



Joint EU-MNE Programme for  
Employment, Education and Social Welfare



CInMED

Institute for Medicines and  
Medical Devices of Montenegro

# REPORT ON QUALITY MONITORING, ASSESSMENT AND CONTROL DEV 1.3

Monitoring the prescription of diclofenac  
with the aim of optimisation  
of its safe use  
*CFCU/MNE/128*

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This project is co-funded by  
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## List of Abbreviations

<b>C&amp;VP</b>	<b><i>Communication and Visibility Plan</i></b>
<b>EU</b>	<b><i>European Union</i></b>
<b>BI</b>	<b><i>Bussiness Inteligence</i></b>
<b>DW</b>	<b><i>Data Warehouse</i></b>
<b>PHC</b>	<b><i>Primary Health Care</i></b>
<b>IT</b>	<b><i>Information Technology</i></b>
<b>IHS</b>	<b><i>Integral Information Healthcare System</i></b>
<b>HCP</b>	<b><i>Healthcare Professionals</i></b>
<b>HCIs</b>	<b><i>Healthcare Institutions</i></b>
<b>CInMED</b>	<b><i>Institute for Medicines and Medical Devices</i></b>
<b>MoH</b>	<b><i>Ministry of Health</i></b>
<b>HIF</b>	<b><i>Health Insurance Fund</i></b>
<b>DoA</b>	<b><i>Description of the Action</i></b>
<b>WP</b>	<b><i>Work Package</i></b>





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## 1. INTRODUCTION

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This report is an evidence-based snapshot of the project's status at the time of the review. It reflects the views based on information evaluated over the review period.

This project refers to monitoring the prescription of diclofenac and optimization of its safe use in PHC institutions, through innovative Information Technology (IT) solutions, with a scientific analysis, evaluation and publication of obtained data. By upgrading existing IT solutions into an Integral Information Healthcare System (IIHS) and creating new ones, scientific research in the field of rational use of medicines will be strengthened and thus contribute to improvement of health of people and society as a whole. In order to achieve defined goals and objectives, the activities covered by this project include activities related to implementation but also activities related to continuous support, in terms of project management and dissemination of project results to target groups and final beneficiaries. The Scientific community will also be involved through preparation of scientific articles for publishing in relevant scientific journals. For this reason, two work packages (WP) exclusively refers to overall project management activities and dissemination activities, while the remaining work packages refer to the implementation of different types of activities.

These implementation activities encompasses scientific analysis and comparison of data on the prescription of diclofenac before and after, by innovative IT solutions imposed restrictions in its use. These activities will be performing with the aim to achieve the expected results and finally the expected impact of the project.

**The expected results** of the project:

**Result 1.** Engagement of young and experienced researchers to scientific analyze the observed problem of nonrational use of diclofenac, which will improve scientific potential and visibility of CInMED in the domain of rational use of medicines.

**Result 2.** Development of innovative IT solutions, thanks to which the prescribing and use of diclofenac is going to be optimized.

**Result 3.** Improvement and better integration of Information System (IS) of CInMED and PHC.

**Result 4.** Optimising the prescription and consumption of diclofenac in PHC institutions in Montenegro.

**Result 5.** Harmonizing the prescription of diclofenac in PHC institutions with CInMED evidence based recommendations.

**Impact** - The strengthening of synergy between science and innovation, stimulating research and development of science, cooperation between the public and the private sector in improvement of human health and finally improvement of visibility and importance of CInMED in Montenegrin health and scientific community.





## 2. QUALITY CONTROL AND MONITORING OF PROJECT MANAGEMENT

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The project management structure was established at the project's Kick-off meeting regarding project management structure defined in Annex I of the contract to ensure effectiveness, decisiveness, flexibility and quality of work. It involves the Coordinator of the project (CInMED) and Project partner (MG-Soft) project teams.

At the Kick-off meeting was established, where all project partners have representative members and where director and executive director has been present.

Project management team is formed from:

- ✓ Project management board (Director of CInMED and Executive director of MG-Soft)
- ✓ Project Manager (CInMED),
- ✓ Project Coordinator (CInMED)
- ✓ Scientific Comitee
- ✓ Committee For Development & Technologies
- ✓ Scientific Working Team
- ✓ Committee For Developments Technologies Working Team

Regarding all project activities and emphasizing the COVID19 pandemic risks, the Project Manager has been reviewed all activities and decide on any necessary contingency measures in reorganisation tasks and resources – as usual with a strong focus on the project impact.

The project management is transparent and flexible but also strict enough to ensure the implementation of the project activities in order to achieve the project's objectives. Project coordinator is responsible for administrative part of the project and preparation of particular reporting on activities.

Each partner is equally and independently responsible for assigned activities, money use and reporting. All team leaders have the responsibility to the Project manager and Project coordinator.

All coordination and work between Coordinator and Project partner were communicated by mail or on meetings (live or online).

Due to the COVID19 pandemic, lot of meetings were realized over online video-conferencing systems ZOOM (CInMED has pro license) or Skype (free use).





## 3. QUALITY CONTROL AND MONITORING OF PROJECT DELIVERABLES

The present chapter presents the expectations of the project with reference to the deliverables and activities as well as the expectations relevant to the project management.

The deliverables may be classified into tangible deliverables such as reports, publications, printed and electronically available promotional material, media articles as well as intangible deliverables in the form of organized events (workshops, coordination meetings, etc.), developed and launched project web site etc.

A common quality expectation for all deliverables is their relevance to reach the overall objective and the specific objectives, with a further focus on their development in an efficient and effective manner. Timely delivery following the project workplan as identified in the Activity plan.

### 2.1. Quality of document based deliverables

A consistent and common format for all document based deliverables (word document, power point presentations) is to be followed by all partners using templates provided within this Plan:

- ✓ Project document template
- ✓ Project Minutes template
- ✓ Event attendance list - template

All templates are adopted in order to ensure a common appearance of deliverables as well as to ensure that a minimum amount of information will appear consistently in all documents produced by the project.

This is not relevant to deliverables that by their nature need to have a different format (i.e. project brochures, newsletters).

In the review period the documented deliverables with expected delivery times is listed below:

- (DEV) 1.1 - Consortium Meetings and Minutes - M3, M6, M9, M12
- (DEV) 1.2 - Project Handbook – M2
- (DEV) 1.3 - Reports on quality monitoring, assessment and control – M6
- (DEV) 2.1 - Report “Data warehouse model for prescribing medicine in PHC” – M3
- (DEV) 2.2 - Report “Business Intelligence tools for data analysis of prescribed medicines” – M4

All document based deliverables has been made on time and in defined form (templates) and has been verified by the Project manager.





## 2.2. Quality of development of Data Warehouse model for prescription of medicines in PHC IS

The Data Warehouse model for prescription of medicines in PHC IS is developed with approval of Health Insurance Fund, where is the centre of the Integral Health Information System as the source of data.

Datawarehouse is developed by MG-Soft in cooperation with CInMED Scientific committee leader and Scientific working team members that were made tests and verification of all functionalities of developed BI software.

After the development phase, Scientific team working on BI software and there is no problems in functioning.

## 2.3. Quality of the project websites and other electronic media

The project envisages setting up the public part of Project (web site of the project) and Intranet part – CInMED file share platform as intranet tool for project communication and project management within project members of CInMED. The file share in CInMED can be accessed by all project members in CInMED with the purpose to keep all project documents and deliverables on one place. This is be the single point of reference for the project documentation and in CInMED.

The web site as representation tool is continuously updated and are intended to effectively communicate activities and the results of the project with public.

Moreover, both partners are asked to promote Project on their websites by providing short description of the project, logo, project events and link to Project website.

The web site is implemented with high performance, good functionality and stability, emphasizing the maximum reach and awareness of the target audience, and there was no downtime in services during review period.

## 2.4. Quality of scientific and promotional materials

During the review period there was no publishing promo and scientific materials, as “User training for BI for CInMED professionals (DEV 2.3) has been realized over online video-conference and planned Workshop for CInMED target groups has been delayed due to COVID19 pandemic.

## 2.5. Quality of dissemination and visibility

Apart from activities visible on project web site that are regularly performed (published) during the review period has been made dissemination and visibility activity - presentation of Project goals on TV Vijesti.

All visibility activities are performed in coordination with Ministry of Science.







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## 4. CONFLICT RESOLUTION

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In the review period there was no major conflicts between Coordinator of the project and Project partner.

Small conflicts and disagreements were solved at the lowest level with no need for mediation of Project Coordinator.

All the activities were performed according to the Project handbook.



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