



FACT SHEET

USAID/PHCPI Model Clinics

About the Model Clinics Initiative

The USAID/PHCPI Model Clinics initiative was established in partnership with the Iraqi Ministry of Health (MOH) to support the Ministry's efforts to improve the quality of primary health care (PHC) services. The initiative aims to upgrade 36 selected primary health care centers (PHCCs) to an agreed-upon model standard. PHCPI and the MOH envision a model clinic as "a clinic equipped with modern medical equipment, stocked with the needed drugs and medical supplies, staffed with well-trained providers who are in compliance with MOH clinical protocols and guidelines and efficiently functioning within a reliable health system." Through the use of its cost share and other routine budget resources, the MOH intends to upgrade the remainder of the 360 clinics targeted under the PHCPI project to this model standard.

Model Clinic Criteria

To be considered a model clinic, a minimum level of care must be offered to its clients. The standards for the minimum level of care were developed by looking at what is necessary for the optimal functioning of the PHCC, what can be easily verified and monitored against

A **Model Clinic** is "a clinic equipped with modern medical equipment, stocked with the needed drugs and medical supplies, staffed with well-trained providers who are in compliance with MOH clinical protocols and guidelines and efficiently functioning within a reliable health system."



MOH/PHCPI standards by District Health Officers, MOH Inspectors and clinic management as well as the Iraqi context and environment.

Based on these criteria, the MOH and PHCPI collaborated to develop a set of 85 standards that cover all elements of a fully functional model clinic. The standards were grouped into eight domains:

- Domain 1: Physical structure, utilities and furniture
- Domain 2: Cleanliness and infection control
- Domain 3: Patients' rights and client care
- Domain 4: Diagnostic and pharmaceutical services
- Domain 5: Health promotion and community partnership
- Domain 6: Leadership, management and quality improvement
- Domain 7: Medical records and continuity of care
- Domain 8: Maternal and child health

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USAID/PHCPI Model Clinic Accomplishments

Since its start, USAID/PHCPI worked hand in hand with the MOH to improve the quality of PHC services of the 360 PHC clinics including the 36 model clinics. Key activities included strengthening management systems, improving clinical services, especially those targeting the achievement of MDGs 4&5, enhancing community participation in PHC decision making, and supplying the clinics with the necessary equipment and upgrades. Recent accomplishments for USAID/PHCPI Model Clinics include:

- On February 6, 2014, the MOH accepted and endorsed the Model Clinic Criteria. These criteria, composed of 85 standards, will form the basis by which primary health care clinic (PHCC) progress is tracked and evaluated.
- Two five-day workshops, held in collaboration with the MOH Laboratories Department, on the appropriate way to use the laboratory biomedical equipment. All 36 model clinic laboratory staff attended the workshop which covered the basic operation and maintenance of hematology analyzers and reagents, daily operations, and troubleshooting operational and quality control issues related to individual equipment items.

450 PHCC staff from all 36 model clinics were trained on the 85 Model Clinic Standards. The training focused on the concepts, criteria and standards for model clinics.

- Improved compliance and efficiency in the application of the standard operating procedure (SOPs) for clinic facility and equipment maintenance management through an on-the-job training (OJT) course conducted on “creating card devices, maintenance sheets, and inventory forms” for use in the PHC centers in Babil province.



USAID/IRAQ Mission Director, Dr. Sara Ann Lynch, visited two model clinics, Al-Jubaila model clinic and Sarwaran model clinic, her visits were covered by two major media outlets in Iraq, Al-Sumaria satellite channel and Al-Mirbid Radio. At the end of her visits, the Mission Director congratulated clinic and PHCP staff on the work they are doing to provide the best health service to the people of Iraq.

- At Basrah Children's Hospital, a workshop on Environmental and Sanitation Precaution, focused on environmental precaution, waste management, risk factors, radiology safety, general hygiene and personal hygiene as part of the daily activities inside the hospital and the PHCCs.
- Updating of the current Essential Drug List (EDL) and cold chain management of vaccines guideline.

Supporting the upgrade of 36 PHCCs to the level of fully functional model clinics that are staffed with well-trained providers who are in compliance with clinical protocols and guidelines as well as being equipped with modern medical devices and stocked with enough drugs and consumables, will contribute directly to improvements in health outcomes for the Iraqi people. In addition to direct contributions, they will serve as an example for the development and upgrade of PHCCs throughout the country by the MOH.

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