

AQH PROJECT RESPONSE TO THE COVID-19 OUTBREAK

The followings are a visualization of published communication messages developed by AQH, Ministry of Health and National Institute of Public Health in Kosovo



AQH VOICE ON SOCIAL MEDIA AS A RELIABLE SOURCE FOR HEALTH INFORMATION

Through creating trustworthy health messages, AQH social media pages are serving as a dependable source of information for the general public. Information based on World Health Organization guidance is being distributed through AQH social media and reaching up to 250,000 people, as well as being shared further, including from health institutions in Kosovo, NGOs, online health magazines and health professionals.

As the country struggles to contain the COVID-19 pandemic, people are scrambling to find reliable information, therefore Appropriate Behavior Change Communication (BCC), targeting the general population, vulnerable groups, such as the elderly, patients with NCDs, minority groups and professional front line workers is essential. AQH is working closely with the Ministry of Health and the National Institute of Public Health in Kosovo for an effective and timely response.

AQH is intensively supporting experts and decision makers from national partner institutions in the area of communications. The messages, that are also produced in minority languages, aim to inform the population on protection measures as well as avoid misinformation on Covid-19.

VIRTUAL QUALITY MANAGEMENT COACHING SESSIONS WITH PROJECT MUNICIPALITIES

The screenshot shows a Zoom video conference in progress. The main window displays a Microsoft Excel spreadsheet titled "Process Mapping - ENG". The spreadsheet has columns for "Process Name", "Process ID", "Process Type", and various performance indicators. The spreadsheet is being edited by Calin Dragulescu. The Zoom interface shows five participants: AQH Project (Host, me), Fevzi Sylejmani, Calin Nicolae Dragulescu, Fitrate Ferizi, and Vanesa Ahmetgjakaj. The Zoom chat window on the right shows the list of participants and their avatars.

As we move to remote and online work, we are continuing to organize the virtual delivery of Quality Management workshops.

AQH through its international and national experts is providing online Quality Management coaching sessions to 12 project municipalities with the aim of supporting them in using Quality Management tools for improving service provision on emergency situations, including Covid-19 pandemic.

See photo above from the interactivity of our colleagues, local and international mentors.

STAY HOME. SAVE LIVES.

To combat the spread of COVID-19, Swiss Agency for Development and Cooperation (SDC) through its project AQH supported MoH and NIPH in the development of the campaign 'Stay home, Save lives'. In light of the current situation, we aimed to engage with our communities and encourage them to stay safe, and share their appreciation for the front-line workers in the coronavirus fight.

Please click [here](#) for the inspiring and thoughtful messages on what the public should do to help stop the spread.



AQH SUPPORT TO ROMA, ASHKALI AND EGYPTIAN COMMUNITIES

As the coronavirus is spreading across the globe, it seems to expose existing inequalities and to widen social and economic divisions. In order to enhance the resilience of vulnerable communities, such as the Roma, Ashkali and Egyptian communities in Kosovo, AQH Project will be reaching out to them in the following days with targeted infection prevention messages and packages with essential food, hygienic and protective items. In close cooperation with the Ministry of Health and partner NGOs, around 3'000 families of the Roma, Ashkali and Egyptian communities are expected to benefit from this support.

AQH SAYS THANK YOU HEROES!

Thank you to all the health workers working tirelessly and selflessly at the front line of the Coronavirus (COVID-19) pandemic. We appreciate that you're risking your health to care for our community.

**‘Thanks health heroes’
‘Faleminderit heronj të shëndetit’
‘Hvala herojima zdravstva’
‘Oven saste heroia e saslaripeske’**

