

This Agreement consists of three parts:

Part I - Institutional Profile

Part II - General Scope

Part III – Workplan

The agreement together with the Terms and conditions for WHO Collaborating Centres (WHO CCs) will serve as the agreement between the proposed institution and WHO.

CC Reference Number:

GRE-33

Name of the University, Hospital, Research Institute, Academy or Ministry:

University of Crete

Name of the Division, Department, Unit, Section or Area:

School of Medicine

Title:

WHO Collaborating Centre on Quality of Care and People-Centered Health Policies

City:

Heraklion

Agreement period:

25 February 2026 - 24 February 2030

Part I - Institutional Profile

The status of WHO CC is granted to an administrative unit of an institution (i.e. department, division or unit) and not to the institution as a whole in the vast majority of cases. For example, WHO CC status is granted to the Department of Microbiology of the University of ABC and not to the university itself. A WHO CC is not a legal entity. The legal entity is the proposed institution, i.e. the ministry, academy, university, established research institute or hospital, of a part thereof.

Address of the institution

1.1 Street and number	Residential area of Voutes
1.2 City	Heraklion
1.3 State/Region/Canton/Province	
1.4 Postal Code	71003
1.5 Country	Greece
1.6 WHO Region	EURO
1.7 Phone	+302810394621
1.8 Website	http://www.med.uoc.gr/
1.9 Email address to receive additional communication from WHO initiatives	

Staff of the institution

1.10 Name of the director of the institution as a whole

Prof. Helen Papadaki

1.11 - Name and email of the proposed heads of the WHO Collaborating Centre (Please note this information will be listed in the public database)

Salutation:	First Name:	Last Name:	Email:
Prof.	Helen	Papadaki	e.papadaki@uoc.gr
Salutation:	First Name:	Last Name:	Email:
Prof.	Christos	Lionis	lionis@uoc.gr

1.12 Names and titles of the professionals who will work on the General Scope and/or activities of the workplan:

- Dr. Marilena Anastasaki, PhD, MSc
- Associate Prof. Eleftheria Hatzidaki, MD, PhD
- Dr. Theano Kokkinaki, PhD
- Prof. Emer. Christos Lionis, MD, PhD, FRCGP, FESC, FWONCA
- Associate Prof. Maria Marketou, MD, PhD
- Prof. George Notas, MD, PhD
- Assistant Professor Vasilisa Nyktari, MD, PhD
- Dr. Eleftherios Panteris, PhD
- Prof. Helen Papadaki, MD, PhD
- Dr. Sophia Papadakis, PhD, MHA
- Assistant Prof. Iordanis Pelagiadis MD PhD
- Associate Prof. Charalampos Pontikoglou MD, PhD
- Assistant Prof. Nikolaos Sousos, MD, MSc (AUn), DPhil (Oxon), MSc (EMA)
- Prof. Eftichia Steiakaki, MD, PhD
- Assistant Prof. Kiki Trifinopoulou MD, PhD

Sources of funding

Private-sector entities in this form refer to three categories: (i) business associations representing commercial enterprises, (ii) entities that are not at "arms' length" from their commercial sponsors, and (iii) partially or fully state-owned commercial enterprises that act like private-sector entities.

An entity that is “at arms’ length” from another entity should meet the following three conditions: (i) to be financially and organizationally independent from the other entity, (ii) not to take instructions from the other entity, and (iii) not to be influenced or not reasonably perceived to be influenced in its decisions, activities, mandate and work by the other entity.

1.13 Percentage of the institution’s funding as core funding during the last two years: (Core funding refers to funding that is received regularly from secure sources, as opposed to ad-hoc contributions.)

over 75% regular(core) funding

1.14 List of donors that provide funding for the institution, such as private-sector organizations, philanthropic foundations, nongovernmental organizations, governments, inter-governmental organizations and members of the public:

Region of Crete (<https://www.crete.gov.gr/>)

Regional Union of Municipalities of Crete (<https://pedkritis.gr/en>)

Health Region of Crete (<https://www.7ype.gov.gr/>)

Ministry of Health (<https://www.moh.gov.gr/>)

1.15 For the purposes of this statement: tobacco industry refers to any entity involved in the manufacture, sale or distribution of tobacco and related products, and any affiliate of such an entity; and arms industry refers to any entity involved in the manufacture, sale or distribution of arms, and any affiliate of such an entity.

This institution:

- Does not currently, nor did over the last four years, have any other association or relationship with the tobacco industry (as defined above). This includes in particular investment interests (other than general mutual funds or similar arrangements whereby the institution has no control over the selection of the investments), commercial business interests, the provision or receipt of financial and/or other support.
- Is not nor has over the last four years, engaged in activities that support the interests of the tobacco industry. This includes, but is not limited to, supply contracts, contract work, services, and lobbying.
- Does not have any formal association, affiliation or links with private-sector entities and other non-State actors whose policies or activities negatively affect human health and are not in line with WHO’s policies, norms, and standards, in particular those related to non-communicable diseases and their determinants.

The answer is yes to at least one of the questions above.

By selecting this choice I confirm that the answer to all the questions above is no

1.16 Is there any prospect that the proposed terms of reference or activities of the workplan will be funded by one or more private-sector entities that have, or may be perceived as having, a direct or indirect commercial interest in those proposed terms of reference or activities of the workplan?

Yes No

1.17 Is any of the General Scope or activities of the workplan, or is there a prospect that any of the General Scope or activities of the workplan will be, performed as part of or related to work (research or other) commissioned by private-sector entities?

Yes No

1.18 Is any of the General Scope or activities of the workplan, or is there a prospect that any of the General Scope or activities of the workplan will be, funded directly or indirectly by unspecified funds from one or

more private-sector entities?

Yes No

1.19 Are the salaries of staff who will work on the General Scope or activities of the workplan or their posts funded by one or more private sector entities, were they ever funded in this way in the past or could they receive such funding in future?

Yes No

1.20 Did over the last three years, does currently, or is there a prospect that, any specific staff who will work on the General Scope or activities of the workplan (including the head(s) of the WHO CC), have any other interactions, affiliations or relations with, or any other personal, professional, financial or business interests in, one or more private sector entities that could give rise to a real or perceived conflict of interest or reputational risk?

Such risks may exist

1. If the private sector entity has a direct or indirect commercial interest in all or part of the General Scope or activities of the workplan, or may be perceived as having such interest;
2. if the business activities of the entity engage with the tobacco industry and /or arms industry; or nonState actors that work to further the interests of the tobacco industry; or
3. if the private sector entity has a vested interest in exerting influence on the General Scope or activities of the workplan and/or their outcome or may be seen as having such interest. Interactions, affiliations, relations with, or other personal, professional, financial or business interests include, but are not necessarily limited to, collaborative projects or initiatives, employment, consultancy, investment interests (e.g. stocks, bonds, stock options, other securities, but not mutual funds, pension funds or similar investments that are broadly diversified), commercial business interests (e.g., proprietorships, partnerships, joint ventures), patents, trademarks, or copyrights (including pending applications), proprietary know-how in a substance, technology or process. *

Yes No

Institutional characteristics

1.21 Institution entity type:

Ownership

Public

Organization

University

By ticking this box you confirm that the entity you represent is a nonprofit entity.

1.22 Number of years the institution is in operation.

more than 10 years

1.23 Major facilities and any specialized equipment available to the institution (e.g. laboratories, training facilities, documentation centre), if applicable:

Laboratories

Training Facilities

Documentation Centre

Library

1.24 Does the institution currently establish a smoke-free environment across its premises, which can be illustrated either through a documented institutional/departmental policy or through the existence of national/local smoke-free legislation? The smoke-free environment must apply to all indoor workplaces and public places of the institution's premises, and must entail a complete ban of smoking indoors and no areas designated for smoking.

Yes

I understand that information on my entity and its engagements with WHO that are categorized as public domain will be published in the WHO Register.

The proposed institution agrees with the Terms and conditions for WHO Collaborating Centres.

Part II - General Scope

1. To support WHO with knowledge sharing and stakeholder engagement for patient-centred care policies in the Mediterranean Basin
2. At WHO request, to develop capacity building and knowledge tools for compassionate and dignity-based care in the Mediterranean region
3. At WHO request, to develop tools and standards for patient-centered care and navigation in health systems

Part III – Workplan

Activity ID A-26254

Activity Title:

Knowledge sharing, stakeholder engagement, for patient-centred care policies in the Mediterranean Basin

Type of activity:

Coordination of activities carried out by several institutions (e.g. other WHO Collaborating Centres)

Related General Scope:

To support WHO with knowledge sharing and stakeholder engagement for patient-centred care policies in the Mediterranean Basin

Reason and Use of Deliverables by WHO:

TOR 1 supports EPW2 priorities on trust, social participation and health literacy, and aligns with GPW14 objectives on people-centred primary health care, health system governance and universal health coverage. WHO will use the consortium outputs, policy briefs, patient partnership tools and workshop results as normative and technical resources to inform policy dialogue with Member States, support country-level technical assistance and contribute to regional guidance and knowledge-sharing in the WHO European Region.

Actions to be Undertaken by the Institution:

1. Establish and coordinate a Mediterranean Basin Consortium for Trustable Health and Care Systems, including mapping relevant institutions and stakeholders, facilitating engagement, and supporting the development of the consortium's terms of reference and governance arrangements.
2. Conduct a structured literature review on cultural and behavioural barriers to trust in health and care systems in the Mediterranean Basin and prepare an evidence-based policy brief with actionable recommendations to improve trust in health systems.

3. Develop a ready-to-deploy implementation package on patient partnerships for trustable health systems, including practical tools, guidance materials and implementation considerations adaptable to country contexts.
4. Design, plan and deliver a series of four regional workshops on health literacy, patient partnerships and community engagement, including development of training materials and agendas, identification and selection of participants, facilitation of workshops, evaluation of activities, and preparation of technical and summary reports for submission to WHO.

WHO's Role:

WHO will provide normative direction in defining the scope and objectives of the Consortium, guiding methodology and policy orientation of the literature review and policy brief, and reviewing and approving all technical outputs. WHO will support communication with Member States, set criteria for participation in workshops, approve agendas and materials, guide participant selection, and validate final reports and deliverables for regional dissemination and policy use.

Expected deliverables:

1. One report and one scientific paper on the literature review on Mediterranean Basin BCI mapping
2. A conference on the Establishment of a Mediterranean Basin Consortium for Trustable Health and Care Systems and a report development on its TORs and main conclusions of the conference
3. A WHO Report on patient partnerships
4. Four workshops organized for HL, PE

Sources of funding for this activity:

The activities under TOR 1 will be primarily funded through the institution's own resources, including staff time, technical expertise, and operational costs related to research, coordination, tool development and workshop delivery. WHO is not expected to provide core funding for the implementation of activities. Subject to availability of funds and mutual agreement, WHO may provide limited, targeted support to facilitate coordination of a face-to-face meeting of the Mediterranean Basin Consortium, such as support for meeting logistics, participation of selected Member State representatives, or related convening costs, in line with WHO rules and procedures.

Activity timeframe:

By September 2026

Deliverables listed above are subject to intellectual property (IP) rights:

IP rights of ALL deliverables belong to WHO as per paragraphs 3.1.2 and/or 3.2.2 of the Terms and Conditions

The funding for this activity is secured

The activities included in this workplan should all be jointly planned with and tailored for WHO, and directly support a WHO's programmes (as opposed to benefitting public health in general). Standard activities of the proposed institution or activities that are not conducted collaboratively with WHO should not be included in the workplan. By ticking this box I confirm that this condition is fully met.

Condition Applied:

- *This activity has been specifically developed for and with WHO as part of this WHO Collaborating Centre agreement and does not constitute a standard activity of the institution without WHO involvement.*

Activity ID A-26255

Activity Title:

Capacity building and knowledge tools for compassionate and dignity-based care in the Mediterranean region

Type of activity:

Training and education

Related General Scope:

At WHO request, to develop capacity building and knowledge tools for compassionate and dignity-based care in the Mediterranean region

Reason and Use of Deliverables by WHO:

TOR 2 supports EPW2 priorities on high-quality, people-centred and dignity-based models of care, healthy ageing and a fit-for-purpose health workforce, and aligns with GPW14 objectives on improving quality of care, strengthening essential health system capacities and advancing people-centred service delivery. WHO will use the training programme, compassion- and healthy-ageing-sensitive quality indicators and the e-handbook on compassionate

telehealth as normative and technical resources to support workforce capacity-building, guide quality improvement initiatives and inform country-level technical assistance in the WHO European Region.

Actions to be Undertaken by the Institution:

1. Design and develop a training programme on compassionate and dignity-based care for healthcare students and health and social care professionals in Greece, including definition of learning objectives, development of training materials and curricula, delivery modalities, and evaluation tools.
2. Define and validate a set of compassion- and healthy-ageing-sensitive quality indicators through evidence review, expert consultation and alignment with existing WHO quality-of-care frameworks.
3. Develop an e-handbook to promote compassion and dignity in telehealth, including the synthesis of evidence and good practices, development of practical guidance and case examples, and preparation of a final technical product for dissemination by WHO.

WHO's Role:

WHO will provide normative overview in defining the overall framework and priorities for compassionate and dignity-based care, guiding the scope and standards for the training programme, quality indicators and e-handbook, and ensuring alignment with WHO quality-of-care frameworks. WHO will review and approve training curricula, indicators and guidance materials, and validate final deliverables for use in workforce capacity-building, quality improvement and country-level technical support.

Expected deliverables:

1. Development of the first Greek "Executive Short-Program on Compassionate Care"
2. One WHO Report and one scientific paper on a set of compassion and healthy ageing-sensitive set of quality indicators
3. A e-handbook to promote compassion and dignity within the Mediterranean basin

Sources of funding for this activity:

Institution's own funds. WHO will support the creation of e-handbook.

Activity timeframe:

By September 2028

Deliverables listed above are subject to intellectual property (IP) rights:

IP rights of ALL deliverables belong to WHO as per paragraphs 3.1.2 and/or 3.2.2 of the Terms and Conditions

The funding for this activity is secured

The activities included in this workplan should all be jointly planned with and tailored for WHO, and directly support a WHO's programmes (as opposed to benefitting public health in general). Standard activities of the proposed institution or activities that are not conducted collaboratively with WHO should not be included in the workplan. By ticking this box I confirm that this condition is fully met.

Condition Applied:

- This activity has been specifically developed for and with WHO as part of this WHO Collaborating Centre agreement and does not constitute a standard activity of the institution without WHO involvement.
- Training and education: The activities to be performed by the Institution are not related nor leading to the development and issuance of qualifying diplomas (e.g. MA, MSc, PhD) or delivery of courses offered as part of an established degree programme.
- The WHO name and emblem may not be used on certificates of attendance, diplomas or similar awards to participants in training or other courses organized as part of a WHO CC's workplan.
- WHO will approve the modalities and content of the training modules, seminars and/or workshops to ensure that the technical content is in line with WHO's policies and standards

Activity ID A-26257

Activity Title:

Tools and standards for patient-centered care and navigation in health systems

Type of activity:

Product development (guidelines, manual, methodologies, etc.)

Related General Scope:

At WHO request, to develop tools and standards for patient-centered care and navigation in health systems

Reason and Use of Deliverables by WHO:

TOR 3 supports EPW2 priorities on improving quality of care and patient safety, strengthening people-centred and digitally enabled care pathways, and addressing noncommunicable diseases and mental health through behavioural insights, and aligns with GPW14 objectives on quality of care, primary health care transformation and effective health system governance. WHO will use the BCI-informed interventions, health services navigation tool concept and standards for patient representativeness as normative and technical resources to support country-level technical assistance, inform policy guidance and strengthen patient participation in quality and safety governance across the WHO European Region.

Actions to be Undertaken by the Institution:

1. Design and develop behaviourally and culturally informed interventions and tools to improve patient adherence to care plans, health literacy and self-management for selected noncommunicable diseases, including evidence review, co-design with relevant stakeholders and preparation of implementation-ready materials.
2. Develop the concept and functional specifications for a health services navigation aid digital tool to support patients in navigating health services, including user needs analysis, mapping of care pathways and definition of core features.
3. Develop national standards for patient representativeness in quality of care and patient safety governance structures, including review of existing practices, expert consultation, and preparation of draft standards and technical guidance for use by WHO.

WHO's Role:

WHO will provide normative overview in defining priorities and technical standards for behavioural and cultural insights-informed interventions, patient navigation tools and patient representativeness in governance. WHO will guide methodological approaches, review and approve concepts, tools and draft standards, and validate final deliverables to support policy guidance, country-level technical assistance and strengthening of quality of care and patient safety across the WHO European Region.

Expected deliverables:

1. A report (WHO toolkit) and digital repository of tools on the design of tailored interventions and tools to promote patient adherence to care plans, health literacy and self-management to selected non-communicable diseases
2. A report on the IT requirements for the development of "health services navigation and digital tool" to easy patient navigation across health services in Greece.
3. A report on national standards for patient representativeness with a focus on quality of care and patient safety governance structure.

Sources of funding for this activity:

Institution's own funds.

Activity timeframe:

By September 2028

Deliverables listed above are subject to intellectual property (IP) rights:

IP rights of ALL deliverables belong to WHO as per paragraphs 3.1.2 and/or 3.2.2 of the Terms and Conditions

The funding for this activity is secured

The activities included in this workplan should all be jointly planned with and tailored for WHO, and directly support a WHO's programmes (as opposed to benefitting public health in general). Standard activities of the proposed institution or activities that are not conducted collaboratively with WHO should not be included in the workplan. By ticking this box I confirm that this condition is fully met.

Condition Applied:

- This activity has been specifically developed for and with WHO as part of this WHO Collaborating Centre agreement and does not constitute a standard activity of the institution without WHO involvement.
- Product development (guidelines; manual; methodologies; etc.): All WHO guideline development activities supported by a WHO CC as part of the agreed scope of work must conform to the requirements set forth in the WHO Guidelines Review Committee (GRC) rules and procedures unless the WHO guideline in question has previously been exempted by GRC.