



**Accessible
Quality
Healthcare**

Kujdesi Shëndetësor i Qashtëm dhe Cilësor
Kvalitetna i Dostupna Zdravstvena Zaštita

SDC project implemented by Swiss TPH and Save the Children

AQH Key Activities and Outputs January – December 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	Training packages on Communication, Gender awareness, Social inclusion, Counselling developed and first round of training delivered.	Gender and Social Inclusion: 27 trained (15 m/12 f) November 2016 Communication and Counselling: 23 trained (9 m/14 f) November 2016
	Development of a website to provide interim repository for health resources	Terms of Reference (ToRs) for development of website drafted and website design company contracted.
Output 2 Support data collection and analysis capacity for improved M&E in selected Municipalities	M&E module included in Management Training programme.	International trainer identified and training materials developed.
	Attendance at international conference “Health indicators as an important tool for strengthening health information systems in the European Region”, held in Tirana, Albania, May 4 th 2016.	See Output 11
	PIU staff participation in Lux-Dev M&E training programme for senior MoH staff	Inform development of AQH training activities for M&E
	Nomination of M&E focal persons and procurement of basic equipment for data collection.	Focal persons nominated and procurement underway.
Output 3 A “service package” for tracer diseases is developed and access to this package is guaranteed at pilot PHC facilities	Support for National Commission for Clinical Practice Guidelines (NCCPG)	NCCPG now functional with diabetes, hypertension and asthma CPGs prioritised in Committee 2017 work plan.
	Consultations with NIPH and WHO on STEPS survey	Areas for AQH support identified but discussions with stakeholders are ongoing



	International TA provided for training/workshop on service package development.	Training delivered September 2016 for DHSW and Heads MFMCs. Total: 22 participants (12 m/10 f)
	Selection of municipalities for development of service packages	4 municipalities selected.
	Implementation plan developed	Schedule for roll-out of service package training to staff from selected municipalities during early 2017 agreed.
Output 4 Development, piloting and M&E of integrated care services at community level, with support from communities	Integrated Care Study concluded October 2016.	Report findings informed planning for YPO 2017.
	Preparation for International Integrated Care Conference and Expert Panel Workshop commenced.	Conference and workshop will take place 15&16 February 2017.
Output 5 Pilot PHC facilities have the infrastructure and equipment for the delivery of service packages	Current basic PHC equipment list reviewed. Workshop with 12 Municipal Directors of Health and Social Welfare (DHSW), PHC Providers and MoH to determine priorities for the basic medical equipment in PHC.	Participatory workshop took place 14 July 2016. Revised equipment list agreed and submitted to MoH to inform planned update of relevant Administrative Instruction. PHC TEG nominated.
	Series of expert group meetings to prioritise essential equipment, develop preliminary specifications and identify indicative costs.	Items for procurement prioritised and subsequently approved by MoH focal person. Process approved by Steering Committee and allocation of AQH budget for procurement of basic equipment agreed with SDC.
	International TA secured to support procurement process.	Procurement process will commence in February 2017 under supervision of international TA.
Output 6 Institutional processes and procedures are defined, (re)designed and translated into practice	Consultation with MoH on the development of Administrative Instructions	PIU will participate in the Working Group to be established by MoH



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
	Participatory Workshop for Heads MFMC to define current system and identify tools needed – August 2016	Consensus to standardise systems reached
	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 – June 2016.	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
	Round Table meeting to present training programme to national level stakeholders July 2016	Training programme approved
	Appointment of international TA to develop training materials and deliver training	TA identified and training schedule for 2017 developed
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 April 2016 (see Output 10 below).	Activity scheduled December 2016 but undertaken in the previous reporting period as part of overall quality management training.
	Planning for training module on ISO standards for Health Inspectors MoH and Quality Coordinators	Training scheduled March 2017.



Output 10 Continuous quality improvement projects that respond to patients' needs are implemented at facility level	Introductory training on Quality Management Principles delivered April, 2016.	Training of MFMC directors and DHSW directors from project municipalities. Total : 21 participants (17m/ 4f)
	Training on Quality Improvement Projects workshop July 2016	Process for QIP development and selection criteria agreed Total: 22 participants (15m / 7f)
	QIPs Manual developed and coaching provided by PIU	Manual used by municipalities for project proposals
	Evaluation of the proposals by the Evaluation Committee/s	12 out of 14 proposals approved
	Procurement procedures commenced	Ongoing
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.	12 representatives from MoH, regional IPH, Heads of MFMCs and PIU staff participated.
	Participation in European WONCA Conference (World Organization of Family Physicians) in Copenhagen, Denmark, 15-18 June 2016 and presentation of conference paper.	2 participants supported.
	Participation in Geneva Health Forum, April 2016 and presentation of conference paper	2 representatives supported
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
	7-day training course "How to Plan Successfully" developed based on the international programme offered in Basel by Swiss TPH.	Training scheduled January 2017



Outcome 3		
<p>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</p>	<p>Planning workshop with NIPH to review draft national Health Education/Health Promotion(HE/HP) Strategy May 2016</p>	<p>Areas of project support identified. prioritised the development of quality standards for HE/HP materials</p>
	<p>Regional workshops to engage Health Education Commissions and municipality representatives July 2016</p>	<p>Validation of interventions agreed with NIPH; clarification of institutional arrangements for HE/HP at local levels. Existing HE/HP materials reviewed.</p>
	<p>Participation in monthly National Commission for Health Education meetings</p>	<p>Mechanism for information sharing with national agencies established.</p>
	<p>Develop ToRs for supporting NIPH to develop Standards on Health Education/Health Promotion materials</p>	<p>Consultant identified. Training scheduled for March 2017.</p>
<p>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</p>	<p>Selection of NGOs to support implementation of community based activities</p>	<p>Formal Partnership Assessments undertaken. 3 NGOs selected and contracted.</p>
	<p>NGOs deliver information sessions to communities related both to RAE immunisation and Patients' Rights.</p>	<p>Total: 1,978 participants, including 529 RAE (814 m/1164 f)</p>
	<p>Support MoH to hold Round Table meetings on patient complaint mechanism</p>	<p>4 Round Tables supported. Total: 129 participants</p>
	<p>Knowledge, Attitude, Practice and Behaviour (KAPB) survey undertaken</p>	<p>Research company contracted. Study protocol and survey tools developed. Quantitative survey and qualitative research concluded. Report published December 2016.</p>
	<p>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'</p>	<p>Conference website set-up and AQH logo displayed</p>



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.
	Training modules developed on: Project Cycle Management; Advocacy and Lobbying; Fund-raising; and Strategic Planning.	Training delivered Oct-Dec 2016. Total: 15 participants (10 m/5 f)
	Consultancy for development of PRAK 4-yr Strategic Plan	Draft plan developed and circulated for comments