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System of safety standards in primary care establishment - family medicine teams in canton Sarajevo

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Background: Improving of safety and quality plays a major role in the reform of the health system and health service delivery.

Aim and Method: Evaluation of Family Medicine Teams trainings. Within the project "Establishment of a system of safety standards in primary health care" in cooperation with Ministry of Health FBiH, Public Institution Health Centre of Sarajevo Canton and AKAZ was held a training for Family Medicine Teams. Training was conducted from 4 October 2014 to 26 March 2015.

Results: 200 Family Medicine Teams attended the workshop (doctors and nurses) from Public Institution Health Centre of Sarajevo Canton. A total of 23 workshops were held, each workshop attended 15-20 participants. Workshops maintained for two days. First day topics were: Safety standards, how to do a self-assessment, facilitation, external evaluation, risk management, and execution indicators. On second day, it was worked on the development of policies and procedures. The training conducted instructors from AKAZ's.

Conclusion: Participants have shown interest, actively participated in making of policies and procedures, due to establish a more efficient system of safety and quality in the certification process, in order to make more efficient health care for patients, service users and health professionals in primary health care of Canton Sarajevo.