



**United States Agency for International Development (USAID)  
Community Connections Professional Program  
Moldova: Hospital Administration  
May 12 – June 2, 2010**

Thank you for joining World Services of La Crosse, Inc. in providing a professional and cultural exchange program for visitors from Moldova in cooperation with World Learning and USAID. The three week professional program offers hospital administrators and managers from throughout the Republic of Moldova with an opportunity to observe American strategies to increase efficiency and quality in health care delivery. Your willingness to share your expertise is critical to our success. We are most grateful for your leadership.

Sandra McCormick, President  
World Services of La Crosse, Inc.

Milena Alexander, Program Officer  
World Learning



### **Community Connections**

Community Connections, managed by the U.S. Agency for international Development (USAID) and administered by World Learning, is designed to promote public diplomacy through the exchange of cultural ideas and values among participants, U.S. families and local community host organizations. It seeks to establish and strengthen links between U.S. communities and communities in Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan Republic, Moldova, Russia, Tajikistan, Turkmenistan, Ukraine, and Uzbekistan.

#### The goals of the Community Connections program are to:

- Expose participants to the institutions and challenges of a democratic, free market society;
- Inspire participants to implement change in their home countries;
- Build public-private partnerships; and
- Create professional linkages between the American host communities and the participants' home communities.

World Services of La Crosse serves as the local hosting organization for overall implementation of the program in the community. World Services is deeply appreciative of the contribution by local professionals, businesses, and public and private organizations which volunteer their time and resources for Community Connections visitors. Local families volunteer to host the visitors during the three week visit and provide valuable opportunities to promote mutual understanding between the visitors and our citizens.

### **Visitor Profile**

Ten hospital / health care administrators and managers from throughout the Republic of Moldova, including Transnistria, will participate in the three week Community Connections exchange. The participants look forward to making professional contacts in Wisconsin and are eager to make new friends in the U.S. All expect to build on their American experiences and continue their exemplary leadership in promoting health reform in Moldova. Delegates will be interested in discussing effective management techniques; coordination of primary care providers and clinics with specialty providers; the responsibility for transparent reporting and monitoring of providers and institutions; financial resources; and public / private partnerships. Delegates describe their most significant challenges: lack of an integrated information system; insufficient financial resources; lack of modern equipment and information technology; insufficient competence skills for heads of departments and auxiliary staff; and limited collaboration with Moldovan and foreign colleagues;



*La Crosse's Premiere Extended Stay Hotel*    *Ph: 608-785-1110*  
*Corporate Sponsors*



Although Moldova was the least developed republic after the 1991 collapse of the USSR, it has made progress toward becoming a strong, independent, and market-oriented democracy. USAID assistance establishes critical health and social safety net programs, builds democratic practices within the government, and restructures and privatizes key industries to boost industrial / agricultural economic growth. Wine growing is a centuries old tradition. Pop: 4.3 M  
 Moldova is slightly larger than Maryland  
 Delegates manage local hospitals in regions that range in population from 43,000 – 158,000. Chisinau, Moldova’s capital is a large metropolitan city of 911,000.

**“Hospital Administration”: Community Connections Intended results**

This program will focus on healthcare services in the United States of America and particularly on hospital management.

- Analyze the functioning process of Medicare system through acknowledgements of healthcare providers, medical services and facilities; as well as action ways to improve local healthcare structure.
- Exposure to the American healthcare system; efforts to increase coverage, affordability, and accessibility
- Study the American administrative standards of management used in US hospitals and medical centers
- Observe how public and private sectors work together to address issues of public concern.
- Experience the balance between national/local government and communities in setting health policy.
- Learn about federal/state priorities in shaping health policy and how the health care system is funded.

**Health System Development in Moldova**

With multi-national cooperation, Moldova has created an ambitious ten year (2008 – 2017) strategic plan to improve its health care system: ([www.ms.gov.md/ files/1281-Strategia\\_2008\\_2017\\_eng.pdf](http://www.ms.gov.md/files/1281-Strategia_2008_2017_eng.pdf))

- o Continuous improvement of the population health status
- o Reduce financial risks of citizens related to accessing healthcare services
- o Reduce inequalities in use and distribution of healthcare and enhance user satisfaction

A recent Millenium Development Challenge initiative supported the Ministry of Health and its affiliated agencies in developing and implementing a wide array of healthcare reforms intended to permanently change the way healthcare services are managed and delivered in Moldova ([www.mip3-projects.md](http://www.mip3-projects.md))

**Community Connections Experience**

The delegation will meet with local and state healthcare administration experts in the 7 Rivers Region around La Crosse, state and university officials in Madison, WI and health administrators in Rochester, MN. Delegates will meet with public and private health administrators managing large health systems, rural hospitals, and primary care clinics. Home host and hospitality volunteers will share their daily life with the delegates. Cultural experiences include a week-end trip to Minneapolis that complements the Midwest hospitality of La Crosse area home hosts and 7 Rivers region volunteers.

**More information...**

**USAID**

**Community Connections**  
<http://www.worldlearning.org/13653.htm>

**Moldova**

- <http://usaidmd.u2.com.ua/>
- [www.cia.gov/library/publications/the-world-factbook/geos/md.html](http://www.cia.gov/library/publications/the-world-factbook/geos/md.html)
- [www.moldova.md/en/start/](http://www.moldova.md/en/start/)
- [www.moldova.org](http://www.moldova.org)
- [www.ms.gov.md/en/](http://www.ms.gov.md/en/)
- <http://turism.md/eng/topheritage/>

**Hospital Administration  
 Moldova**

- [www.mip3-projects.md/cgi/page.cgi?d=1&id=531&type=News&lang=en](http://www.mip3-projects.md/cgi/page.cgi?d=1&id=531&type=News&lang=en)
- [http://mip3-projects.md/projects/mgtcp/health\\_news/index.html](http://mip3-projects.md/projects/mgtcp/health_news/index.html)
- [www.euro.who.int/document/HSF/healthfin\\_moldova.pdf](http://www.euro.who.int/document/HSF/healthfin_moldova.pdf)
- <http://www.euro.who.int/Document/E91756.pdf>
- [www.ms.gov.md/ files/2579-plan%2520dezvoltare%2520instituti%25202009-2011.pdf](http://www.ms.gov.md/files/2579-plan%2520dezvoltare%2520instituti%25202009-2011.pdf)

**Questions??**

Deborah Lutjen (608) 781-4194  
 World Services of La Crosse

[dlutjen@wslax.us](mailto:dlutjen@wslax.us)  
[www.wslax.us](http://www.wslax.us)