



**Treća regionalna konferencija
"Zdravlje u svim politikama i primarna zdravstvena zaštita"
i SZO dijalog o politici "Globalna kriza i zdravlje"**

**Third Regional Conference
"Health in All Policies and Primary Health Care"
and WHO Policy Dialogue "Global Crisis and Health"**

23. – 24. 09. 2009.
Sarajevo, Bosna i Hercegovina

Third Regional Conference
“Health in All Policies and Primary Health
Care” and WHO Policy Dialogue
„Global Crisis and Health“

Holiday Inn, Sarajevo, Bosna i Hercegovina

September 23 – 24, 2009

Organized by:

**Federal Ministry of Health and CIDA Balkans Primary Health Care Policy Project and
coorganized by the World Health Organization and European Observatory on Health
Systems and Policies, with participation of the World Bank**

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Third regional conference of CIDA Balkans Primary Health Care Policy Project "Health in All Policies and Primary Health Care" and WHO Policy Dialogue "Global Crisis and Health"

Holiday Inn, Sarajevo, Bosnia and Herzegovina

23 - 24 September 2009

This is the final conference of the Balkans Primary Health Care Policy Project which is funded by the Canadian Government through the Canadian International Development Agency. The Canadian Society for International Health and Queen's University implement the project with the Ministry of Health of Federation of Bosnia and Herzegovina, the Ministry of Health and Social Welfare of Republic of Srpska, and the Department of Health of District Brcko under coordination of the Ministry of Civil Affairs of Bosnia and Herzegovina.

The health of the population is more than the responsibility of the health sector. This theme is at the heart of Health for All (Alma Ata, 1978) and The Ottawa Charter on Health Promotion, "Build Healthy Public Policy" which calls for health to be on the agenda of policy makers in all sectors and administrative levels. It suggests how different instruments of policy such as, legislation, fiscal measures, taxation and organizational change can be used in strategies to improve the health of populations.¹ "The main principle behind the slogan 'Health in all Policies' is really very simple: Health is greatly influenced by life-styles and environments, e.g. how people live, work, eat and drink, move, spend their leisure time etc. These are not only individual choices, but they often have strong social, cultural, economical, environmental etc. determinants. Accordingly, decision influencing people's health do not concern only health services or 'health policies', but decisions in many different policy areas have their influence on these health determinants"²

Article 152, 'Health in All Policies' of the Treaty of the European Union, (as agreed in Amsterdam, 1997), provides an obligation that all Community actions and activities shall contribute towards a high level of health protection.

¹ Kimmo Leppo, Ministry of Social Affairs and Health, Finland, Presentation, 2007

² Pekka Puska, Director General, National Public Health Institute (KTL) Finland, in European Journal of Public Health, 2007

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ALL POLICIES AND PRIMARY HEALTH CARE” AND WHO
POLICY DIALOGUE “GLOBAL CRISIS AND HEALTH”**

This requires that policies are designed such that they work together to protect health.

Countries in the Balkans as in other regions are engaged in reforms in many sectors, such as; health, education, agriculture, macroeconomic, transportation, judicial, etc. Policies in these different sectors if they are not complimentary can act to make more difficult the policy intentions of other sectors. For example, a policy designed to stimulate macroeconomic by lowering requirements for environmental controls may act to increase health hazards. There are also policies in which are reinforcing of each other. An example; is that of policies designed to improve transportation safety which has a direct impact on injury due to road accidents.

The Conference will aim to bring together policy makers, consumers and practitioners to discuss the different forms of intersectoral action that is taking place in the Region and to examine ways of strengthening them in-order to increase their effectiveness in improving the health of their populations.

The Third Regional Conference is expected to:

1. Provide an opportunity for participants to see and discuss the intersectoral nature of the different policies that are being developed in the Region with respect to their impact on health of populations; and how “Health in All Policies” can be strengthened;
2. Discuss the impact of global crisis on health;
3. Discuss the results and lessons learned in the Balkans Primary Health Care Policy Project;
4. Strengthen the relationship between actors facing common challenges.

Program

Wednesday, 23 September, 2009

09:00 – 10:00

Registration

10:00 – 11:00

Welcome

Sredoje Nović, Minister, Ministry of Civil Affairs
Bosnia and Herzegovina

Safet Omerović, Minister, Federal Ministry of
Health

Ranko Škrbić, Minister, Ministry of Health and
Social Welfare of Republic of Srpska

Admir Ćandić, Head, Department of Health of
District Brčko

Tomislav Stantić, State Secretary, Ministry of
Health of Republic of Serbia

Josep Figueras, Director, European Observatory
on Health Systems and Policies/WHO European
Centre for Health Policy

Haris Hajrulahović, Head, WHO Country Office
for Bosnia and Herzegovina

Bruce Steen, Counsellor (Development), Head of
Technical Cooperation - Western Balkans,
Embassy of Canada

Janet Hatcher Roberts, Executive Director,
Canadian Society for International Health

Malcolm Peat, Executive Director, ICACBR,
Queen's University

Orvill Adams, Project Director

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ALL POLICIES AND PRIMARY HEALTH CARE" AND WHO
POLICY DIALOGUE "GLOBAL CRISIS AND HEALTH"**

11:00 – 12:45 **Health in All Policies and Impact of Global
Crisis on Health and Healty Systems**

Key Note Speakers

Moderator: Orvill Adams, Balkans Primary
Health Care Policy Project

Kimmo Leppo, World Health Organization

Alan Maynard, World Health Organization

Abdo S. Yazbeck, World Bank

Susan Phillips, Balkans Primary Health Care
Policy Project, Queen's University

12:45 – 14:00 **Lunch**

14:00 – 15:30 **Health in All Policies and Impact of Global
Crisis on Health and Healty Systems**

Ministerial Panel

Moderator: Josep Figueras, European
Observatory on Health Systems and
Policies/WHO European Centre for Health
Policy

Sredoje Nović, Ministry of Civil Affairs of Bosnia
and Herzegovina

Safet Omerović, Federal Ministry of Health

Ranko Škrbić, Ministry of Health and Social
Welfare of Republic of Srpska

Admir Ćandić, Department of Health of District
Brčko

Tomislav Stantić, Ministry of Health of Republic
of Serbia

Gorica Savović, Ministry of Health of
Montenegro

15:30 – 16:00 **Break**

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ALL POLICIES AND PRIMARY HEALTH CARE" AND WHO
POLICY DIALOGUE "GLOBAL CRISIS AND HEALTH"**

16:00 – 17:00

**Global Crisis, Health and Health Systems
panel discussion and plenary debate**

Moderator: Tamas Evetovits (World Health
Organization/EURO)

Alan Maynard, World Health Organization

Abdo Yazbeck, World Bank

Josep Figueras, European Observatory on Health
Systems and Policies/WHO European Centre
for Health Policy

Orvill Adams, Balkans Primary Health Care
Policy Project

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Thursday, 24 September, 2009

- 9:00 – 9:10** **Balkans Primary Health Care Policy Project
Overview**
Denana Jalovčić, Balkans Primary Health Care
Policy Project
- 9:10 - 10:10** **Results and Lessons Learned: Primary
Health Care Policy Development and
Human Resources Planning**

Chaired by: Draženka Malićbegović, Ministry of
Civil Affairs of Bosnia and Herzegovina

Ivana Mišić, Ministry of Health of Republic of
Serbia
Admir Čandić, Department of Health of District
Brčko
Amela Lolić, Ministry of Health and Social
Welfare of Republic of Srpska
Goran Čerkez, Federal Ministry of Health
- 10:10 - 11:00** **Results and Lessons Learned: Collaborative
Action for Change**

Chaired by: Nedjeljko Milaković, Ministry of
Health and Social Welfare of Republic of Srpska

Maja Todorović, DZ Obrenovac
Lepojka Čarević-Mitanovski, Iz Kruga
Tatjana Radosavljević, Serbian Medical Chamber
Dragan Gajić, Association for physiotherapy of
Bosnia and Herzegovina
- 11:00 – 11:30** **Break**

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ALL POLICIES AND PRIMARY HEALTH CARE" AND WHO
POLICY DIALOGUE "GLOBAL CRISIS AND HEALTH"**

- 11:30 – 12:30** **Results and Lessons Learned: Building Evidence and Capacity for Human Resources for Health**
- Moderator: Slobodanka Gajić, Institute of Public Health of Serbia "Dr. Milan Jovanović Batut"
- Slađana Šiljak, Institute for Health Protection of Republic of Srpska
Enida Imamović, Institute for Public Health of Federation of Bosnia and Herzegovina
Jasminka Vučković, Keele University Master's Program
Milka Dančević-Gojković, Keele University Master's Program
Radmila Ranković-Vasiljević, High Health School of Profesional Studies Belgrade
- 12:30 – 14:00** **Lunch**
- 14:00 – 15:15** **Citizens, Local Governments and Health in All Policies**
- Moderator: Goran Čerkez, Federal Ministry of Health
- Tanja Mandić, Institute for Physical Medicine and Rehabilitation,,Dr Miroslav Zotović"
Alija Behmen, City of Sarajevo
Zvonimir Šostar, City of Zagreb
Mira Kecman, City of Banja Luka
- 15:15 – 16:00** **Closing ceremony**

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Balkans Primary Health Care Policy Project

The Project is financed by the Canadian Government through the Canadian Agency for International Development and implemented by the Queen's University and the Canadian Society for International Health

Balkans Primary Health Care Policy Project (BPHCPP) has had the benefit of working with health care policy makers, providers and consumers and other professionals who are committed to the improvement of their respective health care systems.

The Ministry of Health officials have provided leadership and guidance and have stimulated and encouraged the participation of other key stakeholders. While the focus of the Project has been different in Bosnia and Herzegovina and in Serbia, the central goal has been the same – the improvement of systems and capacities that will contribute to improved delivery of primary health care services. The following is a brief review of the project results achieved in Bosnia and Herzegovina and Serbia. It is clear that the success of the Project will be measured by its long-term influence on the way in which the relevant institutions manage human resources in the area of health and organize and provide services in PHC.

Bosnia and Herzegovina

The focus of the Project in Bosnia and Herzegovina has been on the strengthening of the capacity of the health authorities in the various jurisdictions to undertake human resources for health planning, management and governance. There was an agreement among the participating stakeholders that in order to maximize the investments in human resources it is necessary to adopt a multisectoral approach which demands the involvement of the education sector, chambers, associations, health institution managers, service consumers and policy makers. Representatives of all of these groups played a role in the Project.

Health human resources planning, management and governance is a segment of the Project characterized by three main processes and their interrelations: HRH data collection and analysis, capacity building for planning and management and consensus building among various stakeholders to agree on a comprehensive approach to HRH. The collection and analysis of comprehensive data on human resources recognized the local needs and priorities as well as the challenges of asymmetrical health systems in two

entities and District Brcko. Therefore, the scope of data collected was different in different jurisdictions. This technical exercise was an example of excellent collaboration and coordination among the numerous players from different levels. The reports including the data on over 30,000 health workers employed with 212 health institutions, students of health studies from 30 education institutions and unemployed workers registered with 11 employment bureaus have been published. On the basis of these data and through agreement with the partners, the documents including various scenarios for HR planning in entities have been prepared.

In parallel to this complex undertaking, a series of capacity strengthening sessions for key players from Public Health Institutes and Ministries of Health at the entity level were held. A large number of the managers in the PHC, representatives of Health Insurance Fund and Public Health Institute from different levels in Bosnia and Herzegovina participated in seminars focusing on HHR planning and management.

Education of health professionals is an area requiring a major initiative to support the reform process which is far beyond the scope of this project. Education of health professionals remains fragmented and this fragmentation slows down any meaningful reform of the education system as a whole. Due to complex situation in this area, the project has been focused on certain health professions such as physiotherapy or nursing and supported them in opening of the issue of harmonization of undergraduate programs in Bosnia and Herzegovina and its approaching EU standards. The Project has created an opportunity for establishing links between BiH authorities and international professional organizations.

Professional organizations including chambers, associations and unions, are at different levels of development with a varying degree of organizational capacity to serve the interests of the public, the profession and individual members. For over 70 representatives of professional organizations from both entities, the Project has organized a training program consisting of five modules that included roles of various professional organizations, preparation of business plan, participation of the public and consumers of health services, gender and communication. The Project has also provided support for the representatives of nursing profession in both entities and has cooperated with the Ministry of Health in RS on the establishment of the Chief Nurse position within the Ministry. The Project also supported the work to establish the state and federal level nursing and physiotherapy associations.

Serbia

The focus of the Project in Serbia has been the development of a Primary Health Care Policy that would act to provide direction and engage stakeholders in support of the Government's emphasis on PHC, led by the Ministry of Health. The approach to policy development was an 'applied policy approach' – which brought together policy makers, providers,

consumers, and managers to critically examine issues in PHC and suggest ways of addressing them. Through policy dialogues which presented issues from different perspectives and challenged often traditional views stakeholders were able to shape the draft policy. The top leadership team of the Ministry of Health, Minister, State Secretaries and Assistant Ministers, chaired, spoke and participated in the policy dialogues, professional meetings and workshops in the development of the draft policy.

A draft PHC policy has been developed and supported by the Ministry of Health who has posted it on their official web-site for public debate. In addition, the Minister of Health and other senior Ministry Officials led discussion at four public presentations in four major centres, Novi Sad, Kragujevac, Belgrade and Nis. These discussions were hosted by demonstration site dom zdravljas. The draft policy is currently going through the official processes of the Ministry of Health towards making it the policy of the government.

The improvement of quality in PHC has many facets. To better understand what is required in the improvement of quality at the dom zdravljas level, 11 have been involved in the Project as pilot sites. These sites, after self assessment, identified management development as a critical factor in improving quality in their institutions. A total of 8 modules, 90 hours of structured training was delivered to 141 participants from the management teams of the participating dom zdravljas. Of the 141 participants, 105 were female and 46 male.

Provider organizations play a critical role in the organization and quality of the PHC system and the in the way that professionals conduct their practice. The Chambers and the Professional Associations are at the forefront in these activities. They have a responsibility to the system, their members and also to the public. While the Chambers are relatively new they are striving to understand and fulfill their mandates. The project has worked closely with the respective leaders to assist in the strengthening of these important institutions.

Consumers often do not play a meaning role in the development of health policies and are often excluded from contributing to organizational changes that have an impact on them. The Project sought to bring consumers together with policy makers and providers so that each could contribute to making PHC more responsive to consumers and especially to vulnerable groups. A Working Group of representatives of consumers organizations were intimately involved in the Project on development of approach and materials aiming at improvement of communication between vulnerable groups and policy makers.

Regional activities

The Project has contributed to the regional cooperation, sharing of knowledge and experiences among partners in Bosnia and Herzegovina and Serbia

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through organization of joint study tours and regional conferences, as well as through publishing and distributing the electronic bulletin and the project web-page that includes all the information and materials used in the course of project implementation in both countries.

Gender

Gender is an important cross cutting theme in PHC. The recognition of the need to provide services that are appropriate to men and to women and conducting analysis that will enable this is lacking in many systems. The Project, in both countries, engaged in a number of activities to increase awareness, provide tools and instruments that allow for better attention to issues of gender. Gender issues have been incorporated into all aspects of the Project.

Cooperation

The project has supported initiatives that promote EU standards including the improved understanding of the EU health systems through study visits, discussions on EU standards in education of health professionals and international health reporting requirements. The Project had close collaboration with other international partners. It has shared its materials and documents and invited the representatives of other projects to participate in the Project activities. As an example of cooperation with other partners, we can state the organization of the Third Regional Conference, which involves the World Health Organization, the European Observatory on Health Systems and Policies and the World Bank.

Abstracts

*Short descriptions of the presentations, panel discussions
and debates could be find on the following pages.
Presentations are available at our web-site
www.canbhp.org.*

Health in All Policies and Impact of Global Crisis on Health and Healthy Systems

Wednesday, 23 September, 2009 11:00–12:45

Key Note Speakers

*Moderator: Orville Adams, Balkans Primary Health Care Policy
Project*

Kimmo Leppo, World Health Organization

Alan Maynard, World Health Organization

Abdo S. Yazbeck, World Bank

Susan Phillips, Balkans Primary Health Care Policy Project, Queen's
University

This session recognizes the complexity and vulnerability of the health care system to external shocks. The need to take into account the impacts of macroeconomic policies and national and international banking practices especially on vulnerable populations is discussed. The speakers will put forward, for our consideration, their different perspectives on how governments can provide leadership; how providers and their organizations can moderate their behaviour; and on how consumers can cope during times of economic crisis. The 'Global Crisis' have led stakeholders in the different health care systems to call for: a renewal of primary health care; greater emphasis on health promotion and disease prevention; a more evidence based search for effectiveness and efficiencies; a bolder role for consumers in decisions making; and a greater attention to the determinants of health and gender issues in health. This requires genuine cooperation within and across sectors and greater inclusion of stakeholders. The speakers will remind us that there are opportunities for change in times of crisis and that it is critical that we learn from the crisis today so that we can mitigate the consequences of the crisis tomorrow.

Health in All Policies and Impact of Global Crisis on Health and Healthy Systems

Wednesday, 23 September, 2009, 14:00 – 15:30

Ministerial Panel

*Moderator: Josep Figueras, European Observatory on Health Systems and Policies/WHO
European Centre for Health Policy*

Sredoje Nović, Ministry of Civil Affairs of Bosnia and Herzegovina
Safet Omerović, Federal Ministry of Health
Ranko Škrbić, Ministry of Health and Social Welfare of Republic of Srpska
Admir Ćandić, Department of Health of District Brčko
Tomislav Stantić, Ministry of Health of Republic of Serbia
Gorica Savović, Ministry of Health of Montenegro

Global economic crisis puts governments to the challenges of protecting health systems' ability to deliver health gain and preventing a potential reversal of improvements in health status of the population achieved so far in developing and developed countries alike, particularly among the poor and the most vulnerable. Mitigating effects of the crisis on health and health systems require timely and well-targeted policy and health system response. Developing and implementing effective policies to protect and maintain health during the crisis also necessitate a great deal of coordination with other sectors that have influence on health.

The purpose of this session is to provide a forum for ministers and high officials from participating countries to share experiences and lessons learnt from their respective countries on:

- Impact of the economic crisis on health and health system,
- Health policy and health system response to the economic crisis, with particular emphasis on the response by primary health care services,
- Multisectorial collaboration in protecting health during the economic crisis and beyond.

Global Crisis, Health and Health Systems

Wednesday, 23 September, 2009, 16:00–17:00

panel discussion and plenary debate

*Moderator: Tamas Evetovits (World Health
Organization/EURO)*

Alan Maynard, World Health Organization

Abdo Yazbeck, World Bank

Josep Figueras, European Observatory on Health Systems and Policies/WHO
European Centre for Health Policy

Orvill Adams, Balkans Primary Health Care Policy Project

This session will build on the main issues identified during the ministerial panel. It will provide an opportunity for reflecting and commenting on those issues from an international perspective using the best available evidence from other European countries on strategies to mitigate the potential adverse effects of the economic crisis on health as well as explore the opportunities that a crisis offer to build consensus among stakeholders about priority setting.

Balkans Primary Health Care Policy Project

Thursday, 24 September 2009, 9:00 – 9:10

Overview, presentation

Djenana Jalovčić, Balkans Primary Health Care Policy Project

The second day of the conference is dedicated to the presentation of the Project results and lessons learned in the three years of its implementation in Bosnia and Herzegovina and Serbia. This conference marks the end of the long standing collaboration of the Canadian organizations and the partners in the Balkans which was funded by the Government of Canada through the Canadian International Development Agency (CIDA).

Since early 1990's, CIDA has funded over 800 development projects worth over \$540 million Canadian dollars, out of which \$45 million were directed towards projects in health sector such as family medicine and community based rehabilitation in Bosnia and Herzegovina, support for the primary health care policy development in Serbia, and regional initiatives such as those focused on HIV/AIDS. In the last phase of the CIDA program in the Balkans, the focus in health sector has been on: primary health care policy, youth and health, and strengthening public health associations.



Balkans Primary Health Care Policy Project has been implemented by Queen's University and Canadian Society for International Health from September 2006 to September 2009. Expert team from these two organizations in collaboration with local partners worked on planning of human resources for health in Bosnia and Herzegovina, and the development of primary health care policy in Serbia. Presentations and discussions which follow will present the experiences of the local partners.

Results and Lessons Learned: Primary Health Care Policy Development and Human Resources Planning

Thursday, 24 September, 2009, 9:10 – 10:10

Presentations

*Chaired by: Draženka Malčbegović, Ministry of Civil Affairs of Bosnia and
Herzegovina*

Ivana Mišić, Ministry of Health of Republic of Serbia
Admir Čandić, Department of Health of District Brčko
Amela Lolić, Ministry of Health and Social Welfare of Republic of Srpska
Goran Čerkez, Federal Ministry of Health

The purpose of this session is to share insights of the contribution of the project into the improvements in primary health care and human resources management.

Lessons learned from Serbia will include how the quality and access of the PHC provision could be improved through realignment of policy approaches and options. In BiH, the focus will be on the approaches developed to improve effectiveness of planning and management of human resources.

Results and Lessons Learned: Collaborative Action for Change

Thursday, 24 September, 2009, 10:10 – 11:00

presentation

Chaired by: Nedjeljko Milaković, Ministry of Health and Social Welfare of Republic of Srpska

Maja Todorović, DZ Obrenovac
Lepojka Čarević-Mitanovski, Iz Kruga
Tatjana Radosavljević, Serbian Medical Chamber
Dragan Gajić, Association for physiotherapy of Bosnia and Herzegovina

The purpose of this session is for consumers, providers and representatives of organizations to provide their perspective on strengthening primary care delivery. It will highlight interrelationships between the groups and how this can address better accountability to the public and professionalism.

Results and Lessons Learned: Building Evidence and Capacity for Human Resources for Health

Thursday, 24 September 2009, 11:30 – 12:30

discussion

Moderator: Slobodanka Gajić, Institute of Public Health of Serbia "Dr. Milan Jovanović Batut"

Slađana Šiljak, Institute for Health Protection of Republic of Srpska
Enida Imamović, Institute for Public Health of Federation of Bosnia and Herzegovina
Jasminka Vučković, Keele University Master's Program
Milka Dančević-Gojković, Keele University Master's Program
Radmila Ranković-Vasiljević, High Health School of Professional Studies
Belgrade

Human resources decisions are secondary to financial decisions. However, the results can be improved through the better alignment between how professionals are educated and their expected roles in management and services provision. To make these changes you need different types of evidence.

The purpose of this session is to discuss how evidence is and can be used to enable more efficient and effective human resources planning, production and deployment.

- How could the health information system be improved?
- What differences did you find in utilization patterns and workload across the entity and how can this be explained using the information you collected?
- Given that there is a move towards the implementation of Bologna, is there evidence that this is making the difference in the quality of nursing education?
- What are the skills and competencies for effective human resources management? What is the importance of developing evidence through HR research?

Citizens, Local Governments and Health in All Policies

Thursday, 24 September, 2009, 14:00 – 15:15

discussion

Moderator: Goran Ćerkez, Federal Ministry of Health

Tanja Mandić, Institute for Physical Medicine and Rehabilitation,,Dr Miroslav
Zotović“

Alija Behmen, City of Sarajevo

Zvonimir Šostar, City of Zagreb

Mira Kecman, City of Banja Luka

The responsibility for the organization, delivery of PHC is shifting to local authorities as decentralization increases. Municipalities are not only taking increased responsibility for financing the capital, they are taking the responsibility for ensuring that their population receive appropriate services and that these are linked with other community services such as social, education, unemployment, etc. The purpose of this session is to hear from local authority representatives and those who use the services. Key questions to address what are the increased pressures of decentralization? What role do they see for citizens in helping them to be more responsive?

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Biographies

Short biographies of the participants in the conference program.

Orvill Adams is the Director of Orvill Adams & Associates. The Consultancy specializes in working with policy makers and senior managers to formulate policies and to implement innovative and sustainable solutions to the complex health systems and health workforce challenges they face. The Consultancy works in developed, developing, countries in transition in the public and private sector. He is currently the Project Director of the Balkans Primary Health Care Policy Project. Orvill Adams has more than 25 years of experience in senior positions in the public and private health sector. In the private sector he was the Director of Medical Economics with the Canadian Medical Association for 10 years. He then managed his own firm as a Principal in the Consulting Firm Curry Adams & Associates which focussed on health, education and social services issues. In the public sector he worked for 10 years at the World Health Organization, more than five as Director, initially of the Department of Health Services Provision and after, of the Department of Human Resources for Health. He has managed and developed health systems and health workforce tools and policies, and has worked in and with countries to implement them. He has interacted with Development Partners, both bilateral and multilateral, at global levels and within countries. He is an adjunct lecturer at the University of Helsinki Department of General Practice in Primary Health Care, Quality and Management of Human Resources. Orvill Adams is widely published in the area of health workforce development, management, policy and planning. He holds post graduate degrees in Economics and International Affairs.

Alija Behmen Mayor of Sarajevo, was elected a member of the Parliament of Bosnia and Herzegovina in 2006, and was an MP until he became the Mayor of Sarajevo in January 2009. He got his Bachelor's, Masters and Doctoral Degree at the Faculty of Economics, University of Sarajevo. Since 1980 he has been an Associate Professor at the Faculty of Transportation and Communication, University of Sarajevo. He held a number of senior positions, including the Director of Railway Company and Interšped. He was an Associate at the Economic Institute in Sarajevo. He published a number of professional and scientific articles and books. In the period from 1998 to 2000 he was a Member of the Cantonal Assembly, and from 1998 to 2000 he was a Delegate and Deputy Speaker of the House of FBiH. From 2001 to 2003 he was a Premier of Federation of Bosnia and Herzegovina.

Admir Ćandić Head of the Department of Health and Other Services, District Brčko, was born on 18. 6. 1966. godine in Brčko. He completed primary and secondary medical school in Brčkom. He graduated at the Medical Faculty, University of Tuzla in 1996. He worked as a general practitioner in DZ Tuzla (1996.- 1997.), JU DZ Maglaj (1997-2003). Since 2003 he has been working in the Department of Health and Other Services of the Government of District Brčko, BiH, section for primary health care. In

2001 he completed a course of ultrasound diagnostic of abdomen in Clinical Centre Tuzla. She completed the specialist examination of the family medicine in 2007 when he started working on the family medicine within the Section for the PHC in Health Centre Brčko. He is the author of the study "Steatosis of liver among the patients with hyperlipidemia, obesity and diabetes" which was published in the professional "Acta Medica Saliniana" in 2008. He is married, father of two children.

Tamas Evetovits is a senior health financing specialist at the Barcelona Office of WHO/EURO. He is the team leader responsible for coordinating WHO's country work on health systems strengthening in Bulgaria, Croatia, Hungary, Poland and Romania. In addition he provides technical assistance on health financing policy in Albania, Bosnia and Herzegovina, Estonia and Serbia. Previously he worked as director of international programs at the Health Services Management Training Center (HSMTTC) at Semmelweis University, Budapest, where he was responsible for the World Bank Institute's regional Flagship courses delivered jointly by Semmelweis University, WBI and WHO. He contributed to the establishment of the Kyrgyz Center for Health System Development, which delivers sub-regional Flagship courses for countries of Central Asia and the Caucasus. He has extensive experience in training and consultancy in the areas of health financing policy and capacity building in countries of Central and Eastern Europe and Central Asia. He is a medical doctor by training and holds a MSc degree in Health Services Management from the University of London.

Lepojka Čarević-Mitanovski was born on August 12, 1963 in Krusevac, and she is a chair person of the women's non-governmental organization Iz Kruga (From The Circle) which deals with violence against women and children with disability. In 1986 she graduated high school for translators for English and English literature. She graduated from the Law School in Kragujevac in 1991. She was involved in numerous continuing education programs eg. Governance of NGOs organized by the Initiative of Citizens, training of the trainers Women Can Do It by Norwegian Peoples Aid, Leadership and Leadership Skills organized by Disabled People International, Independent Living of Persons With Disabilities organized by OXFAM, and Human Rights of Persons With Disabilities organized by the Centre for Independent Living of Serbia. Since 1996 Lepojka is involved and work as a lawyer, volunteer, initiator and a member of various non-governmental organizations. Lepojka has been coordinator of 38 projects that were focused on the improvement of life of persons with disabilities, and in partial improvement of women with disabilities in Serbia. Lepojka is a manager of various projects and trainer with good communication and organizational skills. She has extensive experience in individual work and work with various teams. A significant component of her work is volunteering. In the period 2004 to 2006 Lepojka was a member of the Working Group of the Ministry of Work and Social Welfare that worked on the development of the national

strategy for the improvement of the conditions of persons with disabilities. Since 2006 Lepojka is a member of the Working Group for the primary health care level policy development as a part of Balkans Primary Health Care Policy Project. She is one of the authors of the publication Guidelines for the Employment of Women with Disabilities, as well as publication Women with Disability – Invisible Victims of the Violence. Lepojka is also author of the book Stories From the Circle, a book of true stories and experience from women with disabilities. She is also the author of the guideline It Is My Right To Be Healthy, a guideline about barriers, prejudices, stereotypes, language, terminology and communication with persons with disabilities. This is a guideline for health professionals.

Goran Čerkez was born in 1962 in Sarajevo where he graduated on the Faculty of Medicine and further specialized in public health with health care organization and health economics. In the period from 1996-2001 dr Čerkez was Director of the World Bank Project in BiH. From 2001 Dr Čerkez is holding a position of Assistant Minister, Federal Ministry of Health. Presently, dr Čerkez is member of the Executive Board in the Mental Health Project for the SE Europe, member of the task force for the health project within the Stability Pact and member of the HealthNet for the South-Eastern Europe. Dr Čerkez was engaged as consultant in the WB project, projects of the Stability Pact and Council of Europe.

Milka Dančević-Gojković is specialist of social medicine and organization of health services. She was born in Zemun and she studied and graduated in Sarajevo. After graduating at the Medical School she was part of the various programs of continuing education in BiH as well as in Sweden, The Netherlands, Hungary, and Croatia. Milka has an extensive professional and working experience in both BiH and Croatia where she practiced as a general practitioner in medical units, primary health units (dom zdravljas), clinics, and currently at the Institute of Public Health of F BiH. Milka is an active participant of numerous research in BiH in the area of public health and healthy life styles. She worked as a consultant, coordinator and advisor with WHO, PHARE project, School of Public Health from Andalusia, UNDP, UNICEF, UNFP. Currently she is a member of Ethics Committee of Chamber of Medical Doctors of Sarajevo Canton. Milka is a member of European Association of Public Health (EUPHA) – of the section for health promotion.. Milka had a numerous professional and scientific presentations and promotions and she published both locally and internationally. She has a title of primarius since 2003. From 2007 to 2009 she is a student of graduate program Management of Human Resources in Health of Keele University, UK.

Josep Figueras is the Director of the European Observatory on Health Systems and Policies and head of the WHO European Centre on Health Policy in Brussels. In addition to WHO, he has worked in collaboration with all major multilateral organizations such as the European Commission or the World Bank. He is member of several advisory and editorial boards and has served as advisor in more than thirty countries within the European region and beyond. He is honorary fellow of the UK faculty of public health medicine, has been awarded twice the EHMA price for the best annual publication on policy and management, and in 2006 he was awarded the Andrija Stampar Medal. He has been lecturer and head of the MSc in Health Services Management at the London School of Hygiene & Tropical Medicine. His research focuses on comparative health system and policy analysis. He is editor of the European Observatory series published by Open University Press and has published several volumes in the field of health systems analysis including Health systems, health and wealth (2009), Impact of EU mobility (2009), Health Impact Assessment (2007), Purchasing to improve performance (2005), Health Systems in Transition (2004) Social health insurance (2004) Funding health care (2002) Critical challenges for European reform (1998) and European Health Care Reform: analysis of strategies (1997).

Dragan Gajić Bachelor of Physiotherapy – specialist of physiotherapy, is the President of the Physio and Occupational Therapists in Republic of Srpska since 2008. He is one of the leading members of the working group of the Association for Physiotherapy of Bosnia and Herzegovina. He has been a participant and organizer of numerous seminars in physiotherapy. He was born on 09.08.1975. in Zenica, Bosnia and Herzegovina, and lives in Banjaluka. Since 2004 he has been working in the Institute for Physical Medicine and Rehabilitation "Dr Miroslav Zotović", as a graduated physiotherapist. Since 2009 he has been an instructor of the clinical practice of the Faculty of Health Sciences of the Paneuropean University „Apeiron“ teaching courses in Physiotherapy in paediatrics and Manual medicine. In 2009 he completed the specialist studies at the specialist program of the undergraduate studies with the total 240 ECTS credits and with the academic title „Bachelor of Physiotherapy – specialist in physiotherapy“ at the Faculty of Health Sciences at the Paneuropean University „Apeiron“, Banjaluka, Republic of Srpska, Bosnia and Herzegovina. Currently he is enrolled in the graduate program at the same University. He had the clinical practice at the Institute for Physical Medicine and Rehabilitation "Dr Miroslav Zotović" in Banjaluka, Institute for Physical Therapy and Rehabilitation „Banja Mlječanica“ in Kozarska Dubica. He participated in continuing education session and workshops such as: Manual Therapy in Zagreb (2009), Basic course in Neurodevelopmental Therapy (NRT-Bobath) organized by the Institute for Physical Medicine and Rehabilitation "Dr Miroslav Zotović" in Banjaluka, Bosnia and Herzegovina (2007) and Orthopaedic assessment and treatment of lower and upper

extremities, vertebral, thoracic and lumbal spine organized by the Ministry of Health and Social Welfare of RS in collaboration with Queen's University Kingston, Kanada.

Slobodanka Gajić is a medical doctor and a specialist in Social Medicine and Organization of Health Protection (Public Health). Since 2000 she has been working as an Assistant Director of the Institute of Public Health of Serbia "Dr. Milan Jovanovic – Batut". Prior to that, she has been the director of the IPH of Belgrade, member of numerous advisory bodies and expert groups in the Government, dealing with public health and international cooperation regarding health related issues. Throughout her professional carrier, she participated as a representative of the country and/or public health expert in different humanitarian and developmental projects and activities regarding Drug Policies, Health Financing, Healthcare Services Organization and Primary Health Care. Currently, Dr. Gajić is a member of the Expert Committee of the Ministry of Health of Serbia for Healthcare Quality, Member of the Working Group for Nomenclature of PHC Services, and representative of the IPH of Serbia in the Working Group of the Health Insurance Fund of Serbia for defining the scope of entitlements for health services for the citizens of Serbia and Contracting in healthcare system. She has participated and spoken at numerous conferences and professional meetings and is an author of over 20 professional articles and papers.

Enida Imamović is a senior officer in the Department for Social Medicine and Organization of Health Care at the Public Health Institute (PHI) of Federation BiH working on the organization of the health care and health status of the population. She graduated at the Faculty of Dentistry in Sarajevo. Since 1993 she has been working at the Public Health Institute of the Federation BiH, in the area of the social medicine. She specialized social medicine with the organization of health care and health economics at the Faculty of Medicine in Sarajevo in 1998. She completed a Master's program in public health in 2009. Since 2002 she has been the Federal Coordinator in the Stability Pact for the South East Europe (later Forum for Public Health in South East Europe and Meta-Net Project). She has participated in a number of projects and studies in public health, implemented by the Institute for Public Health of the Federation BiH. She was the leader of the PHI team who participated in the study of Human Resources in Health Sector in FBiH, She has actively participated in numerous professional and scientific meetings in public health.

Djenana Jalovčić is a Director at the International Centre for the Advancement of Community Based Rehabilitation (ICACBR) at Queen's University. Ms Jalovčić completed her undergraduate studies in languages at the University of Sarajevo (1992), followed by the Master's of Public

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Administration with Specialization in Health Policy and Management (1999) and a Masters of Science in Rehabilitation Sciences (2008), both from Queen's University. Currently, Djenana is the Project Manager of Balkans Primary Health Care Policy Project. She has been working in the international development for almost two decades. She has been involved in the community development programs in over 15 countries, focusing on community based rehabilitation, health and social sector reform. She participates in the development of educational programs for professionals, paraprofessionals and volunteers in rehabilitation, health and social sectors at undergraduate and graduate levels. Her primary research interest is interaction of gender and disability and its impact on community participation of vulnerable groups. She is one of the coordinators of the graduate course in community based rehabilitation at Queen's University. She is also a guest lecturer at the doctoral program in Public Health at University of North Carolina, and Master's Program in Social Work at the National Institute for Social Development in Sri Lanka..

Mira Kecman has been working in the Administrative Department of the City of Banja Luka since 2007, as as Officer of Health. She was born on 07.09.1960. in Novi Grad. She graduated at the Faculty of Medicine, University of Banja Luka in 1985, and a year later passed the state exam in Sisak. She specialized in general practice in 2001, and completed the program of additional training in Family Medicine in 2005 in Banja Luka. From 1985 to 1991 she worked as a medical doctor in Domu zdravlja „Dr Ivo Pedišić” in Sisku, and after that until 2005 in health department of the company “Srpske pošte”, in Banja Luka. She has participated in numerous professional and scientific meetings.

Kimmo Leppo is the former Director-General of the Department of Health at the Ministry of Social Affairs and Health in Finland. Today, he is a national and international consultant in the field of policies and planning in health, health systems, and other health-related topics. He was chair or member of numerous national committees, working parties and delegations on health policy development as well as technical adviser to the WHO/HQ and WHO/EURO in a number of fields related to health policies. Kimmo Leppo is also a former member of the Executive Board of the WHO for two three-year periods, once in the mid-70s and once in the 90s. He was a member of the Social Protection Committee (SPC) of the EU and a member of the High Level Group on Health Services and Medical Care. He studied medicine, social sciences and social medicine.

Amela Lolić is the Assistant Minister, Ministry of Health and Social Welfare of Republic of Srpska. Primarijus dr. Amela Lolić, at age of 47 she has 24 years of work experience, gained in areas of primary health care, public

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health, social medicine, organization and health economics, health statistics and analysis, project design and coordination, formative and summative evaluation and education based on modern principles (undergraduate and graduate). As a consultant she was engaged on many international projects (World Bank, European Commission, UNICEF, UNDP, ILO, WHO, IOM, OHCHR, DFID, UNESCO, UNFPA, Andalusia School of Public Health, Project Hope/University Hospital Geneva, Partnership for Health). She participated in creation and implementation of numerous strategies and action plans, then laws and regulations. She is a member of several professional associations, committees and councils (chairperson of the Iodine Deficiency Disorder in RS, member of the International Council for Iodine Deficiency Disorders – ICCIDD, members of the RS Council for Children). Formal and informal education, participation in international conferences, seminars and meetings were reason for short and longer stays in different cities and countries (countries of former Yugoslavia, Libya, Iraq, France, Spain, Italy, Ukraine, Switzerland, Turkey, Great Britain, Romania, Japan, Belgium, Holland, Cyprus, USA, China, Canada, Georgia, etc.). Dr. Lolic published seven books and manuals (three books are result of research, two textbooks for students and doctors, one for teachers and one for parents and care givers). Married, mother of 27 year old daughter who graduated International Relations and Diplomacy at the University of Indianapolis, USA.

Draženka Malićbegović is the Assistant Minister in the Health Sector of the Ministry of Civil Affairs of Bosnia and Herzegovina. She was born on May 23, 1959 in Vlasenica of parents Ivo and Viktorija Rados, and she is a citizen of BiH with the permanent residence in Vogosca. She completed elementary school in Zepce in 1973, and secondary medical school in Sarajevo where she graduated from Faculty of Medicine at the University of Sarajevo. She specialized pediatry in 1994 in Sarajevo. Her first employment was in Dom Zdravlja Zepce and until 1993 she practiced medicine as pediatrician, and after that until 1996 she was a director of Dom Zdravlja. From 1996 to 1999 she worked as an Assistant Minister of Health of FBiH in the organizational sector. From 1999 until getting the position with the Ministry of Civil Affairs as an Assistant Minister, she worked as a consultant with the Project of the Ministry of Health of FBiH on the strengthening and development of the primary health care, as well as federal and cantonal institutions. She is highly skilled professional and she does not belong to any political party.

Tanja Mandić is a public relation officer at the Institute of the Physical Medicine and Rehabilitation „Dr Miroslav Zotović“ in Banja Luka. Tanja completed her Bachelors Degree in philosophy and sociology in 2006 at the Faculty of Philosophy at the University of Banja Luka. Currently she is a student of the graduate program of contemporary sociology at the Faculty of Political Sciences in Banja Luka. Tanja, being

the person with disability, is also professionally and personally involved in the related social issues and since 1999 she is an active participant in the movement of persons with disabilities through various activities of different non-governmental organizations in BiH. Tanja is an active member of the NGO Partner, and she is a chair person of the board committee of the Association of Youth with Disabilities Infopart. Tanja actively participate in these organizations and works on development and implementation of many various projects that promote improvement of the life for persons with disabilities. Tanja advocates through her work for the equal rights and equal opportunities for persons with disabilities, and particularly in the areas of education, employment and fight against discrimination of all kinds. Tanja was working as a consultant-advisor in the development of the policy of youth health in RS, as well as on the policy development for persons with disabilities in RS. Tanja took part at the number of the international conferences and meetings that were focused on persons with disabilities. She completed two year Share – See training of the trainers program, and she is certified coach for the inclusion of the issues of disability in local communities. From 1997 to 2004 Tanja worked as a volunteer in the Youth Centre and from 2000 to 2004 she worked as an editor on Balkan radio.

Alan Maynard a Professor of Health Economics in the Department of Health Sciences and the Hull-York Medical School at the University of York in England. He is also Chairman of the York Hospitals NHS Foundation Trust which is an acute hospital with 700 beds providing care for a local population of 350,000. He is a Specialist Adviser to the Select Committee on Health of the UK Parliament. He has worked as a consultant for the World Health Organisation, the World Bank and other national and international agencies in over 20 countries including China, Syria, Malawi, Cyprus and Estonia. He has been awarded honorary degrees by the Universities of Aberdeen and Northumbria in the UK and is a Fellow of the UK Academy of Medical Sciences.

Ivana Mišić Assistant Minister, Ministry of Health of Republic of Serbia was born in 1962. She graduated medicine and completed specialization in public health on the Faculty of Medicine in Belgrade. Further education in the area of health management, public health and health system reform was obtained during many months of training organized through recognized international universities and institutions in these areas: Hospital Management and Health Care Administration - Technion University, Israel; Health system in Transformation, Utrecht University, Netherland; Health System Reform and Sustainable Financing, World Bank Institute, USA and Hungary, etc. Since 1997 Dr Mišić has been working in the Sector for organization of health services and health inspection of the Ministry of Health. In year 2002. dr Misić is appointed as Chief of Department for organization of health care services and parallel to this, she was engaged in monitoring and implementation of

several international developmental projects and health system reforms: Primary health care system strengthening (International Committee of Red Cross, 2002.), Power Reduction Strategy (World Bank, 2003.), HIV/AIDS prevention (Global Fund, 2004.). From year 2004, as representative of the Republic of Serbia dr Mišić participates the work of the Council of Europe Committee for Health. Dr Mišić speaks English. Married, mother of two children.

Sredoje Nović Minister of Civil Affairs of Bosnia and Herzegovina, was born on February 14, 1947 in Donji Detlak. He finished primary school in Prijedor in 1962, and secondary school in Derventa in 1966. After secondary school, he graduated Law at the Faculty of Law in Sarajevo in 1970. He received his Master's degree in Law in 1982 from the Faculty of Law in Sarajevo. He started working in 1970 in the Institutes "Crvena zastava" Kragujevac. From 1972 to 1975 he worked in the Ministry of Internal Affairs of BiH. In 1975 he became the Secretary for the Constitution Protection of the Presidency of BiH. From 1983 to 1991 he was the Assistant to the Secretary of the Republic Secretariat for Internal Affairs of BiH, and Additional Secretary for the State Security. In the period from 1998 to 2001 he was the Head of the Department for the Security in Republic of Srpska and the Minister of Internal Affairs of the Republic of Srpska. From 2002 until he became the Minister of Civil Affairs, he was the Director of the State Agency for Investigations and Protection. In his work he demonstrates high level of professionalism, legality, ability to build relations and state institutions. He is not a member of any political party.

Safet Omerović Minister of Health of Federation of Bosnia and Herzegovina, was born on September 18, 1953 in Konjic. He completed primary and secondary school 1972 in Konjic, and Faculty of Medicine in Rijeka in 1977. Since 1978 he has been working as a medical doctor in the Regional Medical Centre "Dr. Safet Mujić" Mostar. He completed specialization in urology in 1985 at the Clinic for Urology in Zagreb. He completed graduate studies in surgical disciplines at the Faculty of Medicine, University of Zagreb in the period from 1983 to 1985 (Surgical Disciplines group Urology). Since 1997 he has been the Director General of RMC "Dr. Safet Mujić" Mostar. He became primarius in 1998. He completed the Master's Program - Clinical Disciplines, at the Faculty of Medicine, University of Sarajevo. On July 11, 2008 he defended the Master's thesis "Efficiency of the ultrasound guided percutaneous drainage and single aspiration with alcohol sclerotherapy in the treatment of symptomatic kidney cysts."

Susan Phillips is a family physician, a professor at Queen's University in both the School of Medicine and in Community Health and Epidemiology, and co-ordinates the integration of international medical

graduates into family medicine residency programs. As a family doctor in the remote north, downtown Toronto, and Kingston's poor north end Dr. Phillips has seen how social circumstances shape health. Her scholarship on gender, published in journals such as JAMA, the New England Journal of Medicine, Social Science and Medicine and the International Journal for Equity in Health, has led to invitations from the WHO, Swedish Research Council, the Canadian government, and Australian, Dutch, Swedish and Canadian universities to speak and facilitate their integration of equity issues into medical education, practice, policy, and research. She was the 2006 co-recipient of the AFMC's May Cohen Gender Equity Award and has just been awarded the College of Family Physicians of Canada's Equity and Diversity Award for 2009-10. She is a gender and equity consultant in the Balkans Primary Health Care Policy Project.

Tatjana Radosavljević has been the Director of the Serbian Medical Chamber since 2007. She graduated at Medical Faculty in Niš, in 1983; and specialised in Pneumophthisiology in 1989. After defending postgraduate thesis in Pulmology (1994.), and becoming a head doctor (1996.), in 2005 she successfully defended doctoral thesis in Pulmology at Medical Faculty in Belgrade. She actively participate in scientific events and publishes her papers in professional magazines in Serbia and abroad.

Radmila Ranković-Vasiljević was born on October 12, 1950. She finished High School for nurses and medical technicians of Yugoslav Red Cross and Pedagogic Faculty. She obtained her master's degree at Multidisciplinary Studies of Belgrade University, Course: Population Science. She is PhD in Education Management. She worked in area of education during her secondary school days, and continued during her university studies. For six years she worked in Zemun secondary Medical School as teacher of both theory and practice. Since 1977 she has been working in Higher Medical School. Currently, she is lecturer at subjects: Methodics and Organisation of healthcare, and Pedagogy and Andragogy. During the period 1992 – 2005, she was member of the Committee for State Exams for health profession teachers for subject of Methodics. From 1990-2004 she is Head of Nurses' Department. She is an author of the Curriculum for the study group „Vocational nursery studies“, accredited in 2007. She participated in number of professional meetings either as author of professional papers, or as a coordinator and participant of the round table, mostly tackling topic of education. She is author and co-author of 69 papers related to respective teaching areas; two basic study books for subject: Methodics and organisation of healthcare, and one for subject Pedagogy and Andragogy. She was consulting editor of five books on healthcare. She organised and realised establishment of cooperation with the Institute Santo Stefano, Italy and for the third year she has been organising all activities related to preparation of the students' visit to the Institute. She escorted the students during their visit to Italy in 2007 and 2008. In November 2007,

upon the suggestion of the Minister of Health, the Government of Republika Srpska appointed her as a five-year member of the Serbian Ethical Board.

Tomislav Stantić državni sekretar Ministarstva zdravlja Srbije, je rođen 29. 05. 1964. godine u Subotici. Medicinski fakultet Univerziteta u Novom Sadu završio je 1990. godine sa prosječnom ocenom 9,5. Specijalizaciju iz radiologije završio 1995. godine, magistrirao na temi "Značaj ultrasonografske dijagnostike u diferencijalnoj dijagnozi opstruktivnih uropatija", 2001. godine, na Medicinskom fakultetu u Novom Sadu. Radio je kao ljekar opšte prakse u Tavankutu, zatim kao specijalista radiolog u Zdravstvenom centru u Subotici, gdje je bio i načelnik Odeljenja za radiološku i ultrazvučnu dijagnostiku Opšte bolnice Subotica (1997-2004). Dr. Stantić je bio član Predsjedništva Radiološke sekcije Srbije 1997-1999 i zamjenik predsjednika Upravnog odbora ZC Subotica 2002-2004. Od 2005. godine je osnivač i ljekar specijalista u privatnoj specijalističkoj ordinaciji za Radiologiju Dijagnostički Centar Subotica. Objavio je tridesetak stručnih radova u domaćoj i stranoj medicinskoj literaturi, bio na stručnom usavršavanju u Gracu (Austrija) iz oblasti CT i MR dijagnostike tokom šest meseci 2000. godine. Govori i piše engleski i njemački, služi se francuskim i mađarskim jezikom. Oženjen je otac tri kćerke.

Sladana Šiljak je rođena 1975. godine u Tuzli gdje je završila osnovnu i srednju školu. Medicinski fakultet u Banjaluci je završila 2000. godine od kada je radila kao asistentica na Medicinskom fakultetu u Banjaluci na predmetu Socijalna medicina. Godine 2005. završava specijalizaciju iz socijalne medicine na Medicinskom fakultetu u Beogradu, a 2008. na Medicinskom fakultetu u Beogradu stiče zvanje magistricice medicinskih nauka sa tezom „Istraživanje prediktora profesionalne satisfakcije lekara u primarnoj zdravstvenoj zaštiti“. Radi u Institutu za zaštitu zdravlja Republike Srpske na mjestu načelnice Službe za socijalnu medicinu, organizaciju i ekonomiku zdravstva. Uključena je u projektne aktivnosti koje su se provodile u oblasti javnog zdravlja u Republici Srpskoj u periodu 2000. - 2003. godine u organizaciji Andaluzijske škole javnog zdravlja, PHARE projekta, EPOS- a i dr. Učestvovala je u istraživanjima zdravstvenog stanja, zdravstvenih potreba i korištenja zdravstvene zaštite i zdravstvenog ponašanja među djecom školskog uzrasta u Republici Srpskoj 2002. godine, a 2008 godine provodi istraživanje o upotrebi droga i alkohola među srednjoškolskom populacijom u Republici Srpskoj (ESPAD). U okviru projekta Politika primarne zdravstvene zaštite na Balkanu aktivno učestvuje kao član radnog tima Instituta u realizaciji istraživanja u oblasti ljudskih resursa.

Ranko Škrbić ministar zdravlja i socijalne zaštite Republike Srpske, rođen je 1961. godine u Banjoj Luci. U Banjoj Luci je završio gimnaziju, a zatim medicinski fakultet prosječnom ocjenom 9.0. Završio je postdiplomske

studije na Univerzitetu u Zagrebu, gdje je 1991. godine odbranio magistarsku tezu, a 1994. godine je na Univerzitetu u Beogradu odbranio doktorsku disertaciju. Kao stipendista Vlade Japana proveo je godinu dana na istraživačkom studiju na Sinsu univerzitetu u Japanu, a zatim završava i specijalizaciju iz Kliničke farmakologije na Univerzitetu u Novom Sadu. U više navrata je boravio na studijskim usavršavanjima u Londonu, Bristolu, Stokholmu i Barseloni. Zaposlen je na Medicinskom fakultetu u Banjoj Luci kao profesor farmakologije i šef je Zavoda za farmakologiju i toksikologiju. Osnivač je Nacionalnog informativnog centra za lijekove Republike Srpske, te Instituta za zdravstveni menadžment. Bio je i regionalni koordinator PHARE programa EU za reformu farmaceutskog sektora, te koordinator istog programa za reformu zdravstvenog sistema u BiH. Obavljao je ekspertske poslove iz oblasti farmacije i zdravstvene zaštite za Svjetsku banku, Svjetsku zdravstvenu organizaciju i UNICEF. Publikovao je nekoliko desetina naučnih radova u svjetskim i domaćim časopisima. Oženjen, otac dvoje djece.

Zvonimir Šostar pročelnik Gradskog ureda za zdravstvo, rad, socijalnu zaštitu i branitelje grada Zagreba, je rođen je 26. 08. 1956. godine u Zagrebu. Osnovnu školu i gimnaziju je završio u Zagrebu. Diplomirao na Medicinskom fakultetu Sveučilišta u Zagrebu. Radio je u Hidroelektra ambulanti opće prakse, KBC Rebro Zagreb, privatnom sektoru, a od 2000. godine je pročelnik Gradskog ureda za zdravstvo, rad, socijalnu zaštitu i branitelje grada Zagreba. Od 2005. godine pozvan kao predavač na Harvard Medical School. Oženjen, otac dviju kćeri.

Maja Todorović direktorica Doma zdravlja Obrenovac, specijalistkinja interne medicine, je rođena 1964 godine. Diplomirala na Medicinskom fakultetu Univerziteta u Beogradu 1989 godine. Specijalizaciju interne medicine završila u Beogradu 2002 godine. Završila edukaciju ultrazvučne dijagnostike abdomena, štitne žlijezde i srca. Radnica DZ Obrenovac 20 godina. Direktorica DZ Obrenovac od 2007 godine. Završila edukaciju Zdravstvenog menadžmenta na FON-u. Polaznica brojnih edukacija i učesnica na brojnim kongresima u zemlji i inostranstvu. Kao direktorica DZ Obrenovac, a ispred Gradske opštine Obrenovac, primila nagradu za osvojeno Prvo mesto za primer najbolje prakse u lokalnoj samoupravi u kategoriji „Borba protiv socijalne isključenosti“, od Stalne konferencije gradova i opština, za Projekat „Program javnih radova: Zdravstvena zaštita i njega starih, nemoćnih lica u stanju socijalne potrebe bez adekvatne porodnične podrške“. Participantica u CIDA projektu „Politika primarne zdravstvene zaštite na Balkanu“, u okviru koga je DZ Obrenovac dobio sertifikat kao akreditovan dom zdravlja. Udata, majka troje dece.

Jasminka Vučković is senior consultant for primary healthcare and public health within the Ministry of Health and Social Welfare in

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Republika Srpska. Medical Faculty and specialisation in general medicine she completed in Banja Luka. Four year after passing of a specialisation exam she completed additional training programme in family medicine. For ten years she had worked in different departments of the primary health care of PHCC Banja Luka. She also was a regional coordinator for EU PHARE Programme – part of Project for Development of the Integral Public health Plan in cooperation with the Andalusian Public Health School, and also within the EU CARDS programme in cooperation with the World Health Organisation – as a coordinator of the health System Reform Project in BiH. On number of occasions she attended professional education sessions and made number of study visits to: Great Britain, Hungary, Serbia, Austria, Italy, Switzerland, Estonia, Canada, etc. During the course of two years working with the Health Insurance Fund she performed duties of an independent consultant for primary healthcare. As of April 2006, she works in the Health Department within the Ministry of Health and Social Welfare of Republika Srpska. She actively participate in different projects funded by the World Health Organisation EU, Swiss Government, the World Bank (HSEP Project), Decade of Roma People, SPIS Project funded by UNICEF, CIDA Projects, etc. Currently, within the "Balkans Primary Healthcare Policy" she is bringing to the end her Master's studies in area of Human Resources Management at the Keele University, Great Britain.

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