

SURGe

eHealth Reform Project:
Improving access and quality
across Ukraine's health system
through digital innovations



SURGe: Support to Ukraine's Reforms for Governance Program.
Funded by Global Affairs Canada. Implemented by Alinea.

70%

Ukrainians benefiting from
new financing model
based on "Money follows
the patient" principle
since 2018



74%

women report
satisfaction with family
doctors of their choice



2.5M

Ukrainians received
reimbursement for
medications since 2019



When seeking medical care, Ukrainians often paid out-of-pocket to access health services and facilities, raising serious questions about how the system allocated tax dollars. A fundamental shift was required to provide patients with financial protection in the case of disease, adjust resources to directly meet their needs and address low compensation for healthcare providers. The eHealth Reform Project helped introduce changes that empower patients, particularly those in vulnerable groups, as they navigate the healthcare system. For example, patients can now choose a family doctor and healthcare facility, which creates competition and improves quality of care across the sector. Patients pay less out-of-pocket for health services and have increased access to medications. Additionally, electronic prescriptions improve transparency and effective management of the medication reimbursement program.

"We are working towards a more cost-efficient and citizen-oriented system via digitalization, which will increase accessibility to healthcare for all Ukrainians."

- Andrii Mynchenko, Team Lead, eHealth

Alinea is an international development consultancy providing technical and management expertise that helps people improve their lives. Over 30 years, Alinea has delivered lasting change through more than 500 projects worldwide.

