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**WEST BANK/GAZA**

## CASE STUDY

# Better health at the click of a mouse

**A USAID-funded health information system is improving the care provided to Palestinian citizens.**



Chemonics

*Nurse Farid Abu-Lail documents notes during rounds in the urology department using the new health information system.*

### Challenge

Health information management is crucial to ensure sustainable reform of the Palestinian health system and to support the Ministry of Health's ambitions to provide the best possible quality of healthcare for all citizens. No health system can properly function without rapid, accurate, and structured gathering and analysis of data for decision making, management, and tracking of the population's general health.

### Initiative

USAID supported the Ministry of Health to create a dynamic and comprehensive health information system (HIS). By early 2013, the HIS was operational in 12 public health facilities across the West Bank and contained over 412,000 individual patient records.

As a result of the unique patient number created by the HIS, each patient's full medical history is available at the click of a mouse, eliminating the need for paper records and creating a more efficient means to access vital information.

### Result

The HIS is a major innovation in the management of public health services and has improved patient care at every level, according to an assessment of the system's impact on Palestinian health care.

Users reported that the system increases efficiency (82%), improves performance and accountability (80%), and makes reporting more effective (84%).

MOH facilities are better at tracking patients, staff, and non-medical commodities, analyzing data trends, and planning. "The linkage [of all hospital functions] through HIS will enable us to provide the best standard of health care to Palestinian citizens," said Samer Awartani, a manager at Rafidia Hospital, one of the largest Palestinian public hospitals.

### Telling Our Story

U.S. Agency for International Development  
Washington, DC 20523-1000  
<http://stories.usaid.gov>