

**ANNUAL REPORT OF THE AGENCY FOR
ACCREDITATION OF HEALTH CARE
INSTITUTIONS OF SERBIA**

For the period from 1 January 2009 to 31 December 2009

Belgrade, February 2010

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1) Introduction

On the basis of Article 214, paragraph 1, of the Health Care Law ("The Official Gazette RS", Nr. 107/05), Article 9 of the Law on Public Agencies ("The Official Gazette RS", Nr. 18/05 and 81/05), and Article 43, paragraph 1, of the Law on the Government ("The Official Gazette RS", Nr. 55/05, 71/05 - amendments, 101/07, and 65/08), the Government of the Republic of Serbia, at its session held on 16 October 2008, adopted the decision establishing the **Agency for Accreditation of Health Care Institutions of Serbia**.

It is established by The Health Care Law that the Agency for Accreditation of Health Care Institutions of Serbia (in further text: "The Agency") performs the accreditation as a process of assessment of work quality of health care institutions, based on the implementation of the optimal levels of standards of health care institution.

The Agency is established for the purpose of performing technical, regulatory, and development-related tasks in the process of accreditation of health care institutions.

The Agency conducts as public authorizations the vested affairs of state administration according to the law as follows:

- 1) establishing of standards for accreditation of health care institutions;
- 2) performing quality assessment of provided health care services to the public;
- 3) adjudicating in administrative matters regarding the accreditation of health care institutions;
- 4) issuing of public documents of accreditation (certificates);
- 5) maintaining a register of issued certificates.

By performing these tasks the Agency is to contribute to monitoring and improving the quality of health care services provided by the health care institutions in the Republic of Serbia, through providing an accreditation program.

As a part of the accreditation program, the Agency shall establish and maintain the national accreditation standards. The implementation of accreditation shall enable the assessment of achieving of the standards. The Agency shall assist health care institutions to improve the quality of health care services provided.

The Agency shall also promote and assist a consistent and continued monitoring of quality in all health care institutions in Serbia in order to provide for the citizens of Serbia the most effective and efficient health care possible.

The scope of work of the Agency includes the health care institutions in Serbia. The Health Care Law sets out that accreditation may be implemented in view of institutions of primary, secondary, and tertiary level, and in view of the whole private sector. Article 213 of the Health Care Law implies that accreditation may be performed with respect to any of these health care institutions for which an accreditation program is developed.

Descriptions of every type of health care institution are provided in Articles 94-118 of the Health Care Law.

2) Financial support

The funds for the establishment and beginning of operation of the Agency are provided from:

1. the budget of the Republic of Serbia;
2. grants and contributions by national and foreign legal and physical entities.

The funds for the establishment and development of the Agency are provided from:

1. revenues generated through the performance of tasks from within the competences of the Agency;
2. grants and contributions by national and foreign legal and physical entities, and other contributions;
3. the budget of the Republic of Serbia;
4. other sources, in compliance with the Law on Public Agencies, the Health Care Law, and the Decision.

Based on the Amendments to Budget Law of the Republic of Serbia for the year 2009 ("The Official Gazette RS, Nr. 31/09") the budget appropriation 58 – Ministry of Health, main program 1803 – "Improvement of treatment conditions", program 1803-03-"Improvement of Work Quality in the System of Health Care", from project 01 – "Establishment of the Agency for Accreditation of Health Care Institutions"- subsidies in public non-financial enterprises and organizations, funds are appropriated from the budget in a total amount of RSD 25.160.000,00. The total amount of these resources the Ministry of Health has transferred in several installments to the Agency's account by the end of 2009. The Agency did not make its own incomes during 2009, but the Decision on Pricelist of the Accreditation of Health Care Institutions, which was adopted by the Management Board of the Agency, on 30 November, 2009, entered the procedure of opinion provision of the relevant ministries, before the document is given up for adoption by the Government. With the adoption of the decision, the formal path for generating its own incomes by the Agency will be opened in 2010.

Considering the aggregated financial resources that the Ministry of Health transferred to the Agency during 2009 and part of the unspent financial resources from 2008, which were transferred to 2009 for the purpose of obtaining basic resources and equipment, the Agency had total execution of 64 %.

3) The Development of the organizational and operative functioning of the Agency

The largest part of the activities undertaken during 2009 refers to development of the organizational and operational functioning of the Agency.

- I.** The eighth regular session of the Management Board of the Agency was held during 2009 (in further text: MB):

The second session of the MB was held on February 2, 2009. The following was adopted:

- The report on inventory of property, obligations and claims, with balance on December 31, 2008 of the Agency for Accreditation of Health Care Institutions of Serbia;
- The Annual report of the Agency for 2008

- Financial report of the Agency for 2008

The third regular session of the MB was held on June 2, 2009. The following was adopted:

- The changes to the financial plan of the Agency for 2009
- The Public contest for nomination of the director of the Agency for Accreditation of Health Care Institutions of Serbia;
 - The Decision on defining norms for establishing professional abilities of candidates in the procedure for nomination of the director of the Agency for Accreditation of Health Care Institutions of Serbia;

The fourth regular session of the Management Board was held on June 26, 2009. The following was adopted:

- Selection procedure per public competition, open on 05 June, 2009 for election of Director of Agency for Accreditation of Health Care Institutions in Serbia
 - The Bylaw on Public Procurements of small value

The fifth regular session of the MB was held on 6 August, 2009. The following was adopted:

- Logo of the Agency
- Amendments to Public Procurement Plan for 2009

The sixth regular session of the MB was held on 17 September, 2009. The following was adopted:

- The Bylaw on conditions and manner of use of official vehicles of the Agency for Accreditation of Health Care Institutions of Serbia and execution of business trips, domestic and abroad
- The Bylaw on Education and Professional Orientation and Development of Staff of the Agency
- The Bylaw on Occupational Health and Safety

The seventh regular session of the Management Board was held on 23 October, 2009. The following was adopted:

- The Bylaw on Fire Protection

The eighth regular session of the MB was held on 27 November, 2009. The following was adopted:

- The Decision on cost amount of the accreditation of health care institutions
- The Bylaw on Accounting of the Agency

The ninth regular session of the MB was held on 11 December, 2009. The following was adopted:

- The Annual Plan of the Agency for 2010
- the Financial Plan of the Agency for 2010

- II.** The Agency is committed to accomplishing goals of the Ministry of Health project “Establishment of the Agency for Accreditation of Health Care Institutions of Serbia”, funded by European Union, during its everyday work. The main goal of this project is the establishment of adequate institutional, organizational and management structures and organization of the systematic capacities for the purpose of sustainable and competent accreditation implementation in Serbia. The project goal is also the improvement of the health care system in Serbia, in order to create a safe, fair and sustainable and cost effective health care system where the providers of health care are encouraged to achieve continuous increasing in the efficiency, effectiveness and quality of the standards.
- III.** The recruitment of the Agency’s staff started in February 2009, and the majority of the staff necessary for the work of the Agency was not hired until August 2009. The Agency hired 9 employees with whom indefinite employment contracts were signed.
- IV.** Computer and electronic equipment, as well as two cars necessary for the activities performed by the Agency were purchased in September, after the process of public procurement was executed.
- V.** During the regular activities of the Agency, regular visits were made to health care institutions which were accredited through the project “Development of Health Care in Serbia”, by the Ministry of Health of the Republic of Serbia, funded by the World Bank credit, for the purpose of assessment of the provided health care quality. The following visits were made:

DZ Novi Sad	17.03. and 06.10.2009
DZ Secanj	07.10.2009
GHValjevo	19.10.2009
DZ Valjevo	20.10.2009

The visits to other accredited institutions were postponed because of the flu pandemic

- VI.** The existing standards for primary health care centres and hospitals were revised for the purpose of alignment with standards of the International Society for Quality in Health Care (ISQua) in cooperation with Elma Heideman, accreditation expert hired on the Ministry of Health project “Establishment of the Agency for Accreditation of Health Care Institutions of Serbia”, funded by European Union.

- VII.** The special work groups were formed in October, for the purpose of development of laboratory, pharmacy and radiology diagnostic standards.

Four meetings of the SWG for development of standards were held:

- 28.10. 2009 - SWG established
- 30.10.2009 - review of the expected results; standards format and assessment in accordance with the current standards for hospitals and primary health care
- 18.11.2009 - form, content and standards outline
- 03.12.2009 - development of standards according to proposed template

Aforementioned activities continue in 2010.

- VIII.** Work on the development of external surveyors guidelines with consultant Zsolt Pasztely, accreditation expert hired on the Ministry of Health project “Establishment of the Agency for Accreditation of Health Care Institutions of Serbia”, funded by European Union.

- IX.** The external surveyors training plan and program for self-assessment was developed, in collaboration with the Belgrade School of Medicine, with which the Agency signed the contract on collaboration.

- X.** The organization and participation with the financial and technical support of the Ministry of Health project “The Establishment of the Agency for Accreditation of Health Care Institutions of Serbia, on following conferences:

- The fifth national conference on continuous improvement of health care quality in the Republic of Serbia (Sava Centar 31.8.2009)
- Conference “Establishment of the Public Agency for Accreditation and Continuous Improvement of Health Care in the Republic of Serbia” (Hotel Zira 03.09.2009)
- Conference “Future of the Accreditation of Health Care Institutions in Serbia” (Sava Centar 30.10.2009)
- “26th ISQua international conference on Quality” in Ireland (Dublin, 11.10-14.10 2009)

- XI.** The attendance on the conferences related to improvement of health care quality:

- “Primary health care politics in Balkans” Kragujevac, 08.04.2009
- The congress of health care workers of Vojvodina, Tara, 24.04.2009
- The conference of the Health Care Institutions Chamber, Zlatibor 20.06.2009
- Ophthalmologists congress, Novi Sad, 02.10.2009
- “Physicians mistake” Novi Sad 04.12.2009

- XII.** The website of the Agency was made and put to work.

PRESIDENT OF THE MANAGEMENT
BOARD

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