Geneva Health Forum, 2026

Ensuring Primary Care Continuity and Resilience During the War: A Frontline Practice Experience and Lessons Learned

Anastasiia Hibeskul, Private PHC Practice, Kryvyi Rih, Ukraine; Olga Korolenko, Ukrainian-Swiss Project 'Medical education development', Kyiv, Ukraine; Anna Ostafiichuk, PHC Center, Kyiv, Ukraine; Maryna Opalenko, PHC Center, Uman, Ukraine

City of Kryvyi Rih

~ 600,000 people in the city, the 8-th biggest in Ukraine

66.1 km city length

~ 430 km² city square, the 3-rd biggest in Ukraine

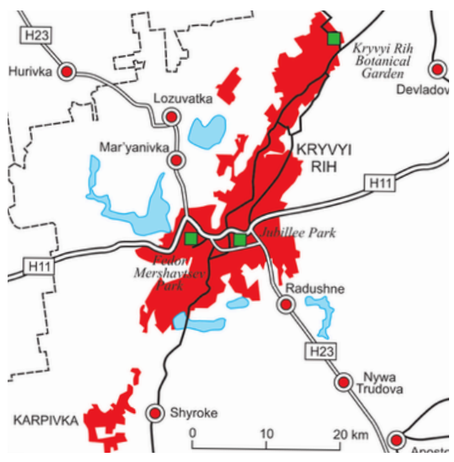
~70 km from the active frontline since full-scale invasion

01 Background: Frontline Context

War Operational Disruptions

- daily missile/drone attacks and ground invasion risk,
- 4–6 air-raid alerts daily (up to 250 hours per month),
- mass population displacement (in and out of the city).





02 Background: Clinic Description

Primary Health Care Practice

Private clinic with the National Health Service of Ukraine agreeement for service provision

3 family doctors

2 nurses

~4000 registered patients

Key services: Ongoing care for all ages, health screenings and risk assessments, chronic disease management, vaccinations, referrals and care coordination, e-services and documentation, specialist consultations (cardiology, rheumatology, dermatology).

03 Study design

Study Objective:

To describe the operational strategies and resilience mechanisms used by a frontline PHC clinic to sustain accessible, continuous patient care under prolonged warfare conditions.

Methods:

case study based on a retrospective qualitative analysis of the experience.

Data sources:

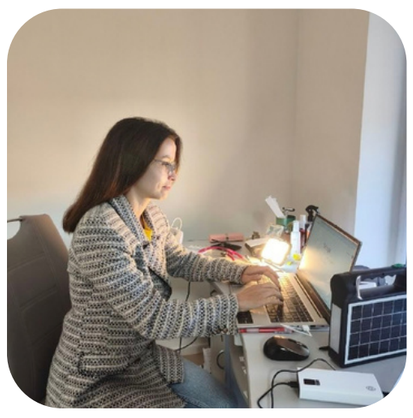
- practice's operational and internal documentation, including electronic health record (EHR) encounter logs and e-prescription registries,
- qualitative reflections from the practice's physicians.

04 Study results

Operational and Infrastructural Resilience

Adaptive conditions vs suspending services:

- **Safety of the patients** through the **mix of online and offline services**, providing ongoing support.
- An **automated double-inverter system** to overcome missile-related blackouts, preserving vaccine cold-chain integrity and clinical lighting.
- **Pre-charged mobile workstations** to sustain EHR entries and e-prescriptions despite severe telecommunication failures.



Pre-charged mobile workstation operating during a blackout



Automated double-inverter system securing power and vaccine cold-chain

Equitable Access and Digital Health

Low-Barrier Access and IDP Care:

- maintained **remote consultations** for displaced to other regions registered patients,
- free, **low-barrier care for people displaced** to Kryvyi Rih from active hostilities zone with no formal re-registration required.

Digital Tools for Continuity:

- **e-prescriptions, e-sick leaves, and digital disability filings** to sustain remote chronic disease management, disability evaluation.

Clinical Adaptation and Workforce Endurance

Mental Health Integration (WHO mhGAP):

- **WHO mhGAP protocols** (PHQ-9 and GAD-7 screening tools) to manage widespread war-related stress, insomnia, and psychosomatic disorders.

Workforce Resilience and Peer Support:

- **peer learning group** to provide regular training, psychological debriefing, and peer support, mitigating professional burnout.



Peer group learning session

05 Conclusions and Key Takeaways

Primary care resilience and continuity during wartime rely on **flexible operational strategies, automated infrastructure**, **digital tools**, and **adaptable consultation formats**.

Low-barrier care for IDPs and dynamic service adaptation transform primary care from reactive crisis survival into a **sustainable, proactive community anchor.**

Proactively **digitalizing processes and equipping clinical teams** builds the structural resilience essential for long-term crisis management.

Private Primary Health Care Practice
"Romanenko Clinic"
Address: 22E, Fuxa Str., Kryvyi Rih, Ukraine

Clinic Location and Map

*Corresponding Author: **Anastasiia Hibeskul***
E-mail: anastasiyagibeskul@gmail.com
Phone: +380969545957 (viber, telegram,whatsApp)