



## 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. 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." To achieve the shared goal of improved primary health care services, the project worked with the MOH to refurbish 36\* primary health care centers (PHCCs) with the required medical equipment and supplies necessary to effectively provide the services outlined in Iraq's Basic Health Services Package and to apply the newly acquired knowledge and skills obtained through USAID/PHCPI training and capacity building activities. 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

The MOH-PHCPI team has identified 85 standards which are grouped into eight domains that cover all elements of a "fully functional model clinic." Through the model clinics, PHCPI is ensuring that the management and clinical systems strengthened by the project are operationalized at the clinic level. 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:



*Representatives from USAID / PHCPI attend the Opening Ceremony of the Al Mansour Model Clinic in Baghdad*

- ◆ 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 298 targeted PHCCs including the remaining 34 Model Clinics. Key activities included strengthening management systems, improving clinical services, especially those targeting the achievement of the United Nations Millennium

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

### October 2014

The USAID Primary Health Care Project in Iraq (PHCPI) is funded by United States Agency for International Development (USAID) under Contract No. AID-267-C-0-11-00004. The project team includes prime recipient, URC, and sub-recipient organizations Management Sciences International and Sallyport Holdings, Inc.

Development Goals 4 & 5, enhancing community participation in PHCC decision making, and supplying the clinics with the necessary equipment and upgrades.

The PHCPI Model Clinics team, in collaboration with the MOH Quality Department, developed an assessment instrument based on the jointly agreed upon model clinic criteria to enable the MOH to evaluate the progress made at each clinic toward achieving model clinic certification. A set of indicators was developed to allow for more accurate and objective assessment as well as a scoring methodology in line with MOH policies and procedures.

- ◆ Model Clinic staff have been trained on 28 clinical and managerial guidelines that were updated jointly by PHCPI and the MOH.
- ◆ Over 2,500 Model Clinic staff have been trained on the updated guidelines.
- ◆ Over 60 trainers of trainers (TOTs) have been trained on 16 of the updated guidelines and have continued to host trainings for other PHCC staff.
- ◆ 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



*Emam Al-Askary Model Clinic in Najaf*

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.”

- 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.
- ◆ A joint assessment of all clinics revealed that 33 clinics had reached the level to be certified as a Model Clinic.
  - ◆ The MOH, in partnership with PHCPI, has organized certification ceremonies for 33 of the 34 clinics that have reached 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.
  - ◆ The MOH equipped 32 PHCPI-supported Model Clinics with modern medical equipment including diagnostic aids, x-ray machines, CR, ultrasound equipment and printers for a total cost of USD \$2,618,657.
  - ◆ The MOH announced it will provide all needed furniture to 32 Model Clinics for a total cost of USD \$2,335,842.88.

Supporting the upgrade of 34 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.