"HEALTH MEDIATORS" PROJECT

Dr Vladimir Čakarević

PRAGUE, June 26th 2011.
Ministry of Health introduced the health Mediators scheme in 2008 in cooperation with OSCE

- **Aims:** Improve Roma health and access to healthcare services, especially for women and children, and reduce inequality

- **Objectives:** Increased number of persons with health insurance coverage; vaccination of children; registration with local doctors; systematic check-ups, consultations and preventive medicine by healthcare centers; adoption of healthier lifestyles; and creating a greater awareness of the importance of regular medicals, family planning, nutrition, food preservation and waste disposal, personal and general hygiene, risks from contagious diseases and use of psychoactive substances, and issues of violence-neglect-abuse, human trafficking, and rights to social and health protection.
Health Mediators

Health mediators are Roma women and mothers, with at least primary education, who are themselves residents of the informal Roma settlements.

- Mediators facilitate communication between the healthcare system and Roma community – they are not social workers, nurses, lawyers or psychologists.
- Mediators collaborate directly with the field-nurses, and cooperate with the health workers and associates in the primary healthcare centres.
- Mediators cooperate with the Centres for Social Work, field branches of the National Institute for Health Insurance, and local self-governments.
- Characteristics: cooperative (team-player); realistic (does not create false expectations); builds trust (keeps her word); constantly learning (I know how much I don’t know) and persistent.
The Ministry deployed a total of **75** health mediators to **59** municipalities throughout Serbia:

- **45** are salaried by the **Ministry of Health** from State funds under the program “Implementation of the Action Plan on Roma Health”
- **15** are salaried by the Ministry from funds provided by the **DILS** program “Delivery of Improved Local Services”
- **15** are salaried by the Ministry under the project “Health Mediators”, financed by the **Open Society Fund**
Mediators received training on the following topics between 2008 and 2010:

- public health and communication skills
- hygiene and prevention of contagious diseases
- vaccination
- healthy lifestyles
- exercising rights to healthcare and health insurance
- social care, women's rights, neglect and abuse, and human trafficking
- code of conduct
Achievements during the period May 2008 – March 2011:

- Information recorded on **120,708** individuals (**36,600 families**) from settlements: **36,975** women, **34,765** men, **48,968** children. Undertook **138,106** household visits
- Recorded **11,034** (9.14%) persons without health insurance IDs. Secured insurance for **5,975** persons (54.15%)
- Recorded **6,316** (5.23%) persons without personal IDs. Secured IDs for **3,111** persons (49.26%)
- 14,468 persons registered with their chosen doctor
- **5,387** women selected their gynecologist
- Systematic health checks for **4,924** women
- Health checks for **2,297** expectant and nursing mothers
- 693 mammograms performed
Achievements 2008-2011

- **8,238** children and **696** adults (Te-Al vaccine) vaccinated
- **33,244** planned conversations with individuals regarding health issues
- **34,494** items of public awareness material distributed
- **5,740** persons educated through healthcare related workshops organized in Roma settlements
- **1,333** children enrolled in school (51 scholarships)
- Assisted families to gain State social benefits:
  - **1,360** - Material assistance; **855** - Child benefits
- Red Cross assistance gained for **3,291** persons
- Other assistance for **6,719** persons (e.g. registration with employment bureau)
Project ”Networking”

- In April 2010, Ministry distributed laptops to the mediators with new database installed (electronic copy of the registry), along with mobile phones [in cooperation with UNICEF and the Telenor phone company]
- In the period from April 2010 to March 2011, nearly 100,000 individuals were registered in the electronic database, namely 25,900 families (100,988 family visits)
- In 2010, Ministry collected and entered data on the indicators for standards of living in settlements in 50 Serbian municipalities [in cooperation with WHO]
Mediators as Educators
Commonly Encountered Medical Conditions

- Cardiovascular diseases 7,644
- Diabetes 2,681
- Malignant diseases 1,005
- Other chronic diseases 5,788
- Renal failure 420
- Drug dependence 1,814
- Infectious hepatitis 152
- Other contagious diseases 249
- Bronchial asthma 2,639
- Physical disability 941
- Mental illnesses 1,627
Age Categories

- Mediators recorded only 3,523 men and women aged over 65 years of age; representing only 5% of the total adult population for which data was collected.
- Mediators recorded data on the following categories of youths (19-26 years old):
  - 12,472 youths (10.33%)
  - 181 students (1.45%)
  - 10,727 unemployed (86.08%)
  - 1,564 employed (12.54%)
  - 4,843 young people married (38.83%)
Identification Card
ПРТОКОЛ
ЗДРАВСТВЕНИХ МЕДИЈАТОРКИ

Публикацију протокола финансира Европска унија
Vaccination Calendar

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Вакцинишите своје дете
Manual for Mediators
Romani/ Serbian
The First Symposium 2009 Proceedings
The Second Symposium 2010 Proceedings

ДРУГИ СИМПОЗИЈУМ ЗДРАВСТВЕНИХ МЕДИЈАТОРКИ
ЗБОРНИК РАДОВА
МЕДИЈАТОРКА У УЛОЗИ ЕДУКАТОРКЕ
СОКОБАЊА

THE SECOND SYMPOSIUM OF FEMALE HEALTH MEDIATORS
PROCEEDINGS
MEDIATORS AS EDUCATORS
SOKOBANJA
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