



HEALTH SUPPORT PROGRAMME IN KOSOVO - PHASE II

KSV/017



SECTOR | Health

AGENCY | LuxDev

DURATION | 120 months (January 2016 - December 2025)

TARGET GROUPS

Ministry of Health (civil servants), General Hospitals Prizren and Gjilan (doctors and nurses), medical physicians and all population of Kosovo

INSTITUTIONAL ANCHORAGE

Ministry of Health (MoH)

SECTORIAL POLICIES AND REFERENCE STRATEGIES

The project is fully aligned with the Government of Kosovo policies:

- the Health Care Reform Process that started in 2011;
- Health Sector Strategy 2017-2021;
- National Strategy and Plan for Development 2030.

BUDGET | Luxembourg: EUR17.35 million | National counterparts: EUR5.76 million



One of the main problems in Kosovo's healthcare system is the lack of capacity of public health institutions to provide quality healthcare services. This issue, together with the inability of the health system to alleviate citizens of the financial burden of diseases, requires serious consideration and improvements. This means that Kosovo faces serious challenges in two of the three main criteria of Universal Health Coverage, which include population coverage, the range of health services

offered and level of the protection against the financial burden associated with healthcare.

For over two decades, the Grand Duchy of Luxembourg has been the main bilateral donor in Kosovo's health sector. This extensive involvement has encompassed both systemic national reforms and specific improvements in healthcare service delivery at national and local levels.

EXPECTED CHANGES/RESULTS

The overall goal of the Health Sector Support Programme in Kosovo - Phase II is to contribute to the quality of the health services to the benefits of the population of Kosovo. The specific objective is to improve the planning, leadership and management capacities of actors in the health sector.

The expected results include:

- strengthening of institutional and organisational capacities of the health actors in fulfilling their new roles and responsibilities;
- improving performance and quality of health services in the public sector;
- concluding the health information system in pilot sites.

MAIN ACTIONS

The project has supported the development of the legislative and regulatory framework for reforming the health sector, including key health sector laws.

The Ministry and hospital staff in Gjilan and Prizren received support to strengthen their capacities from institutions in Kosovo and the European Union (EU) through on-the-job training, working groups, study visits to EU countries, technical assistance, and mentorship. More particularly:

- new institutions – KHUCS (Kosovo Hospital and University Clinical Services), five Chambers of Healthcare Professionals – have become operational;
- professional training (strategic management, strategic planning, monitoring and evaluation) was given to over 120 staff members of the MoH and other institutions;
- more than 300 health professionals have received professional medical training in radiology, pulmonology, cardiology, colonoscopy, endoscopy and laparoscopy;
- support was provided in developing and implementing key institutional documents (Health Sector Strategy 2017-2021, strategic hospital plans, Institutional Development Plans 2022-2026, etc.);
- the quality of hospital management has been improved through adapted training, tools and the standardisation of working processes;
- the Kosovo Family Medicine Residency Training Programme, which was supported by the project, achieved international accreditation in 2015 and has maintained it ever since. To date, it is the only residency programme in the entire region to have reached this crucial milestone;
- at the service delivery level, the project supported selected services within hospitals in Gjilan and Prizren, aligning their services with EU standards through the development and implementation of standard operating procedures;
- infrastructure renovations, modern equipment provisions, and specialised training programmes revitalised healthcare in Gjilan and Prizren, and introduced new services such as maxillofacial surgery and pathology analyses;
- a new service for treating patients with cardiovascular problems – a state-of-the-art Catheterisation Laboratory (CathLab) – was introduced at the General Hospital of Prizren. This assistance was complemented by necessary training, including the expertise provided by the *Institut national de chirurgie cardiaque et de cardiologie interventionnelle* - INCCI of Luxembourg, as well as operational procedures, all in accordance with the legislation in force.
- These investments not only improve local healthcare quality but also reduce the dependence on private and foreign medical services, directly benefiting the well-being and financial stability of Kosovo's citizens.

NEXT STEP

- starting the renovation of the Gjilan Hospital and the construction of the joint building for the five Chambers of Healthcare Professionals.

PARTNERSHIP WITH LUXEMBOURG

The project signed an operational partnership agreement with INCCI in 2023.

Amount of the partnership agreement: EUR182,808 | Duration: 30 months

Objective: the partnership with INCCI plays an important role in setting up the new service for interventional cardiology at the General Hospital of Prizren.

This partnership helped the project and the hospital to bridge the gap by offering technical support, especially during preparation of technical specifications and procurement of the equipment for CathLab. In addition, the partnership with INCCI is contributing to the growth of the CathLab by getting an on-the-job training by highly professional experts from Luxembourg. These experts are sharing the best practices in the area of interventional cardiology and helping the hospital staff in standardising working processes to improve the quality of services provision.

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