



Photo credit: Artem Hetman / UNDP in Ukraine

# SUPPORT FOR HEALTHCARE REFORM IN EASTERN UKRAINE

2018–2020

Support for healthcare reform is being provided under the Local Governance and Decentralisation Reform Component of the UN Recovery and Peacebuilding Programme. The main goal is to support the implementation of healthcare reform and strengthen the capacity of medical institutions in Donetsk and Luhansk oblasts.



## KEY AREAS OF IMPLEMENTATION:



Providing support to local authorities and communities in Donetsk and Luhansk oblasts for implementing healthcare reform through information and education activities; capacity building for regional and local authorities, healthcare institutions staff, and community residents.



Capacity building in strategic planning, efficient use of available resources, and mobilisation of healthcare resources for local authorities in Donetsk and Luhansk oblasts.



Supporting transparency, integrity through the development of best practices and anti-corruption initiatives among regional and local authorities and healthcare providers.

# Supporting healthcare reform

**377** employees and heads of medical institutions in Donetsk and Luhansk oblasts were trained in the following areas:

- development of a patient-centric approach;
- efficient use of medical information systems;
- development of management skills among heads of medical institutions;
- development of applied medical skills (infection control, telephone consulting, etc.)
- development of skills for dealing with the consequences of post-traumatic syndrome.

**87** doctors and healthcare professionals learned about best practices in healthcare during a series of study visits on:

- the quality of healthcare services and the introduction of new e-services into medical practice (Republic of Estonia, September 2019);
- anti-corruption practices (Republic of Georgia, December 2019);
- secondary-level healthcare reform (Poltava Oblast, November 2019);
- primary-level healthcare reform (The city of Mukachevo, December 2019).

## Developed and implemented in daily activities

A manual on developing a patient-centric approach for nurses and doctors of the medical institutions in Donetsk and Luhansk oblasts.

A guide on communicative culture practices and ethical communication skills for medical staff.



An online training course entitled "Practicing a Patient-Centric Approach: Patient Participation in the Provision of Healthcare Services".



Regular meetings of the advisory group for healthcare reform support at the primary and secondary levels are being held with the participation of experts, doctors and representatives of non-governmental organisations.



# Strengthening emergency medicine

- Training classes at four medical colleges in Starobilsk, Lysychansk, Kostiantynivka and Bakhmut were outfitted with a full set of mannequins, furniture and office facilities.

**20** trainers were selected from among college teachers and trained to transfer emergency medical skills to students.

- A training course for emergency medical care workers (medical technicians) was developed in cooperation with Bakhmut Medical College. The new occupation of “Emergency Medical Technician” was introduced for ambulance drivers. The occupation is certified by the Ministry of Education and Science of Ukraine to train drivers with receiving a state certificate of education completion.



# Strategic planning in the secondary healthcare system

- Development of a guide on strategic planning for management of medical institutions.



**61** representatives from two hospital districts visited two cycles of strategic planning training in Donetsk and Luhansk oblasts.

- Provision of support for hospital board meetings.
- Creation and approval of long-term plans for the development of hospital districts.
- Purchase of computer equipment for multi-field hospitals:

**25** laptops for Donetsk Oblast

**16** desktop computers for Luhansk Oblast

**9** laptops for Luhansk Oblast

A situational analysis of the healthcare reform implementation in Donetsk and Luhansk oblasts was conducted and analytical reports were prepared. A strategic development plan for Donetsk Hospital District is now being prepared, including a situational analysis of the healthcare institution network with a focus on three pilot facilities (NME City Hospital No. 3 of Kramatorsk City Council, NME Myrnohrad Central City Hospital of Myrnohrad City Council, and NME Mariupol Regional Intensive Care Hospital). The results will be presented at the end of 2020.

# Supporting transparency and anti-corruption initiatives

A guide for customers on transparent public procurement in the medical field (with a focus on procurement to prevent COVID-19) has been developed and published.



Two public procurement webinars have been developed to address key changes in legislation and procurement to prevent COVID-19.



**152** representatives of medical institutions in Donetsk and Luhansk oblasts attended training sessions and webinars during 2019–2020 to expand their knowledge of best practices in medical procurement. The participants learned about existing innovations in procedures, pre-threshold procurement, changes in the activities of financial control authorities, and new analytical e-tools.





# Developing a system of patient control over the quality of healthcare services

## Promoting the implementation of tools to develop, monitor and improve the quality of medical care and patient safety

- Analysis of the status of public monitoring of the quality of healthcare services conducted.
- Development of a guide on patient monitoring of the quality of healthcare services.
- Provision of a training webinar on monitoring the quality of healthcare services for representatives of ten CSOs.

**10** CSOs received grants for monitoring the quality of healthcare services.

**452** employees and heads of medical institutions strengthened their skills in the following areas:



financial management of healthcare facilities;



medical marketing as part of the competitiveness of public healthcare facilities;



the principles of effective family medicine;



the specifics of human resources management;



communicative practices between call centre specialists and clients;



communicative practices between doctors/nurses and patients;



clinical routes in the practice of family doctors.

Ongoing advisory support is provided for creating a corporate culture and developing the image strategies of medical institutions.

The prevalence and treatment options for non-communicable diseases (the main cause of death in Donetsk and Luhansk oblasts) are being studied.

Further development of the education and training of emergency medical technicians at the Donetsk Regional Centre of Emergency Medical Care and Disaster Medicine in Kramatorsk and four medical colleges in Bakhmut, Kostiantynivka, Lysychansk and Starobilsk is underway.

Support is being provided for the functioning of rehabilitation centres. The pilot hospitals are located in Starobilsk, Luhansk Oblast (NME Starobilsk Regional Physiotherapeutic Hospital) and Sviatohirsk, Donetsk Oblast (NME Regional Hospital for War Veterans of the City of Sviatohirsk).

# Supporting healthcare system in the fight against the COVID-19 pandemic

Required equipment amounting to 383,567 USD was purchased to ensure a high-quality and timely response.

## Equipment transferred to medical institutions in Donetsk and Luhansk oblasts:

**3.8** -litre Kimberly-Clark antiseptic concentrate in 19 canisters, facilitating the preparation of 1,444 litres of disinfectant solution

**5** artificial ventilators

**160** oxygen concentrators

**10** monitors for patients

**45,552** N95 respirator masks

**10,000** information posters on security measures related to the COVID-19 pandemic



Photo credit: Artem Hétman / UNDP in Ukraine

Photo credit: Vitalii Shevlev / UNDP in Ukraine