



МИНИСТАРСТВО
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“Improvement of Roma health and wellbeing in Serbia”

Dragan Đorđević

Skopje, January 25th, 2012.



AIMS



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- Health care improvement for vulnerable groups (mainly Roma population)
- Building capacity in public health
- Improvement of health care quality
- Secure an equal opportunity and rights for all citizens



Health Mediators

2008 -2010



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• Ministry of Health introduced the health Mediators scheme in 2008 in cooperation with OSCE Mission to Serbia

- **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; 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



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- 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 health-care 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



Health Mediators

2008 - 2011



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- 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**



Health Mediators 2012.



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- In 2012. 60 mediators will be salaried by the Ministry of Health from State budget
- 15 mediators will be salaried from funds provided by OSCE mission to Serbia



Health Mediators' Basic Training Programme



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Mediators received training on the following topics between 2008 and 2011:

- 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



Health Mediators Achievements 2008-2011



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Achievements during the period May 2008 – October 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 **13 647** persons without health insurance IDs. Secured insurance for **7 389** persons
- Recorded **6 774** persons without personal IDs. Secured IDs for **3 545** persons
- **19 528** persons registered with their chosen doctor
- **7 295** women selected their gynecologist
- Systematic health checks for **7 112** women
- **895** mammograms performed



Achievements 2008-2011



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- 14 666 children and 1313 adults (Te-AI vaccine) vaccinated
- 5,740 persons educated through healthcare related workshops organized in Roma settlements
- 3 310 children enrolled in school (151 scholarships)
- Assisted families to gain State social benefits:
3 372 - Material assistance; 1 155 - Child benefits
- Red Cross assistance gained for 4 589 persons
- Other assistance for 11 446 persons (e.g. registration with employment bureau)



Project "Networking"



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- 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 October 2011, nearly **100.000** individuals were registered in the electronic database (**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]



ECONOMIC ANALYSIS



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- Through OSI project „Health mediators“, Institute for economic sciences conducted survey and economic analysis of economic advantages of introduction of Roma health mediators in the Health system of Serbia.
- Results of analysis show that there are measurable and unmeasurable benefits.
- Measurable results are:- decrease of incidence of illnesses
 - greater life expectancy of children, youth and older population
 - decrease of death rate
- Unmeasurable benefits are: -introduction of children in education system
 - increasing Roma inclusion in employment, social protection, housing, etc.



Mediators as Educators



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2009 11 5





Commonly Encountered Medical Conditions



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- 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



Identification Card



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Organizacija za evropsku
bezbednost i saradnju
Misija u Srbiji

ПРОТОКОЛ ЗДРАВСТВЕНИХ МЕДИЈАТОРКИ



Публикацију протокола
финансира Европска унија



Vaccination Calendar



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КАЛЕНДАР ВАКЦИНАЦИЈЕ	
УЗРАСТ	ВАКЦИНЕ
НА Рођ.	туберкулоза, хепатитис Б
СА 1 МЕС.	хепатитис Б
СА 2 МЕС.	дифтерија, тетанус, пертусис, хемофилус инфлуенце, дења парализа
СА 3,5 МЕС.	дифтерија, тетанус, пертусис, хемофилус инфлуенце, дења парализа
СА 6 МЕС.	дифтерија, тетанус, пертусис, хемофилус инфлуенце, дења парализа, хепатитис Б
СА 12 МЕС.	ММР (морбили, рубела, паротитис)
СА 18 МЕС.	дифтерија, тетанус, пертусис, дења парализа
У 7 ГОД.	дифтерија, тетанус, дења парализа, ММР
У 12 ГОД.	хепатитис Б
У 14/15 ГОД.	дифтерија, тетанус, дења парализа

ВАКЦИНИШИТЕ СВОЈЕ ДЕТЕ



Manual for Mediators Romani/Serbian



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**THANK YOU FOR YOUR
ATTENTION!**

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