



— 2020 —

# GOVERNMENT REPORT TO CITIZENS OF GEORGIA

MINISTRY OF INTERNALLY DISPLACED PERSONS  
FROM THE OCCUPIED TERRITORIES, LABOR, HEALTH AND  
SOCIAL AFFAIRS OF GEORGIA

## Preparedness for anticipated pandemic

- Direct flights with China were suspended
- Coordination Office was established
- Emergency Response Action Plan was developed
- Monitoring of travelers at the airports started
- Registration of travel history was introduced
- Quarantine zones in Abastumani and Sachkhere were set
- Mobilization of hospitals in three big cities was conducted
- Multi-profile clinics became COVID clinic
- Online clinics, fever centers, quarantine and fever hotels were established



საქართველოს მუდმივადი  
დარობიერებისა და  
პროფილქცია, აღმართვებისა და  
სოციალური რევენი, საგნობარო

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## Batumi Republican Hospital and Rukhi Multi-profile Hospital were opened

- Fully equipped 412 beds

More than 6000 COVID patients has been already served

- Including those living in the occupied territories



### Assistance to occupied territories:

- More than 120 000 pcs of PPE
- 12 lung ventilators
- 4 oxygen concentrators
- Needed stock of tests and medicines



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შრომის, ანაზღაურებისა და  
სოციალური მდგომარეობის  
დაცვის სამსახური

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## Mobilization of laboratory network

Testing was scaled up

Testing rate increased from 400 to 20 000

Testing is free of charge for all citizens with symptoms

Testing is available at more than 250 laboratories and PHC Centers



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სოციალური რეგენი სანგონარში

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- Number of online clinics increased from 25 to 65
- The populations is served by around 700 doctors of 138 brigades
- Up to 250 000 calls addressed
- More than 60% of active cases - on home care

## Central Online Clinic

228 employees



- 112 000 calls addressed
- 28 000 patients managed remotely by family doctors
- Quality control of service provided to 303 000 patients performed by monitor-operators



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## More than 13 300 medical workers are mobilized

- Reimbursement of the personnel of all healthcare levels involved in management of COVID-19 increased by 50%
- More than 90% of hospital doctors retrained by the State
- The average waiting period has been reduced from 1, 5 hour to 20 minutes



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სოციალილი რვევილი. სანგისარჩი

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Increased  
number of beds

## Preparedness for the 2<sup>nd</sup> wave

Improved treatment  
scheme

Fully mobilized  
medical personnel

Wide-scale testing



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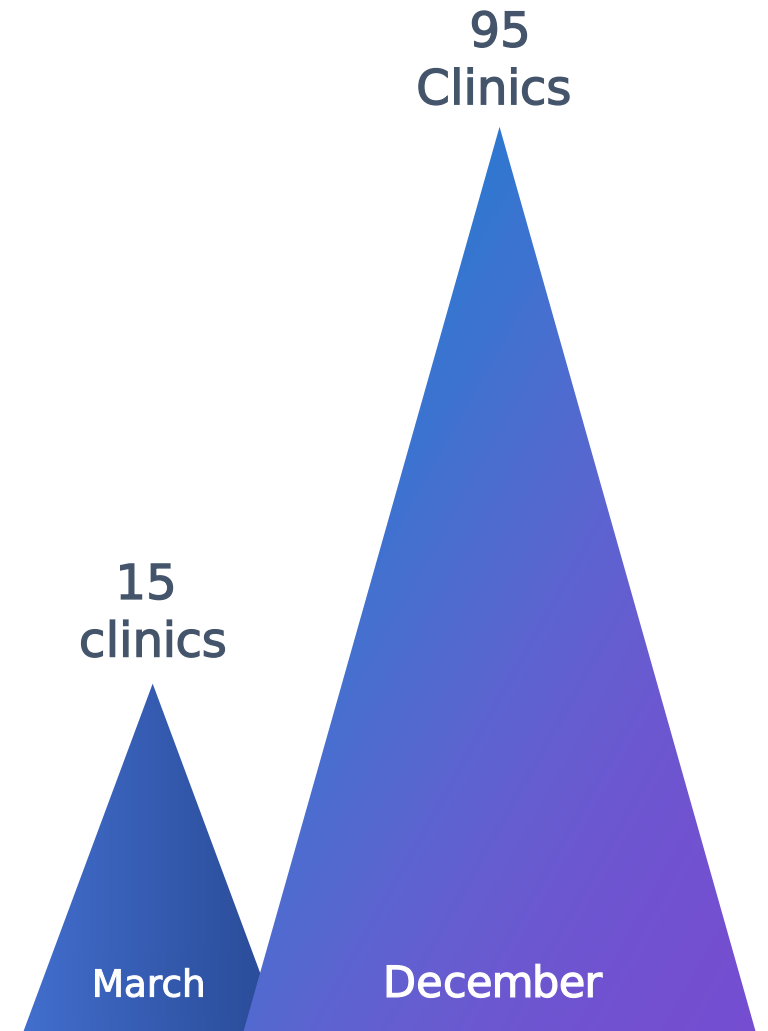


# Mobilized number of beds increased



March -  
826 beds of 15  
clinics

December -  
More than 7 400 beds of 95  
clinics



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საჯანდაცოლო  
სისტემის  
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სისტემის

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**Clinical hotels established**

**Interim stage from home care to hospital care**

High tech medical equipment

Opportunity to manage complicated cases

Highly qualified doctors

**Up to 9 500 beds are mobilized in clinical hotels**



საქართველოს მდებარეობს  
დაავადებათა მართვის ცენტრი,  
შირში, დაავადებებისა და  
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100 rural ambulatories were equipped with medical devices

Full rehabilitation/equipping of Tbilisi Republican Hospital is ongoing

Result- 800 fully equipped beds

- 38 vehicles and corresponding equipment for intensive care groups of C and B types
- non-invasive ventilation device - 500 pcs
- non-invasive combined respiratory device - 300 pcs
- high pressure oxygen flow device - 50 pcs
- high pressure oxygen delivery masks - 18 000 pcs
- oxygen plant - 10 pcs
- oxygen concentrator - 1029 pcs
- lung ventilator - 125 pcs
- ECG device - 169 pcs
- dialysis machine for hospitals - 36 pcs
- defibrillators - 133 pcs
- Hospital beds - 379 pcs
- PPE - 8 897 583 pcs



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# Budget for COVID-19 management - 236 440 000 GEL

All services related to COVID-19 treatment  
are absolutely free

Average expenditure per  
a patient in case of mild  
case - 1 200 GEL

Average expenditure  
in case of severe case  
- no less than  
3 000 GEL



## Bilateral Agreement signed with COVAX

Provision of vaccines needed for vaccination of 20% of population in spring of 2021

16 000 000 GEL has been already transferred

Georgia granted with the right to select and timely receive a vaccine

Inter-agency Committee has been created to ensure smooth vaccination process

COVID  
19  
Coronavirus  
Vaccine



● Financing for each oncological patient has been increased by 8 000 GEL

→ Out-of-pocket payments has been decreased by 25 000 000 GEL

Treatment for oncologic patients became free of charge

● Telemedicine equipment has been already procured for 50 PHC Center  
The same amount will be procured in 2021

● Starting from 2021, financing of the beneficiaries of mental health program and number of mobile groups will be increased

● Starting from 2021, in the framework of Tuberculosis Program, salary for doctors and nurses and financing of the patients will be increased by 30%.

● From 2021 financing of services for children within State Diabetes Program will be increased



# National Health Agency is established

Main goal -  
Universal access to healthcare

Monthly expenditure of the universal healthcare program was reduced from 72 mln GEL to 59 mln GEL (volume of services remains unchanged)

Timelines of payments of financial liabilities towards the clinics has been regulated

- Total indebtedness of the program constituted 361 000 000 GEL by the end of 2019
- By the end of 2020 indebtedness will not exceed 160 000 000 GEL
- 1-month financial liability to the facilities will be disbursed in advance



## Main goal -

## Universal access to healthcare

### Step 1 – rate-setting and DRG mechanism

- In 2020 expenditure on cardiac surgery services is reduced by 28.2%
- Expenditures on emergency hospital services is reduced by 13,8%
- Out-of-pocket payment for citizens reduced from 56% to 48%


- In 2020 defibrillators are procured – total cost is more than 2 000 000 GEL
- Patient's copayment is reduced from 17 000 - 19 000 GEL to 350 GEL
- In total out-of-pocket payment for patients is reduced by more than 2 500 000 GEL



Main goal -

Universal access to healthcare

Step 2 – Selective Contracting

- 
- Improved quality
  - Well organized infrastructure
  - Relevant volume of services delivered

საქართველო

- Selective contracting of PHC sector completed
- Out of 150, 87 facilities remained in program
- Selective contracting will be done in hospital sector as well





# Main goal - Universal access to healthcare

## Step 3 - access to medicines

- Program of the medicines for the patients with chronic diseases has been integrated into Universal Healthcare Program
- Improved Program Administration
- The medicines for the beneficiaries are absolutely free of charge



Main goal -  
Universal access to healthcare  
Step 4 – Strengthening of PHC

- Improved infrastructure
- Increased financial and geographic accessibility
- Enhanced competencies of medical personnel
- Improved quality of services



- Integrated Hepatitis C, HIV and Tuberculosis screening introduced on the primary healthcare level; the complete Hepatitis C diagnosis and treatment course became free of charge
- New four-component vaccine has been introduced into the National Immunization Calendar
- Procurement process for pneumococcal vaccine to perform active immunization among over 65-year old citizens started
- The criteria for participation in safe blood program have been changed, which increased state control over blood banks. Main focus – strengthening of voluntary blood donation.
- The change was introduced in cancer screening component, the barrier for participation in the program was eliminated and geographic accessibility was increased



● In 2020 the first GDP certificate was issued in Georgia. Inspection will become mandatory from January 1, 2022.

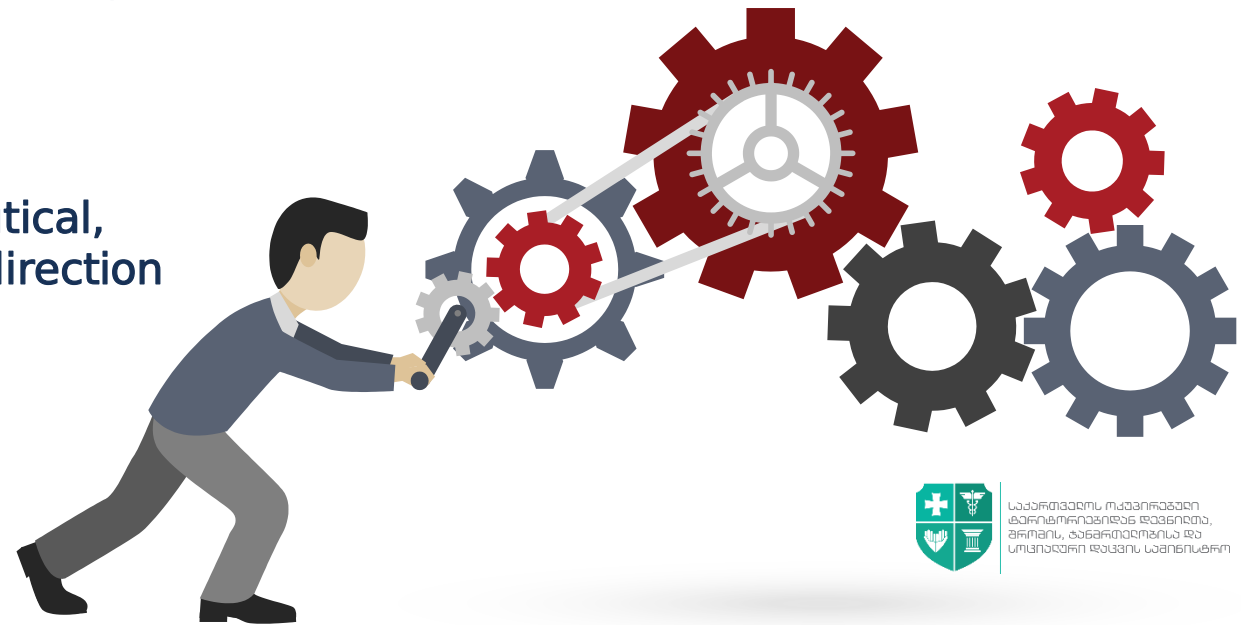
● Additional permission conditions for performing activities are introduced:

- Stomatology
- Treatment of Infectious diseases
- Emergency Medical Care (EMERGENCY)
- For providers of cardiac surgery services

● Number of accredited programs for continuing medical education was increased. Up to 3 000 doctors received the course

● The Agency performed complete quality and quantity audit of facilities, number of beds, medical personnel

● Agency performed around 30 000 various interventions covering hospital, pharmaceutical, stomatology, expertise and other medical direction





- From January 1, 2020, emergency medical services of Tbilisi and the regions, referral brigades, up to 3000 rural doctors and nurses have been merged.
- From August 1, dispatching of emergency assistance brigades has been shifted from subordination of 112 Center to the Emergency Situation Coordination and Urgent Assistance Center. As a result, the management of all emergency medical assistance brigades is performed within unified system.
  - Reimbursement of the emergency medical care personnel and rural doctors was increased.
- Rural doctors were equipped with more than 900 computers
- Medical equipment and office furniture were handed over to 400 ambulatories
- 26 administrative buildings of emergency medical assistance were opened additionally
- Construction and rehabilitation of 341 rural ambulatories completed



The autopark was renovated with 140 new vehicles

- With assistance of the World Bank 20 respiratory devices were handed over to the Center

- 332 medical brigades with 1149 doctor, 1330 nurses 1276 drivers, 89 emergency medical technicians are on duty for 24 hours
- 1206 doctors and 1442 nurses serve the population within the Rural Doctors Program.
- From January 1 to December 14, 2020, Emergency Situation Coordination and Urgent Assistance Center served 1 206 713 patients

- From January the age pension has become 220 GEL
- From July the pension for citizens with age more than 70 years old became 250 GEL
- Pension for persons with severe visible disabilities and social package for children have been increased to 250 GEL
- Social package for Persons with profound disabilities - 140 GEL
- Moratorium was announced and reverification of socio-economic situation of socially vulnerable families was temporarily suspended



## The subsidies issued within the National Plan for support of population:

- One-time 300 GEL assistance was received by **302 326 individuals**.  
**90 817 700 GEL was disbursed**
- 200 GEL compensation during 6month period was received in total by **162 220 individuals**.  
**129 324 100 GEL was disbursed**
- Assistance to families with 65000 - 100 000 scores during 6-month period.  
**In average 200 000 individuals received assistance duaring a month. 50 451 335 GEL was disbursed**
- 100 GEL assistance during 6 months for families with 0-100 000 scores, with 3 and more children.  
**In average more than 146 000 individuals received assistance during a month. 14 285 600 GEL disbursed.**
- 100 GEL assistance for children with disabilities under the age of 18 during 6 months  
**In average more than 11 600 children received assistance during a month. 6 994 900 GEL was disbursed.**
- 100 GEL assistance for persons with severe visible disabilities during 6 months  
**In average more than 31 000 persons received assistance during a month. 19 039 300 GEL was disbursed.**
  - 200 GEL universal assistance for children was received by **915 411 children**. **183 082 200 GEL was disbursed.**

## During the next stage of the Plan for supporting population will be continued:



- Subsidiaries for utilities
- 200 GEL assistance for employed during 6 month
- 300 GEL one-time assistance for self-employed
- 600 GEL assistance (100 GEL monthly during 6 months) for families with 0-100 000 scores, with 3 and more children under age of 16
- 600 GEL assistance ( 100 GEL monthly during 6 months) for disabled under 18 and persons with severe disabilities



# From February 1, fostering, care and adoption services have been added to the functions of the Agency

## Children's Protection hotline 112 was established on the base of the Agency

- 5 shelters for the victims of violence and 5 Crisis Centers are operating countrywide;
- 348 victims of violence used the service of the shelter;
- 480 beneficiaries used services of Crisis Center;
- Salary of employed at the Agency social workers was increased in average by 400 GEL
- 225 social workers and 11 psychologists were retrained with UNICEF support;
- Decentralization of the facilities for persons with disabilities started;
- Around 10 000 beneficiaries utilized rehabilitation and child care program;
- 6-months food voucher was handed over to around 2 000 beneficiaries of the day centers as assistance during the pandemic;
- 1560 beneficiaries receive foster care subprogram services;
- 288 beneficiaries receive services of small-group homes;
- 275 children receive services in shelters for children living and working in the street;
- 105 children were reintegrated into biological families;
- 509 children receive reintegration allowance within subprogram for reintegration of the children deprived of care.



- 39 general and sectoral recommendations were issued with purpose to prevent spread of the coronavirus at workplaces
- Inspection regulations and 26 general and sectoral inspecting questionnaires were developed and endorsed
- To date, 20 798 inspections were performed at workplaces to study observance of recommendations aimed at prevention of spread of infection. Out of this:
  - 11460 sites met the requirements;
  - 3725 sites failed to meet the requirements;
  - 5497 sites were not ready for inspection
- Individual awareness raising activities on COVID-19 recommendations and implementation was conducted for 42 150 business operators
- The fines were imposed on 114 sites for violating isolation and quarantine regulations



- Inspection done at **128** sites
- Re-inspection is done at 60 sites
- Fines imposed on 86 sites

More than 1 000 working and awareness raising meetings conducted together with the Office of Business Ombudsman



● Positive dynamics in terms of workplace accidents maintained:

- Fatality rate of workplace accidents has been reduced by 24%.
- Number of injured reduced by 16%.

● In September, 2020 Labor Inspection Department was granted with a status of official member of the International Association of Labour Inspection (IALI)

● LEPL Labor Inspection Service will be established with purpose of better protection of labor safety and labor rights of our citizens





# State Employment Support Agency established on January 1

- The Agency is presented in Tbilisi and majority of the regions. From 2021 opening of the representation in Mtskheta-Mtianeti, Samtskhe-Javakheti and Racha-Lechkhumi is planned
- The Agency has been defines as one of the entities for implementation of the National Plan to support population.
- In 2020, 253 employers and 2 104 job seekers used the services of the Agency. Out of this: 387 beneficiaries got enrolled in training-retraining programs. 1 717 persons received mediatory services. Out of this 17 individuals got enrolled in internship program and 352 job seekers were employed.
  - 12 persons with disabilities used services of Employment Agency, out of this 9 persons with disabilities were successfully employed.
  - 555 alumni of training/retraining programs of September-December 2019 found the job in 2020



- The Tripartite Social Partnership Commission was convened.

- The number of independent and unbiased mediators was increased. The register of labor dispute mediators was renewed.



- The Agreement between Georgia and Federal Republic of Germany was signed; the Agreement provides opportunity for legal employment for our citizens in Germany for 3 months.

- Bilateral Agreement between Georgia and Israel envisaging support of both sides to temporary employment of our citizens in Israel came into force.

- The project on cooperation in terms of circular labor migration was developed; the dialogue with 6 countries is ongoing.

## New housing was provided to more than 2 000 Internally Displaced Families:

- 1 096 newly constructed apartments – more than 63 400 000 GEL spent;
- 1 100 houses within the Project House in Village – around 22 mln. GEL spent
- Ownership right over housing in their lawful possession - more than 1900 Internally Displaced Families
- Houses for around 200 families affected with natural disasters
- In Imereti and Samegrelo 96 dilapidated buildings of categories three and four were closed; the residents were provided with apartments in newly constructed residential buildings.



- Up to 400 IDPs were financed with purpose to support vocational education, employment, self-employment, agricultural and entrepreneurial activities.
- 158 Georgian citizens returned from emigration were financed with purpose to support reintegration

## Plans for 2021:

- **Tbilisi** – apartments will be provided to 260 internally displaced families  
300 apartments procured additionally
- **Zugdidi** – apartments will be provided to 600 internally displaced families  
Around 400 apartments procured additionally
- **Kutaisi**- apartments will be provided to 111 internally displaced families  
Construction of 240 apartments is ongoing additionally
- **Tskaltubo** – apartments will be provided to 420 internally displaced families
- **Gori** – apartments will be provided to 68 internally displaced families
- **Marneuli** – construction of village type settlement for 31 internally displaced families will be completed; 11 internally displaced families provided with housing additionally.
- The Agency to procure “**House in the Village**” for additional 1200 internally displaced families
- More than 200 houses will be constructed on the land plots owned by IDPs





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