

ANUAL REPORT

2017



ASOCIJACIJAXY



ASOCIJACIJA XY

A Member Association of



International
Planned Parenthood
Federation

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XY–HEALTHCARE SERVICES FOR YOUNG PEOPLE YOUTH FRIENDLY HEALTHCENTER ASSOCIATION XY

DURATION: 2004 – ongoing
DONOR: IPPF
LOCATION: Sarajevo

**Experts that work
in the YFHC use
friendly approach when
working with young people,
and are sensitized to
recognize and respond to the
youth's specific needs,
respecting their privacy,
confidentiality, and
differences.**

ABOUT YOUTH FRIENDLY HEALTH CENTER ASSOCIATION XY

Youth Friendly Health Center Association XY (YFHC) was established in response to the non-existent services that adequately protect young people's health. It became operational in 2004 when the first Sexual and Reproductive Health Counseling was established in Bosnia and Herzegovina, which was complemented by the opening of Medical Clinic that offers gynecological and dermatology services. YFHC is the unique place where young people, especially the most vulnerable ones, can find answers to their questions and needed support in a friendly environment.

The work of YFHC XY is in compliance with the World Health Organization and IPPF's recommendations and standards. It is based on good practices and is being continuously improved and developed. Feedbacks from young clients are regularly collected and used to improve the work of this center. In 2017, the Youth Friendly Health Center enabled access for 5736 young and vulnerable persons to high quality services in fields of health, reproductive health, growing up, and healthy lifestyles.



XY RODITELJSKI SAVJETNIK

Youth's positive feedback on YFHC services further motivates us to continue improving our services. Our goal is to have healthy young people that will make informed and healthy decisions.

YOUTH FRIENDLY HEALTH CENTER'S SERVICES AND CLIENTS

Youth Friendly Health Center XY offers young people (aged 14-26) following services:

- **Gynecology Clinic** in which a team of experts composed of a male and female gynecologist and a nurse offers gynecological services to young women three times per week, using friendly approach which our clients have recognized as one of the main characteristics of our center. In 2017 our medical team provided clients from Sarajevo, Istočno Sarajevo, and other towns in Bosnia and Herzegovina with more than 3.000 services.
- **Dermatology Clinic** tailored to the medical needs of men in regards to detecting sexually transmitted diseases, their diagnosis and treatment. Changes in skin, nails, and hair are treated in both boys and girls. Last year, 177 persons visited our Dermatology Clinic.
- **XY Counseling** – Counseling is available to not only youth, but also to other groups, including professionals and parents who wish to assist adolescents in navigating psychological issues and challenges of adolescence.

We are particularly proud to be contacted by the increasing number of parents who are seeking help and support in order to cope with the challenges of parenthood more easily. For that reason, we've created a Facebook support group – XY Parent Counselling.

We are offering consulting services at the Youth Friendly Health Center by phone, Skype, e-mail, or at our web page. In 2017, the number of persons seeking consulting services has risen for 10% in comparison to the last year (3422 persons).





IMPROVEMENT OF SRH STRATEGIC FRAMEWORK IN BOSNIA AND HERZEGOVINA

DURATION: May – December 2017

DONOR: UNFPA

LOCATION: B&H

PROJECT DESCRIPTION

In 2017 the Association XY continued its cooperation with the United Nations Population Fund (UNFPA) in order to improve SHR and Rights framework strategy in Bosnia and Herzegovina. This project represents continuity in the Association XY's work which both initiated development of strategic documents in the field of SRHR and offered a support to the government in the development of Strategy for Improvement of SRHR in Federation of BiH 2010-2019 development and the Policy for the improvement of SRH in RS 2012-2017.

ACTIVITIES AND RESULTS

The results of situation analysis in the field of SRHR implemented in 2016 are used as the baseline for creation of new strategies in Federation of BiH and Republika Srpska.

Federation of Bosnia and Herzegovina

The Strategy for Improvement of SRHR in Federation of BiH 2020-2026 represents the Federal Ministry of Health's willingness to incorporate sexual and reproductive health into the strategic functioning of institutions through the Strategic Health Development Plan. This Strategy is the extension of previously implemented and revised Strategy for improvement of SRHR in Federation of BiH 2010-2019, and it represents one step further towards strengthening of Family Planning and Promotion and Protection of Sexual and Reproductive Health and Rights in Federation BiH strategic frameworks.

The working group appointed by the Federal Ministry of Health, whose member is one of the Association XY's representatives, created a Strategy proposal which is complementary to the framework of Sustainable Development Goals, European Strategy and WHO Action Plan for Sexual and Reproductive Health.





Results in the Federation of BiH for 2017:

- Created the proposal document “Framework for the Strategic Program: Improvement of SRHR in Federation of BiH 2020-2026”,
- Recommendations from existing researches, studies, and situation assessment in the field of sexual and reproductive health (SRH) are included in the document,
- Proposed indicators in the field of sexual and reproductive health under the priority objectives of the Strategy are based on SRH indicators of the Sustainable Development Goals.

Republika Srpska

Ministry of Health and Social Welfare of Republika Srpska is also dedicated to the integration of sexual and reproductive health priorities into strategic engagement of this institution.

The Strategy for improvement of SRHR in Republika Srpska 2018-2028 is based on the previously developed Policy for Improvement of Sexual and Reproductive Health in RS 2012-2017. It leads to strengthened Family Planning and Promotion and Protection of SRHR in Republika Srpska strategic frameworks.

The working group appointed by the Ministry of Health and Social Welfare of Republika Srpska, whose member is one of the Association XY's representatives, worked intensively on the Strategy document which incorporates the newest recommendations and practices of European documents in the field of sexual and reproductive health, including the SRHR indicators of Sustainable Development Goals.

Results of joint cooperation in Republika Srpska for 2017:

- The proposal document “Strategy for improvement of SRHR in Republika Srpska 2018-2028” is created,
- Recommendations from existing researches, studies, and situation assessment in the field of sexual and reproductive health (SRH) are included in the document,
- Proposed indicators in the field of sexual and reproductive health under the priority objectives of the Strategy are based on SRH indicators of the Sustainable Development Goals.



HEALTH, HEALTHY LIFESTYLES, AND REPRODUCTIVE HEALTH EDUCATION IN BOSNIA-PODRINJE CANTON ELEMENTARY SCHOOLS

DURATION: May - December 2017

DONOR: UNFPA

LOCATION: Bosnia-Podrinje
Canton – Gorazde



PROJECT DESCRIPTION

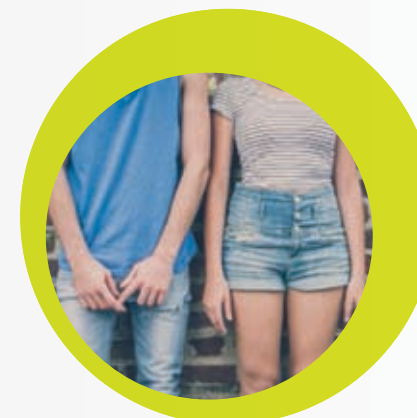
In 2017, the Association XY, with a support of the United Nations Population Fund (UNFPA), worked on the improvement of conditions needed for the implementation of healthy lifestyles and reproductive health education.

UNFPA and the Association XY joint their forces to strategically improve the program in the field of healthy lifestyles and comprehensive education about sexuality through the education system and community, by following and implementing the international standards and recommendations regarding these topics.

In 2013, the Association XY and the Ministry of Education, Science, and Youth of Canton Sarajevo introduced Healthy Lifestyles - a new subject in elementary schools. Since then, 869 students from 38 schools in the Sarajevo Canton chose this alternative subject.

In 2016, the Association XY established cooperation with representatives from the Ministry of Education of Bosnia-Podrinje Canton Gorazde. The Minister of Education named experts who conducted an assessment of Healthy Lifestyles before it was introduced into schools.

The most important result of this assessment was that it is necessary to conduct the analysis of the Canton's school curriculum in order to see if there is a possibility for the introduction of healthy lifestyles and reproductive health education into schools.



CONDUCTED ACTIVITIES AND RESULTS

In 2016, in order to increase the access to these topics, the Association XY established cooperation with the Ministry of Education of Bosnia-Podrinje Canton, which named an expert working group to conduct an assessment of possibilities for the introduction of Healthy Lifestyles and Reproductive Health into the education system of this Canton. Experts analyzed a curriculum and textbooks used in this Canton's elementary schools. They made recommendations for the improvement of the curriculum when it comes to healthy lifestyles and reproductive health education.

Several meetings were held with representatives of the Ministry of Education, Science, Culture, and Sports and the Pedagogical Institute of Bosnia-Podrinje Canton Gorazde where details about the development of education modules were discussed.

The Association XY and the expert group composed of the Pedagogical Institute of Bosnia-Podrinje Canton Gorazde director and the Ministry of Education, Science, Culture, and Sport of BPC Gorazde advisor, created seven education modules containing 18 topics in the field of health, healthy lifestyles, and reproductive health.

The modules which are adapted for sixth to ninth grade students will be conducted in weekly class assemblies in Bosnia-Podrinje Canton schools starting from 2018/2019 school year.

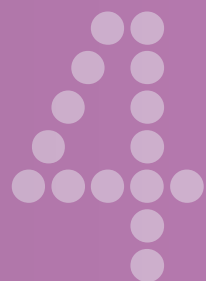
The teaching staff that will teach about these topics will go through an intensive training in 2018 in order to achieve the requirements needed for quality performance of these classes. This training will be supported by the UNFPA office in Sarajevo.



PROJECT RESULTS

- 7 education modules are created. They contain 18 topics in the field of health, healthy lifestyles, and reproductive health, and are adapted for sixth to ninth grade students
- Learning outcomes, purpose, goals, and tasks for each education module are defined
- Annual number of classes for each topic covered in modules is defined, as well as the profile of teachers who will hold these classes and the way they are going to teach about these topics
- Content of education modules is presented to representatives of six elementary schools in Bosnia-Podrinje Canton





RIGHTS AND OPPORTUNITIES: INTEGRATING EVIDENCE BASED CSE INTO FORMAL AND INFORMAL EDUCATION

DURATION: January – December 2017

DONOR: IPPF

LOCATION: Sarajevo and Banjaluka, BiH



PROJECT DESCRIPTION

The project's goal is the integration of comprehensive sex education in formal and informal education in both BH entities. This was realized by enhancing cooperation with elementary school in the Sarajevo Canton and implementing peer education in Sarajevo and Banjaluka.

The Association XY continued to provide support to teachers that are teaching about sexual and reproductive health under the Healthy Lifestyles subject, as well as to strengthen capacities of peer educators in Sarajevo and Banjaluka who will implement informal comprehensive sex education.

THE MOST IMPORTANT ACTIVITIES AND RESULTS

Peer education training in Sarajevo and Banjaluka

An intensive training for new peer educators was held in Sarajevo and Banjaluka. 40 young people gained new skills and knowledge, as well as other key competencies needed for implementing health and healthy lifestyles education among their peers. The Association XY's peer education methodology is continuously being improved and is based on education modules It's All in One and Program Youth.

Having successfully completed the training, peer educators, with a support and supervision of experienced Association XY's trainers, began implementing workshops in schools.

Peer education workshops

The Association XY's peer educators held set of workshops in Sarajevo's Malta and Grbavica I ((8th and 9th grades) elementary schools. Topics in these workshops were violence, puberty, contraception, sexually transmitted infections, peer pressure, and other topics in the field of healthy lifestyles.

Besides above mentioned schools, the Association XY's youth held separate workshops at Kids Festival, Saburina elementary school, Obala Grammar School, School of Hospitality, Trade, and Tourism in Banjaluka, and Zajko Delic elementary school,

Teachers emphasized the importance of these workshops for students because they became curious about these topics and engaged in further promotion of healthy lifestyle among their peers.



YSAFE Conference

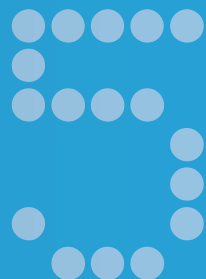
'Zone: Feel free to ask!' - the Association XY's YSAFE Conference for volunteers, was held on December 18, 2017 in Sarajevo. Sixty young people from Bosnia and Herzegovina attended this Conference. During the Conference, volunteers and peer educators exchanged experiences gained while working with young people both in school and extracurricular activities. Besides that, young participants created YSAFE Declaration in which they stated their wish to remain dedicated to promoting health and healthy lifestyles among their peers. The goal of this Conference was promotion of volunteer work and the engagement of young people in our country.

According to Alen Torbic, a peer educator, this Conference was important for young people because it speaks about volunteerism and activism as important components of growing up.

"Creation of YSAFE Declaration is a great opportunity for young people to exchange their views and to state the importance of volunteerism - how it can be used to improve one's knowledge and skills and positively affect young persons' views, which in the long term might improve the world in which we live. It is important to be active and to improve ourselves, and others too!", said Torbic.

YSAFE Conference is the final event for volunteers in 2017. Adna Kalajdzisalihovic, our youth coordinator, said: "Our goal is to show that there is unity among youth. We want adults to understand that young people are not passive, but rather active agents who are seeking and using opportunities to work. The Declaration that we created is a document that we'll pass to new and future volunteers. It contains guidelines and represents the backbone of volunteerism and our socially conscious engagement."





YSAFE BiH 2017

DURATION: 2006 – ongoing

DONOR: IPPF

LOCATION: BiH

Since our founding, we've been investing in young people's education, creating conditions and safe environment for their volunteer work, which ultimately contributes to the improvement and promotion of health and healthy lifestyles in BiH. In 2006, young people, with the support of the Association XY, established YSAFE BiH network – youth network of peer educators that is a member of YSAFE (Youth Sexual Awareness for Europe) – a big European network. Since its founding to today, the network has been working on strengthening the youth capacities through implementation of peer education trainings, consulting, advocacy, and promoting youth activism. Volunteers play the important role in planning, implementation, and monitoring of the Association XY's program, as well as in offering peer counseling services.

In 2017, YSAFE network held regular activities, that is, workshops, teambuilding activities, activities planning, thus contributing to the continuous knowledge improvement and maintenance of contact between volunteers and volunteers and the Association XY.

Besides regular activities, participation in planning and creation of the Association XY's program, the team consisting of our young activists independently organized and held some of public events, among which are:

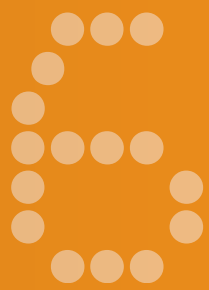
- **World Health Day (April 7)** was celebrated through online campaign that was created and implemented by the Association XY's volunteers who shared messages on Instagram and Facebook about the importance of looking after one's own health and health of others by adopting a healthy lifestyle.
- **World Contraception Day (September 26)** was celebrated at the Association XY's Youth Center where young people participated in workshops about the contraception, as well as in the online campaign on social media. The most active volunteers received awards for their efforts.
- On **December 1** our youth celebrated **World AIDS Day**. They organized street campaigns in the cooperation with the Ministry of Civil Affairs of BiH and the Public Health Institute's Voluntary Counselling and Testing Center of Sarajevo Canton. Volunteers distributed red ribbons and brochures to Sarajevo's citizens, informed them about HIV and how HIV is transmitted, and referred them to HIV testing in VCT center.

Adna Kalajdzisalihovic, YSAFE coordinator, says about the YSAFE network:

YSAFE BiH is a network of peer educators – brave young people who deviate from society's mold that our society and politics want us to fit into. Mechanism of action is very simple: these are young persons who are not afraid to ask questions and demand knowledge and answers. Once they obtain information, they won't keep it for themselves – they will share that knowledge with their peers.

YSAFE is a network of peer educators, but above all, it is one big family that supports each other in achieving life goals while respecting differences and common interests.





THE YOUNG MEN INITIATIVE- PROMOTING HEALTHY LIFESTYLES AMONG YOUNG PEOPLE IN BOSNIA AND HERZEGOVINA BY QUESTIONING GENDER STEREOTYPES

Duration: 2006 – ongoing

Donor: CARE Balkans

The implementation of the Program is supported by the Swiss Government, Austrian Development Agency, OAK Foundation and CARE Germany-Luxembourg

Partners: CARE Balkans, Snaga Mladih Mostar, Perpetuum Mobile Banja Luka, Forum Teatar Istočno Sarajevo, Damar Omladine Visoko, Otaharin Bijeljina

Location: Sarajevo, Istočno Sarajevo, Visoko, Bijeljina, and Novi Travnik

Since 2006, violence prevention has represented the priority field for the Association XY which is committed to solving this very important social problem. In its efforts to contribute to the development of the society which actively faces all acts of violence, the Association XY engages relevant institutions, civil society organizations, high schools, students, parents and representatives of the media in the prevention programs. The partnership with leading organizations which actively work in the field of violence prevention adds up to the recognition of the Association XY as a leader in the society development which has a zero tolerance approach to all acts of violence.

Through *Promoting Healthy Lifestyles among Young People in Bosnia and Herzegovina by Questioning Gender Stereotypes-The Young Men Initiative*, we continue to implement successful, effective and recognizable activities for the violence prevention and the promotion of the health of young people¹.

Award

As of October 2017, we are proud of another international award which makes our 10-year program one of the best and most innovative educational approaches to the violence prevention and the promotion of the health of young people. We received the award from GENE - Global Education Network Europe.²

The Young Men Initiative is a comprehensive program about the promotion of healthy lifestyles and prevention of all acts of violence based on modern approaches in education.

¹<https://youngmeninitiative.net/en/resources/>

²<http://gene.eu/award/awardees-2017/>





The Be a Man,
Change the Rules Conference

ACTION PROGRAMS

There are three main courses of action within the Young Men Initiative:

1. Strengthening the NGO Capacities and Resources for Implementing the Comprehensive Model of Violence Prevention

Major efforts within the project were directed at strengthening the capacities of four local youth organizations active in Federation of Bosnia and Herzegovina and Republika Srpska: Forum Teatar Istočno Sarajevo, Damar Omladine Visoko, Nova Vizija from Novi Travnik and Otaharin Bijeljina. The Association XY contributed to the development of the employee and volunteer capacities of partner organizations for planning, implementing, monitoring and evaluating the programs based on the evidence. With this support, the partner organizations in total implemented 124 educational workshops in four high schools with 448 young men and 500 girls who actively participated in these workshops.

2. Capacity Development and Providing Support to Local Institutions for Violence Prevention

By cooperating with the partner institutions such as The Agency for Gender Equality BiH, Gender Center BiH, Gender Center RS, The Educational Research Institute of Sarajevo Canton, The Federal Ministry of Health and The Ministry of Education, Science and Youth of Sarajevo Canton

Association XY got the support for implementing project activities and advocatin stronger commitment of other institutions in applying the Young Men initiative model. With the aim of presenting the best practice of the violence prevention and of including young people in order for them to contribute to the violence prevention, the Association XY organized a conference in March 2017 for the most active volunteers from different organizations from more than 10 cities in BiH, 67 young men and women, the most active fighters against the violence in BiH.

3. Developing Psychosocial Competencies of the Youth in Order to Prevent Violence and Promote Healthy Lifestyles

The activities in the Fifth Grammar School (Peta gimnazija) and Dental High School (Zubotehnička škola) from Sarajevo continue. There were 104 workshops organized for 276 teenage students who had an opportunity to gain new knowledge and skills needed to actively face different acts of violence and unhealthy habits. After participating in these workshops, the students became members of the Be a Man Club and FKT Club organized by the Association XY.

BMK i FKT

Be a Man clubs are a synonym for hardworking groups of young people who face violence and unhealthy lifestyles. Within the Be a Man club, young people successfully organized and implemented **49** working sessions in which **168** young men and **176** young women participated. Along with that, the members of the Be a Man clubs organized and implemented **26** motivational and creative activities (photography and multimedia workshops, campaign and complementary content design).



1300

students have been informed about health and the importance of healthy lifestyles, about violence and the importance of facing it

13

campaigns in schools were implemented by partner organizations

948

students have learned what violence is, how to recognize it and how to effectively face it

11600

citizens were informed about the problem of violence, its consequences and individual and social responsibilities of all citizens for the violence prevention and the promotion of the health of young people. Partner organizations implemented 4 campaigns about the violence prevention and the promotion of healthy lifestyles in four cities by raising public awareness



”

I have been an activist and a member of the Be a Man club by the Association XY Sarajevo for a year now. In this short period, I have changed a lot. Just a year ago, I was an inactive person and I didn't care for many important things such as grades at school, extracurricular activities, etc. By becoming a member of the Be a Man club I have met my peers who positively influenced my views, and my behavior. It's been just a year and my grades are getting better and better. The educational sessions I participated in allowed me to meet many perspective and interesting young people. All of it has influenced the way I see the world now, which is very different from how I saw it a year ago. My knowledge, new friends, and emotions I carry in in my heart are priceless and useful. I have become a new person and I wouldn't change anything about the new me.

Emir Efendić (18), BMC Sarajevo

The Young People Program

The Young People Program represents a scientifically-based, comprehensive program, i.e. it is a holistic program for the violence prevention and the promotion of the health of young people, based on the methodology whose development took almost 10 years.

The Youth People Program gives answers to important questions on how the lack of knowledge, psychosocial skills, insecurity, identity development in early stages, susceptibility to peer influences, social norms, strong adherence to "harmful" expectations of the surroundings (consumption of tobacco products, steroids, drugs and alcohol) influence the decisions young people make and how this creates vulnerability among teenagers.

Stay with us and witness the educational revolutions based on the innovations the Association XY and its partners will integrate in its work in the following three years.

THE MEDIA

We are proud of the cooperation with the representatives of the media within the implementation of 11 campaigns in 2017. More than one million people were reached through the campaign messages, and more than 5000 citizens directly participated in the implemented campaigns. In this way, the public in BiH has been informed about the violence present in our country so the local communities have been mobilized to actively face the violence and support the health promotion programs.



OVERALL APPROACH TO INCLUDING YOUNG MEN AND THE MEDIA IN PREVENTING VIOLENCE AGAINST WOMEN AND DOMESTIC VIOLENCE IN BOSNIA AND HERZEGOVINA

DURATION: October 2016 – December 2018

PARTNERS: CARE BALKANS, PERPETUUM MOBILE
BANJA LUKA, SNAGA Mladih Mostar, Forum
Teatar Istočno Sarajevo, Otaharin Bijeljina,
Centar za građansku suradnju Livno i Nova
Vizija Novi Travnik

REGIONS: Istočno Sarajevo, Bijeljina, Travnik,
Tomislavgrad and Sarajevo

OVERALL PROJECT OBJECTIVE:

Contribution to improving educational standards for including men in ending violence against women and domestic violence in BiH

Achieving the objective is planned through strengthening the social answer to domestic violence and gender-based violence; through engaging boys, young men and women in the programs that question gender stereotypes in schools, media and through work with religious communities.

Target groups consist of the young people between the age of 15 and 25, especially the boys and young men from vocational-technical schools and the marginalized young people, teaching staff, parents, media and religious communities. The strategies used for achieving the goals are based on building the capacities of local non-governmental organizations in selected places and advocating for including the Program Y (The Youth) in school curricula. By engaging the media, the Association XY has made sure that the messages about the prevention of violence and its importance find their way to every home and every community in BiH. Almost two million people have been reached through the media activities which are extremely important for raising public awareness about this very important social problem. An important ally for preventing the violence can be religious communities in BiH which are, even though they are present, often not actively engaged in promoting a zero tolerance approach to violence. That is exactly why during 2017 the Association XY actively worked on identifying the potential modalities of cooperation with religious communities through a research that was conducted at the end of 2017.



135
young people decided
to become members of
the Be a Man club in
2017



KEY RESULTS AND ACTIVITIES CARRIED OUT:

1. **Men, women and the youth** from the selected communities of Mostar, Novi Travnik, Istočno Sarajevo, Bijeljina and Livno get engaged in making the convenient social attitudes and behaviors

The Association XY together with its partners has strengthened the capacities of local organizations and provided the support for carrying out the activities in four towns in Bosnia and Herzegovina: Livno, Travnik, Bijeljina and Istočno Sarajevo. By investing in the capacity development of the selected organizations, the Association XY has ensured the implementation of the overall program of preventing the violence by directly engaging the young people in the prevention activities. During this period, the partner organizations established the cooperation with seven high schools in four locations ¹.

Peer Education in Communities

Within a framework of strengthening the organizations' capacities, the Association XY and partner organizations conducted trainings for peer educators, thus enriching the four local communities with 108 young people who have knowledge and skills to implement the scientifically-founded educational methods based on pedagogical principles and the participatory models of learning. This year has been dedicated to strengthening the organizational capacities of all the organizations included in the project.

As of March 2017, all partner organizations started implementing the educational workshops. In total, there were 66 workshops which were attended by 1357 young people.

¹ During the first phase of the project, the partner organizations conducted the initial research on knowledge, attitudes and behaviors of 855 students in every school, by the end of 2018, each of the four partner organizations will have successfully conducted the final research on which the results of their work and effects of the program implementation will be measured in each of these four local communities.

Be a Man clubs

Within the project, the attention has been especially drawn to young people in communities. The young people from the project schools are engaged in additional activities whose main aim is to strengthen young people's psychosocial skills. It is about creative and motivational activities that on a large scale contribute to the individual development of every young person engaged in the project. Members of the Be a Man club are trained to plan and implement campaigns in local communities and schools.

2. **The Media** is actively engaged in raising public awareness about the consequences of violence against women and the importance of men's role as one of the change leaders.

By recognizing the importance and the role of the media in promoting the positive social norms, the Association XY has strengthen the capacities of the media coverage of the organizations in Livno, Bijeljina, Travnik and Istočno Sarajevo. As a result, more than 500 000 citizens received the information on the importance of preventing violence and achieving more gender equality.

New Partnerships

The Association XY established a partnership with the BH Novinari organization. In cooperation with BH Novinari, the Association XY participated in implementing seven trainings for journalists, bloggers and editors in seven towns. After the trainings and introducing the highest standards of gender-sensitive coverage, the Association XY and BH Novinari organized an innovative competition about gender-sensitive coverage which ended by publishing 54 media work performances, and the committee awarded the best five in the categories of TV, Radio, Print Media, Blog and Electronic Media.

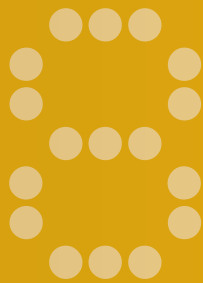
3. **Research: Representatives of religious communities** in selected communities are engaged in the prevention and treatment in the case of the gender-based violence.

In the context of violence in local communities, the Association XY conducted research on needs, current capacities and priorities of the religious communities.

Qualitative research included the representatives of three confessions in Sanski Most, Bihać, Ključ, Prijedor and Oštra Luka. Twenty-three representatives of three religious communities were interviewed.

Based on the results of the research, the priorities for investing in the capacity development of religious communities and their active engagement in preventing the violence in the future have been identified. The research has shown that the religious communities recognize the prevention of the gender-based violence as an important social question and that they are ready to actively contribute to preventing the violence, but that they lack the high-quality tools for a high-quality implementation of their activities.

The Association XY has planned to initiate the activities in 2018 which will help the religious communities to more effectively face this social problem.



MENTAL HEALTH PROJECT

DONOR: SDC

PARTNERS: Ministry of Civil Affairs of Bosnia and Herzegovina, Federal Ministry of Health, Ministry of Health and Social Welfare of Republic of Srpska, Health Department of Brcko District

LOCATION: Bosnia & Herzegovina

Phase II, Mental health in Bosnia and Herzegovina was implemented from 1 March 2014 to February 2018 with a total budget of BAM 9,371,300.00¹. The project intervention was directed to the following key areas:

1. Evidence-based strengthening of capacities for management of stakeholders in the mental health system at the community level
2. Improvement of access to and quality of mental health services at the community level
3. Decrease of discrimination of persons with mental health problems

PROJECT RESULTS

The Project has had an important role in facilitating the continuity of mental health reform in Bosnia and Herzegovina. Overall, “it has met its objectives in a timely, effective and efficient way, and has had a significant impact on its target population”². The overall goal of Phase II, maintaining the impact of Phase I, was to contribute to improved mental health of the overall population, as well as the ability of policy-makers and relevant institutions in achieving European standards in mental health care in BiH. It directly reflected and supported the strategic approach in response to the many challenges that arise in the reform of the mental health as defined in Entity strategies for the protection and promotion of mental health. In a summary, the following results have been achieved in the key implementation areas of the Project:

1. Enhancing the management capacity of stakeholders in the community-based mental health system

The objectives within this area of intervention have been achieved to a great extent. A regulatory framework was developed in line with European standards, including systematized MH posts and job descriptions, a broadened list of MH services which are covered by health insurance, developed country-wide list of MH indicators, and established

¹ In December 2015, increase of the total Project's budget was approved, from BAM 8,641,300.00, mostly due to financing of infrastructure repairs of MHCs in communities affected by 2014 floods.

² Review of the Mental Health Project in Bosnia and Herzegovina: Phase 2, April 2017. pg 31



independent commissions for monitoring the respect of human rights of persons with MH problems. Standards of practice have been improved and cooperation within the community services strengthened. Regulatory modifications provided for monitoring of MH data and its use for planning and enhancing the quality of service have been enhanced. However, further follow-up is required to ensure a sustainable and functioning quality monitoring system and strengthen continuity of mental health care in the community.

2. Improving access to and the quality of community-based mental health service

The set objectives have been fully achieved. The training and continuous education of human resources and the development of novel education curricula have been successful. Follow-up is needed to ensure full sustainability of care coordination approach and occupational therapy in mental health (OT). Promotional and preventive services need further strengthening through the country-wide implementation of the developed promotional and preventative programs. Further development of services directed at involvement of and support to users' families and so far underserved population groups such as children and adolescents will be in a focus of further interventions.

3. Decreasing stigma and discrimination against persons with mental health disorders

The set outcome has been successfully achieved. Establishment and capacity building of user associations have been supported and their objectives in anti-stigma programs have been reached, while some users have been also able to secure an economic support through the Project intervention. Yet, user associations vary at their strength and capacities to collaborate with other services in the community and their financial sustainability is at question. Further strengthening of user associations as alternative service providers and resources in the community and as partners of the health authorities, as well as creation of opportunities for their economic empowerment should be supported.

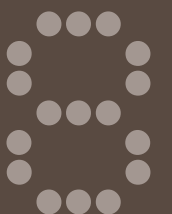
A more detailed description of the results achieved at the level of outcomes and outputs follows in this chapter, based on the Project progress reports, Project Steering Committee conclusions and the external review findings.

ACHIEVED OUTCOMES AND OUTPUTS OF PHASE II

a. Community-based services are managed more effectively and service quality is continuously improved based on evidence

Service delivery and monitoring for improvement

- A **unified set of mental health indicators** and standards have been developed and tested, and endorsed by all relevant stakeholders.
- **66% of CMHCs** have been **accredited** (> 60% planned) indicating that they apply standardized services and have established a basis for monitoring and improving the quality of their work through the use of registers and procedures in accordance with the standards.
- The Project has provided financial support to CMHCs for the accreditation and reaccreditation process undertaken by the Entities Accreditation Agencies, while PHC centers **have financially participated in the costs of the reaccreditation** (with 10%) which provides a potential for **sustainability** of the (re)accreditation process.
- **Standards of accreditation** have been regularly updated to reflect the new knowledge and best practices in community mental health service provision, while the CMHC accreditation status is reviewed every three or four years. These standards require **regular data processing** by using defined indicators and their use in the process of planning and work improvement.
- Accredited CMHCs develop **annual work plans for improvement of the quality** based on evidence (using the principle of evidence based quality management).
- All accredited CMHCs are trained to use the quality indicators to monitor **continuity of treatment, hospitalization, re-hospitalization of their service users, recovery of service users, team work and the work in the immediate physical and social environment** of their service users, based on the readily available data. The CMHCs routinely monitor and evaluate treatment outcomes for users who have benefited from **care coordination methods** and are sensitized to monitoring outcome treatments for users who suffer from **moderate and major depression**.
- 60% of CMHCs **have improved their practice based on users' feedback** using at least two sources of information, such as users' survey, complaint box or evaluation of treatment. They have improved **management of the service**, such as scheduling visits, shortening waiting periods, introduction of the afternoon shift, frequency of meetings, and **their clinical work** – structures of the therapy groups' introduction of new medicines, adjustment of pharmacotherapy, etc.
- Accredited CMHCs more frequently **collect feedback from users** and more often **change their practice** based on the information received than those CMHCs which have not been accredited.



- The delivered **promotion and education workshops** have resulted in **improved compliance** with the accreditation standards in service delivery and use of indicators and data for improvement of the quality in terms of the cooperation with hospitals and family medicine services, with a view of preventing relapses and re-hospitalizations, delivering more integrated (team) services to a larger number of users with severe mental disorders, improvement of social inclusion of users and releasing the burden on families who care for a person with severe mental health problems, in accordance with the available resources and needs of the community and specific groups of users.
- RS HIF **routinely processes data out of existing databases** on a number of persons benefiting from the mental health service (according to type of mental health disorder) at the primary (CMHC) and secondary health care level (hospitals and hospital outpatient services). In 2016, 19,559 (M 8,844, F 10,715) benefited from community mental health services in RS. Analyses provide **population level information** both in RS and by local community in terms of financing services, the services offered, the number of persons treated, and quality indicators, on an annual basis. A majority of patients receive services in the community, in CMHCs. Data are sent to RS MoH for the purpose of reporting and planning. **Dissemination towards health institutions** has been made through the education workshops with the support of the Project.
- In RS PHI **new reporting forms are used for collecting data on mental health human resources** at primary and secondary health care, involuntary hospitalizations, mental health training at primary health care and promotion and prevention activities in CMHCs.



- In FBiH, conditions have been created for monitoring mental health data in the health system - the regulatory framework modified, **new reporting forms created and CMHC user's file upgraded**. Health professionals **have been trained** to comply with the new monitoring requirements so that regular monitoring and reporting activities by FBiH PHI are expected in 2018. FBiH PHI has **collected data on human resources** in mental health at the primary and secondary level institutions.

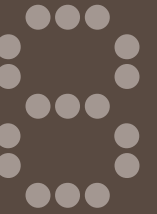
b. Persons with mental disorders and those at risk of developing such disorders have access to mental health services of increased quality and scope in their communities.

Training and educational activities for new services: professional associations¹

- Capacity building activities for professional associations have been successful and **results have surpassed the expected**. Individuals and teams are confident in applying their knowledge in order to improve the interventions and treatments provided to service users. As a consequence, nearly 3,500 service users (51% women) have started using new coping strategies in dealing with their mental health problems.¹
- **Nurses** (153; 80% women) have been effectively trained to strengthen their competencies by improving their interviewing skills and nursing documentation that has become a requirement for accreditation standards. As a result, **the attitudes towards the contribution made by nurses has improved in CMHCs**.
- The Project has also upskilled **psychiatrists** (30; 68% women) on how to use cognitive-behavioral therapy (CBT) techniques in treatment and they have applied these new skills in treating their service users. **Social workers** (28; 80% women) have been trained in family therapy methods, and **psychologists** (34; 90% women) have been trained to conduct self-help mental health therapy groups. All three groups of professionals have measured **positive effects for their users** in terms of their **recovery**.
- The teaching and training activities delivered by the ten professional associations **have been highly appreciated for their quality and strong outcome**. They have already shown positive effects for individuals and have the potential of sustainability as they have been included in the practice of CMCS and have reported to have decreased the level of professional stress among the staff.
- The Project has also increased inter-disciplinary collaboration between different types of team members. This intervention has succeeded in **increasing confidence of mental health workers** in delivering high quality services, with elements that did not exist before and delivering peer-to-peer trainings to those who did not attend them (nurses) which has had a positive impact on their wellbeing at work. Results of the interventions have been **presented at two large conferences**, in BiH and abroad, which has given an added value to the entire Project intervention.

¹ These are four groups of associations of mental health professionals: psychologists, psychiatrists, nurses in mental health and social workers implementing four different educational projects for their peers in CMHCs.

² These strategies include: anxiety management techniques, problem solving, cognitive restructuring to counter negative moods, psychoeducation, functional behavior assessment, development of social skills and improvement of social relations, perception of emotions, ability to express emotions, genogram with family theories and social anamnesis following house calls.





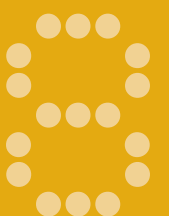
Occupational therapy in mental health

- The Project has been successful in **developing and introducing occupational therapy (OT) for mental health** in Bosnia and Herzegovina. It supported development of occupational therapy (training program and curriculum) and a **formal one-year mental health OT course** has been designed and delivered in **higher health education institutions**. Modules in OT are also being delivered as continuing training. 117 health professionals (mostly nurses, 69% women) have received the training in OT for mental health, coming from CMHCs, hospitals and social welfare institutions. The Project has been successful in **facilitating the organization and delivery of a high quality educational program** created and delivered by specialists, professors and practitioners, from Switzerland, Croatia, Slovenia, and Bosnia and Herzegovina.
- As a practical segment of the training the professionals have started using OT related interventions with service users. After the training was completed a total of 568 beneficiaries (51% women) have been included in the intervention over the period of xxx months, which is more than double what was originally planned, and the number is growing. This is an **innovative and recovery oriented intervention** differing from the traditional approach and requiring that a sophisticated measuring instrument standardized through this process is used, so follow-up activities are planned for the occupational therapists in mental health to fully master its use.

- A **specialization program in clinical psychology** in FBiH (in RS there is the program taught at the Faculty of Medicine in Banja Luka) has also been developed and officially approved and the next step will be to start the teaching process.

Care coordination (case management) supervision and support

- The Project successfully introduced **care coordination** in Phase I as an intervention that leads to reduction of relapses and improved recovery and intended for the most vulnerable service users – those with severe mental disorders and multiple needs. This was achieved by developing a **training curriculum and a training module manual for multidisciplinary staff**. Care coordination training has been delivered to all staff of CMHCs and about 30% of staff in psychiatric hospitals.
- In Phase II, the Project also provided **supervisory workshops and on-site supervision** to assist CMHCs teams with the implementation of care coordination techniques and **their integration into CMHCs practice**. The Project was also successful in **embedding care coordination training in the education and accreditation system** by making it a requirement for accreditation standards and by having the HIF including it into the nomenclature of services provided at the PHC level **thus contributing to the sustainability of the intervention**.
- The intervention of care coordination has been **actively supported by cyclical activities of supervision and education, on-site visits and continuous monitoring of the effects on service users**. Supervisors are professionals from the public health institutions who were trained and certified in Phase I of the Project and the purpose of their supervision was to assist in overcoming barriers, supporting application of the gained knowledge, advising on team work, etc.
- Clinical supervisions and lecturing at workshops were delivered by **licensed psychotherapists and supervisors**. Participants have shown a **high level of satisfaction** with the content of the workshops. It has proved to be a forum for **an exchange of practices and experiences** among multidisciplinary teams of different CMHCs. An external review has confirmed that this Project component has proactively improved the training program following **participant's feedback**.
- Monitoring of recovery of service users in care coordination has been ongoing since the first Project year and evaluation of the results is done yearly. The levels of recovery have been consistently high and result for 2016 is 69.9% (N=628, 49% women). The intervention has also been successful in creating satisfaction with the service by users (75% very satisfied with the service, N=56 users).





Mental health promotion and prevention programs

- The Project enabled **the successful development of a mental health prevention and promotion framework** based on a situation and needs analysis conducted at the start of the Project by the PHIs as the first assessment in BiH targeting mental health prevention and promotion. Before, CMHCs carried out mostly sporadic and fragmented promotion activities.
- As a result, **four mental health prevention and promotion programs** have been developed to integrate activities aiming at prevention and promotion and increasing the number of people in the community who enjoy good mental health and wellbeing. Themes of the programs aiming at strengthening protective factors of adolescents in school settings to prevent development of mental health problems and at preventing development of depression in a general population found at risk of such disorder were selected in **cooperation with Entity MoHs** and based on the findings that most prevention and promotion activities that CMHCs implement are with health institutions and in schools. Two **additional programs** were implemented as initiatives of Banja Luka and Mostar CMHCs on prevention of depression in elderly population and prevention of gambling addiction of children and adolescents.
- The Project intervention has been successful in strengthening the **institutional capacities** of the public health institutions for preparation and evaluation of prevention programs and those of CMHCs for the implementation of such programs. CMHCs have established excellent cooperation **with schools** in which they implemented the program intended to strengthen protective factors for adolescent's mental illness in school settings, as well as with **family medicine departments** in the depression screening program.
- Additionally, a **modular interactive manual** for mental health professionals, school staff, non-governmental organizations and all those interested in conducting preventive program **with school children** has been developed.
- Nearly 2,500 persons, **including high-risk groups such as children and adolescents and the older population**, have been included in the four preventive programs implemented by 22 CMHCs and evaluated by PHIs.
- This intervention highly benefited **from the Swiss expertise** provided at two workshops **on the subject of suicide prevention** attended by mental health professionals with the attendance formally certified by the PHIs. These programs are planned to continue in Phase III.

Reconstructed and refurbished mental health facilities

- The Project successfully **improved physical conditions for mental health service delivery** in Phase I. Based on the good effects and priorities identified, the reconstruction and refurbishment of CMHCs continued in Phase II. In over 60% (46) of CMHCs physical conditions have been upgraded through the Project's intervention.
- Due to the serious damage done by the floods that took place during May 2014, CMHC reconstruction and refurbishment activities in Phase II were focused on PHC centers that had been affected and damaged by the floods. **Two new CMHCs were set up** after the floods in the most severely affected areas. CMHCs highly appreciated this investment, as it enabled them to offer services in safe and functional settings. In addition, crisis intervention programs helping strengthen CMHC's mobile teams were also supported by the Project following the floods.

c. Discrimination against persons with mental health disorders at community level has decreased.

User associations implement collaborative programs fighting stigma and discrimination.

- The Project's strategic intervention combating stigma and discrimination against persons with mental problems and consequently **contributing to their social inclusion** has been successful. Altogether, the programs created and implemented by 16 user associations in collaboration with CMHCs and other professionals have been successful in achieving their set objectives. 716 users (52% women) have directly benefited from their effects. The service user associations' activities have been described as **life-changing** by service users who took part in them and are viewed very positively by them.
- 70% of mental health service users reported being neglected, ill-treated or discriminated against in the **provision of physical care**. The Project has supported the development and implementation of a program to improve examination of somatic diseases of people with mental disorders which has resulted in 90% of users that took part in the program reporting significantly higher satisfaction with the care received from family doctors. The program was implemented by user associations in seven local communities with the participation of 365 service users (65% women) and 157 family medicine professionals (66% women).

- The Project has successfully supported **the establishment and strengthening of user associations**. Some of them have successfully applied for and implemented projects other than those supported by the Project. The user associations have also benefited from expert support consistently provided by Professor Norman Sartorius. Specifically, the Project has provided extensive expert, technical and financial support to user associations in the development of their capacities to:
 - identify issues of concern for their members and their community population;
 - develop result oriented program proposals addressing the identified issue for application for financing;
 - collaborate and create networks with mental health and health professionals and other specialists, including in statistics, finance, administration and employment and with local authorities;
 - manage programs and projects, including financial management;
 - implement program activities and participate as coordinators, trainers, researchers;
 - collect data (sex-disaggregated) and provide monitoring of progress and evaluate results of the programs including the identification of change for beneficiaries;
 - prepare result oriented reports, including financial reports.
- **Public speaking training program** has been implemented for 13 users (6 women) from five different communities where they are members of user associations. The training greatly increased their confidence and motivation so they took part in paid activities, improved their standard and quality of living and have increased their social contacts.
- The Project has proactively supported user associations' initiatives **following users' feedback** gained through program development brainstorming and capacity building workshops, by conducting surveys and organizing focus groups and interviews.

Programs created and implemented by mental health service users contributing to their social inclusion.

- The Project's intervention has been successful in creating a **gender sensitive strategic framework** as the first theoretical and practical document in BiH (the manual) for guiding initiatives for social inclusion of persons living with mental disorders on a strong human rights and gender equality based approach.
- User associations have efficiently **used the small grants** provided for small scale projects implemented at community level aiming at increasing the levels of social inclusion of people with mental health problems. In the five communities, **positive changes have been reported in social inclusion** for over 350 persons with mental health problems (48% women) who have started participating in various mainstream activities in their communities and 34 of them (44% women) have participated in **paid activities**.



Social entrepreneurship as a successful model for social inclusion and better quality of life of persons with mental health problems

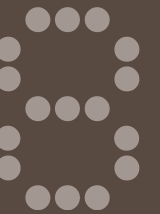
- The Project's social entrepreneurship intervention has successfully started in Phase II but is expected to be fully developed and implemented in Phase III. In close collaboration with Swiss-supported Youth Employment Project and with their technical assistance, two user associations have received **tailor-made support** consisting of training, consultation, mentoring and supervision activities. The program has also been supported by the local authorities who allocated land plots for the urban agriculture activities undertaken by user associations. 34 (15 women) service users have directly benefited from this **paid engagement**.

Knowledge production and sharing and promotion of mental health as strong components of the intervention

- The Project has continuously supported research studies that have provided valuable insights and new information on important mental health issues. **Pathways of mental health care** have been examined by users and professionals working together as researchers and findings and conclusion with specific recommendations have been reported and disseminated. Key recommendations for addressing the gap in service provision are being incorporated into the development of the Phase III strategic intervention. Research into the **burden experienced by family members** caring for people with mental health problems has been led and coordinated by user association "Zajedno" from Banja Luka with assistance from the academia and mental health professionals.
- The development of a **gender sensitive guide for anti-stigma programs** has been supported with a view of creating a framework and practical tool for future evidence based actions combating stigma. The draft guide is going to be updated in Phase III following the evaluation of the programs implemented so far.
- The Project has consistently implemented and supported **mental health promotion activities** that are an integral part of its intervention and programs. Professor Norman Sartorius, renowned and influential mental health professional, has delivered a significant number of public events, including several appearances in television programs viewed in the wider region, covering topics relating to stigma and discrimination of people with mental health problems. **Visibility** of Project's activities and results in the public has been monitored and results are very good. **Anti-stigma activities and public talks** will also continue in Phase III.

Support to deinstitutionalization of persons with mental health problems

- The Project has successfully supported the implementation of the inter-sectoral action plans passed by Entity Governments with measures required by the European Court decision in relation to the **protection of human rights of persons with mental health problems placed in a long term care within social welfare institutions**. The FBiH working group has produced a draft document providing standards for evaluation of persons to be referred to social welfare institutions with a view of realizing the commitment of the governments in BiH towards creating conditions for reintegration of persons with mental health problems in the community. In RS, an inter-departmental working group is being set up to conduct on-site assessment visits of selected welfare institutions.





ASSOCIATION XY'S VISIBILITY IN 2017

BiH and regional media play a big role when it comes to transparency and effectiveness of the Association XY's activities. Providing support to the Association XY's work and activities relating to the public interest, the media finds its way to every home in our country through its web portals, television and radio services, news agencies, magazines, daily newspaper, etc. Public support that the Association XY enjoys is a result of the hard work of both local and regional media, as well as its own channels of communication.

Topical issues relating to the public interest, which are characteristic for the Association XY, are transmitted through the web page and social networks (Facebook, Twitter, Youtube, and SoundCloud), which enabled everyday communication with those who follow our work and actively participate in it. In 2017, 354.710 persons saw our content through these channels of communication. So far, the Association XY has 25.800 followers, and over million and a half views on social networks.

ASSOCIATION XY'S SOCIAL NETWORKS (Facebook, Twitter, Youtube, Soundcloud)

25.800
FOLLOWERS

1.500.000
VIEWS

"It is extremely important to create media space for topics that deal with issues in the field of healthcare and education. Key problems and reform issues in healthcare are either neglected or being slowly solved. Therefore, bearing in mind the fact that viewers don't have much opportunity to inform themselves about it, each organized debate, especially in TV program, provides viewers with a possibility to learn about things they are most interested in, e.g. how to exercise the right to healthcare, about the situation in the healthcare sector, and especially about the institutions that are able to solve their problems, and how. Of course, while elaborating on topics regarding the healthcare, it is especially important to talk about healthy lifestyle and prevention measures that might prevent or timely detect problems. Finally, it is important to specify institutions and organs of state whose obligation is to systematically address these issues. Therefore, the importance of speaking about these topics is manifold."

Sanjin Beciragic, TV1 and Mreza director



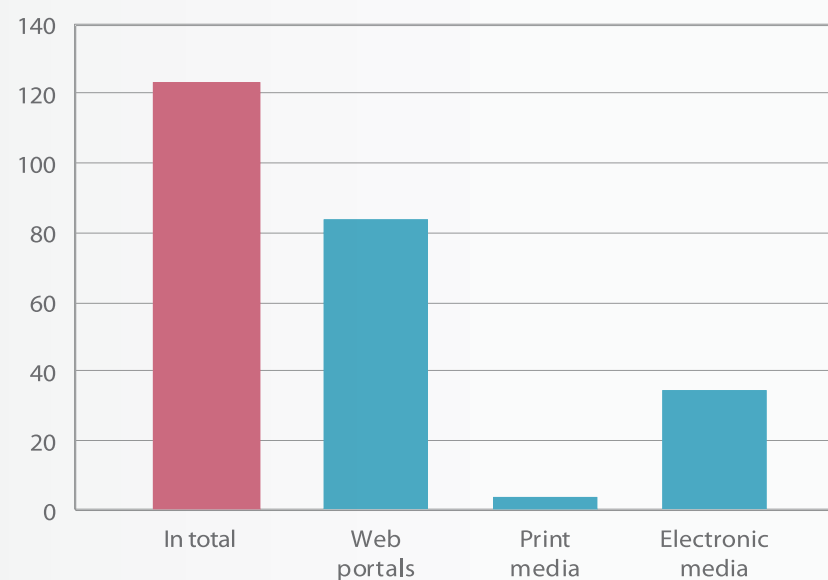
THE MEDIA THAT MOST OFTEN REPORTED ABOUT THE ASSOCIATION XY'S WORK IN 2017

1. BHRT **2. FENA** **3. N1**

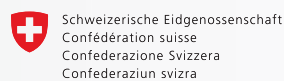
Even though there are a lot of media companies in BiH (45 TV stations, 145 radio stations, 6 public services, 12 daily newspapers, over 90 magazines, 6 news agencies), a country in which approximately 4 million people live, the Association XY managed to position itself as a reliable and professional partner and collaborator when it comes to topics dealing with health and education. This year will remain in our collective memories as one marked by the Association XY's many guest appearances in regional news outlets.

In the last year, the Association XY appeared in 123 unpaid TV and radio features, TV shows, and articles that in a very positive and inspiring way present the Association XY, its work, donors, government institutions, and partners. In most cases web portals and electronic media reported about the Association XY, however, the Association XY appeared in print media and news agencies as well. Moreover, public TV and radio services, private BiH and regional news outlets also showed interest for the Association XY's activities.

Press releases according to the type of media



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ASOCIJACIJA XY

SARAJEVO OFFICE

Danijela Ozme 12
71 000 Sarajevo
Phone: 033/ 260 – 615
Fax: 033/ 260 – 617
e-mail: bhfpa.xy@bih.net.ba

BANJA LUKA OFFICE

Pave Radana 40
78 000 Banja Luka
Phone: 051/215 211
e-mail: bhfpa.xy@bih.net.ba



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