



**HQC-2-Greece Consultation and  
Policy Dialogue Workshops in the  
Greek Health Regions – 3<sup>rd</sup> Health  
Region (Thessaloniki)**

8-9 April 2024

26.03.2024

Original: English/Greek (during the  
group discussions)

**WHO Joint Workshops with the Greek Health Regions  
Development of the National Strategy on Quality of Care, Patient Safety, and  
Patient Engagement in Greece (HQC-2-Greece)**

**3<sup>rd</sup> Health Region**

**Provisional Agenda**

DAY 1	
09:00 – 10:00	Registration
10:00 – 10:30	<b>Session 1 – Opening Session</b> <i>Ministry of Health Representative (TBC)</i> <i>DG REFORM Directorate B – Support to Member States' Reforms (TBC)</i> <i>ODIPY Representative (TBC)</i> <i>Bogiatzidis Panagiotis, Chief Executive, PHC, 3rd Health Region (TBC)</i> <i>João Breda, Head, WHO Athens Quality of Care and Patient Safety Office</i>
10:30 – 11:15	<b>Session 2 – Quality of Care for Greece</b> Facilitator: <i>Ministry of Health Representative (TBC)</i> <ul style="list-style-type: none"><li>• Presentation of the HQC-2-Greece Project, <i>Valter Fonseca, WHO Athens Quality of Care and Patient Safety</i></li><li>• A vision for Quality of Care in Greece, <i>Daphne Kaitelidou, President, National Agency for Quality Assurance in Health (ODIPY) (TBC)</i></li><li>• Health District Overview, <i>Deputy Chief Executive, PHC, 3rd Health Region (TBC)</i></li></ul>

11:15 – 11:45	Coffee Break			
11:45 – 12:45	<p><b>Session 4 – Expert “Tango”</b>  <b>Patient-Centeredness: Igniting demand for quality</b>  Facilitators: <i>João Breda, Head, WHO Athens Quality of Care and Patient Safety Office &amp; Valter Fonseca, WHO Athens Quality of Care and Patient Safety Office</i></p> <p>Speakers: <i>Nick Klazinga, Professor, Department of Social Medicine Academisch Medisch Centrum Universiteit van Amsterdam, Netherlands &amp; Christos Lionis, Professor Emeritus of General Practice and Primary Health Care, Laboratory of Health and Society, School of Medicine, University of Crete (TBC)</i></p> <p>Q&amp;A</p>			
12:45 – 13:30 <i>Round 1</i>	<p><b>Session 3.1 – Focus Group Discussion</b>  Breakout Sessions (4 topics, 45min each)</p> <p>Discussion and reporting on Challenges, Needs, Priorities, and Recommendations (CNPR) at the National, District, and Facility Level (30min)</p>			
	<p>Quality of Care, including capacity building</p> <p>Facilitator: <i>Marie Stridborg, WHO Athens Quality of Care and Patient Safety Office</i></p>	<p>Patient Safety including Incident reports and capacity building</p> <p>Facilitator: <i>Christos Triantafyllou, WHO Athens Quality of Care and Patient Safety Office</i></p>	<p>High-burden diseases protocols and guidelines</p> <p>Facilitator: <i>Thanos Myloneros, WHO Athens Quality of Care and Patient Safety Office</i></p>	<p>Community Engagement (health literacy and patient experience)</p> <p>Facilitator: <i>Constantina Vasileiou, WHO Athens Quality of Care and Patient Safety Office</i></p>
13:30 – 14:15	Light Lunch			
14:15 – 16:45 <i>Round 2, 3, 4</i>	<p><b>Session 3.2 – Policy Dialogue continuation</b>  <b>Includes a well-being break (15min)</b></p>			
16:45	Reception			

DAY 2	
09:00 – 10:30	Expert Interviews      Steering Committee Meeting
10:30 – 11:30	<b>Session 5 – Main Lessons &amp; Elements for the National Strategy</b>

	<p>Facilitator: <i>Válter Fonseca, WHO Athens Quality of Care and Patient Safety Office &amp; ODIPY Representative (TBC)</i></p> <ul style="list-style-type: none"> <li>• Feedback from the breakout sessions (10min per facilitator of each session)</li> <li>• “Voting” for the top Recommendations (20min)</li> </ul>
<b>11:30 – 12:00</b>	Coffee Break
<b>12:00 – 13:00</b>	<p><b>Session 6 – Sharing Experiences across the European Region Panel Discussion</b></p> <p>Facilitators: <i>ODIPY Representative (TBC) &amp; Florin Popa, Head of Sector – Labour Market, Social Services and Inclusion, Directorate General for Structural Reform Support</i></p> <ul style="list-style-type: none"> <li>• <i>GRE (TBC)</i></li> <li>• <i>AUT, Wolfgang Geissler, Health Expert, Austrian National Public Health Institute (GÖG), Quality Measurement and Patient Survey</i></li> <li>• <i>CYP, Nicolas Nicolaou, Head, Quality Unit of the State Health Services Organisation (SHSO)</i></li> </ul> <p>Q&amp;A</p>
<b>13:00 – 13:30</b>	<p><b>Session 7 – Closure</b></p> <p><i>Ministry of Health Representative (TBC)</i>  <i>Florin Popa, Head of Sector – Labour market, social services and Inclusion, Directorate General for Structural Reform Support</i>  <i>ODIPY Representative (TBC)</i>  <i>Bogiatzidis Panagiotis, Chief Executive, PHC, 3rd Health Region (TBC)</i>  <i>João Breda, Head, WHO Athens Quality of Care and Patient Safety Office</i></p>