



FACT SHEET

Component 1: Supportive Management Systems and Process for Primary Health Care

The objective of USAID/PHCPI under Component 1 is to strengthen the quality of Primary Health Care (PHC) delivery in Iraq through the development of highly functional management systems to ensure accessible, efficient, and quality health services. Effective management and leadership systems provide the underpinning for efforts to build more accessible and sustainable quality health services. Working with counterparts from the Ministry of Health (MOH) and other key stakeholders at the national, provincial, and district levels, the PHCPI team is helping to build the capacity of health staff at all levels to effectively plan and management the health care system. USAID/PHCPI is delivering tailored training and technical assistance that fills skills gaps and links good management practices to enhanced health outcomes. To improve primary healthcare management systems, USAID/PHCPI is working on the following objectives.

Fostering PHC governance at the National Level

USAID/PHCPI collaborated with the MOH to form a National Technical Advisory Group (TAG) as an on-going mechanism for donor coordination and technical collaboration to promote quality improvement in PHC. This 16-member body includes members from relevant MOH sections, other government ministries, NGOs, donors, and other international organizations such as USAID, WHO, UNFPA, UNICEF. The National TAG has held six meetings to date. USAID/PHCPI will continue to use the TAG as a platform to disseminate insights and lessons learned from the USAID/PHCPI project activities and explore ways to scale up improvements beyond the 360 clinics involved in the project.

Strengthening PHC Management

USAID/PHCPI partnered with the MOH to develop a Handbook of Quality Standards and Operational Guidelines for management of PHC centers. This Management Handbook includes simple, practical tools to help clinic staff assess, strengthen, monitor, and improve compliance with operational standards and guidelines. USAID/PHCPI developed a training program to train PHC center managers in the practical use of the Management Handbook. This 30-hour training course covers the following topics: organization and leadership, client clinical care, clinic safety, clinic support service, operational management, facility and equipment management, management of information, community participation, and quality improvement. Using a MOH training of trainers (TOT) program, USAID/PHCPI has rolled out training on the Management Handbook to 628 clinic

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managers from 319 PHC centers as of March 31, 2013. To supplement this training program, USAID/PHCPI has also rolled out training on Facility and Equipment Maintenance Management Standard Operating Procedures (SOPs) to 841 participants from 327 PHC centers. In addition, PHCPI is paying attention to the improvement of Pharmaceutical Supplies Management (PSM). A comprehensive guideline is being finalized, on which PHC staff will receive appropriate training. The Essential Medicine List is being revised to enhance the availability of medicine at PHC Centers.

Developing PHC Leadership and Management Program

USAID/PHCPI worked with the MOH to develop a Leadership and Management Training Program geared toward PHC center managers and service providers. The curriculum includes a broad range of topics, including leadership, interpersonal communication, team building, problem solving, strategic planning, quality improvement, human resource management, and fiscal management. This training program is being used by district and PHC facility management teams to build their capacity to apply effective leadership and learn specific skills in order to prepare them to take a leading role in health system improvement. Using a MOH TOT program, 488 managers and service providers from 300 PHC clinics, as well as 85 district- and provincial-level managers throughout Iraq's 18 provinces, completed the leadership and management training course as of March 31, 2013.

Improving PHC Patient Records System

The project is working with the MOH to develop an effective, standardized approach to the current paper-based patient records system, while also developing a strategy to assist the MOH in its gradual transition to an electronic-based system. In cooperation with the MOH, USAID/PHCPI produced a new comprehensive, standardized paper medical record form. As of March 31, 2013, USAID/PHCPI trained 1426 medical staff and statisticians from the 279 PHC centers on the use of the updated records through on-the-job training. In the coming year, the MOH plans to scale up use of the new records system to all 360 target clinics.