

# 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 have been cut off from urban centres, which has interrupted the provision of health and social services. Host communities are structurally weak and have difficulties in meeting the increased demand for services by IDPs, who depend heavily on public health and social services.

A range 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 mechanisms 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 to access social support and social protection.

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| <b>Implemented by:</b>        | Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH                                      |
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| <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   |
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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*.



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

Mobile services will be introduced to primary healthcare centres, ensuring that patients in rural areas are being treated in a timely manner.

As part of the *Ukrainian Health Sector Reform*, social services are being decentralised. GIZ and its partners help the social service system to meet the needs of the population, especially vulnerable groups. Buildings where healthcare and social services are provided are being developed and rehabilitated. Once construction has been completed, the local authorities will be able to expand the social services they offer and improve the quality of their services.



*Renovated buildings allow an extension of social services and improvement of service quality*



*Health care staff are trained in organisational development, strategic planning and change management*



## **Iryna Bonziukh:** **“A fruitful cooperation with many benefits”**

Iryna Bonziukh is leading the social services office in the Pokrovsk city council, Donetsk region. She knows the social sector inside-out: *“Having worked in social protection for over 27 years, it still makes my day to help people in need. My job gives me the opportunity to do that professionally. Due to the ‘Special Assistance Programme for Eastern Ukraine’ we were able to bring together and analyse the needs of our citizens.*

## **Our results: Improved structures in 20 municipalities**

GIZ supports social services and the healthcare sector in 20 municipalities in the Government Controlled Areas of the Donetsk and Luhansk regions. GIZ organises the procurement of medical and sanitary equipment, as well as technical equipment (such as computers and laptops) to modernise facilities. Mobility and rehabilitation equipment will improve the care of elderly and disabled people. In 2020, over 80 medical staff from 27 primary healthcare centres and hospitals learned more about financial management through an online training. An additional 15 healthcare institutions received support to improve their performance. Processes in the social services and healthcare sector are being standardised for more efficiency.

As part of a COVID-19 response, medical equipment and accessories were delivered to 24 partner facilities, while 36 Doctors’ bags were given to 18 primary health care centres in Donetsk and Luhansk. In both regions, 3,600 hygiene kits and disposable masks were distributed among vulnerable people over the age of 60. New sewing equipment enables the production of 50,000 reusable masks, while new sanitation and therapy equipment contributes to the COVID-19 protective measures in 43 social and healthcare facilities. Urgent construction work on 12 hospitals will improve hygiene and safeguard the health of staff and patients.

*We developed a social service strategy for our growing city. Taking into account that communities were amalgamated and 12,000 additional inhabitants are now part of the Pokrovsk district, together with SAP we will consolidate all our efforts in order to provide high-quality social services. We hope for a fruitful cooperation with many benefits!”*

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