



SUCCESS STORY

Better Health Services Builds Trust in the Community

“I use to go to the hospital that was far away from my home, but now I come to this clinic because of the improvements I have seen in the clinic including, the new treatment plans, and the trust that the community has in the PHCC.”

Deterioration of basic government health services across the country has caused a decline in the health status of Iraqi and a lack of trust in the services provided by the local clinics. USAID’s Primary Health Care Project (PHCP) partners with Iraq’s Ministry of Health (MOH) to strengthen its delivery of primary health care services throughout the country, focusing on mother and child health services for the most vulnerable Iraqis. The project also works with the Government of Iraq (GOI) to improve the standard and quality of 36 “model” clinics to serve as a prototype for further national replication.

Satter Huseein, his wife and son, use to go to the hospital that was far away from their home to receive health services, due to the way they were treated at the local clinic in their area, Al-Salam PHCC. He recently went to Al-Salam PHCC to receive health services and is very pleased with the improvements at the clinic. He said “I use to go to the hospital that was far away from my home, but now I come to this clinic because of the improvements I have seen in the clinic including, the new treatment plans, and the trust that the community has in the PHCC. Now there is no need to go to the hospital to receive proper medical treatment”.



Abo Haider’s family has more confidence in the health services provided by Al-Salam PHCC. Photo: USAID/PHCP



Abdulraheem and his grand child Malak looking for better health service Photo: USAID/PHCP

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Abdulraheem who also went to the hospital to receive health services said “ I used to go to the hospital directly and never come to the Al-Salam PHCC, although the PHCC is very close to my home, I still went to the hospital even for simple health problems. Now I come here every time I need health services, I even bought my granddaughter to the PHCC”.

USAID’s PHCP has also supported the MoH in the improvement of the PHC Patient Records System through introducing a standardized medical records

form which has been applied in all 360 PHC clinics supported by the project. This new system has helped organize and facilitate the process of primary health care service delivery. Abu Haider who usually comes into Al-Salam for regular health services, said “I usually come to this PHCC when I need health services, and I have seen a lot of changes to this PHCC. The health services are better, the staff is more organized than I use to see it before, I provided more information to the registrar and they are using new medical record forms.