

Patients in Institutionalized Health: Policies, Design and Delivery

Best practice examples from Bulgaria



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Who am I?

- Legal Consultant of Bulgarian National Patients' Organization (since 2011)
- Legal expert of the Partnership for Health Council (a permanent consultative body to the Bulgarian Council of Ministers)
- Executive Director of the European Institute of Healthcare Law, Healthcare Management and Public Health in Sofia, Bulgaria

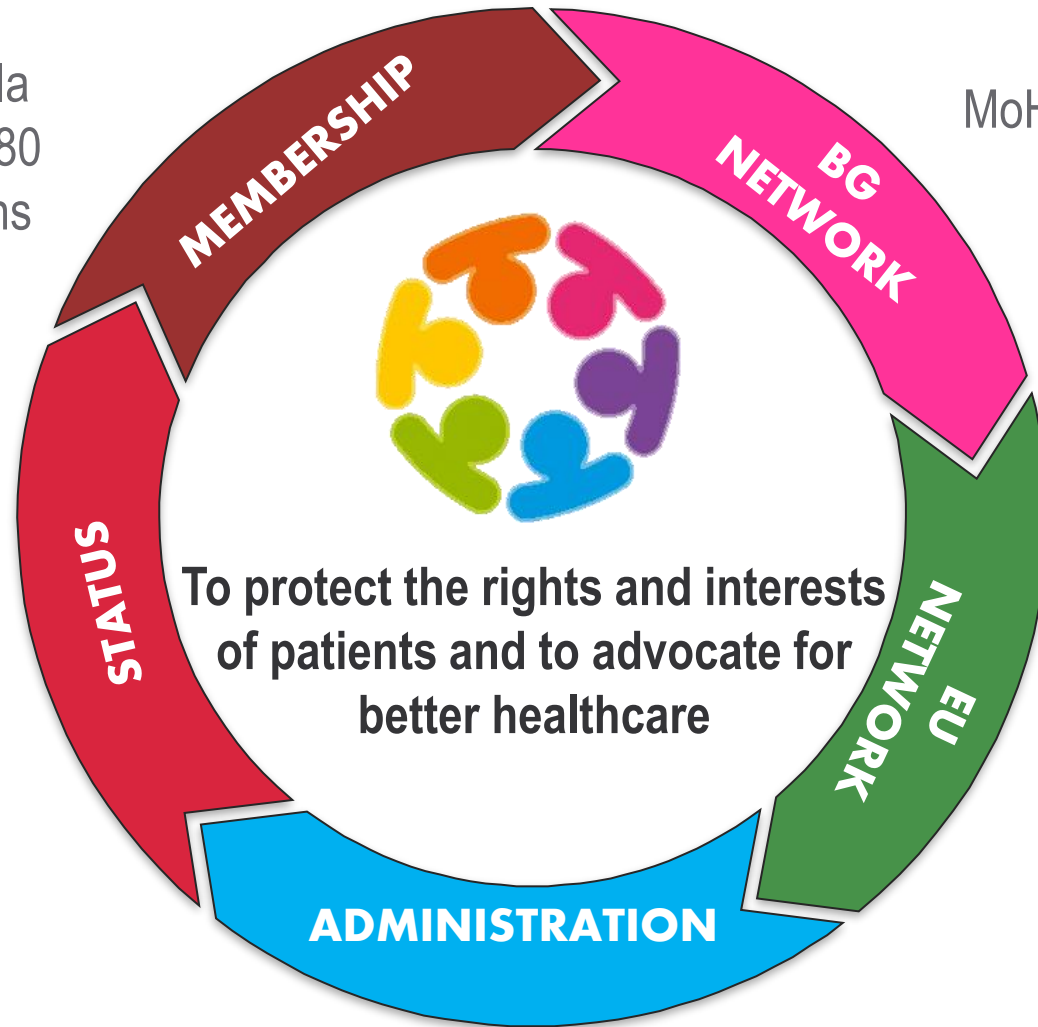


Who are we?

The largest umbrella organization - over 80 patient organizations

Nationally represented organization working for the benefit of patients in Bulgaria

Office based in Sofia with expert dedicated team



MoH, HIF, Parliament, regulators, etc.

EPF, EFPIA, IAPO, ELPA, WHO, WHA



TO BE HEARD



TO BE SEEN



TO BE UNDERSTOOD





To be heard

In 1999, establish the NHIF

The aim was:

- To ensure and guarantee free and equal access to health care for the insured persons
- To improve the quality of life of Bulgarian citizens by regulating and increasing the social, health and economic efficiency of health care expenditures; improving the quality of services provided and the equality of their use





To be heard

Since 2009: **Representative organizations** for protection of patients' rights

The Ministry of Health and the other state authorities, the local self-government authorities and the local administration and NHIF shall render assistance to the associations for protection of the patients' rights. The associations shall have the right to:

1. receive information about draft normative acts concerning the rights and interests of the patients;
2. inform the competent authorities of cases of infringement of the patients' rights, request information of the conducted checks, the results thereof and the implemented measures.





To be heard

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To be heard

Since 2010: **Supervisory committee in NHIF**

The supervisory board of NHIF consists of 9 members:

- one representative of the representative organizations for protection of patients` rights,
- two representatives of the representative organizations of workers and employees,
- two representatives of the representative organizations of employers and
- 4 representatives of the state, one of them being the Executive director of the National Revenue Agency.

The representatives of the organizations for protection of patients` rights shall be elected and dismissed by the organizations acknowledged pursuant to Art. 86c of the Health Act.



To be seen

Since 2015:

Resolution of the Council of Ministers

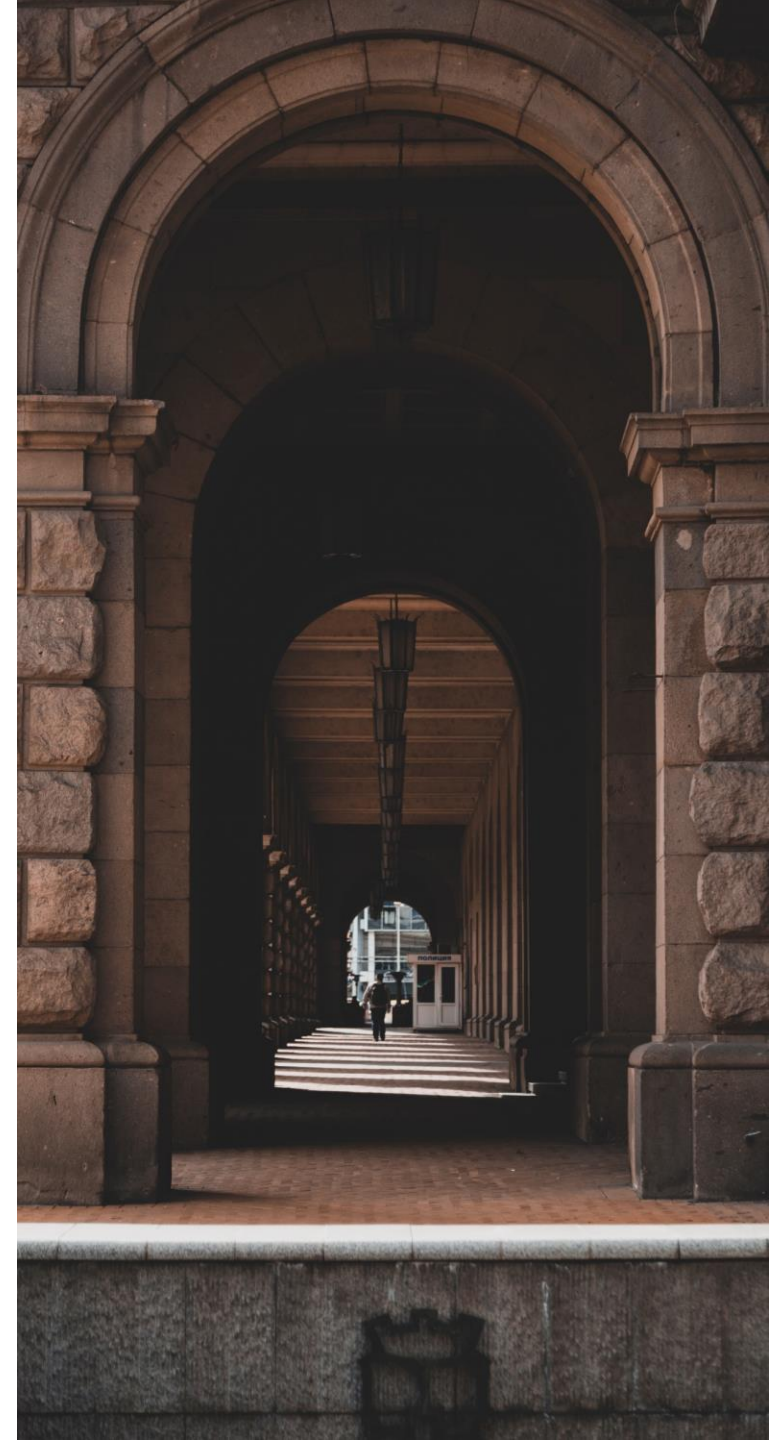
- Partnership for Health Council is a permanent consultative body to the Council of Ministers of Bulgaria
- Coordination and cooperation in the development and implementation of policies in the field of public health and improving access to timely, adequate and effective medical care and health services for citizens, as well as to improve the quality of life with a view to increasing years of life in good health.



To be seen

Members of the Partnership are:

- One Deputy Minister each of Healthcare, Finance, Labor and Social Policy, Education and Science, and Youth and Sports;
- The Executive Directors of the Executive Agency "Medical Audit" and the Executive Agency of the Medicines;
- The chairman of the National Council on Prices and Reimbursement of Medicinal Products;
- The manager of the National Health Insurance Fund;
- One representative each of the Bulgarian Medical Union, the Bulgarian Dental Union, the Bulgarian Association of Health Care Professionals and the Bulgarian Pharmaceutical Union;
- The chairman of the Bulgarian Red Cross;
- **One representative each of the representative organizations for the protection of patients' rights**



To be understood

Since 2016: **Patient Portal**

An integrated platform where patients can give feedback to the authorities in various areas - access to treatment, medicines, reimbursement, malpractice etc.

- We are focused at socially significant diseases
- We reach more than:
 - 500 000 patients with Diabetes diseases
 - 350 000 patients with Oncologic diseases
 - 640 000 patients with Thyroid diseases
 - 100 000 Rheumatology diseases
 - 2 000 000 Cardiology diseases
 - 10 000 Multiple sclerosis diseases







Do we manage to solve all (patient) problems that we encounter?

No.

Shall we stop?
Absolutely not.





Next steps

From being heard, to **be attentively listened to.**

From being seen, to **be noticed.**

From being understood, to **solve the problem** on hand.





SALUS POPULI SUPREMA LEX EST

The health - welfare, good, salvation, felicity - of the people should be the supreme law.

Let the welfare and safety of the people be the highest law.















Thank you!

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