

## Good practice in the field of quality of services for drug users

This project is financed from European Social Fund and state budget of the Czech Republic.

### PROJECT CONTEXT

Certification process of services for drug users has been launched by Resolution of the Czech Government No. 300/2005 from June 1, 2005. This day is an important milestone for drug policy of the Czech Government. The certification process is an unique system of quality evaluation of social services that has not analogy and it is field in which Czech Republic can hand over experience to other EU countries.

### MAIN OBJECTIVE

Project objective is to support cooperation and to develop both on national and international level good practice and experience with evaluation of quality of services for drug users on different levels of the system (evaluators of quality – certicators, coordinators of services for drug users – regional methodologists, employees of the Certification Authority and employees of the Certification Agency).

### SPECIFIC OBJECTIVES

- 1) To establish cooperation both on national and international level in the field of transferring of know-how and good practice in the field of quality management.
- 2) Mutual information about up to date trends and methods in the field of quality management. Present and hand over Czech experience in the quality management of services for drug users to foreign partners.
- 3) Prepare and verify the system of continual education of certicators and coordinators of services for drug users through the connection of theoretical preparation and practice.

### MAJOR TARGET GROUPS

14 employees of Certification Agency and Certification Authority  
10 persons (basic level of educational programme for certicators)

40 persons (enlargement level of educational programme for certicators)  
6 persons (lecturers for basic and enlargement level of educational programme for certicators - supplementary courses)  
30 persons (educational programme for coordinators of services for drug users and head or regional departments)  
6 persons (lecturers of educational programme for regional coordinators of services for drug users and head or regional departments – supplementary courses)  
12 persons (course „Didactics for lecturers“)

The project is focused on four target groups:

- 70 certicators registered in the List of Certicators of Government Council for Drug Policy Coordination of the Government of the Czech Republic – external co-workers of recipient “Certification Agency – National Training Fund” that participate in different levels of quality assessment of services for drug users (certification system) and who recipients provide local examination with.
- 14 regional coordinators of services for drug users and 14 heads of departments of regional authorities responsible for drug policy coordination on regional level. Both groups enter into field of quality evaluation both in the system of certification of Government Council for Drug Policy Coordination of the Government of the Czech Republic and the inspection of quality guaranteed by the Ministry of Labour and Social Affairs on the regional level.
- 10 employees of the Certification Authority who need deeper knowledge in the field of quality management, quality evaluation, up-to-date trends in this field and good practice for good and competent performing function of member of Committee for Certification.
- 4 employees of the Certification Agency who provides major part of the certification process mainly organization of local examination.

## MAIN PROJECT ACTIVITIES

ACTIVITY No. 1 **Management and Expert Guarantee of the project**

ACTIVITY No. 2 **Support and development of the Certification Agency and Certification Authority**

- Web presentation of the project outputs both in Czech and English versions.
- Continuous innovation of obligatory documents and methodic procedures of the certification process.
- Development of special educational course “Evaluation of Quality” for employees of the Certification Agency and the Certification Authority.



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2009-2012**

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**ACTIVITY No. 3 *Establishment and pilot verification of system of continual education for certicators, regional coordinators of services for drug users and head of regional departments***

- Basic level of educational programme for certicators both in Czech and English versions ( innovation of current basic level programme for certicators, preparation of 7 modules and curricula, training of 12 lecturers and 10 new certicators).
- Enlargement level of educational programme for certicators.
- Establishment and pilot verification of educational programme in quality management for regional coordinators of drug services and head of departments of regional authorities (field of drug services).
- Development professional competencies of lecturers – preparation and realization of course “Didactic for lecturers “.

**ACTIVITY No. 4 *Expert workshop about quality management*** both for Czech and foreign participants:

- Workshop No. 1 Objective “**Standards as TOOL of quality management in practice in the Czech Republic**” (professional workshop and excursion of good practice).
- Workshop No. 2 Objective « **Processes and methods of quality management in practice in the Czech Republic and other European countries** » (professional workshop and excursion of good practice).

**ACTIVITY No. 5 *Study visit abroad with the aim to map good practice***

Activity consists of 2 study visits abroad. Each study visit will last 5 days and participants will visit at least 4 services for drug users.

Participants of study visits will be guided by *guide* – foreign expert on evaluation of quality and Czech expert on specifics of evaluation of quality in the Czech Republic and country which is study visit organized in.

## PROJECT PARTNERS

Czech partner is **Adictology Centre of the 1<sup>st</sup> Medical Faculty, Charles University in Prague**. Adictology Centre focuses its activities on research in the filed of addictive drugs and activities that may lead to the creation of addictive behavior. Core of its activities is education on the university level and preparation of the life long education in the filed of adictology. Adictology Center will provide professional guaranty of educational programmes, professional international workshops and study visits abroad in this project.

Foreign partner **Sucht- und Drogenkoordination Wien gemeinnützige GmbH** specializes in the quality management in the field of coordination of drug and other dependencies in the area of Wien (Austria). This partner will participate on hand over and shared preparation of know-how in the field of quality management and providing of services for drug users in Wien in the frame of the project. It will also create network of cooperating Austrian professionals and organizations with organizations in the Czech Republic and will share project outputs (curricula of educational programmes for certifications will be translated into English or German language and partner will apply them in Austria).



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