

"Establishment of the Public Agency for Accreditation and Continuous Quality Improvement of Health Care in Serbia" is a joint project of the Ministry of Health of Republic of Serbia and the European Union for whose implementation the EU has secured EUR 1.5 million from the IPA financial instrument for Serbia. The Project has an 22 month duration - 15 June 2009 – 14 April 2011.

Project activities will be published quarterly in Accreditation Newsletter.

For more information about project please visit web-site www.accreditationproject.rs

Sincerely, Project team

The project activities in September and October focussed on continual medical education seminars for external surveyors organized by the Belgrade School of Medicine/School of Public Health and the Accreditation Agency. Over 100 participants passed through the training programme comprised of 11 seminars. The Project team expects that this programme of continuous education will enable health care workers and associates to face the challenges of continuous improvement in the quality and safety of health care and accreditation with improved skills and capacities and that they will acquire the knowledge and skills necessary for the management of quality and safety at their respective health care institutions, to the ultimate benefit of the patients and communities which they serve. The Accreditation project will continue its activities until April 2011 and this extension will ensure support to the Accreditation Agency to evaluate the results of testing proposed national accreditation programme in pilot site health care institutions.



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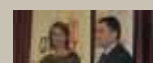
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Establishment of the Public Agency for Accreditation and Continuous Quality Improvement of Health Care in Serbia
A project funded by the European Union



Workshop on quality indicators

The third workshop on quality indicators, which are proposed to be part of the Accreditation Survey, was organized by the EU funded Project „Establishment of the Public Agency for Accreditation and Continuous Quality Improvement of Health Care in Serbia“ and held in Hotel M in Belgrade on October 28, 2010.

The introductory speech was given by George Boulton, Policy and Systems Expert on the Project. He informed the participants from all 37 pilot sites that the objective of the workshop is to follow-up on the workshop held in June, to provide feedback regarding pilot sites data collection June-July 2010 to each health care institution and to establish targets for each indicator.



James Coles, Indicator Development Expert, gave an overall summary on the results of the core set of quality indicators collected by Dom Zdravlja's and hospitals/clinical centers/clinical hospital centers, followed by a description of indicator feedback graphs and addressed possible data quality issues. He stated that there was a scale of variability between organisations, and explained that it may suggest some differences in recording methods, or differences in practice in the health care institutions. However, he stressed that the summary statistics are comparable to those reported elsewhere e.g. Health Insurance Fund, Batut - Institute of Public Health of Serbia.



Miroslav Obrovacki, Training Programme Coordinator, EPOS Prof. Dr. Snezana Simic, Quality in Health Care Programme Expert, EPOS and Aleksandar Labus, Senior professional associate for quality improvement, AZUS held the group work: consideration and interpretation of feedback of indicators and analysis of the indicator's targets.



James Coles observed the need for an additional and better definition of quality indicators in order to avoid confusion or misunderstanding due to differences in population, level of equipment capacity and organizational structure of the healthcare institution. He stressed that there are three main areas of focus: to extend the collection of data to other hospitals and DZs (to increase knowledge how to improve the indicators throughout health care institutions in Serbia, and to improve the targets), to integrate the indicators with the accreditation standards, and to help organisations understand how to achieve better outcomes, by improving their care processes.

The overall conclusion was that the workshop on quality indicators was extremely useful since representatives from the participating health care institutions had the possibility to compare results, interact with their colleagues, receive direct feedback on their data, and raise numerous questions, which was the goal of this workshop.

International ISQua Conference

The 26th Conference of the International Society for Quality in Health Care (www.isqua.org) was held in Paris this year from the 10th-13th October. The main theme of the conference was „Quality Outcomes: Achieving Patient Improvement“. Over 1100 delegates from 67 countries participated in the conference.

Dr. Snezana Manic, Director of the Agency for Accreditation of Health Care Institutions in Serbia, and Dr. Vesna Horozovic, from the Institute of Public Health „Dr Milan Jovanović Batut“ and member of AZUS Management board attended the conference with the support of the



Project „Establishment of the Public Agency for Accreditation and Continuous Quality Improvement of Health Care in Serbia”.



Visit to NICE

With the support of the Project „Establishment of the Public Agency for Accreditation and Continuous Quality Improvement of Health Care in Serbia”, Dr. Snezana Manic, Director of the Agency for Accreditation of Health Care Institutions in Serbia (AZUS), Dr. Nevena Karanovic, State Secretary in the Ministry of Health of the Republic of Serbia, Dr. Ivana Mistic, Assistant to the Minister of Health, Vladimir Arsenovic, AZUS and Sasa Rikanovic, Coordinator of the DILS Project, visited NICE from the 26th-30th September. The goal of this visit was to exchange information on clinical guidelines and assessment of health technologies. During the two-day visit, NICE presented its work/method of operation in detail.



On the third day, the delegation visited the newly formed regulatory body in the field of primary pharmaceutical health care – The General Pharmaceutical Council.

The delegation from Serbia also visited one of the largest hospitals in the United Kingdom, Guy's and St Thomas' Hospital in London.



6th National Conference on Continuous Quality Improvement in Health Care

The 6th National Conference on Continuous Quality Improvement in Health Care was held on September 29th in Belgrade at the Continental Hotel. Prof. Dr. Tomica Milosavljevic, Serbian Minister of Health, opened the Conference by addressing more than 650 health professionals.



Among the presenters was also Miroslav Obrovacki, Training Programme Coordinator on the Project for the “Establishment of the Public Agency for Accreditation and Continuous Quality Improvement of Health Care in Serbia”, who presented the results of the Project on the topic of quality indicators as part of the accreditation survey process. He stressed that during Project Indicator workshops held April-June 2010, a consensus between clinicians and managers of health care institutions was established and 37 pilot sites took part in data collection over the summer.

Miroslav Obrovacki further stressed that the involvement, in the upcoming October workshop, of clinicians and managers from the pilot health care organizations who have collected the pilot data will be important par-





ticularly in respect of the discussions around targets in order to bring about improvements in health care provision in Serbia. All parties will discuss the report identifying requirements for incorporating indicators and targets into an integrated quality improvement reporting system, as well as short, mid and long-term targets. He also announced that in December the Project will issue a document outlining a development path for the use of indicators post 2010.



Marija Mitic, Senior Professional Associate for Accreditation Standards at the Agency for Accreditation of Health Care Institutions in Serbia presented what the Agency has done until now, as well as plans for the future, mentioning in particular the renewed accreditation of institutions in which the process was tested in the years 2006-2008. She also stated that in June 2011, the Agency will present the results of the evaluation of quality of health care institution services in accordance with accreditation standards.

Continuous Medical Education Programme

The Continuous Medical Education (CME) programme,

comprising 11 modules and aimed at 100 health care professionals, began on August 30th at the Project office. The programme was closed in October. The programme has been created by Medical Faculty – the School of Public Medicine and The Agency for Accreditation of Health Care Institutions in Serbia, with the support of the EU-funded Project “Establishment of the Public Agency for Accreditation and Continuous Quality Improvement of Health Care in Serbia”.



The 11 module programme were delivered over a six week period, by numerous professors and health care experts including Prof. Dr. Vesna Bjegovic-Mikanovic, Mr. George Boulton, Ms. Annette Katrava, Dr. Snezana Manic, Prof. Dr. Ljiljana Markovic-Denic, Prof. Jelena Marinkovic, Assistant Prof. Dr. Bojana Matejic, Prof. Dr. Snezana Simic, Prof. Dr. Sandra Sipetic-Grujicic and Prof. Dr. Dejana Vukovic.



This approved programme provided the trainees with a range of skills, analytical tools, approaches and competencies which will enable them to maintain a continuing and rigorous approach to the basic assurance of quality and safety in their own practice and in the systems of the institutions in which they work. The courses also



provided professionals with a framework and methodology which will help them in their efforts to continuously raise the standards of safety and quality throughout their professional career.



Amongst the principal goals of CME programme is to provide health care professionals with basic knowledge about continuous improvement in the quality of health care and the dimensions of quality; about approaches to the measurement of quality and to enable them to get acquainted with and master the underlying principles and approaches to the accreditation process of health institutions which comprises three parts - self-assessment of the health institution, external assessment and granting of the accreditation status.



Participants acquired basic knowledge on quality management at health care institutions, including the formulation and implementation of quality enhancement programmes. These skills will serve as preparation for the accreditation and certification processes to be introduced in Serbia in the months and years ahead. In addition, trainees received basic knowledge on the rights and obligations of patients within the health care system, and on the means by which these rights are legally regulated; on the approaches to the management of risks to the health of patients, as well as methodologies used to

survey levels of user satisfaction with the health services provided.

They also received enhanced knowledge on aspects of human resources management at health institutions, information management, control of the hospital (living) environment, as well as the evolving place of quality management in the overall management and administration of a health care institution.



Project team expect that this programme of continuous education will enable health care workers and associates to face the challenges of continuous improvement in the quality and safety of health care and accreditation with improved skills and capacities and that they will acquire the knowledge and skills necessary for the management of quality and safety at their respective health care institutions, to the ultimate benefit of the patients and communities which they serve.

European Health Management Association Annual Conference

The 2010 European Health Management Association EHMA Annual Conference took place between 30 June and 2 July in Lahti, Finland. "Managing Radical Change in Health: Quality, Efficiency, Equity" was the conference main topic. Nearly 200 participants participated in Lahti and brought new perspectives and insightful views to the debates.

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With the support of the project "Establishment of the Public Agency for Accreditation and Continuous Quality Improvement of Health Care in Serbia", Dr. Snezana Manic, Director, Agency for Accreditation of Health Care Institutions in Serbia and Dr. Nevena



Karanovic, PhD, State Secretary, Ministry of Health, Serbia attended the conference and presented the joint work of the Agency and the Project at the Quality Workshop "Designing external health care assessment and improvement systems in Serbia" co-authored by Annette Katrava, Team Leader/Health Accreditation Expert, Dr. Snezana Manic, Dr. Nevena Karanovic, et al.



The EHMA conference takes place every year. The 2011 conference will be organized at end of June 2011, in Porto Portugal.



UPCOMING ACTIVITIES in next Quarter (November, December and January 2011):

- **Health Technology Assessment (HTA and Clinical Practice Guidelines (CPG) Workshop**
- **Diploma Award Ceremony for Surveyors – successful completion of CME training programme**
- **Pilot Sites complete self-assessment of proposed national accreditation programme**
- **Survey Teams established and external assessment of pilot sites begins**

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