

December 24, 2014

Ms. Maja Grba-Bujevic
Director
Croatian Institute of Emergency Medicine
Zagreb, Croatia

Dear Ms. Grba-Bujevic,

World Bank Fundamental Operations Training
Visit to Karlovac of December 12, 2014

It was an honor for the World Bank staff from our various country offices and Washington to be hosted by you and the team of professionals in emergency medicine during the recent visit to Karlovac Hospital and County Institute of Emergency Medicine.

Let me first congratulate you on a recent anniversary that the Emergency Medicine Services (EMS) in Karlovac celebrated as part of a long tradition of EMS care in Croatia. We want to commend you on remarkable achievements of the Croatian Institute of Emergency Medicine (CIEM) and the Ministry of Health made under the Development of Emergency Medical Services and Investment Planning (DEMSIP) Project. From establishment of the CIEM and the network of 21 county institutes, to strengthening human capital and upgrading the emergency care standards, the project has transformed the emergency medicine services into an organization structure that efficiently responds to emergency care by combining integrated emergency departments in hospitals and reorganized pre-hospital EMS care. This displays a strong commitment of all stakeholders involved, from the design of the reform throughout the implementation.

May I take this opportunity to thank you for your warm hospitality extended to our training group during this visit. It was a great benefit for our staff to learn from your experience and to hear about various factors that affected the implementation of the project, notably through an outstanding presentation delivered by Ms. Tomljanovic and the feedback we have heard from emergency care professionals that we met. I trust that our discussion and exchange during the visit about different aspects of project help the Bank staff understand the challenges that we jointly face in carrying out the development agenda.

Please be assured of our deep appreciation of your contribution to our learning program and kindly pass our heartfelt thanks onto the emergency medicine care professionals in Karlovac. We remain committed to assist Croatia in promoting further strategic reform areas in the health services.

With sincere thanks and my best wishes for the New Year.

Sincerely,



Carlos Piñerúa
Country Manager
World Bank Office Croatia