

Year 3 Report (2014 activities)

Country: REPUBLIC OF MOLDOVA

EU-Lux-WHO UHC Partnership

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Prepared by: WHO CO

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Main activities as planned in the Road Map

SO I

Activity 1 (ER2): The series of Annual National Health Forums will be continued in the IV quarter, to keep moving the health reform agenda through the health in all policies perspective, to engage stakeholders from the parliament, government, local level administration and providers, development partners and civil society.

Activity 2 (ER2): Sub-regional policy dialogues are planned to be organized in the III, IV quarter, to bring the reform agenda and evidence closer to local level and discuss with local stakeholders the key issues to implement the reform.

Activity 3 (ER1): Support organizing informal brown-bag lunches among authorities through-out the year to facilitate a favourable environment for the public authorities to share knowledge and bring the message from the regional level dialogues to the country level.

Activity 4 (ER2): The work on local health profiles (national guideline and piloting in regions) to ensure the presence and involvement of local public authorities in monitoring and taking actions at local level to improve the health of the population following the reforms.

Activity 5 (ER1): A continuous dialogue with stakeholders from the Parliament and political elite share information on evidence based public health measures and good practice to gain their support of the health reforms, strategies and plans.

Activity 6 (ER1): A policy dialogue on tuberculosis and health system strengthening is planned for the II quarter.

Activity 7 (ER1): A policy dialogue on addressing non-communicable diseases looking through the health system perspective is planned for the I-st quarter.

Activity 8 (ER1): A policy dialogue on quality of care is planned for the IV quarter of 2014.

Activity 9 (ER1): Another policy dialogue to discuss the progress achieved in reaching universal health coverage is planned to be conducted in IV quarter.

Activity 10 (ER1): The specific technical assistance and capacity building provided on health diplomacy to improve the national processes to prepare and conduct the policy dialogue at international level.

SO II

Activity 2 (ER3): A policy dialogue on out-of-pocket payments to discuss with national stakeholders the findings of the conducted study in 2013 is planned for the I quarter of 2014.

Activity 3 (ER5): The study on out-of-pocket payments and inefficiencies will be finalized in the II quarter.

Activity 4 (ER5): An assessment of how quality of care is regulated, followed and monitored in the health care system is planned in the II quarter with possible follow-up during the rest of the year.

Activity 5 (ER3): Consolidation of national stakeholder's capacities on measuring universal health coverage using the WHO tool is planned to be arranged for the IV quarter and continue in 2015.

Activity 6 (ER5): Finalizing the study on non-communicable diseases and health system strengthening to support policy dialogue (see the dialogue component under SO I).

Activity 7 (ER 3): Costing selected services from the benefit package is planned for the II and III quarter, as part of the technical assistance cluster.

Activity 8 (ER3): Looking at the positive list of medicines and analysing the efficient and rational use of medicines is also part of the technical assistance cluster and is planned for the II and III quarter.

SO III

The activities in the area are carried out by WHO Country Office, however with resources beyond the current project. Also the synergies are ensured with policy dialogues and Health Forum mentioned before under earlier Strategic Objectives. More information is available on request.

Main activities achieved and progress made

SO I

Activity 1 (ER2): National Health Forum – 100% completed

The third edition of National Health Forum, entitled "Health and development in the Republic of Moldova: from policies to joint actions" was organized in October to debate on the current public health policies and interventions, future perspectives of the service delivery and health financing systems improvement and development of human resources for health, to examine specific barriers and propose appropriate and effective strategies for the involvement of stakeholders from the health and non-health sectors in the effective implementation of health reforms. The event brought together 450 participants representing health and other sectors from central and local levels, the Prime Minister, the Parliament, diplomatic missions to the Republic of Moldova, international organizations and partners.

The Ministry of Health presented its main achievements for 2014 year and it's vision on governance and development of health sector considering the existing challenges related to inefficient delivery of services, migration of health workforce, limited access to highly specialised services, insufficient

health work force. The plenary discussions covered topics such as investing in health for a sustainable economic growth, reducing health inequities, strengthening cross-sectorial collaboration at central and local levels for addressing public health outcomes, improving service delivery and quality of care, financing policies to ensure system's responsiveness, coping with health workforce insufficiency, medical personnel mobility and opportunities in Republic of Moldova, science and innovation in health. Experiences of Romania in cross-sectorial cooperation in health were shared, but also experience of Lithuania in coordinated and integrated health service delivery.

The external partners present at the event shared their views about the priorities for health sector development and expressed their ideas for further support. The Delegation of EU to the Republic of Moldova has mentioned about the previous successful cooperation in health sector and about future areas of planned support. The Swiss Development Cooperation Office reflected on the ongoing support provided to the health sector and the new areas to be supported in the new year.

Activity 2 (ER2): Sub-national policy dialogues – 100% completed

Sub-regional policy dialogues to discuss health sector reforms were conducted in six hosting districts in the North, South and Centre of the country in the months of September and October 2014 and gathered around 600 participants. The sub-regional dialogues gathered representatives of local providers, local public authorities and National Health Insurance Company to discuss reforms in the following areas: development strategy of health care sector, financial protection, human resources for health, inter-sectorial cooperation to address public health issues, improving service delivery to address NCDs. The WHO Country Office in its turn has multiplied all the available policy study reports and presentations that were distributed during the local events in Romanian language to ensure better dissemination of situation analysis and recommendations.

The local dialogues led by Ministry of Health (the second round as initiative started from 2013) were conducted before the National Health Forum to debate at local level about health topics that would be raised at the forum and better inform the stakeholders from local level about the existing evidence and reforms planned at central level. This type of dialogues have helped achieving greater understanding and agreement at local level about the way and vision of health sector development and addressing public health issues by all stakeholders at local level and national levels., This approach would increasing the successful implementation of reforms promoted nationwide by central health authorities.

Activity 3 (ER1): Brown-bag lunches – 100% completed

Brown-bag lunches organized on Fridays and gathered Ministry of Health Staff and medical institutions when necessary to debate and exchange of knowledge on various health related topics, reforms, initiatives, discussed at regional and national level. Thus it is also a platform to bring the messages and recommendations from regional level events (such as flagship courses, experience exchange visits) where staff from Ministry of Health attends down to local level to discuss opportunities for Moldova to adapt and use the acquired knowledge to national system changes.

This initiative helped to create an appropriate environment for team-building and improve knowledge sharing at the Ministry of Health thus contributing to coordinated and effective implementation of activities and plans at health system level. At the same time the culture and practice of internal knowledge sharing can improve.

Activity 4 (ER2): Further work on local health profiles to involve local public authorities to improve the health of the population – 100% completed

After the draft of indicators for evaluation of the health profiles was developed in 2013 and consulted

in a workshop with the Ministry of Health, it was finalized and approved in 2014. The evaluation of health profiles in four districts (Chisianu, Edinet, Cahul and Orhei) was conducted using the guideline and four reports have been developed by local public health institutions. External technical assistance was provided during the analysis of indicators and drafting of the regional reports. The presentations of the results of the assessment done in Orhei district will take place in December in the same district involving a larger audience (service providers, local public health authorities, health insurance company, neighbouring districts and other sectors at local level). The scope of the presentation will be to show the results and drive a cross-sectoral approach to solving public health issues at local level. Further formalization of health profiles development, scaling up and setting standards is envisaged by Ministry of Health.

Activity 5 (ER1): A continuous dialogue with stakeholders from the parliament and political to gain their support of the health reforms, strategies and plans – 100% completed

The members of the Parliament have been involved throughout the year in a series of high level dialogues and experience sharing on key laws and reforms in the sector, which were facilitated and assisted by WHO. A study visit on best practices to improve tobacco control was conducted for the representatives of the parliament committee on social protection and health, the ministry of health and state chancellery. Technical assistance was provided to the Ministry of Health to include the key principles into the law on tobacco control that would be aligned with framework documents that Moldova has signed to, as WHO FCTC. Also WHO staff working on tobacco control have provided the knowledge and expertise during several discussions of the draft tobacco law in the parliament committees. The dialogue with high level stakeholders also covered evidence building in the tobacco consumption and study of public opinion in summer-autumn 2014. Involvement of high level stakeholders into the dialogue on sensible public health issues, have contributed to greater engagement of the legislative bodies into solving public health issues and showing their commitment and understanding of the problem that would thus lead to the adoption and implementations of correct regulatory frameworks to support addressing key risk factors influencing public health. The new tobacco law is approved in Government in late 2013 and passed first reading in Parliament in summer 2014.

Activity 6 (ER1): Policy dialogue on tuberculosis and health system strengthening – 100% completed

A policy dialogue on tuberculosis (TB) and health system strengthening has taken place on the 28-29th of May 2014 to discuss the potential barriers to improve TB treatment outcomes in the republic of Moldova. The event was attended by national stakeholders, representative of EU Delegation to Republic of Moldova and WHO Europe staff, all together 40 participants. The policy dialogue raised such topics as: gaps in governance, financing, service delivery, solutions through efficiency gains, opportunities for strengthening TB care in hospitals and outpatient level, and integrated care and cross-sector approaches in TB care.

The policy dialogue supported and provided a platform to update the strategic Action Plan for outpatient TB care, to inform the development of a national programme for TB control 2016-2020, and considered priority actions to be included for funding in the TB grant under GFATM concept note for years 2015-2017.

Activity 7 (ER1): Policy dialogue on addressing non-communicable diseases looking through the health system perspective – 100% completed

The policy dialogue on addressing NCD's and health system strengthening was organized in 19-20 February 2014 and was attended by national stakeholders (Ministry of Health, National Centre of

Public Health and service providers) to discuss and validate preliminary findings and recommendations of a study initiated in 2013, that analysed barriers and innovations in NCD control oriented to: health system strengthening, patient empowerment, rational prescribing, and improved list of medicines. The report is available: <http://www.euro.who.int/en/countries/republic-of-moldova/publications2/better-ncd-outcomes-challenges-and-opportunities-for-health-systems-republic-of-moldova-country-assessment>

The dialogue has enabled a platform to discuss the current health system challenges to better address NCDs and raised questions and answers to various recommendations and actions to be taken by national authorities to strengthen the health system for better management of NCD and better health outcomes. Follow-up activities as awareness raising and specific technical assistance are currently under implementation.

Activity 8 (ER1): Policy dialogue on quality of care – 100% completed

A policy dialogue to discuss the international principles of quality of care, the findings of the assessment conducted in the Republic of Moldova, but also the proposed options and recommendations to improve quality of care management in the country was conducted on the 25th of October. The policy dialogue reflected on the international experience and principles of what is a good quality of care, the key dimensions to strengthen in order to ensure that there is a strong framework in place to support improvement of quality of care in the Republic of Moldova. Evidence from other countries about good practices to improve quality of care have been brought to the auditorium and conclusions have been made about the key areas that need to be tackled by stakeholders and that a system approach should be taken to progress further with quality of care in Republic of Moldova.

The development of a potential national plan or strategy of quality improvement in the Republic of Moldova has been proposed as a first step to ensure a consistent and comprehensive approach to address quality of care in the country. The policy dialogue has taken place within the framework of the work of the National Health Forum, thus providing inputs and links to other topics discussed at the forum, reiterating the need for a systematic approach to improve the health of the population in the Republic of Moldova.

Activity 9 (ER1): Strengthening health diplomacy capacities of national stakeholders – 100% completed

The global health diplomacy initiative started in 2013 to strengthen national capacity development (supported by other resources and conducted in a sub-regional format for South East Europe Health Network and follow-up national event in Moldova in late 2013). The process continued in 2014 with specific technical assistance and capacity building focused on applying the tools developed in 2013 to specific public health cases to support Moldova in conducting dialogue in health issues in the international level. This support with two capacity building events (in May and September 2014) has helped in further improvement of available processes and involve cross-sectorial actors in conducting an effective dialogue at regional and global level, that would support the country in reaching its national objectives and implementation of national policies. A documentation of process has been conducted and the report was provided to the national authorities for their consideration and further follow-up on improving the internal processes managed by Ministry of Health (in coordination with Ministry of Foreign Affairs and other authorities) and capacities in global health diplomacy and negotiations.

SO II

Activity 2 (ER3): Policy dialogue on out-of-pocket payments to discuss with national stakeholders the findings of the conducted study in 2013 – 100% completed

The policy dialogue on drivers of out-of-pocket payments and inefficiencies has been conducted on the 31st of January 2014 to discuss the preliminary findings of a study initiated in 2013 and to test proposed hypotheses and incorporate the feedback into the final policy study report (see next activity for details). The dialogue was attended by staff at the Ministry of Health, National Health Insurance Company, service providers from districts, municipality and tertiary level hospitals, Ministry of Finance, National Anticorruption Centre, representatives of SDC, WB, EU all together 50 participants.

The policy dialogue addressed the problem of high out of pocket payments for medicines and in-patient services, it has also made a breakdown between formal and informal payments in the country, the underlying factors of these payments and system inefficiencies. The dialogue had also incorporated a practical element, thus dividing the participants in several groups to propose solutions to address OOP payments and also to test proposed hypotheses by the external consultants. The synergy between the practical and theoretical parts of the policy dialogue have contributed to building capacities of national stakeholders and ownership of proposed solutions, that would be followed-up by national authorities.

Activity 3 (ER5): The study on out-of-pocket payments and inefficiencies – 100% completed

The study was initiated in 2013 with most of the work conducted in that year. The policy dialogue on out-of-pocket payments conducted in January 2014 provided valuable feedback and served as inputs to the final version of the policy study named “Framework for addressing OOP and informal payments for health services in the Republic of Moldova” (see <http://www.euro.who.int/en/countries/republic-of-moldova/publications2/health-policy-paper-series-no.-16-framework-for-addressing-out-of-pocket-and-informal-payments-for-health-services-in-the-republic-of-moldova-2014>). The study was finalized and distributed in English and local language at sub-national policy dialogues, national health forum, individually to the national partners and in several libraries (including the WHO library in Chisinau).

The process has followed a review of previous studies in Republic of Moldova, analysed the current legislation, collected new statistical evidence on health expenditures, and proposes a framework with policy options for decision makers to support improvement of financial protection in Republic of Moldova. The study and recommendations have given a special attention to the phenomenon of informal payments for health services that occur at provider level in the country.

Activity 4 (ER5): An assessment of how quality of care is regulated, followed and monitored in the health care system – 90% completed

A process to conduct an assessment and build capacities of national stakeholders in the area of quality of care improvement was launched in month of April 2014. The process included an assessment of situation in quality of care management in Republic of Moldova using a framework developed for WHO and involving the national partners into the process; a capacity building component that was delivered in a series of workshops on specific topics; and guidance and technical assistance given to national stakeholders in conducting self-assessments of situation, and clinical audit of selected conditions as a pilot case.

The process also includes support provided to the national stakeholders to develop and agree on a national plan of actions to improve quality of care management, with responsible institutions, prioritized in short, medium, and long-term of implementation. A policy report that reflects the international principles to improve quality, findings and a list of recommendations and policy

options, with relevant background material from international sources to support documentation of national stakeholders will be provided in early 2015 year.

Activity 5 (ER5): Consolidation of national stakeholder’s capacities on measuring universal health coverage – 20% completed

Preparations for building capacities of national stakeholders in measuring financial protection have been finalized. A list of key stakeholders to be involved has been determined and invitations sent. The methodology of assessment is finalized by the WHO Regional Office for Europe (as part of a comparative assessment of up to 20 countries and covered from other resources) and more consensus is being reached at central authority level about the need for such a monitoring and evidence data on progress in universal health coverage. A technical workshop with technical staff to perform the measuring will take place in the first quarter of 2015, and a policy dialogue with key decision makers will also be arranged in that period of time. The results of the measurements at the country level will become part of a regional initiative report “Moving towards universal health coverage in the European Region: new evidence on financial protection” on measuring universal health coverage in the European region. The country report for Moldova will support the authorities in modifying their financing strategies and systems to move more rapidly towards universal health coverage, especially focusing on the poor and vulnerable. The planned activities aim to build further capacities in Moldova (involving the Ministry of Health, Health Insurance Company, National Statistics Office, and academia) to conduct similar analyses regularly in the future.

Activity 6 (ER5): Study on non-communicable diseases and health system strengthening to support policy dialogue – 100% completed

A policy study on “Better noncommunicable disease outcomes: challenges and opportunities for health systems” was initiated in 2013 under the Technical Assistance to Budget Support project funded by EU in Republic of Moldova active until early 2014. In the 2014 the final draft of the study was edited and a layout of report finalized. The report was made publicly available on the WHO Europe web-site, and Moldova country web-corner of WHO Europe electronic page. The report is planned to be printed in hard copy and a Romanian version of report to be made available in early 2015 for national partners.

Activity 8 (ER3): Technical assistance in rational drug use, positive list of medicines to improve access to medicines and UHC – 60% completed

A process to identify the areas of work for improving access to medicines (with special focus on hypertension treatment), build capacities of national stakeholders in rational use of medicines, basic pharmaco-economics and medicines promotion was initiated in the III-rd quarter (as direct follow-up to earlier policy reports on access to medicines in 2012, and the NCD and health system strengthening in 2014). The process includes a detailed assessment of the situation in access to medicines; development of a guideline to select medicines on the positive list; a capacity building component on specific topics; and a study on rational use of cardiovascular drugs.

A preparatory mission was organized in August to identify the areas of work for improving access to medicines and a list of recommendations was proposed to national stakeholders. A follow-up mission was organized in November to discuss with national partners about the implementation of recommendations and propose potential strategies to follow, and also to conduct a workshop in rational use of medicines, pharmaco-economics, promotion of medicines, and developing a guideline for selection of drugs to the positive list. Around 40 participants participated at the workshop representing Ministry of Health, Medicines Agency, National Health Insurance Company, medical university and specialty committees. A parallel training attendance in pharmaco-economics is

supported by WHO (including other resources) in December to provide wider capacity building to selected national authorities (takes place in Moscow in subregional mode).

The next follow-up mission is planned in January 2015 to focus on building capacities in budget impact analysis, costing of selected drugs and to finalize the guideline for selection of medicines to the positive list, and the study on rational use of medicines.

SO III

The activities in the area are carried out by WHO Country Office, however with resources beyond the current project. Also the synergies are ensured with policy dialogues and Health Forum mentioned before under earlier Strategic Objectives. More information is available on request.

Please explain any changes in circumstances or programme implementation challenges encountered affecting the original plan

Activity 1 (ER3): The costing of selected services from the benefit package that was initially planned for the II and III quarter, as part of the technical assistance cluster was postponed to a later stage in 2015 due to the fact that the overall costing of health care services is planned as the WB technical assistance package in coming year and there is need for coordination.

Activity 2 (ER3): The process to build capacities of national stakeholder's in measuring financial protection was initiated in late November 2014, due to the fact that the development of WHO methodology for that was finalized at that time. The workshop to build capacities of national stakeholders was planned for the first quarter of 2015, and with a country report delivered in 2nd quarter of the next year. In parallel the coordination is taking place with the WB who has supported national partners to analyse the situation and built capacities in using the ADEPT methodology. WHO has provided input to the WB capacity building event in December 2014 and shared the outcome of WHO technical work on reducing out-of-pocket payments and improving affordability of medicines (see earlier sections of the report).

Activity 3 (ER1): The policy dialogue to discuss the progress achieved in reaching universal health coverage that was planned to be conducted in IV quarter, was postponed due to the ongoing process on measuring the financial protection in the country. The policy dialogue will take place in 3rd quarter of 2015 after the country report on measuring financial protection will be finalized, to provide evidence for discussions at the policy dialogue.

Proposed modifications to Programme Road Map resulting from changes above

The partnership is running since 2012 in Moldova and many activities have been successfully implemented or are on final stage of implementation, however there is necessity to provide continuity of support and actions in the areas covered, in order to ensure that the impact at health system level will be sustainable and visible. The initiative has many synergies with the whole WHO work package at the country level (supported by various financial resources) and plays an important role to scale up the policy dialogue and UHC components. To continue the activities additional financial resources are needed.

Thus the following activities will find their continuation in 2015 year (dependant on actual financial resources available):

- Annual Health Forum
- Sub-national dialogues to inform about national plans and reforms at local level
- The technical assistance to improve access to medicines and universal health coverage
- Support and capacity building in measuring universal health coverage
- Strengthening systems and conducting dialogue to ensure quality of care is improved
- Keeping high level policy dialogue with stakeholders from parliament to support implementation of national health policies and strategies
- Expanding the assessment and building capacities in local health profiles development
- Disseminating the messages and recommendations on evidence based policies and interventions

Lessons learned

1. A national event as annual Health Forum serves as a good platform for moving forward the reform agenda in a transparent and participatory manner (not available before NHPSP/UC initiative).
2. Expanding policy dialogues to sub-national level have increased the exchange and since 2014 the dialogue elements are added to strengthen the capacity of public sector to address international and cross-sectorial aspects.
3. While in 2011-2013 the NHPSP/UC initiative launched high level national dialogue, evidence generation and HS approach, since 2014 the “cross-cutting” topics (HSS/TB and HSS/NCD), comprehensive approach to UC (including quality of care to access and financial protection), and specific technical work and capacity building (access to medicines) are added.
4. Topics discussed at Policy Dialogue events are better addressed later by participants when backed-up by evidence generation including both international and national knowledge as well teams.
5. Studies when coupled with capacity building component improve stakeholder’s confidence in applying the recommendations and driving the changes.
6. The flexibility of the project builds on synergies with whole WHO portfolio in Moldova and three levels of organization, thus strengthening the outcomes in all areas of provided support.
7. National ownership, high level attendance and continuous close dialogue with EU is key to success
8. The continuous open dialogue provides a platform various partners to exchange information and synchronize reform agenda (including EU budget support previously, bilateral donors’ projects, loans).
After EU finished the health sector budget support in late 2013 the current initiative is only at policy and system level the EU has.

Road Map and timeline for 2015

Activity 1 (ER2): The series of Yearly National Health Forums will be continued in the IV quarter, to keep moving the health reform agenda through the health in all policies perspective, to engage stakeholders from the parliament, government, local level administration and providers, donors and civil society.

Activity 2 (ER2): Sub-regional policy dialogues are planned to be organized in the III, IV quarter, to bring the reform agenda and evidence closer to local level and discuss with local stakeholders the key issues to implement the reform.

Activity 3 (ER1): Organize brown-bag lunches through-out the year to facilitate a favourable environment for the national stakeholders to share knowledge and bring the message from the regional level dialogues to the country level.

Activity 4 (ER2): The work on local health profiles to ensure the presence and involvement of local public authorities in monitoring and taking actions at local level to improve the health of the population following the reforms.

Activity 5 (ER1): A continuous dialogue with stakeholders from the parliament and political elite is also planned to be conducted through-out the year to gain their support of the health reforms, strategies and plans.

Activity 6 (ER1): A policy dialogue on service delivery to discuss about the international principles of quality of care, the results of the assessment of quality of care management in Republic of Moldova and way forward.

Activity 7 (ER1): A policy dialogue on universal health coverage to discuss the results of the measurement of financial protection and identify the priority actions and policies to be adopted to improve universal health coverage in the country.

Activity 8 (ER3): Further improvement of quality of care in the country focusing technical assistance on specific areas that would support overall improvement of quality of care management in the country.

Activity 9 (ER3): Continuation of the measurement of financial protection in the country, and publication of a country report highlighting the progress and potential policy options to improve universal health coverage.

Activity 10 (ER3): Further technical assistance provided in the areas of access and rational use of medicines, building capacities of national stakeholders in budget impact analysis and rational selection of medicines on the positive list.

Visibility and communication

1. National Health Forum news item on the Ministry of Health web-site (<http://www.ms.gov.md/?q=stiri/sanatatea-si-dezvoltarea-socio-economica-republica-moldova-politici-actiuni-comune>)
2. National Health Forum news item on the WHO Europe country web-site (<http://www.euro.who.int/en/countries/republic-of-moldova/news/news/2014/11/from-policies-to-joint-actions-third-national-health-forum-held-in-republic-of-moldova>)
3. Regional health profiles, presentation of results at a national conference, news item on WHO Europe country corner web-site (<http://www.euro.who.int/en/countries/republic-of-moldova/news/news/2014/09/health-profiles-support-evidence-based-policy-making-in-the-republic-of-moldova>)
4. Health profiles support evidence-based policy making in the Republic of Moldova, news item on UN Moldova country web-site (as an example as all WHO country work news items are presented also in the UN site in Moldova) (<http://www.un.md/viewnews/146/>)
5. Raising awareness on better tobacco regulation, news item on WHO Europe country web-site (<http://www.euro.who.int/en/countries/republic-of-moldova/news/news/2014/07/raising-awareness-for-better-tobacco-regulation-and-a-smoke-free-republic-of-moldova>)
6. Regional Director presents World No Tobacco Day (WNTD) award to Prime Minister of the Republic of Moldova, news item on WHO Europe country web-site (<http://www.euro.who.int/en/countries/republic-of-moldova/news/news/2014/10/regional-director-presents-world-no-tobacco-day-wntd-award-to-prime-minister-of-the-republic-of-moldova>)
7. Regional Director presents World No Tobacco Day (WNTD) award to Prime Minister of the Republic of Moldova, news item on Ministry of Health web-site (<http://www.ms.gov.md/?q=stiri/vizita-oficiala-directorului-regional-europa-al-organizatiei-mondiale-sanatatii-oms-zsuzsanna>)
8. Identifying barriers to better TB outcomes in the Republic of Moldova, news item on WHO Europe country web-site (<http://www.euro.who.int/en/countries/republic-of-moldova/news/news/2014/06/identifying-barriers-to-better-tb-outcomes-in-the-republic-of-moldova>)
9. Health system assessment identifies steps to improve NCD outcomes in the Republic of Moldova, news item on WHO Europe web-site (<http://www.euro.who.int/en/countries/republic-of-moldova/news/news/2014/04/health-system-assessment-identifies-steps-to-improve-ncd-outcomes-in-the-republic-of-moldova>)
10. Mapping the quality of health care in the Republic of Moldova, news item on WHO Europe country web-site (<http://www.euro.who.int/en/countries/republic-of-moldova/news/news/2014/05/mapping-the-quality-of-health-care-in-the-republic-of-moldova>)
11. Mapping the quality of health care in the Republic of Moldova, news item on UN Moldova country web-site (<http://www.un.md/viewnews/100/>)
12. Joint efforts to curb out-of-pocket payments for health care in the Republic of Moldova, news item on WHO Europe country web-corner (<http://www.euro.who.int/en/countries/republic-of-moldova/news/news/2014/02/joint-efforts-to-curb-out-of-pocket-payments-for-health-care-in-the-republic-of-moldova>)
13. Ensuring rational use of medicines in Republic of Moldova to improve NCD outcomes, news

item on WHO Europe country web-site
(<http://www.euro.who.int/en/countries/republic-of-moldova/news/news/2014/12/ensuring-rational-use-of-medicines-in-republic-of-moldova-to-improve-ncd-outcomes>)

In addition the information from the technical work and capacity building is available in the project website, the information is shared for the EU activities monthly newsletter available in Moldova, and UHC is promoted in various events. The studies produced with the resources of the initiative are available in WHO website in English and distributed to national authorities in national language to disseminate the main recommendations.

Impact assessment

1. The complex and continuous partnership activities (Health Forum, policy dialogues, engagement at local and international levels as well political elite, and specific studies) have contributed to the continuous discussion on health reforms needed and increased transparency. The launched initiatives have provided platform and enabled to convene many development partners and stakeholders to discuss national health policy and strategy as central for future improvements. As an example Health Forum is a first national level platform to conduct regularly open cross-sectorial discussions in health matters. Further the impact is expected to be visible in longer term after the capacities are available and similar dialogues are part of daily activities of national institutions (please see bullet point #2 on p. 15 and 16).
2. The processes and technical work related to specific studies have contributed to increased knowledge among national partners and have informed national strategies and actions. There are several examples. (a) The process of situation mapping and building capacities in quality of care in the country in 2014, have contributed to the update of the Ministry of Health action plan for 2015 year, that reflects the recommended actions to improve quality of care at system and provider level. (b) The study on child and adolescence health in 2012 informed the national child and adolescence health strategy drafting now reached to final inter-ministerial consultations in 2014. (c) The follow-up actions on access, affordability and rational use of medicines in 2014 is informed by earlier studies and policy dialogues in period 2012-2014 and aims explicitly to improve the financial protection as targets main driver of OOP in close cooperation with national institutions and informs the actions of the health insurance company. (d) The study on OOP and informal payments for health services initiated after the debates in the Health Forum in 2012, have drawn the attention of national authorities on the problem of high OOP payments for medicines and informal payments in hospitals, as well provided set a proposal of measures to be considered by Ministry of Health and Health Insurance Company to improve financial protection. These and other inputs are used in discussions at the National Health Forum, thus building consensus that improving financial protection of population would lead to improvements in many area of health outcomes in the country (please see Moldova results chain on p. 13).