



U-Impact! From Citizen Involvement to EU Policy Impact

Improving patients' rights

**18th May 2016
Brussels**

The protection and improvement of human health is one of the fields for which the Member States remain responsible and in which the EU may play a supporting or coordinating role.

Health policy is up to national governments, who organise healthcare and ensure that it is provided.

The EU's role is to complement national policies by:

helping EU governments achieve shared objectives - generating economies of scale by pooling resources - helping EU countries tackle shared challenges: pandemics, chronic diseases or the impact of increased life expectancy on healthcare systems.

EU health policy, implemented through the **Health Strategy**, identified three key objectives:

- 1- fostering good health in an ageing Europe;
- 2- protecting citizens from health threats;
- 3- supporting dynamic health systems and new technologies.

These principles and objectives support the goals of the **Europe 2020 strategy**

The Health Strategy is implemented by the **third health programme (2014-2020)** that, with its budget of nearly €450 million, will support and add value to the policies of Member States that aim to improve **people's health and reduce health inequalities**.

It will do so by promoting health, encouraging innovation in health, increasing the sustainability of health systems and protecting EU citizens from serious cross-border health threats.

The EU's work will complement and support national efforts in four key areas:

- disease prevention and health promotion measures;
- protecting citizens from cross-border health threats;
- innovative and sustainable health systems;
- better and safer healthcare for citizens.



European
Commission

EUROPEAN PATIENTS' RIGHTS DAY: 10 benefits the EU brings to patients

A high level of health protection; the right to benefit from medical treatment; access to healthcare - preventive, diagnostic and curative treatment regardless of financial means, gender or nationality. These principles are enshrined in the European Union's Treaty and its

Charter of Fundamental Rights and the EU institutions are bound to them in their actions. On European Patients' Rights Day, let's take a look at some of the benefits of being a patient in the European Union. As an EU citizen, you can expect:

From the EU Charter of Patients' Rights to the new MEPs Interest Group



- 2002: drafting of the **European Charter of Patients Rights** which has become a reference for EU citizens' rights in the healthcare.
- 2007: launching of the **European Patients Rights Day**, celebrated every year on 18th April with local, national and EU events all over Europe.
- 2015: promoted inside the EU Parliament the MEPs Interest Group "**European Patients' Rights and Cross-Border Healthcare**".

ACN is also official member of....

- "EU Health Policy Forum", led by DG Health & Food Safety, an EU platform dealing with health and patient's rights

The EU Charter of Patients' Rights: a civic assessment

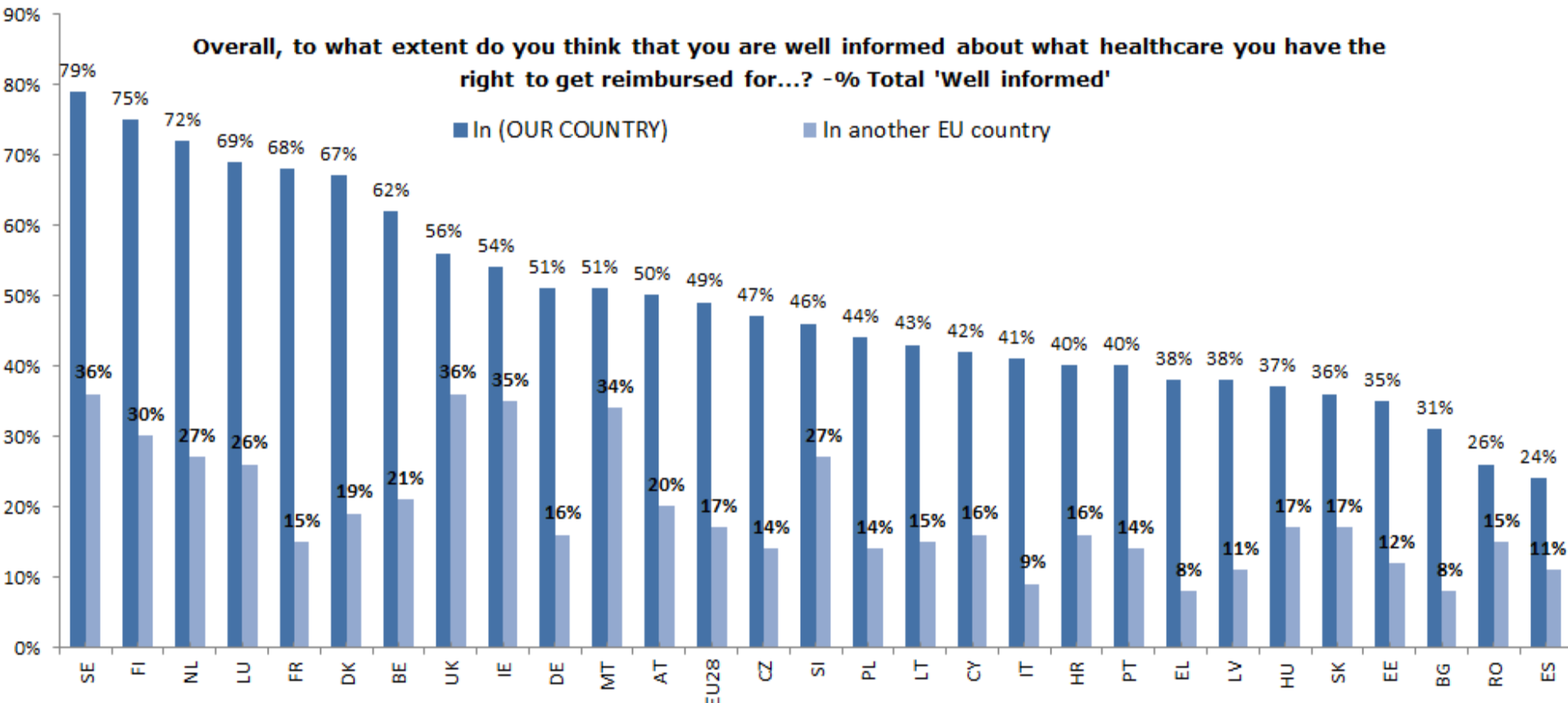
Active Citizenship Network has developed two European Assessment programmes on the respect of the European Charter of Patients' Rights

Involving: **20** countries, **56** hospitals, **23** Ministries of Health and **70** civic & patient organizations

An overview of the results

Right	Assessment	PRES
7. RIGHT TO RESPECT OF PATIENTS' TIME	NOT RESPECTED	41
5. RIGHT TO FREE CHOICE*	NOT RESPECTED	43
2. RIGHT TO ACCESS – care	NOT RESPECTED	46
3. RIGHT TO INFORMATION	HARDLY RESPECTED	54
15. RIGHT TO ACTIVE CITIZENSHIP	HARDLY RESPECTED	54
11. RIGHT TO AVOID UNNECESSARY SUFFERING AND PAIN	HARDLY RESPECTED	58
9. RIGHT TO SAFETY	HARDLY RESPECTED	60
8. RIGHT TO THE OBSERVANCE OF QUALITY STANDARDS	PARTLY RESPECTED	61
10. RIGHT TO INNOVATION	PARTLY RESPECTED	63
4. RIGHT TO CONSENT	PARTLY RESPECTED	64
14. RIGHT TO COMPENSATION	PARTLY RESPECTED	64
13. RIGHT TO COMPLAIN	PARTLY RESPECTED	66
12. RIGHT TO PERSONALIZED TREATMENT	ALMOST RESPECTED	74
1. RIGHT TO PREVENTIVE MEASURES	ALMOST RESPECTED	75
6. RIGHT TO PRIVACY AND CONFIDENTIALITY	ALMOST RESPECTED	77
2. RIGHT TO ACCESS - physical	ALMOST RESPECTED	84
TOTALS - MEAN VALUES	PARTLY RESPECTED	62

A recent [Eurobarometer survey](#) published in May 2015, indicates that less than 20% of citizens feel that they are informed about their cross-border healthcare rights:



If citizens do not know their rights, they cannot stand for them and, above all, **exercise** them.

«Patients' rights have no borders»



European Communication Campaign

What? A European communication campaign with online, offline and on-the-spot initiatives on cross-border healthcare rights and the implementation of the EU Directive 2011/24

Why?

- To improve citizens and patients' awareness about their rights to go abroad for care;
- To enable organisations to contact their counterpart in another country to get specific information on the local healthcare system and so to offer better assistance to citizens;
- To build a network of patient organizations all around Europe, able to collect data and share information, case histories and good practices on cross-border healthcare.

Where? 14 Countries





Patients' rights have no borders

Seeking healthcare in another EU Country



The campaign is coordinated by Active Citizenship Network (ACN), the European Interface of the Italian civic organisation Cittadinanzattiva, within the framework of the X edition of the European Patients' Rights Day.



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Thank you for the attention!



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