



**World Health
Organization**

European Region

75th Session of the WHO Regional Committee for Europe Virtual Side Event

Improving Quality of Care for Better Patient Outcomes

Overview

The quality of care is recognised as a priority in many WHO strategies, including the Second European Programme of Work (EPW2) for the WHO European Region (2026–2030). This session will explore ways to improve quality and reduce low-value care in order to enhance patient-centred outcomes. It will also showcase transformative partnerships between policymakers and patients. The event's main objective is to inform Member States on how they can further improve care quality and encourage them to join the community of practice dedicated to this goal.

Programme

Facilitator: João Breda.

Tuesday, September 9, 2025, 10:00-11:30 (CEST)

10:00-10:40

Welcome

Natasha Azzopardi-Muscat

Advancing outcomes that matter to patients by improving quality and reducing low-value care

João Breda

Overview of Quality of Care trend data in the WHO European Region

Liesbeth Borgermans

Reflections from Member States on the relevance of trend data for policy making and reducing low-value care

Greece (TBC, Alternate Minister of Health, Ms. Eirini Agapidaki)

Romania (TBC, State Secretary of Health)

Slovenia (TBC, Minister of Health, Valentina Prevolnik Rupel)

10:40- 10:50 **A practical example: co-developing quality standards to measure outcomes that matter for child and youth mental health care**

Jennifer Hall

10:50- 11:00 **From consultation to collaboration: Partnerships that transform quality of care**

Kostas Athanasakis

Marco Greco (European Patient Forum)

11:00- 11:25 **Leading by example: Inspiring stories of quality of care**

Latvia: Use of CAMH Standards for better patient outcomes

Karina Beinerte

Spain: System of notification and learning for safety in primary health care

Rocio Montiel Villalonga

Kyrgyzstan: Improving the quality of hospital care for mothers, newborns and children by supportive supervision

Venera Shukurova

Indicators to inspiring stories that matter to patients

Dionne Kringos

11:25- 11:30 **Closing remarks**

João Breda

Gundo Weiller

Speakers



Dr Natasha Azzopardi Muscat

Director, Division of Country Health Policies & Systems



Dr Joao Breda

Head, WHO Athens Quality of Care and Patient Safety Office, Special Adviser



Dr Liesbeth Borgermans

Visiting Professor of Primary Care, University of Ghent



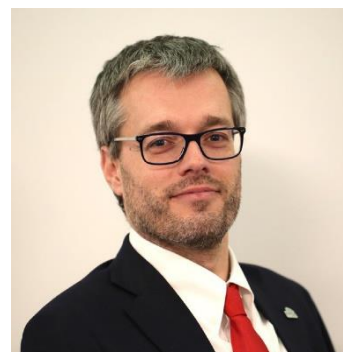
Ms Jennifer Hall

Technical Officer, WHO Athens Quality of Care and Patient Safety Office



Professor Kostas Athanasakis

Assistant Professor in Health Economic & Health Technology of Public Health Policy of the University of West Attica



Mr Marco Greco

President of the European Patient's Forum



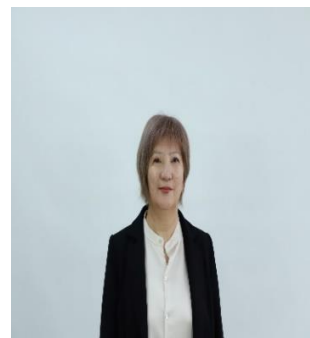
Ms Karina Beinerte

Child Psychiatrist & Lead
of Child & Youth Mental
Centre at Children Clinical
University Hospital, Riga



Ms Rocio Montiel Vilalong

Deputy Directorate General
for Healthcare Quality,
Directorate General for Public
Health and Health Equity



Dr Venera Shukurova

Head, Pediatric Department
at the Kyrgyz State Medical
Institute of Continuous
Education



Dr Dionne Kringos

Professor, Health Systems
& Services Research,
Amsterdam
UMC



Dr Gundo Weiller

Director, Division of
Prevention & Health
Promotion

Practical information

Zoom connection details – Webinar

Please follow the link below to register for the meeting:

https://us06web.zoom.us/webinar/register/WN_gcEsNyNAThG_I_u3WMtmQ

Languages

This session will be in English and Russian.