



**Kolegji AAB**

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**Mentor:**

Prof.Assoc.Dr. Merita Xhumari

**Candidate:**

Resmije Zekolli

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## **INTRODUCTION**

### **Purpose of Paper**

The main objective of this paper is to understand that the policies and healthcare education are very important. We live in times of great changes and developments in all areas of life and work. It is the era of knowledge, social change and democratization of society, the liberation and emancipation of all individuals regardless of age or gender. This is closely linked to health education, because a healthy society should be the fundamental objective of a state not only nationally but also internationally. For this there are a series of laws, conventions, documents, statements, etc. From institutions and national and international associations. An ideal health education would be that one system that is able to provide basic health services, easily accessible and qualitatively acceptable to the population with high efficiency. The purpose of this paper is to analyze, systematize and reflect in an objective and scientific way, social and health policies through drafts and laws of the Republic of Kosovo. At the same time, this paper aims that based on the findings in the above literature to result with some recommendations and challenges for relevant institutions. To be a citizen in a democracy means to enjoy your rights. Fulfillment of social rights requires the activity of programmed state that is achieved through social policy. Kosovo guidance policies have been the standards of the EU and other international organizations.

### **EU policies and requirements for membership in the Field of Healthcare**

Health policies in the European Union are considered as policies where member states have wide autonomy in making-decision based on economic and social conditions in their countries. While the organization and management of public health systems remain the responsibility of individual countries. The EU supports them to address the common problems of members of the public health field. These policies aim to achieve quality standards in health and equal access to European citizens. The main objectives of the health policy of the EU are:

1. Prevention of disease
2. Promotion of healthy ways of living
3. Protecting people from health threats and epidemics

Regarding to legislation in this field, the EU has adopted a number of legal documents that cover only some of the issues of public health. These provisions are included in several important strategic documents of the EU's Europe 2020 White Paper. Together for Health in Strategic Approach to the 2008-2013 EU.

The EU has also the health program for growth drafted by Council Regulation EU, and was approved by the European Parliament with the document number 2011/0339 (COD) (4) with which are supported the initiatives and projects in the field of public health. The responsible institute for coordinating the health policies of the Member States is the General-Directorate for Health and Consumers of the European Commission.

The main documents on which this department bases its work includes:

- \* EU strategy Europe 2020
- \* White Paper: Together for Health Strategic Approach for the EU in 2008-2013
- \* Directive 2010/13 / EU of the European Parliament and of the Council of 10 March 2010 on the coordination of certain audio-visual media.

Public health policies are integral parts of a ten-year strategy of EU for economic development. The rationale given by the EU for this approach is presented in the form of a list of reasons which among others include:

- Keeping people healthy and active for long periods there is a positive impact on productivity and competitiveness;
- Innovation can help the health sector to become more consistent in finding new cures for disease;

The health sector has an important role in improving skills and creating jobs since it employs 1 in 10 of the most qualified workers in the EU. Taking into consideration that the percentage of persons aged 65 and older is expected to increase to 45% over the next twenty years, Invoice financing of healthcare and access to an independent and dignified life for the aging population will be a central issue for the political debate.

#### Foreign Partners

Since 1999, Kosovo's health system has received considerable influx of help from abroad. International organizations that provide technical assistance and financial support of different projects in the health sector include the European Commission (KE), World Bank (BB), the World Health Organization (OBSH), Program of the United Nations Development (PZHKB-UNDP), United Nations Fund for Children (FKBF-UNICEF), United Nations Fund for Population (FKBP-UNFPA), MB department for International Development (DFID), United States Agency for International Development (ASHBZHN-USAID), The Swiss Agency for Development and Cooperation (SDC), Swedish agency for international development (ASZHN-SIDA), Canadian Agency for international development (AKZHN-CIDA), and the Luxembourg Agency for Development and Cooperation (Lux-Development).

The European Commission (EC) has supported several projects of technical assistance in the field of health in Kosovo. More specifically it has supported the establishment of family medicine. SISH. It has provided equipments for KPSH facilities and the University Clinical Center in Prishtina, the establishment of the Centre of telemedicine etc. To achieve international goals, the KE has collaborated with OBSH for many years. Common strategies in the field of infectious diseases, health information, risk reduction, trade of health, the environment and health are the central focus. Also for many years KE has been cooperating with the European Council, especially in the field of equality in health care, health

information, the media and health, health promotion, etc. It had similar arrangements with the OECD in the field of health monitoring and national health accounting. Liaison Office of the European Commission in Kosovo (ZNKE-ECLO) implements the assistance under the Instrument for Pre-Accession (IPA). Its main role is to implement the EU policies through the engagement of the increased instruments in PSA, permanent technical and political dialogue with the Kosovo authorities to provide substantial advice on policies and guidelines for reform efforts, promoting socio-economic development and advancement of regional integration of Kosovo as well as encouraging the participation of Kosovo in regional and European initiatives.

The World Health Organization (OBSH) is a coordinating authority for healthcare within the United Nations system (KB). OBSH provides constant technical assistance focusing mainly on the development of health reforms in the new health care policies, in maternal and child health, infectious and chronic diseases as well as in promoting health. World Bank (BB) supports several programs in Kosovo through technical assistance and consultancy for policy and also supports MSH in financial and planning issues (for example Studying Health Financing Reform and Project Health Sector of Master Plan).

United States Agency for International Development (ASHBZHN-USAID) is also active in Kosovo and supports various health programs. The Government of Luxembourg is supporting the MSH in the development of health information systems. The aim of the project is to facilitate efforts by the MSH to develop a system that would allow MSH to collect data in time and analyze information which are necessary for the decision-making based in the evidence.

## CONCLUSIONS AND RECOMMENDATIONS

The study concludes with some critical conclusions and appropriate recommendations in the good of health that is the main priority of a democratic and healthy society. Life without rules and responsibilities does not guarantee the creation of a healthy generation. This also includes the creation of pedagogical environment in relation to health care policies and what they learn in school about health or the way of information. Health education gives great importance in the context of current developments in Kosovo. Approval of the law for providing health care that aims to improve health care policies. EU policies are guidelines for all Western Balkan countries that are in the process of EU integration, they should be very supportive of health policies for the country of Kosovo. Education on Health Policy for the implementation of policies and health care law in Kosovo are the main factor of success. Only through information, awareness of citizens and making known contemporary concepts for health care and participation in the payment of health contributions, it will be guaranteed one of the basic rights proclaimed in the Constitution of Kosovo, the right to healthcare. The direct connection with the current policy will help to resolve many issues as contributory system that requires mandatory payment of contributions for health care insurance. Of course this paper has its limitations, which in one form or another diminish its validity. In other papers that will be conducted in this area, it would be more favorable to use other methods by which will be won more generalizing results. Our paper we would suggest to be used only as a starting point of other major research in the future. I think that the proven experts through extensive study and proper health sector in Kosovo should deal with the analysis of the existing capacities of the Ministry of Health, institutions and implementing partners to provide analysis and recommendations, what changes should be made in the reform of the Kosovo Health System including the establishment of technical and human capacities, promotion of inter-institutional cooperation and coordination with donors, building management capacities at all levels, the legislative framework and the establishment of the Health Information System (SISH).

Kosovo health faces many problems. It is not a national priority because it has a very low funding – poor, and human resources are limited, donor support is falling precisely when by all of us are required actions and development and reformative changes that will raise the health system of Kosovo in the level with healthcare systems of developed countries and as the citizens of Kosovo may deserve. The rationale given by the EU for this approach is presented in the form of a list of reasons where among others it's included to keep people active and healthy for long periods. This factor has a positive impact on productivity and competitiveness. The package of laws for comprehensive reform for healthcare is definitely the biggest unpredictable challenge. Besides reception of its approval in parliament its implementation will have difficulties as well. Barriers will also be the human resources. Another challenge that will affect the new scheme informality in the labor market. The number of the unemployed and those working without employment contracts makes the bill of this law too high for the government. The main challenge for the funding of the health system is closely related to the functioning of the Health Insurance Fund. One of the main challenges that has to do with liquidity fund, especially in the first years of its operation.

Informality in the labor market and the very high number of people who will not pay health insurance but whose bills will be paid from the state budget is very challenging aspect for financing the health sector. Control in the field of application of the health insurance scheme is also a challenge that is expected in the future, especially while monitoring capacity on the ground to rise to appropriate levels.

- Operability of the health insurance scheme and the Health Insurance Fund;
- Fighting informality in the labor market
- Control of the Health Insurance Fund by Parliament and Government
- Field control and prevention of abuses (especially the referral of patients from public to private institutions);

Looking at the above findings and conclusions, below are some suggestions about improving the work in health centers and health system in general.

Approval of legislation for the reform of the health system in the Parliament of Kosovo and their entry into force by decree of the President.

Improvement of laws required by the EU in harmonization with European legislation.

The continuous increase of medical personnel at all levels to improve citizens' access to medical services, and to improve service quality and coverage for all citizens.

Strengthening the quality of services sector within the ministry and the network of quality coordinators at all levels.

Regarding the physical infrastructure for the implementation of SHISH is essential to supply computers and Internet connection in all health institutions. On the other hand the staff that will use it should be trained properly.

Development of HIS software in accordance with the Kosovo system, the legal and physical infrastructure according to EU standards for the collection and storage of data;

Regarding the financing of the health sector the main challenges is closely related to the functioning of the Health Insurance Fund which mainly relates to the liquidity of the fund especially in the first years of its operation.

Informality in the labor market and the very high number of people who will not pay health insurance but whose bills will be paid from the state budget is very challenging aspect for the financing of health sector.

The most challenging aspect concerns the institutional reform of the foreseen sector. Besides the new institutions and their operating procedures, are expected to be created as part of the reform, and the existing institutions would be affected. The new processes will require adequate training to all persons affected by the reforms. Considering the number of persons affected by the reform, namely, the spread of reforms, time for training the staff for implementation of the reform can be substantial. The continuous increase of medical

personnel at all levels to improve citizens' access to services is also a challenge that will be presented in the coming years. Besides this there are a range of other status issues as:

The adoption of laws, administrative guidelines and other documents for the functioning of the new scheme;

Development and approval of changes in the administrative scheme of MSH and redefinition of job positions for staff

Adequate training of administrative and medical personnel for changes in processes and proceedings;

Improvement of sanitary conditions in public health services providers

Improving supervision of medical personnel in the public sector;

Effective combating of corruption at all levels;

Preventing and controlling of abuses by health insurance scheme

Improvement of the planning and implementation of policies for essential drugs and consumables in health institutions

The biggest challenges about designing and implementing SHIS system in Kosovo mostly associated with physical infrastructure for its implementation as well as with the qualified personnel to use it

Regarding the necessary physical infrastructure for implementation of SHISH, the equipment with computers and internet connection to all the health institutions is primary.

On the other hand the staff who will use it will be trained adequately

One of the other foreseen challenges in the application of SHIS are local capacity to maintain and further develop the SHIS system. The current system is being developed by international companies and maintenance and its constant development can be expensive.

The development of physical infrastructure for the implementation of SHISH;

Training of the health and administrative personnel that will implement SHISH in their work

Maintenance and continued development of SHISH is costly and local capacities in this field may be incomplete and major challenges in the future.