

# Better services, better quality of life

Communities are supported in providing better medical and social services to Ukrainian citizens



## The challenge: Over-stretched services in eastern Ukraine

Eastern Ukraine has been the site of armed conflict between Ukrainian forces and pro-Russian separatists since 2014. More than 1.4 million people are seeking shelter in other regions of the country; around 250,000 of these are registered as internally displaced persons (IDPs) in the regions of Kharkiv, Dnipropetrovsk and Zaporizhzhya.

The conflict in eastern Ukraine, as well as structural and historical deficits in the provision of public services, continues to be a major challenge for the country. Social and medical services, in particular, are inadequately geared towards the specific needs of citizens, especially of vulnerable population groups. IDPs, the elderly, single parents and people with disabilities depend on medical and social services provided by their host communities. These range from hospital beds to financial assistance for single mothers. This increased demand for services, as well as the government's ongoing complex reform processes, means that communities have to develop strategic approaches to services provision, for which needs-based planning and client-centricity are essential.

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| <b>Project title:</b>         | Strengthening Resources for the Sustainable Development of Host Communities in Eastern Ukraine |
| <b>Commissioned by:</b>       | German Federal Ministry for Economic Cooperation and Development (BMZ)                         |
| <b>Implemented by:</b>        | Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH                             |
| <b>Lead executing agency:</b> | Ministry for Reintegration of Temporarily Occupied Territories of Ukraine                      |
| <b>Project area:</b>          | Kharkiv, Dnipropetrovsk and Zaporizhzhya regions   |
| <b>Overall term:</b>          | 11/2019 – 12/2022  |
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Furthermore, over-stretched staff in the local authorities are having to manage many new tasks. There is a lack of proper financial planning, necessary equipment and trained personnel in medical and social sectors.

## Our approach: Strategic development of health and social care

On behalf of the German Government, GIZ supports communities and public institutions in Kharkiv, Dnipropetrovsk and Zaporizhzhya regions to improve access to social and medical services for over one million people. To ensure that these services are needs-oriented, communities are strengthened in the development and application of concepts for provision of medical and social services. Equipment will be provided to support measures of developed concepts. Employees in the social and medical sectors, meanwhile, will be trained to improve their professional skills (technical and managerial), as well as to strengthen organisational structures. Eventually, the institutions themselves will take on greater responsibility for their own processes and take the lead in introducing changes and new ideas.



Training for employees in the social and medical sectors

The project's activities are based on the Ukrainian government's reform plans and priorities. Cooperation between governmental and non-governmental structures has been initiated, and citizens are invited to actively participate in the planning and implementation of social and medical services. In this way, IDPs and local residents are coming together, which promotes integration and helps to build trust between institutions and population groups. Importantly, this approach ensures that vulnerable groups who depend on state services – in particular IDPs, the elderly and single parents – benefit from the project.

Finally, the project aims to sustainably embed the results achieved by the GIZ programme "Initiatives of the Infrastructure Programme for Ukraine" (IIPU).



Communities are supported to provide improved social and healthcare services

## Our results: Over a million people will benefit from improved services

Around 1.5 million people will benefit from the project, which improves medical and social services in 20 communities. Around 2,000 employees in the social and healthcare sectors will receive training to improve professional skills (technical and managerial) and to strengthen organisational structures. 40 social, medical and civil society institutions will be supported by GIZ to implement change management processes.

At a later stage, 15 additional communities will take part in peer-to-peer formats to learn from the core communities and their experience of planning and implementing development processes, change management and construction maintenance.



Needs-oriented social services support the local population



### Dr Iryna Voloshyna: "An opportunity for proper biosafety and immunization security in communities"

As professor in the Zaporizhzhia State Medical University and board member of the non-governmental organisation (NGO) "Academy of Family Medicine of Ukraine", Dr Iryna Voloshyna knows that the cooperation between GIZ and the NGO is of great importance for implementing a "cold chain" medical project for communities in eastern Ukraine:

*"We are grateful for GIZ's interest in improving our situation in Ukraine with proper storage and transportation of biological substances, such as vaccines, and in raising awareness and skills of medical staff on biosafety. This is particularly relevant during the Covid-19 pandemic. GIZ supports the development of the medical community, namely of our NGO that consists of more than 500 medical professionals. Our cooperation gave us an opportunity to improve our understanding of administration and further development of our organisation."*

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