



Together for Quality

- Learning from Moldova



Orheiul Vechi (UNESCO nominee site), Moldova

Introductions

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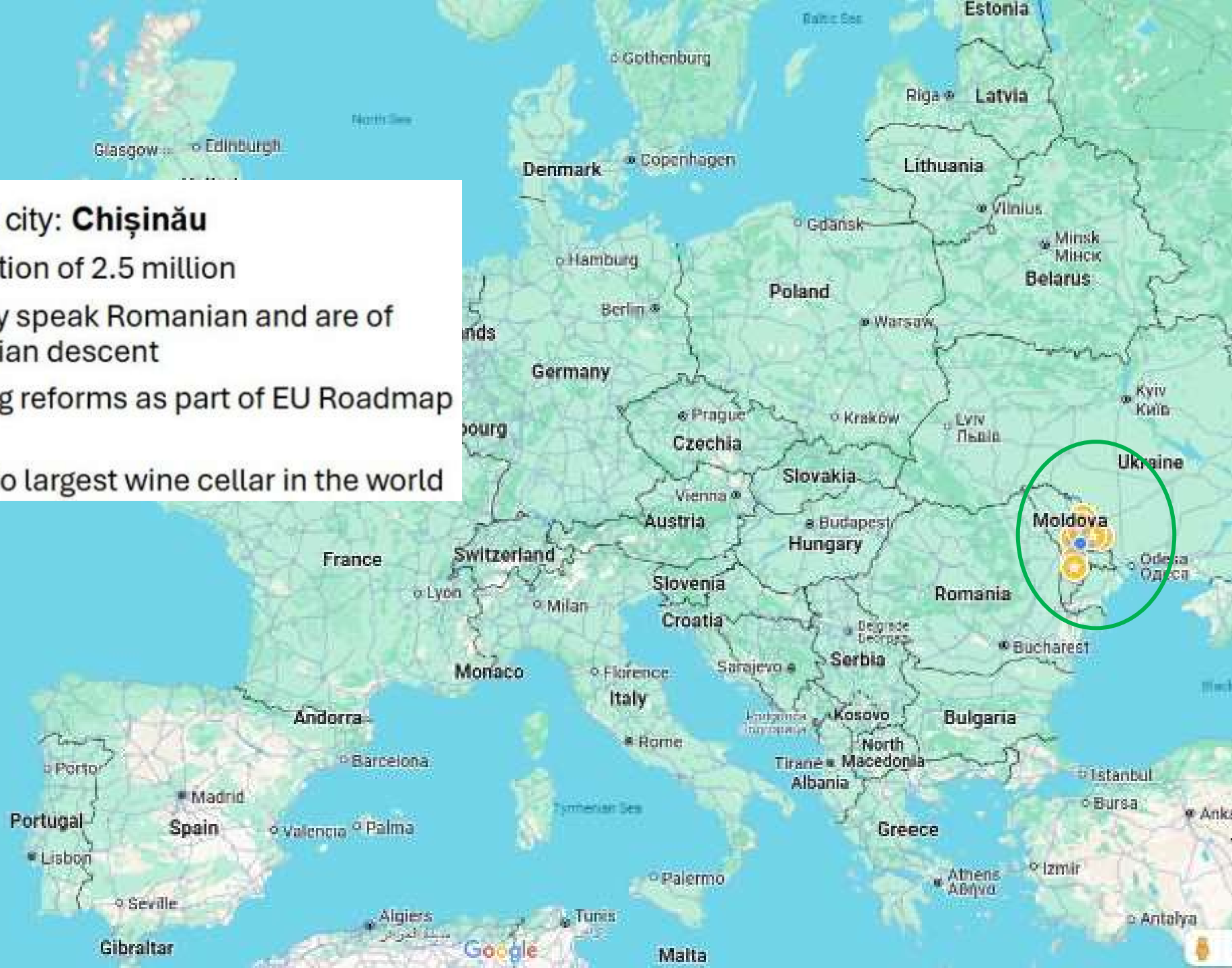


Cricova Winery, Moldova

Bu

- Capital city: **Chişinău**
- Population of 2.5 million
- Majority speak Romanian and are of Romanian descent
- Ongoing reforms as part of EU Roadmap 2030
- Home to largest wine cellar in the world

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And the second question

Why Moldova?





History



Folk art



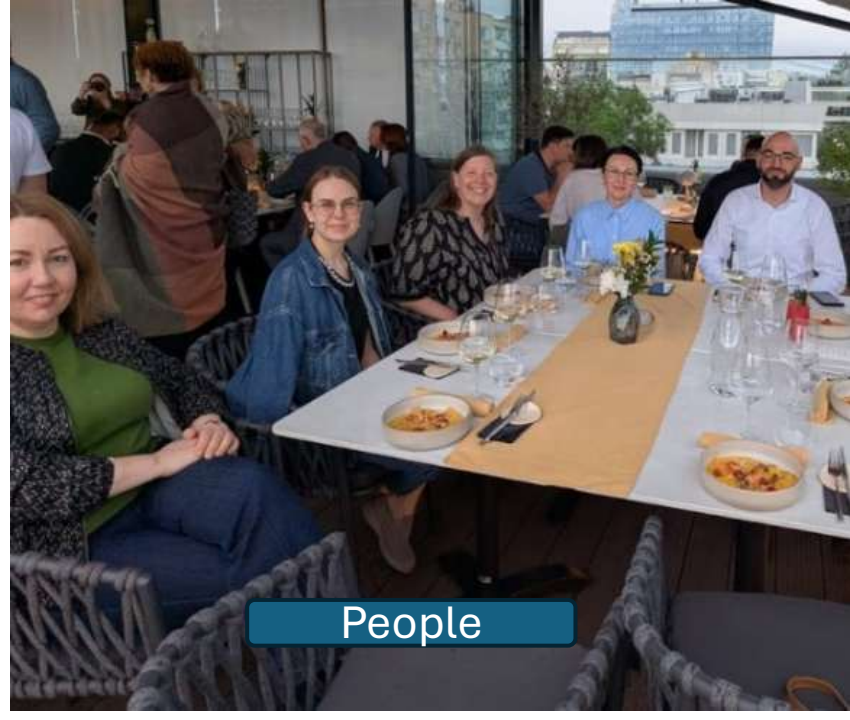
Wine



Cuisine



Culture



People

II. HEALTHCARE Organisation and

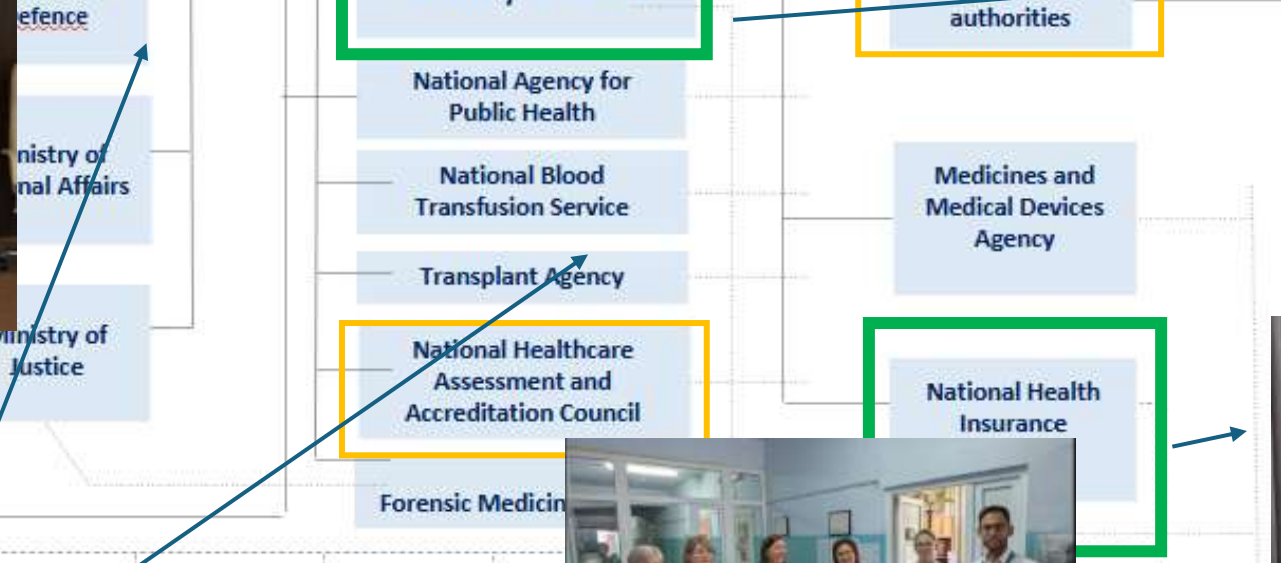


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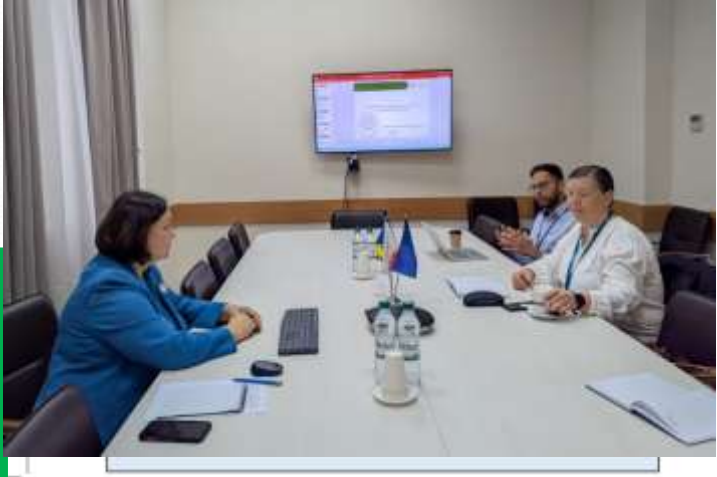
Hierarchical relation
Regulatory relation
Contractual relation



AGENCIILE NAȚIONALE
SERVICIUL NAȚIONAL DE
SĂNĂTĂȚII
PUBLICHE MOLDOVA



structure of the



Setting the scene – stroke care challenges



Variation in timely
access to care



Inadequate
equipment and
capacity constraints



Staffing constraints



Leading cause of
disability



Stroke mortality above
EU levels

Approach



Deployment of 2 High Performance Stroke centres (national)



Primary Stroke Centres (11) across the country



National telemedicine model to support primary stroke centres

The practice - Telemedicine



REGIONAL UNITS CONNECTED
TO CENTRAL STROKE HUB



UNITS WITH NO LOCAL
EXPERTISE FACILITATE
CONNECTION BETWEEN PATIENT
AND EXPERTS



USING VIDEO IMAGES, REMOTE
EXPERTS CAN VIRTUALLY
EXAMINE AN INDIVIDUAL WITH
STROKE SYMPTOMS AND
ANALYSIS OF RADIOLOGICAL
INVESTIGATIONS



RECOMMENDATIONS ON THE
BEST TREATMENT PLAN.

Impact



Average time from the onset of stroke symptoms to hospital admissions reduced from 905 mins (2023) to 423 mins (2024)



Improved % of Thrombolysis



Consistency in quality and care



Optimised resource management



Improves prognosis helping support reduction in mortality linked to stroke



Alleviate disparities in stroke care and improve outcomes after stroke.

Collaboration to improve patient experience



Collaboration to improve quality

- Not one person
- Not one department
- Not one organization

- Collaboration and learning from others are keywords in improving quality

- We learned that in Moldova



Collaboration towards creating good doctors

- How is simulation training done?
- Professors in a separate room
 - Students work with mannequins
 - Professors can observe the interaction between the students and the patients (mannequins)
- Other students in a separate room
 - Students are working with patients (actors)
 - Other students can see and hear the interaction
 - Feedback and discussion afterwards including peer review



Collaboration to develop skills

- 360 evaluation of staff
 - Clinical results
 - Number of procedures performed
 - Number of consultations
 - Number of complications
 - Behavior and discipline
 - Patient feedback
 - Respectful communication
 - Personal appearance
 - Professional growth
 - Credits (speeches, publication)
- Data collected amongst all contacts
- Results in personal development needs plan

Collaboration with other countries

- Broad cooperation with the EU – plans to have closer collaboration
- The HOPE programme
- Other international donors
- Collaboration with foreign universities
- International conferences





Trust within the system is essential



To collaborate with

- Fellow students
- Colleagues
- Patients



To improve quality

Trust is essential



All collaboration regarding quality is to ensure patient treatment and safety.

Mulțumesc
(thank you)

