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# Serbia

## Country Health Information Systems and Data Use (CHISU) Program

June 2023

In April 2020, the Prime Minister of Serbia asked the U.S. Government for potential support toward establishing and upgrading an efficient eHealth system in the country. Priorities for the Government of Serbia included the use of artificial intelligence (AI) for x-ray radiology, automated medication interaction checking, virtual patient queuing, digitizers for film x-ray machines, and the placement of Serbia on a digital health map.



Since then, USAID Serbia released the Serbia Country Development Cooperation Strategy 2020–2025, which identified key areas of support from USAID in reaching Serbia’s development objectives. In particular, Development Objective 1 highlights the need to support Serbia’s eHealth system—both to bolster the country’s COVID-19 response and to improve the health of its population generally.

To that end, CHISU supports the Government of Serbia to strengthen HIS leadership and governance and improve the country’s data analytics and use.

## How is CHISU supporting digital transformation in Serbia?

CHISU is working to strengthen Serbia’s HIS leadership and governance by enhancing the work of the eHealth Steering Committee through both program management and technical support. In addition, CHISU is strengthening the foundations for achieving Action Plan objectives for the Digitization Programme in the Health System of the Republic of Serbia for 2022–2023 and for achieving the Strategy for the Development of Artificial Intelligence in the Republic of Serbia (2020–2025) through improved data analytics and use.

CHISU is strengthening Serbia’s HIS leadership and governance by:

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Country Health Information Systems and Data Use (CHISU) is USAID’s flagship data and information system program to strengthen host country capacity and leadership to manage and use health information systems to improve evidence-based decision-making. [www.chisuprogram.org](http://www.chisuprogram.org)



- Providing technical support to the eHealth Steering Committee and working groups
- Tracking implementation of the action plan for the Program for Health System Digitalization (2022–2026)
- Strengthening the Institute of Public Health of Serbia (IPH Batut) by building and extending their capacity to use Power BI software (a powerful tool for creating data visualizations) to produce reports autonomously
- Mentoring IPH Batut and the National Alliance for Economic Development (NALED) to conduct the HIS SOCI assessment for future measurement
- Supporting analytic capacities at the IPH Batut



Power BI training participants at IPH Batut, February 20–23, 2023.

To improve Serbia’s data quality and use, CHISU is:

- Documenting approaches involved in electronic immunization records
- Increasing coverage of electronic immunization records
- Supporting implementation of strategies to optimize use of existing data for improved decision making
- Assessing readiness for advanced data analytics
- Improving data analysis skills by training key staff at IPH Batut on using Power BI



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