

Agenda

Best Practices Conference

Samara-Iowa Partnership

March 25 (day 1)

09.00 am – 09.30 am Registration of the participants.
09.30 am – 10.15 am Opening of the conference. Greetings. Goals and objectives of the conference.

*The Ministry of Health of the Samara region (V.V.Pavlov),
Partnership coordinator from the American side – Phil Latessa, AIHA,*

10.15 am – 10.35 am L.S.Fedoseyeva, chief physician of Polyclinic # 15, Samara - **“General practice. Analysis of patient satisfaction using the method of questionnaires”**

10.35 am – 10.55 am S.E.Sapozhnikova, chief physician of Hospital # 18, Samara –

10.55 am – 11.15 am G.P.Tikhonova, chief physician of the City Center of Medical Prevention, Samara – **“Organization of providing medical care for patients with asthma”**
G.P.Tikhonova, chief physician of the City Center of Medical Prevention, Samara – **“Organization of work aimed at patient education”**

11.15 am – 11.45 am Coffee Break

11.45 am – 12.05 pm L.M.Schekanova, pulmonologist of the Krasnoyarsk Central District Hospital, Samara region – **“Experience of work in the asthma education school”**.

12.05 pm – 1.05 pm Teresa Peiffer, RN, Methodist Medical Center, Des Moines, Iowa – **“Diabetes education programs”**

1.05 pm – 1.30 pm Questions

1.30 pm – 3.00 pm Lunch

3.00 pm – 3.15 pm T.V.Barmakova, chief nurse of the general practice office, Central Polyclinic # 9, Samara – **“The experience of work of a general practice nurse at a general practice office”**

3.15 pm – 3.30 pm DR. Bushova, Samara region – **“Prevention – a priority area in the work of a general practice nurse”**

3.30 pm – 3.45 pm Valentina Matrosova, Samara – **“The experience of the work of a general practice nurse in the Krasnoglinsky district”**

3.45 pm – 4.05 pm B.N.Nefedov, chief physician of the Krasnoyarsky Central District Hospital, Samara region – **“Peculiar characteristics of the development of rural health care, taking into account the work done within the partnership and the acquaintance with the American experience”**

4.05 pm – 4.35 pm Coffee break

Sizing up the results. Comments and wishes for the future.

March 26 (day 2)

The participants visited the Central District Hospital of Krasny Yar.

EVENT REPORT

Best Practices Dissemination Conference

Samara, Russia
March 25-26, 2004

Purpose: The Best Practices conference in Samara was devoted to sharing the successes of the Samara-Iowa partnership over the last five years with key Oblast healthcare officials and healthcare institutions that were unfamiliar with the partnership's activities. The conference highlighted the partnership's achievements in primary health care, especially bronchial asthma management and enhancing nursing skills which were successfully replicated in Krasnaya Glinka and Krasny Yar districts. The conference was a platform to disseminate information and promote an exchange of ideas in order to create replication strategies for other sites within the Oblast.

Participants: The audience consisted of chief physicians, general practitioners, nurses from the partnership institutions, replication sites - hospitals in the Krasnaya Glinka and Krasny Yar districts and health administrators representing over 15 health care institutions of the Samara region. **Minister Galina Gusarova of the Samara region Ministry of Health** and the Samara city health care department also participated in the conference. Two US partners including the Iowa partnership coordinator and the Coordinator of the Volga Regional Initiative for the US Department of State were also in attendance. The total number of attendees was 82. Please refer to attachment 2 for a full list of the participants.

Description of Event:

The Best Practices dissemination conference was a two-day event (see the attached agenda). The first day was devoted to the presentations given by the partners and representatives of the dissemination hospitals included in the program. The partners gave an overview of all the activities and projects developed for the last four years with specific attention to the following programs: general practice and quality assurance methodology, bronchial asthma management, enhancing nursing skills, healthy life style promotion and schools for patients with chronic diseases including a diabetes education program. The results of two sustainability projects aimed at disseminating asthma management and nursing projects were reported by the representatives of the two new partnership sites - Krasnaya Glinka and Krasny Yar hospitals. The second day of the conference, the participants traveled to Krasny Yar

district to visit the hospital and GP office and to learn more about how the project dissemination process is organized and works.

Day 1, March 25, 2004

Arsen Kubataev, AIHA Regional Director for the Russian Federation, welcomed the participants and guests of the conference and outlined the conference goal and objectives.

Galina Gusarova, Minister of Health of the Samara Oblast, welcomed the audience on behalf of the Samara region Ministry of Health and Governor Konstantin Titov. She named all of the major partnership projects highlighting the positive impact of the existing partnership program on the Samara primary health care and the great potential that the AIHA program has. She expressed Samara's wish to continue collaboration with AIHA that has proven to be so successful, and develop a new project focused on one of the most vital problems for the Samara region - HIV/ AIDS. She specifically pointed out that the Samara health care system has the resources and abilities to disseminate information and achievements gained within AIHA program to other Volga regions.

Phil Latessa, US Partnership Coordinator, shared greetings from Des Moines, Iowa and mentioned that it was a time to celebrate successes which would have been impossible to achieve without the joint efforts and dedication of the health care providers from the both sides of the partnership.

Vassily Pavlov, First Deputy Minister of Health and Russia and RU Partnership Coordinator, gave an overview of the partnership's projects and highlighted the major steps in partnership development. The importance of the current dissemination stage was to increase awareness and access to the most effective primary health care for the citizens of the Samara Oblast and to increase the use of evidence-based medicine and quality assurance methodology in the health care settings.

Lidia Fedoseeva, Chief Physician of Samara city Polyclinic #15, one of the main partnership institutions, presented on a patient satisfaction survey that was used as a tool for quality assurance in medical care. Her presentation gave a systematic and step by step analysis of medical care quality improvement process which was implemented by the Polyclinic. She described how a comprehensive patient satisfaction methodology had been developed and used, emphasizing the role and impact of the partnership work. For example, adopting US experience in family medicine, the GP nurses from the Polyclinic received a wider range of responsibilities including health care promotion and basic patient education. The GP now has more time for each patient, and patient satisfaction has increased from 80.1 % to 88.3%. A rating of the GP nurse has increased by 31%. The overall patients' confidence in the general practice

has grown from 57.1% to 70.1%. According to Dr. Fedoseeva, improved patient education schools, the use of evidence-based medicine established within the partnership, the WWC and LRC have contributed significantly to the improvements in the overall quality of medical care.

The presentations by **Galina Tikhonova, Chief Physician of Samara City Center of Preventive Medicine**, and **Teresa Peiffer, RN, BSN, CDE, Methodist Medical Center, Des Moines, Iowa**, were dedicated to various partnership projects aimed at chronic disease prevention and healthy life style promotion. They covered diabetes, asthma and arterial hypertension schools, and MCH education programs, the necessity of active counseling for smoking cessation and healthy nutrition, pointing out the active role of the patients in the prevention programs.

Then, the delegates of the Krasny Yar and Krasnaya Glinka District Hospitals presented the results achieved by replicating the partnership asthma management project in their health care settings. Despite the short period of the replication project – just four months from December 2003 to March 2004, improvements in detecting new asthma cases as well as drug therapy were reported. The number of patients who visited the asthma schools increased. Thus, **Dr. Lebedeva from the Medical Sanitary Unit #18, Krasnaya Glinka district**, mentioned 18 new cases of bronchial asthma registered in 2003 and 35 in the first quarter of 2004.

The next two presentations were dedicated to the other partnership project chosen for replication this year – enhancing nursing skills. During the last four months the partners from the GP office of the Polyclinic #9 delivered a series of workshops for nurses from the dissemination sites. The workshops covered physical examination, communication skills for nurses, patient education and healthy life style promotion.

The first conference day ended with the presentation by **Boris Nefedov, Chief Physician of the Krasny Yar Central District Hospital**, who gave an overview of health care delivery in the district, and shared his own experience obtained through the partnership program and participation in his visit to US under the AIHA Open World Program. In conclusion, he invited everyone to visit his hospital on the second day of the conference.

Day 2, March 26, 2004

A group of over 50 conference participants led by **Vassily Pavlov, First Deputy Minister of Health and Phil Latessa, US Partnership Coordinator**, arrived to Krasny Yar district hospital, and were greeted by **Boris Nefedov, Chief Physician** of the hospital, and **Tatyana Avdeeva, Deputy Head of District Administration on Social Welfare**. Dr. Nefedov welcomed the participants and

gave a short description of the hospital and Tatyana Avdeeva, spoke about the social priority programs for the Krasny Yar administration.

Vassily Pavlov, First Deputy Minister of Health, spoke to the audience with an appeal to use this opportunity and learn from colleagues from the Russian rural areas on how to improve health care practices in similar settings with limited resources. The guests then toured the polyclinic and maternity house of the hospital, **Drs. Nefedov and Fattakhov, Depute Chief Physician**, guided the group and facilitated questions and answers during the visit.

Outcomes

Conference participants were able to learn more about the Samara - Iowa partnership, its development and achievements in chronic disease management, patient education, and nursing in general practice. The presentations made by representatives of Krasny Yar and Krasnya Glinka health institutions and the visit to Krasnay Yar gave participants the opportunity to observe first-hand how successful partnership projects could be scaled up and effectively replicated in similar settings within the Oblast.