



ZEVA national report 2017

1. Violence against physicians
2. Specialist competences and skills
3. Licensing and CME
4. Treatment protocols and Guidelines

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1. Violence against physicians





Work-related violence

- Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.
- This can include verbal abuse or threats as well as physical attacks.
- The number of unwanted events toward healthcare personnel doubled from 2013 to 2015.*

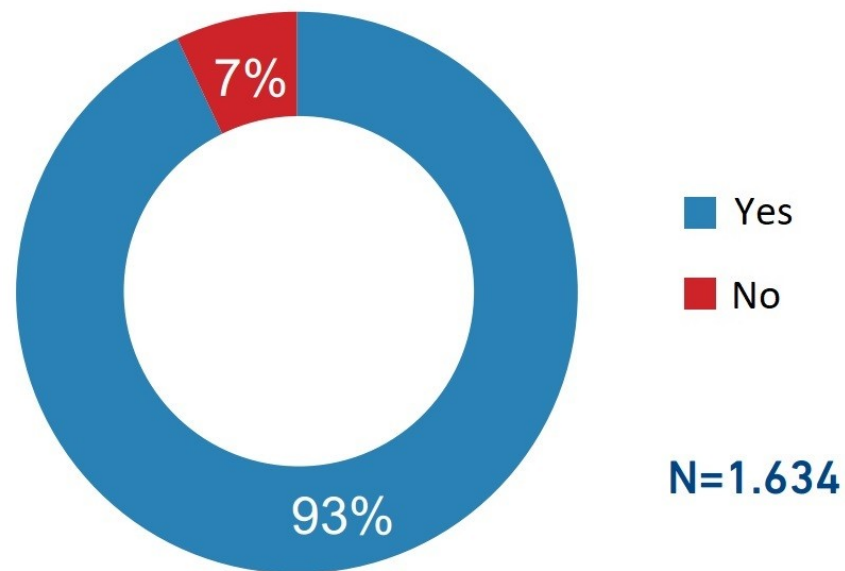


* Agency for Quality and Accreditation in Healthcare



Survey by Croatian Medical Chamber:

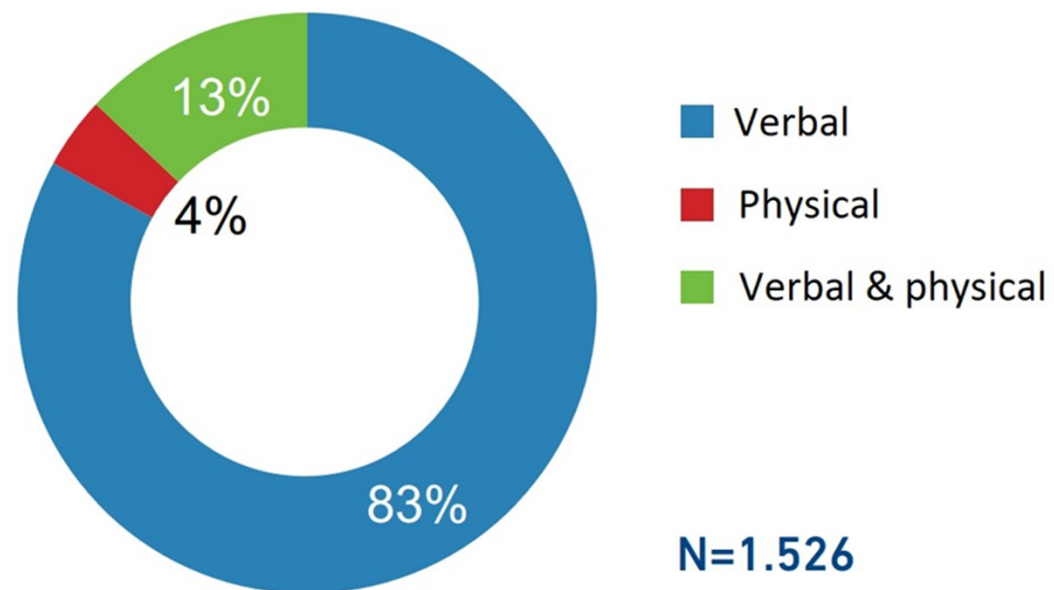
Have you suffered workplace violence?





Survey by Croatian Medical Chamber:

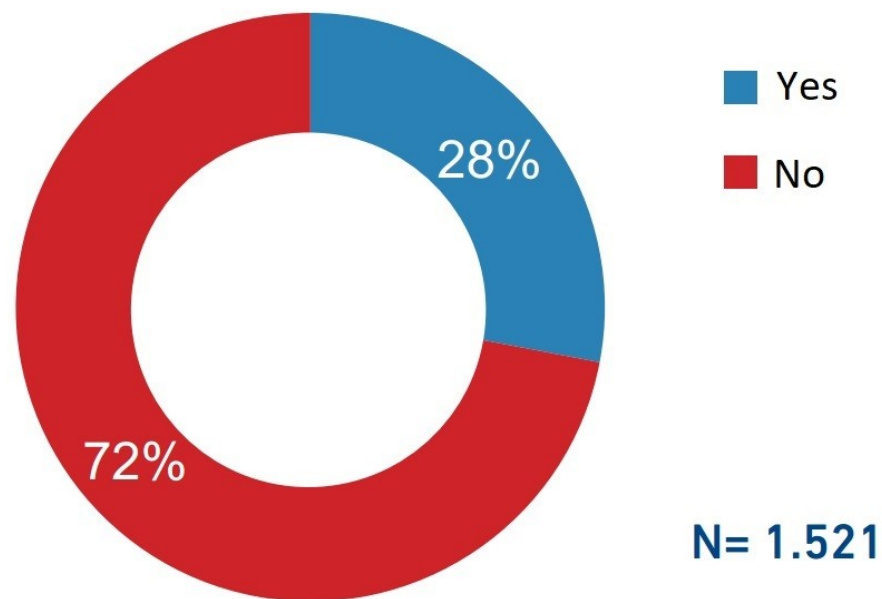
What kind of violent incident have you experienced?





Survey by Croatian Medical Chamber:

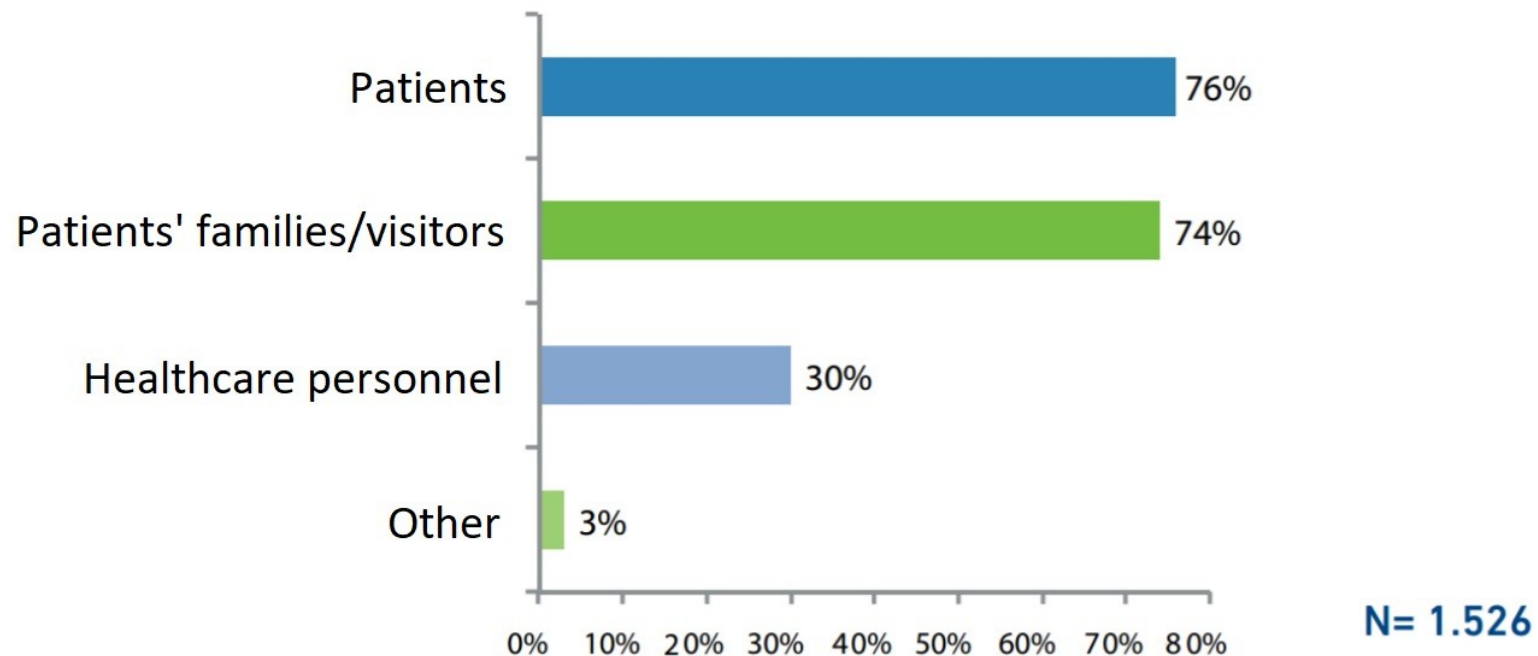
Have you reported the incident to the authorities?





Survey by Croatian Medical Chamber:

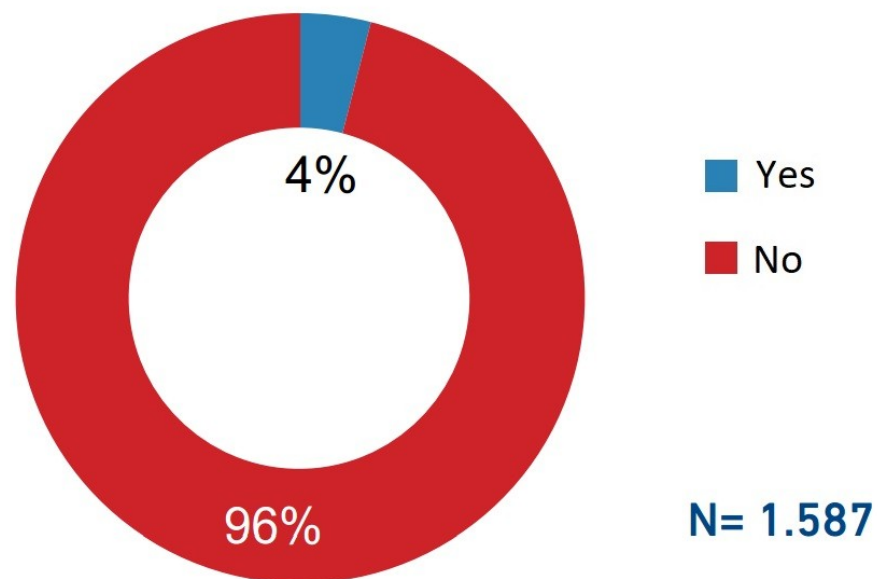
Who were the perpetrators of physical and non-physical violence?





Survey by Croatian Medical Chamber:

Are physical protection and security at the appropriate level in health care institutions?

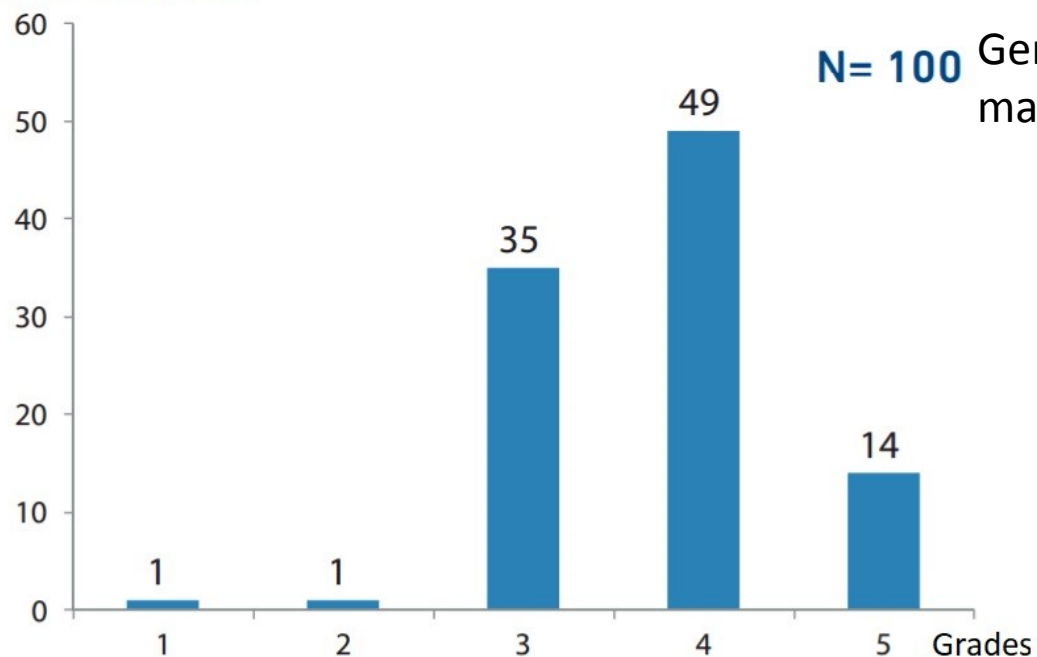




Survey by Croatian Medical Chamber:

Level of security assessment:

Healthcare institutions



N= 100 General managers

Level 1 = worst

Level 5 = best



January 2017

- CMC suggested changes of the Criminal act to the Minister of justice:
- Explicit and clear protection for doctors and healthcare workers while providing healthcare.
- Under consideration

**DECISION
PENDING**



- Quick assistance of the legal advisor



Activities by the CMC:

- Learning from the British 20 years experience
- Developing public campaign „Zero tolerance to violence”
- Educational workshops for the members



2. Specialist skills & Competences





Regulated or not regulated ?

Can doctors practice independently certain competences which are:

- not included within their belonging specialty curriculum as competence level 3 or independent practice?
- not included within their belonging specialty curriculum at all?





Regulated or not regulated ?

Can doctors practice independently new medical competences and skills which are:

- Absent from any specialist training program, but which could be assigned due to their content to several different specialisations?





3. Licensing & **C**ontinued **M**edical **E**ducation





Croatian Medical chamber

- Competent authority
- Validates all forms of CME events

Revalidation process

- All medical doctors practicing medicine have to follow different types of continuous medical education (symposia, meetings etc.)
- Collect credits appointed by the *Croatian Medical Chamber (CMC)*



Requirements necessary to renew the license:

120 credits/ 6 years

If no —————> oral exam - commission in the CMC



- EU funded project
- Developed by Croatian Medical Chamber



Investing in people
European Social Fund

- Educational workshops for 2000 family doctors
- 4 000 000 €



4. Treatment protocols & Guidelines





Civil Obligations Act (Article 10, paragraph 2)

- In fulfillment of the professional obligations participants in mandatory relations (doctors i.e.) are obliged to act in accordance with the rules of profession and good practice.
- Guidelines are not lawfully binding
- Can be used as reference by court experts



- Croatian Medical Association – umbrella organisation for different medical speciality societies
- National collection of medical guidelines 2004-2014
- 60 different guidelines/ 19 professional societies
- Usually enthusiast doctors in their spare time
- No systemic approach existed till last year



- 2016. Croatian medical association started the cooperation with NICE (National Institute for Health and Care Excellence)
- With support of Ministry of health
- Short, clear, applicable guidelines and algorithms for diagnosing and treating the most common diseases
- Still waiting for the results



- No national standards and norms for physicians
- Demanded by professional community
- Extra burdened physicians
- Croatian Medical Union was assigned to draft by the Ministry of health one year ago





Thank you for your attention!

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