



R1-11

MMS-Lezhe (Monitoring Medical Sector in Lezhe)

Implemented by: Paliative Care and Education Center (PCEC)

Location: Lezhe, Lezhe

Duration: 12 months

Total budget: 12,006.75 Euro

Overall objective: To prevent corruptive practices in the Primary Healthcare System through active civic participation in monitoring responsible institutions and increasing their accountability level in Lezhe Municipality.

Specific objectives:

1. To build a monitoring system on the way of functioning and laws that govern the primary healthcare system institutions along with ME of the quality of provided public services through clarification of administrative roles and competences of the units that compose it;
2. To raise capacities and involvement among local population and CSOs in understanding the importance of inclusiveness of the community in the monitoring process for the healthcare supply system and the advocacy work in improving public service quality.

Expected results:

1. An effective unified Monitoring and Evaluation System is developed internally contributing to improved work conditions in each unit (10 Healthcare Centres, 64 Ambulances);
2. Health service quality is improved and there is an increased number of cases followed formally.
3. Community participation is increased and information flow is improved as a direct outcome of the information campaign and dissemination of promotional materials.

Target groups: 10 Healthcare Centres in Lezhe Municipality; 64 Ambulances that are operational in Lezhe villages; Regional Health Directory; Institute of Health Insurance.

Final beneficiaries: Local Community, focus on women and young people.

Main activities:	1	<ol style="list-style-type: none"> 1.1 Identification of Primary Healthcare System and its institutional components. 1.2 Introductory meeting with institutional representatives and local stakeholders (R1,2). 1.3 Development of a Monitoring and Evaluation Plan targeting Healthcare Centres and the Regional Health Directory. 1.4 Implementation of the Analysis and Monitoring plan in the targeted institutions. 1.5 Develop and disseminate findings of the Report. (R1, R2, R3). 1.6 Round table to discuss findings and recommendations. (R1, R2) 1.7 Workshop with healthcare professionals on Monitoring and Transparency (R1, R2)
	2	<ol style="list-style-type: none"> 2.1 Assessment of legal framework, Strategies, plans and policies that govern the sector. 2.2 Development of an Analysis Plan of the organizational structure, institutional relations and formal procedures that connect the patient to the responsible structures.
	3	<ol style="list-style-type: none"> 3.1. Follow up meetings to monitor and assist Healthcare Centres and their staff in adapting standardized monitoring and periodic evaluation procedures. 3.2. Informative meetings in each Administrative Unit with the participation of youth and women on best practices of community involvement in institutional monitoring. 3.3. Publication of an awareness raising package designed to inform the community on the functioning of the system along with the formal steps that connect the patient to the healthcare providers combined with a talk show in a local television. 3.4. Information update via online platforms. 3.5. Integration of a Health Service Section in the Municipality webpage, displaying public health services and contacts for each institution.