

# Strengthening Partnerships: Support to PHC Providers within the Balkans Primary Health Care Policy Project

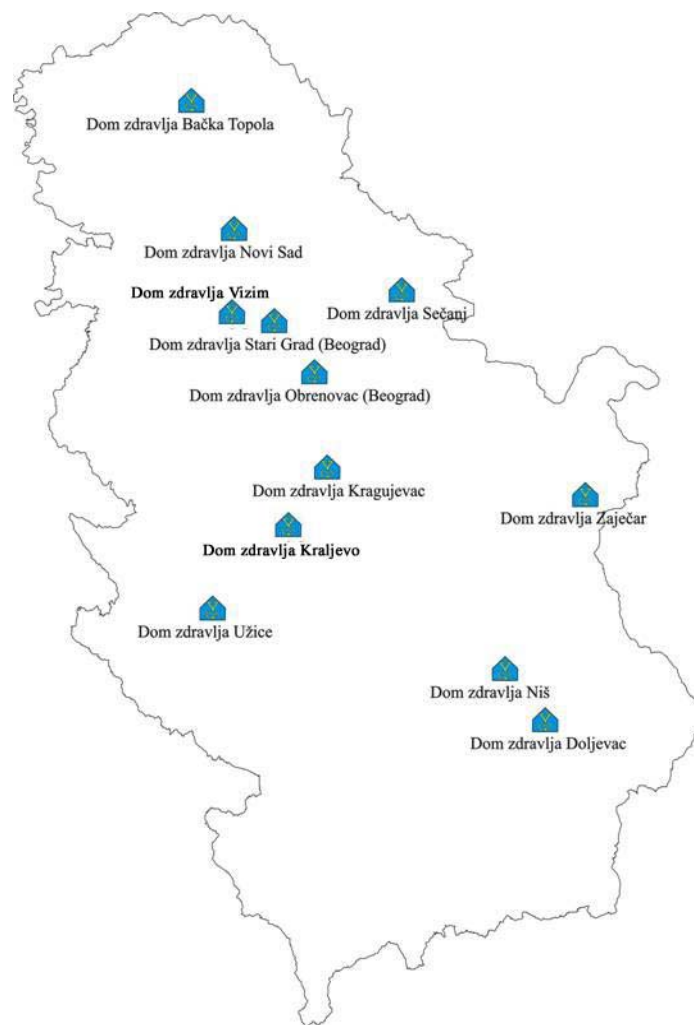
15<sup>th</sup> Canadian Conference on International Health

“Checking In: Health for All or Health for Some? ”

Ottawa, October 27, 2008

# Demonstration Sites PHC Centres

- Bačka Topola
- Novi Sad
- Sečanj
- Stari Grad (Belgrade)
- Obrenovac (Belgrade)
- Kragujevac
- Užice
- Zaječar
- Niš
- Doljevac
- “Vizim”, Belgrade
- Kraljevo (reference centre)



# Demonstration Sites: beginning

- Joint Ministry of Health of Serbia and Project invitation for collaboration
- 54 PHC Centers expressed interest
- 10 PHC Centers selected (reference center was 11th; private sector PHC Center included upon request of Project PHC Policy Working Group)
- Collaboration with the Institute of Public Health of Serbia “dr Milan Jovanović Batut”

## Scope of functional analysis

- Goal and objectives
- Existing strategies/ regulations and standards
- Products and services
- Customers and suppliers
- Resources required to deliver products and services
- Business activities required to manage the resources
- Information required to carry out the business activities
- Organization structures, roles and responsibilities
- Environment in which the organization functions

# Features of a Functional Health System/Organization

- Manage Strategy
- Regulation and Partnership
- Manage Service Delivery
- Manage Resources
- Manage The Human Asset
- Evidence Management (learning)

# Identifying Key Issues for Improvement

Two groups of issues important  
to primary health care have been identified  
within the Balkans Primary Health Care Policy Project

1. Strengthening the management of PHC institutions
2. Continuous health care quality improvement in PHC Centres

# Strengthening management in PHC centers

- Strengthening managers in the organization;
  - Agreeing on functions
  - Building Teams
- Goal-oriented and work-based management;
  - Changing the way we work
- Quality management;
  - Improving skills and competencies and interactions with clients
- Change management;
  - Preparation for working with others on reforms (e.g. decentralization)

# Continuous Quality Improvement in PHC Institutions

- Improving quality in PHC institutions is based on laws and by-laws
- Defined measures, activities and quality indicators which contribute to an improved quality of health care services
- Continuous Quality Improvement through Accreditation (Accreditation Agency to be established)

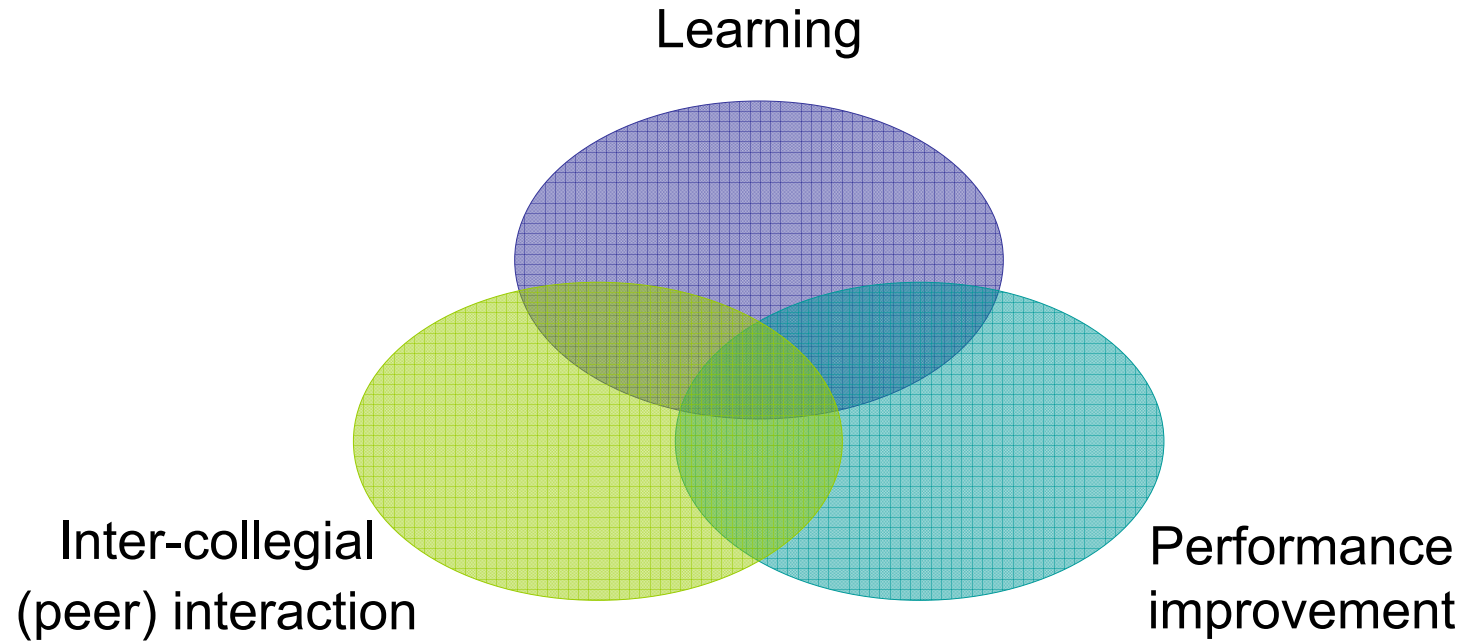
# Experiences of Primary Care Centres

- A thorough functional analysis of the operation process in the primary care centre
- Participation in Strengthening management capacity training programme (10 modules)
- Completed training modules:
  - general concepts of management,
  - strategic planning,
  - human resources management,
  - team work and conflict resolution,
  - leadership in health-care organisations.

## Other activities

- Strategic Planning
- Case Studies on Good Practices in PHC Centers
- Facilitating Decentralization of PHC services and institutions
- Visits of mutual support
- Implementing Good Practice Guidelines

# Visits of Mutual Support



Sharing based on trust and constructive competition

# PHC Policy Dialogue

- Goal: Harmonising primary health care policy, initiating discussion on key factors and issues having impact on the scope, contents and quality of primary health care in Serbia.
- It is based on current legislature
- The Project supports the consultation process on health policy as part of developing the policy itself.

# Participants in the PHC Policy Dialogue

- Representatives of service providers (primary care centres)
- The Ministry of Health
- The Republican Health Insurance Fund
- The Institute of Public Health of Serbia, as well as representatives of regional public health institutes
- The local government
- Representatives of consumers (with focus on participation of representatives of vulnerable population groups)

# Policy Dialogues' Topics

- Cooperation between primary care centres and local governments (cooperation guidelines)
- Response to changes in the health care system
- Dialogue with vulnerable groups
- Availability and accessibility of PHC services
- Scope and content of PHC services

## Networking, Partnerships,

- Cooperation Charter
- Mutual support visits (learning, peer interaction, improving performance)
- Partnerships with other sectors (local government)
- Expanding the network of Demonstration Sites
- Networking with international partners (membership in European Forum of Primary Care, Conferences and meetings in Balkan region, Europe and World)

# Instead of a Conclusion

- Goal of the Balkans Primary Health Care Policy Project is to support quality improvement of health care services and to set up the process of continued improvement of all stakeholders. The project provides knowledge, i.e. tools instruments to achieve the set goal.
- Knowledge and learning (or learning and knowledge) are the paradigm of continuous improvement and Project approach
- In this sense, the Balkans PHCPP acted as a catalyst and supporter in our own commitment to deliver improved and better quality health care and more accessible health care

# Learning

For professional development to truly build practitioner knowledge and expertise, it must provide the opportunity for ongoing learning and access to timely feedback on relevant issues in practice.”

*Bransford, Brown, & Cocking, 2000*



THANK YOU!!!