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## 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:

**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 trained 69 MoH master trainers and rolled out training on the Management Handbook to 1004 clinic managers from 340 PHC centers. To supplement this training program, USAID/PHCPI has also rolled out training on Facility and Equipment Maintenance Management Standard Operating Procedures (SOPs) to 1182 participants from 329 PHC centers. To improve Pharmaceutical Supplies Management (PSM), PHCPI has developed a comprehensive guideline and is revising Essential Medicine List to enhance the availability of drugs and supplies 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, USAID/PHCPI has trained 95 master trained and rolled out training on leadership and management to 685 managers and service providers from 300 PHC clinics..

**Improving PHC Patient Records System:** In cooperation with the MoH, USAID/PHCPI produced a new comprehensive, standardized paper-based patient records system for use in PHC centers. After an initial pilot test of the system in 40 clinics, USAID/PHCPI has now trained 171 master trainers and roll out training to 1937 staff from medical record form. As of March 31, 2013, USAID/PHCPI trained 1426 medical staff and statisticians from the 317 PHC centers on the use of the updated records through on-the-job training. MoH issued an order establishing use of the revised patient records system in all 360 project target clinics in August 2013, with scale up to all PHC centers in Iraq beginning in September 2013.