

AGORA 2022 - BRUSSELS



SERBIA



BY

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Sombor



Novi Sad



Divcibare

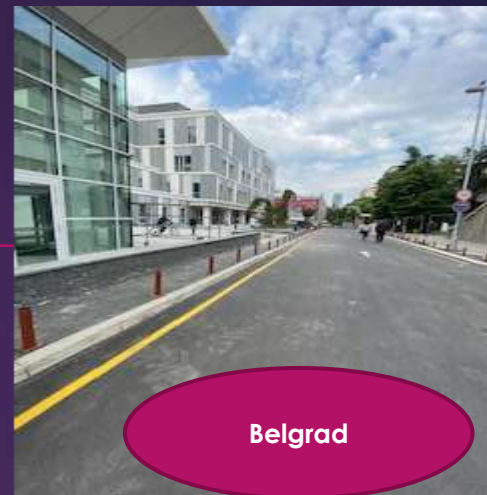


National level

Regional level

Municipality level

Belgrad



Leskovac



Beautiful Serbia !



Wonderful people !



The collage consists of 20 individual photographs arranged in a grid-like fashion. The photos depict a diverse group of people in various contexts:

- Top left: A woman in a patterned dress stands on a sandy beach near a body of water.
- Top center-left: Three women pose indoors; one is raising her hand.
- Top center-right: A man and a woman in medical scrubs (blue and white) stand together.
- Top right: Two women, one in a white lab coat and one in a green shirt, stand outdoors.
- Second row left: A group of five women stands in front of a large, ornate painting.
- Second row center-left: A man plays a violin in a room with other people.
- Second row center-right: A man with a long white beard and a cane stands next to a large stone well outdoors.
- Second row right: Two women walk on a paved path outdoors.
- Third row left: A large group of people, mostly women, pose for a group photo in front of a modern building.
- Third row center-left: Four people wearing face masks and green scrubs sit on a bench.
- Third row center-right: A group of people are gathered around a table outdoors, possibly at a picnic or social event.
- Third row right: Two men sit on a bench indoors; one is wearing a green shirt.
- Bottom row left: Two women stand in a room with bookshelves.
- Bottom row center-left: A group of people, including a man in a white lab coat, pose indoors.
- Bottom row center-right: Two women stand in front of a building entrance.
- Bottom right: A group of people are gathered around a table indoors, possibly at a social event or meal.



Using Evidence in Health Care Management

1. SECOND SERBIA HEALTH PROJECT (NATIONAL).



2. HELOBEBA PROGRAM – NURSING – BEST PRACTISE.



3. NURDOR – VALUEBASED EVIDENCE



SECOND SERBIA HEALTH PROJECT

Ministry of Health of the Republic of Serbia

- IMPROVEMENT OF HEALTH FINANCING
- IMPROVING ACCESS TO QUALITY HEALTH CARE
- STRENGTHENING QUALITY OF SERVICE DELIVERY
- MONITORING, EVALUATION AND PROJECT MANAGEMENT



Masterplan proposal



2019 - 2021



Collection of Data

50 international and local experts

5000 + health workers directly contacted

6000 + processed files

Field visits

278 Public Health Institutions

Citizen surveys

1.100 participants

Data Requested from:

- ✓ Ministry of Health
- ✓ Ministry of Education
- ✓ Health Insurance Fund
- ✓ Institute of Public Health
- ✓ Health Institutions
- ✓ Medical/Health Chambers
- ✓ Republic Statistical Office
- ✓ Republic Geodetic Authority
- ✓ Agency for Accreditation of Health Care Institutions
- ✓ Association of Public Health Care Institutions
- ✓ UNICEF
- ✓ Road Traffic Safety Agency
- ✓ and many more



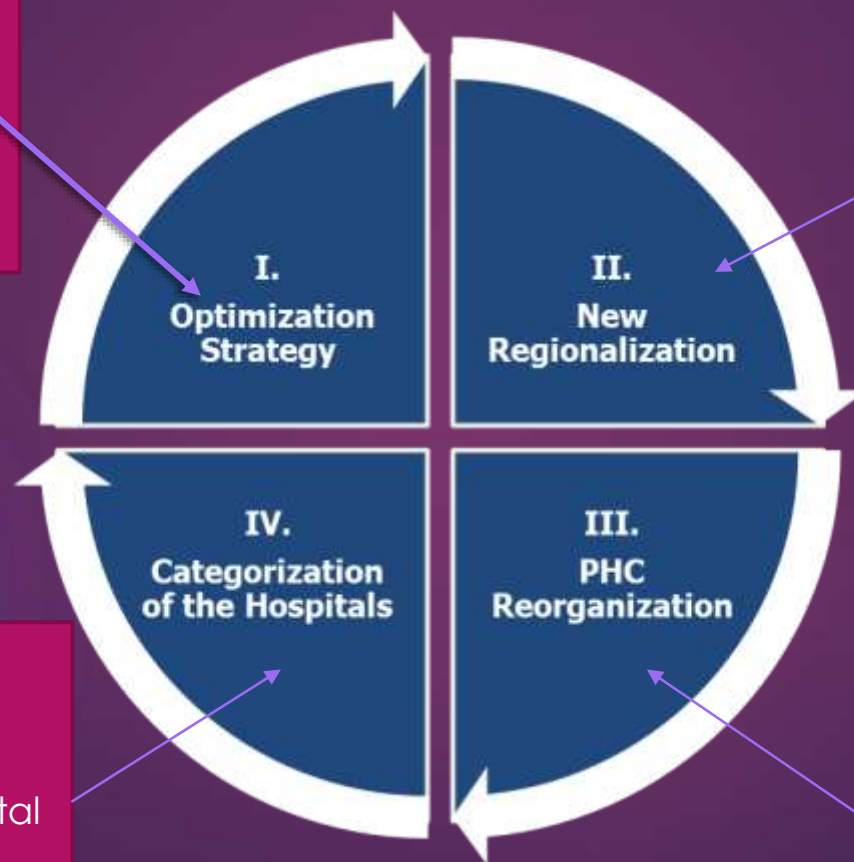
3400

Questionnaires

Health Care Institutions,
Medical/Health Chambers

Masterplan Proposal

Cooperation between 2-3 Health
Care Institutions
+
Merging of Health Care Institutions



5 categories
From local hospital to Republic Hospital



Primary Health Care reorganization:

- Teams of specialists
- Empowerment of nurses
- Home treatment
- Migration of staff to areas where health care gravitates



Challenge

SHORTAGE OF NURSES AND DOCTORS – MIGRATION TO WESTERN
EUROPE AND THE PRIVATE SECTOR

Nurses in Serbia

▶ My observations:

- ▶ Hardworking.
- ▶ High degree of caring for the patient
- ▶ Responsible
- ▶ Committed to nursing
- ▶ Multifunctional



▶ Challenges:

- ▶ Shortage of nurses. Migration of high skilled nurses to Western Europe.
- ▶ Low salary
- ▶ Graduate nurses are not recognized by the Ministry of Health
- ▶ The nursing profession is not regulated by law or defined in the clinical practise
- ▶ A need for promoting evidencebased practise and innovation

BUT

HaloBeba – a nursing initiated
counselling program for pregnant women,
parents with newborns and small children

your children and your family?



The screenshot shows the HaloBeba website interface. At the top, there's a navigation bar with the text "your children and your family?". Below this, the main content area features the HaloBeba logo (a baby face with a heart) and the text "Kada savet treba!". To the left, there's a section titled "Bebbo" with a heart icon and a play button, followed by the text "VAŽNO OBAVEŠTENJE – preuzmite našu novu aplikaciju Bebbo". To the right, there's a section titled "HaloBeba" with a baby face icon and the text "Kada savet treba!". Below this, there's a call to action: "Za sva pitanja u vezi vašeg deteta, POZOVITE!" followed by the phone number "(011) 7158-444" and a circular badge indicating "00-24 Svakog dana". At the bottom, there's a footer with four navigation links: "frequently asked questions from users" (with a question mark icon), "News" (with a document icon), "Educational material" (with a book icon), and "Video material" (with a video camera icon).

by app

HaloBeba

Bebbo

VAŽNO OBAVEŠTENJE – preuzmite našu novu aplikaciju Bebbo

HaloBeba
Kada savet treba!

Za sva pitanja
u vezi vašeg deteta,
POZOVITE!

(011) 7158-444

00-24
Svakog
dana

frequently asked
questions
from users

News

Educational
material

Video material

HeloBeba is:

Best
Practise

Phone -and online counselling for pregnant women, families with newborn babies and small children in Belgrade.

Open 24/7 all year

Consists of specially trained nurses and professional consultants, such as pediatricians, gynecologists, child psychiatrists and public health experts.

In operation since 2001

HeloBeba is organized within the Promotion Center in the Institute of Public Health in Belgrade.

Financed by the City of Belgrade



Purpose of HeloBeba:

- HELP, INFORM AND EDUCATE PARENTS BY PHONECOUNSELLING, ON-LINE SUPPORT AND INFORMAL WEBSITE.
- PROMOTE COORDINATION BETWEEN DELIVERY WARDS AND PRIMARY HEALTH CARE
- COORDINATING HOME VISITS TO MOTHERS AND NEWBORNS IN BELGRADE
- REDUCTION OF UNNECESSARY VISITS TO THE GP AND HOSPITAL.



MONITORING

Monitored by:

Institution of Public Health- Belgrade
City of Belgrade
ISO standards

Customers satisfaction survey each year

Reasons for calling Halo Beba

Customer follow-up (call
the customer to monitor
the advice given)

Number of calls
Length of calls
Missed calls
Complicated calls
=
analyze in order to
improve





The HaloBeba App

- The application is the first comprehensive, interactive guide for parenting until the child's first day of school.
- All data entered into the application in order to personalize the content, are stored in the users personal device.
- The UNICEF Regional Office for Europe and Central Asia enabled the application to be improved and to be used outside Serbia named "Bebbo" in 11 countries and in 19 language variants.



Vakcinacije



Pedijatrijski i drugi preventivni pregledi



Razni datumi

NUDOR – an offer for children with cancer and their families

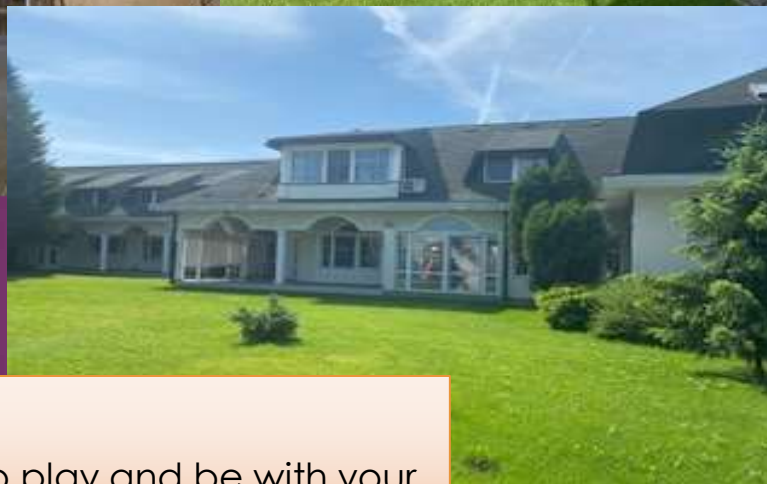


A partnership between
the NGO NURDOR and
hospitals in Serbia

Valuebased
Evidence

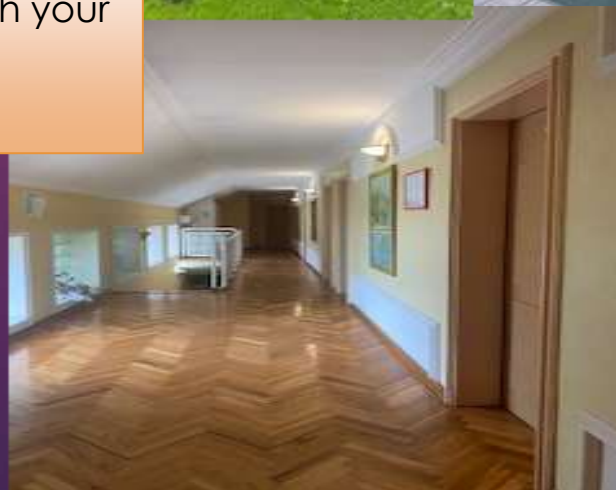


ALEXANDAR

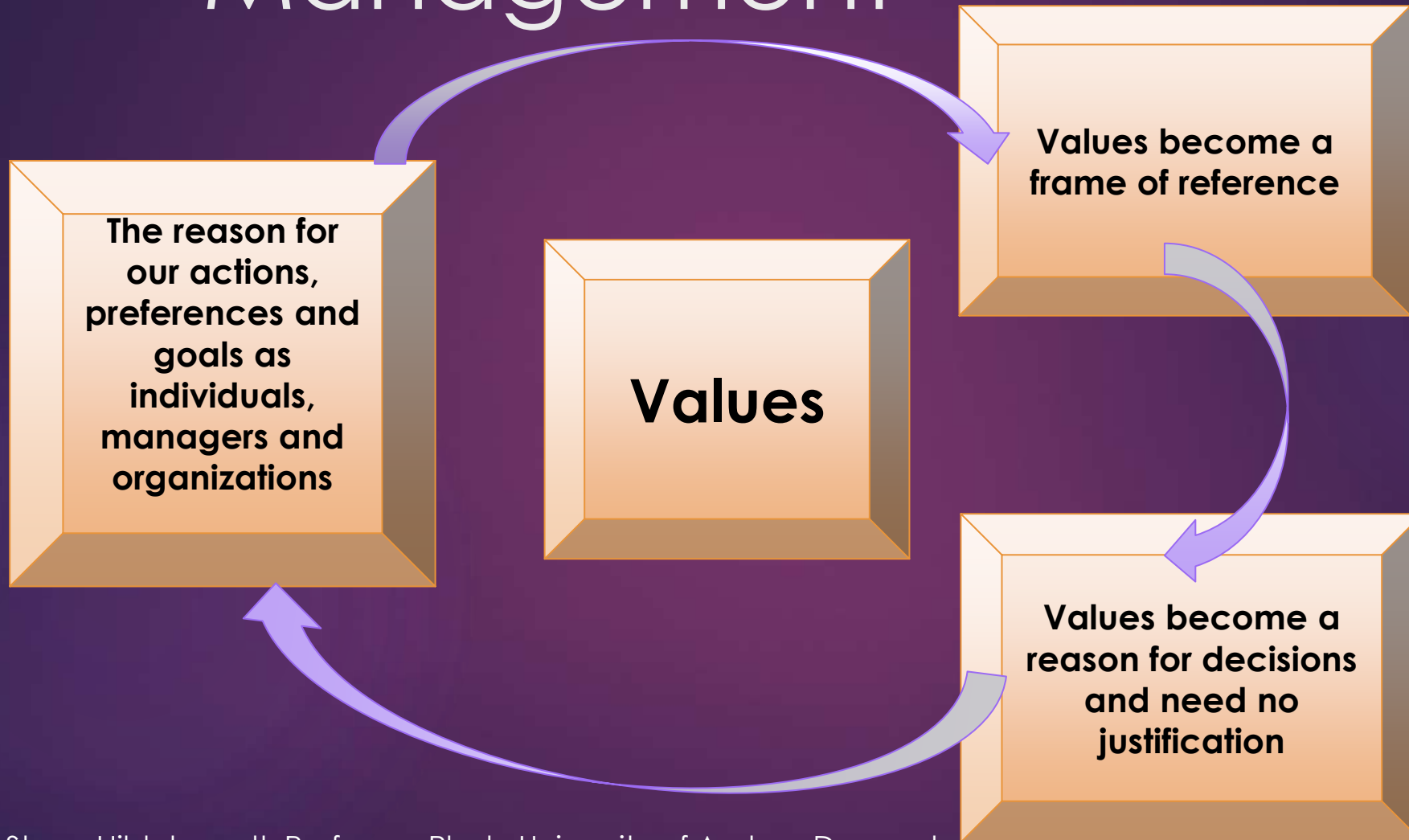


NURDOR

A place to play and be with your family



Valuebased Evidence and Management



Remember values in your evidencebased management.

Thank you !



Emese



Olga



Marijana



Katarina



Sladjana



Zorica