



**WHO**

**Launch of the WHO CC**

**19 May 2026**

**Crete**

**Original: Greek/English**

**Hybrid**

**WHO CC on Quality of Care and People-Centered Health Policies Launch**

**Preliminary Programme**

**PART 1**

<b>09:00 – 09:30</b>	<b>Registration</b>
<b>09:30 – 10:00</b>	<b>Opening Remarks</b>  Eirini Agapidaki, Alternate Minister of Health, Ministry of Health, Greece (tbc) Christina-Maria Krawvari, Secretary General, Public Health, Ministry of Health, Greece (tbc) Stavtos Arnaoutakis, Chief Executive, Region of Crete George Kontakis, Rector, University of Crete Eleni Papadaki, Dean, School of Medicine, University of Crete Nektarios Papavasileiou, Chief Executive, 7th Health Region Joao Breda, Head, WHO Athens Quality of Care and Patient Safety Office
<b>10:00- 10:30</b>	<b>Session 1</b>  <b>Strategic Vision and Objectives of the WHO CC on Quality of Care and People-Centered Health Policies Launch</b> Facilitator: Christos Lionis, Professor Emeritus of General Practice and Primary Health Care, School of Medicine, University of Crete, WHO Collaborating Centre, Greece  <b>Quality of Care as Means to Achieve People-Centredness: A Core Pillar of the WHO Athens Quality of Care Agenda</b> Joao Breda, Head, WHO Athens Quality of Care and Patient Safety Office
<b>10:30-11:00</b>	<b>Session 2</b>

	<p>Facilitator: Eleni Papadaki, Dean, School of Medicine, University of Crete, WHO Collaborating Centre, Greece</p> <p><b>Keynote: Health Literacy National Policies in the WHO European Region</b></p> <p>Kristine Sorensen, Founder, Global Health Literacy Academy, Executive Chair of Health Literacy Europe &amp; International Health Literacy Association</p> <p><b>Q&amp;A</b></p>
<b>11:00-11:15</b>	<p><b>Closing Remarks</b></p> <p>Eleni Papadaki, Dean, School of Medicine, University of Crete, WHO Collaborating Centre</p>
<b>11:15 – 11:45</b>	<b>Coffee Break</b>