

**CENTER FOR HEALTH SERVICES RESEARCH AND
DEVELOPMENT
“ENTREPRENEURS IN HEALTH” PROGRAM
2018 ANNUAL REPORT**



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The Entrepreneurs in Health (EIH) project aims to increase access to quality health services in rural communities and regional small towns of the republic of Armenia, Artsakh and Javakhk. The project provides its beneficiaries with essential knowledge in the fields of entrepreneurship and healthcare quality assurance, assists in application to receive *low interest rate (6%) loan* from the local banks serving to establish/expand a medical practice, as well as provides continuous professional support, and conducts monitoring and evaluation of established practices.

Four private medical practices were established/expanded with the support of EIH in the year 2018:

- 1) Established dental clinic in Artashat
- 2) Established pharmacy in borderline Sevkar village
- 3) Expanded family medicine clinics in Jrvezh and Noyemberyan

In the period of November 2017 to December 2018, more than 40 training-courses were organized within EIH for senior healthcare professionals, medical residents and EIH prospective beneficiaries.

Overall, 620 senior healthcare professionals participated, and 506 of them successfully completed the “Continuous quality improvement” trainings organized within EIH project in RA marzes, in order to raise senior healthcare professionals’ knowledge in the field of healthcare quality assurance.

The two “Entrepreneurship skills” and two “Basics of quality improvement management” courses were organized for EIH prospective beneficiaries in the same time-period, during which, with the help of trainers, course participants developed Business Plans and Quality Assurance Plans for proposed private practices, and presented to EIH Jury members.

EIH continues supporting its prospective and current beneficiaries in fulfilling their goals.

1. INTRODUCTION

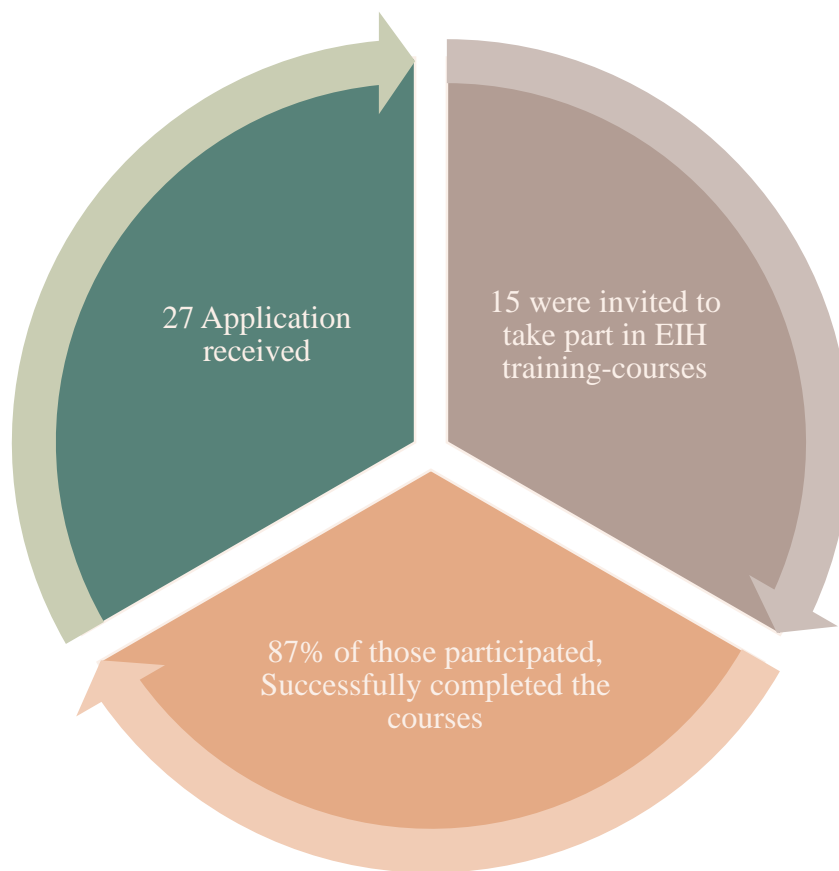
In 2006, Gerald Turpanjian, long-time benefactor and international philanthropist, donated \$5 million to the American University of Armenia (AUA) for encouraging rural economic development. As a result, the Turpanjian Rural Development Program(TRDP) was launched, aiming to provide education and entrepreneurship opportunities to people living in rural communities of the Republic of Armenia, Artsakh and Javakhk. With the support of TRDP, 1260 applicants have completed the training courses, 393 businesses have been established, and 640 jobs have been created so far.

The specific interest among TRDP applicants towards establishing private practices related to health became a cornerstone for establishment of new program, Entrepreneurs in Health, aiming to increase access to quality health services in rural communities and regional small towns of the republic of Armenia, Artsakh and Javakhk, through establishment and/or expansion of private medical practices.

The main components of EIH project include:

- The EIH project helps to equip those healthcare professionals willing to establish private practice in rural communities and regional small towns of Armenia, Artsakh and Javakhk with the necessary knowledge and skills through training-courses concentrated on *healthcare quality* and *entrepreneurship*. The EIH beneficiaries prepare and submit their Business Plans and Quality Assurance Plans, which are going through several steps of approval process.
- If the beneficiaries' Business plans and Quality assurance plans are approved, EIH assists its beneficiaries in application to receive *low interest rate (6%) loan* from the local banks serving to establish new medical practices.
- EIH Provides project beneficiaries with continuous professional support and opportunity to collaborate with Armenian healthcare professionals of the same field from diaspora.
- EIH ensures the monitoring and evaluation of the established practices within the project.
- EIH provides additional support to the beneficiaries from borderline communities.

2. APPLICATION FLOW IN 2018



3. PRIVATE MEDICAL PRACTICES ESTABLISHED/EXPANDED WITH THE SUPPORT OF EIH PROJECT IN 2018

3.1 DR. MARAT SARGSYAN'S DENTAL CLINIC IN ARTASHAT TOWN



Dr. Marat Sargsyan's dental clinic is the first established practice with the support of the Entrepreneurs in Health program (EIH) of the Turpanjian School of Public Health. Dr. Haroutune Armenian, the Chair of EIH Program participated in the opening ceremony.

Dr. Marat Sargsyan applied to the EIH program with a goal to establish a private dental practice and after successfully completing the Entrepreneurship Skills and the Health Care

Quality Improvement trainings offered by the EIH program, he presented his business and quality assurance plans to a committee of experts. After going through multiple approval steps, Dr. Sargsyan received financial assistance, which helped him to establish the dental clinic.



3.2 DR. SONA GRIGORYAN'S FAMILY MEDICINE CLINIC IN JRVEZH



Dr. Sona Grigoryan is the founder of family medicine clinic “Yunctura” LLC which first opened its doors in 2012, offering family medicine services within the scope of the Basic Benefit Package to about 1800 residents living in Jrvezh.

With the growing need for more medical services to be offered to her beneficiaries, Dr. Sona Grigoryan applied to the EIH project in efforts to expand the scope of services her clinic offers with laboratory-instrumental diagnostic services, such as ultrasonography diagnostics, as well as biochemical and immunological laboratory services. Dr. Grigoryan decided to fulfill the plans of health services expansion using her own financial resources.

Community members, colleagues, EIH beneficiaries, EIH and TRDP program representatives, as well as the Deputy Minister of Health of Armenia Mr. Arsen Davtyan and the Head of the Health Care Policy department of the Ministry of Healthcare Mr. Davit Melik-Nubaryan were present during the opening ceremony.



3.3 DR. AREVHAT YARALYAN’S FAMILY MEDICINE CLINIC IN THE TOWN OF NOYEMBERYAN



Dr. Yaralyan is the owner of private clinic “Arevhat & Ani LLC”. She applied to EIH program aiming to expanded medical services in her private family medicine clinic and offer diagnostic services as well. Dr. Yaralyan successfully passed essential steps of Business plan and Quality assurance plan approval, and was approved by EIH Executive committee to receive bank loan.

In November 2018, Dr. Arevhat Yaralyan’s newly equipped family medicine clinic opened its doors to the residents of Noyemberyan town and surrounding villages.



3.4 KRISTINE SIMONYAN’S PHARMACY IN BORDERLINE SEVKAR VILLAGE



With support of EIH project, a new pharmacy opened its doors to the residents living in a Sevkar border community of Tavush marz. There were no pharmacies in the village with about 2300 residents, and Kristine Simonyan applied to the EIH program to address this gap.

Ms. Simonyan does not have a background in health sciences, but she hired two people, including a pharmacist and successfully runs her business.



The EIH program will continue to support its beneficiaries in running their practices, offering professional advice in healthcare management, quality assurance, financial management, and other relevant consulting.

4. TRAININGS AND COURSES ORGANIZED FOR PHYSICIANS AND MEDICAL RESIDENTS WITHIN THE SCOPE OF EIH PROJECT

In the period of November 2017 to December 2018, more than 40 training-courses were organized and conducted within EIH for senior healthcare professionals, medical residents and EIH prospective beneficiaries.

4.1 “CONTINUOUS QUALITY IMPROVEMENT” TRAININGS

In the period of November 2017 to October 2018, 34 “Continuous quality improvement” 2 days (16 hours) trainings were conducted in all 10 marzes of the Republic of Armenia targeting senior healthcare professionals. The training participants received 12 CPD (Continuous Professional Development) credits by the Ministry of health of RA. Table 2 in Annex shows the information about all conducted trainings. Considering the big demand by senior healthcare professionals in some cities, one additional training was organized in Armavir city on December 14-15, 2018. Two other additional trainings is planned to be held in the cities of Kapan and Spitak during March 2019.

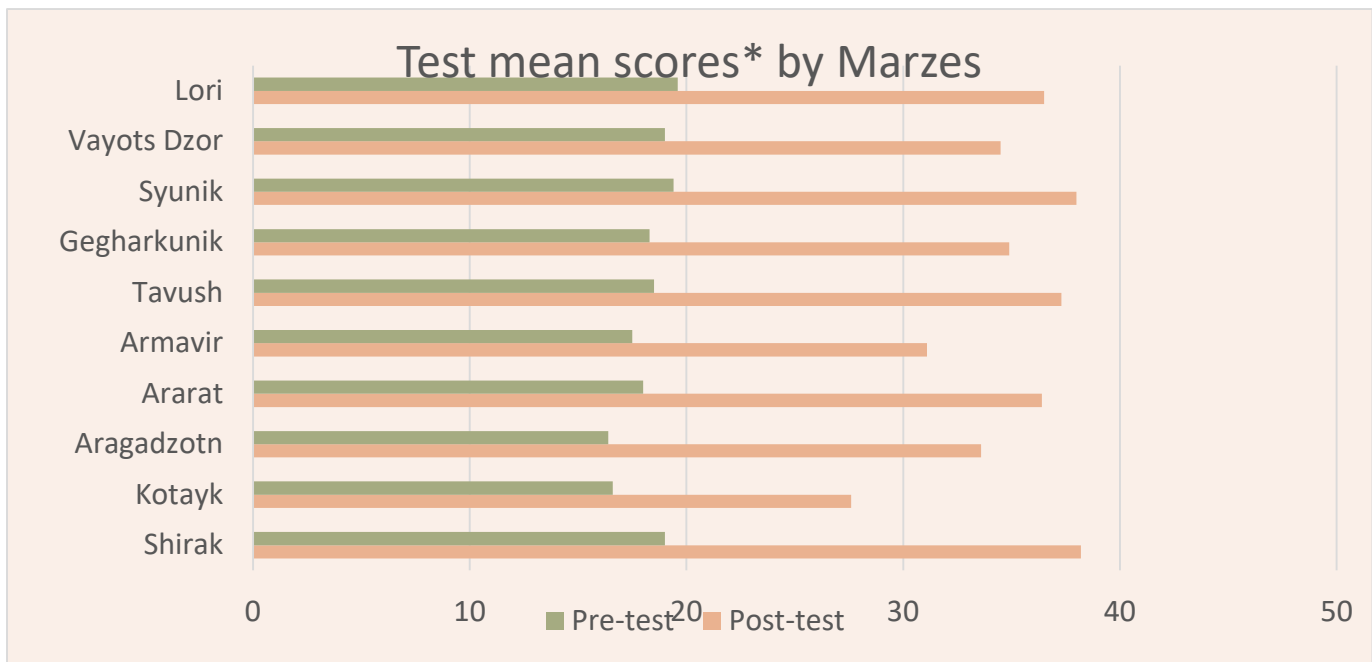
Overall, 613 senior healthcare professionals participated, and 500 of them successfully completed the “continuous quality improvement” trainings in RA marzes. All senior healthcare professionals who participated in the training received a short presentation on the EIH project.

All the training participants completed the questionnaire before (pretest) and after (posttest) the training. Table 1 shows mean scores of pretests and posttest per each marz. Overall, the mean knowledge score of all marzes increased by 38.6%, (18.43/44 in the pretest, 35.41/44 in the post-test).

“Continuous quality improvement” 8 days (16 hours) training was organized and conducted in Yerevan for medical residents in February 12-22, 2018 (21 participated and 17 of them successfully completed the training), in addition to the first training for medical residents which was held in November-December 2017 (24 participated and 15 of them successfully completed the training). Some of the training participants became EIH prospective beneficiaries.



Table 1.



*Max. test score - 44

4.2 “ENTREPRENEURSHIP SKILLS” COURSE FOR EIH PROSPECTIVE BENEFICIARIES

The “Entrepreneurship skills” (ES) courses were organized for physicians and medical residents, who previously expressed willingness to become EIH prospective beneficiaries and establish their private medical practice in the Rural communities or regional small towns of Armenia. The courses took place at the American University of Armenia, from June 30 – July 30, 2018 for physicians (7 participated and 6 of them successfully completed the course), and July 03 –September 13, 2018 for medical residents (6 participated and all of them successfully completed the course). Medical residents had a meeting with EIH current beneficiary Sona Grigoryan, during which she shared her experience of running a private family medical practice.

With the help of trainer, the course participants prepared and submitted their Business plans, which then undergone several approval steps.



4.3 “BASICS OF QUALITY IMPROVEMENT MANAGEMENT” COURSE FOR EIH PROSPECTIVE BENEFICIARIES

Another conceptual cornerstone of EIH, the Healthcare Quality Assurance was explored by EIH Prospective beneficiaries during the “Basics of quality improvement management” courses, organized in December 9-17, 2017 (6 participated and all of them successfully completed the course), and October 6-14, 2018 (11 participated and 9 of them successfully completed the course).

After the completion of courses, the participants received 26 CPD credits, course participants actively worked on development of their Quality Assurance plans, which then were presented to EIH jury members.



5. BUSINESS PLANS AND QUALITY ASSURANCE PLANS PRESENTATION TO EIH JURY MEMBERS

The Business Plans and Quality Assurance plans developed by EIH beneficiaries were presented to Jury members on December 13, 2018 at the American University of Armenia. Different ideas of health related private practices, such as family medicine clinic, dental clinic, gastroenterology cabinet and others are on their way to be accomplished. After going through several steps of review, the business plans and quality assurance plans will be presented to EIH Executive committee.



PROPOSED ACTIVITIES

The EIH project continues supporting its prospective and current beneficiaries in fulfilling their goals and addressing the gaps in rural health services of Armenia, Artsakh and Javakhk.

The proposed activities for the year 2019 include but are not limited to:

- ✓ Implementation of mentor-mentee collaboration, where the Diaspora Armenian professionals will become the mentors for EIH beneficiaries.
- ✓ Launch of Dental Hygiene Program to implement the concept of preventive dentistry in the communities having established dental clinics within EIH.
- ✓ Development of Artsakh model for EIH.
- ✓ Research within the project.
- ✓ Recruitment of new prospective EIH beneficiaries.

Table 2: “Continuous quality improvement” trainings in RA marzes

Kotayk marz				
city	date	Workplace(s) of training participants	N of participated HPs	N of successfully completed HPs
Hrazdan	November 10-11, 2017	<ul style="list-style-type: none"> • Hrazdan MC* • Lernanist PHF** • Tsaghkadzor PHF • Solak PHF • Kakhsi. PHF 	16	12
Charentsavan	November 17-18, 2017	<ul style="list-style-type: none"> • Charentsavan MC • Arzkan PHF 	16	10
Syunik marz				
city	date	Workplace(s) of training participants	N of participated HPs	N of successfully completed HPs
Goris	November 24-25, 2017	<ul style="list-style-type: none"> • Goris MC • Shinuhayr PHF • Verishen PHF • Khndzoresk PHF • Teghi PHF 	29	13
Kapan	December 1-2, 2017	<ul style="list-style-type: none"> • Kapan MC 	17	16
Meghri	September 14-15, 2018	<ul style="list-style-type: none"> • Meghri MC • Kajaran MC 	16	13
Sisian	September 28-29, 2018	<ul style="list-style-type: none"> • Sisian MC • Brnakot • Angeghakot 	19	15
Ararat marz				
city	date	Workplace(s) of training participants	N of participated HPs	N of successfully completed HPs
Ararat	January 19-20, 2018	<ul style="list-style-type: none"> • Ararat MC PHF • Banavan PHF • Surenavan PHF • Avshar PHF • Aygavan PHF 	16	16

		<ul style="list-style-type: none"> • Vosketap PHF • Aralez PHF • Lusarat PHF 		
Artashat	January 26-27, 2018	<ul style="list-style-type: none"> • Artashat MC • Khacrashen PHF • Kanachut PHF • Dvin PHF • Lanjarat PHF • Mrgavan PHF • Norashen PHF • Mkhchyan PHF • Dalar PHF • Burastan PHF • Shahumyan PHF 	27	26
Masis	February 2-3, 2018	<ul style="list-style-type: none"> • Masis MC • Marmarashen PHF • Sis PHF • Hovtashat PHF • Arbat PHF • Darakert PHF • Geghanist PHF • Getazat PHF • Dimitrov PHF • Dashtavan PHF • Argavand PHF • Noramarg PHF • Norabac PHF 	22	16
Vedi	February 9-10, 2018	<ul style="list-style-type: none"> • Vedi MC • Ararat PHF • Taperakan PHF • Vosketap PHF • Aygezard PHF • Norakert PHF • Urcadzor PHF • Zangakatun PHF 	18	13
Armavir marz				
city	date	Workplace(s) of training participants	N of participated HPs	N of successfully completed HPs
Armavir	February 16-17, 2018	<ul style="list-style-type: none"> • Ararat MC • Banavan PHF • Surenavan PHF • Avshar PHF 	22	21

		<ul style="list-style-type: none"> • Aygavan PHF • Vosketap PHF • Aralez PHF • Lusarat PHF 		
Armavir (additional)	December 14-15	<ul style="list-style-type: none"> • Ararat MC • Shenavan PHF 	7	6
Metsamor	February 23-24, 2018	<ul style="list-style-type: none"> • Artashat MC • Khachashen PHF • Kanachut PHF • Dvin PHF • Lanjarat PHF • Mrgavan PHF • Norashen PHF • Mkhchyan PHF • Dalar PHF • Burastan PHF • Shahumyan PHF 	19	15
Vagharshapat	March 2-3, 2018	<ul style="list-style-type: none"> • Vagharshapat MC • Etchmiadzin MC • Musaler PHF • Voskehat PHF • Agavnastan PHF • Vardanashen PHF • Griboyedov PHF • Khoronk PHF • Gay PHF • Ghagakert PHF • Araks PHF 	24	19
Gegharkunik marz				
city	date	Workplace(s) of training participants	N of participated HPs	N of successfully completed HPs
Gavar	March 9-10, 2018	<ul style="list-style-type: none"> • Gavar MC • Gavar Polyclinic • Sarukhan PHF 	11	11
Martini	March 16-17, 2018	<ul style="list-style-type: none"> • Martuni MC • Gavar Polyclinic • Getashen PHF • Vaghashen PHF • Tsakka PHF • Vardadzor PHF • Zolakar PHF • Dzoragyugh PHF 	26	21

		<ul style="list-style-type: none"> • Tsovinar PHF • Astghadzor PHF • Vardenik PHF • Tsovasar PHF • Gheghovit PHF 		
Sevan	March 23-24, 2018	<ul style="list-style-type: none"> • Sevan MC • Chambarak PHF • Tsovagyugh PHF • Lchashen PHF • Ddmashen PHF 	24	12
Vardenis	March 30-31, 2018	<ul style="list-style-type: none"> • Vardenis MC • Tsovak PHF • Lusakunk PHF • Akunk PHF • Karchaghbyur PHF 	17	16
Lori marz				
city	date	Workplace(s) of training participants	N of participated HPs	N of successfully completed HPs
Alaverdi	April 6-7, 2018	<ul style="list-style-type: none"> • Alaverdi MC • Shnogh PHF • Akori PHF • Arevatsag PHF 	17	17
Spitak	April 13-14, 2018	<ul style="list-style-type: none"> • Spitak MC • Mets Parni PHF • Jrashen PHCF 	20	20
Stepanavan	April 20-21, 2018	<ul style="list-style-type: none"> • Stepanavan MC • Akhtala PHF • Vardablur PHF • Chochkan PHF • Odzun PHF 	21	18
Vanadzor 1	April 27-28, 2018	<ul style="list-style-type: none"> • Vanadzor MC • Vanadzor N1 polyclinic • Vanadzor N3 polyclinic • Vanadzor N5 polyclinic • Gugaraq central polyclinic • Lernapat PHF • Margahovit PHF 	19	18
Vanadzor 2	April 29-30, 2018	<ul style="list-style-type: none"> • Vanadzor MC • Vanadzor N1 policlini • Vanadzor N3 polyclinic 	12	12

		<ul style="list-style-type: none"> • Vanadzor State Medical College polyclinic 		
Tashir	May 4-5, 2018	<ul style="list-style-type: none"> • Tashir MC • Metsavan PHF 	19	16
Aragatsotn marz				
city	date	Workplace(s) of training participants	N of participated HPs	N of successfully completed HPs
Ashtarak	May 11-12, 2018	<ul style="list-style-type: none"> • Ashtarak MC • Parpi PHF • Byurakan PHF • Karbi PHF • Voskevaz PHF 	15	13
Aparan	May 18-19, 2018	<ul style="list-style-type: none"> • Aparan MC • Tsakhkahovit MC 	9	3
Talin	May 25-26, 2018	<ul style="list-style-type: none"> • Talin MC • Nerkin Bazmaberd PHF • Narek PHF 	14	10
Tavush marz				
city	date	Workplace(s) of training participants	N of participated HPs	N of successfully completed HPs
Dilijan	June 1-2, 2018	<ul style="list-style-type: none"> • Tavush MC • Haghartsin PHF 	15	9
Berd	June 8-9, 2018	<ul style="list-style-type: none"> • Berd MC • Navur PHF • Artsvaberd PHF • Nerkin Karmiraghbyur PHF • Paravaqar PHF • Aygedzor PHF 	19	17
Ijevan	June 15-16, 2018	<ul style="list-style-type: none"> • Ijevan MC • Ijevan PHF • Achajur PHF • Khashtarak PHF • Sevqar PHF • Gandzaqar PHF • Azatamut PHF • Aygehovit PHF 	15	13
Noyemberyan	June 22-23, 2018	<ul style="list-style-type: none"> • Noyemberyan MC • Koti PHF 	22	21

		<ul style="list-style-type: none"> • Voskevan PHF • Bagratashen PHF • Zorakan PHF • Berdavan PHF 		
Vayots Dzor marz				
city	date	Workplace of training participants	N of participated HPs	N of successfully completed HPs
Eghegnadzor	June 29-30, 2018	<ul style="list-style-type: none"> • Eghegnadzor MC • Malishka PHF • Hripsime PHF 	9	8
Vayk	July 6-7, 2018	<ul style="list-style-type: none"> • Vayk Medical Association 	15	13
Shirak marz				
city	date	Workplace of training participants	N of participated HPs	N of successfully completed HPs
Gyumri	July 13-14, 2018	<ul style="list-style-type: none"> • Austrian child and mother hospital • Gyumri's mental health center, • Gyumri N 1 polyclinic • Gyumri N 2 polyclinic • International Red Cross clinic, • Gyumri TB hospital • Gyumri Family medicine hospital • Gyumri cancer dispensary • Gyumri Emergency medicine clinic • Marmarashen PHF • Akhurik PHF • Masyisyan PHF • Akhuryan PHF • Azatan PHF 	15	13
Gyumri	July 20-21, 2018	<ul style="list-style-type: none"> • Gyumri MC • Artik MC • Artik Mother and child health center • Pemzashen PHF • Aghin PHF • Amasia PHF • Sarnaghbyur PHF 	11	8
			613	500

* MC - medical center

** PCF - Primary Healthcare Facility (ԲԱ, ԲԱ ՊՈԱԿ, ԱԱՊԿ ՊՈԱԿ, ԲԱ ՀՈԱԿ, ԱԿ ՀՈԱԿ)