



# EU4ResilientRegions – Special Assistance Programme for Ukraine

*Presentation of the Programme:  
Opportunities and Prospects of Partnership*



# Assistance for Resilience and Social Cohesion



Implemented by:  
**giz** Deutsche Gesellschaft  
für Internationale  
Zusammenarbeit (GIZ) GmbH



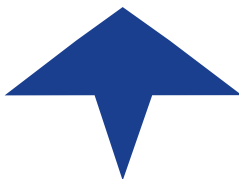
Strong collaboration is the basis for

**“EU4ResilientRegions - Special Assistance Programme Ukraine”.**

The Programme’s objective is:

**The improvement of provision of medical, social and administrative services in respect of quality and accessibility.**

Duration: Until October 2023



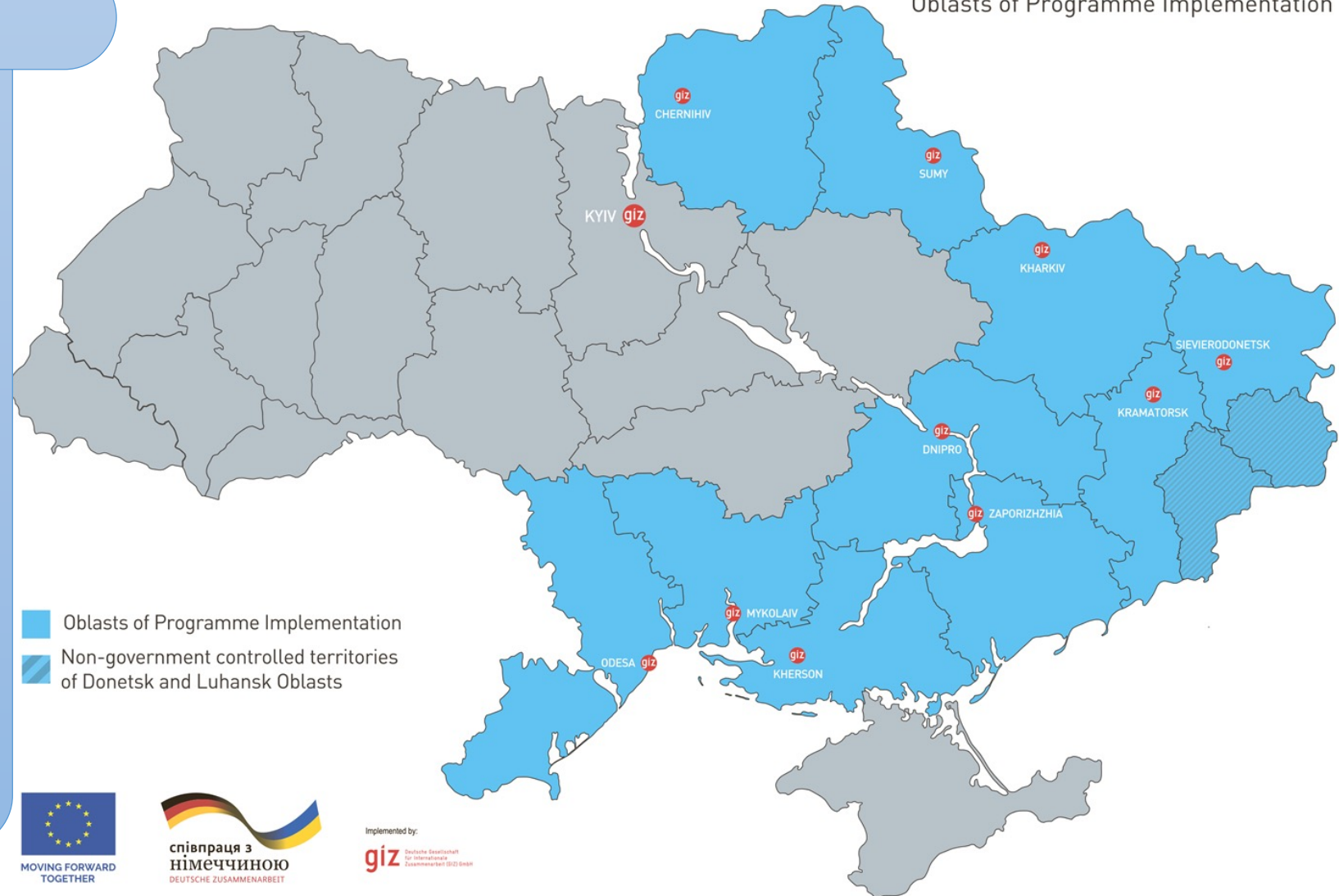
# Scaling-up of Experience and Best Practices



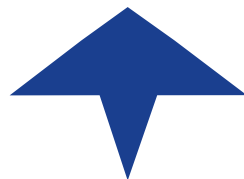
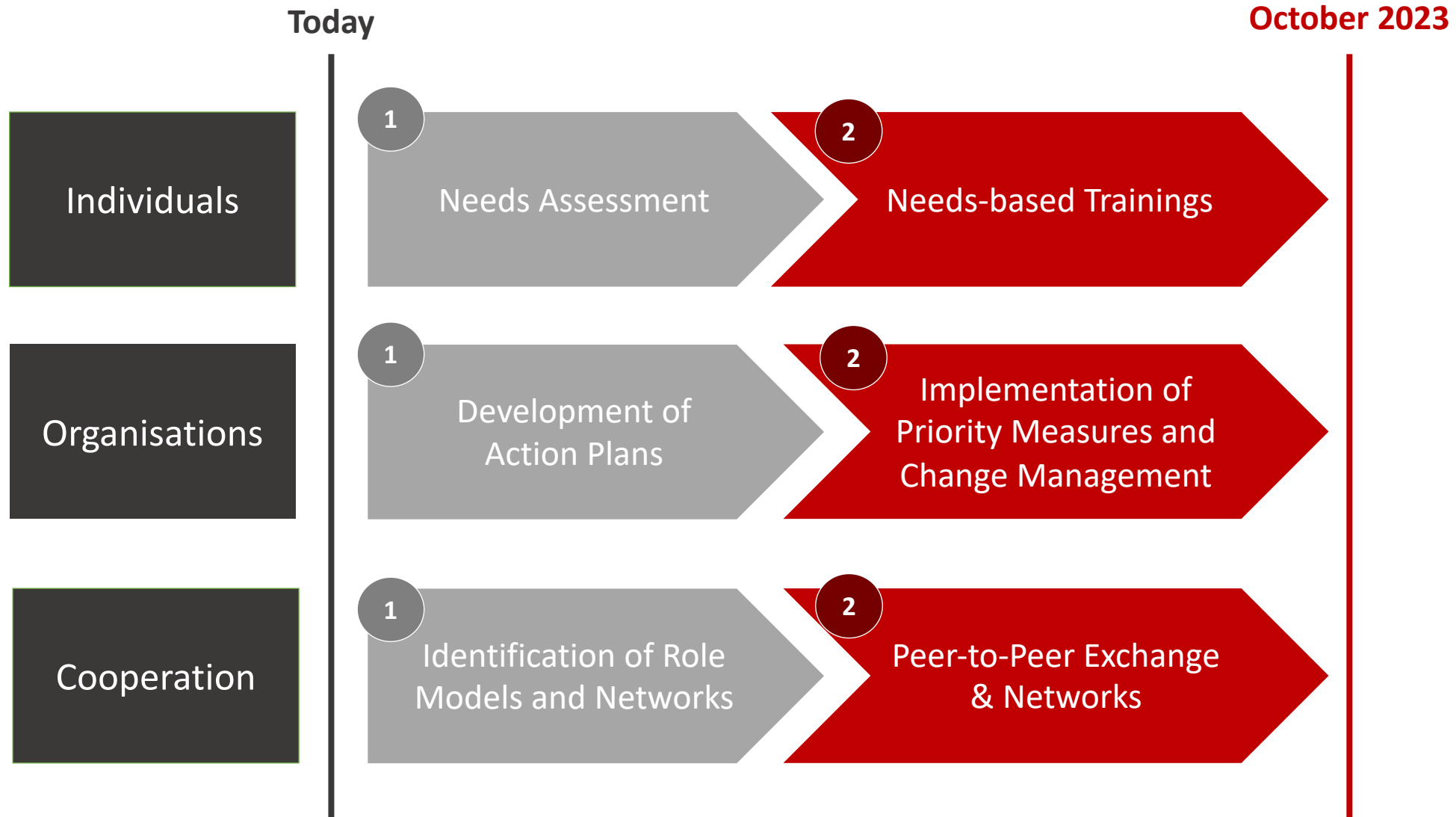
Special Assistance Programme Ukraine

Oblasts of Programme Implementation

- The **best practices and experience** made in the previous phase of the Programme in Donetsk and Luhansk regions (GCA) will be extended into selected municipalities in **8 new oblasts**.
- The Programme will help up to 80 communities to make sure residents can **access efficiently** local administrative, medical and social services of **good quality**.



# Improving Public Services in 2 Steps



# What areas do we work in?



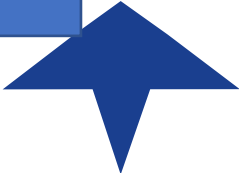
Social Services



Administrative Services



Health Care



# Improving Access and Quality of Social Services

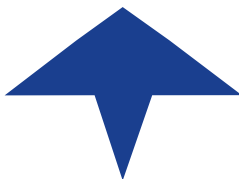
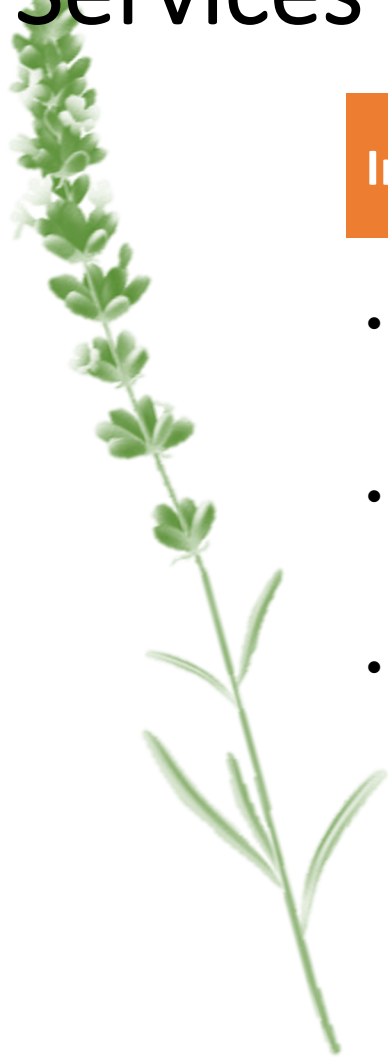


## Improving Social Territorial Centers

- **Modernizing the structural and procedural organization**
- **Implementation of Pilot Projects for Innovation**
- **Civil society involvement**

## Improving Competencies of Staff

- **Identification of qualification needs**
- **Capacity development through comprehensive trainings according to needs.**
- **Improvement of Epidemiological Response (especially to Covid19)**



# Examples of Activities in Social Services



## Professional trainings – examples

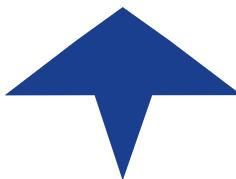
- Basics of organization of social services in territorial hromadas
- Overcoming of the «professional burnout» syndrome.
- Communication with recipients of social services
- The standards of palliative care and observation

## Measures for organizational development - examples

- Sets of multimedia equipment
- Purchase of electric bicycles for social workers
- Purchase of rehabilitation equipment - wheelchairs, crutches, rollers, etc.

## Networking events - examples

- Interregional conferences/round tables.
- Study tour on best practices

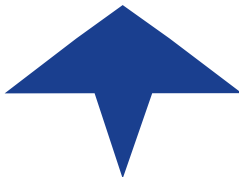


# Improving Access and Quality Administrative Services



## Improving Administrative Services in CNAPs

- Assistance in strategic planning & organizational development, i.e. regarding financial planning, personnel management, quality management, communications, use of IT and mobile services
- Identification and implementation of priority measures for change and change management





# Examples of Activities in Administrative



## Services

Professional trainings  
– examples

- Stress management, effective communication, visibility and PR, legal issues, etc.
- IT literacy, legal issues, time management and team building, compliance trainings etc.

Measures for  
organizational  
development -  
examples

- Expert's support on action plans development with short- and long-term recommendations, mentoring and support in the implementation process
- Mentorship Programme including development of feedback system and Mobile services improvement.

Networking events -  
examples

- Study tour or ex-change visits on best practices, interregional conferences/round tables.



# Improving Access and Quality of Health Care

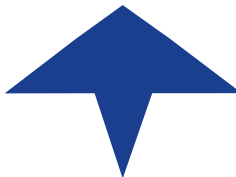


## Improving Hospitals or Primary Health Care Centers (PHCC)

- Assistance in strategic planning & organizational development, i.e. regarding financial planning, personnel management, quality management, communications, use of IT and mobile services
- Identification and implementation of priority measures for change and change management

## Improving Competencies of Doctors and Nurses

- Capacity development in line with the health care reform
- Identification of qualification needs
- Provision of qualified trainings according to needs.
- Improvement of Epidemiological Response (especially to Covid19)



# Examples of Activities in Health Care Services



## Professional trainings – examples

Introduction of a continuous quality improvement approach (organization of appointment, patient navigation, effective system of referral and support to reduce lost to follow up patients)

Expanding Medical Expertise – Training of doctors on medical specialized topics such as cardiology.

Psychological well-being of the staff – stress management, burnout prevention and treatment.

## Measures for organizational development - examples

Doctor's bag

Medical equipment and furniture

Therapeutic, gynecological and laboratory packages

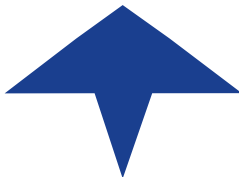
Call centers

## Networking events - examples

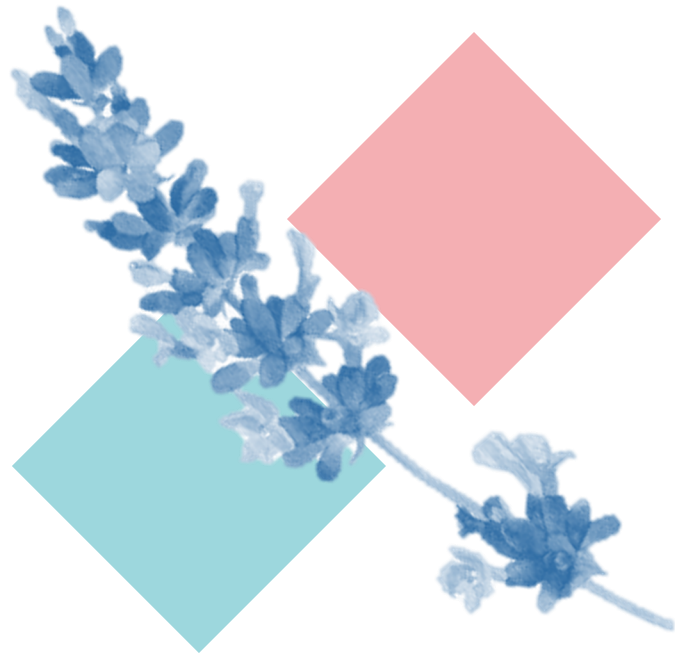
Study tour or ex-change visits on best practices, interregional conferences /round tables.



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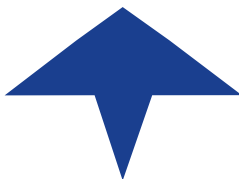
# Next Steps for Sustainable Partnership



Visiting the community and the institutions of social, administrative and health care service.  
Dialogue with stakeholders

Community needs identification and collection of data on social, medical and administrative institutions of community life by questionnaire

Signing a memorandum of Understanding





Please share your thoughts and questions

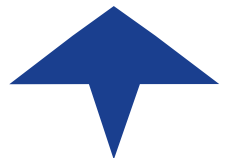


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## Developments in health and social care

Municipalities and districts in eastern Ukraine are being supported to improve healthcare and social services



### The challenge: Inadequate service provisions

Eastern Ukraine has been the site of armed conflict since 2014. Many people have fled their homes, and in the regions of Donetsk and Luhansk around 775,000 people are registered as internally displaced persons (IDPs). Due to the conflict, the Government Controlled Areas (GCAs) have been cut off from urban centres, which has interrupted the provision of health and social services. Most communities are structurally weak and face difficulties in meeting the increased demand for services by IDPs, who depend heavily on public health and social services.

A number of challenges currently limits the care that citizens can expect. Public health and social services do not have the financial resources and essential equipment necessary to provide adequate services. Communities in the east of the country lack qualified professionals and do not have the necessary staff in place to implement the Government's Health Sector Reform. Vulnerable groups suffer most as a result, especially people with disabilities, the homeless, the elderly and those without a means of transport or social support and social protection.



An improved social service system meets the needs of the population, especially vulnerable groups

<b>Project title:</b>	Special Assistance Programme for Eastern Ukraine (SAP)
<b>Commissioned by:</b>	German Federal Ministry for Economic Cooperation and Development (BMZ)
<b>Implemented by:</b>	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
<b>Lead executing agency:</b>	Ministry of Reintegration of the Temporarily Occupied Territories
<b>Partners:</b>	Administrations of partner cities and communities
<b>Project area:</b>	Government controlled areas of Luhansk and Donetsk regions with offices in Severodonetsk and Kramatorsk
<b>Overall term:</b>	11/2019 – 10/2022
<b>Contact:</b>	Lena Flitta / lena.flitta@giz.de Dr. Michael Hamalij / michael.hamalij@giz.de

Meanwhile, employees in the health and social care sector require training so that they can adopt a multi-disciplinary approach, which is necessary to build trust, social inclusion and cohesion in communities.

### Our approach: Creating better conditions for the delivery of care

On behalf of the German government, GIZ supports hospitals and health centres to meet the requirements of the *Ukrainian Health Sector Reform*. To this end, GIZ organises trainings for doctors and nurses, who will learn how to improve the quality of their medical care and comply with occupational safety, hygiene and environmental standards. Additionally, healthcare staff will be trained in organisational development, strategic planning as well as financial, quality and property management.

The communities are ready for change, and have substantial potential for new types of social services. GIZ supports social institutions in municipalities and districts in the regions of Donetsk and Luhansk to align services to local needs and integrate civil society organisations. This is all part of the *Ukrainian Health Sector Reform*.



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