



BALKAN PRIMARY HEALTH CARE POLICY PROJECT



Dear readers,

The last issue of the BPHCPP newsletter for 2008 brings you two comprehensive reports on two high profile events organized by BPHCP Project namely: a regional Conference "The Future of Primary Health Care in the Balkans" and a study tour for project partners from Serbia and Bosnia and Herzegovina that included participation in 15th Canadian Conference on International Health (CCIH).

Other pages will provide you an update on regular BPHCP Project activities in Serbia and Bosnia and Herzegovina. It also brings you the report on some activities by our sister Balkans Youth and Health Project. Enjoy reading with our best wishes for a happy and successful new year.

BPHCP Project Team

Regional conference "The Future of Primary Health Care in the Balkans"

The Balkans Primary Health Care Policy Project (BPHCPP), Ministry of Health of Republic of Serbia and Belgrade City Secretariat for Health organized a two-day regional conference "The Future of Primary Health Care in the Balkans", in "Stari Dvor" in Belgrade on 13 and 14 October 2008. Over 230 participants from Serbia and Bosnia and Herzegovina, and the region took part in the conference. Among them were high representatives from Ministry of Health of Serbia, Ministry of Civil Affairs of Bosnia and Herzegovina, Ministry of Health of Federation of Bosnia and Herzegovina, BiH, Ministry of Health and Social Welfare of Republic of Srpska, BiH, and Ministries of Health of Albania, Montenegro, Bulgaria and Romania.

About the conference

This was the second of conferences planned within the implementation of the Balkans Primary Health Care Policy Project. The total value of the project, lasting between September 2006 and September 2009, is CAD 7 million and is financed by the Canadian Government through CIDA (Canadian International Development Agency). Project is implemented in Serbia and Bosnia and Herzegovina.

Orvill Adams, Project Director, welcomed all participants on behalf of CIDA, Queen's University and the Canadian Society for International Health. He stressed that our challenges in Primary Health Care are shared ones and we can improve by building on good practices, and minimizing mistakes by learning from them.

"Thirty years after World Health Organization defined strategic directions of primary health care in this area, key messages are repeated and we are learning from our experiences. Role of this component of health care

is not replaceable and we have to keep in mind that the first contact that citizens, no matter population, have with the health care system is with institutions of primary health care" highlighted Tomica Milosavljević, Minister of Health of Serbia, opening the conference.

Minister Milosavljević said he is certain that in the Balkan region, where we all have different kind of experiences, primary health care is a field where we can learn a lot from each other.

"The most important part of the health care for Belgrade is primary health care, but we still need to find the balance between the amount of money that we have and citizen's needs. That is not an easy job. In the next few years priority will be improving the quality of primary health care" – said Dragan Djilas, Mayor of Belgrade.

"Often we, who are on the top of the system, are criticized that we are slow in conducting

This project is funded by the Canadian Government, through the Canadian International Development Agency



Canadian International
Development Agency

Agence canadienne de
développement international



reforms in health care system. On the other hand, people in charge of health care in England, said to me that they are conducting reforms from 1948 till now, and the process is still not finished. Health care system needs to change constantly and adapt according to the new circumstances. We are not wearing what we wore in seventies.” – said Ranko Škrbić, Minister of Health and Social Welfare in Republic of Srpska, BiH.

Safet Omerović, Minister of Health, Federation of Bosnia and Herzegovina mentioned that these conferences are very significant for the region and that we need to continue these exchanges of experience beyond the current project.

Mircea Manuc, State Secretary, Ministry of Health of Romania and Gorica Savović, Assistant Minister from Ministry of Health of Montenegro, also highlighted importance of primary health care and welcomed all participants and the idea to organize events of this kind. They have also used opening time to say something about primary health care in their countries.

Presentations and roundtable

Outstanding presentations that gave a lot of important information and attracted special attention of the participants were given in opening presentations by Laurie McMahon expert for health care policy, professor at the City University in London, UK and Danica Rotar Pavlič, professor at the Family Medicine Department of the Medical School in Ljubljana, Slovenia, representing European Forum for Primary Health Care and WONCA Europe.

Serbian Minister of Health, Tomica Milosavljević gave valuable and detailed presentation about reforms in primary health care in Serbia. This presentation was followed with useful presentations that initiated many discussions, by the representatives of the abovementioned ministries as well as the experts from the Faculty of Medicine of Belgrade University, Ministry of Health of Poland, Primary Health Care Demonstration Sites and consultants within Balkans Youth and Health Project.

Performance titled “Faces of Primary Health Care” was very well accepted and made quite an impression in the audience. Members of theatrical group “Miracle Factory”, were the one who delivered this inspiring play about improving relationship between health care workers and consumers.



Participants in the conference had an opportunity to take part in the discussion organized as a part of the roundtable, entitled "Changing Traditional Roles of Stakeholders in PHC", where they talked directly to different stakeholders in the health care system including consumers, young people, representatives of ministries of health, chambers and association, private health care sector, primary health care centres, who also actively participated in the discussions. Moderation by the journalist from national TV station in Serbia, added to content of discussion.

Visiting Primary Health Care Centre "Stari Grad" in Belgrade.

As part of the Conference, delegation consisting of high representatives of Ministries of Health of Romania, Albania, Montenegro, Hungary, Bosnia and Herzegovina visited Primary Health Care Centre (dom zdravlja) "Stari Grad" one of demonstration sites within the project. Delegation was led by Serbian Minister of Health, Tomica Milosavljević and State Secretary, Željko Milošević.

Press conference was held in this institution and afterwards delegation visited main departments within this centre, in order to be acquainted with organization of primary health care in Serbia.

In the press conference Mr. Tomica Milosavljević highlighted the importance for the citizens to choose their GP (chosen doctor) since this is the only way to improve prevention activities. He said that Primary Health Care Centre "Stari Grad" will be the example of good practice once they improve their preventive work, including number of patients with their blood pressure and sugar level checked when they organize regular checkups in schools and faculties and develop reporting the results to citizens/consumers.

Director of "Stari Grad" Ljubiša Perišić talked about achievements of this institution, importance of being involved in the BPHCP Project and said that institution that he is leading is trying to keep up with current trends within the health care.

Ranko Škrbić talked about the importance of prevention stating that now all "Ministries of Health in the region should be called ministries for disease" considering that they are all dealing more with consequences of diseases and less with preserving health. He also highlighted importance of primary health care and the concept of family doctor.

Goran Čerkez, Assistant Minister, Federal Ministry of Health BiH, once again pointed out that these kinds of events on regional level are great opportunities to exchange experiences and knowledge. He announced that the Third Regional Conference within BPHCPP will be organized in Sarajevo next year.

Conclusions

During conclusion and evaluation of the conference, the organizers and hosts received many words of praise. They were also very satisfied with this successful and highly useful meeting of representatives of the health care sector from the Balkan region.

Presentations and roundtable discussion revealed how important is to involve all of the stakeholders, above all consumers, into policy making process. Special focus of that inclusion should be on the vulnerable groups but also on support of decision makers to consumers, building partnership and good relations between consumers and health care professionals.

Primary health care systems should be improved in a manner to be more flexible and able to better respond to needs of its consumers in the future but the process of change should always be considered both in its content and its context. It was also highlighted that prevention and promotion should be much more present in primary health care.

In his closing remarks, Serbian Minister of Health, Tomica Milosavljević, thanked everyone for taking part in the conference and project for organizing it. At the end he stated the need and benefits of such events and expressed his hope that they will be organized in future as well.

Delegation from the Balkans participated at the CSIH Annual Conference

The Balkans Primary Health Care Policy Project organized a study tour for providers of Primary Health Care (PHC) in The Republic of Serbia and a policy maker working on PHC issues from The Republic of Srpska, Bosnia and Herzegovina (BiH). Unfortunately, our colleagues from Federation of BiH, BiH were not able to join us during this visit.

The Study Tour had two distinct components:

1. Participation in 15th Canadian Conference on International Health (CCIH);
2. Visits to Canadian Health Institutions working at the PHC level and the interface between PHC and secondary care.

The CCIH brings together policy makers, providers, researchers and health care analysts from all parts of the world. It provides a forum for discussion of health services research, health sector reforms, health and development and the critical role individuals in the different aspects of health care.

This year's theme of the CCIH was "Checking in: Health for All or Health for Some", with particular focus on primary health care. The Conference brought together experts and practitioners from all continents to present and discuss aspects of PHC and how it addresses the needs of the populations, especially the most vulnerable. More than 500 people, representing more than 30 countries, attended this year's Conference.

Senior representatives of international organizations, health care institutions, international NGOs and public and regulating institutions gave an overview of different actions towards improving equity and access to health care. The following three major reports produced in 2008 were the basis of discussion: *Closing the gap in a generation: health equity through action on the social determinants of health* produced by the Commission on Social Determinants of Health of the WHO; *Primary Health Care: Now More Than Ever*, World Health Report 2008 of the WHO and *Global Health Watch 2: An Alternative World Health Report*, produced by the People's Health Movement, Medact and Global Equity Gauge Alliance 2008.

The speakers all emphasized the critical roles that individuals and communities are playing in primary health care. Common themes reinforced by many of the keynote speakers included the need to strengthen the voice of civil society, to engage the private sector and for governments to demonstrate greater accountability for quality health care.

Keynote speaker, Dr. Ruth Wilson, President of Family Physicians of Canada, and professor of Family Medicine at Queen's University in Kingston, pointed out that PHC reform in Canada supports greater use of group practice. As a consultant to the BPHCP Project, Dr. Wilson visited Kraljevo, and was impressed with the work of the PHC Centre in Kraljevo, particularly in areas such as the registration of the population and the approach to team work. Dr. Wilson, recognized the Serbian delegation of Dom Zdravlja Directors and told the audience that some parts of PHC delivery model in Serbia was one from which Canada could learn.

The Balkan's delegation had responsibility for a three hour Symposium entitled '*Getting Past the Rhetoric – Tackling Barriers to an effective PHC System in the Balkans*'. It included presentations on the context of health systems in Balkans and in Canada (Mirjana Krcevinac, PHC Center Kraljevo, Serbia; Jasminka Vuckovic MoHSA Republic of Srpska, Bosnia and Herzegovina; and Karen Gibbons, project consultant from Canada, presentations on project activities (Zorica Marinic, PHC Center Secanj, Serbia and Natasa Tomic, Project Coordinator, Republic of Srpska, Bosnia and Herzegovina). The Symposium, moderated by Orvill Adams, Project Director, provided the attendees with an overview of approaches that are being taken to improve PHC in different jurisdictions and lessons learned during the implementation of the project. The presentations provided an overview of the context within which PHC reform is taking place and the different policies and strategies that are being applied in the respective jurisdictions (see website <http://www.canbhp.org/cktc-regional/english/links.html#tm>).

The challenges being faced in Serbia and in Bosnia and Herzegovina were highlighted. It was clear to the audience that these challenges are common to all countries engaged in PHC reforms. The need to increase the involvement of consumers in policy and provision; to focus more on prevention and promotion and to better align financing systems and payment methods in order to provide the right incentives to health workers are a few of the common challenges.

The audience was appreciative of the presentations and the insights they provided into the PHC systems in the Balkans, particularly from the perspective of service providers.

The second component of the Study Tour was a programme of visits to Canadian health planning, service delivery and academic institutions – at different levels and across the continuum of care. The visits provided participants with opportunities for discussions, professional exchange, sharing and learning about approaches, tools and instruments that Canadian institutions are using to improve performance, quality and efficiency of primary health care.

The Study Tour Group met with Dr. François-Gilles Boucher, Assistant Professor and Director of Postgraduate Education at the Department of Family Medicine, University of Ottawa at the Elizabeth Bruyere Family Medicine Teaching Centre. The Department of Family Medicine at the University of Ottawa has a long and strong tradition in the areas of clinical care, education and research. Supported by 19 full-time faculty and 262 of voluntary part-time teachers, the Department has an exceptionally strong post-



graduate program that includes opportunities for residents to train in Northern Ontario, in French language, in numerous urban and rural community sites and at two large Family Medicine teaching centres affiliated with the Ottawa Hospital. The postgraduate program is one of the most highly sought after educational programs in family medicine in Canada by medical students.

The participants then met with Mr. David Gibson, Executive Director of the Sandy Hill Community Health Centre in Ottawa. The Sandy Hill Community Health Centre is an example of PHC provision which combines health and social services. In these organizations services are delivered by a range of providers who include; family doctors, nurses and nurse practitioners, therapists and social workers. The Sandy Hill Community Health Centre works with most vulnerable groups of populations on different preventative, health promotion and harm reduction programs. The meeting was also used for the discussion of issues relevant to management, leadership, implementing best practices, as well as quality assurance in community health centers in Canada.

On the second day, the group was divided in two parts and had separate visits. The first group's visits focused on issues of planning for PHC – from education of PHC providers to work within the system to the implementation of services at the local level. The second group visited health facilities and discussed issues of service integration.

First part of the Group met with Dr. Jacques Lemelin, Chair of the Department of Family Medicine at the University of Ottawa and learned about experiences on undergraduate primary health care education, primary health services planning and primary health care research.

During the second part of the day they met with Vivian Thompson and Karen Patzer, Senior Planners at the Champlain Local Health Integration Network (LHIN), Ontario Ministry of Health and Long-Term Care. The role of the Champlain LHIN is planning, coordinating and funding health services in Hospitals, Community Care Access Centre (CCAC or home care), addictions and Mental Health Agencies, Community Support Services, Community Health Centres (CHCs) and Long-term Care Homes. The Champlain LHIN is responsible for services for a population of slightly more than 1.1 million, representing about 10% of the population of Ontario. One of the important roles of the LHIN is ensuring information flow across the different levels of care. They are working, for example, on streamlining health services across the network, reducing duplications and waiting times.

The second part of the study group met with Dr. Guy Hébert, Head of the Civic Campus Emergency Department and Ms. Cheryl Geymonat, Clinical Manager of emergency facilities at the Ottawa Hospital Civic Campus. Apart from having a tour at the facilities, topics that were covered during presentations were organization and provision of emergency care services to the community; roles of nurses, physicians and paramedics in providing emergency care services and; programs, partnerships, and current issues in emergency care services of the Ottawa Hospital. Of particular interest was the use of practice guidelines in the delivery of emergency care – this included the first response guidelines for use by paramedics and the triage guidelines for the nurses.

The group then visited the Perley and Rideau Veterans' Health Centre where they met with the team led by Mr. Greg Fougere, Executive Director and Chief Executive Officer. The Perley and Rideau Veterans' Health Centre is a long-term care facility known for innovation and leadership in geriatrics, specialization in dementia programming and exceptional Volunteer, Recreation and Creative Arts services. Opened in 1995 the Perley Rideau is home to 450 residents, 250 of whom are veterans. The Perley Rideau offers long-term, short-term, respite, and convalescent care. Topics covered during the joint presentation of CEO and the Medical Director were long-term care programs and services in Canada and linkages of long-term care programs with PHC, community programs and other health services. The shortages of capacities compared to the growing need of aging population and strategies to overcome these issues were discussed. There are shortages of beds in long term care which is putting a strain on acute care facilities. The waiting lists for long term care are growing. In addition the shortage of nursing personnel is affecting all levels of the health care system.

On the last day the whole study group met with Dr. Jeffrey Turnbull, Chief of Staff of the Ottawa Hospital, responsible also for continuous quality management and improvement. Dr. Jeffrey Turnbull is a physician and researcher who has played an important role in health planning and policy development in Canada, at national and provincial levels and is responsible for the planning of specialist health services delivery and innovative programs to meet the needs of the Ottawa community, both in highly specialized areas and through outreach clinics to underserved areas or the homeless. The Ottawa Hospital is a compassionate provider of patient-centered health services with an emphasis on tertiary-level and specialty care, primarily for residents of Eastern Ontario. After overview of developments for over 20 years and discussion on current issues and initiatives regarding improvement of quality of services delivered, study group was taken to a tour to day-care surgery and intensive care unit departments.

The Embassies of Bosnia and Herzegovina and Serbia contributed to the social part of the Study Tour: Ambassador of Serbia, Dusan Batakovic and Ambassador of Bosnia and Herzegovina Milenko Mistic jointly organized a reception for all counterparts from Canada and Balkans at the Residency House of the Embassy of the Republic of Serbia. During the Conference, Branimir Filipović, Minister-Counselor of the Serbian Embassy, also attended the Symposium as well as other social events; this gave him the opportunity to meet with the delegates from the PHC Project as well as participants from the Balkans Youth and Health Project, who were also attending the Conference. CIDA representatives (Country Manager, Jim Sutherland, and Program Officer, Gina Watson) also attended the presentations as well as the Reception at the Serbian Embassy; these interactions afforded CIDA the opportunity to gain a firsthand appreciation of the work that is being done and the overall commitment of the project partners.

"I am most pleased to be able to comment on the Canadian cooperation, funded by CIDA in primary health care and youth health in Serbia. These projects have been making a very relevant and significant impact on our ability to address appropriate health reform in Serbia and generally encourage current reform process in Serbia, which started couple years before.

This cooperation through these two important projects has exemplified the Canadian approach which we so value, that of listening to our needs, working collaboratively and building and sharing expertise, knowledge and skills. Over the last 3 years, these projects have worked extensively with the Ministry of Health, Health Centers (dom zdravlja), Institutes of Public Health and youth groups to identify Serbian priorities, challenges and a way forward that will be consistent with our approach to promote health system in Serbia to address the needs of the ordinary citizens, while learning and building our ability to reflect international best practices and policies.

The study tour in Canada, held at the end of October was very well organized by the Canadian Society for International Health and CIDA that we highly appreciate. Our doctors from Health Centers in Serbia had very good opportunity to see various Canadian institutions and exchange the views with Canadian colleagues on most relevant topics in area of primary health care and youth care.



During the visit our doctors used the opportunity to present experience from the primary health care system in Serbia and current achievements.

It afforded me the opportunity to meet many of the senior officials and health experts from Serbia who have been actively participating in these projects. I was pleased that the Embassy of the Republic of Serbia was actively involved in this project. We are ready to assist and support future activities of these projects and looking forward to cooperating with relevant Canadian institutions. I am deeply convinced that the results of this cooperation will be sustained for many years in Serbia." Bраниmir Filipović, Minister – Counselor, Embassy of the Republic of Serbia in Canada

Despite the fact that the time period for the Study Tour was short, the learning objectives were met. The participants from Serbia and Bosnia and Herzegovina had an opportunity to interact with senior managers working in different aspects of PHC and its interface with long term care and secondary care. They were able to discuss how similar challenges are being addressed and what is working and what is not. Study visits contribute to the understanding of the visitors and the people being visited. It helps those being visited to critically think about what they are doing because they are asked question from people with fresh perspectives.

The visitors not only see and learn about new things, they gain insight into how they can improve on what they are currently doing. More importantly it allows them to see that some of the things they are doing are good and should be built upon. Study visits can open our eyes to new things and reinforce current good practice.

Past Events

BOSNIA AND HERZEGOVINA

Meetings of the Advisory Groups

In September the Advisory Groups for each entity met in preparation of the Fall activities. The Project team presented the report on activities and workplan for the upcoming period.

The meeting of the FBiH Advisory Group for Development of Human Resources in Health Sector was held on September 17th, 2008, in Sarajevo. The Group had very good discussion on the project report for the period September 2007 to September 2008, and they agreed that plan of activities has been successfully realized. In cooperation with governmental and nongovernmental organizations and other partners, significant results have been achieved in all project components.

Also, the issue of university educated nurses and their position in health sector was discussed by the Group, and in this respect all participants of the meeting supported idea to organize a meeting between responsible representatives of Federal Ministry of Health, Ministry of Education, Ministry of Labour, universities, and nursing associations.

The meeting of the RS Advisory Group was held on September 29, 2008 in Banja Luka. Minister of Health and Social Welfare, Dr. Ranko Skrbic, attended one part of the meeting. Past and future activities have been reviewed and it was concluded that the project is progressing well according to the plans. RS PHI expressed their interest in getting more involved in the project in order to meet their expectations from the project, in particular strengthening their capacity in implementation of HRH planning methodologies. This issue will be separately discussed with the representatives of the Ministry and PHI to agree on the activities until the end of the project.

Capacity Strengthening in HRH Planning: Module 3 - Teams and Teambuilding Training and Module 4 – Information for Policy were held in Banja Luka and Sarajevo

On September 29, 2008, the 3rd Module of Capacity Strengthening in HRH Planning: "Teams and Teambuilding" was held in Banja Luka for managers of PHC institutions. The principles of functioning of teams within health sector, primarily within the PHC, were presented along with the strategies for managers on how to build effective teams. Workshops were attended by more than 40 participants. Third Module was also held in Sarajevo on 6th October 2008. Sally MacLean and Djenana Jalovic facilitated the Module which was attended by 26 participants. Participants in Banja Luka and Sarajevo expressed their satisfaction with the presentations and topics.

The 4th Module: Information for Policy was held in Sarajevo on November 19 and in Banja Luka on December 5. With participation of over 60 representatives of ministries of health, health insurance funds, public health institutes and health institutions, this was the last Module of the Capacity Strengthening Program in HRH Planning for participants in Bosnia and Herzegovina. Following the certificate awarding, participants expressed their gratitude for the opportunity to participate in the training program.

Gender and Professional Organizations Training held in Banja Luka

Fourth Module of the Training for Professional Organizations: Gender and Professional Organizations, was held in Banja Luka on September 19, 2008. S. Phillips and S. Savicic facilitated the module for 30 representatives of professional organizations from RS.

Gender and Professional Organizations Training held in Banja Luka

On 9th of October the meeting of associations of physiotherapists in Bosnia and Herzegovina and Worlds Confederation was held in Sarajevo. The meeting was attended by 15 participants. Malcolm Peat led the meeting. WCPT was represented by Secretary General Brenda Myers and Antonio Lopez, Chair of the European Region of WCPT and Chair of the Region's working group on education.

Meeting was a forum to highlight the priorities for physiotherapists in Bosnia and Herzegovina. One of hindrance to further development is absence of the BH association. Project will support the initiative to establish BH association of physiotherapists. Next meeting was held on November 8, 2008 in Brcko.

Malcolm Peat and Djenana Jalovic facilitated a meeting of the Deans of Schools for Physiotherapy and Nursing, and WCPT Secretary General. The meeting was held on 10th of October and attended by 45 participants. The purpose of the meeting was twofold – to present curricula on BH university and seek a necessary degree of harmonization and second, to discuss requirements in education of physiotherapists as the country approaches EU. Representatives of the associations of physiotherapist were also present at this meeting.

Master's Program in Human Resources for Health

The last residential module of the Keele University Master's Program in Human Resources for Health for graduate students from Bosnia and Herzegovina was completed in Banja Luka in the first week of October. In the period from October 2008 to September 2009, the students will work on preparation of their theses.

HRH Planning

A series of activities were held as part of the HRH planning process. This includes completion of draft reports on human resources by entity Public Health Institutes, focus group meeting for specialists in primary health care in Republic of Srpska, survey of key informants from 12 specialty groups in Federation of BiH, and two meetings of Expert Panels held in Banjaluka, December 3 and 4, and Sarajevo, December 15 and 16. The Panels provided their expert opinion on current norms and standards for different specialties as well as on parameters for setting the service targets for the adjusted service target planning model that will be used in BiH for the development of the HRH plan.

SERBIA

PHC Policy Dialogue in Serbia

Third PHC Policy Dialogue in Serbia took place between July 30th and August 1st, 2008, in Mokra Gora on mountain of Tara. The topic of this dialogue was the scope and content of primary health care and it was organized for representatives of the Ministry of Health, Standing Conference of Cities and Municipalities of Serbia, Local Self Governances, Institutes of Public Health, Demonstration Sites PHC Centers (dom zdravlja), Consumers' Groups and International Development Partners. The background paper on the situation in Serbia regarding the scope of PHC practice was prepared by the institute of Public Health of Serbia prior to the Policy Dialogue in order to facilitate the discussion. Susan Phillips has prepared the Background Paper on international experiences and gave the keynote presentation.

PHC Policy Dialogue in Mokra Gora was co-hosted by PHC Center Uzice: the whole social program was organized and hosted by DZ Uzice and very much appreciated by all participants.

Policy Dialogue was also the opportunity to share with participants the Draft Guide for Patient Centered Care in PHC. Draft Guide was prepared by Susan Phillips and discussed with Project WG on Education of PHC Professionals and other stakeholders in Serbia: comments had been collected and second draft was distributed to participants at the Dialogue.

Project Steering Committee Meeting in Serbia

Project Steering Committee meeting took place on September 30th in Project office in Belgrade. Apart from official representatives in the Committee – CIDA Health Officer and Assistant Minister of Health of Serbia, CIDA Team and Project team – meeting was attended by the representatives of other major CIDA funded "sister projects", as well as representatives of partner regulatory and health institutions and consumers. At the meeting, project activities have been reported and reviewed and the annual work plan was approved.

Accreditation of PHC Centers in Demonstration Sites

Closing Conference on Accreditation of health institutions in Serbia took place in Nis, on September 23rd and 24th. This event was the final activity in the process where the Ministry of Health of Serbia has tested and surveyed draft accreditation standards for hospitals and PHC centers (dom zdravlja) in Serbia. 4 hospitals and 16 DZs participated in this process. Out of 16 DZs, Project has supported the process in 7 Demonstration Sites with its funds and 3 Demonstration Sites were included in the process through the Ministry of Health. The whole process gave an opportunity for PHC providers' institutions to mobilize large number of staff in improvement of quality of delivered services through accreditation. According to the feedback from Demonstration Sites PHC Centers, the whole process gave an opportunity to review the work of the whole organization, to strengthen governance and management of DZs and to work jointly for quality and safety of their consumers.

Role of Providers

Sally MacLean led the major workshop, organized jointly by the Serbian Chamber of Nurses and Technicians and the Project where the representatives of all leading nursing organizations took part. The purpose of having the meeting was the presentation of Background Paper "Education and Organization of Nurses and Midwives in Serbia" and agreement on further steps for different leaders in nursing profession. Main goal of the meeting was to discuss the position of different nursing associations and representatives of the profession in regards to nursing education in Serbia.



Major agreed directions to move forward and the framework for nursing education in Serbia will be the WHO Strategy for Education of Nurses and Midwives and Bologna Process. It was concluded that 1) Board for Education of Serbian Chamber of Nurses and Technicians will endorse and accept the Nursing Education Background Paper "Education of Nurses and Midwives in Serbia – Present and Future" as a baseline document for further actions regarding the education of nurses and midwives in Serbia; 2) At its next session, Education Board will appoint the Working Group that will follow up on recommendations from the Background Paper and develop the plan of action for further development of education system for nurses and midwives in Serbia.

Upcoming Events

Bosnia and Herzegovina

A series of meetings with a range of stakeholders involved in HRH planning in Bosnia and Herzegovina will be held in January and February. The release of reports by the entity Public Health Institutes are planned for the first quarter of 2009.

Serbia

Fourth PHC Policy Dialogue *Policy and Priority Strategic Directions on PHC Services in Serbia* will take place in Subotica, on January 22nd and 23rd, 2008. This Policy Dialogue will bring together representatives of providers (DZs), Ministry of Health, Institutes of Public Health, Local Self Government, and Consumers to discuss and provide inputs for PHC Policy Documents for Serbia.

Canadian Projects in the Balkans: Highlights

Balkans Youth and Health Project Youth Participation

This year's EXIT festival, held from July 10-13, at Novi Sad, Serbia, was an occasion for launching Balkans Youth and Health Project (BYHP) photo contest.

On that account, special promotional materials have been developed, that were shared on the festival by volunteers, who have also presented aims of BYHP and Youth Voices methodology. Over 2500 pocket calendars (July 08 – July 09) and bookmarks have been shared, and a number of young people have filled out questionnaires,



aimed to provide ideas on how youth art can be used as a tool for introducing the social change. Young people have positive reaction for making public photo exhibitions done by their peers (in schools, health centers, squares, youth clubs, etc.), as well as introducing and implementing youth voices methodology in education system (classes in schools and universities, lectures, workshops, etc.).

This photo contest is another step towards designing and producing the manual on youth voices methodology and youth engagement generally. The best photos will be used in the manual, and their respective authors will be awarded with tickets for EXIT 09. The deadline for sending photos was October 1, and all information can be obtained at www.canbhp.org.

Exhibition of the "Youth Voices" group from Novi Pazar was held in Multimedia centre, in Novi Pazar, on Friday, June 20th 2008. Exhibition was opened by: Ljiljana Kostić, Red Cross Novi Pazar, Sadik Ugljanin, coordinator for education, Municipality Novi Pazar, Jelena Curcic, coordinator of Balkans Youth and Health Project for Serbia and Erna Oklapi, representative of "Youth Voices" from Novi Pazar.

Goal of this exhibition was to promote youth activism and youth participation in public life in Novi Pazar and in all activities that are connected to youth health and that affect their lives. Exhibition is product of few



months work of group "Youth Voices" from Novi Pazar that is consisting of young people from different non-governmental organizations. They are using photography to express problems that young people are facing and to offer possible solutions.

BALKAN PRIMARY HEALTH CARE PROJECT

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