

Organising committee

Dr. Danica Rotar, Department of Family Medicine, University of Ljubljana

Dr. Pim de Graaf, European Forum for Primary Care

Prof. Dr. Igor Švab, WONCA Europe

Advisory Committee

Prof. Dr. Jan De Maeseneer, Belgium

Prof. Dr. Janko Kersnik, Slovenia

Prof. Giorgio Visentin, Italy

Dr. Mateja Bulc, Slovenia

Co-organisers

THE MEDICAL CHAMBER OF SLOVENIA

DEPARTMENT OF FAMILY MEDICINE,
UNIVERSITY OF MARIBOR

CNVOS, CENTRE FOR INFORMATION SERVICE,
CO-OPERATION AND DEVELOPMENT OF
NGOS

**UNDER THE PATRONAGE OF THE HEALTH
INSURANCE INSTITUTE OF SLOVENIA**



Call for abstracts

Abstracts can be proposed until January 15th, 2008, to: barbara.toplek@mf.uni-lj.si
Abstracts have a maximum of 250 words.

EURO is the official currency in Slovenia. Hotels, shops and restaurants accept major credit cards. Tours will be paid in cash on the spot or by bank transfer to NLB, d.d., Account Holder: Zavod za razvoj družinske medicine, Poljanski nasip 58, 1000 Ljubljana, IBAN: SI56020450253583120, BIC or SWIFT: LJBASI2X, Communication: FORUMPATIENT 2008 + NAME OF THE DELEGATE.

After registration and payment you will receive a confirmation e-mail. Cancellations received before February 15th, 2008, will be refunded minus bank and handling charges. After this date no refunds can be made.

Accommodation

Early room booking is recommended – before February 2008 – through the main registration office by letting them know you are participating the Ljubljana Quality for Patients Conference:

City Hotel Ljubljana, Dalmatinova 15,
1000 Ljubljana, tel: +386 1 23 90 000,
fax: +386 1 23 90 001,
e-mail: info@cityhotel.si,
<http://www.cityhotel.si/>

Hotel Emonec, Wolfova 12, 1000 Ljubljana,
e-mail: emonechotel@siol.net,
<http://www.hotel-emonec.com/default.htm#>,

Hotel M, Derčeva 4, 1000 Ljubljana,
info@m-hotel.si, <http://www.m-hotel.si/>



Ljubljana, Slovenia: March 28th – 29th, 2008

THE INTERNATIONAL CONFERENCE

Quality of primary health care, the perspective of patients



AIMS OF THE CONFERENCE

This conference aims at exchanging experiences and stimulating dialogue on the quality of primary care from the patients perspective between providers, managers, policymakers, teachers and patients and their representatives. It focuses on the countries of Central and Eastern Europe but also draws from experiences elsewhere in Europe and beyond.

PROGRAMME

Friday morning March 28 from 9.30 to 12.30: site visit in Ljubljana

The conference starts on Friday March 28th, 2008, at 14.00 hrs, with a plenary interactive session that sets the scene for the conference and provides background information as well as a self analysis of the participants. During the second half of the afternoon the first round of 4 workshops offers ample opportunity to discuss the views and experiences of patients with regards to quality.

On Saturday March 29 the day starts at 9.00 hrs with a short plenary session. Following, there is a round of workshops on how patients can advocate for their needs and demands. A second round of workshops discusses how patient organizations can be strengthened. The final plenary session looks at the action needed to further improve quality of Primary Care from the patient's perspective.

The conference closes at 16 hrs.

THEMES

Theme 1: **What is quality of care in the eyes of patients and providers and how can we measure it?**

- Communication between patient and provider (including e-communication);
- Organization of primary care: general practice and other providers (accreditation of practices);
- Medical quality of primary care (e-records, indicators);
- Stimulating self care as a quality feature of primary care;
- Measuring and understanding patients views;

Theme 2: **What is quality of care in the eyes of insurers, managers and policymakers?**

- The Health insurance Institute of Slovenia: Are waiting times important for quality of care?
- Changes in Central and Eastern Europe and needs of patients;
- WHO Europe and quality of primary care.

Theme 3: **How can patients organizations be powerful advocates?**

- Community involvement in Primary Care;
- Tools for patients, how to be a credible voice;
- Tools for patients, how to make practitioners and policy makers listen;
- Experience with patients' representation in advisory or executive bodies;
- What it takes to develop a patient organization;
- Media and patients organizations.

Participants are invited to present their experiences during workshops or through posters, see call for abstracts.

See www.ljubljanapatient2008.si for detailed programme.

During conference Ljubljana sightseeing, a conference dinner and a music event will be offered to the participants.

GENERAL INFORMATION

The conference will be held in Ljubljana, the capital of Slovenia, a city full of historic beauty. The *Ljubljana castle* dominates the old town. Other characteristics are the architecture of *Jože Plečnik* and numerous churches around the *Ljubljanica River*. History and art are further presented in *museums and galleries*. The conference venue is bordering the old town.



Early bird registration before January 31, 2008

Members of the European Forum for Primary Care and WONCA: € 120 VAT included
Non-members: € 180 VAT included

Registration from February 1, 2008 onwards
Members of the European Forum for Primary Care and WONCA: € 180 VAT included
Non-members: € 240 VAT included.

Participants send their applications until February 15th, 2008, using the registration form, that can be downloaded from the conference website and sent to: **Mrs Barbara Toplek**, Institute for development of Family Medicine, Poljanski nasip 58, 1000 Ljubljana, Slovenia, Tel: 00 386 1 43 86 913, Fax: 00 386 1 43 86 910, E-mail: barbara.toplek@mf.uni-lj.si
Registration forms can also be ordered through this address.