

PMS Info-Day 2026

*Medicinal product data for
Europe's public health*

9 June 2026 - Morning session

8:45 – 13:00 (CEST)



Welcome

Speakers:



Peter Arlett

*PMS Business Owner,
Co-chair of the Network
Data Steering Group
(NDSG) and Head of
Data Analytics and
Methods Task Force*



Hilmar Hamann

*PMS Business Owner,
Co-chair of Network ICT
Advisory Committee
(NICTAC) and Head of
Information Division*



Opening remarks

Opening remarks

Speakers:



Emer Cooke
*Executive Director of
the European
Medicines Agency*



Karl Broich
*Co-chair of the Network
Data Steering Group
(NDSG) and Executive
Director of the Federal
Institute for Drugs and
Medical Devices (BfArM)*



**Runa Hauksdottir
Hvannberg**
*Co-chair of Regulatory
Optimisation Group
(ROG) and Executive
Director of the Icelandic
Medicines Agency (IMA)*

Speakers:



Peter Arlett

*PMS Business Owner,
Co-chair of the Network
Data Steering Group
(NDSG) and Head of
Data Analytics and
Methods Task Force*



Hilmar Hamann

*PMS Business Owner,
Co-chair of Network ICT
Advisory Committee
(NICTAC) and Head of
Information Division*

What do we want to achieve today?



Inform

Enable stakeholders to gain a common baseline knowledge, reducing confusion and supporting more effective participation.



Align

Bring different stakeholders onto the same page on common goals, expectations and coordinated contributions enabling a smoother and more effective implementation.



Engage

Provide an opportunity for active dialogue and collaborative ecosystem that supports adoption and buy-in.

Agenda: Morning session

1

Welcome and opening remarks

8:45 – 9:05

2

Session 1: PMS, a strategic catalyst

9:05 – 9:45

3

Session 2: PMS, bringing data and process together

9:45 – 10:45

4

Session 3: From strategy to reality – How we are implementing it

11:15 – 11:55

5

Session 4: From build to public healthcare benefits

11:55 – 12:40

6

Conclusions and closing remarks

12:40 – 13:00



Coffee break (30 min)



Lunch (60 min)



Session 1:

PMS a strategic catalyst

Chairs:



**Runa Hauksdottir
Hvannberg**

*Co-chair of Regulatory
Optimisation Group
(ROG) and Executive
Director of the Icelandic
Medicines Agency (IMA)*



Karl Broich

*Co-chair of the Network
Data Steering Group
(NDSG) and Executive
Director of the Federal
Institute for Drugs and
Medical Devices (BfArM)*

Speakers:



Georgia Gavrilidou

*Head of Legal
Department, EMA*



Zaide Frias

*Co-chair of Regulatory
Optimisation Group (ROG),
Chair of Portfolio Board (PB)
and Head of Digital Business
Transformation Task Force*

Speakers:



Georgia Gavriilidou
*Head of Legal
Department, EMA*

Topic:

Legal drivers for the EU Network

New Pharmaceutical Legislation (NPL)

The first **comprehensive revision** of EMA's founding regulation and the Community Code on medicinal products for human use since 2004 aims to bring about the **following key changes**



New Pharmaceutical Legislation (NPL) key changes (1/2)

A **simpler** regulatory environment



Streamlined committee structure: from five to **two scientific committees (CHMP & PRAC)**
Stronger expert, patient and healthcare professional involvement



Reduced assessment timelines (210 → 180 days)



Marketing authorisation valid for an **unlimited period** by default, unless safety concerns arise



Mandatory **digital submissions** and electronic product information (ePI)

More **support** and **improved** conditions for **innovation**



Extended **scientific advice** with HTA bodies and expert panels & strengthened **PRIME support**



Regulatory sandbox for innovative medicines supervised by the competent authorities



Adapted frameworks for non-standard medicines (e.g. personalised therapies)



Improved **efficiency** of the process for **studying medicines for children**, including the formalisation of an iterative paediatric investigation plan (PIP)

New Pharmaceutical Legislation (NPL) key changes (2/2)

Stronger safeguards against medicine shortages



Stronger **supply obligations** for companies



Obligation to **notify** shortages and withdrawals in **advance** and to have shortage **prevention plans**



Monitor of **expected** and **actual shortages** by both EMA and NCA



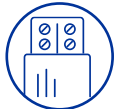
EU list of **critical medicines** and **supply-chain vulnerability** assessments

Enhanced environmental protection & focus on antimicrobial resistance



Enhanced **environmental risk assessment**

- including specific methodologies to assess antimicrobial resistance risks from antimicrobial manufacturing



Prudent use of antimicrobials, including:

- mandatory prescriptions for all antimicrobials
- enhanced product information (package leaflet and awareness card)
- required antimicrobial stewardship plans

Critical Medicines Act (CMA) overview



Key measures

- **Boost EU manufacturing capacity** for critical medicines, active substances, and key inputs through **strategic projects** informed by MSSG vulnerability assessments.
- **Enable flexible public procurement (award criteria)** to strengthen resilience and diversify supply chains for critical medicines and other medicines of common interest (e.g., rare diseases, antibiotics).
- **Leverage joint procurement** by combining Member States' demand and buying power to improve access to critical medicines and medicines of common interest
- **Develop strategic international partnerships** to diversify sourcing and enhance security of supply for critical medicinal products and their key components.



Tasks for EU Network

- **MSSG (tasks enshrined in NPL):** update Union list of critical medicines, vulnerability evaluations, and issue recommendations on common procurement initiatives; MSSG and CMG may hold joint meetings.
- **Provide regulatory and scientific support to manufacturers (Strategic Projects promoters)** on innovative manufacturing processes.

Biotech Act overview



Description

- Biotech Act is the expected new legal proposal from the EC aiming to strengthen EU competitiveness by improving conditions for biotechnology and biomanufacturing.
- It focuses on health sector, with key focus to amendments to the Clinical Trials Regulation (CTR).



Tasks for EU Network

- As part of the CTR revision, EC will aim to reduce CT authorisation timelines, improve MSs coordination, encourage the uptake of AI, introduce certain CT application harmonisation, increase flexibility for CT substantial modifications etc.

European Health Data Space (EHDS) overview



Key measures

- Empower patients to freely **access and manage their electronic health data**, while also enabling secure **sharing of such data for the provision of healthcare**, in order to **assess, maintain or restore the state of health of the natural person to whom those data relate** (= primary use)
- Enable **access and reuse of electronic health data for research, innovation and regulatory activities** in safe and secure way (= secondary use)
- Create a single market for electronic health records (EHRs) systems, supporting both primary and secondary use



Tasks for EU Network

- From **March 2029** EHDS enters into application for primary use data and some categories of secondary use.
 - Patients can use **health data across EU** (patient summary, ePrescriptions, e_dispensatins, etc) including their **medication data**
 - EMA/NCAs obtain a right to **request electronic health data** via EHDS upon fee to support its regulatory activities.
 - EMA/NCAs are obliged to **comply with access requests for data that they hold**, incl. data from EHRs and data from registries for medicinal products such as PMS.
- From **March 2031** the scope of EHDS to be extended to all data categories (e.g. clinical trial data, genomics, medical imaging).
 - Member States are expected to be fully compliant and **cross-border infrastructure fully operational**

Medicinal product data: the backbone of regulatory success

Reliable data today powers compliance, collaboration, and tomorrow's regulatory transformation



Rising regulatory demands: significant **mobilisation in next 2-3 years** ahead!

Speakers:



Zaide Frias

*Co-chair of Regulatory
Optimisation Group (ROG),
Chair of Portfolio Board (PB)
and Head of Digital Business
Transformation Task Force*

Topic:

Implementation of EU strategic drivers in the Network portfolio

PMS at the centre of Digital transformation



Portfolio Vision

*Transform our stakeholders experience during the interaction with the regulatory Network by providing **an integrated customer and data digital journey through medicines regulatory processes, to the benefit of public and animal health in EU***



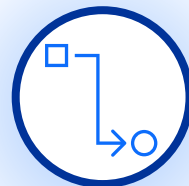
Portfolio drivers



**Legislative
Priorities**



**Data Driven
Network**



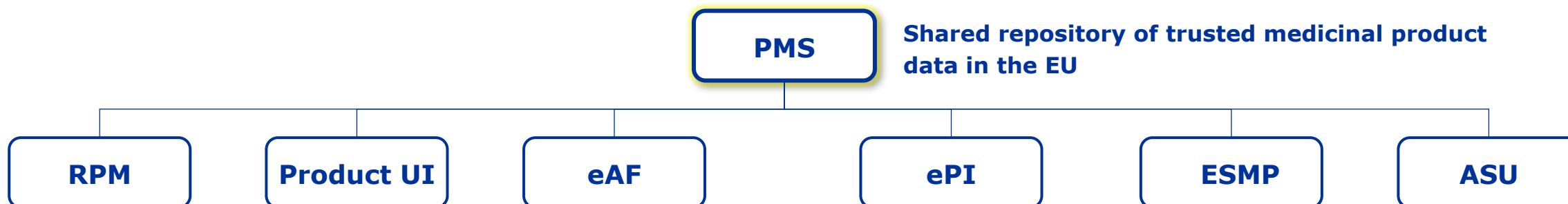
**Operational
Efficiency**



**Cybersecurity & Technology
Modernisation**



Portfolio IT products enabled by PMS today



PMS Vision



PMS Vision

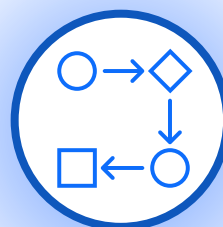
Public health empowered by a shared repository of comprehensive trusted structured data on medicines in the EU



Key changes



ISO IDMP-compliant data



Integrated data journey with regulatory procedures

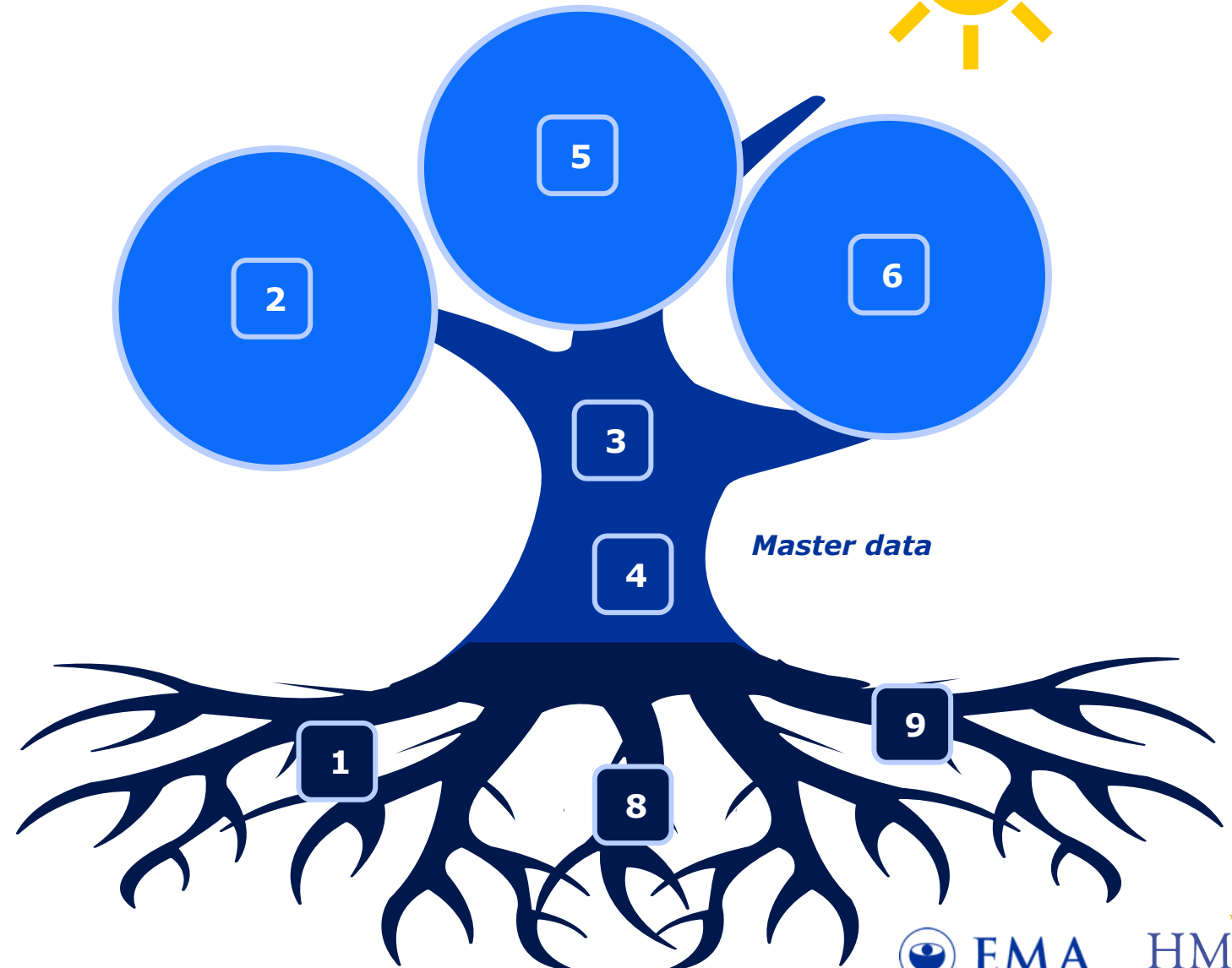


Trustworthy and quality data in one shared source

Network Portfolio Objectives



Priority use cases



1 Information security

2 Clinical trial authorisation

3 Veterinary medicines info mngt

4 ISO-IDMP master data management

5 Medicines lifecycle management

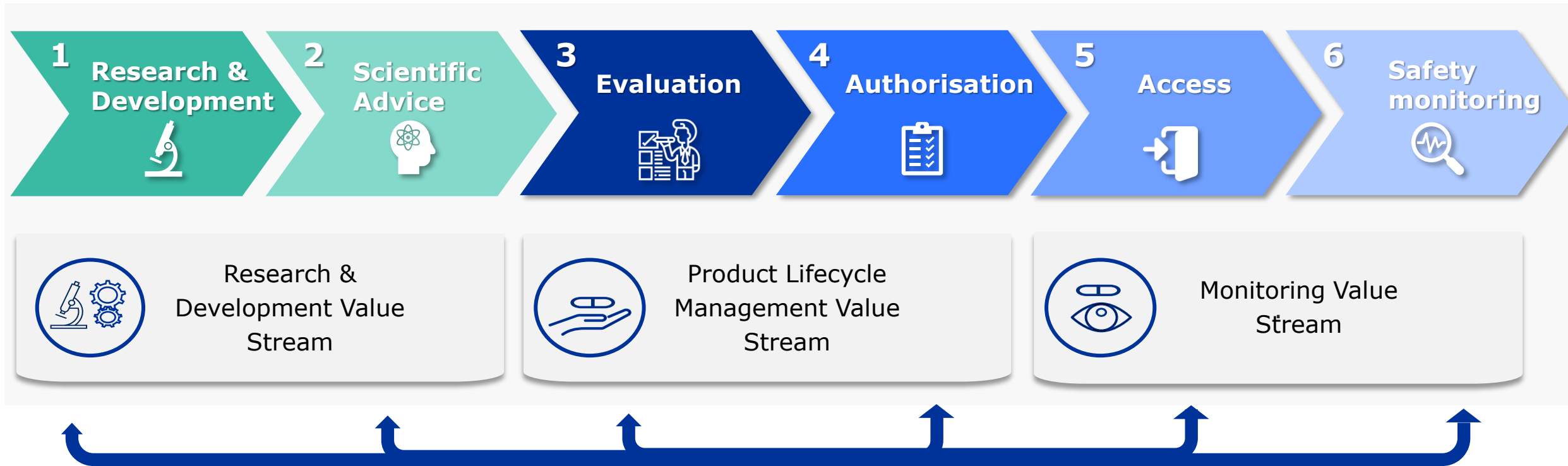
6 Shortages

7 Evidence-based AI and advanced analytics

8 Corporate back-office

9 Legacy systems

PMS supporting the full Medicinal Product Lifecycle



- › **SPOR Master Data Management** (Substances, Product, Organisations, Referentials)
- › **PMS: Product Management Services**



Session 2: PMS, bringing data and process together

Chairs:



Peter Arlett

*PMS Business Owner,
Co-chair of the Network
Data Steering Group
(NDSG) and Head of
Data Analytics and
Methods Task Force*



Georg Neuwirther

*Member of Network
Data Steering Group
(NDSG) and Regulatory
Optimisation Group
(ROG) PMS Operational
Group*

Speakers:



Isabel Chicharo

*PMS Epic Owner and
Head of Regulatory Data
Management*



Dino Soumpasis

*PMS Network Product
Owner and member of
Regulatory Optimisation
Group (ROG) PMS
Operational Group,
Bfarm*

Speakers:



Isabel Chicharo
*PMS Epic Owner and
Head of Regulatory Data
Management*

Topic:

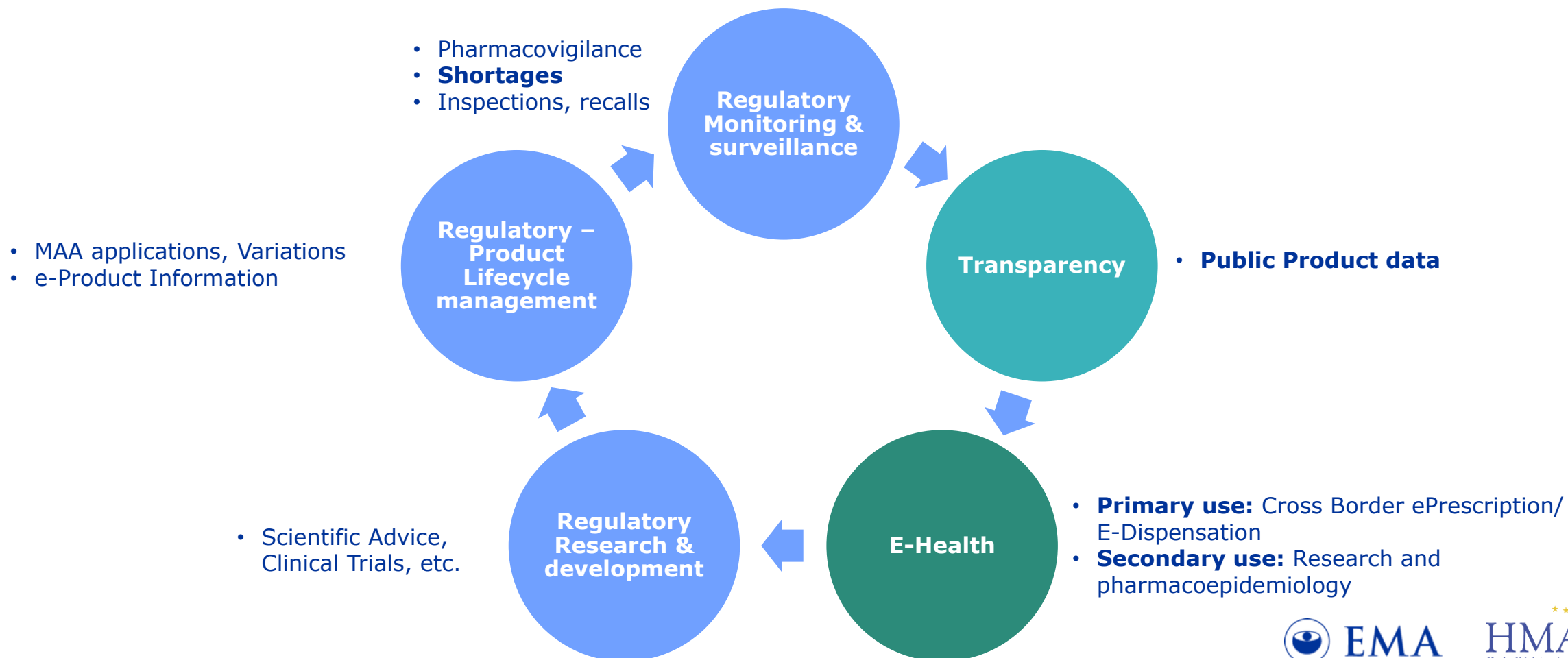
Product data supporting use cases

What use cases does product data support?



A win for Regulators and e-Health:

- *Product data is critical to support Regulatory activities through the medicinal product lifecycle.*
- *Healthcare Professionals and Patients need clear visibility of product information and regulatory outcomes.*
- *A trusted Public EU-wide product data source is a win for Healthcare (Regulators, Marketing Authorisation Holders, Healthcare Professional and Patients, Researchers)*

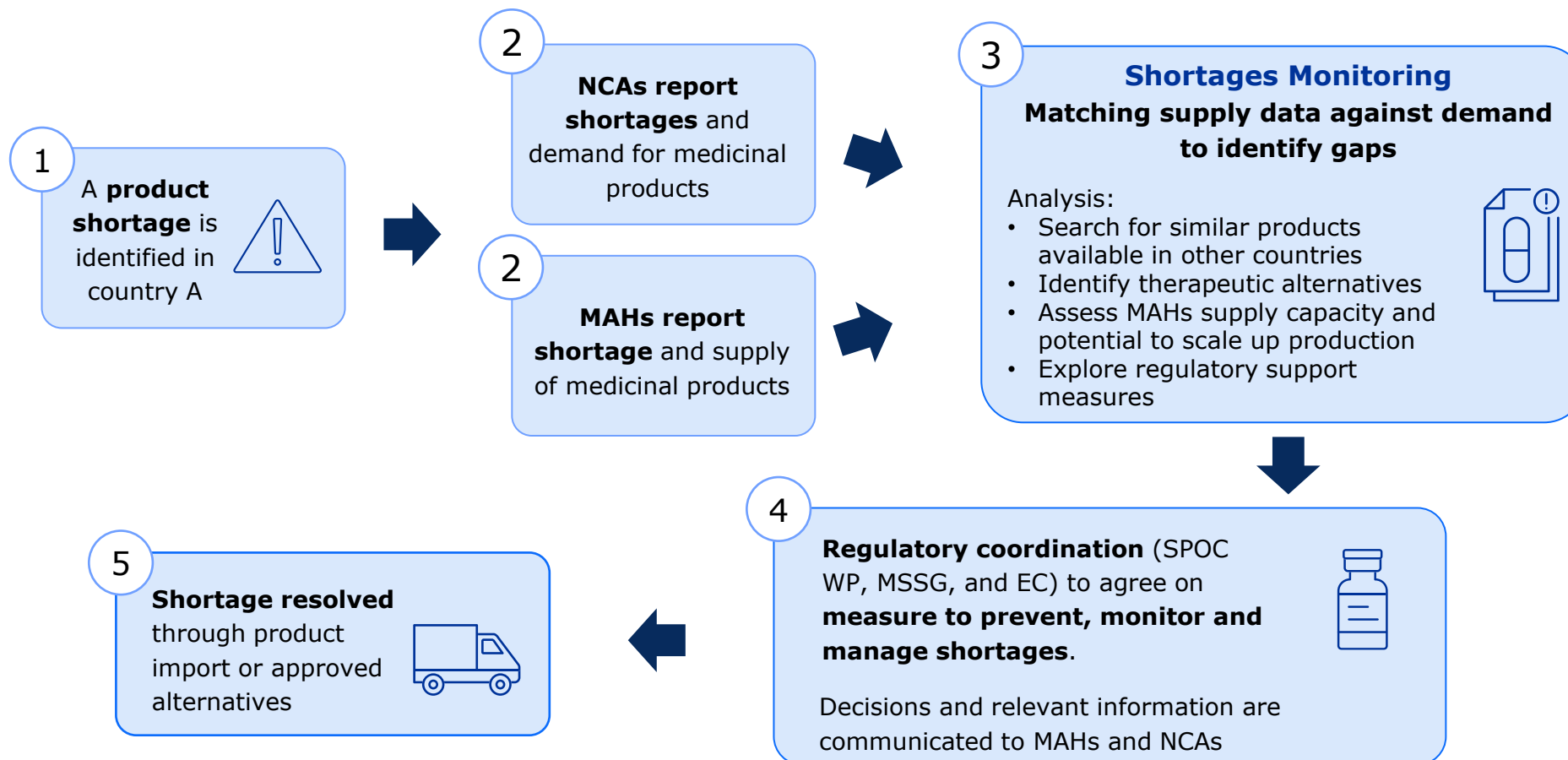


Monitoring of shortages



PMS product data: anticipating shortages before they occur

Using standardised product data facilitates collection and analysis of supply and demand data, to monitor and prevent shortages. It enables to access the supply chain for vulnerabilities and recommend measures to mitigate and address shortages



Data readiness	
IDs	
Name	
Pharm. Form	
ATC code	
AS & Strength	
Route of admin.	
MAH	
Marketing Auth.	
Indications	
Packages	
Manufacturer	
Data carriers	

Legend – PMS data readiness to support the different use cases:

Blue: PMS has/will have more data/extra data that could create new opportunities

Green: PMS data quality acceptable, supports the use case even if with workarounds

Amber: Significant issues (e.g. missing data) and actions required

Red: PMS doesn't support the basic need of the use case

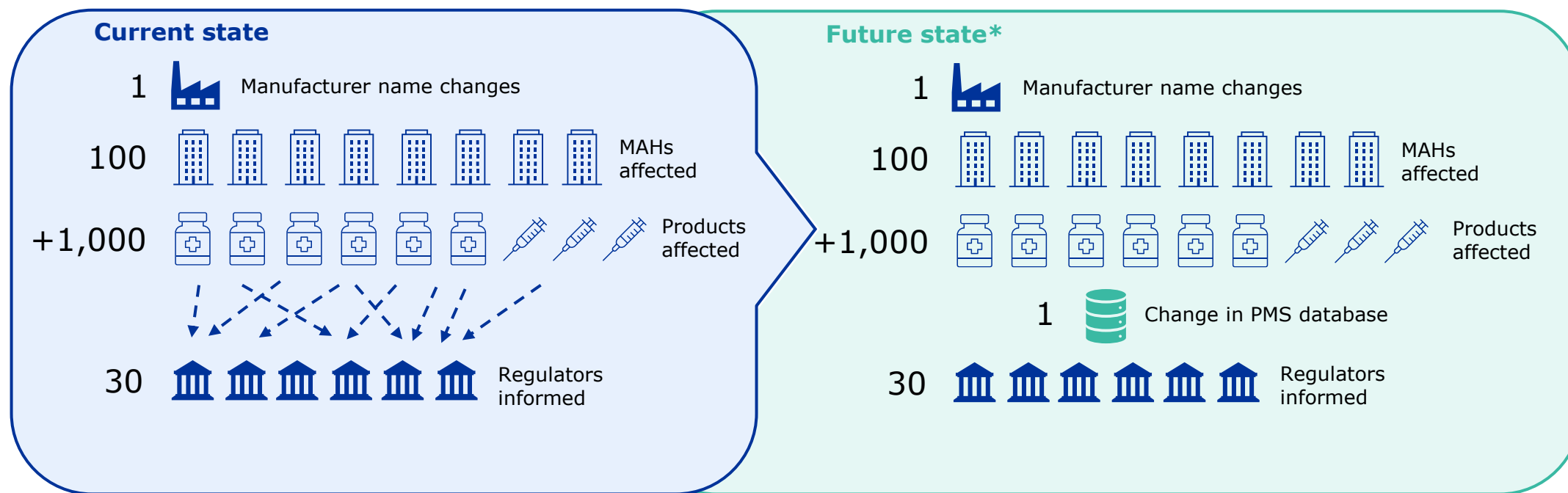
White: Data not needed for use case

NPL Variations type IA optimisation through data submissions



NPL supports data submissions only!

- The precedent and success of XEVMPD in handling QPPV reporting demonstrates the value of structured data-driven approaches in regulatory affairs
- Implementing digital, data-driven PMS submissions leveraging structured data eliminates the burden of variation submission and tracking for all stakeholders.



Data readiness	
IDs	
Name	
Pharm. Form	
ATC code	
AS & Strength	
Route of admin.	
MAH	
Marketing Auth.	
Indications	
Packages	
Manufacturer	
Data carriers	

Legend – PMS data readiness to support the different use cases:

Blue: PMS has/will have more data/extra data that could create new opportunities
Green: PMS data quality acceptable, supports the use case even if with workarounds
Amber: Significant issues (e.g. missing data) and actions required
Red: PMS doesn't support the basic need of the use case
White: Data not needed for use case

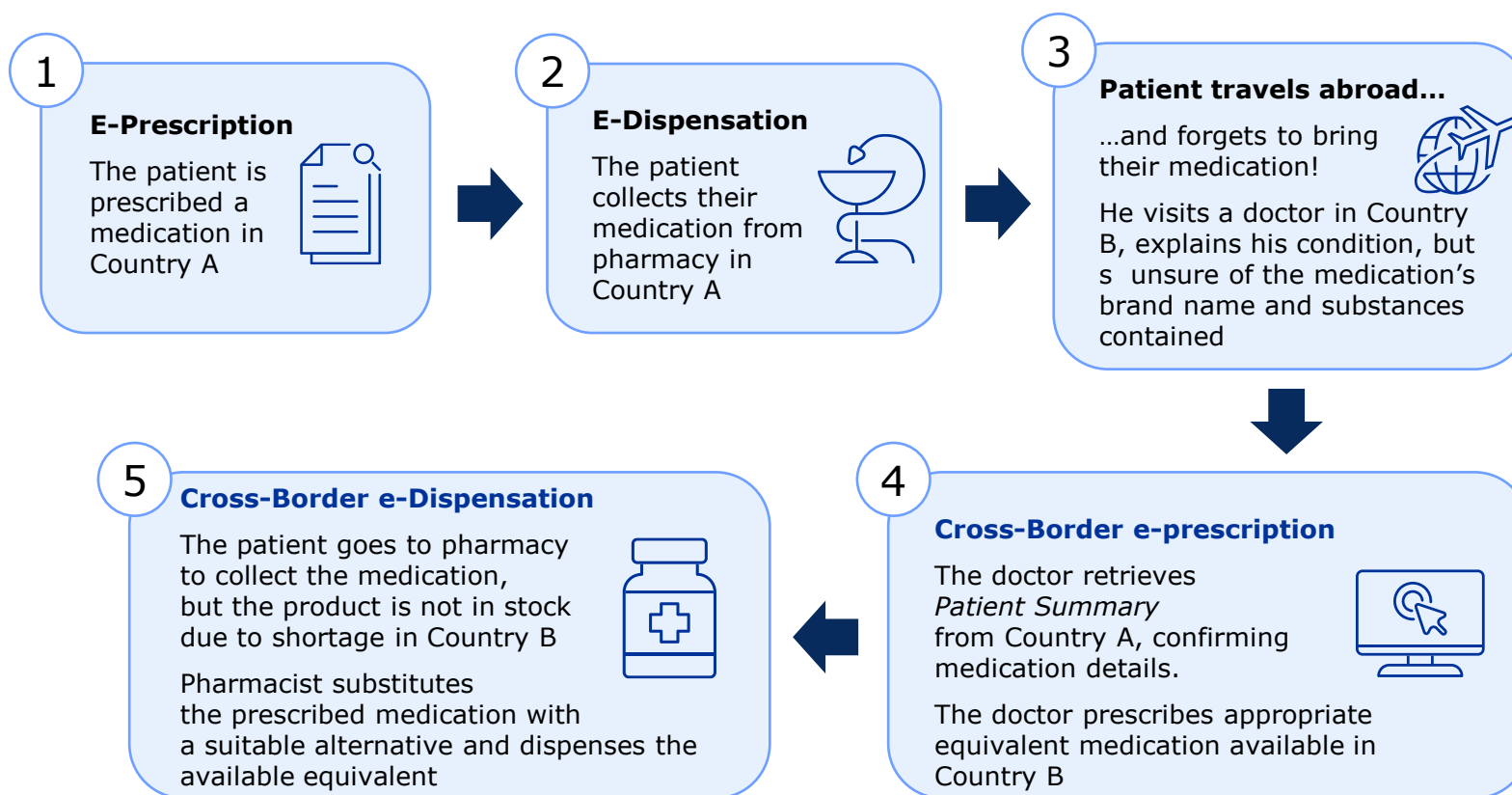
*The precise future state will be determined through comprehensive assessment and refinement of the Proof of Concepts and work of the ROG.

EHDS – cross border e-Prescription/ e-Dispensation



PMS: the foundation for seamless cross-border e-Prescription and e-Dispensation

Standardised PMS data bridges the gap between national formularies, enabling safe, accurate prescribing and dispensing for patients across EU borders. Critical improvement compared to current substance based cross-border dispensing.



Data readiness	
IDs	Green
Name	Green
Pharm. Form	Green
ATC code	Green
AS & Strength	Green
Route of admin.	Green
MAH	White
Marketing Auth.	White
Indications	Blue
Packages	Blue
Manufacturer	White
Data carriers	White

Legend – PMS data readiness to support the different use cases:

Blue: PMS has/will have more data/extra data that could create new opportunities
Green: PMS data quality acceptable, supports the use case even if with workarounds
Amber: Significant issues (e.g. missing data) and actions required
Red: PMS doesn't support the basic need of the use case
White: Data not needed for use case

Overview PMS use cases – is data fit for purpose?

PMS data supports
key use cases

Data Quality monitoring focuses on
specific data fields/rules
required to support key use cases

PMS Data Quality planned improvements
target highest impact problem (on
relevant use case & data field)

Use case	Data readiness												Data readiness Improvements
	IDs	Name	Pharm. Form	ATC code	AS & Strength	Route of admin	MAH	Marketing Auth.	Indications	Packages	Manufacturers	Data carriers	
Pharmacovigilance processes											(4)		(1) Correction of duplicate Products & packages – Q2-Q3 (2) Correction of out-of-date information in products (mostly packages) - Q3 (3) Correction of Missing information in products (Key fields: AS, DF, MAH, ...) - Q4 (4) Package/manufacturing enrichments (UCL by June 2026 and remainder by end 2027) (5) Optional data carrier enrichment
Shortages Monitoring & Vulnerability assessment	(1)	(2)	(2)		(2)		(3)			(1) (2) (4)	(4)		
EHDS – primary use (ePrescription & eDispensation)	(1)	(2)	(2)		(2)		(3)			(4)			
NPL Type IA Var simplification – eg Manufacturer name changes											(4)		
NPL e-PI creation Opportunity: box scanner & ePI reader												(5)	

Legend – PMS data readiness to support the different use cases:

Blue: PMS has/will have more data/extra data that could create new opportunities
Green: PMS data quality acceptable, supports the use case even if with workarounds
Amber: Significant issues (e.g. missing data) and actions required
Red: PMS doesn't support the basic need of the use case
White: Data not needed for use case

Speakers:



Dino Soumpasis

*PMS Network Product
Owner and member of
Regulatory
Optimisation Group
(ROG) PMS Operational
Group, Bfarm*

Topic:

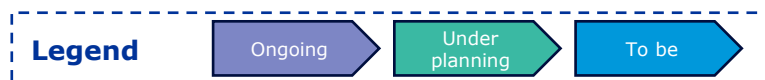
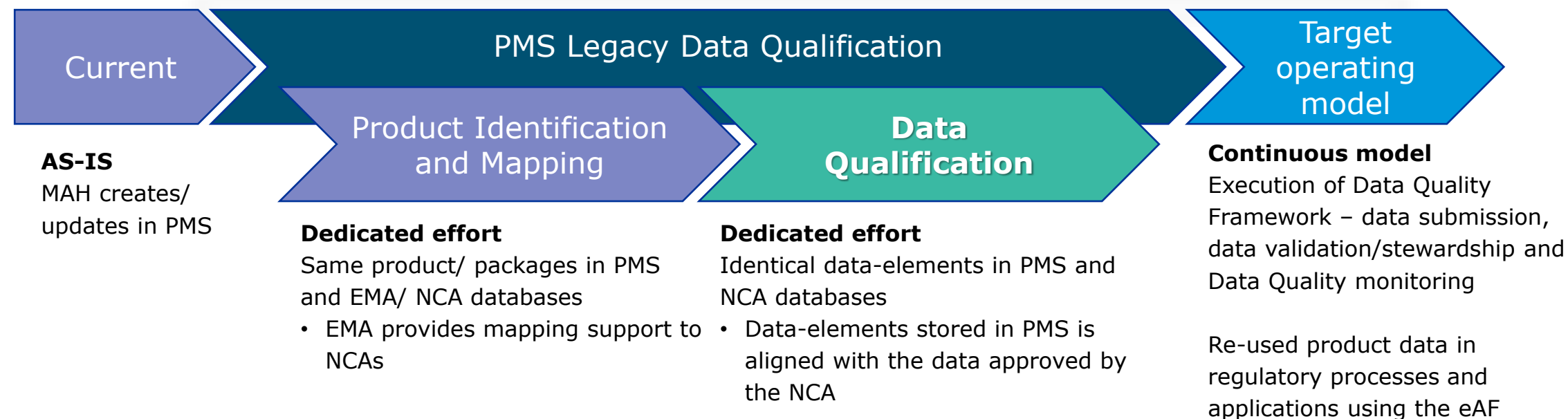
Legacy Data Qualification

ROG PMS operational group - Data qualification feasibility study

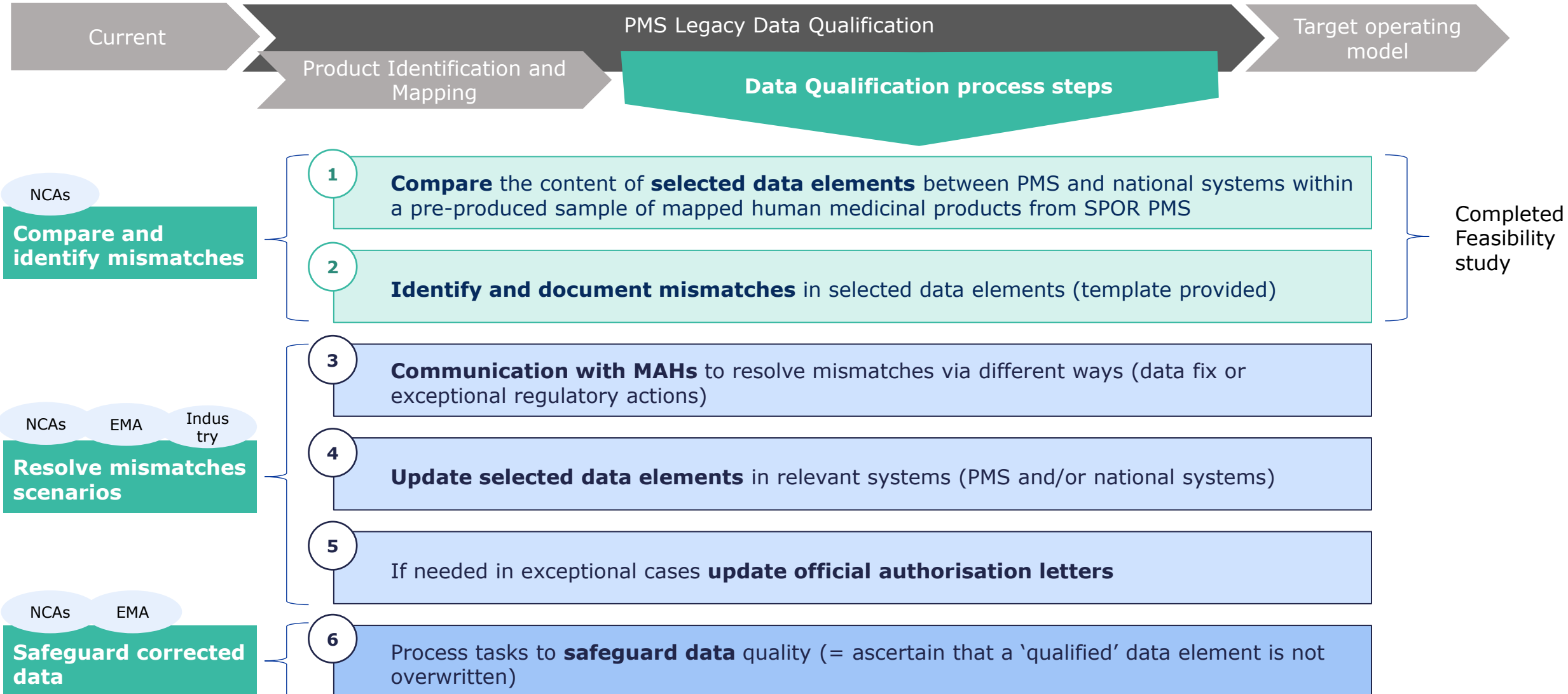
Stepwise approach towards trusted data in PMS



Data Qualification Goal: The data submitted by MAHs *[stored and published in PMS]* is aligned with the data approved by the NCAs *[stored and published at national level]*
i.e. data across MAH-PMS-NCAs is aligned.



Data Qualification process steps



Feasibility study – key outcomes

Data elements recommended to start with

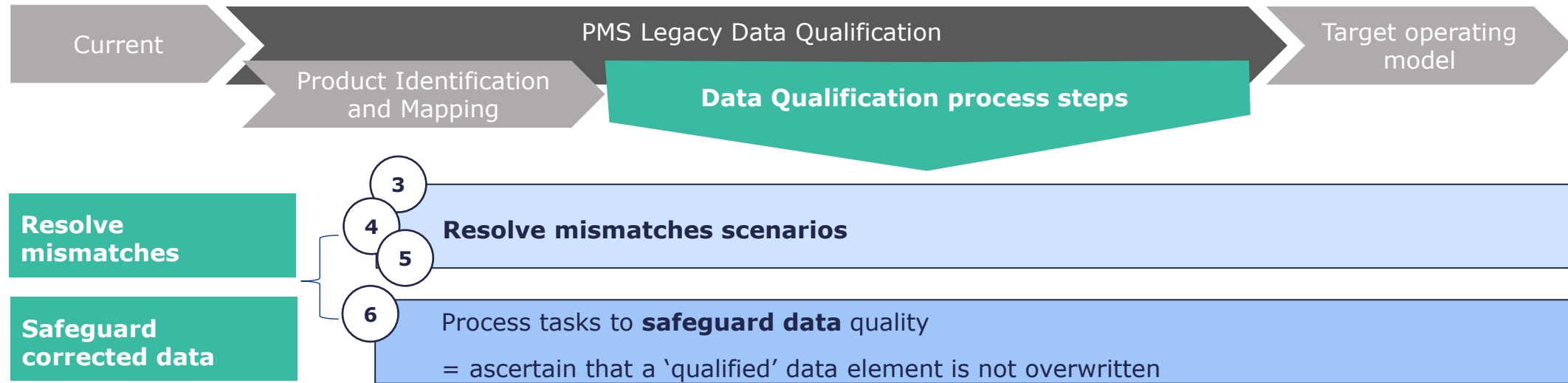
Based on matching rate and efforts required, the group recommends the step-wise approach:

- **Subset 1:** Core PMS data elements that are already available in PMS and minimal effort for data qualification
 - Data elements: Product name, MAH name and address, authorisation number, procedure number, ATC code, pharmaceutical form, manufacturer responsible for batch certification, route of administration
- **Subset 2:** PMS data elements that fall within the scope of ESMP-related data enrichment
 - Data elements: All other manufacturers, packages information
- **Subset 3:** PMS data elements with dependencies, such as those that require XEVMPD decommissioning as a prerequisite
 - Data elements: Active substance and strength (and others)
- Time spend on average: 45 minutes, Subset 1 in 9 minutes

Catalysts

- IDMP ready systems supplemented by further IT tools are essential for efficient data qualification by NCAs
- In MRP/DCP, data qualification of common data elements by the RMS increases efficiency and reduces Network workload

Key elements of a full qualification process



Designing a first detailed qualification process*

Proposal to agree on:

- the procedure and tasks
- definitions and rules for identifying and for correcting mismatches in relevant industry/regulatory data systems
- inclusion and roles of various stakeholders

* for subset 1

First Draft proposal*

- PMS data is compared with national data,
 - Alternative 1: NCAs inform EMA
 - Alternative 2: NCAs send information to EMA on identified mismatches to EMA for correction
- EMA data stewards implement the changes required
- Industry is informed of changes via XEVMPD acknowledgement system
- Data is safeguarded by XEVMPD current processes and data versioning management

* for subset 1

Next steps

- Within ROG PMS OG: Test the proposed data qualification process **for subset 1**
- **Industry consultation and engagement** on the proposed process foreseen for 2Q'26 onwards
- **XEVMPD decommissioning** is acknowledged as a priority and a need for a full data qualification process to run subset 3
- Detailed process and roles and responsibilities (operational level) to be included as part of the **PMS Data Quality Framework**



**A Collaborative Approach is
a key success factor**

Speakers:



Isabel Chicharo
*PMS Epic Owner and
Head of Regulatory Data
Management*

Topic:

Stepwise approach towards trusted data

Stepwise approach towards trusted data in PMS – a network effort

Product Data Quality Framework - Strong foundations, shared data, seamless continuity

Data Stewardship & Data Quality Management

Current measures already in place

- Ensuring data quality at data entry point
- Unified guidance and controlled vocabularies
- EMA validation process and feedback.

Dedicated effort

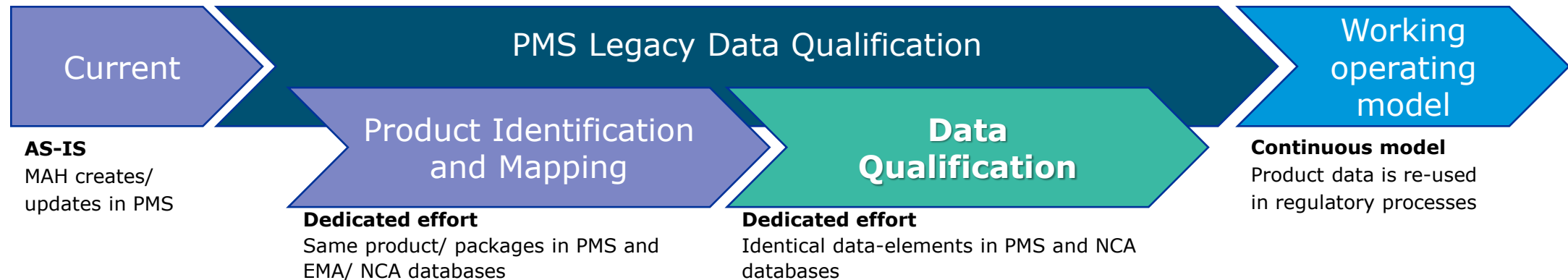
- EMA provides mapping support to NCAs
 - ✓ Strong progress with most NCAs close to completion
 - ✓ Clear positive momentum across the network
 - ✓ Strong foundation for harmonised PMS data integration

Dedicated effort

EMA supports NCAs and MAHs to align the data by a centralised coordination/validation

Continuous model

Foreseen to evolve more into DQ oversight, managing by exception.
Validation on behalf of NCAs who cannot do so



Network collaboration towards fit for purpose PMS data

ROG Feasibility study + recommendations



PMS Data Quality Framework



EMRN working arrangements



Target Operating Model (TOM)

- Subgroup of ROG (PMS ROG OG) piloting and advising on data qualification process
- Advising on process, tools and recommendations with regards to legacy data
- Aiming for a common shared repository of trusted data – with data aligned between PMS and member states database

- Document following the Agency's framework of documenting and improving Data Quality management
- Focused on describing the processes, metrics, maturity of DQ processes (in detail)
- Documents the detailed roles and responsibilities – clear expectations

- Deliverable on NDSG workplan
- Proposes a short-term and a long term approach to ensuring fit for purpose product data
- Aim to include a high-level TOM overview

- Generally understood as the end-state of management of structured product data, with product data re-used in regulatory processes
- Once in place, a revision of proposed arrangements will be needed



Session 3: From strategy to reality – How we are implementing it

Chairs:



Zaide Frias

*Co-chair of Regulatory
Optimisation Group
(ROG), Chair of Portfolio
Board (PB) and Head of
Digital Business
Transformation Task Force*



Marta Marcelino

*Chair of Co-ordination
Group for Mutual
Recognition and
Decentralised Procedures
– Human (CMDh), Head of
Regulatory Strategy and
Innovation Unit
(INFARMED)*

Speakers:



**Anne-Marie van
Nederkassel**

*Product Lifecycle
Management (PLM)
Value Stream Owner*



**Veronica Lipucci Di
Paola**

PMS Product Owner

Speakers:

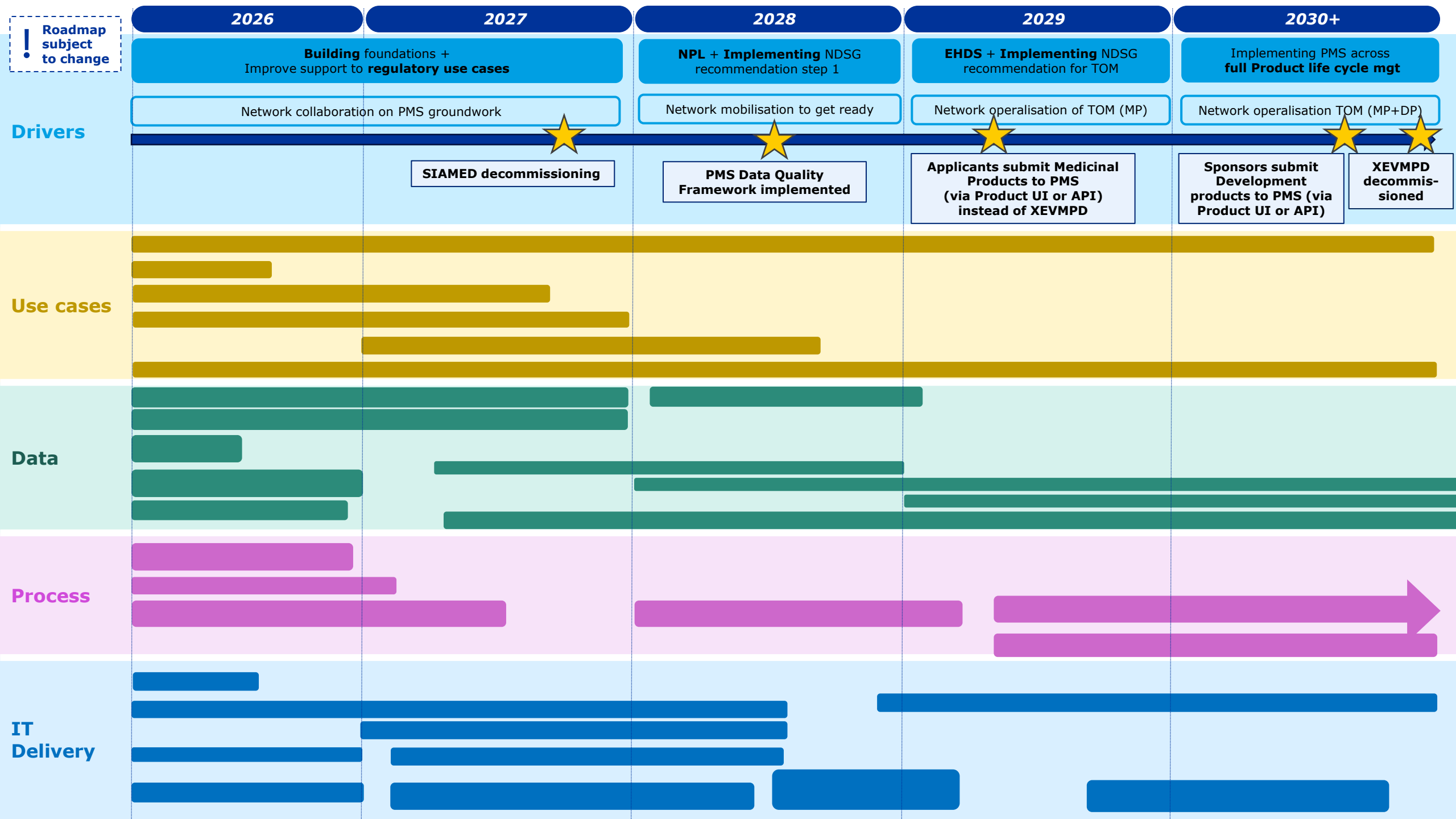


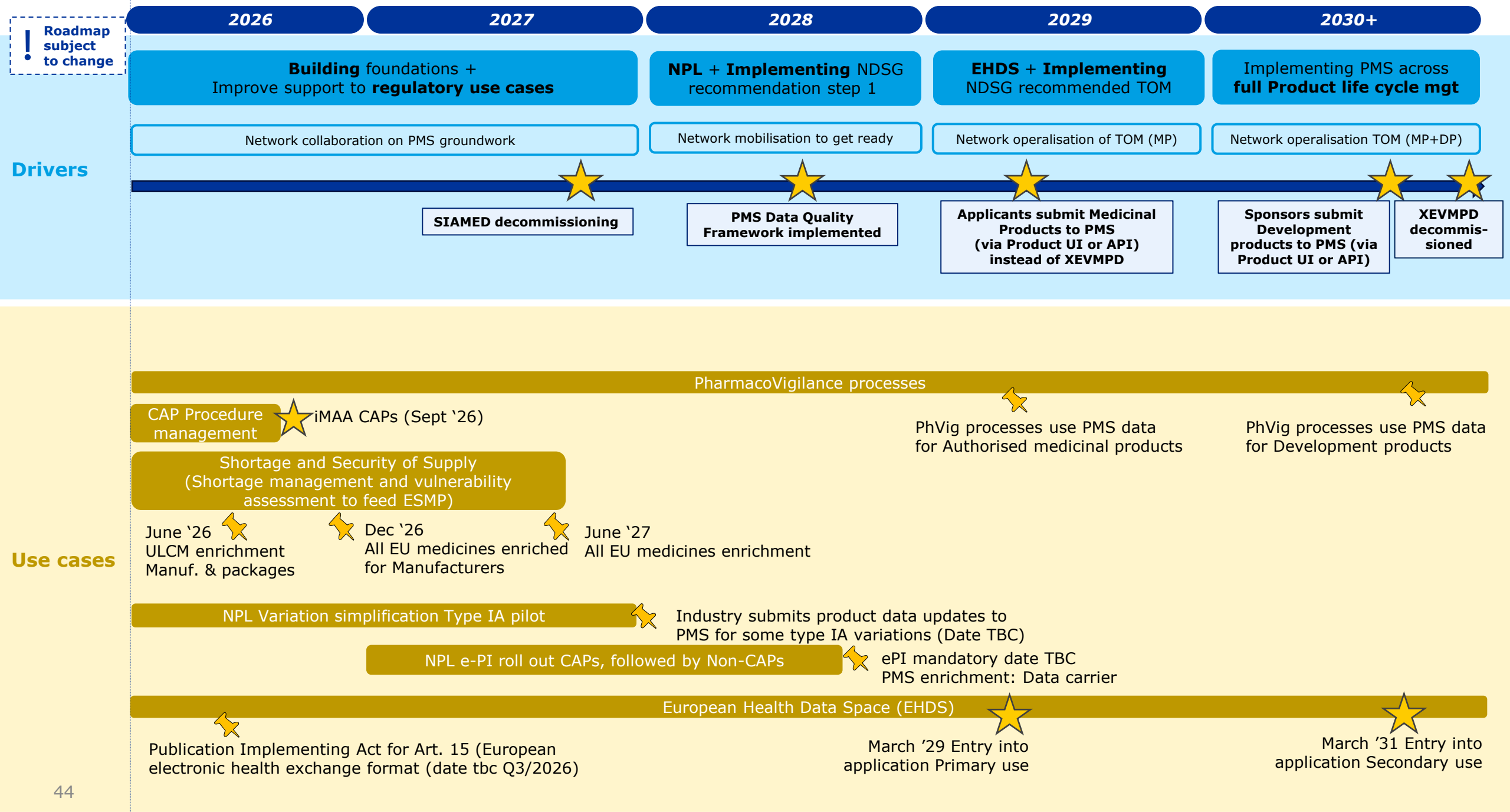
**Anne-Marie
van Nederkassel**

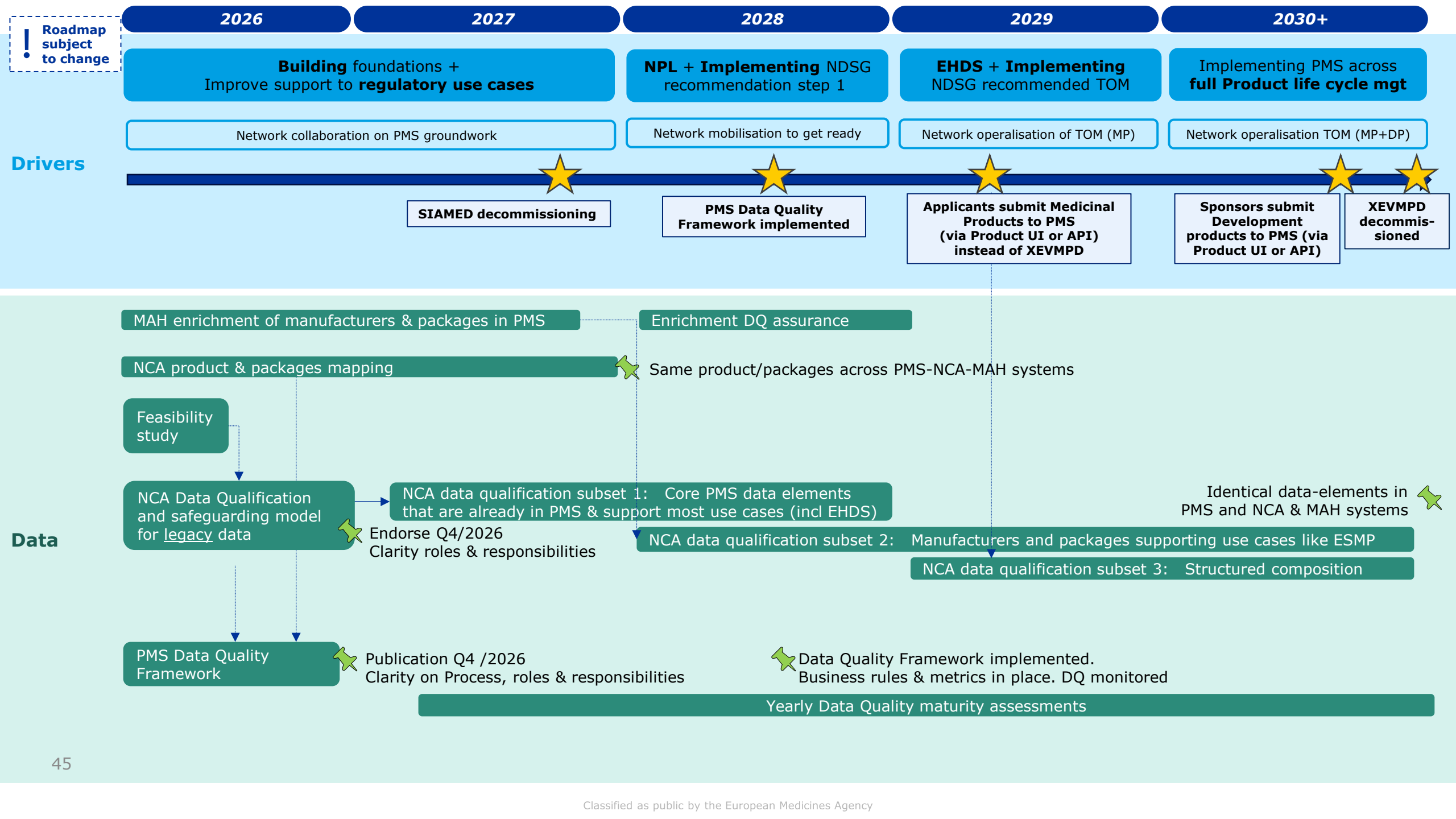
*Product Lifecycle
Management (PLM)
Value Stream Owner*

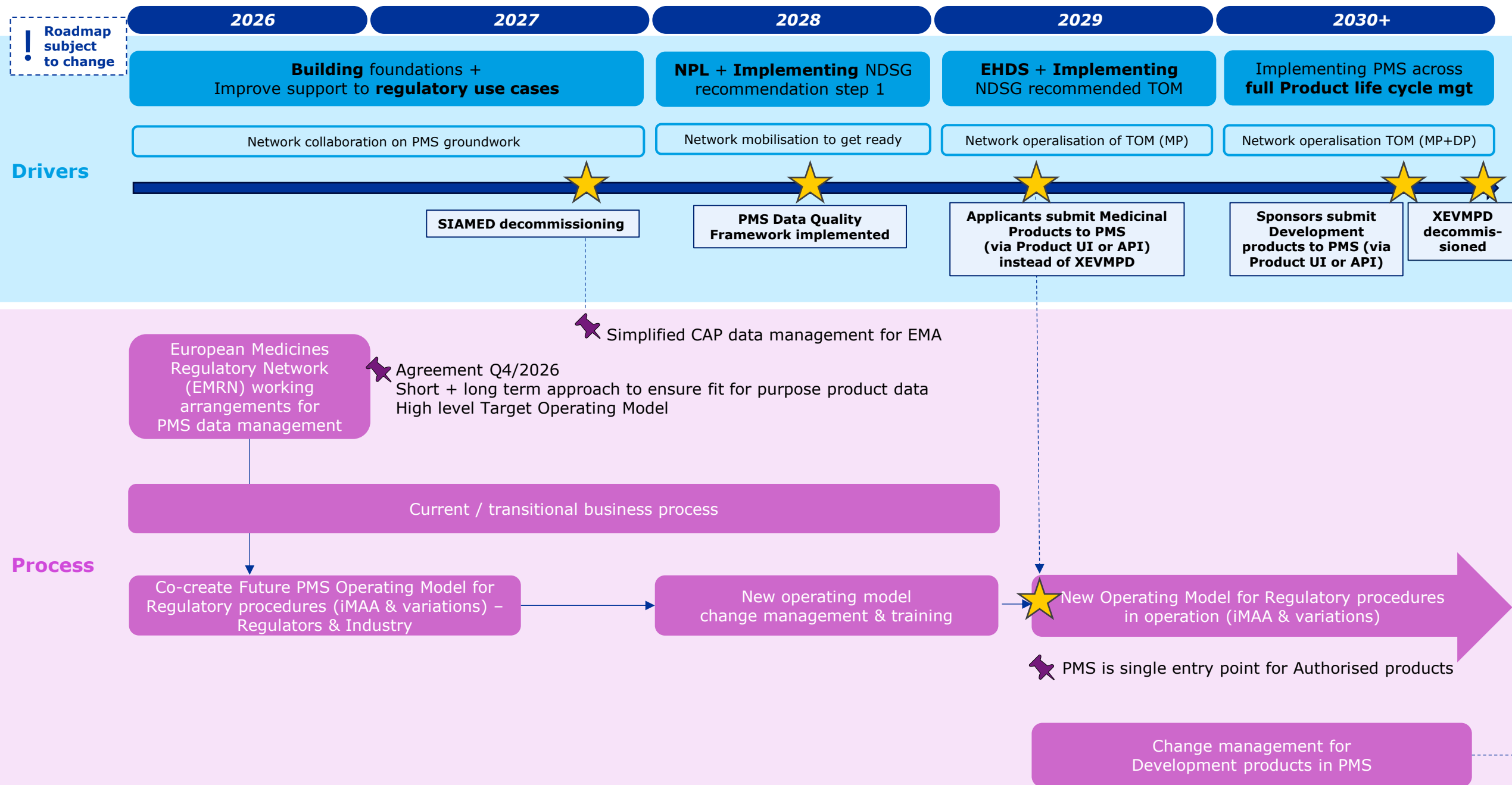
Topic:

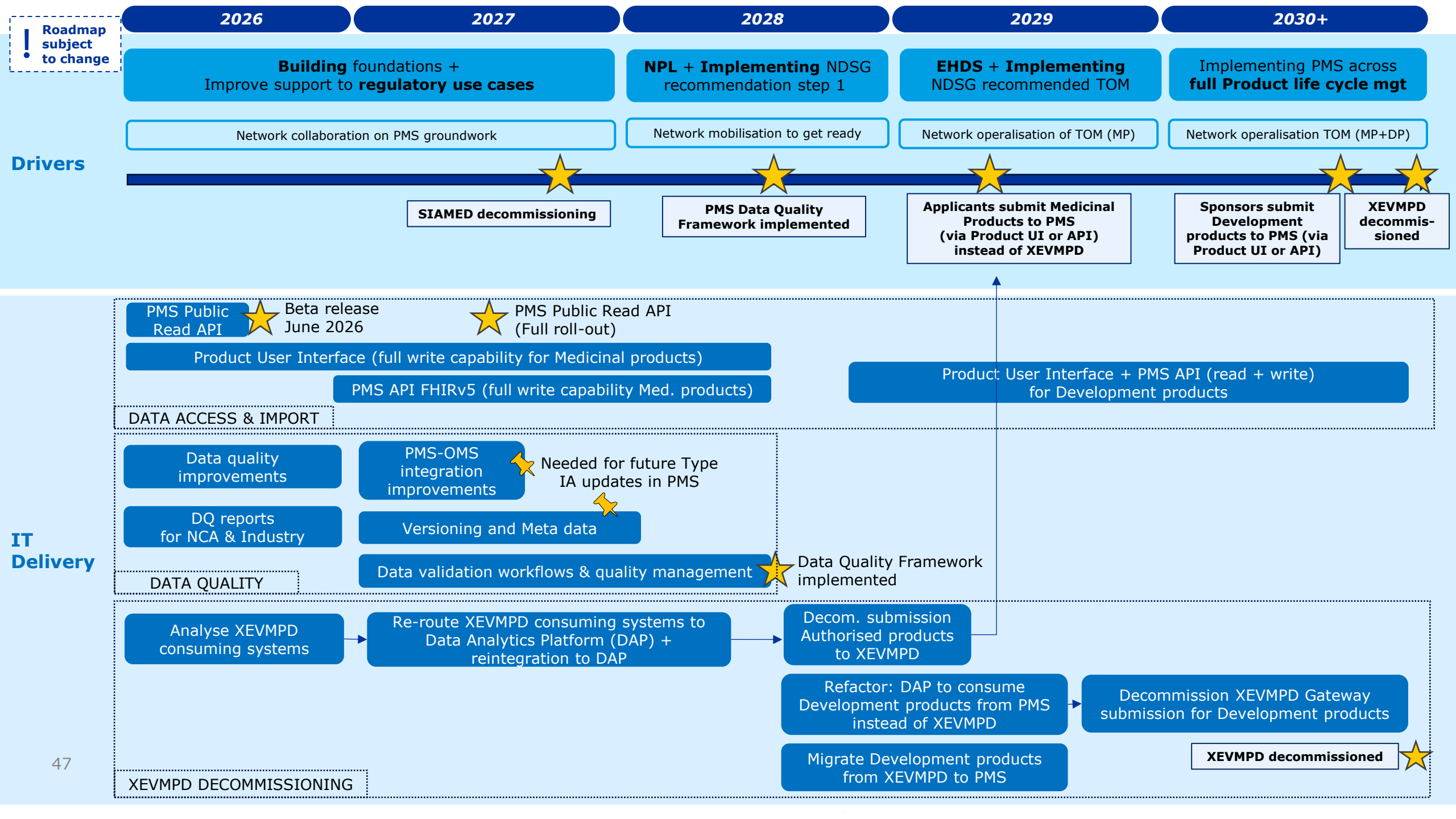
PMS roadmap Long-term view

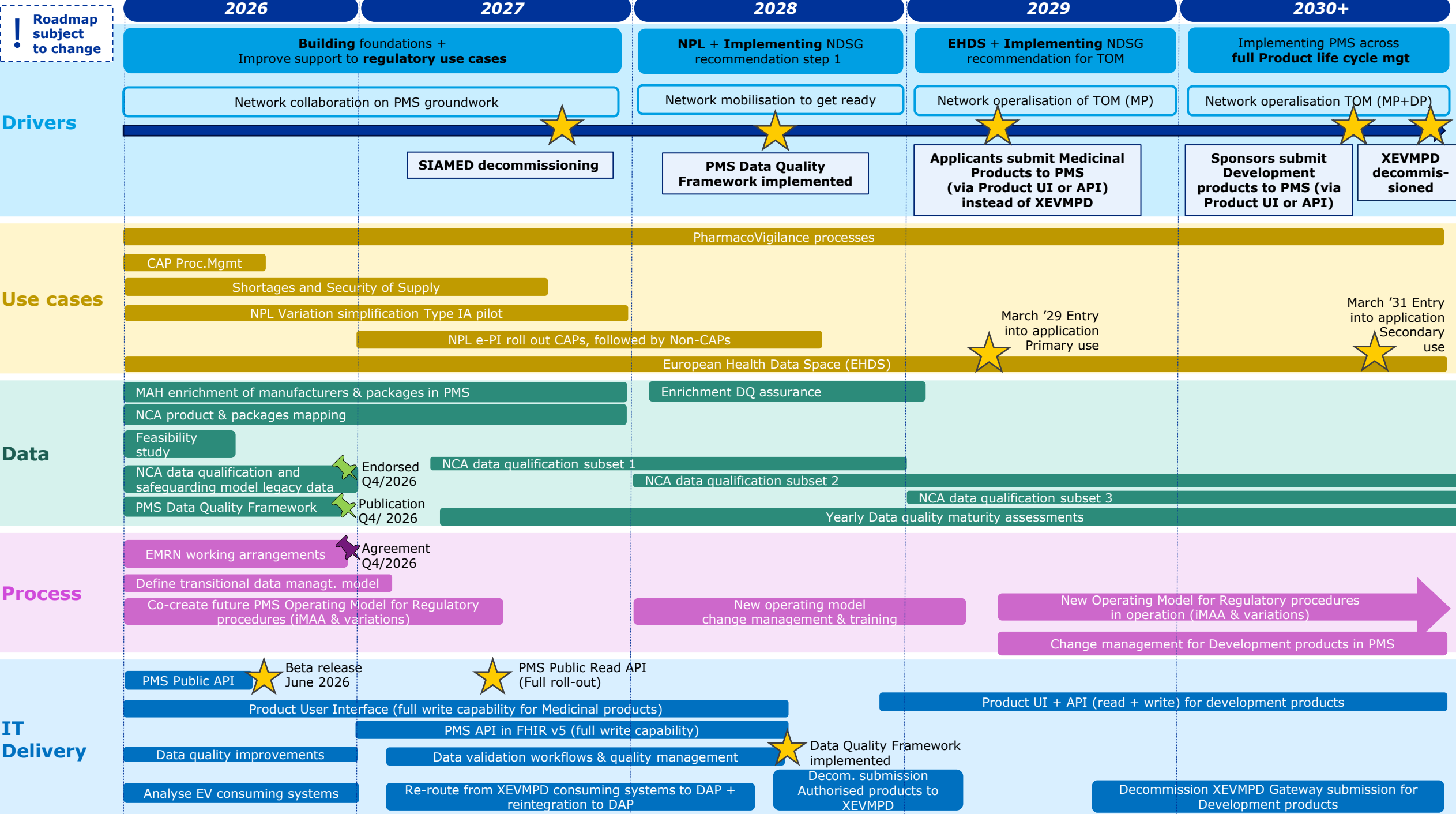












Speakers:



**Veronica Lipucci Di
Paola**
PMS Product Owner

Topic:

PMS activities in 2026

④ Data Quality related activities

Three main Data Quality activities will be carried out throughout 2026 :



Technical fixes and resolution of system bugs and root causes driving data quality issues



Data correction of corrupted or inaccurate data to ensure reliability



Monitoring ongoing issues to their resolution, through Data Quality reports/dashboards.

Resulting in the following improvements:

Q1

- Corrected **Missing/ merged packages** due to **MA transfer**

Q2

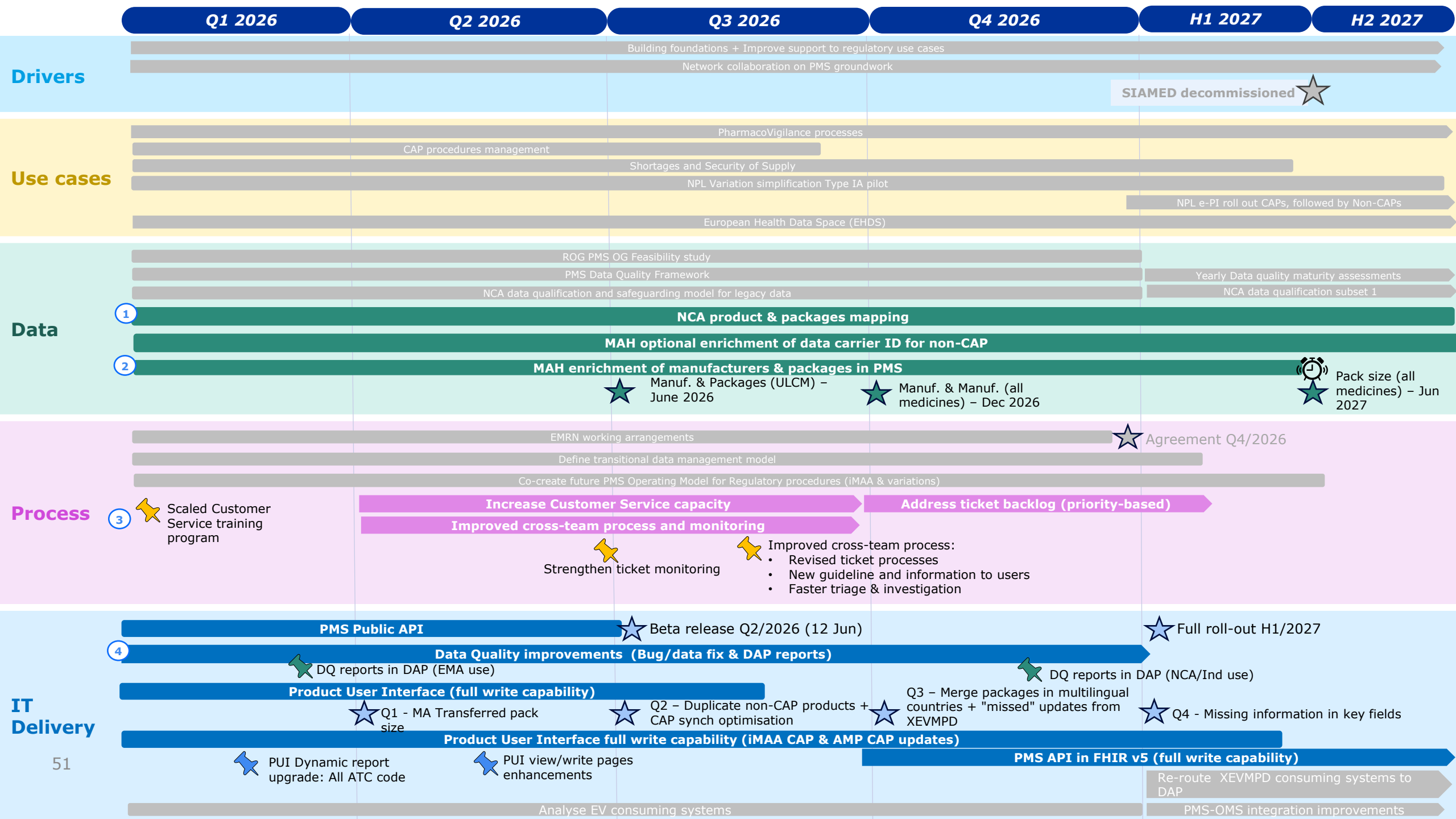
- Corrects **Duplicate Non-CAP** product
- Resolves and prevents **Duplicate CAP products** by improving CAP synchronisation rules

Q3

- Resolves and corrects **duplicate packages in multilingual countries**
- Resolves and corrects **"missed" updates from XEVMPD** by adding missing packages and/or information changes on the products

Q4

- Resolves and corrects **gaps of information in key fields** e.g. missing units in strength, missing terms in Dosage Forms and some MAH (these are very rare).



Stakeholder engagement

Topic-specific Events

PMS Info-day
(3rd edition)
9 Jun

Webinar on Beta
PMS Public API
13 Jul

Webinar on PMS
Data Quality
21 Jul

Update sessions

SPOR update
webinar
28 Jan

System
Demo
26 Mar

SPOR update
webinars
28 Apr

System
Demo
25 Jun

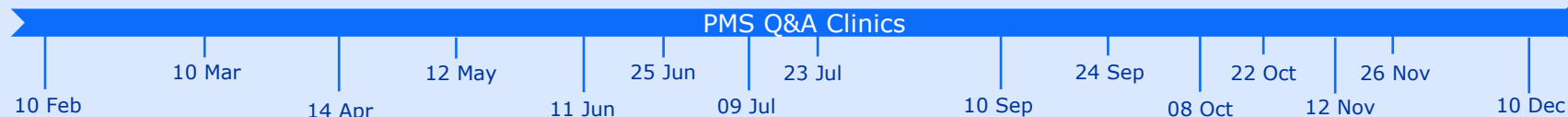
SPOR update
webinars
8 Jul

System
Demo
17 Sep

SPOR update
webinar
7 Oct

System
Demo
10 Dec

User support Sessions



User surveys

Adoption
survey

Adoption
survey

General Info & Announcements



PLM Newsletter article



• PLM Newsletter article (*routine update*)
• PUI Release notes (**New**)



• PLM Newsletter article (*routine update*)
• PUI Release notes



• PLM Newsletter article (*routine update*)
• PUI Release notes



Nomination & onboarding of PMS
Industry & Network SMEs



Announcement - PMS Public
API Beta release



Announcement - PMS Public
API full release (tbc)

Training materials

Business guidance

- EU IG Chapter 5 and Annex A updates (Public data elements)
- PMS FAQ (Update)

PMS FAQ (Update)

- EU IG Chapter 1 PMS PROD API (Update)
- Annex A to Ch.1 PMS UAT API (Update)
- Annex B to Ch.1 PMS Public API Beta (**New**)
- Chapter 3 (Update)
- PMS FAQ (Update)

PMS EU IG Chapter 4 Data
Quality Framework

Technical guidance

Technical specification-Public PMS API
to support UAT in Q2

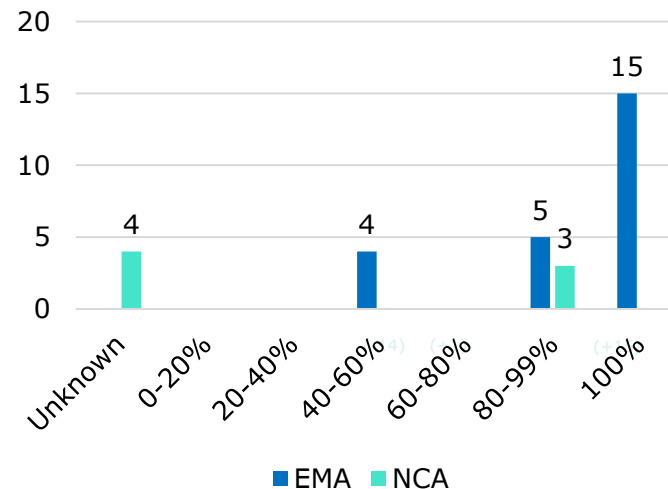
- Technical specification-PMS Public API Beta release (**New**)
- Service Desk SNOW service guide (**New**)

1 NCA readiness

On-Going Activities

- **Mapping** products across NCA database and PMS is ongoing
- **Monthly webinars** to share progress, experiences, lessons learnt and raising topics of interest
- Monthly survey on **topics of interest**
(-1) (+1)
- Periodic **surveys on progress**
- Collaboration with **PhVig IWG**

Data Mapping Status



Progress Highlights

- **Strong progress with most NCAs at advanced stages** (15 NCAs with 100% data mapping completion)
- **≈ 1.3 % critical medicines not matched** → Follow-up coordinated with PhVig IWG
 - Investigation ongoing with NCA data mapping delegates and PhVig IWG
 - MAHs can be contacted by EMA/NCAs in due course
 - Regulatory actions can be taken by NCAs if/as applicable



100%

EMA - ES, AT, HR, FI, CZ, NL, LU, IE, SI, HU, BG, PL, LV, EE, SK

80-99%

EMA - BE, FR, NO, DE (BfArM), LT

NCA - SE, DK, IS

60-80%

Not Applicable

40-60%

EMA - PT, DE (PEI), IT, CY

Due to differences in data models and underlying structures, automation is limited, and a managed, ongoing manual mapping process is taking place.

20-40%

Not Applicable

0-20%

Not Applicable

Unknown

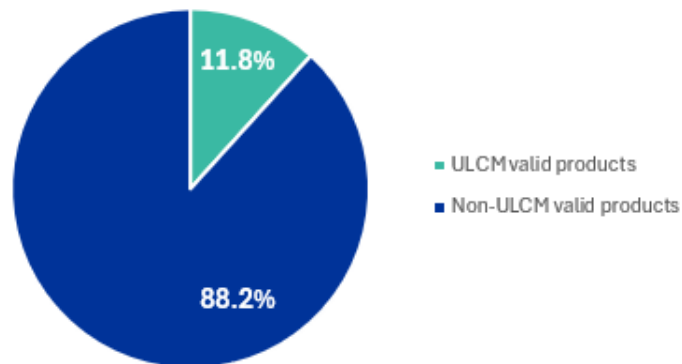
GR, LI, MT, RO

Data mapping currently at product level (package level data mapping currently in progress)

2 MAH readiness



Overview of PMS products



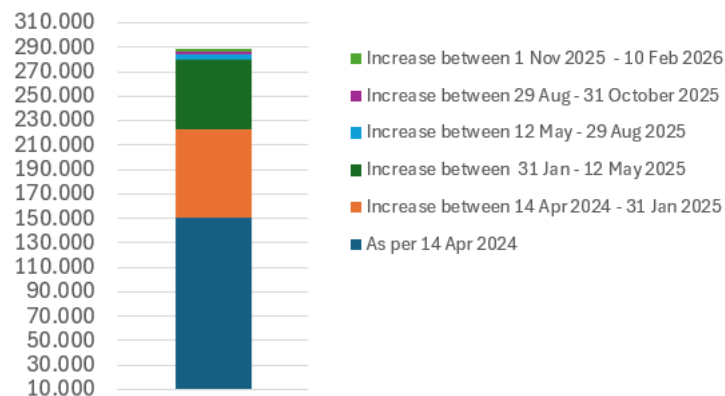
Total valid products in PMS: 289.520

Calculation is based on ULCM v2 and as of 1 June 2026



Packages of ULCM-products in XEVMPD

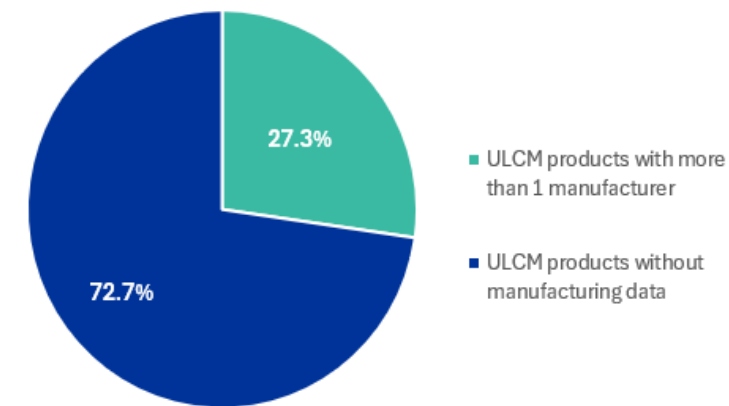
+ 9056



Total packages as per 1 June 2026: 274.970



ULCM-products: status of manufacturers data in PMS



Calculation is based on ULCM v2 and as of 1 June 2026

Call to action for MAHs:



• Complete submission of:

- > **Manufacturers and structured package details for non-CAPs in ULCM list by end of June 2026**
- > **Manufacturers for all other non-CAPs by end of December 2026**
- > **Package sizes and structured package details for all other non-CAPs by end of June 2027**

3 Customer Service

Meeting growing demand and committed to better customer services by:

Increased Customer service capacity

- **Recruit, train and onboard**
- **Structured onboarding programme** (May–October 2026), including training, mentoring and continuous knowledge updates.

Improve cross-team processing

- Faster triage & aligned ticket prioritisation
- Faster allocation and resolution
- Increased monitoring
- Aligned SLAs

Address ticket backlog

- Close and inform users of resolved tickets
- Resolve old tickets
- Explain tickets put on hold - clarify priorities and expected resolution for users

Guideline and information to users

- Clarify how best to submit tickets based on the type of issues
- Explain ticket prioritisation and handling/resolution process

Resulting in the following improvements:

Q1

- Prompt investigation and improved triage

Q2

- Strengthen ticket monitoring

Q3

- Increased customer service capacity
- Revised ticket processes
- New guidelines and information to users
- Faster triage & investigations

Q4

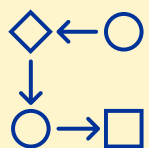
- Address ticket backlog

4 Data Quality priorities

Focused Data Quality: Prioritising High-Impact enhancements for Critical Use Cases

Data quality efforts focus on **resolving high-impact issues** (such as duplicate, missing products and packages) that directly affect key regulatory and operational processes.

Actions are **prioritised around critical use cases** and the **specific data elements they rely on**.



Priority use cases

The main priority use cases being supported by product data are:

- **Pharmacovigilance** processes
- **Shortages** monitoring
- NPL related activities such as vulnerability assessment
- NPL **Type IA variation simplification** (manufacturer name changes)
- NPL ePI creation opportunities (box scanner and ePI reader functionalities)
- E-Health **primary use** (ePrescription and eDispensation)



Priority fields

Overall, remediation targets the **PMS data fields with the greatest regulatory and operational impact** to ensure effective and efficient processes.

- | | |
|--------------------------------|--|
| • Identifiers | • Marketing Authorisation Holder |
| • Product full name | • Marketing Authorisation information* |
| • Pharmaceutical dose form | • Therapeutic indication |
| • ATC code | • Packages* |
| • Active substance & strength* | • Manufacturers data* |
| • Route of administration | |

* Class of PMS data elements

④ Data Quality incidents and ticket handling

Users can help reduce unnecessary workload by limiting submissions to relevant, prioritised incidents, enabling faster resolution of the most critical issues

Data Quality incidents and Ticket handling

To **ensure efficient handling** of data quality incidents, users should align ticket submissions with the following **prioritisation criteria**:

- **Priority findings:** missing products/packages > duplicate products > duplicate packages > missing/incorrect information on priority fields
- **Volume of products:** Highest > lower number of impacted products
- **Impacted fields:** priority data fields > others

Tickets resolution

- Tickets will not be resolved individually as they come in, rather will be addressed **in phases/batches** following the established priority
- As a result, **non-priority tickets** may be placed on **hold** for extended periods



Session 4: From build to public healthcare benefits

Chairs:



Hilmar Hamann

*PMS Business
Owner, Co-chair of
Network ICT
Advisory Committee
(NICTAC) and Head
of Information
Division*



Pelle Persson

*Member of Network ICT
Advisory Committee
(NICTAC) and Network
Data Steering Group
(NDSG)*

Speaker:



**Marcos Fernandez
Gomez**

PMS Product Owner

Speakers:

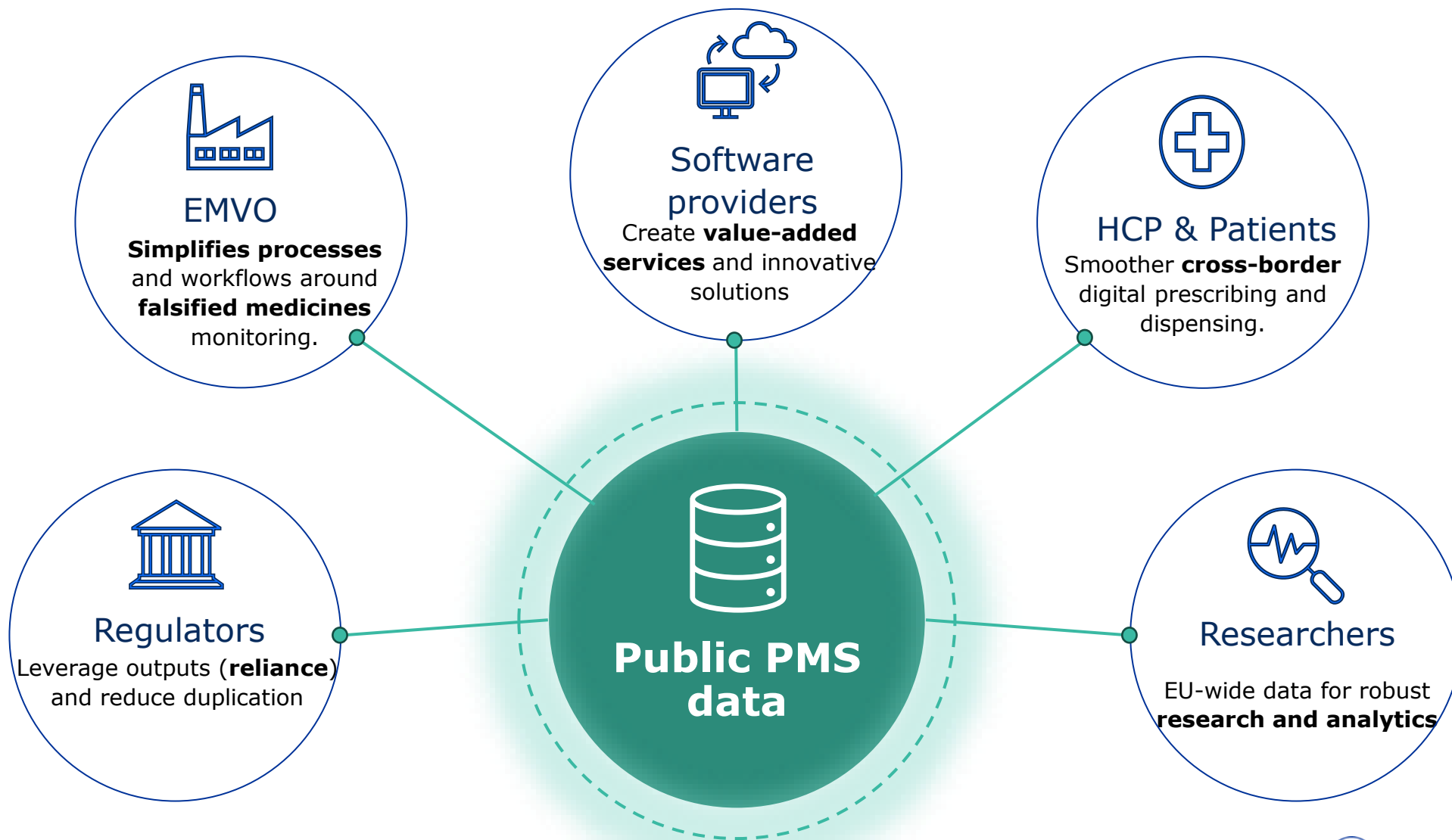


**Marcos Fernandez
Gomez**
PMS Product Owner

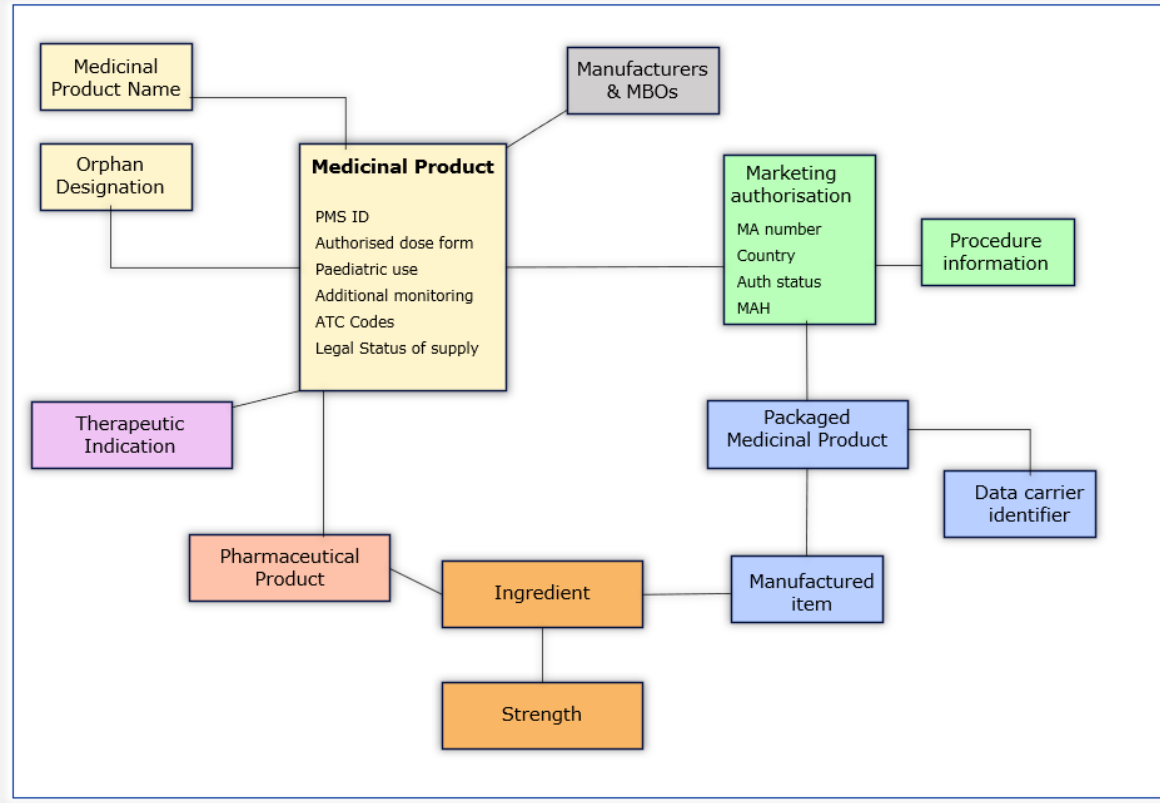
Topic:

Product data – Public PMS API demo

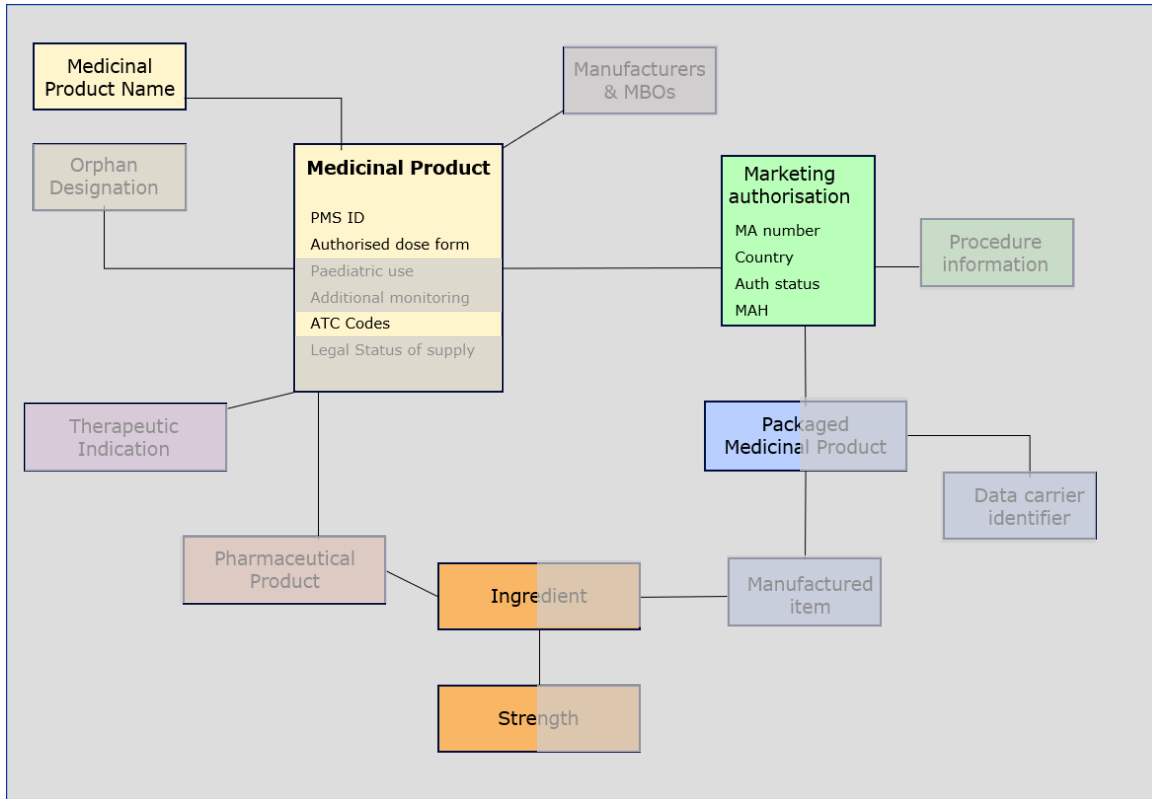
Value of a Public EU wide product data source



What product data is made available to the Public?



What product data is made available to the Public?

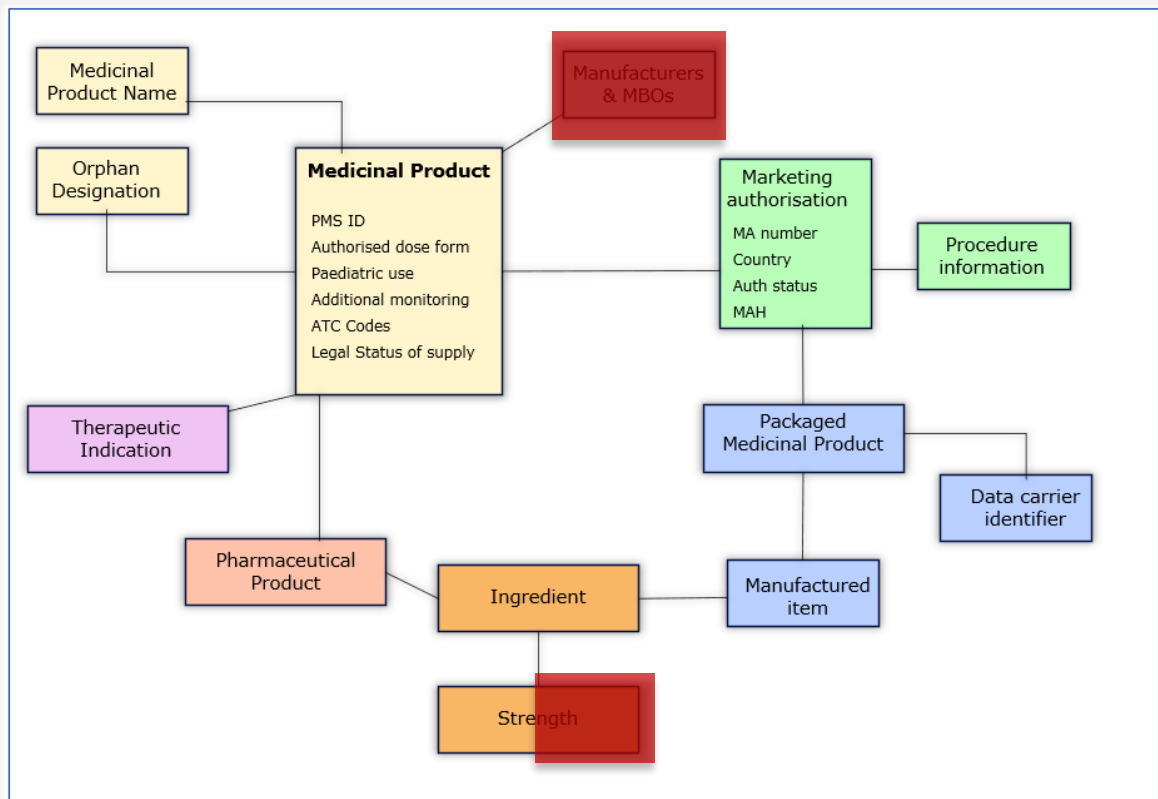


**Product
UI**

Public **can search and view limited** public product data from Product UI

- **No export or download** functionality
- **Restricted interoperability** and reuse of data

What product data is made available to the Public?



Product UI

Public **can search and view limited** public product data from Product UI

- **No export or download** functionality
- **Restricted interoperability** and reuse of data



Public PMS API

Public **can search, view, export all public*** product data from PMS API

- **Machine-to-machine access**
- Access to a **significantly larger dataset**
- **Improved interoperability** for analysis, integration, and reuse

*As per Annex A of EU IG Chapter 5

Access to Public PMS API



Request access through [EMA Account Management](#) → no need to belong to any organisation. Free access.



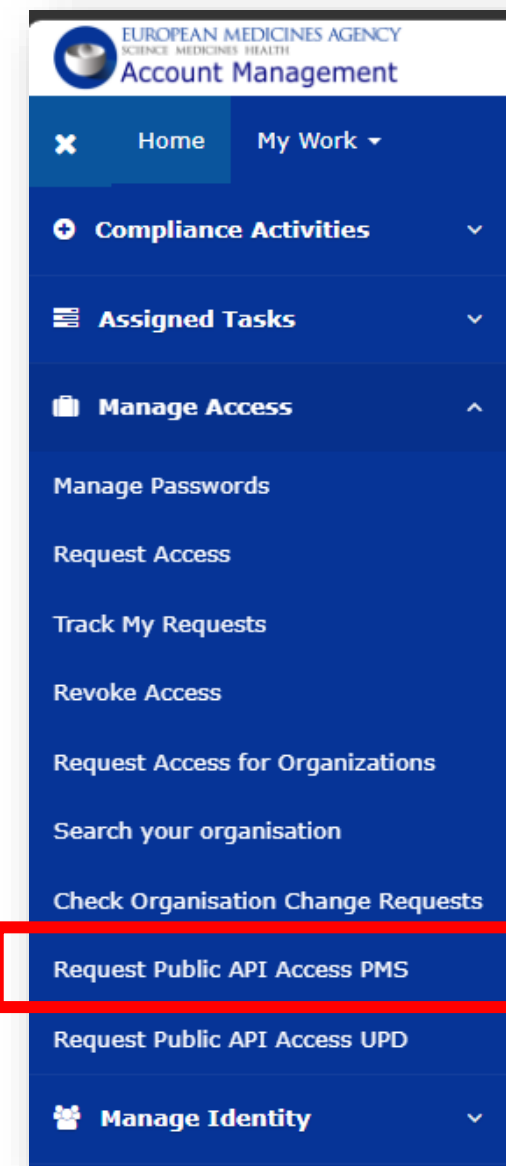
After accepting Terms and Conditions of Use a set of credentials are provided via email.



Users can start using the Public PMS API



Information can be found in [EU IG Chapter 1](#)



Public PMS API: Beta release approach

EMA is planning the release of the Beta Public PMS API through a deliberately controlled and collaborative approach, based on:



Controlled selection of available data: use of data already available via public PUI and data classified as public in EU IG Chapter 5 – Annex A



Introduction of access controls: monitoring and oversight of who accesses and uses the available data



Explicit acceptance of EMA's API General Terms and Conditions of use: covering aspects as envisaged purpose and use of API, source of data, roles and responsibilities in sharing and managing data, how to address and resolve any identified data quality errors, intellectual property, and reproduction rights

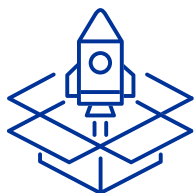


Collaboration across stakeholder groups: ongoing close collaboration with NDSG, ROG, and Industry to refine and implement data quality processes



Continuous data quality monitoring: application of the PMS Data Quality Framework, including PMS data quality monitoring through DAP reports

From Beta to production



This release follows a **beta** approach in order to:

- Enable **early integration** and **benefit realisation**
- Allow **EMA to build experience** in this domain
- Support **incremental data quality and functional improvements** ahead of full production readiness



FHIR/API expected to remain stable

→ users can integrate and develop with confidence



Products and fields shared expected to remain stable

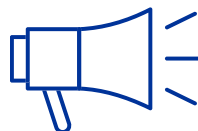
→ including clear separation of public and non-public information



Improvements expected

→ **Data content** - focusing on data quality, completeness and synchronisation

→ **New capabilities** - Additional search parameters and new export functionalities (bulk export of all medicinal products)

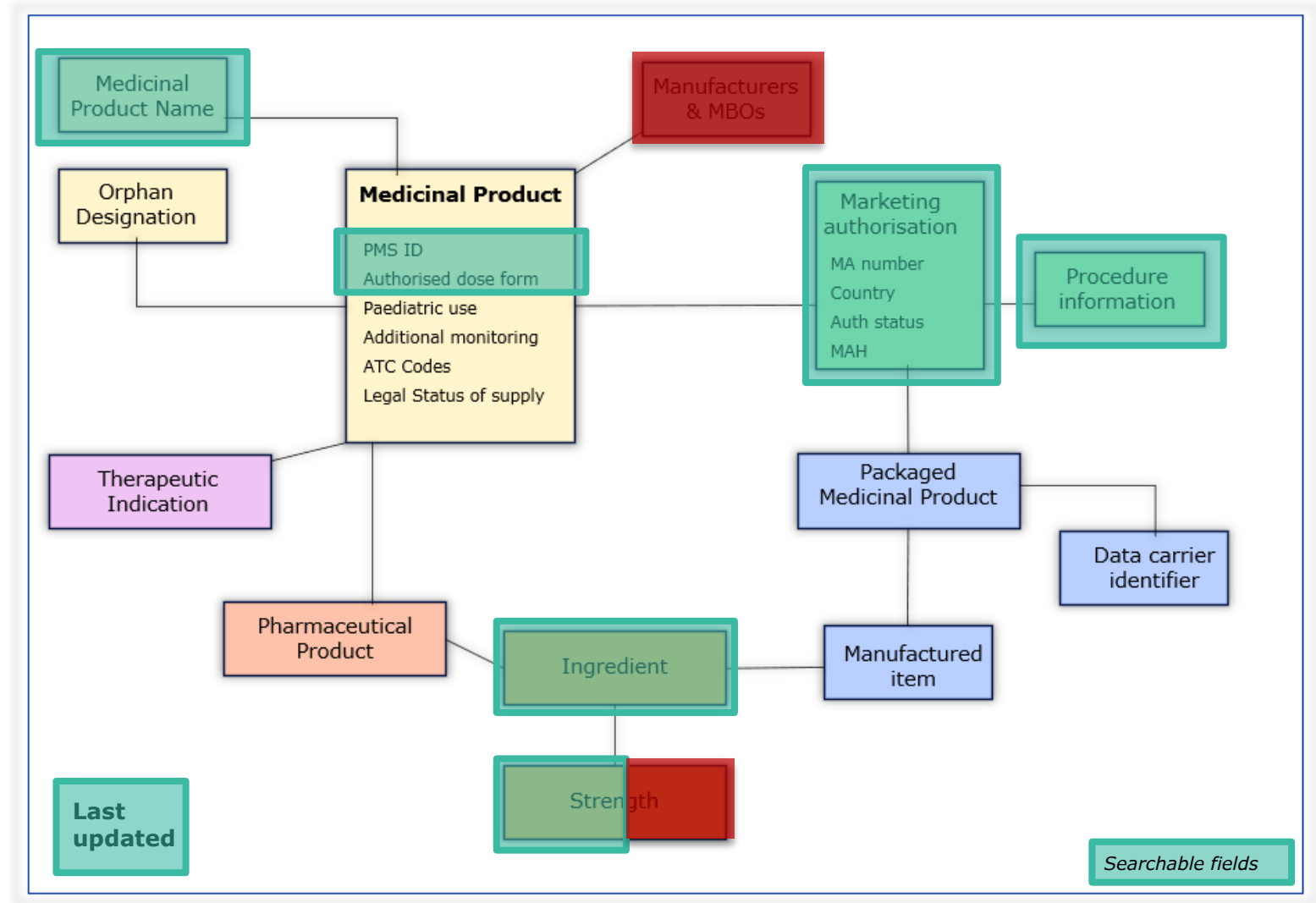


Public users **can**:

- ✓ **explore** PMS API structure, formats, and available medicinal product data
- ✓ **evaluate beta release integration** into their systems and processes

Current search capabilities

- Public API supports searches across multiple fields, either independently or in combination.
 - This search returns list of PMS IDs with matching criteria
- Get everything endpoint by PMS ID
 - This search returns full FHIR bundle containing all public product data



Public PMS API - Demo



Felkarid 100 mg tablete

PMS ID: 600001783988

Authorisation number: H/21/02828/002

Presentation: 30 tablets

Authorisation country: Slovenia

Public PMS API - Demo



Felkarid 100 mg tablete

PMS ID: 600001783988
Authorisation number: H/21/02828/002
Presentation: 30 tablets
Authorisation country: Slovenia

**Which products
with this **active
substance** are
approved in EU?**

This active substance can be found in:

- Tablets
- Prolonged-released tablets
- Solution for injection

Different indications and posology depending on the authorised dose form.

Public PMS API - Demo



Felkarid 100 mg tablete

PMS ID: 600001783988
Authorisation number: H/21/02828/002
Presentation: 30 tablets
Authorisation country: Slovenia

Which products
with this **active
substance** and
**authorised dose
form** are approved
in EU?

Two different strengths are authorised
for this combination of active substance
and dose form:

- 50 mg
- 100 mg

Public PMS API - Demo



Felkarid 100 mg tablete

PMS ID: 600001783988

Authorisation number: H/21/02828/002

Presentation: 30 tablets

Authorisation country: Slovenia

**Which products
with this **active
substance,**
authorised dose
form and strength
are approved in EU?**

Public PMS API - Demo



Felkarid 100 mg tablete

PMS ID: 600001783988
Authorisation number: H/21/02828/002
Presentation: 30 tablets
Authorisation country: Slovenia

Is there any
equivalent product
in Spain and in
Denmark that a
patient could be
prescribed?

MedicinalProductDefinitions



MPD ID	Product Name
600001438944	Flecainida Amneal100 mg comprimidos EFG
600001518627	Flecainida Aurovitas 100 mg comprimidos EFG
600001691926	Flecainida Apotex 100 mg comprimidos EFG
600001693565	Flecainida Apertos 100 mg comprimidos EFG
600001714796	Flecainida Normon 100 mg comprimidos EFG
600001799849	Apocard 100 mg, comprimidos
700000174785	Apocard 100 mg, comprimidos

MedicinalProductDefinitions



MPD ID	Product Name
600001496157	Flecainid "Stada", tabletter
600001513735	Flecainid "Actavis", tabletter
600001636202	Flecainid "Sandoz", tabletter 100 mg
600001824517	Tambocor

Public PMS API - Demo



Felkarid 100 mg tablete

PMS ID: 600001783988
Authorisation number: H/21/02828/002
Presentation: 30 tablets
Authorisation country: Slovenia

Is there any
**equivalent
presentation**
(package) in Spain
and in Denmark
that a patient could
be **prescribed**?

Public PMS API - Demo



Felkarid 100 mg tablete

PMS ID: 600001783988
Authorisation number: H/21/02828/002
Presentation: 30 tablets
Authorisation country: Slovenia 



Flecainida Normon 100 mg comprimidos EFG

PMS ID: 600001714796
Authorisation number: 704661.5
Presentation: 30 tablets
Authorisation country: Spain 



Flecainid "Sandoz", tabletter 100 mg

PMS ID: 600001636202
Authorisation number: 39283
Presentation: 30 tablets
Authorisation country: Denmark 

Public PMS API - Demo



Felkarid 100 mg tablete

PMS ID: 600001783988

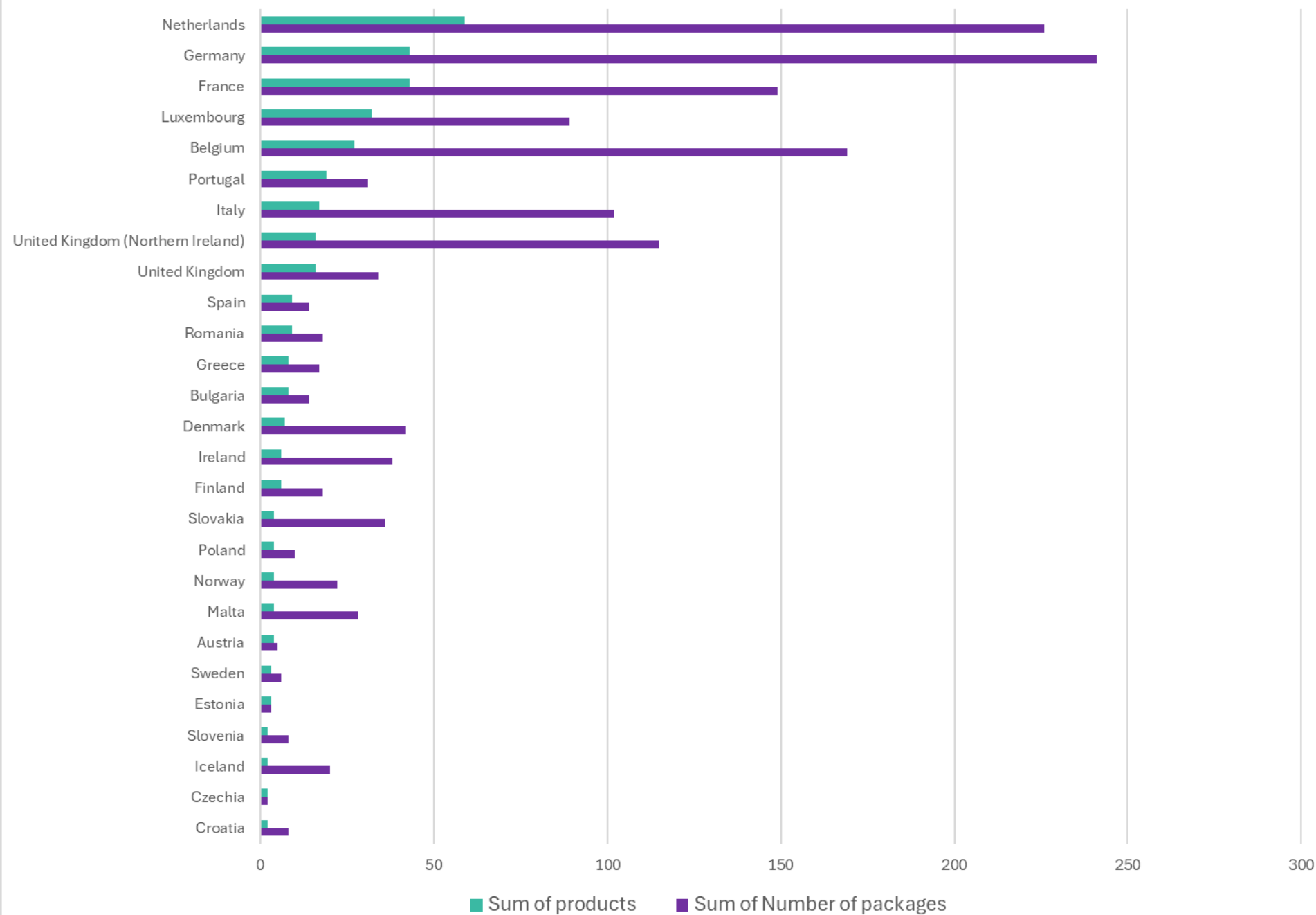
Authorisation number: H/21/02828/002

Presentation: 30 tablets

Authorisation country: Slovenia

**Slovenia only has
two products
authorised for this
active substance. If
applicable, which
other EU countries
have equivalent or
comparable
products?**

Numer of products and packages per country

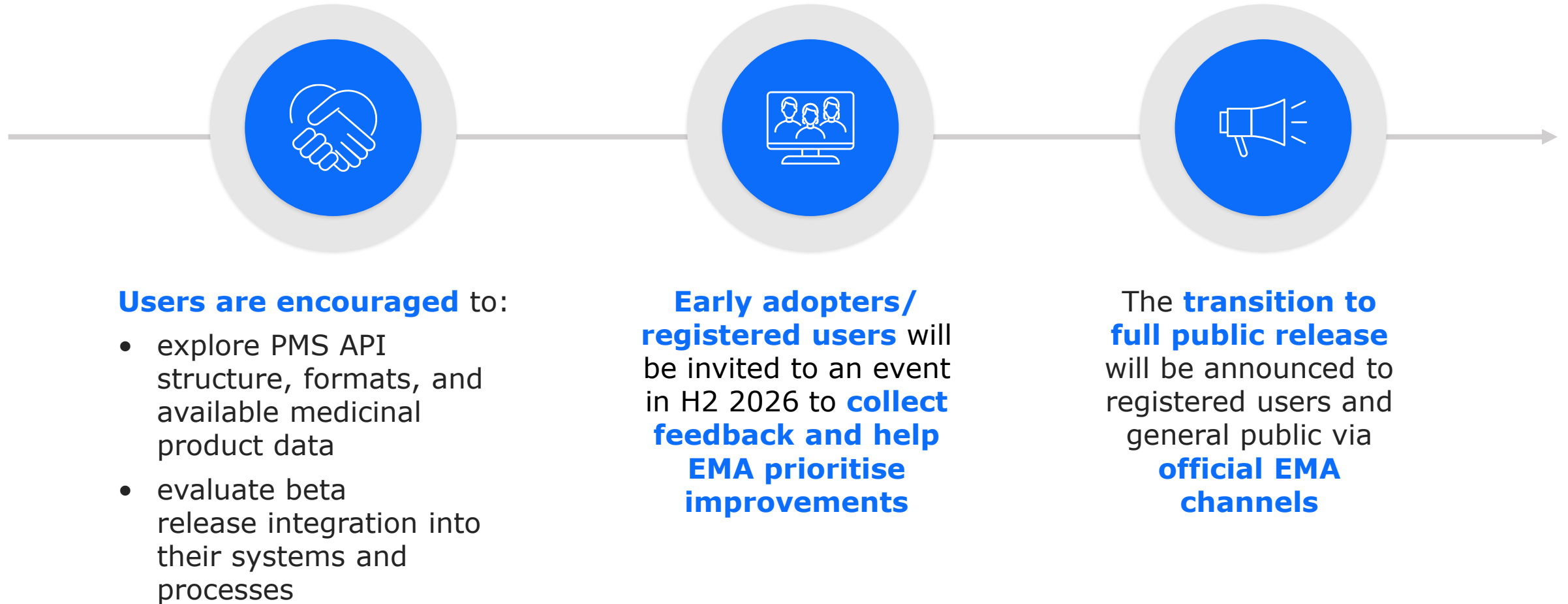


The API only supplies product data.
Any reporting or visualisation activities
are to be carried out outside the tool.



Beta Public PMS API go-live
is coming on **12 June 2026!**

Public PMS API - Next steps





Conclusions and closing remarks

Conclusions and closing remarks

Chairs:



**Runa Hauksdottir
Hvannberg**
*Co-chair of Regulatory
Optimisation Group
(ROG) and Executive
Director of the Icelandic
Medicines Agency (IMA)*



Karl Broich
*Co-chair of the Network
Data Steering Group
(NDSG) and Executive
Director of the Federal
Institute for Drugs and
Medical Devices (BfArM)*

Additional reflections:



Peter Arlett
*PMS Business Owner,
Co-chair of the Network
Data Steering Group
(NDSG) and Head of
Data Analytics and
Methods Task Force*



What did we cover today?

1

Strategic Outlook

- PMS enables **compliance** with upcoming legal changes
- Positions PMS as a **strategic enabler** for digital health

2

Network alignment

- Aligns EMA, NCAs, and Industry on **fit-for-purpose data**
- MAHs enrich data for **completeness** (e.g. shortages)
- NCA legacy data qualification ensures **data consistency** across MAHs-NCAs-PMS

3

Portfolio delivery

- Clear roadmap aligning **use cases, data, processes, and IT**
- 2026 focus: **public access, data quality, network mobilisation**

4

Practical use & value

- Launch of **beta PMS Public API** for wider access

Strengthening alignment and shared understanding across stakeholders

Key takeaways & conclusions

- 
- 1 Regulatory Readiness and Strategic enabler:** PMS enables the network to confidently meet upcoming legal and policy changes while serving as a strategic digital foundation for future regulatory use cases and digital health innovation.
 - 2 Shared Commitment to Data Quality:** EMA, NCAs, and industry stakeholders are aligned on delivering high-quality, fit-for-purpose product data.
 - 3 Critical Role of MAHs and NCAs:** Marketing Authorisation Holders enhance data completeness (especially for shortages), while NCA legacy data qualification improves overall alignment across systems.
 - 4 Strong Governance and Collaboration:** A structured Data Quality Framework and coordinated working arrangements (via NDSG) ensure trusted, consistent, and usable product data across the network.
 - 5 Accelerated Delivery and Public Value:** The evolving PMS roadmap—especially the 2026 focus—drives expanded access, improved data quality, and tangible public benefits, highlighted by the upcoming beta public API increasing transparency and usability.

Thank you

