



ANNUAL ACTIVITY REPORT

2024

EUROMEDITERRANEAN INSTITUTE FOR
QUALITY & SAFETY IN HEALTH SERVICES
AVEDIS DONABEDIAN



**MESSAGE FROM THE EXECUTIVE SECRETARY
OF THE EURO-MEDITERRANEAN INSTITUTE FOR QUALITY & SAFETY
IN HEALTHCARE, AVEDIS DONABEDIAN**

In an ever-evolving environment, where circumstances bring both new opportunities and challenges to the healthcare sector, each of us must reflect on our role. Every healthcare professional, whether serving the healthcare system in the private or public sector, every technocrat, academic, expert consultant, executive, or non-executive, is a part of the history of Greece's healthcare system.

Each bears a responsibility for the present and future of healthcare services and, ultimately, for the outcomes of a chain of actions that determine the level of health and well-being of the country's citizens.



ANGELIKI KATSAPI

The recent publication of the OECD PaRIS study results presents a stark reality for participating countries, particularly for Greece. According to the study, only 36% of respondents expressed confidence in the healthcare system (OECD Paris average: 62%), while 74% reported having received high-quality healthcare services in the past year (OECD Paris average: 87%).

In the same study, concerning person-centered care—which includes participation in decision-making, support for self-management, discussions on what matters most to the patient, the need for information repetition, and more—Greece scored below the OECD Paris average (16.3), with a rating of 14.6.

The demands on healthcare systems are becoming increasingly urgent, as morbidity rates rise and the complexity of required care services continues to grow in a multifaceted manner. This is happening in an era characterized by an aging population, the emergence of personalized treatment technologies, a pressing need for adherence to sustainability principles, and the rapid advancement of artificial intelligence.

Recognizing its role, the Euro-Mediterranean Institute continues to provide scientific knowledge and foster opportunities for the establishment of essential structures and mechanisms that safeguard the safety of patients and service users. At the same time, it supports a fundamental shift in the mindset of healthcare professionals in Greece. This was the primary objective of a major project implemented in 2024 in collaboration with IQVIA for the Organization for the Assurance of Quality in Healthcare (O.D.I.P.Y. S.A.). The project involved the development of a Roadmap for Quality and Safety in Hospital Services, as well as crucial training sessions aimed at strengthening healthcare professionals across all seven Health Regions.

The Institute's name has become synonymous with high-level expertise and specialization in standardization, quality, and safety specifications in healthcare, as well as innovation in the sector. For this reason, it was selected as a subcontractor by the University of Thessaly to conduct a study on quality dimensions and the governance structure of the National Telemedicine Network (EDIT).

Another project of which we are particularly proud is our collaboration with ESRA, the European Society of Regional Anaesthesia and Pain Therapy, based in Switzerland. ESRA entrusted the Institute with the organization and implementation of a governance and quality assurance system for the Society.

Furthermore, our collaboration with the Hellenic Nurses Association for the accreditation of educational programs is being strengthened with the inclusion of additional thematic modules, and we look forward to even broader synergies.

As we move forward into 2025, we remain steadfastly by your side—by the side of every healthcare professional who considers themselves a part of the history of healthcare services and is committed to making a meaningful contribution to the "turning of a new page." Our shared goal remains unchanged: the continuous improvement of healthcare service quality and the advancement of patient safety. This will be achieved through modern tools, the implementation of contemporary quality standards, and the principles of clinical governance in healthcare—always with creativity, consensus, and dedication.

**OECD (2025), Does Healthcare Deliver?: Results from the Patient-Reported Indicator Surveys (PaRIS), OECD Publishing, Paris*

EXECUTIVE TEAM



ANGELIKI KATSAPI



VASILIKI SIAPKA



FOTIOS RIZOS



MARIANA TSANA

COMPLETED ACTIVITIES



The Euro-Mediterranean Institute is pleased to announce the successful completion of a landmark project in collaboration with IQVIA Hellas for the Organization for the Assurance of Quality in Healthcare (O.D.I.P.Y.). 

This project focused on Strengthening Human Resources in Healthcare, funded by the Recovery and Resilience Fund, as part of O.D.I.P.Y.'s initiative

“Organizational Reforms in the Healthcare System.”

Within the framework of this project, the following initiatives were implemented:



Development of a Roadmap/Executive Plan outlining the means, resources, and implementation timeline for the National Strategy for Quality Assurance in healthcare across the country.



Organization of three-day training workshops to enhance the capacity-building of O.D.I.P.Y. S.A. executives, Ministry of Health officials, and affiliated organizations. The focus was on **quality assurance and improvement in healthcare**, as well as the principles and policies of the National Strategy for Quality Assurance.



Organization of two-day training workshops for healthcare professionals, healthcare unit executives, and Regional Health Authorities on the **principles and policies of the National Strategy for Quality Assurance**.



Organization of 1 day stakeholders events with the participation of all stakeholders to facilitate the dissemination of the National Strategy for Quality Assurance and to ensure their active engagement in achieving its objectives.

COMPLETED ACTIVITIES



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CONSULTING PROJECT FOR THE EUROPEAN SOCIETY OF REGIONAL ANAESTHESIA & PAIN THERAPY (ESRA)



The Euro-Mediterranean Institute for Quality and Safety in Healthcare, Avedis Donabedian, is pleased to announce the successful completion of its project for the development of a governance and quality assurance system for the European Society of Regional Anaesthesia & Pain Therapy (ESRA).

The governance and organizational system of ESRA has been certified according to the ISO 9001:2015 standard, which is the internationally recognized benchmark for establishing, implementing, and maintaining a Quality Assurance and Improvement System.

ESRA is the official scientific association in Europe for Regional Anaesthesia and Pain Therapy, offering certified and specialized training. Founded in 1982, it is now the official organization responsible for issuing guidelines in this specific scientific field.

In 2023, 25,000 specialized professionals participated in ESRA's educational activities, while its registered members exceed 8,000.

The Euro-Mediterranean Institute played a pivotal role in this project, providing comprehensive services that included analysis of the existing framework, development of a governance structure, establishment of a quality assurance system, staff training, and internal auditing.

The Institute developed policies and tools for their implementation, covering key aspects such as quality assurance, a process-based approach to operations, organizational sustainability, and transparency. Additionally, it established Key Performance Indicators (KPIs) and corresponding monitoring mechanisms to ensure continuous compliance, along with risk assessment and management tools, ensuring that ESRA's operations align with the ISO 9001 requirements.

ISO 9001:2015 Certification

We are proud to announce that in 2024 ESRA has been awarded the ISO 9001:2015 certification by Swiss Approval North America. This internationally recognized certification demonstrates our commitment to excellence in quality management. It validates our dedication to developing and implementing high-quality educational and hands-on training programs for anaesthesiologists in Regional Anaesthesia, Pain Therapy, POCUS, and Peri-operative care.

This certification also highlights our efforts in promoting and publishing research, guidelines, and documents within these fields, as well as our meticulous planning and execution of international conferences, whether in-person, virtual or hybrid.

Achieving ISO 9001:2015 underscores our mission to uphold the highest standards in delivering innovative and impactful educational experiences to the global medical community.

***What is ISO 9001?**

ISO 9001 is a globally recognized standard for quality management. It helps organizations of all sizes and sectors to improve their performance, meet customer expectations and demonstrate their commitment to quality. Its requirements define how to establish, implement, maintain, and continually improve a quality management system (QMS). Implementing ISO 9001 means that the organization has put in place effective processes and trained staff to deliver flawless products or services time after time.

This certification highlights ESRA's commitment to quality, effective governance, and excellence, placing it among an elite group of organizations that operate in accordance with international standards.



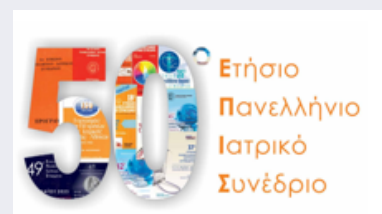
PARTICIPATION IN CONFERENCES

50th Annual Panhellenic Medical Conference

Held from April 25 to 27, 2024, in Attica.

Lecture title: **"International Standards & Quality Assurance Specifications in Telemedicine Services."**

Presentation by: Ms. Katsapi



19th Panhellenic Conference of EDDYPY

Held from October 10 to 13, 2024, in Attica.

Lecture title: **"Healthcare Services in Local Government: Quality Assurance Standards in Provided Services."**

Presentation by: Ms. Katsapi



Health IT Conference: From Digital Transformation to the Effective Management of the NHS

Held from October 29 to 30, 2024, in Athens.

Participation in a Roundtable Discussion titled **"TELEMEDICINE: CHALLENGES & PROSPECTS."**

Participant: Ms. Tsana



1st Conference of the Hellenic Association of Radiology & Radiotherapy Technologists

Held from November 7 to 10, 2024, in Attica.

Lecture title: **"SAFETY IN IMAGING SERVICES AND RELATED INCIDENTS."**

Presentation by: Ms. Katsapi



ESCMID Antimicrobial Stewardship (AMS) Certificate 2024-2026

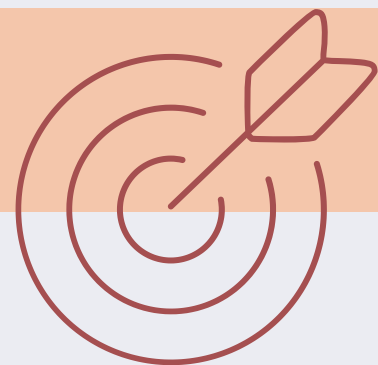
Held from November 29 to December 1, 2024, in Athens.

Lecture title: **"Governance Model, Coordination, and Communication among Clinical Governance Structures (Hospital Committees, IPC/AMR Stewardship Teams)."**

Presentation by: Ms. Katsapi



GOALS FOR 2025



The **Euro-Mediterranean Institute for Quality and Safety in Healthcare** has set the following goals for 2025:



Participation in national and European programs focused on improving the quality of healthcare services, enhancing patient safety, and empowering medical and nursing staff through continuous education, practice evaluation, and the implementation of innovative approaches.



Development of strategic partnerships with professional organizations, scientific societies, and healthcare institutions, aiming to design and implement joint actions related to research, education, and the dissemination of best practices for providing safer and more efficient healthcare services.



Implementation of nationwide awareness and educational campaigns aimed at informing the public and patients about safety standards in healthcare services, strengthening their trust in healthcare systems, and improving their compliance with guidelines and procedures that ensure the quality of care.



Collaboration with patient organizations and associations to develop joint initiatives that promote the safety and quality of healthcare services, amplify the voice of patients in decision-making processes, and shape policies that address their actual needs.

