



Exchange of experience and partnership programs in the field of improvement of patient safety conditions in hospitals

HU12- Bilateral Action - 2

Background

The American Institute of Medicine in its publication of 1999, titled *To Err Is Human*, pointed out the gravity of patient safety in health care. This study indicates a 1:10 ratio of adverse events in the case of in-patients admitted to treatment in hospital. Surveys reveal that the underlying factors pertain to the flaws in planning such as system functionality (e.g.: work schedule, storage of equipment), procedures (e.g.: procurement, distribution of medicine) in addition to the overall environment that can be characterised by crowding, stress, time-pressure. Personal liability can only be established in 10-15% of the cases. One may conclude that significant reduction of adverse events can be achieved by minimising contingency in systems and processes, mapping and reducing effects of the operational environment. Results cannot be produced by simply finding and punishing "culprits".

As an outcome of these surveys, patient safety has been placed in the focus of quality assurance, and has become a general focal objective in public health programmes. Recognising its significance, the EU launched its Joint Action on Patient Safety and Quality of Health Care for 2012-15 targeting improvement of patient safety in member states. Immediate goal is the implementation of the Council Recommendation (2009/C 151/01) of 9 June 2009 on patient safety, including the prevention and control of healthcare associated infections.

The State Secretariat for Health aims to improve patient safety and to keep it in focus by means of various provisions in order to improve public health and better access to health care.

Purpose of this call is to establish new partnerships and to strengthen existing partnerships with domestic institutions of the donor country. The expected output is the extended network and enlarged knowledge base of the project owner to further facilitate the overall improvement of patient safety in Hungary by primarily reducing the number of adverse events.

The present guideline serves to assist the Project Promoter with the terms and conditions of the project proposal. Present document has to be read in conjunction with the General Application Guide, which can be found on the official Hungarian website of the Norwegian Financial Mechanism in Hungarian (<http://www.norvegalap.hu/altalanos-palyazati-utmutato>) and in English (<http://www.norvegalap.hu/altalanos-palyazati-utmutato>).

1. MAIN CONDITIONS FOR THE PROPOSAL

The proposal aiming for support of the action has to be elaborated, taking into account the following conditions:

- The proposal shall comply with the regulations of the **General Application Guide** and its annex, **the Eligibility Guideline**. The budget plan shall be elaborated in the format and level of details as required by **the NORA system**.
- The proposal shall contain proper written **justification for the budget**.
- The final date of the supported action activities shall be no later than 31 October 2017.
- **Publicity Plan** shall be elaborated and submitted based on the specifications of the Regulation on the implementation of the EEA Financial Mechanism 2009-2014, Annex 4 *Information and Publicity Requirements*. The General Application Guide includes the Communication and Design Manual with the communication guidance and visual identity as an annex. In line with the Requirements at least one information and communication event is preferred to make explicit and visible the achievements of the action.

The proposal has to be submitted in English via the **online application form of the NORA system**.

The application form includes the following:

- basic data about the Project Promoter, the Project Partner and the planned action;
- a brief description of the professional background of the Project Promoter and the Project Partner;
- a summary of the planned action in English and Hungarian;
- indicators;
- a schedule of the planned activities;
- detailed budgets for the Project Promoter and for the Project Partner with written justification, as well as an aggregated budget for the whole action activities;
- publicity plan depending on the relevance to the activity.

2. POTENTIAL APPLICANTS

2.1. The present action shall accept applicant organizations established in Hungary as below:

- Central budgetary administration (311)
- Central administrative bodies (312)
- Local government (321)
- Local governmental budgetary institutions (322)
- Public Institutions of higher education maintained by the state (383)
- Other association (529)
- Church (551)
- Church institutions (552)
- Public foundation (561)
- Institution of public foundation (562)
- Other foundation (569)
- Other nonprofit organisation with legal entity (599)

2.2. Potential Project Partners:

- Public bodies (GFO 54)
- Chambers (GFO 541)
- Other public bodies (GFO 549)

3. TERMS AND CONDITIONS RELATED TO THE ACTION

3.1. Basic information:

| | |
|---------------------------------------|---|
| Name of the action | Exchange of experience and partnership programs in the field of improvement of patient safety conditions in hospitals |
| Maximum amount of the grant (HUF) | 8,950,400 |
| Maximum amount of the grant (EUR) | 28,687.18 |
| Exchange rate (HUF/EUR) | 312 |
| Duration of the action implementation | maximum 6 months |
| First date of eligibility | The date of the PO's decision |
| Final date of eligibility | 31 October 2017 |
| Maximum grant rate | 100 % |

3.2. Eligible activities under the action

| Eligible activity | Activity eligible for |
|--|------------------------------|
| Publicity | X |
| Participation in conferences, workshops and meetings in either Hungary or the donor countries | X |
| Participation in study tours in either Hungary or the donor countries | X |
| Cooperation and exchange of practices in communication and dissemination | X |
| Cooperation and adaptation of methodology in sharing knowledge | X |
| Further education/training of experts, participation in courses and trainings in relevant fields | X |
| Methodology of data collection and analysis in relevant fields | X |
| Preparation of comparative study | X |

3.3. General rules of the eligibility of expenditures

Eligible expenditures of the action are those actually incurred by the Project Promoter or the Project Partner in accordance with the Eligibility Guideline (Annex 1 of the General Application Guide) and meet the following criteria:

- they are incurred between the first and final dates of eligibility of the action as specified in the action contract taking into account that they should also be in line with the Programme Agreement's Article 4.1;
- they are connected with the subject of the action and they are indicated in the estimated overall budget of the action;
- they are proportionate and necessary for the implementation of the action;
- they must be used for the sole purpose of achieving the objective(s) of the action and its expected outcome, in a manner consistent with the principles of economy, efficiency and effectiveness;
- they are identifiable and verifiable, in particular through being recorded in the accounting records of the Project Promoter or Project Partner and determined according to the applicable accounting standards of the country where the Project Promoter or Project Partner is established and according to generally accepted accounting principles; and
- they comply with the requirements of applicable tax and social legislation.

The Project Promoter internal accounting and auditing procedures must permit direct reconciliation of the expenditures and revenue declared with respect to the action with the corresponding accounting statements and supporting documents.

3.4. Eligible direct expenditures

Related to the eligible activities, different types of expenditures are eligible. In the proposal, the total eligible budget of the action shall be compiled so that the Project Promoter and Project Partner separately record the different types of eligible expenditures under the eligible activities that they plan to implement. The table below shows the correspondence between eligible activities and eligible expenditures, using cost categories in accordance with Hungarian accounting principles.

| Eligible activity / Eligible expenditure | 52. Costs of services used | 53. Costs of other services | 54. Staff costs | 55. Other employee related payments | 56. Duties on salaries |
|---|----------------------------|-----------------------------|-----------------|-------------------------------------|------------------------|
| Publicity | X | X | X | X | X |

| | | | | | |
|--|---|---|---|---|---|
| Participation in conferences, workshops and meetings in either Hungary or the donor countries | X | X | X | X | X |
| Participation in study tours in either Hungary or the donor countries | X | X | X | X | X |
| Cooperation and exchange of practices in communication and dissemination | X | X | X | X | X |
| Cooperation and adaptation of methodology in sharing knowledge | X | X | X | X | X |
| Further education/training of experts, participation in courses and trainings in relevant fields | X | X | X | X | X |
| Methodology of data collection and analysis in relevant fields | X | X | X | X | X |
| Preparation of comparative study | X | X | X | X | X |

3.4.1. Costs of services used (52.)

Costs of consulting and services necessary for the implementation of the action, used according to the market rules and conditions, acquired from an independent third party as well as travel and hotel expenses.

3.4.2. Costs of other services (53.)

Authorities' fees necessary for the implementation of the action and prescribed by legislation shall be eligible under costs of other services. Moreover, costs of the financial guarantee provided by the financial institution and bank costs directly linked to the action shall also be eligible provided they are necessary to fulfill criteria set out in the grant scheme.

3.4.3. Staff expenses (54., 55., 56.)

Wages and contributions defined in the contract of employment or contract of services, compulsory costs that constitute part of remuneration in proportion to the contribution in the action and daily allowances assigned for travel.

3.4.4. Indirect costs

A flat rate of up to 15% of the total direct eligible costs excluding the costs of subcontracting and the costs of resources made available by third parties, which are not used on the premises of the Project Promoter or the Project Partner, shall be considered indirect costs. (Projection base of indirect costs shall be calculated from the following cost categories: 51 material expenditure, 54. wages, 55 other personnel costs, 56 contributions, if the costs fulfil the above criteria) General costs shall include public utilities and rental charges, phone, internet, postal fees, insurance, cleaning, maintenance, the separate bank account's administration fee and costs of stationery.

3.4.5. VAT

If the Applicant does not have the right to deduct VAT in the financed action, the calculation of the total expenditure concerning the Applicant shall be based on the gross amount, including VAT. If the Applicant is entitled to deduction of the VAT, the calculation of the total expenditure shall be based on the net amount of costs excluding VAT.

3.4.6. Further conditions for eligibility of costs

The Project Promoter and the Project Partners may not conclude private law contracts (beyond the partnership agreement) necessary for the implementation of the action between themselves (including agreements entailing issuance of invoices) (division of labour shall be laid down in the partnership agreement). The budgetary entity participating in the action as a partner and its institution may not provide any kind of compensation to the Project Promoter in exchange for benefits gained from the partnership.

More detailed instructions regarding eligible costs can be found in the General Application Guideline especially in its annex 1, the Eligibility Guideline.

3.5. Excluded costs

The following costs shall not be considered eligible:

- interest on debt, debt service charges and late payment charges;
- charges for financial transactions and other purely financial costs except for the expenses of the bank account separated for the project;
- provisions for losses or potential future liabilities;
- recoverable VAT;
- costs that are covered by other sources;
- fines, penalties and costs of litigation; and
- excessive or reckless expenditure.

3.6. Further conditions related to the action

3.6.1. Mandatory indicators

As a minimum, the action must deliver the minimum target values of the below listed indicator. The Project Promoter has to ensure that the set indicator is achieved and can be measured by the completion of the action.

| | Indicator | Baseline | Target | Unit of measure |
|----|---|-----------------|---------------|------------------------|
| 1. | Number of people involved | 0 | 4 | Person |
| 2. | Number of events organized with participation of Hungarian and Norwegian stakeholders | 0 | 1 | Piece |
| 3. | Preparation of comparative study | 0 | 1 | Piece |

4. ADMINISTRATIVE INFORMATION

4.1. Submission of updated proposal

To submit the proposal, the Project Promoter has to be registered at the official Hungarian website of the Norway Grants: www.norvegalap.hu. The application form and the annexes to be attached shall be completed and submitted via the electronic platform (NORA) available on the above website. **The application form must be filled out in English. All mandatory annexes must be submitted in English. Please note that to submit the application a short summary of the planned activity is also required in Hungarian.**

All of the attachments shall be submitted via the electronic platform (NORA) and the original of the 'Declaration stating the undertaking to meet the conditions of the Call for Proposals' must be submitted in one hard copy as well.

The original of the 'Declaration stating the undertaking to meet the conditions of the Call for Proposals' must be posted in sealed packaging, by a registered mail service, addressed to the Implementing Agency.

Place of submission:

**NFFKÜ -
Nemzetközi Fejlesztési és Forráskoordinációs Ügynökség Zártkörűen Működő
Részvénytársaság
1037 Budapest, Szépvölgyi u. 39.**

Please note that proposals cannot be submitted by hand-delivery.

Please take into consideration that the **submission is continuous**, the review of eligibility and administrative criteria, as well as the evaluation will be carried out in order of reception of applications.

As for the evaluation, the date when the Implementing Agency declares that the application meets all of the administrative criteria is considered as the reception date of the proposal.

Applications can be submitted at any moment from the 10 March 2017 until 31 August 2017 or until the total allocation is used.

In case of deficiencies in the submitted documentation package, the Implementing Agency shall call upon the Project Promoter to remedy the deficiencies within 5 days. In case the Project Promoter fails to do so or submits erroneous or incomplete documentation, the proposal will be further evaluated based on the available information.

4.2. Supporting documents to be uploaded as an attachment to the proposal:

| | |
|---|--|
| Specimen signature of the duly authorised representative of the Project Promoter | Mandatory |
| Conformed copy of the Deed of Foundation/Articles of Association signed by the Applicant | Mandatory |
| Declaration of the Applicant proving that the represented entity fulfils the criteria of transparency on the basis of paragraph 14 of Act CLXXXI of 2007 on providing fund from public money (scanned copy in pdf format) | Mandatory |
| Letter of interest for cooperation from the Project Partner(s) | Optional for the proposal |
| Partnership agreement | Optional for the proposal but mandatory for the project contract |
| Declaration stating the undertaking to meet the conditions of the Call for Proposals | Mandatory |

The maximum size of uploaded attachments altogether must not exceed 50 MB.

4.3. Further details and contact information

Further information regarding the Norwegian Financial Mechanism is available on the official Hungarian website: www.norvegalap.hu

Technical information related to the preparation and submission of the online application form may be requested from the customer service operated by the Implementing Agency:

NFFKÜ- Nemzetközi Fejlesztési és Forráskoordinációs Ügynökség Zártkörűen Működő Részvénytársaság

e-mail: info@norvegalap.hu

Information related to the terms and conditions of the present Call may be requested from the Programme Operator via the Implementing Agency at the e-mail address info@norvegalap.hu

In case the Programme Operator receives questions and comments that require the reconsideration of the terms and conditions or any external circumstances to that effect occur then **the Programme Operator reserves the right to issue amendments to the current call prior to the deadline of submission** by notifying the Project Promoter in a written form.

5. REVIEW OF ELIGIBILITY AND ADMINISTRATIVE CRITERIA

The Implementing Agency shall verify the compliance of the proposal with the below eligibility and administrative criteria:

- the electronic application form is filled out in English;
- the short summary is submitted in Hungarian as well;
- the declaration – printable after the submission of the electronic application form – was submitted by post and on time;
- the requested grant amount reaches the minimum amount does not exceed the maximum amount that can be awarded;
- the start and the end dates of the action are within the eligible time range;
- all the necessary annexes are attached electronically and are duly completed;
- the submitted application form is fully and duly completed;
- there are no quantitative or other contradictions between the individual documents of the documentation package;
- the indicator target value reaches the minimum target value;
- the budget planned for the different eligible activities is in line with the maximum ceilings;

6. EVALUATION PROCESS OF THE SUBMITTED PROPOSAL

The **proposal will be subject to evaluation**. During the evaluation the PO will assess the quality and preparedness of the proposal, with special regard to the strong bilateral aspect of the proposal and to the budget, especially with a view to achieving value for money. Clarification questions during the appraisal process may be addressed to the Project Promoter, which shall be answered within 3 working days.

The proposal will be checked by PO according to the following aspects.

| Evaluation criteria checked by the PO: | Yes – weighed points | No=0 points |
|---|-------------------------------------|------------------------|
| <i>The activities proposed</i> | | |
| Activities address the objectives of the Call | 3 | |
| Activities are eligible | 2 | |

| | | |
|--|----|--|
| Feasibility of the project | | |
| Sufficient capacity of expertise for deployment is allocated | 2 | |
| The project schedule is realistic (feasible within the project duration) | 3 | |
| The budget | | |
| The budget is sufficient/not excessive for implementation | 1 | |
| The budget lines comply with the ceilings | 1 | |
| The expenditures are identifiable, verifiable and eligible | 1 | |
| The indicators | | |
| The indicator target value reaches the minimum target value of the Call | 1 | |
| The proposed indicator value is realistic | 2 | |
| The donor partnership | | |
| The potential donor partner is clearly indicated in the application | 2 | |
| Role of the donor partner(s) is clearly defined and respective costs are justified | 2 | |
| max: | 20 | |

Evaluation and scoring:

19-20 points: proposal accepted

16-18 points: PO will consider conditional support and may ask for clarifications

15 points or below: proposal rejected

Based on the findings of the appraisal, the Programme Operator can make the following decisions:

- to grant funding without modification,
- to grant funding with a reduced total amount of eligible costs, with reduced grant amount or with conditions,
- to reject funding.

The Project Promoter has the right to appeal the decision according to the regulations of the General Application Guide.

Please note that the **submission is continuous**, the review of eligibility and administrative criteria, as well as the evaluation will be carried out in order of reception of applications. Take note that a proposal that has reached 15 points or less will be

rejected. **The evaluation will be closed when all available funds are granted to eligible, as well as administratively and technically compliant applications.**

7. CONDITIONS OF CONCLUDING THE PROJECT CONTRACT

After a positive decision, the Project Promoter will be offered to conclude a project contract. The project contract shall be concluded between the Programme Operator and Project Promoter. The documents listed below are necessary for the conclusion of the project contract and shall be submitted by the Project Promoter before the contract is signed (if a document has already been submitted, it needs to be re-submitted only if a change has occurred in terms of their content):

- detailed budget plan and financing plan,
- a copy of the partnership agreement.

Before concluding the project contract the partners shall commit themselves to the implementation of the action in the form of a **partnership agreement**, which shall be drafted in English. The partnership agreement shall as a minimum contain

- provisions on the roles and responsibilities of the parties;
- provisions on the method of calculating indirect costs and their maximum amount;
- currency exchange rules for expenditure and its reimbursement;
- reporting obligations;
- provisions on audits on the Project Partners;
- data and information disclosure requirements;
- a detailed budget, with itemised costs and unit prices; and
- provisions on dispute resolution.