

Primary Health Care (PHC) Quality Assessment and Readiness of Services

Project Information

- ◆ Department: Center of Excellence for Applied Epidemiology
- ◆ Unit: Research and Policy

OBJECTIVES

The main goal of PHC assessment study in Jordan is to assess the availability and quality of PHC services from different perspectives. This assessment is part of a set of studies to estimate the overall situation of PHC and produce an evidence base upon which to develop a National Strategy for Revitalization of PHC in Jordan.

REGIONS OF WORK

PHC assessment will be implemented in six Governorates in Jordan (Irbid, Mafraq, Maadaba, Zarqaa, Karak and Tafieleh).

PROJECT DESCRIPTION

PHC assessment is part of a set of studies to estimate the overall situation of PHC and produce an evidence base upon which to develop a National Strategy for Revitalization of PHC in Jordan.

The purpose of this study is to assess the availability and quality of PHC services from different perspectives.

The specific objectives of the study are assessing availability and readiness of health services, as well as the satisfaction, experience, and perceived quality of health services by users and health workers.

An adaptation of SARA (Service Availability and Readiness Assessment) tool will be used for this assessment, the tool will be adapted to the context of Jordan including interventions identified in the recent mapping of health interventions currently being delivered within the Jordanian health system carried out by WHO.

Within each governorate, one Comprehensive Health Centers (CHC) located in a secondary city (not the capital), two Primary Health Centers (PHC) under the catchment area of the selected CHC, and two Village Health Centers (VHC) within the catchment area of the two selected PHCs respectively.

BENEFICIARIES

The beneficiaries are the MOH health care providers and the patients of the six Governorates in Jordan who will receive PHC services at the health centers.

PROJECT PHASES

PHC assessment involves three phases:

Phase I – Preparations: Adaptation of assessment tools, and literature review.

Phase II – Assessment: Situation analysis, training, data collection and field visits.

Phase III – Reporting: Data analysis and final reports.

Project Start and End Date	September 15 – December 15, 2021
Partner Organizations	Jordan Ministry of Health
Funded by	World Health Organization WHO

Currently . . .

Adaptation of assessment tools, literature review, situation analysis, training activities, data collection and field visits will be conducted. Six governorates will be targeted (2 in each region). Within each Governorate one CHC located in a secondary city (not the capital), two PHC under the catchment area of the selected CHC and two VHC within the catchment area of the two selected PHCs respectively. Total field visits: 7 visits per each one of the six Governorate 6 (42 visits in a total)

What's next . . .

After finalizing all activities, data analysis will be conducted and an integrative report including findings, discussion, main conclusions, and actionable recommendations will be prepared reflecting the results from both elements (Assess availability and readiness of health services and assess the satisfaction, experience, and perceived quality of health services).

ABOUT HEALTH CENTERS

<p>Primary Health Centre (PHC)</p> <p>Building area: min. 350 m²</p> <p>Catchment area: min. 3,000 population</p>	<p>Comprehensive Health Center (CHC)</p> <p>Building area: min. 750 m²</p> <p>Catchment area: minimum 15,000 population</p>	<p>Village Health Centre (VHC)</p> <p>Building area: min. 100 m²</p> <p>Catchment area: min. 500 population</p>
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By the Numbers

6	40	1	2	4
Total governorates	Total health facilities	CHC visit per governorate	PHC visits per governorate	VHC visits per governorate

EMPHNET Information: Eastern Mediterranean Public Health Network (EMPHNET) works at achieving its mission by responding to public health needs with deliberate efforts that allow for health promotion and disease prevention.

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