



МИНИСТАРСТВО
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”HEALTH MEDIATORS” PROJECT

Dr Vladimir Čakarević

PRAGUE, June 26th 2011.



Health Mediators

2008 -2010



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• **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



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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
- 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



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' Basic Training Programme



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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



Health Mediators Achievements 2008-2011



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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



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- 8,238 children and 696 adults (Te-A1 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"



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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 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



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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



Age Categories



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- 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



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bezbednost i saradnju
Misija u Srbiji

ПРОТОКОЛ ЗДРАВСТВЕНИХ МЕДИЈАТОРКИ



Публикацију протокола
финансира Европска унија



Vaccination Calendar



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Овај материјал је штампан уз подршку Европске уније

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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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The First Symposium 2009 Proceedings



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SARADNOST I ZDRAVLJE

ПРВИ СИМПОЗИЈУМ ЗДРАВСТВЕНИХ МЕДИЈАТОРКИ



МЕДИЈАТОРКА У УЛОЗИ ЕДУКАТОРА

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09.09. - 11.09.2009.

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REPUBLIC OF SERBIA



ORGANIZATION FOR SECURITY
AND CO-OPERATION IN EUROPE

THE FIRST SYMPOSIUM OF FEMALE HEALTH MEDIATORS



MEDIATORS AS EDUCATORS

VRNJACKA BANJA
9-11 September 2009

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The Second Symposium 2010 Proceedings



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oebs Organizacija za evropsku
sodelovanje i razvijanje
Medicinske u Srbiji

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МЕДИЈАТОРКА У УЛОЗИ ЕДУКАТОРКЕ

СОКОБАЊА
20.09. - 23.09.2010.



osce Organization for Security and
Cooperation in Europe
Mission to Serbia

THE SECOND SYMPOSIUM OF FEMALE HEALTH MEDIATORS



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СОКОБАЊА
20-23 September 2010





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**THANK YOU FOR YOUR
ATTENTION!**

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