НАЦИОНАЛЕН ЦЕНТЪР ПО
ОБЩЕСТВЕНО ЗДРАВЕ И АНАЛИЗИ
Изх. №:..... 20 .....
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OPINION

From Prof. Juliana Krumova Marinova, M.D.

Head of Department of Social Medicine, Health Management and Disaster Medicine, Faculty of Medicine, Trakia University – Stara Zagora. Member of the Scientific Jury, determined by Order № RD – 170/08.04.2022 the Director of the National Centre for Public health and analyses, Prof. Dr. Hristo Hinkov, M.D.

Regarding: Competition for the academic position "**Associate Professor**" in **scientific specialty "Social Medicine and Health Management"**, for the needs of the Health Policy Analysis and Accreditation Procedures Department, directorate "Promotion of Health and Disease Prevention" higher education **7. "Health and Sports",** professional field **7.1. Medicine** according to an announced competition in the State Gazette, issue 14/18/02/2022

Candidate in the competition: **chief assistant Milena Krasimirova Angelova-Vladimirova**

According to Protocol № 1 of the first meeting of the Scientific Jury on 20.04.2022, I am appointed to issue an opinion. The opinion is based on an analysis of the documents submitted by the applicant in accordance with the requirements of the Law on Development of Academic Staff in the Republic of Bulgaria, the Regulations for implementation of the Law on The Development of Academic Staff in the Republic of Bulgaria and the Rules of Procedure for acquiring scientific degrees and holding academic positions in the NCPHA.

Career profile of the candidate: Milena Vladimirova was born in 1969 in Nova Zagora. She acquired a Master's degree in Social Activities and Health Management and a second specialty in Administrative Management from the Faculty of Public Health, Veliko Tarnovo University "St. Cyril and St. Methodius" (1997); "Master" with professional qualification "Public Finance" – University of National and World Economy, Sofia (2003)

Milena Vladimirova has consistently developed and improved her professional skills and qualifications. In the continuing education system has more than 70 courses and qualifications, there is a specialization in marketing, WHO training – Office Barcelona – Strengthening health systems with a focus on solving the problem of growing non-infectious diseases, etc. In the postgraduate education system there is an acquired specialty in Health Economics (2007): Medical University – Sofia. She defends her dissertation on the topic: "Approaches to improving the relationship between hospitals and patients" and owns the "Doctor" in the scientific specialty "Social Medicine and Organization of Health and Pharmacy" – NCPHA, Bulgaria. Sofia in 2014. She is fluent in English (B2 level), Russian and French foreign languages.

Since 2012 she is chief expert, since 2019 she is St. Assistant Profesor in the Health Policy Analysis and Accreditation Procedures Department of the Health Promotion and Disease Prevention Directorate at NCPHA.

RESEARCH

Quantification: Milena Vladimirova presents lists and references according to the requirements by group of indicators as follows:

***Full list of scientific papers:**

I. Dissertation and dissertation-related publications – 5 titles;

II. Publications in scientific journals – 8 titles;

III. Publications in peer-reviewed scientific collections of scientific units or scientific reports – 1 title;

Publications for participation in a competition for academic position "Associate Professor"

I. Monographs and monograph chapters: - 4 headings;

II. Publications and reports published in reference journals with scientific review or published in editorial collective volumes – 1 title;

III. Publications and reports published in unreferenced journals with scientific review or published in editorial collective volumes – 39 titles.

***Participation in scientific forums** with reports, summaries, posters and programs – 5 titles;

***A reference** to the points collected by group of indicators according to the minimum requirements for academic position "Associate Professor", which shows that they exceed more than twice the minimum requirements (912, 50 at a minimum required 400).

***Citation** from the Central Medical Library – Citations of publications of chief ass. Milena Krasimirova Angelova-Vladimirova in bulgarian and foreign sources from the fund of the Central Medical Library - 37 bulgarian quotes with an attached list of bibliographic descriptions of the quotes have been found.

Strands of research and contributions from scientific papers: The research activities of Milena Vladimirova are in the **subject area of the competition**. The **contributions** from the scientific works are described well in 6 thematic directions in the report presented with the documents under the competition. **Contributions of scientific** works: 1. Health policies; 2. Patient satisfaction with treatment; 3. Human resources in health; 4. Training and education; 5. Health security; 6. Inequalities and socio-ethical problems. I accept the contributions in the way that Milena Vladimirova presents them in the above thematic areas. In this opinion, I place a special emphasis on the contributions from the monographs independently developed by Milena Vladimirova: **"Human Resources in Health – Policies and Challenges" (2022) and "Patient Satisfaction – Modern Trends, Problems and Perspectives" (2022).** The monograph **"Human Resources in Health - Policies and Challenges"** is developed on 290 pages in 5 well-structured chapters, each with specific accents (human resources such as attitudes and development; condition and analysis, costs and salaries; planning and forecasting; training and education; migration, mobility, ethical code for recruitment and conclusion) contains a rich bibliography from 151 literary sources. In this monographic work Milena Vladimirova includes a detailed analysis of all the programming documents she has dealt with, prepared opinions or developed on project initiatives in which she is an active participant. In the individual chapters are entangled analyses with their own interpretation of all documents, which are officially used in the daily work of the NCPHA, NSI, Eurostat, Report on the Health of the Nation, in the development of which the author participates annually. A strong focus is placed on the shortage of human resources in healthcare; the added values in the joint action project "Planning and forecasting the health workforce" have been interpreted skillfully and in great detail. The added values in the Joint Action project "Planning and Forecasting the Health Workforce" have been interpreted skillfully and in great detail, as planning methodologies are a contribution to those involved in the development of the planning and forecasting systems of EU Member States. Public interest in issues related to the regulation of continuing education is reflected. Mobility and migration issues have been addressed, taking into account the need to put in place mechanisms to attract and retain healthcare professionals. The monograph "Patient Satisfaction – Modern Trends, Problems and Perspectives" was developed on 114 pages in 6 chapters (patient satisfaction – development of the problem; dynamics of patient satisfaction

research. Factors; determinants of patient satisfaction; measuring patient satisfaction; development of research on patient satisfaction in Bulgaria; communication between patients/citizens and the hospital in shaping patient satisfaction) contains a rich bibliography of 275 literary sources. In this monographic work Milena Vladimirova expresses her attachment to the topic with participation in scientific forums, publications and with the defended dissertation on "Approaches to improving the relationship between hospitals and patients", which gives it certainty in presenting and discussing the problem and illustrating it with its own results. Theoretically, it explores the evolution of the problem. In tracking the dynamics of the research, international and ours, on patient satisfaction, determinants and its measurement, it shows a very good knowledge of the literature and brings out basic characteristics and discussion questions. As the main factors influencing patient satisfaction, it points to patient attitudes and expectations, informational factors, hospital life and interpersonal communication with medical staff. Its conclusion that the factors remain constant, but over time only the ratio between them changes, implies periodic conduct of studies that could provide information on management decisions. The chapter dedicated to measuring patient satisfaction is a cognitive contribution for all who do research in this field, as well as for hospital managers of different levels. Milena Vladimirova looks at a wide range of approaches and methods for assessing patient satisfaction with an argued rationale for diversifying and combining research methods. The author poses the discussion question: how far can satisfaction research be an indicator of the quality of work in the hospital? A special place is devoted to the importance of patient satisfaction in building the prestige of the medical institution. The established positive relationship between satisfaction and the recommendation given by the patient for treatment in the same establishment, the author rightly considers as an indirect sign of high quality assessment in the hospital. She develops the thesis of the satisfied patient - the best agent of the medical establishment, which is a distributed marketing slogan. The in-depth analysis of the websites of 70 hospitals is definitely a novelty, as it is done for the first time.

PROJECTS, EXPERT AND TEACHING ACTIVITIES:

Milena Vladimirova has participation in international projects on patient safety, planning and forecasting of the health workforce, new technologies in healthcare, cancer under the EC Programmes, – JA. She organizes and coordinates international and national meetings, teleconfers, etc. Participates in the preparation of programming documents of the Ministry of Health, NCPHA and other institutions in health. She is a member of the team of experts who annually prepare a Report on the Health of the Nation; proposals for a Health Strategy and Action Plan. She has participations in round tables, scientific forums, preparation of opinions on health care issues. Prepares opinions on health issues; proposals; analyses the processes; She is responsible for a component of the Biennial Agreement of the Ministry of Health and the WHO (human resources and integrated care). She is a member of the group for patient safety and quality of care of the EC;

Membership in professional and scientific organizations: Milena Vladimirova is a member of: Bulgarian Association of Public Health (BPHA), European Association of Public Health (EUPHA), Union of Scientists in Bulgaria, etc.

ASSESSMENT

I give a **comprehensive positive assessment of the application of Assistant Profesor Milena Krasimirova Angelova-Vladimirova** for the academic position **"Associate Professor"**. Her candidacy undoubtedly **meets the requirements and criteria** of the Law on The Development of Academic Staff in the Republic of Bulgaria, its Regulations for its

implementation and the Rules of Procedure for acquiring scientific degrees and holding academic positions in the NCPHA.

CONCLUSION

I give my positive vote **"Yes"** to the academic position "**ASSOCIATE PROFESSOR"** by **Milena Krasimirova Angelova-Vladimirova**.

I strongly recommend that the esteemed members of the Scientific Jury **vote positively Ch. Assistant Profesor Milena Krasimirova Angelova-Vladimirova** to take the academic position **"Associate Professor"** in the field of higher education 7. Health and Sport, Professional Division 7.1. Medicine and scientific specialty "Social Medicine and Health Management" for the needs of the Department "Analysis of Health Policies and Accreditation Procedures", to the Directorate "Promotion of Health and Prevention of Diseases" according to an announced competition in the State Gazette, issue 12. 14/18/02/2022.

10.05.2022 Produced the opinion:

Stara Zagora Prof. Juliana Kr. Marinova, MD.