

## **Daphne KAITELIDOU**

**Associate Professor, Nursing Management, Health Technology Assessment and  
Human Resources Management in Health Care  
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### **TEACHING**

#### **Undergraduate**

1. Organization and Quality of Health Services, Fall semester
2. Nursing Services Management, Spring semester

#### **Postgraduate**

1. Strategic Planning and Evaluation in Health Services, Fall semester, Interuniversity Postgraduate Program in Health Care Management and Health Care Informatics
2. Public Health and Socio-economic Determinants of Health, Spring semester, Interuniversity Postgraduate Program in Health Care Management and Health Care Informatics

### **EDUCATION**

- Doctoral Diploma in Health Management, Department of Nursing, National and Kapodistrian University of Athens, 2002
- Postgraduate Diploma in Health Services Management, National and Kapodistrian University of Athens, 1997
- Bachelor's (Honours) degree in Nursing, National and Kapodistrian University of Athens, 1995

### **RESEARCH INTERESTS**

- Nursing Management
- Health Technology Assessment
- Human Resources Management in Health Care

### **RESEARCH PROGRAMMES (indicative list)**

1. "Support to the Ministry of Health of Greece in conducting user satisfaction surveys in the local health units (TOMYs)". Funded by World Health Organization (WHO).
2. "Support to the Ministry of Health of Greece in developing a National Strategy/Strategic Plan on Human Resources for Health". Funded by World Health Organization (WHO).
3. "Support to the Ministry of Health of Greece in developing the tools for conducting periodic user satisfaction surveys in public health care facilities" – World Health Organization. Funded by World Health Organization (WHO).
4. "I CARE" (Erasmus+, KA2-Cooperation for Innovation and the Exchange of Good Practices Strategic Partnerships for higher education). Co-funded by the Erasmus+ Programme of the European Union.
5. Health Expenditure by disease and conditions HEDIC 2013/S 247-429862. Funded by European Commission (EUROSTAT).
6. Impacts of the Crisis on access to health care services: country reports on Greece, Hungary, Ireland, Latvia and Luxembourg. Funded by European Foundation for the Improvement of Living and Working Conditions-EUROFOUND (2013/0488/2993)

### **SCIENTIFIC PUBLICATIONS (indicative list)**

1. Kaitelidou, D., Economou, C., Galanis, P., Konstantakopoulou, O., Siskou, O., Domete, S., ... & Groenewegen, P. P. (2019). Development and validation of measurement tools for user experience evaluation surveys in the public primary healthcare facilities in Greece: a mixed methods study. *BMC family practice*, 20(1), 49.

2. Konstantakopoulou, O., Kaitelidou, D., Economou, C., & Charalambous, G. (2018). Barriers in access to pharmaceutical care in Greece: the case study of the out-of-hospital management of patients with acute asthma. *Frontiers in Public Health*, 6, 199.
3. Economou Ch. Kaitelidou D., Karanikolas M., Maresso A. (2017). Greece: Health System Review. *Health Systems in Transition*. Vol. 19 No. 5 2017.
4. Kaitelidou, D., Katharaki, M., Kalogeropoulou, M., Economou, Ch., Siskou, O., Souliotis, K., Tsavalias, K., Liaropoulos, L. (2016). The Impact of Economic Crisis to Hospital Sector and the Efficiency of Greek Public Hospitals. *European Journal of Business and Social Sciences*, 4(10), 111-125.
5. Siskou, O., Stokou, H., Theodorou, M., Kaitelidou, D., Galanis, P., Tsavalias, K., Konstantakopoulou, O., Charalambous, G., & Liaropoulos, L. L. (2015). Evaluating Cost Sharing Measures in Public Primary Units in Greece: Cost Sharing Measures in Primary Care. *International Journal of Reliable and Quality E-Healthcare (IJRQEH)*, 4(4), 52-62.
6. Galanis P., Sourtzi P., Bellali Th., Theodorou Th., Karamitri I., Siskou O., Charalambous G. and Kaitelidou D. (2013). Public health services knowledge and utilization among immigrants in Greece: a cross-sectional study. *BMC Health Services Research* 2013, 13:350 (doi:10.1186/1472-6963-13-350)

### **BOOKS (indicative list)**

1. Economou Ch., Kaitelidou D., and Siskou O. Chapter 15: A Health System in the Era of Economic Crisis and Memoranda: Bearing Patiently the Consequences or Grabbing the Chance for Introducing Reforms? in "The Impact and Implications of Crisis: A Comprehensive Approach Combining Elements of Health and Society" (2018). ISBN: 978-1-53613-190-1
2. Economou Ch., Kaitelidou D. *Health System in Transition* (2017). WHO Regional Office for Europe Health
3. Economou Ch., Kaitelidou D., Kentikelenis A., Sissouras A. "Case study: the impact of economic crisis on the Greek Health System". In Maresso A, Mladovsky P, Thomson S, Sagan A, Karanikolos M, Richardson E, Cylus J, Evetovits T, Jowett M, Figueras J and Kluge H, eds (2014). *Economic crisis, health systems and health in Europe: country experience*, Copenhagen: WHO/European Observatory on Health Systems and Policies
4. Kostagiolas P., Kaitelidou D. Chapter XVIII: Improving the Quality of Healthcare Services through Information and Quality Interrelation, in *Handbook of Research on Information Technology Management and Clinical Data Administration in Healthcare* (2 Volumes) (2009). Dwivedi A. (editor) ISBN: 978-1-60566

### **ORGANIZATIONAL AND ADMINISTRATIVE ACTIVITIES (indicative list)**

1. Responsible Mentor of Public Health Division for the first year students in the Department of Nursing (2011-2015)
2. Member of the Executive Board of General Oncological Hospital of Kifissia "Agiou Anargyroi" in Athens (2012-2014)

### **MEMBERSHIP IN SCIENTIFIC and PROFESSIONAL ASSOCIATIONS (indicative list)**

1. Deputy National Representative to the OECD Health Committee (2000-2016)
2. National Association of Nurses of Greece
3. Greek Nursing Studies Association
4. Greek Scientific Society of Pharmacology
5. Hellenic Regulatory Body of Nurses
6. International Society of Technology Assessment in Health Care