

***PROFILE OF SUCCESS IN HUMAN  
DEVELOPMENT.  
STORIES LEADING TO CHANGE.***

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## FOREWORD

This publication is an attempt to bring light to human faces reflected through development processes of the United Nations Development Programme's in Uzbekistan.

The people profiled here represent a diversity of genders, ages, professions and socio-economic status. But they are all united in their determination to create better lives for themselves, their families and their neighbors.

Each story is a profile of success, documenting how people overcame obstacles, learned from mistakes and took advantage of new and innovative ideas. The people featured in these stories clearly exemplify both perseverance and hope, the result of having access to basic human services to help them find work, improve their knowledge of the world around them, and even become entrepreneurs.

Continuous exchange of information and sharing of best development practices has become a vital element of knowledge management. Therefore, addressing human development challenges through the South-East-South cooperation remains crucial along with applying knowledge sharing practice as an effective collaboration instrument among developing countries.

A human-centric approach requires a willingness to bring human choices, rights and capabilities more fully into action and policy-making. It is therefore important to recognize the need to disseminate the significance of new development thinking and how it translates into practical implementation of development strategies amongst practitioners, academia, civil servants, business community and youth.

We know you will be inspired by the stories of the people we work with. Above all, they encourage us to keep working to improve our human development programmes and goals by putting people first!

Co-signed by

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**Director, Special Unit for South-**  
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**In Uzbekistan**

A stylized, handwritten signature in black ink, likely belonging to Yiping Zhou. The signature is fluid and cursive, with a prominent horizontal stroke at the bottom.A handwritten signature in black ink, likely belonging to Anita Nirody. The signature is written in a cursive style, with the first name 'Anita' and the last name 'Nirody' clearly distinguishable.

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## **BRINGING NEW LIFE, NEW HOPE**

### ***UNDP IN UZBEKISTAN WORKS TO ADVANCE RIGHTS OF PERSONS WITH DISABILITIES***

Kostya Makarov is 24 years old and for the first time in his life, he has a job.

For Kostya Makarov, who has a speech impediment and is mentally disabled, his work as an assistant to a master metal worker for a newly opened factory in Tashkent has meant the difference between a life of dependence, drudgery and boredom, and one filled with hope. The hope Kostya Makarov now enjoys is directly attributable to a programme that the United Nations Development Programme (UNDP) in Uzbekistan made possible in collaboration with the Ministry of Labor and Social Security of Republic of Uzbekistan in close partnership with Uzbek Millennium NGO, which promotes equal rights for persons with disabilities.



*Kostya Makarov (left) helps to measure strips of metal*

UNDP provided the funding to promote accessibility, citizenship, employment and social support for persons with disabilities, said Yana Chich-erina, UNDP ACCESS project manager.

The “UNDP ACCESS Project is the first full scale project in Uzbekistan that worked with persons with disabilities (PWD), encouraging them to express their ideas, make decisions and help shape the project,” she said. “We work to raise awareness of PWDs rights, to combat prejudice and myths, and to provide opportunities for them to lead productive lives.”

Chicherina and her small staff have a very big job. They are dedicated to eradicating the stereotypes that create social barriers for persons with disabilities in Uzbekistan. The Uzbek government is strongly supporting such efforts and has fully backed UNDP project’s efforts to create jobs and provide education and training for persons with disabilities, Chicherina said.

“We are beginning to see great progress,” she said. “We have moved from a medical/charity approach to helping persons with disabilities, to a social/human rights based approaches.”

In addition to holding training sessions for journalists of Uzbekistan in how to write about issues affecting persons with disabilities to shape their positive image. Chicherina says the project works with government officials to craft legislation to facilitate their full integration into society. One of the biggest tasks has been to ensure that newly constructed buildings in the country can accommodate wheelchairs.

“We’ve really made progress in making buildings accessible,” Chicherina said, “and now the vast majority of newly constructed buildings in Tashkent city are wheelchair accessible.”

The project has dedicated itself to training architects, builders, as well as government officials about the rights of persons with disabilities, and they even have published a city guidebook that helps them know the location of buildings, including restaurants, shops and hotels, that are accessible to persons with disabilities.

“We’re also working on a publication that would help persons with disabilities know their rights,” said Shaknoza Ikramova, a training specialist with project. “The guidebook will provide step by step information in a question and answer format so that people know what to do when they experience a problem.” Ikramova said, the publication will be printed in Uzbek and Russian languages, and also will be available online. To add

even more power to the information, the project has invited key government officials to help write the guidebook and provide information on their departments.

“We’ve asked people who head departments and who are experts on these issues to help persons with disabilities know how to stand up for their rights,” Chicherina said. “It has a dual purpose of educating authorities while gaining their support and expertise in our mission.”



*Yana Chicherina (left), UNDP project manager speaks at international conference*

As the ACCESS project works in the community and with government officials to ensure persons with disabilities have equal rights, the project also provides psychological services to help prepare them for moving into mainstream society.

“While many persons with disabilities are really eager to work, others do not have confidence in themselves and in their abilities,” said Chicherina. “Some also have gotten used to being dependent. We work with them to overcome emotional obstacles and to ready them for the work place.”

Chicherina says she has seen significant improvement in employment for persons with disabilities, and project has helped hundreds of people find work.

“It’s a big success,” Chicherina said, “although there is much more to do.”

The project also provided initial funding for Enterprise, the company that employs Kostya Makarov. It produces finely crafted metal works, from



intricately carved staircase railings to ornate grills for windows and doors, and sells wholesale to construction companies and other businesses. Enterprise was one of six projects that ACCESS project chose to sponsor following a competition in which 24 organizations in Uzbekistan competed for funding.



*Sergey Kasin (left), Director of Enterprise, which employs persons with disabilities*

With a staff of 15 people and support from the project, Enterprise began in November 2010 to create a business that would employ persons with disabilities, sell their products, and reinvest the profit to create even more job opportunities, explained Sergei Kasin, director of Enterprise and a co-founder of the Uzbek Millennium NGO.

Standing in the courtyard of the factory as Makarov and his mentor, Volodya Tafbekov (whom he calls *Uncle Volodya*) measure strips of metal, Kasin explains the mission. Enterprise was created to spin off other companies that would hire more persons with disabilities.

As he talks, Kostya helps balance the metal strips as sparks fly from Uncle Volodya's welding machine. Kasin brings two leather binders filled with photographs of custom grills and railings that adorn the balconies and staircases of mansions and government buildings.

Uncle Volodya Tafbekov keeps a keen and admiring eye on Makarov, obviously proud of his protégé. The 54-year-old man has decades of experience as a metal worker and has taken Makarov under his wing, teaching him a trade that is the key to Makarov's new job and new-found hope.

In fact, Makarov now has so much hope that he's dreaming of marrying and starting a family.

"Don't tell them who she is," Uncle Volodya joked affectionately.

Makarov beamed and confessed that he has his eyes on a young woman who sells soft drinks near the factory.

"Maybe one day I'll marry," Makarov said, still smiling. "We will see how life turns out."

## **PUTTING PEOPLE FIRST**

### ***UNDP ONLINE COURSE TEACHES TRUE MEANING OF HUMAN DEVELOPMENT***

Nargiza Alikulova used to think that human development was all about money, helping people live better by increasing their income. Now, she knows that human development is about much more than someone's financial status.

"It's also about creating societies that value people and respect the diversity of the human experience," she said.

Nargiza Alikulova, a public relations specialist of UNDP, was among the 60 people from throughout Uzbekistan who participated in the country's first summer school sponsored by the United Nations Development Programme (UNDP). Alikulova and her colleagues spent a summer month delving deeply into some of the most sensitive issues facing the world today.

The summer school not only made history in Uzbekistan, but it challenged professionals from throughout the country to look at development issues in a new light – putting people first.

"Putting people first means treating them with decency and respect, and the essence of development is development of people, for people and by people," explained Alina Akhmerova, Lead researcher at the Center for Economic Research, who administrated UNDP's online module of Summer School. "We wanted to make this course accessible to people all over the country, and doing it online made that possible."

Uzbekistan's human development summer school was modeled after a similar programme conducted at the Central European University in Budapest in partnership with the UNDP Regional Center at Bratislava with an aim of helping professionals better understand human development con-

cept. The course attracts the wide range of specialists and experts from UNDP Bratislava, universities in the region and UNDP country offices.

It was part of an initiative that UNDP began in Uzbekistan in 2008 to support government leaders in raising awareness and promoting human development principles throughout the country. UNDP has conducted a series of courses to train professionals as well as government officials in human development concept, partnering with the University of World Economy and Diplomacy under the Ministry of Foreign Affairs of the Republic of Uzbekistan

But providing the summer school through an online module at initial stage was a breakthrough in connecting people from different age groups, professions and regions to learn about human development. Because class-work could be done at home and fit to the student's schedule, it brought together a diverse group of people who might not otherwise have been able to participate because of work schedules and commuting difficulties.



*Making tough decisions during the role play game.*

"I was able to track when the participants were actually online," Akhmerova said. "Most of them did their work between midnight and 3 am, when their households were quiet and they could focus better on learning these new ideas."

Alikulova and most of the other students of UNDP's virtual summer school initially had only minimal understanding of human development concepts. They spent summer vacation reading articles and books,

debating ideas online, and undergoing regular testing in a rigorous programme designed to push them to challenge their ideas and assumptions about social issues.

“For example, we talked about social inclusion and tried to help people understand just what that means,” she said. Many had never thought about whether they should make a conscious effort to reach out to the isolated groups, such as persons with disabilities ensuring that they are welcome in the mainstream society.

“Human development is a new concept in Uzbekistan as in other parts of the world,” Alikulova said. “Previously I didn’t really understand human development, and this school taught us that people should be at the center of development programmes”.



*Summer school participants during the role play game.*

“The school proved to be knowledge -changing experience for many of the participants.

“I saw people’s attitudes change, especially in the older people who had become more rigid in their thinking,” said Alikulova. “They were challenged to think for themselves and not to simply accept old attitudes and old ideas.”

But the older participants may have benefited from UNDP’s summer school even more than their younger counterparts, as well-trained facilitators prodded them to question, discuss and debate opinions about complex social problems.

“Many of them were not used to doing that,” Alikulova said, “and we saw how difficult it can be to express your own ideas if you are not trained to do so.”

More than 90 people applied, but 60 were chosen to take part in the on-line module of the summer school.

“Reading materials were available online in three languages – Uzbek, Russian and English languages, and UNDP facilitators kept track of the participant’s progress, encouraging them to express their thoughts on-line.

But the last phase of the school may have been the best when the best 20 participants (selected on the basis of their performance in on-line course and following test) met in person at a mountain retreat in an area known as Charvak, about 80 kilometers from Tashkent. Alikulova was one of them.

She said the retreat provided an opportunity for the students to engage directly, including participating in a unique opportunity to act out human development concepts in a role-playing game in which participants were called to utilize the concepts they had learned in the online school.

While the role-playing was supposed to be a game, Alikulova said, many of the participants became quite serious as they took on new personae and struggled to implement human development concepts in real-life situations. Akhmerova and her UNDP colleagues were anxious to see how the participants would behave:



*Exploring human development website with potential summer school participants*

Would they think about how their actions impacted those less fortunate?

Would they include the disenfranchised in their made-up societies?

Would they make selfish decisions and take care of only themselves, or would they consider the potential repercussions of their actions on others?

“In the game, some people were placed in positions of strength, while others were in weaker positions, based on access to wealth and social status,” Akhmerova said. “The decisions they made about how to get money, how to spend it and how to invest it, impacted whether their teammates lived or died, and whether they were able to survive.”

“Sometimes this brought out the worst in people when they did not include human development concepts in their decision making, when they acted selfishly,” Alikulova said. “But we learned valuable lessons in the game,” she said. “We learned that the way we live, our decisions, affect other people in ways we may not always see.”

With the success of its first summer school, UNDP plans to sponsor another school for Uzbekistan professionals and students in 2011. But the next school will be held in somewhat colder season, and will be aptly named, “UNDP’s Winter School on Human Development!”



*The voice counts! Summer school participants discuss a case study.*

## ***ONE- STOP- SHOP IN UZBEKISTAN SIMPLIFIES ACCESS TO INFORMATION ON PUBLIC SERVICES.***

Shalo Musabaeva had been married only one week when she discovered that her husband suffered from epilepsy.

“I was at home doing the laundry and ironing when I saw him have a seizure for the first time,” Musabaeva recalled, her arms folded across her chest as if protecting her heart from a bad memory.

“I rushed over to him,” she said. “He was shaking violently and unable to control his body. I was so afraid, so frightened. I didn’t know what to do or what was happening to him.”

Musabaeva is only 29 years old, pregnant with a second child, and learning to cope with the difficulties of her new married life. She has become an expert on epilepsy, and now knows what to do to help her husband when he has epileptic seizures, which began a few years ago after he was injured in a car accident.

Musabaeva is one of thousands of people in Uzbekistan who depend on government services to help cope with family medical or disability issues. While Musabaeva used to spend many frustrating hours trying to figure out what papers to file, where to go and whom to talk to for help, the process has become much easier thanks to “One-Stop-Shop” for government services, a project between the United Nations Development Programme (UNDP) and the Communication and Information Agency of Republic of Uzbekistan.

The One-Stop-Shop for government services initiative in Tashkent’s Sergeli district was launched in April 2010 under UNDP Democratic Governance Trust Fund aimed at innovative, catalytic and risky projects around the world. In its first year One—Stop-Shop has had a big impact



on the lives of its estimated 200,000 residents, said Sandjar Saidkhodjaev, manager of UNDP project.

Saidkhodjaev and his team did a lot of research and carefully investigated similar projects around the world.

One-Stop-Shops were successfully implemented in many countries, including Vietnam, Mongolia, Laos, Bhutan and Bosnia and Herzegovina. “UNDP in Vietnam was closely involved in the implementation of One-Stop-Shop in partnership with Swiss Agency for Development and Cooperation,” Saidkhodjaev said. “Taking this all into consideration, we approached our colleagues from UNDP in Vietnam and organized the study tour in early November 2009.”

The delegation from Uzbekistan included representatives from the Cabinet of Ministers of the Republic of Uzbekistan, the local Sergeli district administration, and UNDP.

In addition to meeting with officials from SDC and UNDP in Vietnam, delegates visited key ministries and agencies involved in the Public Administration Reform (PAR) programme in Vietnam, including with officials from the Ministry of Home Affairs, the Central Institute on Economic Management, Ho Chi Minh City Administration, the Vietnam Competitiveness Initiative and Project 30, and ActionAid, an international non-government organization.

Vietnamese officials provided welcome guidance on all aspects of implementing One-Stop-Shop, including on staffing and equipment needs, and ways to simplify the ability of people to access information about government services.

As a developing country, Vietnam faced many of the same issues that Uzbekistan would encounter in finding economic and other resources to effectively implement One-Stop-Shop, said Saidkhodjaev. “Our collaboration with Vietnam clearly shows the potential for “South-South cooperation,” in which developing nations share their knowledge and expertise, he said.

“The innovative experiences shared by Vietnamese specialists during the study tour to Hanoi Hanoi and Ho Chi Minh were good examples of Southern solutions to Southern challenges,” he said, “thus demonstrating the real South-South cooperation.”

But the Uzbekistan team knew they would have to adapt Vietnam's One-Stop-Shop concept to fit Uzbekistan's unique needs, Saidkhodjaev said.

For example, the Sergeli district's One-Stop-Shop incorporated more on-line components into its project, virtually connecting several agencies in the Sergeli district and allowing easy access to information vital to people such as Musabaeva, he said. Uzbekistan's One-Stop-Shop service not only created a beautiful, well-equipped, high-tech hub where people could get a variety of services, but the UNDP project went even further. It created an online site ([www.biroyna.uz](http://www.biroyna.uz)) where people can access information in two languages – Uzbek and Russian. That means people with computers don't even have to leave home to connect with a counselor or get information on available government services.

"In the first phase of the pilot, One-Stop-Shop connected three key public service providers with high-speed Internet connection," Saidkhodjaev said. "And it is expected that One-Stop-Shop soon will connect all other government services represented in Sergeli district."



*Well trained agents  
ready for help*

Not only will the One-Stop-Shop facilitate smoother functioning and communication among government agencies, but it already has provided a valuable service for the estimated 200,000 residents of Tashkent's Sergeli district, many of whom are struggling to cope with issues that require extraordinary government support. It used to take Musabaeva several days to travel from one hospital to another, getting doctors' signatures, filling out papers, and going from one

government office to another, all to ensure the yearly hospital treatments to manage his condition.

“Often, I never knew what papers I needed or where to get them,” she said. “Some of the people working in the offices just tried to get rid of me and didn’t help at all. I sometimes felt like giving up. Thank God I now have one place to go to get everything I need.

“I don’t have to run from place to place,” Musabaeva smiled. “Here they tell me what I need to know and they help me do what needs to be done.”

Standing in the gleaming new office of the One-Stop-Shop, Musabaeva was one of several dozen people preparing to speak to agents who are well trained to provide the guidance and help they need. They also ensure that their clients are treated with respect and compassion.

Musabaeva had serious matters of life and death that needed to be addressed, but others, such as Rano Ibragimova have routine needs. The 48-year-old grandmother just needed to register her grandchild so that her daughter can receive the payment the government provides for new-born babies.



*Musabaeva benefits from One-Stop-Shop services*

“It’s my first time coming here,” Ibragimova said, “and I’m glad to know I can get so much in one place.”

At the One-Stop-Shop center, even business owners can get guidance in registering their businesses and in financial management. In fact, anyone in the Tashkent's Sergeli district can get a variety of support and information at the One-Stop-Shop center on everything from how to pay utility bills to where to get help for a sick child.

"Since we opened in April 2010, we have seen about 200 people each day," said Firuza Bazarova, office manager of the center. "They come with all kinds of questions about labor issues, sports, banking and health care. We even teach them to use computers we have set up in our office."

Because the pilot programme has been so successful, Uzbek officials are considering expanding it to serve more people throughout the country.

"We've conducted a survey of those who used "One Stop-Shop", and 90 percent say they are satisfied with the quality of the services provided," Saidkhodjaev said. "It's reduced the time that people have to spend getting information and connecting with the services they need.

"And they can come to a modern facility that is well-located within offices provided by the local government."



*Consulting a customer*

Strong local government support was essential in ensuring the pilot programme's success.

"The most important thing was to find a district that had leaders motivated to work with us to start the programme," Saidkhodjaev said. "We found that with Mutolib Abdullaev, the leading official of the Sergeli district. He

also went with us to Vietnam to learn about the possibilities of One Stop Shopping.”

Funds provided by UNDP helped renovate the building, hire staff, purchase computers and other high tech equipment, and launch a publicity campaign to ensure district residents were aware of the new service.

That’s how Musabaeva learned of the One-Stop-Shop that has made such a difference in her life. While the young mother says she is devoted to helping her husband and caring for her family, she also is comforted in knowing that she can quickly get help at the One-Stop-Shop center.

The programme could have the same impact on the lives of thousands of people throughout Uzbekistan. Aziza Umarova, UNDP Programme Officer for Democratic Governance says “One-Stop-Shop is very catalytic in nature as it requires paradigm shift in the public service delivery towards citizen-centric approach, where government capacities are built to serve needs of population in a more transparent and efficient manner”.

## ***INSEMINATION TECHNIQUES PRODUCE HEALTHIER CALVES ON UZBEK DAIRY FARM***

There's not a single bull on Aytuar Tursunov's farm, but he expects his cows to give birth to beautiful, healthy calves without them.

Artificial insemination is not new on Tursunov's Jamol farm, but thanks to a new pilot project, sponsored by the United Nations Development Programme (UNDP), the Ministry of Agriculture and Water Resources of the Republic of Uzbekistan and Israel's Agency for International Development Cooperation - MASHAV, Tursunov has discovered more advanced ways to invigorate his herd, lower his expenses and improve productivity.

MASHAV has joined UNDP and Uzbekistan's Ministry of Agriculture and Water Resources in sponsoring the project to promote livestock sector development in Tashkent region of country and to help farmers improve their businesses and their standard of living.



*Improved methods of artificial  
insemination will lead to  
stronger and healthier cattle*

"The new artificial insemination techniques that I have learned through this project are much more effective and will significantly improve the quality

of my cattle,” said Tursunov, reaching out to pet one of the young calves enjoying the unseasonably warm winter sun on Jamol farm, located in Kuyi Chirchik district of Tashkent region.

*The agricultural industry plays an important role in Uzbekistan's development*



The livestock sector plays an important role in Uzbekistan as it is the main source of income generation for rural households, especially for remote located communities in semi-desert territories. UNDP has partnered with the government of Uzbekistan to initiate several pilot programmes to help improve the quality of life for people in the country. Several projects of UNDP focus on strengthening Uzbekistan's efforts in developing livestock sector management, including the project that helps farmers such as Tursunov to improve the quality of their livestock through learning advanced methods of artificial insemination.

“In earlier times, there was a limited access to the resources, technology and learning about these new methods, as we have been able to do in cooperation with the project partners”, Tursunov said.

“Improved methods of artificial insemination will lead to stronger, healthier cattle, more resistant to disease and more productive”, Tursunov said.

Tursunov was among 65 farmers, government officials and other professionals from Uzbekistan who visited Israel to learn first-hand from the country's dairy farming industry. But MASHAV also went even further; it sent to Uzbekistan Dr. Moshe Katz, an Israeli expert in dairy farming to work directly with farmers in the country.

“I am working with Jamol farm to help them implement new techniques in artificial insemination, and to help teach other farmers about these methods,” said Katz, who will remain in the country through the end of the pilot project in June 2011.

Katz, as well as Dr. Habibulo Hamdamov and other officials, each week visit farms participating in the project to offer guidance and troubleshoot. Tursunov and his colleagues are encouraged to serve as mentors to other farmers in neighboring villages of Kuyi Chirchik district.

“I want to share the knowledge that I have gained with other farmers in our country so that we can improve the overall quality of our livestock industry”, Tursunov said.

Dr. Hamdamov says officials are carefully documenting results of the project and whether using the new artificial insemination methods are making a difference in the quality of the livestock. Among others, farms such as Jamol were chosen to participate in the pilot project because they keep accurate records and officials can easily see changes in the health and productivity of the animals.

“The results so far have been encouraging”, Dr. Hamdamov said. “Targeted pilot farms of the project already have noticed an improvement in their livestock.”

“Improving the genetics of our livestock will help them become healthier and produce more milk, and there is a great demand for milk production in the region”, Tursunov said.

But milk prices throughout Central Asia are relatively high, he explained. “The prices here are close to those in Europe or the United States, while income levels are not,” he said. “Improving the quality and productivity of livestock will help lower the prices, and we will be able to sell more milk to Central Asian countries”.

Thus, the Uzbek-UNDP-MASHAV pilot project has the potential not only to invigorate the country’s livestock and dairy industry, but to improve the daily lives of people throughout the region.



## ***HEALTH WORKERS EMBRACE HUMAN DEVELOPMENT***

Throughout the world, diabetes is one of the leading causes of death; therefore educating patients about prevention as well as treatment is the key to helping them live longer and more productive lives.

Thanks to a new programme sponsored by the United Nations Development Programme in Uzbekistan to train physicians in human development concept, medical doctors such as Hassan Jaffarov are leading efforts to educate people about the disease and to identify the many factors that cause it.

“Now, I think more about how I can protect my patients from the complications of diabetes so that I may never have to operate on them,” he said.

UNDP in Uzbekistan works with government officials as well as non-governmental organizations in the country to promote all aspects of human development, including advocating for the rights of people with disabilities, promoting gender equality, and training professionals, government officials and doctors such as Jaffarov in understanding how social, economic and political issues can impact public health.

“Perhaps if we can help our patients understand how to protect themselves from the complications of diabetes,” Jaffarov said, “we can help them live longer.”

A surgeon at the Pediatric Medical Institute in Tashkent, Jaffarov was one of the 30 doctors who participated in the first phase of the UNDP course held last year to help physicians learn more about the human development concept and their connection to medicine and health. The first phase allowed doctors to gain general information about human development

and the United Nation's Millennium Development Goals, including gender equality, poverty and disease in the developing world.



*Doctors during the human development training.*

The top 12 doctors from the course proceeded to a more in-depth course that helped them identify the social, economic and political factors that impact health, and what they can do about them. All of the doctors were asked to commit towards sharing what they learned with their colleagues and expand the network of physicians trained in human development concepts.

“We learned that effectively treating disease is more than just administering medicine or operating,” Jaffarov said. “When I treat patients, I now think about how to use diverse methods and help them understand how changes in lifestyle and diet can help them prevent further complications.”



*Challenging statements during the training*

“We have to educate people on the importance of a healthy lifestyle,” Jaffarov said.

The course encouraged the doctors to unleash their own creativity and brainstorm possible solutions to some of the most pressing issues of global health, including eradicating polio, tuberculosis and diabetes.

To do so, the doctors also explored the relationship between health and societies, explained Dr. Bahrom Mamatkulov, a physician at the Tashkent Kidney Center.

“During one of our sessions, we looked at people with disabilities and how they become isolated in many societies,” he said. “Then we realized that a lot of our patients are treated as disabled people and may become depressed and withdrawn. This can have a huge impact on their recovery, and also on their families and society.”

Dr. Mamatkulov said, the realization that his patients can suffer not only physically, but emotionally from disease helps him design more comprehensive treatment that includes psychological support.

“I used to just feel sorry for my patients, but now I look for ways to keep them engaged in society and emotionally strong,” Mamatkulov said. “People with health problems can still be the contributing members of our society.”

Participating in the UNDP courses gave Dr. Mamatkulov a deeper understanding of health issues around the world, including infant mortality and the many social and economic factors that influence whether a baby lives or dies.

“UNDP has a big push to get doctors to learn more about Millennium Development Goals (MDG) ,” he said, “and the course made me more motivated to work more in achieving the set goals, such as improving maternal health and reducing infant mortality rate in our country, especially at sub-national levels through available disaggregated statistical datasets. In fact, 3 out of 8 MDGs are directly health-oriented”

The idea that health and social equality are connected came somewhat as a surprise to Maksouma Najmitdinova, doctor of Hematology at the Tashkent Pediatric Medical Institute, who also participated in both phases of the UNDP training.

“We discussed a lot of issues, such as the impact of the environment on health, the causes of disease, and the impact of poverty on health,” she continued. “But we also looked at how stress and unhappiness can impact diseases such as high blood pressure”.

“We not only have to treat the body,” she said, “but we also have to be conscious of our patients’ mental and spiritual needs.”

“A good doctor can sometimes impact a patient’s recovery with just a few kind words,” Najmitdinova said. An out-going, energetic woman, Najmitdinova thought the UNDP-sponsored course allowed her and the other physicians to step out of their daily routines, connect to the global health community and work to help develop solutions to the world’s health problems.

“It allowed me to think independently and work to come up with ideas to help people not only in Uzbekistan, but all over the world!”

Dr. Igor Vikhrov, specialist at the Innovation Centre of Tashkent Pediatric Medical Institute, has already had a major impact on how human development concept is taught in the country. He’s adapted a role-playing game to make it possible for people to act out human development concept and gain a deeper understanding about the factors that lead to long, healthy and productive lives, and those that increase death and disease.



*Dr. Igor Vikhrov  
facilitates role play game  
for summer school  
participants*

“The game helps us see how our actions, our ways of life, impact ourselves and others. It also shows how access to financial funds and resources

can clearly determine life and death, but also how decisions we make on a daily basis can have an even a greater impact on the quality of our lives and our communities.”

Vikhrov was deeply affected by the role-playing game and the training programme. Having served as the “banker” who provides access to money for survival, he said he was both feared and despised because he held such a power.

“It made me think about how access to wealth, good governance and education are some of the key indicators of health,” he continued. “If we think about our social, mental and educational lives, it’s really all about health.



*Training participant shares his thoughts.*

“We need health professionals who know about these other aspects of society, and we need to be involved. We doctors need to be more involved in advocating for our patients in society and in trying to influence legislation that would impact their access to good health care”.

The course clearly helped Dr. Vikhrov and the other doctors understand their potential to better the lives of millions of people both inside and outside of hospitals.

“Physicians need to be the community leaders,” he said, “This course has made me see that we need to be more active in all levels of society.”

## For Notes

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## For Notes

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