



**EuroPlus**   
Consulting & Management

# Better access of the Roma community to the health care in the SR by means of trained health field workers

LOT 1 - Deployment of a System of the health  
field workers for selected microregions

Monthly report- January 2005

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Original

## IDENTIFICATION PART

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List of abbreviations:

PC	Project Coordinator
FHAS	Fieldwork health assistants system
TC	Training coordinator
HFW	Health Field Workers
TL	Team Leader
SR	Slovak Republic
EC	European Commission
FSW	Fieldwork social worker
MR	Microregion
OG	Office of Government
VH	Village Council
CC	Communiy center
CO	County Council
CFCU	Central financial and contractual unit

## **A. GENERAL PROGRESS**

### **A.I. SUMMARY OF REALISED ACTIVITIES**

**Training of HFW** – continuation of HFW training cycle in the project implementation process – training III. (part of HFW training complex focused on preparation of HFW for the performance of activities related to health field assistance).

**Project presentation to the relevant partners** – information transfer, coordination of activities and discussion about the cooperation possibilities with particular relevant project partners on regional level (detailed description – see part A.I.2- A.I.7) :

- Project presentation, field office of ÚV SR, Spišská Nová Ves
- Project presentation, Chamber of doctors, District of Kežmarok
- Project presentation, Chairmanship of Chamber of doctors, District of Prešov
- Project presentation, field office of ÚV SR, Prešov
- Project presentation, Prešov Higher territorial unit
- Project presentation, Department for national minorities, County Council Prešov

**Project promotion** – implementation of communication instruments with relevant project partners in particular localities (core of the project publicity campaign). Preparation of project communication, promotional strategy proposal.

**Implementation of HFW activities** – daily implementation of activities and realisation of health assistance activities in terms of the below description of the activities performed by the HFW (HFW activities in practice).

**Effectiveness of the project management system** – to streamline the standard project management processes – internal project management – through repeating of standard management processes during HFW fieldwork.

**Administration activities** – project implementation.

#### **A.I.1 HFW Training - Activities of the expert team of Lot 01 during the training of HFW**

**Date:**

From 11th to 15th January, 2006

**Place:**

Hotel Canyon, Lipovce

**Present:**

- Ing. Zuzana Škublová, Ministry of Health Care of Slovak Republic
- Ing. Martina Galabová, CFCU
- Mgr. Soňa Gabčová, Office of Government of Slovak Republic
- Ing. Michal Obuch, Project Manager, EuroPlus, Consulting & Management, s.r.o.
- Project Team, Part 01:
  - Mgr. Peter Németh, Project Team Leader
  - Ing. Miroslav Sklenka, Project Coordinator
  - Ing. Miroslav Balon, Project Coordinator
  - Nicole Fuchsová, Project Team Assistant
- Project Team, Part 02:
  - PhDr. Eva Balonová, Training coordinator
  - PhDr. Janka Hažírová, Instructor for health assistants
  - Paula Tománková, Instructor for health assistants
- 39 HFW
- Absent: 1 HFW (Rastislav Žiga, sick leave)
- In attachment
  - Training programme of the training
  - Elaborated working materials for HFW activity by Lot 01

**Monitoring of OG of SR, CFCU, Ministry of Health Care of SR**

On 13th January 2006 Ing. Zuzana Škublová, Ministry of Health Care of SR, Ing. Martina Galabová, CFCU and Mgr. Soňa Gabčová, Office of Government of SR visited the training. After discussion with the team of LOT 01, where detailed information were provided about the project implementation, the representatives of governmental institutions took part in the training led by instructors. During lunchtime these representatives could directly speak to fieldwork health assistants and gain information directly from them.

Ing. Škublová spoke to HFW and encouraged them in their work. Later in discussion Ing. Škublová answered questions to HFW that focused especially on administration matters of work and project publicity from the side of doctors and other institutions.

On 11th and 12th January 2006, PhDr. Eva Balónova, Project Coordinator - Part 02 and Mgr. Michal Obuch, EuroPlus took part of the HFW training as well.

## **Content of administration sections:**

### Common meetings:

- Mutual transfer of experience and procedures in work
- Elaboration of List of equipment necessary for HFW
- Repeating of timesheet filling out
- Repeating of monthly report writing
- Repeating of fieldwork diary keeping
- Statement about income
- Date of another training – time and venue
- Handing over of photocopied materials:
  - Timesheet - format,
  - Recording of clients - format,
  - Confirmation about visit - format,
  - Weekly work plan - format,
  - Form for travel costs,
  - Questionnaire A – health condition of Roma,
  - Questionnaire B – data will be collected in case of approval from a health centre employee, or an employee of relevant health institution.
  - Questionnaire C – data will be collected in case of approval from the employee of elementary school, or education institution.

### **Group meetings according to the microregions:**

- Detailed revision of reports, confirmations and sheets that HFW handed over for given microregions. Particular areas that will be needed to improve and how.
- Work plan for microregion
- System of communication of PC - HFW
- Plan of personal meetings PC - HFW
- Control of fieldwork diary
- Comments / proposals of HFW

### **Individual meetings:**

- Payment of travel costs for training
- Payment of travel costs within MR
- Revision and updating of HFW telephone numbers

## **A.I.2 Project presentation, detached workplace Office of Government of SR**

Offices of Assignee of Slovak Government for Roma questions – Spišská Nová Ves

**Date:**

6th January 2005, at 11.00 a.m.

**Venue:**

Office of EuroPlus Consulting & Management Prešov

**Present:**

- Mgr. Peter Polák – Head of regional office
- Mgr. Peter Németh – Head of Project Team

**Progress of meeting:**

- Introduction of the project, its goals, visions, status of implementation, HFW, short-term project plans for following period, long-term plans for following period, long-term project aims, etc.
- Introduction of activities carried out by the field office of the Office of Government in Spišská Nová Ves
- Discussion about ways of effective cooperation within the competencies of OG of SR
- Systematisation of cooperation on local level between HFW and Head of OG of SR
- Authority of Head of OG of SR in relation to HFW and Project activities
- Ways of technical, financial and material assistance of OG of SR for needs of project aim in daily HFW activities

**Conclusion:**

- Established close cooperation (transfer of information from the particular localities) about the needs of the target groups in microregions
- Entrenched system of cooperation within the existing structures (HFW, workers of OG of SR) in region –regular meetings and information transfer with an institution focused on Roma question can lead to an effective response to the needs and problems of particular localities and contribute to the achievement of the project objectives
- Agreement reached regarding mutual procedure in relation towards the relevant partners within the competence and regional coverage of the field office of the Government office SR – based on the above principles we expect that by common approach (in cooperation) in



contacting and involving relevant partners of the project on regional level we can ensure a more effective involvement in the project (dissemination of information about the project with the assistance of the representatives of the field office of the Government office, office of the Plenipotentiary of the Government office for Roma communities).

- Agreement upon common information procedure in relation to the relevant partners within the competence of the field office of the Office of Government SR – based on above mentioned principles we suppose that by common procedure (in cooperation) in contacting and involving of relevant partners into project on regional level we will be able to better approach these partner and involve them in the project implementation more effectively.
- Preparation of the meeting with the representatives of County Office of the Office of the Slovak Government in Prešov
- Agreement upon possibility, after discussion with project coordinators, to regulate conceptually work of HFW according to need of target groups in particular localities - in case that relevant partner identifies a problem in the health area which may have escaped the attention of the project team the relevant partner can address directly an HFW.
- Preparation of common “round table” of relevant partners (after discussion with county office). „Round table“ of relevant partners is in reality a regional steering committee which enables the representatives of regional field offices and umbrella organisations to establish participation in and direct contact with the project

### **A.1.3 Project presentation for Chamber of doctors of Kežmarok District**

**Date:**

10th January 2005, at 4.00 p.m.

**Venue:**

Restaurant „U Antona“, Kežmarok

**Present:**

- 20 doctors of Kežmarok District (general and paediatrician), from these 6 that are involved in project: MUDr. Peter Marko, MUDr. Michal Mesároš, MUDr. Pavel Štýc, MUDr. Viera Janku, MUDr. Iveta Janíková, MUDr. Malíková
- Ing. Miroslav Balon, Project Coordinator
- Renáta Bušová, HFW
- Zdena Mirgová, HFW

- Rastislav Žiga, HFW

### **Progress of meeting:**

Project coordinator Ing. Miroslav Balon met chairman MUDr. Marko - initiator of the meeting - before official start of the chamber meeting. MUDr. Marko was well informed about the conception of the project introduced by MUDr. Tatár on common meeting earlier in 2003. Project coordinator described in details implementation of the project, involved villages, length of project, strategy and vision (10 – 15 years), etc.

Before the official start the project coordinator met MUDr. Mesároš who cooperates on daily basis with HFW Rastislav Žigo in Huncovce. MUDr. Mesároš was satisfied with his work.

Chairman MUDr. Marko opened official meeting of the Chamber of doctors. After introduction of the programme of the meeting and brief opening the chairman asked Ing. Miroslav Balon to delivery his presentation. Mr. Balon introduced the project, its scope, development, goals, etc. Afterwards clarified project activities related to the doctors working in Kežmarok district. Project coordinator named villages from Kežmarok district involved in project (Podhorany, Rakúsy, Slovenská Ves, Výborná, Huncovce – microregion number 3) and personally introduced HFW that work in villages of Kežmarok district.

After the presentation the project coordinator answered questions of doctors. Questions were related mainly to:

1. length of project
2. ways on how to expand this project onto other villages in the district
3. prospects regarding prolongation of the project, eventually ways on how to achieve long-term work of HFW in the given localities
4. selection criteria for HFW

In the following part of the discussion a system of assigning of HFW to particular doctors was agreed.

Mrs. Renáta Bušová

- Village Podhorany – children and adults
- Village Výborná - children
- Village Slovenská Ves – children

Mrs. Zdena Mirgová

- Village Rakúsy - children and adults
- Village Výborná - adults
- Village Slovenská Ves – adults

Mrs. Rastislav Žiga

- Village Huncovce - children and adults

#### A.1.4 Project presentation for Chamber of doctors of Prešov District

**Date:**

18<sup>th</sup> January 2005, 3:30 p.m.

**Venue:**

Hospital of J.A.Raymana, Prešov

**Present:**

MUDr. Ján Kovaľ, MUDr. Ján Kmec, MUDr. Ladislav Babuščák, MUDr. Rudolf Novotný, MUDr. Karol Kyslan, MUDr. Jozef Augustínsky, MUDr. František Németh, MUDr. Ivan Babčák, MUDr. Goč, MUDr. Dagmar Želatínska, Representatives of nurses: Mrs. Timková

Mgr. Peter Németh – Project Team Leader

**Progress of meeting:**

- Introduction of the project, its goals, visions, status of implementation, HFW, short-term project plans for the following period, long-term plans for the following period, long-term project aims, etc.
- an offer to cooperate with doctors working in microregions of Prešov district that are related to the project
- an offer to cooperate with other health institutions working in relevant area in case of their interest
- an offer to cooperate on the Prešov district level
- participation of doctors and health workers on meeting – training of health staff.

**Conclusion:**

- Established information exchange
- Information delivered about training and the importance of the participation by the health staff working in particular localities of microregions

#### A.1.5 Project presentation, detached workplace of OG of SR

Offices of Assignee for Roma questions – Prešov, county office

**Date:**

26th January 2005, at 9.00 a.m.

**Venue:**

Detached workplace of OG of SR, Offices of Assignee for Roma questions – Prešov, county office

**Present:**

- Ing. Vlado Beliš – Head of County office
- Róbert Lehocký – Expert / consultant of county office
- Jana Eremiášová – Assistant of county office
- Mgr. Peter Németh – Head of Project Team
- Mgr. Nicole Fuchsová – Assistant of Project Team
- Ing. Miroslav Balon, Project Coordinator

**Progress of meeting:**

- Introduction of the project, its goals, visions, status of implementation, fieldwork health assistants, short-term project plans for the following period, long-term plans for the following period, long-term project aims, etc.
- Introduction of the activities of the branch office of the Office of Government in Prešov
- Discussion about ways of effective cooperation within the competencies of OG of SR and needs of the project
- Systematisation of cooperation on local level between HFW and Head of OG of SR

**Conclusion:**

- Established information exchange regarding relevant information from the area of Roma problems in Prešov County
- Common information procedure in relation to relevant partners on the Prešov regional level
- Preparation of common „round table“ of relevant partners

**A.1.6 Project presentation at the Prešov Higher Territorial Unit**

Department of culture and national minorities Prešov

**Date:**

27th January 2005, at 8.00 a.m.

**Venue:**

Office of Prešov Upper Territory Unit

**Present:**

Mgr. František Godla – Department of national minorities

Erika Godlová – Department of culture

Mgr. Peter Németh – Head of Project Team

**Progress of meeting:**

- Introduction of the project, its goals, visions, status of implementation, HFW, short-term project plans for the following period, long-term plans for the following period, long-term project aims, etc.
- Introduction of Department of culture and national minorities Prešov UPPER TERRITORY UNIT
- Introduction of realised and ongoing projects of Prešov UPPER TERRITORY UNIT in the area of Roma issues
- Discussion about ways for effective cooperation

**Conclusion:**

- Entrenched regular exchange of information in the area of Roma issues in the Prešov region
- Common information procedure in relation to relevant partners on the Prešov regional level
- Preparation of common „round table“ for relevant partners
- Agreed regular information meetings

**A.1.7 Project presentation, Department of national minorities of County Council in Prešov**

**Date:**

27th January 2005, at 1.00 p.m.

**Venue:**

County council in Prešov

**Present:**

- Ing. Miloslav Murajda – Deputy Head of CC
- Mgr. Gajdošová – spokeswoman of County Council
- Mgr. Bača – Head of national minorities department
- Mgr. Peter Németh – Head of project team
- Mgr. Nicole Fuchsová – Assistant of project team

**Progress of meeting:**

- Introduction of the project, its goals, visions, status of implementation, fieldwork health assistants, short-term project

plans for the following period, long-term plans for the following period, long-term project aims, etc.

- Introduction of activities of County Council -Department of national minorities in Prešov
- Introduction of activities carried out by the Prešov Higher territorial unit in the Roma issues
- Discussion about ways for effective cooperation

**Conclusion:**

- Established information exchange in the area of Roma issues in the Prešov region
- Common information procedure in relation to relevant partners on Prešov county level
- Preparation of common „round table“ for relevant partners
- Agreed regular information meetings

## **B. CHANGES AND RISKS DURING PROJECT IMPLEMENTATION**

**Cooperation with FSW** – in some microregions (e.g. Veľké Kapušany) FSW view the activities of the HFW as competitive from the view of field of activity and scope of provided advisory and assistance.

**Proposal of solution:** Organisation and facilitation of direct meeting with particular FSW in regions – explanation of work activity of HFW and definition of particular areas of responsibility and cooperation between HFW and FSW.

**Overload of HFW** – due to long-term absence of activities in health care area focused on Roma community and the scale of existing problem and needs for solutions exceed at large the physical capacity of HFW. These involve the following: expectation from relevant partners exceed the possibilities of the HFW – performance of health related activities, application of direct health care, enormous quantity in case of particular requirements (e.g. find 600 people in settlement, etc.), full representation of project clients in health care area (contact with relevant institutions on behalf of clients including decision making, etc.) covering of urgent humanitarian costs for project clients (compensation of provided health care, travel costs, purchase of drugs, etc.) and so on.

**Proposal of solution:** gradual explanation of work duties of HFW, positions of HFW in the field as well as goals and aims of the project to relevant partners and target group.

**Identification of humanitarian needs during the project implementation** – a noticeable part of problems that cannot be solved by the project are the „humanitarian“ cases, which are still on the rise (e.g. access to health care centres from the financial point of view – travel costs, etc.)

**Proposal of solution:** Possibilities to allocate project budget sources for such cases would ease the situation.

**Health risks for HFW** – increasing expectations of communities and relevant partners are oriented on daily HFW activities in highly risk environment from the hygienic, health and safety point of view – HFW in the process of project implementation are in direct contact with the worst cases in the health area present in the Roma settlements.

**Proposal of solution:** It is not the objective of the project to solve such problem. This issue can be tackled only in the overall context of Roma issues. We propose to increase the protection of HFW in highly risk cases.

**Classification of eligible costs** – necessity of exact classification of eligibility of individual costs for project implementation

**Proposal of solution:** flexible negotiations with the Ministry of health enabling EuroPlus s.r.o. to promptly react on project needs.

## C. PLANNED ACTIVITIES IN FOLLOWING PERIOD

**Training of HFW** – finalisation of theoretical, methodological and practical preparation of HFW for realisation of the project activities and activities in particular everyday conditions in microregions (February 2006).

**Finalisation of project promotional campaign** – finishing of strategic document focused on making the project activities visible for general public as well as professionals by using of awareness instruments and methods.

Preparation of training for the local public authorities and employees of health care institutions – relevant partners of project within the geographical project coverage.

**Completion of the vaccination process** of HFW due to safety and hygienic reasons.

**Preparation of standardisation of the activities of the HFW** in microregions from the point of view of conceptual proposals for solutions (vaccination system of the community members, system of prevention check ups). Based on the so far implemented activities we will prepare a summary of activities that can be realised by HFW. We will create so called practical timesheet of HFW – handbook, catalogue of solutions for identified problems arising from daily HFW work.

**Partnership networking** with relevant partners – on county, regional and local level aimed at strengthening of implemented activities for the target groups of the project.

**Preparation of „round table“** for relevant project partners with an aim to establish a system of regular cooperation, communication and collaboration in the area of health care issues Roma communities on the Prešov region level.

**Preparation of health care education and publicity process** implemented by HFW in particular localities. HFW can and will be able to implement health care education after completion of HFWS training process cycles.

**Monitoring activities** necessary for systematisation of HFW activities and project aims in particular microregions.



## D. PROJECT PUBLICITY

### D.I. PROPOSAL FOR THE PREPARATION OF THE PROJECT PROMOTION STRATEGY

The proposal for the project promotion strategy is a basis for a strategic document that will manage and regulate communication and publicity with all communication project partners on various geographical levels.

#### General communication instruments:

**Project logo** – light motive – project logo design that will be a part of all promotion and informational materials distributed within PR campaign, easily definable for all target groups.

**Information leaflet** – folding information A4 format – graphical presentation of basic information regarding the project (project description, main goals, realised activities, contacts on HFW, expected outputs, etc.)

**Information board** – including all relevant information about the project in graphical and text layout – format A0. Mobility of boards will allow their placement and presentation during the whole PR strategy implementation as well as during participation and project presentation during different events (e.g. meetings of relevant partner institutions, working sessions and conferences organised by cooperated subjects, etc.)

#### Local level:

- Direct information mailing
- Feedback providing
- Distribution of information and promotion materials
- Information provide in rural areas
- Local media
- Door to door campaign
- Direct meetings

#### Regional level:

- Coordination meeting of relevant subjects
- Press news
- Press conference
- Supportive campaign in media
- „Journalists in practice“
- Roma media

- Direct electronic information mailing
- Information and promotive materials distribution

**National level:**

- Steering committee
- WEB page
- Direct electronic information mailing
- Press news and press conference
- Supportive campaign in media
- Collaborative meetings

**International level:**

- Translation of information
- Identification of relevant partners
- Information mailing

**D.II. FOLLOW UP OF „DOOR TO DOOR“ CAMPAIGN**

- Follow up in personal visits of project team members (PC, TL) of relevant project partners in the individual microregions – direct project promotion in particular localities (information about the project implementation process).

**D.III. INFORMATIONAL LEAFLET**

- Follow up of simple informational leaflet distribution – A4 format – defining goals of the project, project aim and process of HFWS project implementation (information used from Assignee of Office of Government).

## **E. ATTACHMENTS**

The attachments are available in the Slovak version of the report in full.  
The attachments are the following:

- Detailed description of activities realised in field
- Records of HFW clients
- Form - Confirmation about visit:
- Form - Weekly work plan
- Internal communication for HFW
- Programme of the training for HFW
- Monthly reports of HFW – Hard copy
- Training materials elaborated by team of MR 2
- Training materials elaborated by team of MR 14