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**IRAQ**

**PRIMARY HEALTH  
CARE PROJECT**

# FACT SHEET USAID/PHCPI Model Clinics



Photo: USAID / PHCPI

Deputy Minister of Health, Dr. Khamees Al-Saed, chaired the Certification Ceremony at the Al-Mansour Model Clinic in Baghdad Karkh.

**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.”**

## 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 Clinics (PHCCs) across all 18 Iraqi Provinces into 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 298 clinics targeted under the PHCPI project to this model standard.

## Model Clinic Criteria

To be considered a Model Clinic, a higher level of care must be offered to its clients. The criteria for this were developed by looking at what is necessary for the optimal functioning of the PHCC, what can be easily verified and monitored against MOH/PHCPI standards by District Health Officers, Ministry Inspectors and clinic management, as well as taking into consideration 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

## USAID/PHCPI Model Clinic Accomplishments

Since its start, USAID/PHCPI worked hand in hand with the MOH to improve the quality of primary health care services of the 298 PHCCs including the 36 Model Clinics. Key activities included strengthening management systems, improving clinical services, especially those targeting the achievement of the United Nations Millennium Development Goals 4 & 5, enhancing community participation in PHCC 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 PHCCs progress is tracked and evaluated.



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*Najaf Department of Health Director General and PHCPI Chief of Party unveil the Certification Plaque at the Al Askary Model Clinic in Najaf.*

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

- In April 2014, PHCPI and the MOH agreed to a process of joint Model Clinic assessments to facilitate final certification of the Model Clinics and provide a framework to replicate the Model Clinics initiative in the remainder of the 298 targeted clinics. PHCPI organized a five day meeting with senior Ministry officials to develop an instrument to evaluate the progress made at each clinic, which included indicators for each of the criteria and an agreed upon scoring methodology that is in line with MOH procedures.
- In May 2014, PHCPI organized regional training workshops for MOH and PHCPI assessment teams. More than fifty staff received training on the methodology of the joint assessment and the use of the instrument.
- The joint assessment of all clinics was completed on June 3rd and the results revealed that 19 clinics had reached the level to be certified as a Model Clinic. For the remaining 15 clinics\*, PHCPI and the MOH developed operational strategy and action plans to improve the services and functions to enable them to reach the Model Clinic standards within the timeframe left on the project. The plans identify interventions to improve the services in those clinics and assign the respective responsibilities for implementing these interventions.
- As of June 26th, the MOH (in partnership with PHCPI) organized certification ceremonies for 12 of the 19 clinics that have met the Model Clinic status. These certification ceremonies were attended by high-level representatives from MOH, USAID and PHCPI - a strong indicator of the support and commitment to PHCPI activities, including the Model Clinics initiative.

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, they will serve as an example for the development and upgrade of PHCCs throughout the country by the MOH, who will now take the lead in advancing Model Clinic replication efforts across the country.

For more information, please contact: [iraqphc.info@urc-chs.com](mailto:iraqphc.info@urc-chs.com)

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\* Due to the current security situation, two clinics in Al Anbar Governorate were damaged and are no longer participating in the Model Clinics initiative.