



Raising standards for consumers



POSITION PAPER

ANEC views about CEN Healthcare Services Focus Group

Contact Person: Michela Vuerich (anec@anec.eu)

(ANEC-PT-2017-HGS-008rev)

ANEC, as the key body to represent the European Consumer Voice in Standardisation, wishes its position in relation to this CEN Focus Group on Healthcare Services to be clear.

It is important that it gives such clarity because of the crucial importance of health to every person in the EU and the imperative that seeks consistency in healthcare services both within Member States and in cross-border provision.

ANEC is supportive of standards and standardisation in the area of healthcare services but only in matters that relate to the consumer experience, lifestyles, public and preventative health. This means that it is normally not appropriate for CEN to be instrumental in developing standards around matters that relate to diagnosis or treatment (areas where the specific and highly valued expertise of clinicians is recognised). It is appropriate, however, for CEN to be instrumental in developing standards around

- the manner in which services engage with or seek to empower consumers;
- the consumer experience of engaging with clinical healthcare services – both within and outside of clinical settings;
- the provision of information, training to consumers or the responsiveness of services to consumers in respect of their health literacy, participation and/or self-management for their health, lifestyles and wellbeing;
- the support for consumers in their concordance with treatments or therapies (including the management of medication and health or motivational coaching – both for physical and mental health); and
- the use of technologies and communications networks by consumers to access health information and related services (including apps and the use of devices and services coming under the umbrella term of telehealth).

ANEC believes healthcare is not only about clinical diagnosis but also has a services component. It is key to integrate self-management and the patient's involvement, hence the whole experience and consumer satisfaction needs to be considered. Existing standards can help as models.

Taking account of the changing context of healthcare, it is also key for the personal data of consumers to be safeguarded and for different clinical specialisations to collaborate.

The above is consistent with the European Commission's pursuit of goals that relate to

- the accessibility of services, the empowerment of citizens and the closer integration of health and social care; and
- the need for greater emphasis to be given to public and preventative as well as clinical health if well-being goals for the EU are to be achieved.

Acknowledgements:

Special thanks go to ANEC Representative Dr Malcolm Fisk as the main author of this paper.

About ANEC

ANEC is the European consumer voice in standardisation, defending consumer interests in the processes of technical standardisation and conformity assessment, as well as related legislation and public policies.

ANEC was established in 1995 as an international non-profit association under Belgian law and is open to the representation of national consumer organisations in 33 countries.

ANEC is funded by the European Union and EFTA, with national consumer organisations contributing in kind. Its Secretariat is based in Brussels.



Raising standards for consumers

**European association for the coordination
of consumer representation in standardisation aisbl**

Avenue de Tervuren 32, box 27, B-1040 Brussels, Belgium

Tel.: +32 2 743 24 70 / Fax: +32 2 706 54 30

E-mail: anec@anec.eu

EC Register of Interest Representatives:

Identification number 507800799-30

www.anec.eu

@anectweet

www.facebook.com/ANEC.Standards



ANEC is supported financially by the European Union & EFTA

This document may be quoted and reproduced, provided the source is given.

This document is available in English upon request from the ANEC Secretariat or from the ANEC website at www.anec.eu

© Copyright ANEC 2016