

Excellent Services!

How to measure and improve services for persons with disabilities. Looking at Portugal and Europe.

24 October 2024, 14:15 – 17:45

Tivoli Hotel Av. Liberdade, Lisbon, Portugal

AGENDA

- 14:15** **Welcome and Introductions**
Alicia Gómez Campos, Secretary General, European Platform for Rehabilitation (EPR)
Paulo Sampaio, Presidente, APQ Associação Portuguesa para a Qualidade
Dr Francisco Murteira Nabo, Chairman of the board of directors, Fundação AFID Diferença
- 14:30** **Quality Assurance in Portugal**
Dr Francisco Murteira Nabo, Chairman of the board of directors, Fundação AFID Diferença
- 14:50** **European Union initiatives for the disability sector, rehabilitation and social services of excellence**
Laura Jones, EQUASS consultant
- 15:10** **The EQUASS Experience for service provider organisations**
António Hilário David, Director Executivo, Associação Portuguesa de Síndrome de Asperger (APSA)
Marta Morgado, Irmãs Hospitaleiras, Casa de Saúde da Idanha
- 15:30** **Campfire groups: Ideas and suggestions for improving quality in services**
- 16:00** *Coffee Break*
- 16:30** **Campfire feedback and panel discussion: Dealing with the burning issues**
Dulce Coutinho, EQUASS auditor
Prof Donal McAnaney
Geir Moen, EQUASS Norway
Moderator: Laura Jones, EQUASS consultant
- 17:10** **Ask the service user: About the impact of services on quality of life**
Prof Donal McAnaney
- 17:30** **Conclusions**
Alicia Gómez Campos, Secretary General, European Platform for Rehabilitation (EPR)
- 17:45** *End of meeting*

Registration and practical information

To register for this event, please fill in the online registration form [here](#).