

Suggested written statements for Montenegro at RC75

29 October, Wednesday, 16:00–18:00 h Governance and partnerships matters

High-level short technical briefing: Quality of care and patient safety

Quality control of healthcare and patient safety.

Ministry of Health has adopted the Strategy for Improving the Quality of Health Care and Patient Safety 2025 – 2028 with the Action Plan 2025 – 2026, which represents a key national document defining the framework for the systematic enhancement of the quality of health services, the strengthening of a culture of safety and accountability, and the overall improvement of the health system of Montenegro.

The strategic goal of the document is the establishment of a sustainable and integrated quality system that ensures safe, efficient, and accessible health care for all citizens, in line with the principles of professionalism, transparency, and patient-centeredness.

In accordance with the Strategy's implementation plan, the Ministry of Health in cooperation with the WHO Regional Office in Montenegro is carrying out some activities foreseen in the Action Plan for the period 2025–2026. The focus during the reporting period was on strengthening institutional capacities, education, and establishing mechanisms for monitoring the quality and safety of health care.

The key activity is the implementation of the National Training Program for Improving Quality Control of Health Care and Patient Safety through “Training of Trainers” program. The program started on September 8th, 2025, and will conclude with a closing ceremony and the awarding of certificates on November 18th, 2025. During the reporting period, each week training sessions were held with the participation of over 60 health professionals, standardized training modules were developed, and a framework for monitoring training outcomes was established.

In parallel, other priority activities from the Action Plan were implemented:

Analysis of waiting lists: a preliminary analysis of data from public health institutions was conducted to identify barriers and provide recommendations for more efficient process management.

Organization of workshops and training sessions for members of Quality Control Commissions within health care institutions.

Development of a methodology and plan for research on patient and health service provider satisfaction.

Implementation of research on patient satisfaction as a pilot project in four public health institutions – the pilot phase will be completed by end of this year.

Implementation of research on the satisfaction of health service providers – which will serve for recommendations for improving the work environment.

A methodological guideline for reporting by Quality Control Commissions in healthcare institutions is being developed, standardizing the process of data collection and analysis.

The implementation of activities is progressing according to the planned timeline. Cooperation with WHO and the active involvement of health institutions contribute significantly to strengthening the quality system, while the focus in the upcoming period will be on expanding the educational programs, strengthening local teams, and integrating research results into the further development of health care quality and patient safety policies.