



POLICY ANSWERS

Stakeholder Conference - Presentation of the initial findings;
conducting discussions and collect comments and recommendations

Date 22.09.2023.

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Policy Dialogue
on Aligning Priorities in the
Western Balkans



CONCLUSIONS REMARKS



Pathway towards Health

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- Digitalisation – in HEALTH
- SUSTAINABILITY of HEALTHCARE - decarbonisation
- Public and Private Healthcare at the service of the patient – entrepreneurship
- Organization changes and care of human resources (all health professionals) - norms, mobility of education, financing
- RRI – responsible research innovation in healthcare
- We are all potential patients everywhere...*

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IMPORTANT:

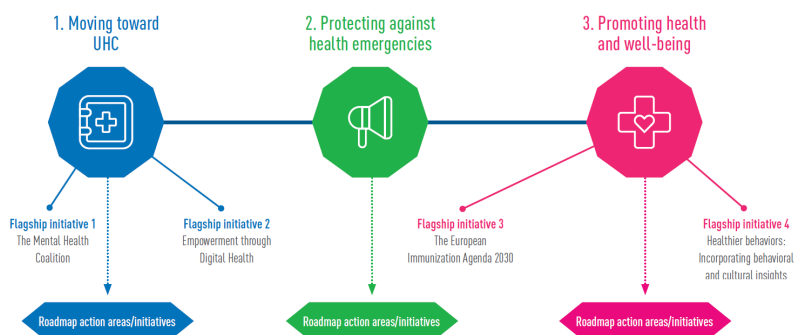
- ❑ More health policy implementation less politics
- ❑ More implementation on strategy level and individual level
- ❑ Using principles Health in all policies, and insist on green agenda and digitalization in health

For the future: WB as a client who know how to save health

- Healthier organizational culture
- Healthier leadership
- Healthier environment for workforce in healthcare
- Educational process and curricula richer by digital and AI issues
- Sustainable healthcare by respecting and implementing energy efficiency and environmental issues

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Roadmap for Health and Well-being in the Western Balkans (2021–2025): Summary: European Programme of Work (2020–2025) – “United Action for Better Health” Document number: WHO/EURO:2021-3437-43196-60510



„Health in all Policies“



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„Health for all Policies“



THE ROADMAP'S 10 HIGH IMPACT ACTION AREAS



1. INCREASE RESILIENCE TO HEALTH EMERGENCIES
2. ENSURE FINANCIAL PROTECTION AND ACCESS TO MEDICINES
3. STRENGTHEN PRIMARY HEALTH CARE THROUGH DIGITAL TRANSFORMATION
4. SAFEGUARD QUALITY OF HEALTH CARE AND PATIENT SAFETY
5. PROMOTE MENTAL HEALTH AND SOCIAL CARE SERVICES
6. PRESERVE HUMAN CAPITAL FOR HEALTH
7. COMBAT AVOIDABLE NONCOMMUNICABLE DISEASES
8. CREATE HEALTHY AND GREEN ENVIRONMENTS
9. EXTEND VACCINATION BENEFITS ACROSS LIFE COURSE
10. COMBAT ANTIMICROBIAL RESISTANCE

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- The pursuit of HEALTH should unite us in the Western Balkan, with all its challenges.
- By using „health in all policies“, friendly and close communicating and collaborating through the action and research with digital and sustainable constituents we will achieve the goal - to being a part of EU.

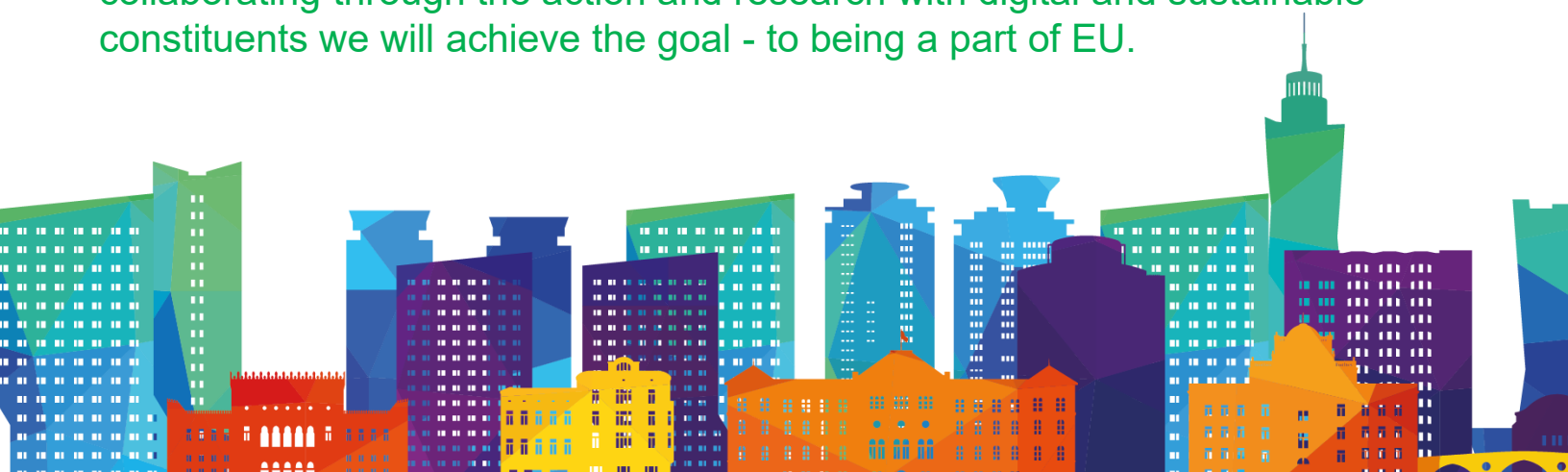


Table 1: Digitalization Process and Use of Artificial Intelligence in Health

1. **We must continue collaborating and sharing knowledge with our neighbors and European partners.** Serbia led the way in adopting digital solutions, like telemedicine and e-Prescription, during the pandemic and beyond. Let's share and learn from our friends' successes.
2. The future won't wait for us! Healthcare software and AI are now integral parts of daily medical practice. **We must enhance the digital skills of our healthcare workforce by incorporating digital education in high school and university curricula.**
3. The Western Balkans have made progress with digital healthcare solutions, but **there's room for improvement in recognizing the importance of high-quality data and data standards.**

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Table 2: Sustainable Financing for Healthcare – Exploring the Strength and Opportunities of Private Healthcare

Possible SOLUTIONS and actions:

- Digitalization, AI, Telehealth services, Robotization - opportunities
- Focus on screening programs and prevention
- Professional management to lead hospitals
- Use existing private sector resources to reduce waiting lists
- Public Health Insurance reform - to determine the cost of each service - "money should follow patient"
- Promote entrepreneurship in healthcare as a way to retain healthcare workers in region
- Relaxing communication between WB countries
 - - Recognition of diploma between counters in WB
 - - Work permits through same ID number in WB

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Table 3: Driving Health Care Progress: Infrastructures, Sustainability and Green Agenda in Health Care

- Based on the presented experiences and practices of the health systems of WB countries to achieve goals of sustainable development and the principles of the Green Agenda, an opportunity is created to work more visibly on the improvement of the strategic and legislative framework, at the national and regional level.
- The possibility to promote innovative activities in the provision of health care with low carbon presence in accordance with the principles of the Green Agenda, both nationally and in the region of WB countries with animation of potential partners (WB, EU, WHO...)
- The possibility of organizing trainings, webinars, meetings and joint access to writing projects for healthcare systems that are in line with the principles of the Green Agenda of WB countries.
- Promotion of projects in health systems that have improved the fight against climate change, or that have achieved results for increasing energy efficiency and decarbonization, in order to overcome problems of providing additional financial resources for their continuation by partners WB, EU, WHO...

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Table 4: Health Workforce Challenges: Organizational Factors, Human Resources and Financing Instruments

1. The ability of the health system to provide good and appropriate services, as well as to respond appropriately to the new challenges that the system faces, is conditioned by: the availability of health professionals with the right skills and knowledge in sufficient numbers, located where they are needed and working in an environment that motivates and engages them.
2. Countries need to develop policies that will ensure - the availability of sufficient numbers of healthcare professionals - by profile and number, with relevant skills, competencies and motivation to provide health services to the population
3. Focus on - vital areas of education and training for the health workforce, migration and retention, execution and management.

HEALTHCARE professionals: From a management standpoint, the workforce framework focuses on modulating the role of the labor market and government action in key decision making

- Workforce input: Preparation of the workforce through strategic investments in education and practices of effective and ethical employment
- Workforce: Strengthening health care delivery through better management of workers in both the public and private sectors
- Workforce exit: managing migration to reduce wasteful loss of human resources

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Table 1 - Digitalization Process and Use of AI in Health

- * Can AI change the medical profession?
- * How to fight for quality of data as a basis for AI?
- * How can we ensure life-long learning for health professionals to stay abreast of the latest developments in digital health?
- * Changing academic knowledge
- * Digitalisation can be self-sustainable
- * MONEY IS, BUT SHOULD NOT BE IN THE DIRECT CONNECTION WITH LEVEL OF DIGITALISATION

Table 2 - Sustainable Financing for Healthcare - Exploring the Strengths and Opportunities of Private Healthcare

1. Fully accept DRG + implementation + upgrade to patient level data coding
2. Cost optimization
3. Citizens of EU could choose the type of insurance → private or public. Why the WBs do not have this option?
4. Use management of private sector as a tool for improvement of entire health system
5. Professional management in public

Table 3 - Driving Health Care Progress: Infrastructure, Sustainability and Green Agenda in Health Care

CHALLENGES

- use friendly solutions for e-Health (telemedicine, mHealth, e-portals...)
- effective use of IPA funds
- lack of capacities in remote areas (human resources)
- recycling of medical waste
- digital skills of end users
- ~~efficient~~ energy efficiency
- investment EE in HC
- public procurement - quality, competitiveness
- investment HM - software (Mobile Medical)
- sustainable initiatives
- involve elec. health in HC
- solar energy in HC

Invest in infrastructures HC (new or adaptive old HC) with principles SD and GA AI in Medicine Artificial intelligence in Medicine - public awareness to storage pharmaceutical waste

Table 4: Health Workforce Challenges/Organizational Factors, Human Resources and Financing Instruments

Public Funding Mechanisms / Models

- Assessment of APF - new structure
- LRF system
- Union development of APF
- Financing instrument
- Strategic planning of APF

Health system - MAIN FACTS

What are the main urgent and important challenges to be addressed in the health systems of countries (to be listed) related to health professionals?

Solutions - Open discussion

What else?

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