

# Report

## Healthcare services for Roma communities in the commune of Shushicë, Vlorë, Albania

24 october 2013 , Skopje

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**BEST PRACTICES**  
for  
**ROMA INTEGRATION**  
in the Western Balkans

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# Research duration, objectives and method

- ✓ Study was conducted during September – December 2012;
- ✓ Exploring public health care services for Roma communities in the health centre of the Commune of Shushice and the hospital of the City of Vlore.;
- ✓ Use quantitative and qualitative methods to identify:
  - *Access to healthcare services*
  - *Perceptions towards healthcare services*
  - *Situation on Health conditions*
  - *Sport activities*

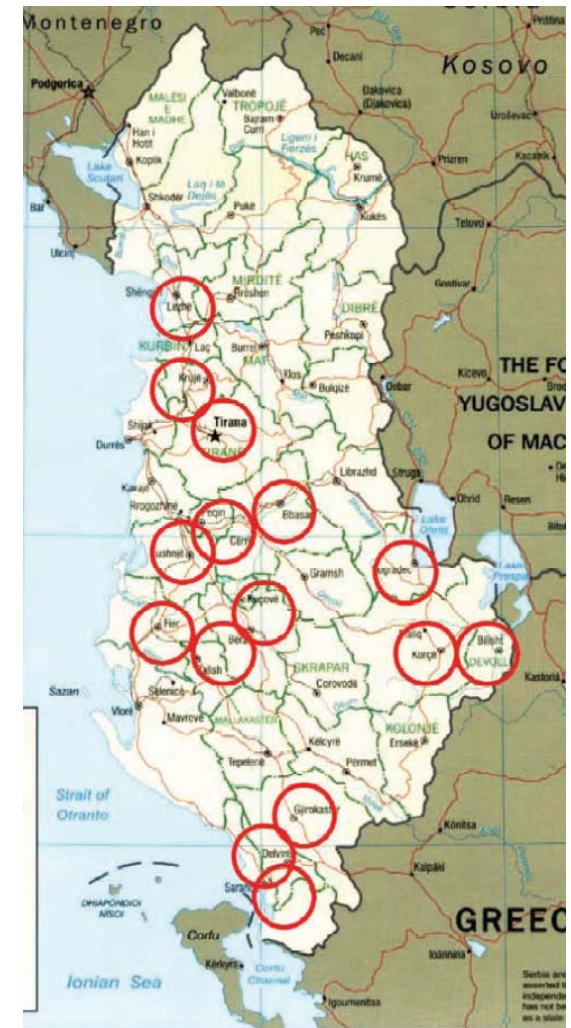
## Result of research used to:

- ✓ *Formulating recommendations for local and central health authorities **to improve the legislation and programs** for the provision of public health services.*
- ✓ *The findings of the study will serve as the basis for analysis of the various programs aiming to **improve the living conditions of the Roma community** in the commune of Shushica with a focus on health.*

# Roma Minorities in Albania

- **Roma between 80,000-120,000 and over 200, 000 Egyptians (Soto et al., 2005). ( 2011 CENSUS counted only 8301 Roma and 3.368 Egyptians)**
- **Unemployment and Illiteracy rates are estimated up to 4 times higher than majority; (Roma Needs Assessment Study, UNDP 2011 )**
- **Social exclusion is two-sided (second class citizens and no access to social/public services);**
- **National priority areas education, employment, health, housing, cultural heritage and equal opportunities (2003 Strategy and 2009 Decade Action Plan)**

Areas populated by Roma communities



# Legal regulation of healthcare

- Social insurance public healthcare is funded by **obligatory health insurance**, the state, direct payments of citizens and voluntary supplementary health insurance.
- **Social insurance is paid by the government for certain categories** (pre-university and university students, retired people, unemployed, mothers on birth leave and all those that receive economic assistance) .
- The 1998 Constitution states that “**no one may be unjustly discriminated against for reasons** such as gender, race, religion, **ethnicity, language**, political, religious or philosophical beliefs, **economic condition, education**, social status, or ancestry”(art.18).

# Study universe and sample

- ✓ Shushice has approx. 8,200 inhabitants, including 420 Roma and 1,840 Egyptians.
- ✓ Using a comparative approach, the study provides representative findings with three samples:
  - All Roma residents aged 15+ (175 individuals)
  - 112 Egyptian residents aged 15+ and
  - 108 non-Roma, non-Egyptian residents aged 15+.

# Health Center in Shushica Cummune





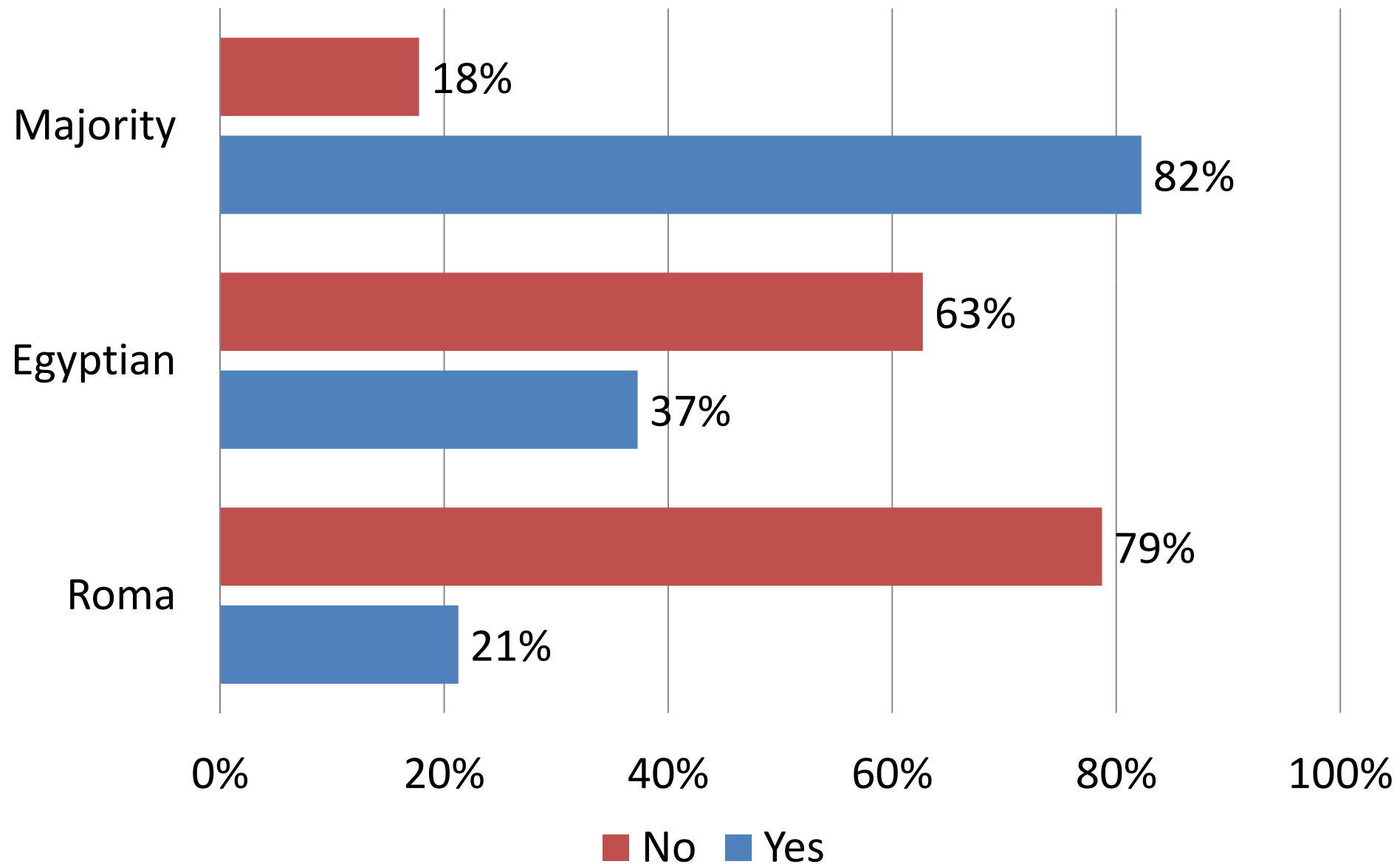
# Questionnaire

## 6 sets of questions:

- ✓ General attitudes toward the situation in the commune of Shushice
- ✓ Access to health services
- ✓ Attitudes towards public and private health services
- ✓ Health situation
- ✓ Sport Activities
- ✓ Demographics

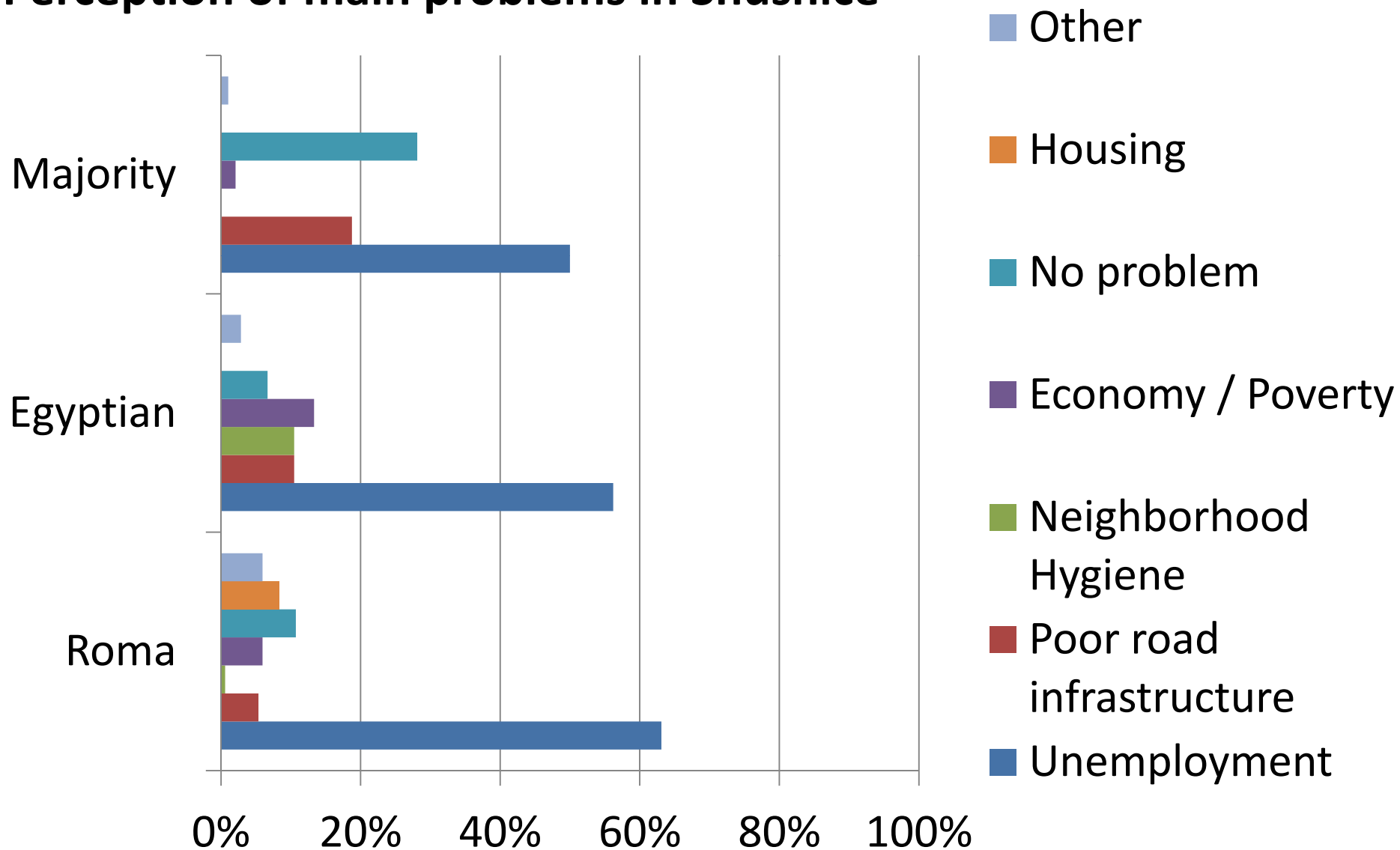


# Access to health services: possession of a health card



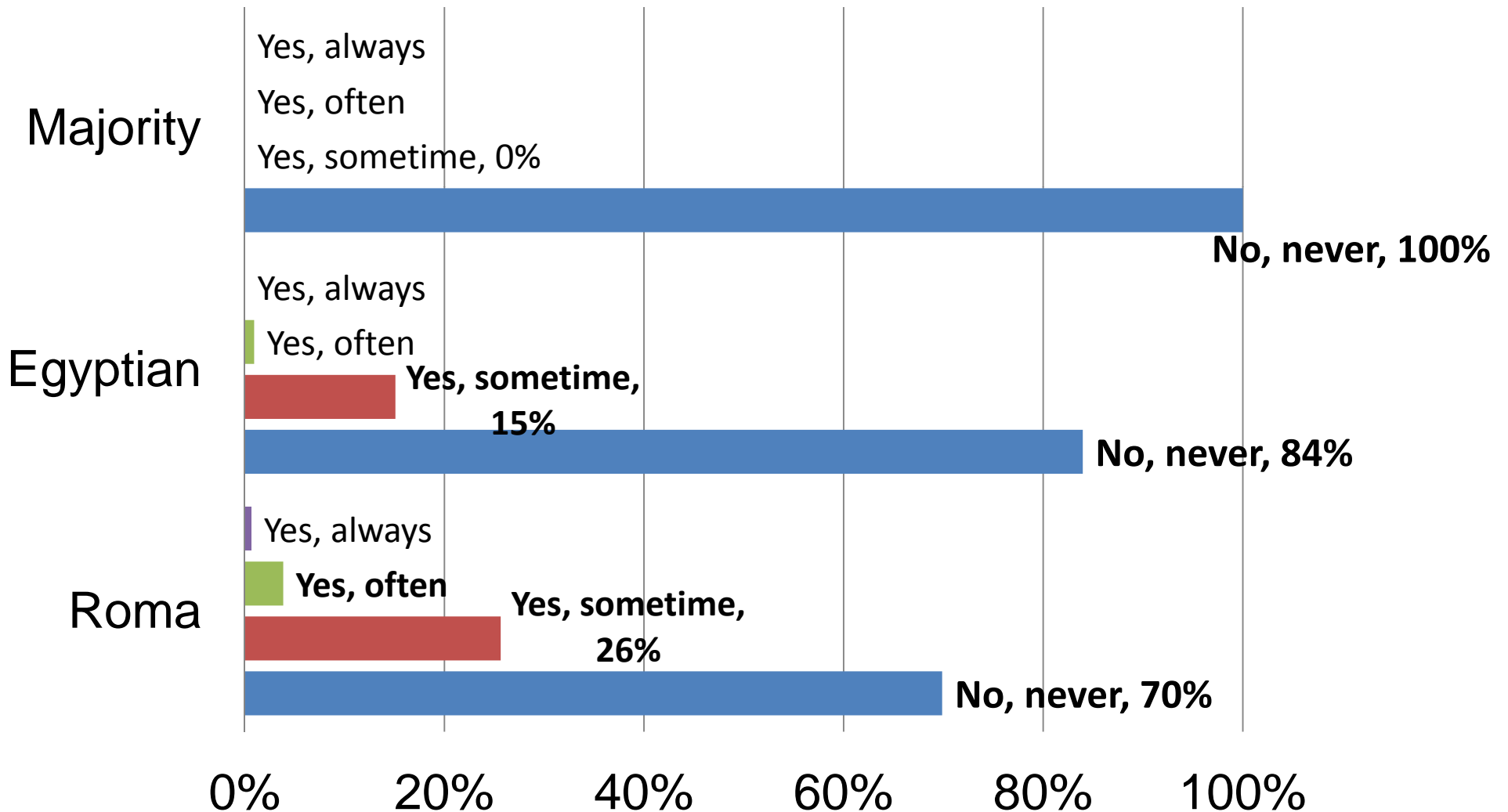
# Satisfaction and expectations from the local government

## Perception of main problems in Shushice

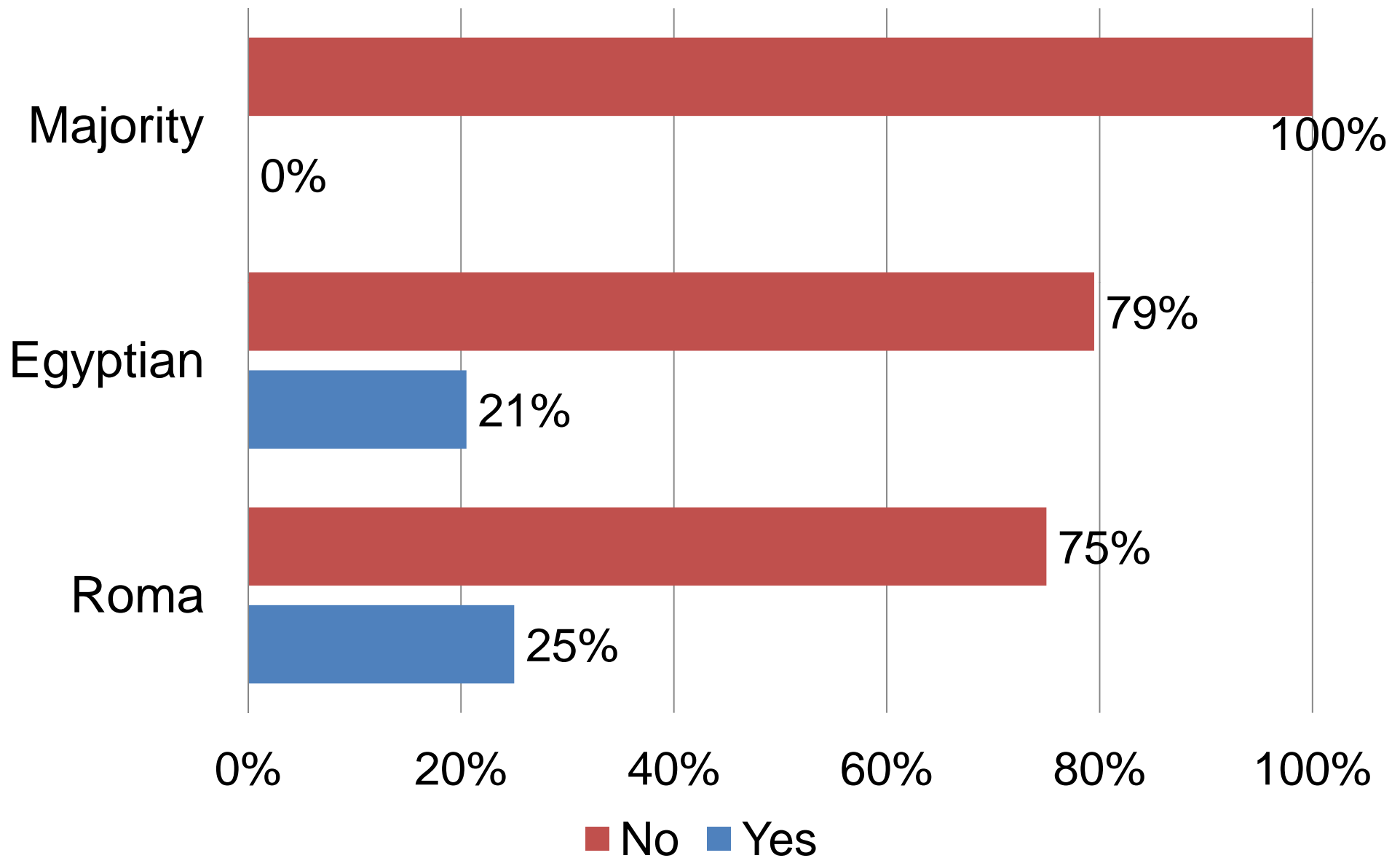


# Discrimination

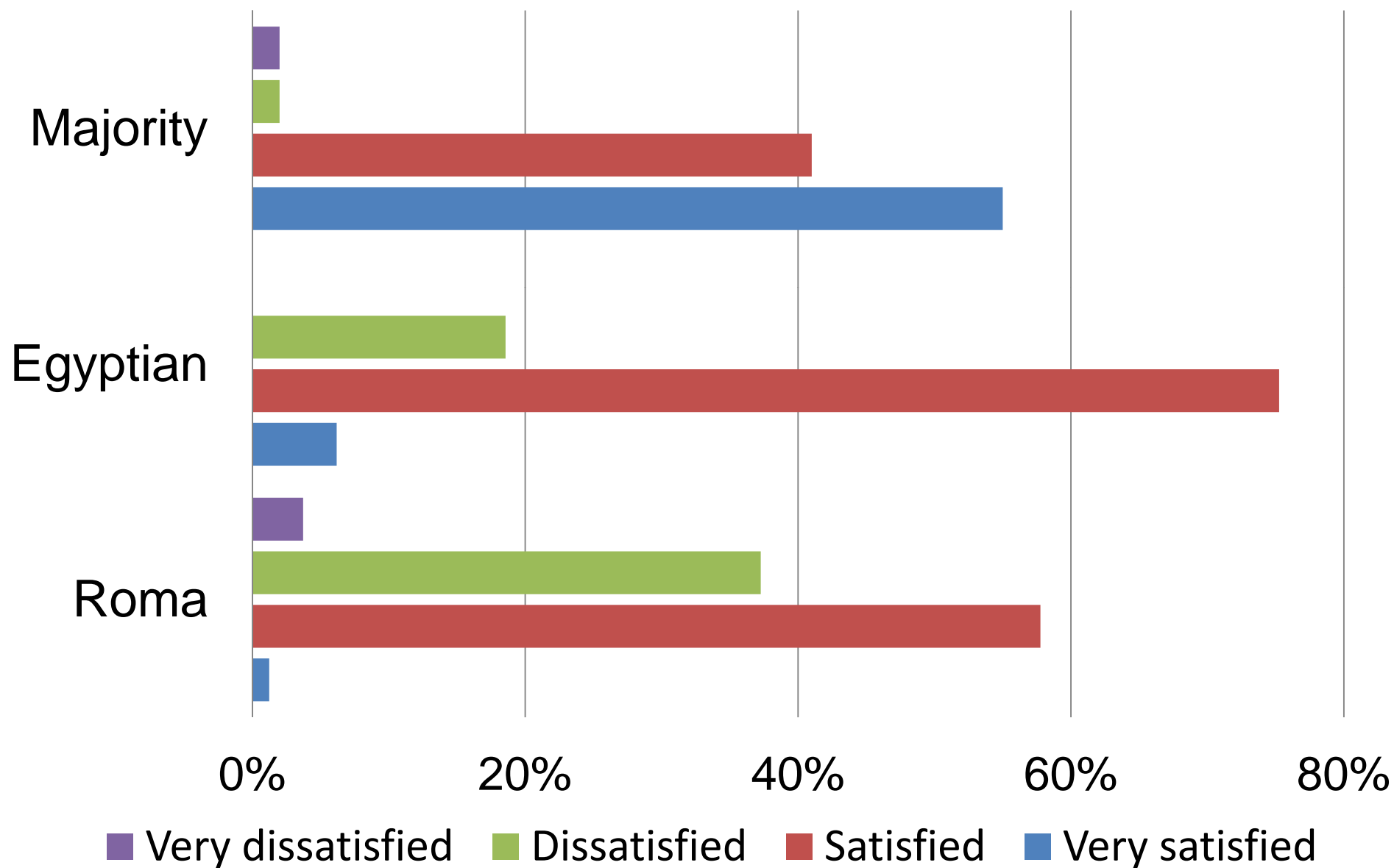
**Are patients of different ethnic or cultural groups treated differently by the staff of the hospital of Vlorë?**



# Reported use of bribe to obtain a health card

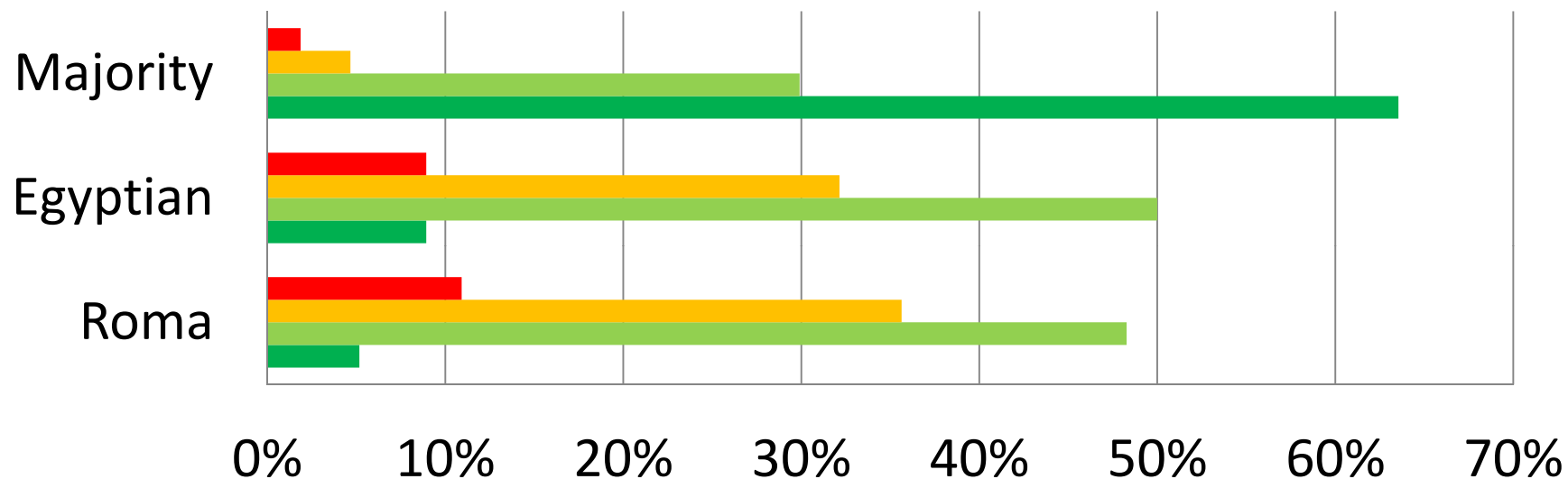


# Satisfaction with public healthcare services



# Health condition

## Self-assessment of own health condition



	Roma	Egyptian	Majority
Very poor	11%	9%	2%
Poor	36%	32%	5%
Fair	48%	50%	30%
Very Good	5%	9%	64%

# Recommendations

- ✓ Amendments to the Law on health insurance and relevant bylaws to **ensure that every resident is entitled to universal healthcare** even if unemployed and not registered in the government employment agency.
- ✓ The central government should introduce an **electronic health card** instead of the paper booklet currently in use, and guarantee access to public healthcare for every resident of the country no matter in which area they are formally registered as residents.
- ✓ The Ministry of Health and the local government of Vlora should plan and implement a **training program to improve intercultural skills** of the medical staff in the Hospital of Vlora.
- ✓ CSOs should promote the **education of young Roma and Egyptians** in the field of medicine and healthcare management.

# Recommendations

- ✓ CSOs working with Roma and non-Roma must advocate together towards government healthcare agencies to **guarantee access and equitable health service** for Roma and non-Roma.
- ✓ CSOs should work with the Roma and Egyptian community to **encourage reporting of corruption cases** they face with in the healthcare system.
- ✓ Roma-led CSOs should facilitate co-operation between the Roma community, local government units, schools and health centres in order to **conclude a local plan for health care** of the Roma community.





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