, CEO, Sóltún Nursing Home, and Laura Sch: Thorsteinsson, Project Manager, Supervision and Quality, Directorate of Health</li> <li>2. Norway Speaker: Anders Haugland, Assistant Director, Norwegian Board of Health Supervision</li> <li>3. Finland Speaker: Kirsi Liukkonen, Senior Officer, Legal Affairs, Valvira (English)</li> </ol>	Ríma B
11:00 – 12:30	<p><b>Session D</b> <b>Drug abuse by healthcare workers – how do we react?</b> Moderator: Susanne Lie, Senior Adviser, Norwegian Board of Health Supervision (NO) Language: Scandinavian</p> <p><b>Perspective from:</b></p> <ol style="list-style-type: none"> <li>1. Norway Speaker: Tore Berg-Vingen, Senior Adviser, Norwegian Board of Health Supervision</li> <li>2. Denmark Speaker: Gordon Thomas Jehu, Senior Medical Officer, and Jeanett Wind Christensen, Senior Specialist Legal Adviser, STPS</li> <li>3. Sweden Speaker: Victor Johansson, Inspector and Desirée Erenius, Inspector, IVO</li> </ol>	Stemma
12:30 – 13:30	<b>Lunch</b>	
13:30 – 14:30	<p><b>Plenum 2: Development of methods</b> Moderator: Laura Sch: Thorsteinsson, Project Manager, Supervision and Quality, Directorate of Health (IS) Language: English</p> <p><b>Theme 1: A different approach to collaboration with a girl in child care – consequences for the practice of supervision</b></p>	Kaldalón

	<p>Speaker: Helga Arianson, Chief County Medical Officer, County Hordaland (NO)</p> <p><b>Theme 2: Patients and staff involvement in supervision – methods for supervision of a chain of care</b></p> <p>Speaker: Örjan Dahlberg, Inspektor, IVO</p>	
14:30 – 15:00	<b>Coffee</b>	
15:00 – 16:20	<b>Parallel Session</b>	
15:00 – 16:20	<p><b>Session E</b></p> <p><b>How do we ensure the competence of inspectors?</b></p> <p>Moderator: Britta Bjerrum Mortensen, Senior Consultant and Karen Marie Dencker, Head Nurse STPS (DK)</p> <p>Language: Scandinavian</p> <p><b>Perspective from:</b></p> <ol style="list-style-type: none"> <li>1. Denmark Speaker: Britta Bjerrum Mortensen, Senior Consultant and Camilla Flinholm Raft, Public health officer, MScPH, STPS</li> <li>2. Norway Speaker: Aud Frøysa Åsprang, Senior Adviser, Norwegian Board of Health Supervision</li> <li>3. Finland Speaker: Marja-Leena Stenroos, Chief Senior Inspector, Regional State Administrative Agency in Southern Finland</li> </ol>	Ríma A
15:00 – 16:20	<p><b>Session F</b></p> <p><b>Observation as a method of inspection – only for children and elderly?</b></p> <p>Moderator: Hanna Ahonen, Counsellor of Social Welfare, Valvira (FI)</p> <p>Language: English</p> <p><b>Perspective from:</b></p> <p>EPSO/Holland Speaker: Carien Geertse, senior inspecteur, Inspectie voor de Gezondheidszorg from EPSO Working Group and Angela Backx.</p> <p>Observation as a working method. To assess qualitative aspects of care, we need qualitative methods. Observation is one of them. SOFI-observation method is an instrument used by e.g. The Health Care Inspectorate (IGZ) in the Netherlands. Also EPSO network is exchanging experiences with SOFI – method and keeps on developing it. In this session we learn how this method works and how it is used in IGZ, have short comments from Finland and Denmark and have some time to discuss it's usefulness in the Nordic context.</p> <p><b>Short comments:</b></p> <ol style="list-style-type: none"> <li>a. Finland Speaker: Riitta Husso, Legal Adviser, Valvira</li> </ol>	Ríma B

	<p>b. Denmark  Speaker: Anette Sejer Perthou, Consultant,  Supervision and Coordination of Specialised  Social Services, The National Board of Social  Services:</p>	
15:00 – 16:20	<p><b>Session G</b>  <b>How do we make use of user perspective?</b>  Moderator: Charlotte Hjort, Head of Public Health  Supervision and Guidance North, STPS (DK)  Language: Scandinavian/English</p> <p><b>Perspective from:</b></p> <ol style="list-style-type: none"> <li>1. Sweden  Speaker: Maria Björklund, Head of Unit, IVO</li> <li>2. Norway  Speaker: Hege Kylland, Senior Adviser,  Norwegian Board of Health Supervision</li> <li>3. Iceland  Speaker: Ofeigur Tryggvi Thorgeirsson, Head  Physician, Grafarvogur Healthcare Centre</li> </ol>	Kaldalón
15:00 – 16:20	<p><b>Session H</b>  <b>How do we monitor eHealth – healthcare provider or not?</b>  Moderator: Klas Öberg, Senior Advisor, IVO (SE)  Language: Scandinavian</p> <p><b>Perspective from:</b></p> <ol style="list-style-type: none"> <li>1. Sweden  Speaker: Tove Gemzell, Development strategist,  Support and Management Division, IVO</li> <li>2. Denmark  Speaker: Henrik Kristensen, Head of Section,  Health Law, and HD Hans-Erik Damerius-  Terkelsen, Senior Medical Officer, STPS</li> </ol>	Stemma
16:20 – 17:00	<p><b>Plenum 2B: Reflection / Evaluation of the day</b>  Moderator: Birgir Jakobsson, Director of Health (IS)  Language: English</p> <p><b>Perspective from:</b></p> <ol style="list-style-type: none"> <li>1. Norway  Speaker: Heidi Merete Rudi, Deputy Director  General, Norwegian Board of Health  Supervision</li> <li>2. Finland  Speaker: Markus Heriksson, Director General,  Valvira</li> <li>3. Island  Speaker: Leifur Bardarson, MD, Head of  division, Supervision and Quality, Directorate of  Health</li> </ol>	Kaldalón
19:00 – 22:00	<b>Conference dinner</b>	Kolabraut Restaurant in Harpa

Friday, 29 September

Time	Subject	Meeting place in Harpa
09:00 – 09:15	<b>Cultural event (Lyrica)</b>	
09:15 – 10:15	<p><b>Plenum 3: Effective supervision</b>  Moderator: Anna Bjorg Aradottir, Head of Division, Supervision and Incidents, Directorate of Health (IS)  Language: English</p> <p><b>Theme 1: Effective supervision in the Finnish social and health reform</b>  Speaker: Eeva Nykänen, Chief Specialist, National Institute for Health and Welfare (FI)</p> <p><b>Theme 2: Effects of external inspection in hospitals – preliminary results from a study in Norway</b>  Speaker: Einar Hovlid, Project Coordinator, Norwegian Board of Health Supervision (NO)</p>	Kaldalón
10:15 – 11:15	<b>Coffee and poster session</b>	
11:15 – 12:15	<b>Parallel sessions</b>	
11:15 – 12:15	<p><b>Session I</b>  <b>Different sorts of feedback and dialogue for optimal learning in social care and healthcare</b>  Moderator: Camilla Rask, Consultant, Supervision and Coordination of Specialised Social Services, The National Board of Social Services (DK)  Language: Scandinavian</p> <p><b>Perspective from:</b></p> <ol style="list-style-type: none"> <li>1. Iceland  Speaker: Leifur Bardarson, Head of Division, Supervision and Quality, Directorate of Health</li> <li>2. Sweden  Speaker: Malin Peterson and Heléne Lundbladh, Inspectors, IVO</li> <li>3. Denmark  Speaker: Camilla Rask, Consultant, Supervision and Coordination of Specialised Social Services, The National Board of Social Services</li> </ol>	Ríma A
11:15-12:15	<p><b>Session J</b>  <b>Was it useful to be inspected? From the perspective of the inspected:</b>  Moderator: Dorte Rørmann, Project Manager, and Turid Bjarnason Skifte, Head Nurse, STPS (DK)  Language: Scandinavian/English</p> <p><b>Perspective from:</b></p> <ol style="list-style-type: none"> <li>1. Iceland  Speaker: Elisabet Benedikz, Head of Quality Office and Anna Maria Thordardottir, Nurse in Quality Office, Landspítali University Hospital</li> <li>2. Norway</li> </ol>	Kaldalón

	<p>Speaker: Björn Öglaend, Senior Adviser, Norwegian Board of Health Supervision</p> <p>3. Denmark</p> <p>Speaker: Henrik Frostholt, Souschef, The National Board of Social Services</p>	
11:15-12:15	<p><b>Session K</b></p> <p><b>Attitude to disciplinary actions in consequence of professional mistakes/serious incidences:</b></p> <p>Moderator: Hans Petter Næss, Assistant Director, Norwegian Board of Health Supervision (NO)</p> <p>Language: Scandinavian</p> <p><b>Perspective from:</b></p> <ol style="list-style-type: none"> <li>1. Sweden Speaker: Peder Carlsson, Head of Unit, IVO</li> <li>2. Finland Speaker: Maria Färkkilä, Senior Office, Legal Affairs, Valvira</li> <li>3. Denmark Speaker: Susanne Bjaaland Hertz, Head of Section, Health Law, and Jeppe Nørgaard Rasmussen, Senior Medical Officer, STPS</li> </ol>	Ríma B
11:15-12:15	<p><b>Session L</b></p> <p><b>New techniques in welfare – technical solutions – possibilities and obstacles in social care and healthcare</b></p> <p>Moderator: Margareta Fransson, Head of Unit, IVO (SE)</p> <p>Language: Scandinavian/English</p> <p><b>Perspective from:</b></p> <ol style="list-style-type: none"> <li>1. Finland Speaker: Tarja Vainiola, Senior Officer, Valvira</li> <li>2. Sweden Speaker: Michaela Hecht Gunnarsson, Inspector, IVO</li> <li>3. Iceland Speaker: Gudrun Audur Hardardottir, Project Manager, National eHealth Projects, Directorate of Health</li> </ol>	Stemma
12:15 – 13:15	<b>Lunch</b>	
13:15 – 14:15	<p><b>Plenum 4: Is supervision useful? What should be the main objectives in order to increase safety?</b></p> <p>Moderator: Sigríður Haraldsdóttir, Head of Division, Health information, Directorate of Health (IS)</p> <p>Language: English</p> <p><b>Theme 1: Perspective of a supervised healthcare provider</b></p> <p>Speaker: Birgir Jakobsson, Director of Health (IS)</p> <p><b>Theme 2: Perspective of a supervisory institution</b></p> <p>Speaker: Gunilla Hult Backlund, Director-General, IVO (SE)</p>	Kaldalón
14:15 – 14:45	<b>Food for thought – Anna Steinsen</b>	Kaldalón
14:45 – 15:00	<b>Closing remarks</b>	Kaldalón

	Moderator: Birgir Jakobsson, Director of Health (IS)	
15:00	<b>Optional: Post Congress Tours</b>	