



REGIONAL CONFERENCE ON HEALTH INSURANCE

**6 - 7 July 2011, Sarajevo
Bosnia and Herzegovina**

In the framework of the “Social Security Coordination and Social Security Reforms” (SSCSSR) Programme, a European Commission and Council of Europe Joint Programme to further develop social security institutions in the Balkan Region and Turkey, the Secretariat of the Programme organised, following the extended Action Plan, a ***Regional Conference on Health Insurance*** in Sarajevo, Bosnia and Herzegovina.

At the end of the meeting, and in order to allow the Secretariat to evaluate the overall content of the training event, the quality and relevance of the speakers’ interventions, the availability and assistance of the Secretariat and the overall organisation of the event, an evaluation form was distributed to all participants.

This report has been prepared on the basis of the 28 evaluation forms received at the Secretariat from a total of 30 participants.

The Beneficiary Parties were represented as follows:

- 2 representatives from Albania,
- 13 representatives from Bosnia & Herzegovina,
- 3 representatives from Croatia,
- 2 representatives from Montenegro,
- 3 representatives from Serbia,
- 3 representatives from Macedonia
- 2 representatives from Turkey

Six experts and the Deputy Programme Manager were responsible for conducting the training event.

It has to be noted that the forms were anonymous and, consequently, the results obtained could be accepted as not being influenced by external factors.

The results are based on a percentage, on the basis of the evaluation forms received.

1. Content

Did the content of the course fit your needs and expectations? (based on 25 evaluation forms)

On a very large scale	57%
On a large scale	40%
Partially	3 %
On a small scale	-

2. Experts (speakers)

*Please evaluate the interventions provided by **Mr Mihály KÖKÉNY** with regard to their quality and relevance for yourself and your work:*

<u>Quality (based on 28 eval.)</u>		<u>Relevance (based on 26 eval.)</u>	
Very good	50%	Very relevant	50.00%
Good	42.80%	Relevant	46.15%
Average	7.20%	Simply interesting	3.85%
Poor	-	Irrelevant	-

*Please evaluate the interventions provided by **Mr Willy PALM** with regard to their quality and relevance for yourself and your work:*

<u>Quality (based on 28 eval.)</u>		<u>Relevance (based on 22 eval.)</u>	
Very good	75.00%	Very relevant	82.00%
Good	25.00%	Relevant	28.00%
Average	-	Simply interesting	-
Poor	-	Irrelevant	-

*Please evaluate the intervention provided by **Prof Dr. Grega STRBAN** with regard to their quality and relevance for yourself and your work:*

<u>Quality (based on 27 eval.)</u>		<u>Relevance (based on 25 eval.)</u>	
Very good	66.67%	Very relevant	68.00%
Good	25.93%	Relevant	28.00%
Average	7.40%	Simply interesting	4.00%
Poor	-	Irrelevant	-

Please evaluate the intervention provided by **Mr Tomislav SOKOL** with regard to their quality and relevance for yourself and your work:

<u>Quality (based on 24 eval.)</u>		<u>Relevance (based on 24 eval.)</u>	
Very good	45.85%	Very relevant	41.66%
Good	33.40%	Relevant	50.00%
Average	20.65%	Simply interesting	8.34%
Poor	-	Irrelevant	-

Please evaluate the intervention provided by **Prof. Dr. Herwig VERSCHUEREN** with regard to their quality and relevance for yourself and your work:

<u>Quality (based on 28 eval.)</u>		<u>Relevance (based on 26 eval.)</u>	
Very good	71.42%	Very relevant	69.23%
Good	28.58%	Relevant	30.77%
Average	-	Simply interesting	-
Poor	-	Irrelevant	-

Please evaluate the intervention provided by **Ms Tanja MATE** with regard to their quality and relevance for yourself and your work:

<u>Quality (based on 28 eval.)</u>		<u>Relevance (based on 26 eval.)</u>	
Very good	60.71%	Very relevant	76.92%
Good	32.14%	Relevant	15.38%
Average	7.15%	Simply interesting	7.70%
Poor	-	Irrelevant	-

3. Organisation

How would you rate the overall organisation of the course?
(based on 28 evaluation forms)

Very good	75.00%
Good	25.00%
Average	-
Poor	-

How would you rate the meeting facilities provided?
(based on 27 evaluation forms)

Very good	70.37%
Good	29.63%
Average	-
Poor	-

How would you rate the hotel accommodation and food provided?

(based on 27 evaluation forms)

Very good	81.48%
Good	18.52%
Average	-
Poor	-

How would you evaluate the availability and assistance provided by the Secretariat?

(based on 28 evaluation forms)

Very good	82.14%
Good	17.86%
Average	-
Poor	-

4.- Other comments/suggestions:

In the “comments” section of the evaluation forms most participants confirmed that the meeting was very interesting for having boarder views with regard to the regulation of health insurance in specific countries. Some participants considered the information received as very useful for their future work. Most of participants commented on both the excellent conference and very good organization by the Secretariat. Only one participant expected more cross-country experience sharing.

CONCLUSIONS

The figures included in this report can be considered as representative of the overall organisation and evaluation of the event, irrespective of the fact that, of a total of 30 participants, 28 evaluation forms were received at the Secretariat. However, it should be noted that some evaluation forms were partially completed and, therefore, may not reflect the real assessment of the event by participants.

As far as the content is concerned (Chapter One), it can be stated that the training event satisfied, to a very large scale (57%) and a large scale (40%) the expectations of the participants. Only 3% of the participants considered that the content was partially fulfilled.

As far as the interventions of the speakers are concerned (Chapter Two), the majority of participants agreed that the quality and relevance of the interventions of the speakers was either very good/very relevant or good/relevant.

Concerning the overall organisation of the event (Chapter Three), the majority of participants have rated the overall organisation, the facilities, accommodation and catering together with the assistance of the Secretariat as good/very good.

No further follow-up activity is envisaged at this stage.