

# TRADE AND HEALTHCARE - NOTICE FROM CROATIA

## THE ROLE OF CIVIL SOCIETY IN DEMOCRATISATION OF HEALTHCARE SYSTEM



**Author:**

**Đula Rušinović-Sunara, MD, MSc, Specialist in General Surgery**  
 President of the Croatian Association for Patients' Rights (CAPR)  
 Vice President of the World Association for Medical Law (WAML)  
**e-mail:** dula.sunara@st.t-com.hr  
**postal address:** ĐULA RUŠINOVIĆ-SUNARA  
 Čajkovskog 5, 21 000 SPLIT, CROATIA

### MAIN PROBLEMS IN CROATIA CONNECTED TO THE MARKET RULES IN HEALTHCARE SYSTEM:

- not enough developed democratic way of decision-making system with weakness of the rule of law and high perception of the corruption (high level of corruption on all the levels in society)
- no responsibilities of the patients for the healthcare system as their rights are not protected in appropriate way
- open field to the market of the inappropriate products as the value of the human life is low, there are no big compensations for the damages or there are no compensations at all for the damages

Healthcare system becomes the market of the products which are not needed for the large groups of beneficiaries of the healthcare system but are needed for small groups with capacities to pay for them.

### CROATIA

**BEFORE 1990**

The Croatian healthcare system was based on the heritage of ANDRIJA ŠTAMPAR and the main characteristic was: NO access for PRIVATE investments

**AFTER 1990**

The main characteristic is entrance of the private investments and the MARKET RULES in healthcare system



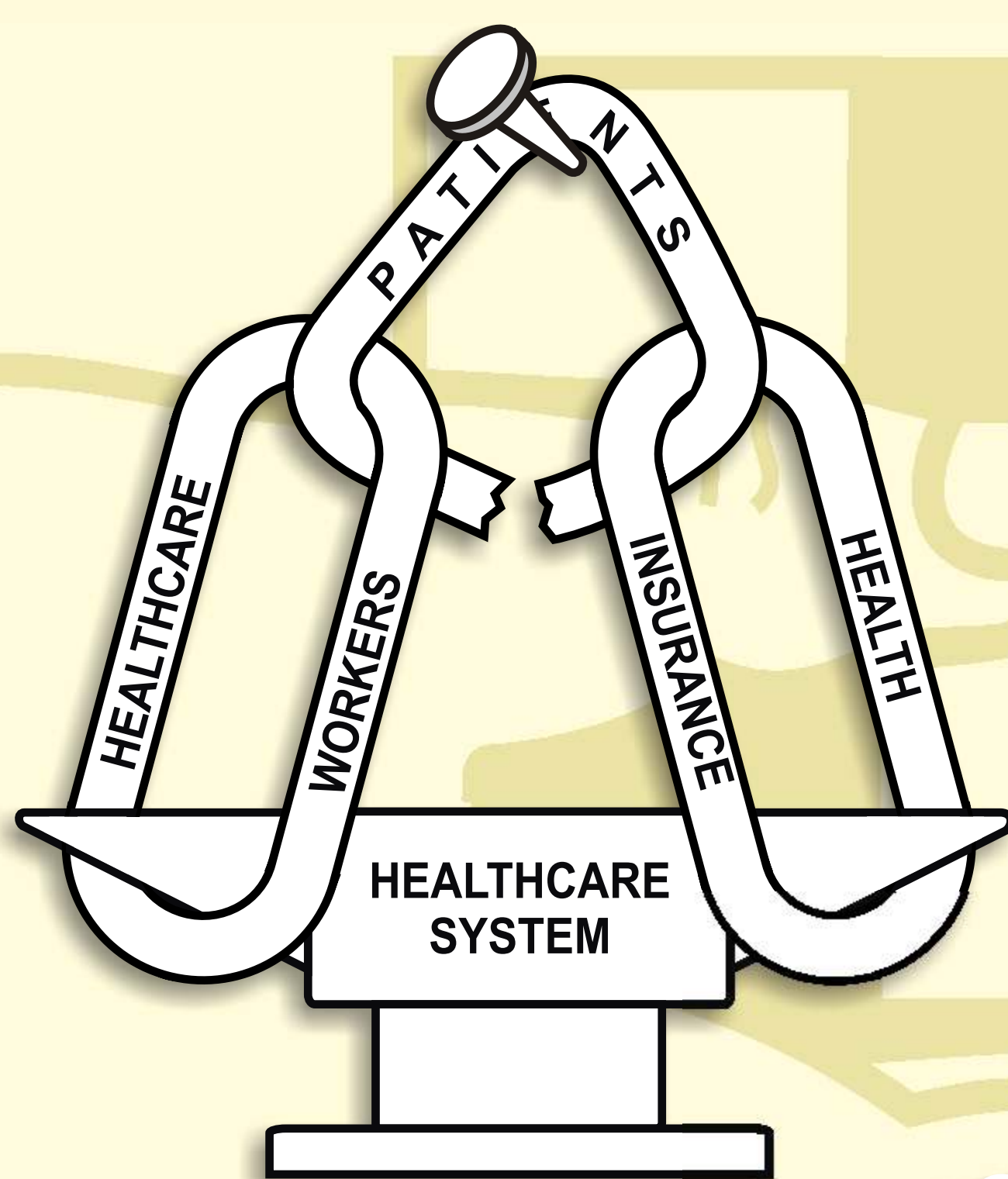
**NO PROTECTED PATIENTS => NO RESPONSIBILITIES FOR THE SYSTEM => OPEN WAY FOR CORRUPTION ON POLITICAL/DECISION MAKING LEVEL**

### CIVIL SOCIETY RESPONSE IN CROATIA

THE CROATIAN ASSOCIATION FOR THE PATIENTS' RIGHTS (CAPR) established in 1999, asking for the partnership relations in the healthcare system - even before the Recommendation No5 of the Council of Europe from February 2000

**IDEA:**

- partnership relations should consider the access to decisions in and on healthcare system
- partnership relations should be enabled through the independent institution of the professionals dedicated only to the interests of the patients => Patients' Rights Representatives
- the international help will be needed - the international experiences should be involved into the Croatian experience based on the heritage of Andrija Štampar



The modern picture of the physician:

Patients are consumers of healthcare services **but not buyers** of technology and all the products needed in all kinds of medical treatments!



Patients do not have access to decisions considering the healthcare system!

**NO DEMOCRATIC WAYS OF DECISION MAKING => NO RESPONSIBILITIES**

In Croatia, the CAPR opened the road to:

- de-tabooing the issue of patients' rights
- public recognition of patients' rights
- passing of legislation relating specifically to patients' rights

Since 2000, the CAPR has participated in the activities of the World Association for Medical Law.

### ACTIONS OF CAPR:

- MORE THAN 60 PROJECTS ON EDUCATION AND PROMOTION OF THE PATIENTS' RIGHTS ALL OVER THE CROATIA (posters; flyers; brochure guidelines on the patients' rights; bulletin as a two-month publication - 42 numbers till now; public tribunes)
- PROPOSAL FOR THE SEPARATE ACT ON PATIENTS' RIGHTS IN 2002 (Project made under the wings of the Delegation of the European Commission for the Croatia => Proposal of the Law on Patients' Rights, Obligations and Responsibilities)
- EDUCATIONAL workshops for the experts, for the associations of the sick and public in general
- COOPERATION WITH THE WAML FROM 2000 - participating the World congresses on Medical Law 2000 - Helsinki, 2002 - Maastricht, 2004 - Sydney, 2006 - Toulouse, 2008 Beijing and International Conference on Medical Law in 2005 Seoul; - application for hosting the 18<sup>th</sup> World Congress on Medical Law in 2010

## SHARE OUR EXPERIENCE/COMPARTIR NUESTRA EXPERIENCIA/PARTAGER À NOTRE EXPÉRIENCE

*The protection of patients' rights is a significant element of quality of health care services. It is an important indicator of the level of democracy in society.*

*La protección de los derechos de los pacientes es un factor importante en la evaluación de la calidad del servicio de asistencia sanitaria, y además es una indicador importante del nivel de la democracia en la sociedad.*

*La protection des droits de malades est un facteur important dans l'évaluation des services de la santé publique. La protection des droits de malades est un index important du niveau de la démocratie dans la société.*

[www.pravapacijenata.hr/eng](http://www.pravapacijenata.hr/eng)

*La Asociación Croata de los Derechos de los Pacientes ha posibilitado la aprobación de Croacia como sede del 18º Congreso Mundial de Derecho Médico.*

*The CAPR enabled the Croatian bid for hosting the 18<sup>th</sup> World Congress on Medical Law in 2010.*

*D'ailleurs l'Association Croatienne des Droits de Malades a fait possible l'offre Croate pour être le pays d'accueil du 18<sup>ème</sup> Congrès Mondial du Droit Médical.*

**WELCOME TO THE 18<sup>TH</sup> WORLD CONGRESS ON MEDICAL LAW, Zagreb 08-12 August 2010**

Supported by the Zagreb Convention Bureau, Croatia

CROATIAN ASSOCIATION FOR PATIENTS' RIGHTS

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