

Key Activities and Outputs January – June 2016

	Activity	Output
Outcome 1		
Output 1 Training courses for service providers to support the implementation of the service packages are carried out; integrated into the national training system	<p>Process for development of training packages on Communication, Gender awareness, Social inclusion, Counselling agreed</p> <p>Terms of Reference (ToRs) for development of website drafted.</p>	<p>Draft ToRs developed – to be finalised in next reporting period</p> <p>Further discussion with stakeholders needed</p>
Output 2 Support data collection and analysis capacity for improved M&E in selected Municipalities	<p>Implementing plan drafted together with ToRs for international TA to support the development of training materials.</p> <p>Attendance at international <i>conference “Health indicators as an important tool for strengthening health information systems in the European Region”</i>, held in Tirana, Albania, May 4th 2016.</p> <p>PIU staff participation in Lux-Dev M&E training programme for senior MoH staff</p>	<p>Discussions with stakeholders are ongoing</p> <p>See Output 11</p> <p>Inform development of AQH training activities for M&E</p>
Output 3 A “service package” for tracer diseases is developed and access to this package is guaranteed at pilot PHC facilities	<p>Consultations with National Commission for Clinical Practice Guidelines (NCCPG) on process for elaborating CPGs for most frequent diseases</p> <p>Consultations with NIPH on STEPS survey</p> <p>Implementation plan drafted together with ToRs for international Technical Assistance (TA) for training/workshop on service package development.</p>	<p>AQH support during the next reporting period agreed (NCCPG will commence activities September 2016)</p> <p>Potential AQH support identified but discussions with stakeholders are ongoing</p> <p>Training/workshop on service packages scheduled September 2016</p>
Output 4 Development, piloting and M&E of integrated care services at community level, with support from communities	ToRs for Integrated Care Study and contractual arrangements for implementing company finalised.	Study commences July 2016.
Output 5 Pilot PHC facilities have the infrastructure and equipment for the delivery of service packages	Current basic PHC equipment list reviewed. Planning for workshop with 12 Municipal Directors of Health and Social	Participatory workshop scheduled 14 July 2016.

	Welfare (DHSW), PHC Providers and MoH to determine priorities for the basic medical equipment in PHC	
Output 6 Institutional processes and procedures are defined, (re)designed and translated into practice	Consultation with MoH on the development of Administrative Instructions	No outputs in this period (see narrative below)
Output 7 Supportive supervision systems (including coaching) are implemented along referral lines	Review of current MoH arrangements (Management Tools Review - see Output 12)	Consultancy report
	Review of current municipality arrangements (see Output 12)	Management survey report
Outcome 2		
Output 8 A management training package is developed and applied for PHC facilities	Review of existing learning materials on management training	Consultancy report
	Management survey to collect baseline data on the healthcare management in 12 project municipalities.	Survey report
	Participatory workshop to present outline management training programme and proposals for implementation to beneficiaries (DHSW and MFMC managers of the 12 project municipalities) 30 June 2016	Outline training programme agreed
	Planning for Round Table meeting to present workshop conclusions to national level stakeholders	Event scheduled 7 th July 2016
Output 9 Municipal staff are trained and supported to conduct participatory quality auditing for improved M&E in health facilities	Workshop to introduce managers to ISO standards and quality auditing 5-7 April 2016 (see Output 10 below).	Activity scheduled December 2016 but undertaken during this reporting period as part of overall quality management training
Output 10 Continuous quality improvement projects that respond to patients' needs are implemented at facility level	Introductory training on Quality Management Principles delivered 5 - 7 of April, 2016.	Training of MFMC directors and DHSW directors from project municipalities. <i>No. of participants=21 (17 male/4 female)</i>
	Planning for Quality Improvement Project workshop to agree process for project development and selection criteria	Event scheduled 19 – 21 July 2016
Output 11 Peer Review and Benchmarking procedures are developed and piloted	Attendance at international <i>conference "Health indicators as an important tool for strengthening health information systems in the European Region"</i> , held in Tirana, Albania, May 4 th 2016.	Presentations included Non-Communicable Disease (NCD) indicators, use of novel methods and technologies for data collection and management, life course approach indicators, and health registers. AQH supported participation of representatives from MoH, regional IPH,

	<p>Participation in European WONCA Conference (World Organization of Family Physicians) in Copenhagen, Denmark, 15-18 June 2016.</p> <p>Participation in Geneva Health Forum, April 2016</p>	<p>Heads of MFMCs and PIU staff. <i>No. of participants= 12 (8 male/4 female)</i></p> <p>AQH supported attendance of PHC Adviser to the Ministers Cabinet and one Head of MFMC. Kosovo delegation presented in the conference with the paper entitled "<i>The accreditation of the Family Medicine Postgraduate Program MRCGP INT-Kosovo by RCGP - a new hope and understanding</i>". <i>No. of participants=2 male</i></p> <p>Attendance by representatives from MoH, DHSW and PIU. Focus on integrated care with presentation by MoH representative on Integrated Care in Kosovo. <i>No. of participants=3 (2 male/1 female)</i></p>
Output 12 Pilot Municipalities engage in annual participatory health planning and produce Health Masterplans	Review of existing management and planning tools including financial, resource, quality management and planning tools, with the focus on PHC services	Consultancy report
Outcome 3		
Output 13 NIPH is supported to develop and implement a training package on communication skills for health promotion and education for community leaders/CSOs/CBOs	Planning workshop with NIPH to review draft national Health Education/Health Promotion(HE/HP) Strategy (1 day)	<p>Specific interventions to be supported by AQH identified and prioritised:</p> <ul style="list-style-type: none"> • Development of standards for IEC materials • Resources to be included in training packages • Suggested framework for training
	Workshop to engage Health Education Commissions and municipality representatives (2 x 1 day)	<p>Introduction of AQH: validation of interventions agreed with NIPH; clarification of institutional arrangements for HE/HP at local levels</p> <p><i>No. of participants =28 (9male/19female)</i></p>
	Participation in monthly National Commission for Health Education meetings	Mechanism for information sharing with national agencies established.

Output 14 Communities and vulnerable groups are reached with health promotion and education activities for common health problems, healthy practices and when/where to seek care	Selection of Non-Government Organisations (NGOs) to support implementation of community based activities	Selection criteria agreed and potential NGOs identified; assessment tools revised and formal assessment process established.
	Design of Knowledge, Attitude, Practice and Behaviour (KAPB) survey	Study protocol and survey tools developed. Selection and contracting of research company concluded.
	Support to Kosovo Association for Adolescent Health Promotion, Advancement and Protection/International Association for Adolescent Health for organisation 20th IAAH European Congress Prishtina September 2016 with the theme 'Social Media and Adolescent Health'	Conference website set-up and AQH logo displayed
Output 15 Selected community leaders/CSOs/CBOs have capacities to advocate for patients' rights and to engage in feedback mechanisms with health services providers and managers	Review of current feedback mechanisms in collaboration with Patients' Rights Division MoH	Baseline data on complaints management. AQH interventions for 2016 agreed.
	Technical and graphic design support to the development of new information materials for MoH complaints helpline	The preference of the Division was to keep existing materials. Posters and information leaflets printed.
	Development of a plan for capacity-building of Patients' Rights Association of Kosovo (PRAK)	Training plan for 2016 developed.