

CAPITALISATION

The bridge connecting the past with the future



What is capitalisation?

Capitalisation is the process of turning experience and knowledge into long-term value.

During capitalisation, lessons are drawn from experience and shared with all stakeholders involved in order to produce a thorough analysis of successes and challenges in pursuit of common goals.

In the context of HAP, capitalisation aims to:

- Preserve and strengthen the project's results.
- Extract lessons learned and good practices from many years of experience.
- Transfer this "knowledge capital" to national institutions in order to guide future strategies.

Why is capitalisation important?

- 📅 **Preserving knowledge** – lessons and successes are not lost when the project ends.
- 👥 **Strengthening health care** – family medicine teams collaborate more effectively and grow professionally.
- 🏛️ **Supporting policymakers** – decisions are based on evidence and concrete experience.
- 🔄 **Ensuring sustainability** – the changes introduced remain in place and continue to develop over time.
- 👑 **Creating local ownership** – Albanian institutions and professionals become the custodians and supporters of the continued implementation of the project's innovations.

Who participates in the capitalisation process?

- Primary health care workers
- Local Units of Health Care (LUHCs) and the Regional/Central Operator
- Ministry of Health and Social Protection
- Health Care Insurance Fund
- NGOs and patients
- Experts who facilitate discussion tables and analyse the collected data

How does capitalisation take place?

1. **Experiences are gathered:** testimonies, successes, challenges, and obstacles.
2. **They are discussed together** in panels, roundtables, and similar forums.
3. **Useful products** are created, such as reports, case studies, and others.
4. **Knowledge is disseminated** among professionals, authorities, and institutions.
5. **It is integrated into policies** so that best practices can become national standards.

What do we gain from capitalisation?

- ★ **Preservation and further expansion of effective services/practices** – such as Home Care and Peer Groups, which remain reference models even after the project ends.
- 🏛️ **Improvement of practices** – lessons learned help correct and strengthen the system.
- 🎯 **Clear guidance for the future** – policies, strategies, and concrete plans grounded in evidence.