

# Let's talk

PRIMARY HEALTH CARE



World Health  
Organization

REGIONAL OFFICE FOR Europe

## HOW TO SUPPORT THE HEALTH AND WELL-BEING OF OUR PRIMARY HEALTH CARE WORKFORCE?

[REGISTRATION  
LINK](#)

17 MARCH  
2021

**Copenhagen**

11.00–11.55

Webinar

12.00–12.45

Parallel sessions

**Nur-Sultan**

16.00–16.55

Webinar

17.00–17.45

Parallel sessions



Host

**MELITTA JAKAB**

Head of Office,  
WHO European Centre  
for Primary Health Care



Panelist

**JANA CHIHAI**

Psychiatrist and  
psychotherapist,  
Republic of Moldova



Panelist

**MORGAN LUCEY**

National Lead for the HSE  
Employee Assistance  
Programme, Ireland

#PHC4UHC  
#LETSTALKPHC

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Panelist

**ARIEL SEMBEROV**

Nurse-Psychotherapist,  
Clalit Health Services, Israel



Panelist

**DAN CHISHOLM**

Technical Officer, Mental Health  
Program, Division of Country  
Health Policies and Systems,  
WHO Regional Office for Europe

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## PRIMARY HEALTH CARE

### MORGAN LUCEY

*National Lead for the HSE Employee Assistance Programme, Ireland*

Morgan Lucey works as the National Lead for the HSE Employee Assistance Programme (EAP), which serves the staff and the organisation, delivering preventive and responsive support services. He previously worked in HSE frontline services, training and development for the HCW population, has lectured at postgraduate university level, and has worked with other public sector Health & Wellbeing & EAP departments. He has designed a national standardised resilience skills programme for public sector organisations. As EAP Lead for the HSE he has also developed resilience skills modules which are being used by a number of different national services within the HSE. He retains a weekly clinical practice in EAP counselling to continually keep his finger on the pulse of the types of issues that frontline HSE staff experience, and inform the strategic management and service development within HSE EAP services.

### MELITTA JAKAB

*Head of Office, WHO European Centre for Primary Health Care*  
**@melittajakab**

Dr Melitta Jakab has twenty years of experience in health system strengthening supporting countries to move towards Universal Health Coverage through stronger primary health care and better health financing policies. She has been co-director of the Barcelona Courses on Health Systems Strengthening and Health Financing. She is co-editor of Health Systems Respond to NCDs: Time for Ambition (Jakab, Farrington, Borgermans, Mantingh, WHO Regional Office for Europe 2018) and of Implementing Health Financing Reform: Lessons from Countries in Transition (Kutzin, Cashin and Jakab, European Observatory, 2010). She has a PhD from Harvard University and an MSc in Health Policy from the Harvard School of Public Health.

### JANA CHIHAI

*Psychiatrist and psychotherapist*

Dr Jana Chihai is a psychiatrist and psychotherapist from Republic of Moldova. She is the President of National Society of Psychiatrists, Narcologists, Psychotherapist and Clinical Psychologists. She is associate professor in Psychiatry Department of State Medical and Pharmaceutical University "Nicolae Testemitanu" in Chisinau, Republic of Moldova and senior Mental Health Advisor in Trimbos Institute Moldova, project MENSANA. She studied medicine and psychiatry, received psychotherapeutic specialization in European School of Psychotherapy, Socio- and Somatoanalyse in Strasbourg, France and Association of Integrative Psychotherapy and Clinical Psychology, Iași, Romania. She finished master degree in Public Mental Health, Policy and Services in medical University de Nova in Lisbon, Portugal and remaster in socio-economic research in mental health in Berkley University of California.

### ARIEL SEMBEROV

*Nurse-Psychotherapist,*  
*Clalit Health Services, Israel*

Ariel has 20 years of experience in a variety of positions at Clalit Health Services, the largest HMO in Israel. He holds an M.A in Nursing from Tel Aviv University and Certification on an Academic Mental Health Nursing Specialization of Israel Ministry of Health. In addition, he completed psychotherapy studies (CBT) at Bar Ilan University. During his professional journey, he was the deputy head nurse in the acute psychiatry unit, clinical trainer, and community rehabilitation leader. Since 2002 he worked in Geha mental health hospital and is currently leading the Quality Assurance and Health Quality Controls Coordination and also an Education and Training Coordination of an Academic Mental Health Nursing Specialization Program in Clalit Health Services. In addition he practices CBT at the outpatient clinics and leads the patient and family guidance education programs, since 2013 in a Department of Anxiety and Post Traumatic Disorders Treatment, currently Department of Mood Disorders Treatment (mostly Depression). Ariel also provides consultation and is a lecturer and trainer of Oxford De-escalation educational national program in Mental Health services. During last year he took part in a Support Project for Intensive Care Units medical staff and had a connection to different projects for Public Community medical staff support, mostly nurses.

### DAN CHISHOLM, *Technical Officer, Mental Health Program, Division of Country Health Policies and Systems, WHO Regional Office for Europe*

Dr Dan Chisholm is a social scientist with particular interests and expertise in public health, mental health policy and economics, and health systems research. Most recently he has been working as programme manager in the mental health unit of the WHO Regional Office for Europe (based in Copenhagen, Denmark), which serves to support national mental health policy, planning and evaluation, as well as provide guidance, tools and advocacy for the promotion of mental health and the development of prevention, treatment and recovery services across the life-course. He was formerly a health systems adviser in the Department of Mental Health and Substance Abuse at WHO Headquarters Office in Geneva, Switzerland. His main areas of work include and monitoring of global mental health plans and activities, technical assistance on mental health system strengthening, and analysis of the cost-effectiveness of strategies for reducing the impact of mental disorders. He has published widely in these areas over the last twenty years, including the Lancet's series' and recent Commission on global mental health.



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## JOIN POST-TALK-SHOW CONVERSATIONS TO EXCHANGE EXPERIENCES WITH YOUR COLLEAGUES IN DIFFERENT COUNTRIES

### KEY THEMES OF THE TALK SHOW

Taking a proactive approach to the mental health and well being of our PHC workforce:

What are the challenges facing the PHC workforce?

What do we need to support them?

What kind of support and capacity is needed?

How do we catalyze a system wide leadership to ensure that health and well being supports are in place?

### PARALLEL SESSION 1 (Russian):

#### Moderators:

**Evgeny Zheleznyakov**

*Technical Officer, WHO European Centre for Primary Health Care*

**Elena Tsoyi**

*National Professional Officer, WHO Country Office, Uzbekistan*

### PARALLEL SESSION 2 (English):

#### Moderators:

**Dr Tomas Zapata**

*Regional Adviser for the Health Workforce and Service Delivery Unit, WHO Regional Office for Europe*

**Margrieta Langins**

*Workforce Service Delivery Adviser, WHO European Centre for Primary Health Care*