



NCD
SYMPOSIUM

Project KSV/022
INNOVATIVE AND QUALITY HEALTH
SERVICES IN KOSOVO
(Knowledge Learning and Innovation Centre for
Kosovo (KLICK))

Aferdita Ademi -Osmani – Chief Technical Adviser

28 September 2023



NCD
SYMPOSIUM

A brief look back to the future – LuxDev throughout years in Kosovo

28 September 2023



NCD
SYMPOSIUM

The experience and lessons learned are the foundation upon which we build our future

28 September 2023



Besides investments in infrastructure, equipment and trainings, the biggest achievement of our support have been the following:

- **Change of culture**
- **Strategic thinking and planning**

28 September 2023

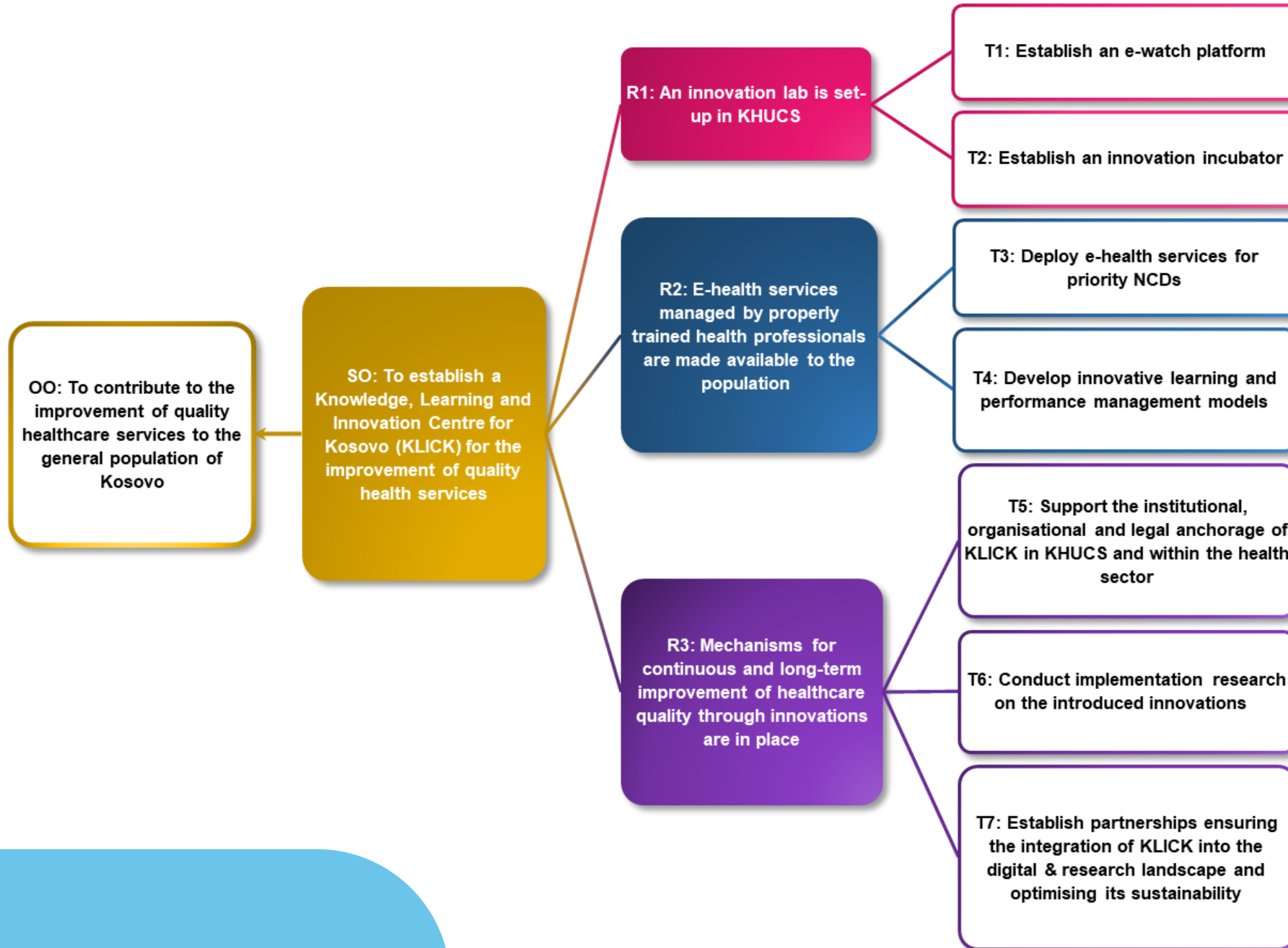


Improvement of quality of care through transferability of experience and innovation

The vision and a new initiative

- **Innovation**
- **Multi-dimensional project that seeks to connect the power of technology, data, and human experiences to enhance the quality of care in healthcare delivery**

28 September 2023



Objectives of the intervention



- ✓ The **overall objective** of KSV/022 is to contribute to an improved access to quality healthcare services to the general population of Kosovo.
- ✓ The **specific objective** of KSV/022 is to establish a Knowledge, Learning and Innovation Centre for Kosovo (KLICK) for the improvement of quality health services.

Result 1 - An innovation lab is set-up in KHUCS



The main purpose of the innovation lab is the screening of new clinical treatments and digital technologies in the public and private sectors in Kosovo and similar countries

Task 1: The establishment of an e-watch platform to continuously screen relevant innovations (mobile health apps, telehealth, telemedicine wearable devices, electronic health records, etc.)

Task 2: The establishment of an innovation incubator to select the viable innovations, adapt them to the Kosovo context and needs, and test their desirability, feasibility and viability. Only those innovations which fit with the local context will be proposed for implementation and/or scale-up

Result 2 - E-health services managed by properly trained health professionals are made available to the population



Task 3: Deploy e-health services for priority NCDs, including five groups of activities:

- ✓ 1 investment and deployment roadmap
- ✓ 1 mobile app for NCDs clinical case management (for health personnel)
- ✓ 1 NCD mobile app and telemedicine connected (for both patients and health workers)
- ✓ 1 patient-centred design mobile app for NCD prevention & health promotion
- ✓ 1 digital Learning Content Management System (LCMS)

Task 4: Develop innovative learning and performance management models

- ✓ Clinical simulation programme
- ✓ e-learning programmes on NCDs
- ✓ Learning and performance management model

Result 3 - Mechanisms for continuous and long-term improvement of healthcare quality through innovations are in place



Task 5: Support the institutional, organisational and legal anchorage of KCLICK in KHUCS and within the health sector

- ✓ KHUCS has been identified as the most suitable institution to host the KCLICK
- ✓ The project will provide technical support in areas such as institutional reorganisation, capacity building, strategy development and legal framework amendment

Task 6: Conduct implementation research on the introduced innovations

- ✓ The project will translate evidence and data into knowledge by disseminating research findings and drawing links to policy initiatives

Task 7: Establish partnerships ensuring the integration of KCLICK into the digital & research landscape and optimising its sustainability

- ✓ A plan for partners engagement on healthcare innovations will be co-designed with all stakeholders, partners and donors within the healthcare system
- ✓ The Luxembourg Institute of Health (LIH) will be a key partner during and hopefully beyond the project implementation

“The real journey of discovery consists not of seeking new landscapes, but in having new eyes” (Marcel Proust)

THANK YOU FOR YOUR ATTENTION!