

Accreditation represents a process of assessment of health care institution's performance quality that is based on application of optimum level of established standards for health institution operation in given health care area or medical branch


(Health care Law, article 213).

www.accreditationproject.rs

Contact

Annette Katrava,
Team Leader
Health Accreditation Expert

Dr Subotica 5, 11000 Belgrade
Tel: 011 2062 701,
Fax: 011 2062 714,
E mail: office@accreditationproject.rs,
www.accreditationproject.rs

 Establishment of the Public Agency for Accreditation and Continuous Quality Improvement of Health Care in Serbia
A project funded by the European Union

This publication has been produced with the assistance of the European Union. The contents of this publication are the sole responsibility of "Establishment of the Public Agency for Accreditation and Continuous Quality Improvement of Health Care in Serbia" and can in no way be taken to reflect the views of the European Union.

EPOS
Health Management



CHKS
Center for Health Quality

NHS
National Institute for Health and Clinical Excellence



ESTABLISHMENT
of the **PUBLIC AGENCY**
for **ACCREDITATION**
and **CONTINUOUS**
QUALITY IMPROVEMENT
of **HEALTH CARE**
in **SERBIA**



About the Project

The EU funded project of the Ministry of Health of Republic of Serbia “Establishment of the Public Agency for Accreditation and Continuous Quality Improvement of Health Care in Serbia“ (has an 18 month duration - 15 June 2009 – 14 December 2010). The project value is 1,5 million EUR.

The specific objectives of this Project

- ◆ to support the establishment of the Agency for Accreditation of Health Care Institutions and assist it in the determination and development of its role, functions, approach and processes within the overriding legal framework and the broad Serbian health system quality improvement strategy

Accreditation objectives

The objectives of Accreditation are improvement of health care quality and patient safety and establishment of trust of health care service users in health care system.

Additional objectives of accreditation are: improvement of health care management,

Accreditation represents a process of assessment of health care institution's performance quality that is based on application of optimum level of established standards for health institution operation in given health care area or medical branch (Health care Law, article 213).

This project's main purpose is to support the initial activities in development of the Agency for Accreditation of the Health Care Institutions of Serbia (AZUS) so that appropriate institutional, organizational and management arrangements as well as system capacities are in place in order to perform accreditation program in Serbia in a competent and self-sustainable manner. Project objective is to improve the health care system in the Republic of Serbia so as to create a safe, equitable, viable and high-performance oriented health care system where providers of care are stimulated to achieve continuously increasing standards of efficiency, effectiveness and quality.

- ◆ to assist the continuous improvement of quality of health service delivery in the Serbian health sector by creating a balance between the professionally and/or institutionally driven internal quality improvement processes with the external assessment mechanisms



ensuring of efficient and worthwhile provision of health care services, and establishment of equal or approximately equal conditions of provision of health care services for the entire health protection system.

Based on the Law on Health care and the Law on Public Agencies, the Agency will assume the set authorities for: establishment of standards for accreditation of health care institutions, evaluation of quality of health care services provided to population, management of administrative procedures related to accreditation of health care institutions, awarding of accreditation certificates and keeping record of the awarded certificates (Health care Law, article 215).