



Hamadan University of Medical Sciences

Document on strengthening the healthcare network system of the Islamic Republic of Iran:

The advantage of drafting and communicating the strategic document to strengthen the healthcare network system is that:

A wide range of units and organizations interested in health can provide a medium-term and long-term political direction for the development of the basic health care system in the country.

The document for strengthening the network system has been prepared using scientific perspectives in the form of a strategic planning, therefore, all departments in charge of health and executive committees must plan in order to achieve the goals.

According to the studies carried out, the framework of the duties of the university written so that after the analysis of the stakeholders -whose list is given in the table below- a draft statement of duties, missions, values and prospects will be compiled.

In the table below, the stakeholders of the university are identified and their expectations are determined. By evaluating these expectations, it is clear that the duty of the university should be to meet these expectations. Since about 80% of health issues happen outside the university and the health system, and the results of the performance and decisions of organizations outside the health system focused on key stakeholders, but all stakeholders invited to meet expectations and express their opinions in person and by correspondence.

Hamedan University of Medical Sciences and Health Services Strategic Plan 2022/2025
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List of internal and external stakeholders of Hamedan University of Medical Sciences and Health Services

1	The board of trustees, the board of directors and the audit board of the university	2	Doctors and faculty members
3	All managers and employees of the university	4	Student organizations
5	Medical, nursing and paramedical interns and trainees	6	Specialist assistants
7	Hospitals, private treatment centers	8	Friday imams, city, neighborhood
9	Clients of all units and recipients of services (patients, students, companions, companies, researchers, factory owners, etc.)	10	Political organizations and medical community mobilization
11	Medical Council	12	Provincial Government
13	General Civil Registry Office	14	The office of registry
15	Management Council of Provincial Banks	16	The environment Protection Organization
17	Science and Technology Park	18	Bureau of prisons
19	General Administration of Natural Resources and Watershed Management	20	Ministry of Agriculture
21	Association of Special Diseases of Hamedan Province	22	People of society
23	Industrial estates company	24	Governorates and districts
25	Bo Ali SBHina University, Hamedan University of Technology, Hamedan Azad University, and Hamedan Payam Noor University and....	26	Prosecutor's Office, Courts, Dispute Resolution Council
27	Imam Khomeini Relief Committee, Social Welfare Organization	28	All production units and especially producers of health-oriented items
29	sport clubs	30	Provincial Social Welfare Organization and Imam Khomeini Relief Committee
31	Governmental Discretionary Punishments Organization (GDPO)	32	Suppliers and contractors
33	Provincial radio and television and local press	34	National Standards Organization
35	Forensic Medicine Organization	36	blood transfusion Center

37	Insurance organizations (social security, health insurance, supplementary insurance)	38	Veterinary Office
39	Police and traffic police	40	Gas company
41	telecommunications company	42	Electricity company
43	Water and sewage organization	44	pension agency
45	The Comptroller's Office	46	General Inspectorate of the State.
47	Department of Education	48	orphanage
49	Ministry of Economic Affairs and Finance	50	managing and planning organization
51	Organization of industry, mining, trade	52	Related trade unions
53	Army, Islamic Revolution Guards Corps (IRGC) and Intelligence and Security Organization	54	General Administration of Customs, Repossessions Organization
55	General office of Road and Urban Development	56	Municipalities
57	All distributors and suppliers of health-oriented items	58	Hotels, restaurants, halls and other food ,beverage distribution and supply places

Hamedan University of Medical Sciences and Health Services strategic plan/2022/2025

Table of stakeholders of the university

Beneficiaries	Approaches to identifying needs and expectations	Identified needs and expectations
	Agreements and concluded contracts	_Reducing the time cycle of sending patients' bills _Not performing unnecessary services for patients and reducing costs _Performing effective clinical services
	Face-to-face meetings with insurance representatives	
	Promulgated regulations and instructions	

Insurance organizations	Focus group meetings	<ul style="list-style-type: none"> _Determining patients' assignments on time and reducing the patient's hospitalization time _Carrying out daily hospitalization services for patients who need limited services _Strengthening the emergency medical staff _Timely visits of patients by faculty doctors _Effective supervision of faculty doctors on learners during service delivery
Suppliers and contractors	Contracts concluded between	<ul style="list-style-type: none"> _ Reducing the time cycle of concluding the contract _ win-win and sustainable approach to concluding contracts _Timely payment of financial claims _Flexibility in terms of obtaining guarantees, evaluating and selecting suppliers based on clear and fair criteria _Establishing an incentive system regarding quality and early delivery of items and materials _Strict implementation of the provisions of the contracts
	Evocate for tenders and auctions	
	Official correspondence, e-mails and proposals received from suppliers	
	In-person visits and meetings with managers	
	Focus group meetings	
Department of Natural Resources and Watershed Management	Agreements and concluded contracts	<ul style="list-style-type: none"> _ Holding a joint conference to promote the use of herbal plants _ Teaching natural resource protection to sub-units
	Focus group meetings	
Agricultural Organization	Contracts concluded between	<ul style="list-style-type: none"> _ Food security and modification of nutrition pattern _ Reducing food health hazards from farm to table _ Strict implementation of the provisions of the contracts _ Reducing environmental pollutants
	Promulgated regulations	
	Focus group meetings	

Municipalities	Agreements and concluded contracts	_ Increasing the health and vitality of citizens by emphasizing the healthy city program _ Unification of strategies to reduce environmental pollutants _ Cooperation in improving the conditions of the city's amenities, including public and sanitary facilities and food preparation and distribution _ Cooperation in compiling and implementing the announced programs regarding Hamadan as the greenest (prosperous) city of the country
	Raising awareness of university sub-units	
	Contracts concluded between	
	Focus group meetings	
People of society	interview	_ Anticipating strategies for healthy aging in the coming years _ Increasing the vitality of the community _ Reducing people's out-of-pocket payments _ Anticipating solutions for diagnosis, control and treatment of infectious and non-infectious diseases _ Reducing environmental problems _ Increased attention to the privacy of clients, especially patients
	Focus group meetings	
	Online and telephone response lines	
Blood transition	Contracts concluded between	_ Standardization of the cold chain of blood transfusion to hospitals _ Training of doctors and personnel involved in blood transfusion
	Focus group meetings	
Education	Joint plans	_ Improving the distribution process of varnish, fissure and supplements for the target group of students _ Performing periodical examinations and appropriate referrals and providing clinical services to students
	Focus group meetings	
	Promulgated regulations and instructions	

Orphanage	Focus group meetings	_ Supporting the institution to provide specialized services and rehabilitation _ Surveying patients about their needs
	Promulgated regulations and instructions	
veterinary medicine	Focus group meetings	_ Reduction of common diseases between humans and animals _ Accurate diagnostics
	Promulgated regulations and instructions	
	Joint plans	
	Contracts concluded between	
Prisons Administration Organization	Contracts concluded between	_ Reduction and control of chronic diseases in prisoners _ Reducing treatment costs in prisoners _ Cooperation in providing prisons with specialized staff such as medical staff and counselors
	Promulgated regulations and instructions	
	Focus group meetings	
Deeds and Properties Registration Organization	Promulgated regulations and instructions	_ Preparation and presentation of the map of the university properties for single-page documents
Science and Technology Park(STP)	Focus group meetings	_ Increasing cooperation between the university and science and technology park _ Holding entrepreneurship courses with the aim of promoting the culture and knowledge of innovative businesses in the field of health
	Joint plans	
	Promulgated regulations and instructions	
Hamedan province radio and television	Interviews and meetings	_ Cooperation in increasing people's health literacy through the media _ Cooperation in the production of health-oriented programs
	Contracts concluded between	
Police and traffic police	interviews	_ Cooperation in first aid training for both officers and non-commissioned officers in inner and outer city passages _ Cooperation in conducting research on traffic accidents _ Cooperation in the training of drivers
	Focus group meetings	
	Contracts concluded between	

Management Council of Provincial Banks	Promulgated regulations and instructions	<ul style="list-style-type: none"> _ Increasing cooperation for screening and risk assessment of bank employees _ Increasing cooperation to use electronic services and reducing face-to-face services
Provincial Government	Contracts concluded between Promulgated regulations and instructions	<ul style="list-style-type: none"> _ Cooperation with interested organizations regarding waste management and environmental health _ Holding joint committees to improve safety, personal protection and occupational health of hard jobs _ Cooperation for the establishment of worker health houses in workshops _ Cooperation to improve the health of workers and employers
	Joint meetings	
Ministry of Economic Affairs and Finance	Contracts concluded between	<ul style="list-style-type: none"> _ Comprehensiveness of the electronic prescription for all citizens and the adoption of doctors to it _ Attracting the participation of insurance organizations in the inclusion of nutrition strategy in insurance services for patients
	Promulgated regulations and instructions	
Department of Environment	Joint meetings	<ul style="list-style-type: none"> _ Increasing university monitoring of pharmaceutical and chemical waste _ Cooperating in the implementation of the (kefaf)sufficiency plan in fuel stations _ Sensitization to identify dust centers _ Continuous monitoring of the health of target groups of society - Adding health attachment to environmental attachments in some processes _ Teaching climate change, weather, dust and its consequences
	Promulgated regulations and instructions	

		_ Reducing environmental pollutants
water and sewage organization	Promulgated regulations and instructions	_ Increasing the number of projects related to water quality assessment and assurance
	Agreements and concluded contracts	
	Official correspondence	
Ministry of Industry, Mining and Commerce	Agreements and concluded contracts	_ Accurate identification of investment opportunities in the field of health, especially medical equipment _ Identification and cooperation with knowledge-based companies _ Increasing the connection between the university and the industry
	Official correspondence	
	Joint meetings	
Governmental Discretionary Punishments Organization (GDPO)	Official correspondence	_ Increasing inspections related to health qualifications _ Increasing the university's interaction with the (GDPO)
	Joint meetings	
	Promulgated regulations and instructions	
National Standards Organization		_ Preparation of the list of permissible limits of pollutants in food
	Official correspondence	
	Promulgated regulations and instructions	

The focus group meetings held during 3 sessions (3 hours) with the presence of the committee members and the beneficiaries identified.