



PRIMARY HEALTH CARE PROJECT

Fact Sheet: Primary Health Care Project Iraq (PHCPI) Component 1: Supportive Management Systems and Process for Primary Health Care

USAID/PHCPI technical assistance under Component 1 will aid in the development of highly functional management systems to ensure accessible, efficient, and quality health services. Solidifying effective management and leadership systems will facilitate the delivery of more accessible and sustainable quality health services. Building on the Government of Iraq's Strategic Framework for 2009-2014, USAID/PHCPI team will usher in systemic changes to help the MoH institutionalize new management policies and systems to improve PHC clinic performance. USAID/PHCPI will quickly demonstrate the value of key strategic management interventions linking management systems improvements such as newly instituted infection prevention and control protocols to enhanced health outcomes. To improve primary healthcare management systems, USAID/PHCPI will:

Foster PHC governance at the National Level: The MoH identified a group of national experts to serve as members of a Technical Advisory Group (TAG) with the objective of strengthening PHC in Iraq. Through the TAG, USAID/PHCPI will work with the MoH to establish, mobilize and manage strong QI clinical and management teams in the development of various critical management policies that support systems to improve PHC service delivery outcomes. USAID/PHCPI will champion the modernization of guidelines regarding the management of operations such as pharmaceuticals, labs and equipment. USAID/PHCPI will endorse the QI teams dissemination of best practices and lessons learned in order to improve governance of PHC clinics, which will scale up improvements beyond PHCPI's 360 targeted clinics.

Strengthen PHC Management: In partnership with the MoH, USAID/PHCPI will develop a Handbook of Quality Standards and Operational Guidelines for management of Primary Health Care Clinics. The Handbook will be a simple, practical tool to help clinic staff assess, strengthen, monitor, and improve compliance with the standards and guidelines. The handbook standards will address the following management topics: Organization and Leadership, Client Care, Clinic Safety, Clinic Support Services, Operational Management, Facility Management, Management of Information, Community, and Quality Improvement. USAID/PHCPI will support the training of MoH trainers in supervision of handbook amongst the targeted 360 participating clinics.

Develop PHC Leadership and Management Training Program: USAID/PHCPI will work with MoH to establish a PHC Leadership and Management training program. The Leadership Training program will build on the various materials developed within the MoH and will be linked to the concepts and quality standards described in the Management Handbook.

Improving PHC Patient Records System: USAID/PHCPI will work with the MoH to standardize the PHC clinic's patient records systems, so all PHC clinics will implement comprehensive and efficient information tracking methods to maintain quality continuity of care for patients. This system will easily feed into the national Health Management Information System (HMIS) to decrease information tracking burden and improve functionality of the PHC system to understand and respond to patient service needs based on up-to-date utilization and outcome information.