

## Inauguration of RHDC on Accreditation and Continuous Quality Improvement of Health Care in SEEHN followed by two day workshop on Patient Safety

**4-5. October 2012**

**Venue:** Serbia Palace, Bulevar Mihaila Pupina 2, Belgrade  
**Accommodation:** IN Hotel, Arsenija Carnojevic 56 Blvd. Belgrade

### Program proposal

*3. October at 20:00 dinner hosted by Ministry of Health at Club poslanika, Tolstojeva*

<b>Day 1, 04.10.2012.</b>	
<b>Inauguration of RHDC on Accreditation and Continuous Quality Improvement of Health Care</b>	
<b>9:30-10:00</b>	<b>Registration</b>
<b>10:00-11:00</b>	<b>Opening speeches :</b> <ul style="list-style-type: none"> <li>• Prof.dr Slavica Đukić Dejanović , Minister of Health of Serbia,</li> <li>• dr Goran Čerkez , Chair of Executive Committee of SEEHN</li> <li>• Mr.Nand Shani, Regional Cooperation Council</li> <li>• H.E.Mr.Vincent Degert, Head of the Delegation of the European Union to Serbia</li> <li>• Ms Antje Rothmund , Head of the Council of Europe Office in Belgrade</li> <li>• Loup Brefort, Country manager of the World Bank in Serbia</li> <li>• Dorit Nitzan, Head of WHO Country Office in Serbia,</li> </ul>
<b>11:00-11:30</b>	<b>Coffe Break and Statements for Media</b>
<b>11:30-12:15</b>	<ul style="list-style-type: none"> <li>• <b>SEEHN a Health Diplomacy Tool</b>, Snezana Cicevalieva, WHO representative to the SEEHN, WHO/Europe</li> <li>• <b>Objectives and functions of RHDC on Accreditation and Continuous Quality Improvement of Health Care</b> , Snežana Manić, Director AZUS</li> </ul>
<b>12:15-14:00</b>	<b>Lunch</b>



<b>Workshop on Patient Safety</b> <b>Awareness raising workshop on patient safety essentials</b>		
<b>14:00-14:30</b>	<b>Short introduction to patient safety</b>	Adriana Galan
<b>14:30-15:30</b>	<b>National patient safety interventions: country presentations (part 1)</b> 15 minutes per country including discussions <ul style="list-style-type: none"> <li>• Serbia</li> <li>• Albania</li> <li>• Bosnia and Herzegovina</li> <li>• Bulgaria</li> <li>• Croatia</li> </ul>	Country representatives
<b>15:30-16:00</b>	<b>Coffee Break</b>	
<b>16:00-17:00</b>	<b>National patient safety interventions: country presentations (part 2)</b> 15 minutes per country including discussions <ul style="list-style-type: none"> <li>• Israel</li> <li>• Macedonia</li> <li>• Moldova</li> <li>• Montenegro</li> <li>• Romania</li> </ul>	Country representatives
<b>17:00-17:40</b>	<b>Risk management in health care</b>	Adriana Galan
<b>17:40-18:00</b>	<b>Discussion forum of the day</b>	All Participants

<b>Day 2, 05.10.2012.</b> <b>Workshop on Patient Safety</b> <b>Awareness raising workshop on patient safety essentials</b>		
<b>9:00-9:30</b>	Understanding systems and the effects of complexity on patient care	Adriana Galan
<b>9:30-10:30</b>	Round table discussion on learning from error to prevent harm (with 10 minutes introductory presentation)	All participants
<b>10:30-11:00</b>	<b>Coffee Break</b>	
<b>11:00-11:30</b>	Using quality improvement methods to improve care	Adriana Galan
<b>11:30-12:00</b>	Open forum on engaging patients in patient safety	All participants
<b>12:00-12:30</b>	Conclusions and next steps	
<b>12:30-14:00</b>	<b>Lunch and departure of participants</b>	