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ОБЩЕСТВЕНО ЗДРАВЕ И АНАЛИЗИ
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REVIEW

by

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Appointed by Order №РД-170/08.04.2022 of the Director of NCPHA, Sofia
for Member of a Scientific Jury

With relation to: Conducting a competition for the academic position "Associate Professor" in the field of higher education 7. "Health and Sports", professional field 7.1 "Medicine", specialty "Social Medicine and Health Management" announced for the needs of the Department "Health policies analysis and accreditation procedures", Directorate "Health promotion and disease prevention" in the State Gazette, issue 14 of 18.02.2022.

The competition announced for the academic position of "Associate Professor" **is for two places** to meet the needs of the Department "Health Policy Analysis and Accreditation Procedures" at the Directorate for Health Promotion and Disease Prevention. Two candidates are participating in the competition, one of whom is **Milena Krasimirova Angelova-Vladimirova, PhD.**

The review was prepared in accordance with the requirements of the Act on the Development of Academic Staff in the Republic of Bulgaria (ADASRB) (science-metric requirements) and the Regulations on the terms and conditions for obtaining scientific degrees and holding academic positions at the National Center of Public Health and Analyses (NCPHA).

General presentation of the procedure and candidate's received materials

In connection with the procedure, a set of materials on electronic media is presented, which includes the required documents, as follows: European curriculum vitae (CV) format; notarized copy of the diploma for the educational and scientific degree "Doctor"; certified copy of the acquired specialty in "Health Economics"; medical certificate; criminal record certificate; copy of employment record book; certificate from the place of work; participation in research projects; copy of certificates for membership in scientific organizations; dissertation abstract; summaries of scientific papers other than those submitted for acquisition of educational and scientific degree "Doctor"; participation in scientific forums; habilitation extended reference for scientific contributions; complete list of scientific

papers; reference for fulfillment of the minimum national requirements and the relevant evidence; references to citations from the Central Medical Library.

The presented set of documents is in accordance with the requirements of the Regulation for awarding the academic position "Associate Professor" at the NCPHA. All required documents are available and arranged, which allows easy access and analysis.

Curriculum vitae of the candidate

Milena Krasimirova Angelova-Vladimirova was born on April 14, 1969. In 1992 she graduated from the Medical College at the Medical University - Plovdiv as a bachelor-pharmacist. In 1997 she graduated with a master's degree in social activities and specialization in administrative management at the University of Veliko Tarnovo "St.St. Cyril and Methodius".

M. Vladimirova's professional career began as a pharmacist (1993-2005), and in the meantime from 1997 to 2005 she was the coordinator of several projects in the non-governmental sector. In 2003 she completed a master's degree in public finance at the University of National and World Economy. In 2006 she worked in Sofia Municipality as a senior expert to the Deputy Mayor for Health, Social Affairs, People with Disabilities. From 2007 to 2012 she worked at the University Hospital - Lozenets as a specialist in Marketing and Advertising, Public Procurement expert. In 2007 she acquired a specialty in health economics at the Faculty of Public Health of the Medical University - Sofia. Since 2012 she has been a Chief expert in the Health Policy Analysis Department, Health System Functioning Directorate at the NCPHA.

In 2019 she obtained the educational and scientific degree "Doctor" in the scientific specialty "Social Medicine and Health Management". She is currently a Chief Assistant Professor in the Health Policy Analysis and Accreditation Procedures Department at the Health Promotion and Disease Prevention Directorate.

Milena Vladimirova has improved her qualification in a number of courses in the country and abroad - basics of management (1992), health management (1999), management of projects in healthcare and social sphere (2006), management of European projects in the non-governmental sector organized by the EC for Bulgaria and Romania (2006); benchmarking approaches and comparison of hospitals (2010); human resources planning and management in healthcare (2O12); health management - hospital management (2013), etc.

She has completed short-term training abroad: in social policy in Malmö, Sweden (2000); Gender Equality - Institute for Social Research - The Hague, Netherlands (2006); in Barcelona, under the WHO two courses: financing and management of health care and

strengthening the health system with a focus on prevention of non-communicable diseases (2012).

She participated in the implementation of a number of international projects: European Union Network for Patient Safety and Quality of Care, PaSQ Joint Action; Joint Action "Human Resources Planning and Forecasting in Healthcare", co-financed and supported by the European Commission in the framework of the European Union's Public Health Program; the 2014-2017 Comprehensive Cancer Control (CanCon) joint action aimed to help reduce the cancer burden in the EU delivering a European Guide for Quality Improvement in Comprehensive Cancer Control; Second Joint Action on Health Technology Assessment – HTA; Managing Frailty. A comprehensive approach to promote a disability-free advanced age in Europe: the ADVANTAGE initiative that is the first Joint Action (JA) on the prevention of frailty; SEPEN Initiative - Support for the health workforce planning and forecasting expert network; OASES research project, etc.

She participated in the organization and coordination of international and national meetings, teleconferences, etc.; in preparation of documents for the Ministry of Health, NCPHA and other institutions; participation in round tables, scientific forums; preparation of opinions and reports on public health issues, etc.

She is a member of the NISPAcee network – the Network of Institutes and Schools of Public Administration in Central and Eastern Europe, and annually participates in their meetings with reports and/or publications. She is a member of the working group on patient safety at the European Commission; of the National Association for Health Policy and Management, of the Board of the Democratic Union of Women; Deputy Chairwoman of the Center for Tolerance, Culture, Traditions for Bulgaria; member of the Public Health Policies Network (International Political Science Association (IPSA) Research Committee on Comparative Health Policy), as well as member of the Public Health Panel at NISPAcee and several other companies in the country - the Union of Scientists in Bulgaria, the Bulgarian Public Health Association, the European Public Health Association and others.

Assessment of the presented materials

Quantitative indicators

Milena Vladimirova's scientific publications follow the stages in her professional development. The total number of scientific publications in refereed and non-refereed journals, other than those related to the dissertation, are 45; including dissertation abstract for the award of educational and scientific degree "Doctor", 33 of which are in Bulgarian journals and the remaining 6 - in foreign journals. The publications include a monograph of the

candidate, a dissertation published in the form of a book and participation in 2 chapters of a collective monograph in Bulgaria and one abroad.

The candidate has 5 participations in national and international forums.

The total number of points on indicators from A to F is **912.50** (Table 1), with a minimum required number of 400 for "Associate Professor", according to the Rules of the NCPHA. The scientometric indicators of the candidate in the competition exceed the required number of points.

Table 1. Information on the collected points by indicators according to the minimum requirements for the position of associate professor (400 points)

Group of indicators	Requirements of the NCPHA Regulations	Achieved by the candidate
A Indicator 1	50	50
B Indicator 2		
C Indicator 3	100	100
C Indicator 4		
D Sum of indicators 5- 9	200	592,50
E Sum of indicators 10-12	50	140
F Sum of indicators from 13 to the end	-	80
Total	**400**	**912.50**

The scientific contributions of the candidate are divided into the following areas:

1. Health policies
2. Patient satisfaction with treatment
3. Human resources in healthcare
4. Training and education
5. Health security
6. Inequalities and socio-ethical issues

The candidate's increased interest in research has been provoked by her participation in international seminars and discussions on public health and health policies since 2000 in Sweden, the Netherlands, Slovakia (Bratislava) and other countries. Gradually, her interest turned to health marketing and management - health insurance policies and models; Patient satisfaction, human resource problems, within the principal-agent model and in the context of

uncertainty in the demand for health services, the phenomenon of "asymmetric information", leading to a series of shortcomings in the health sector, as in the phenomenon of "moral hazard", clusters in healthcare, health security, patient safety, etc.

The contributions from the current scientific papers in the fields are as follows:

1. Health policies (1, 3, 4, 5, 7, 30, 34, 35, 36)

Against the background of the characteristics of modern complex healthcare systems, including Bulgarian, involving management, financing and provision of health services, generalized policies and/or good practices aimed at improving the health status and well-being of the population have been revealed and described:

- Public-private partnership can be illustrated through MHAT "Unihospital" - Panagyurishte, high-tech hospital, which includes the cycle-modern diagnostics, treatment, dispensary, prevention with open access;
- Control of infections by applying basic preventive interventions. The process is nationally regulated by legislative standards and regulations that have become traditional practices in Bulgaria, one of the first countries in Europe to conduct training on infection prevention and control (IPC). As a result, our country supports the control of measures aimed at limiting nosocomial infections and antimicrobial resistance;
- A comparative analysis of the health systems of some European countries in terms of health insurance models. The problem is the established stability, which leads to insufficient flexibility and implementation of inert regulatory and bureaucratic procedures, often serving the interests of health care providers, at the expense of the health of consumers;
- Concepts have been introduced and described: "principal agent", "asymmetric information", "moral hazard" - a change in the behavior of doctors and patients (offering and seeking treatment), observed and identified by the practices of developed countries, manifested in transformed to the market of Eastern European countries.

2. Patient satisfaction with treatment (2, 12, 17, 18, 27, 28, 29, 38)

A theoretical study of patient satisfaction in the international aspect has been conducted in the last four decades and regularities have been established in terms of determinants, approaches, methods and guidelines for applicability in hospital management - a contribution of theoretical and cognitive nature. Based on the analysis of the methodological

approaches, the importance of expanding and enriching the research methods (not only surveys), application of quantitative and qualitative methods is emphasized. The possibility of participating in patient satisfaction surveys and to what extent in assessing the quality of hospital activity was discussed.

Patient satisfaction is considered as a possible marketing tool and outlines the satisfied patient as a "hospital agent" working for the good reputation of medical establishments, which has a cognitive and scientific contribution. For the first time, rapid patient satisfaction surveys conducted during hospital accreditation but not used so far have undergone secondary analysis. A comparative analysis has been made with the results of special empirical studies and opportunities have been shown to improve their methodologies and increase their applicability.

The patient-hospital relationship in the context of new technologies has been studied. For the first time, the websites of 70 hospitals of various types in the country were analyzed through our own methodology and opportunities for improving the relationship with patients were identified, which has a methodological and scientifically applied contribution. For the first time, reports from expert commissions on hospital accreditations were analyzed - in the part on patient satisfaction. Satisfaction with homeopathic treatment is considered on the basis of significant empirical material (chapters from the monograph "Homeopathic treatment in Bulgaria").

3. Human resources in healthcare (22, 23, 24, 25, 26, 31)

Information from national and international studies is summarized, highlighting the strengths and challenges of human resources in health care, which coincides with the new reading of the documents of the World Health Organization (WHO), Organization for Economic Co-operation and Development (OECD), European Commission (EC). The fragile progress achieved in our country on this widely discussed issue has been noted.

An analysis of international experience in forecasting models and planned methodologies of seven European countries was made, based on the project "Planning and forecasting of the health workforce" and subsequent project initiatives on this issue. The issue of migration trends of medical specialists in our country was discussed. The so-called "medical deserts", places with permanent shortage/lack of health personnel, the question of such research in our country has been raised. Added value has been introduced to the planned methodologies of some European countries, as well as the launched prognosis models.

The growing role of the Global Code of Ethics for the international recruitment of health personnel is emphasized, which has not been discussed as a research and practical

problem in our country so far. A detailed analysis of national health strategies, legislative initiatives, as well as an analysis of the implementation of measures by the principal (a monograph "Human resources in health - policies and challenges").

4. Training and education (11, 14, 32)

Discussion and unresolved issues have been raised about the continuing education of some medical professionals. The changes in the Ordinance on specialization and participation in the project of the European Social Fund (ESF) are analyzed, on the basis of which the project "Specialization in Healthcare" was continued in 2018, in which not only doctors and dentists but also other health professionals as nurses and midwives can participate. It has been proposed to strengthen the practical training in preventive medicine and the proven urgent need for new teaching techniques.

5. Health security (19,37)

The concept of health security is associated not only with the widespread spread of infectious diseases, but also with the possibility of using pathogenic microorganisms as biological weapons. In the 21st century, diseases are dealt with not only with their social and economic consequences, but also with military and foreign policy ones that disrupt the stability and security of states. Therefore, health security or its extension in public health should be considered as an element of the country's national security, in accordance with WHO documents (2001, 2007).

6. Inequalities and socio-ethical issues (16, 21, 33)

Against the background of growing inequalities in health in both Europe and Bulgaria, the problems of access to care for fragile health (the elderly), integrated health care, volunteering, patient safety, alcohol abuse and others are addressed.

CONCLUSION

The presented scientific production of the candidate is closely related to the topics of the department and the directorate and is dedicated to current issues related to social medicine and health management. The range of interests varies from patient satisfaction issues, human resources issues to health policies.

I appreciate the overall scientific, applied and publishing activities. The basis for this assessment is the relevance of the issue, the modern methodological tools used, the volume of research work, knowledge of good international practices.

The scientometric indicators fully meet the requirements of the Regulations on the terms and conditions for obtaining scientific degrees and holding academic positions at the NCPHA, ADASRB and its Regulations.

The above considerations give me reason to vote positively and recommend to the esteemed scientific jury to award the academic position of "Associate Professor" to Chief assistant professor Milena Krasimirova Angelova-Vladimirova, PhD, in the field of higher education 7. "Health and Sports" in professional direction 7.1. "Medicine" in the scientific specialty "Social Medicine and Health Management" for the needs of the Department "Health policies analysis and accreditation procedures" at the Directorate "Health Promotion and Disease Prevention".

11.05.2022

Prepared by:

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