



AVIQ



Wallonie
familles santé handicap
AVIQ

Partnership for Health System Sustainability and Resilience In Wallonia

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A quality report that deserves to be read carefully because ...

- It provides an external viewpoint that confronts without judging;
- It confirms and completes the Agency's analysis, in the framework of its management contract currently being drawn up;
- It indicates the road already travelled and the road ahead;
- It highlights the importance of coordinated and cross-cutting policies, in the framework of the inter-federal dialogue;
- It underlines the usefulness of exchanges of practices, of their analysis and of benchmarking;
- It highlights some weaknesses of Wallonia's communication on its vision and its initiatives.

A quality report that must be put into context because ... (2)

- AVIQ is a young and unique administration, with a budget of 6 billion, half the Walloon's budget
- It is the Walloon agency in charge of social protection, health, elderly, disability and families, created in 2016
- It has brought together and integrated the competences of seven public services: the Public Service of Wallonia, the French Community, the RIZIV, the FPS Public Health, the Walloon Disability Agency, the FPS Social Security and FAMIFED
- Its management is both
 - Joint: a General Council made up of the social partners, the insurance organizations and the family allowance funds
 - Regulatory: under the authority of the Government
- Its functions are plural :
 - Consultative: issuing opinions on decrees and policy decisions
 - Strategic: definition of budgets and their development
 - Prospective: determining the vision of Walloon social protection policy
 - Supervisory: for the approval, management and control of regulated subsidies
 - Operational: the granting and management of aid to people with disabilities

Indeed, a new management contract is being finalized



How did we build it ?

- With consideration to societal issues:
 - Inequalities
 - Access to rights
 - Empowerment and literacy

=> All are foundations of the Contract and Walloon Health Promotion Plan 2030
- With consideration to the fragmentation of health in Belgium:
 - ⇒ With positiveness and leverage for policy amplification

How did we build it? (2)

- Next, following internal and external evaluations of the first management contract
- By taking into account the COVID, flooding, energy and environmental crises
- Based on programmatic documents (Regional Policy Declaration, Parliament's COVID committee, Rebound Plan, Integrated Life Course Strategy, Walloon's Resilience Plan, Health Promotion Plan 2030, E-health Plan, etc.)
- By adapting our organization (new framework, evolution of the functions of the Council)
- Based on a concerted and participatory approach

What have we already done ?

- First, moving from crisis management to risk management :
 - Development of a culture of anticipation, prevention and learning, including :
 - The implementation of a portfolio of epidemic risk management projects
 - Setting up a crisis unit (process, manual, communication, etc.)
 - Strengthening the surveillance of infectious diseases by creating a specific department (from 3 to 40 people)
- Secondly, setting up an organization capable of coordinating :
 - Transversality through projects and not through a decree (project management, communities of practices)
 - Collaboration with other institutional entities and partners to amplify our policies (outreach in health promotion via insurance organizations, perpetuation of outbreak support teams, collaboration with pharmacists for the organization of vaccination)
- Thirdly, creating a social epidemiology with our own data :
 - Creation of the Walloon Socio-Health System (SWISS) which gathers health and social data (collection, analysis, monitoring, provision of research, networks of researchers, etc.)
 - E-health: use of data from the Walloon data vault
 - Project W.ALL.IN.HEALTH : publication of epidemiological data but also of good practices (financing EU Resilience Plan)

What have we already done ?(2)

- Fourth, strengthening trust in the public service :
 - Through strategic and prospective function :
 - New mission of the General Council : for example, identify risks and enter into a sustainable budgetary trajectory
 - Through evaluation culture :
 - Recruitment policy based on expertise
 - Evaluation process in all agency's actions
 - Studies (for example, publication over mental disorders in nursing homes)
 - From consultation to participation :
 - Implementation of Assises de la première ligne, carried out in a participative way to organize the first line of cure and care, starting from the actors in the field, the users and the territories
 - Acting transparently:
 - By piloting public audit contracts with social partners (for example, aid to families and the elderly, evaluation of hospital infrastructure funding)
 - Taking the territory into account by developing front-line care zones
 - taking into account the territories
 - Deploying the activities of our regional offices
 - Developing frontline care areas

What have we already done ? (3)

- And last, digitalization :
 - Of the administration : creation of a front and back office in W.ALL.IN.HEALTH, management of a database of resources (COBRHA +++ with care), gathering of operators' practices
 - For operators and citizens : definition of a Walloon e-health plan (December 2022) in the Walloon ecosystem, providing the means to secure and share data, with access for citizens to their data in their digital life book
 - With consideration to vulnerable groups and the digital divide : training of digital assistants, with always an alternative to digital
 - And setting up an ethic committee

Do we meet all the recommendations? Of course not, but ...

- **What have we done ?**

- We have worked to identify recommendations which :
 - have already been met
 - are in the process of being met
 - should be met but need to be reinforced
 - have not been met but should be
- And those upon which we do not have any leverage because they are outside our domain of competencies

Do we meet all the recommendations? Of course not, but ... (2)

- **And what should we do ?**

- We should complete our business plan on this basis
- Continue with a view towards a sustainable and resilient Wallonia
- Monitor and evaluate continuously our actions
- Encourage partnerships for a better pooling of resources
- Share and promote our actions on the territory, in Europe and internationally

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