



**Quality of care: kick-off technical workshop
and country coordination meeting
Almaty, Kazakhstan
3–5 April, 2017**

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**1 March 2017
Original: English**

Provisional programme

Monday 3 April	
00–12:00	Arrival and transport to hotel
12:00–13:00	Registration and rolling welcome lunch
13:00–13:30	Setting the scene
30 mins	Moderator. <i>Juan Tello</i> , WHO European Centre for Primary Health Care (WECPHC) Topics: <ul style="list-style-type: none"> ▪ Individual introductions and areas of interest ▪ Orientation of the quality of care work stream ▪ Scope of kick-off workshop ▪ Summary of programme and key questions by sessions
13:30–15:00	Quality of care: an overview
30 mins	Title. Revisiting quality of care principles yet not reinventing the wheel: key milestones in the European and global context Presenter. <i>Juan Tello</i> , WECPHC Topics: <ul style="list-style-type: none"> ▪ The evolution of quality care: landmark moments, reports, policies ▪ Where we are now? Three quality of care streams ▪ What are the key pertinent topics for (re)thinking at present?
15 mins	Title. Quality of care in the context of the Sustainable Development Goals: a global perspective Presenter. <i>Shams Syed</i> , WHO Headquarters
45 mins	Discussion
15:00–15:30	Break
15:30–17:00	A quality of care manual: proposal
30 mins	Title. Charting progress and responding to changes: a proposal for a contemporary quality of care manual Presenter. <i>Charles Shaw</i> , Independent Consultant
15 mins	Title. A tool for assessing quality of care: learning from country applications Presenter. <i>Sylvia Sax</i> , University of Heidelberg
45 mins	Discussion

Tuesday 4 April	
9:30–11:00	Quality assurance
20 mins	Quality assurance in practice <ul style="list-style-type: none"> Experiences from a quality of care assessment in the Republic of Moldova. <i>Andrei Matei</i>, WHO Country Office in the Republic of Moldova (TBC) Mapping quality of care actors in Kyrgyzstan. <i>TBC</i>
30 mins	Illustrative mechanisms <ul style="list-style-type: none"> Policies and accountability arrangements: balancing agendas of ministries of health and health insurers. <i>Sinisa Varga</i>, Croatian Parliament Alignment across vertical programmes and partners. <i>Jarno Habicht</i>, WHO Representative in Kyrgyzstan
40 mins	Moderated discussion
11:00–11:30	Break
11:30–13:00	Quality assurance of inputs
45 mins	Illustrative mechanisms <ul style="list-style-type: none"> Health technologies assessment. <i>Jane Robertson</i>, Health Technologies and Pharmaceuticals Programme, WHO Regional Office for Europe Health workforce licensing and certification. <i>TBC</i> Country perspective on accreditation of health organizations. <i>Marat Shoranov</i>, University Medical Center
45 mins	Moderated discussion
13:00–14:00	Lunch
14:00–15:00	Quality management
10 mins	Quality management in practice <ul style="list-style-type: none"> Balancing outcomes and performance: the perspective of regions (strategic purchasing). <i>Gulnara Kulayeva</i>, Almaty Health Department
20 mins	Illustrative mechanisms <ul style="list-style-type: none"> Results based management in hospitals. <i>Hernan Montenegro</i>, WHO Headquarters (TBC) Business planning for quality management in Tajikistan. <i>TBC</i>
30 mins	Moderated discussion
15:30–16:00	Break
16:00–17:30	Quality improvement
10 mins	Quality improvement in practice <ul style="list-style-type: none"> Lessons from peer review groups in Turkey. <i>TBC</i>
40 mins	Illustrative mechanisms <ul style="list-style-type: none"> Continuous medical education. <i>Manfred Zhorka</i>, Swiss Tropical and Public Health Institute Clinical audits and guidelines in practice. <i>Barton Smith</i>, Independent Consultant
40 mins	Moderated discussion
Evening	Group dinner with folk music

Wednesday 5 April	
9:30–10:00	Wrap-up and main take-aways from previous day
30 mins	Moderator. <i>Charles Shaw</i> , Temporary Advisor, WECPHC <ul style="list-style-type: none"> ▪ Key themes and summary reflections ▪ Revisions to proposal ▪ Further discussion on pending topics
10:00–11:00	Measurement for quality of care
30 mins 30 mins	<ul style="list-style-type: none"> ▪ Data for governing. <i>OECD</i> (TBC) ▪ Data for managing. <i>TBC</i> ▪ Data in clinical practice. <i>Elena Beratarbide</i>, Scottish Government (TBC) Moderated discussion
11:00–11:30	Break
11:30–13:00	Assessment tool for country applications
	Moderator. <i>Sylvia Sax</i> , University of Heidelberg <ul style="list-style-type: none"> • Overview of revised tool • Approach, data collection, timeline and stakeholders Moderated discussion
13:00–13:30	Next steps and closing
13:30–14:30	Lunch
Afternoon	Optional local tourism activity

Country coordination

Country-specific preparatory work with representatives and staff from country offices from select Member States. Please refer to invitation letter.

Thursday 6 April	
Morning	Preparatory background work <ul style="list-style-type: none"> • Identifying actors • Identifying and consolidating relevant policies • Developing an overview of the current context
Afternoon	Working period <ul style="list-style-type: none"> • Bilateral meetings preparing mission programmes • Agreement on next steps
17:00	Departure