



Team-building practices/communication within the organization



Infectious Diseases, AIDS and Clinical Immunology Research Center (IDACIRC)

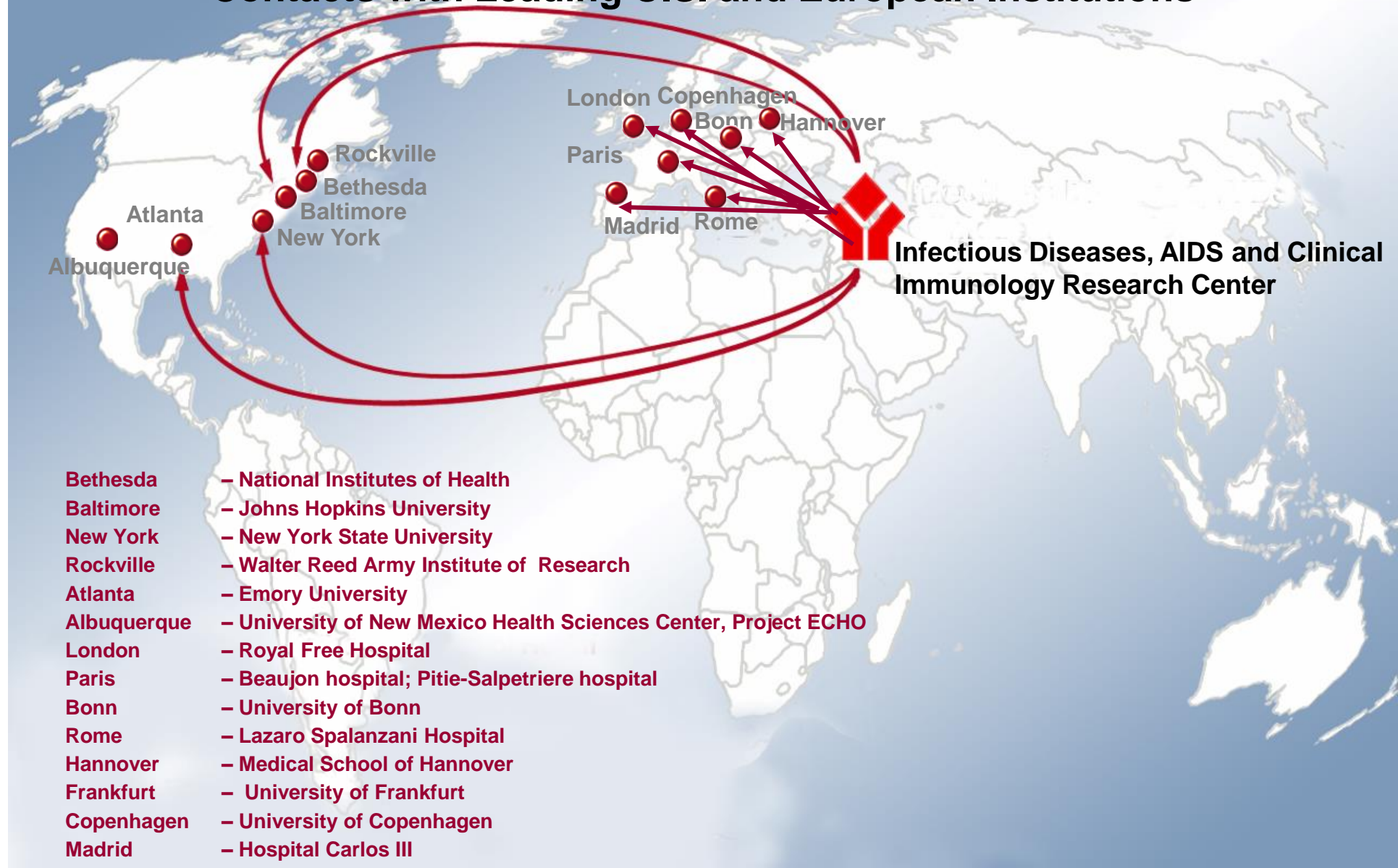
- IDACIRC is Georgia's reference institution for diagnosis, treatment and care for HIV/AIDS, viral hepatitis, COVID-19 and other infectious diseases.
- The center provides HIV testing services to up to 25,000 persons on an annual basis.
- By the end of August 2024 a total of 4,320 persons were receiving antiretroviral therapy (ART) at IDACIRC, representing 64% of people on ART countrywide.
- The center played crucial role in initiation of national hepatitis C elimination program and already treated ~30% of up to 86,000 persons treated countrywide.
- IDACIRC representatives are members of national commission and clinical group on HCV and HBV infections.
- It has conducted over 30 research projects, including basic, clinical and applied research studies.



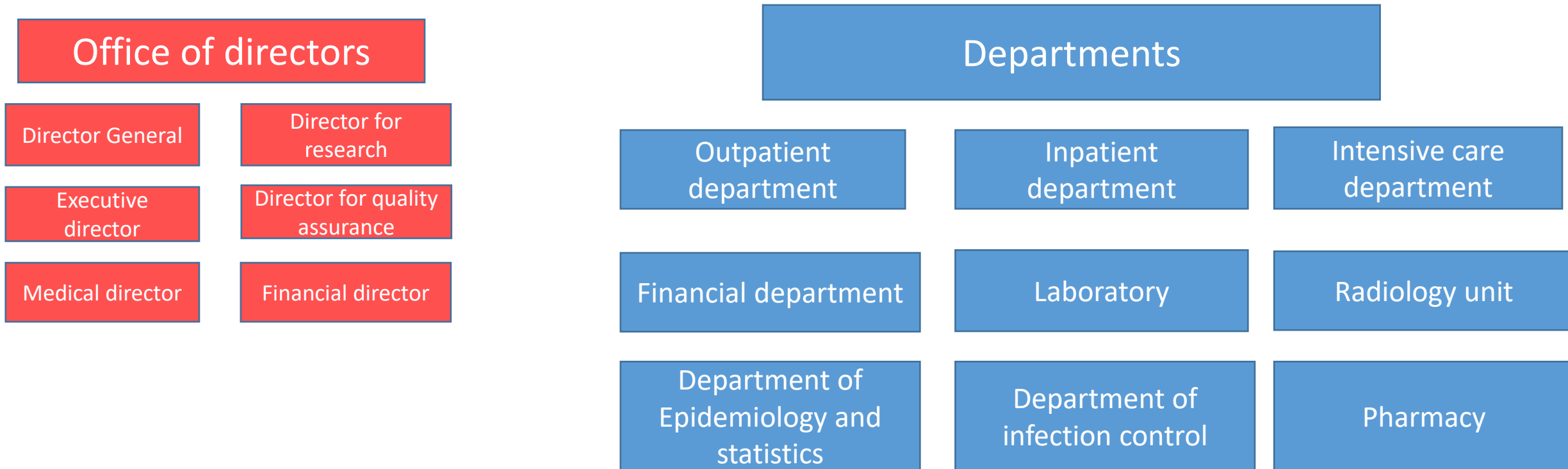
IDACIRC

- IDACIRC represents university hospital for Ivane Javakhishvili Tbilisi State University and 4 other universities, including undergraduate, graduate, doctoral and clinical residency programs.
- IDACIRC is engaged in extensive successful scientific activities: in cooperation with the U.S. and European leading medical centers, more than 30 research studies and projects have been carried out, the results of which are systematically published in peer-reviewed international journals (more than 60 papers have been published in the last 20 years).
- Specialists of the center systematically participate in the international conferences in the field of HIV, viral hepatitis and other infectious diseases.

Contacts with Leading U.S. and European Institutions



Organizational chart of the hospital



Healthcare team-building strategies; Regular Trainings

IDACIRC provides opportunities for continuous medical learning and development, which enables teams to stay well-informed of best practices and improve their skills.

Regular trainings are conducted that allow teams to share their expertise and experiences with each other as well as specialists from other clinics, including primary healthcare centers.

Regular trainings include:

- healthcare training sessions (standardized forms for updating medical histories and patient information)
- Offer workshops for collaborative, hands-on learning
- Provide access to valuable resources (UpToDate, BMJ etc.) for constant learning.

Healthcare team-building strategies; Regular Trainings

- Local and international training-workshops on clinical management of HIV/AIDS, hepatitis C, COVID-19 and other infectious diseases are held every year under the leadership of the center;
- Within the hepatitis C elimination program trainings of primary care doctors on clinical management of hepatitis C have been conducted by the center.
- Meetings of two professional associations: the AIDS Association of Georgia and the Infectious Diseases Association of Georgia are regularly conducted.



Manage the responsibilities of each team member

- The roles and responsibilities of every team member are clearly defined that ensures that the hospital staff receive the proper workload, especially during public health emergencies (outbreaks, pandemics).
- Job contracts and descriptions are regularly reviewed.
- Matching current workload and actual workload is observed.
- If the additional workload is manageable and matches their role, the salary of the team member is increased.



Regular performance assessments

Regular performance assessments provide the hospital team with ideas of how they can improve:

- Key performance indicators are determined by the office of directors and quality assurance unit, which measure each team member's performance at both an individual and interpersonal level.
- Employee performance reviews are regularly conducted. Clinic directors meet with each team member privately to discuss their performance.
- Hospital management provides suggestions on how staff can improve their performance. Work with other team members for greater performance is encouraged.



Acknowledge exemplary performance

- A systematic method of recognizing and incentivizing employees who perform extremely well is implemented.
- Managers encourage all employees to not only perform towards a high standard but also congratulate others who work excellently.
 - a clear roadmap of rewards for outstanding work performance (money bonuses, promotions) is provided.
 - teams are regularly commended for their work and are encouraged to strive for larger goals over time



Promote Open Communication

- Team members are encouraged to communicate with each other, whether it's personal or work-related.
- Potential concerns or issues that may impede team members from talking to each other are addressed.
- Open communication fosters teamwork and collaboration, prevents misunderstandings, encourages innovation and builds trust.





World Health
Organization

20, AVENUE APPIA - CH-1211 GENEVA 27 - SWITZERLAND - TEL CENTRAL +41 22 791 2111 - FAX CENTRAL +41 22 791 3111 - WWW.WHO.INT

12 February 2009

Dr LEE Jong-wook Memorial Prize for Public Health 2009

I have the pleasure to inform you that, at its 124th session, the Executive Board of the World Health Organization, **awarded the Dr LEE Jong-wook Memorial Prize for Public Health 2009 to the Infectious Diseases, AIDS and Clinical Immunology Research Center**, for its **outstanding contribution** in research into and prevention, treatment and control of HIV/AIDS, and research into and control of communicable diseases. The prize will consist of a plaque and amount of **US\$ 85 000.**

Dr Maged Younes
Director
Office of Governing Bodies

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Director General of WHO Dr. Margaret Chan and President of World Health Assembly
Dr. Nimal Siripala de Silva pass Dr. LEE jong-wook prize to Dr. Tengiz Tsertsavdze
May 21, 2009, Geneva, Switzerland

