

PN-ACL-311

Quality Services in a Family Atmosphere



The Comprehensive Postpartum Project (CPP) A Success Story in Jordan

 **Pathfinder**
INTERNATIONAL

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**Comprehensive
Postpartum
Project**



The Comprehensive Postpartum Project (CPP) in Jordan is funded by the U.S. Agency for International Development (USAID), under contract number 278-C-00-96-90544-03. The CPP project is implemented by Pathfinder International and two subcontractors, the Program for Appropriate Technology (PATH) and Global Vision Inc. (GLOVIS) in close collaboration with the Ministry of Health and Royal Medical Services of the Hashemite Kingdom of Jordan.

ACKNOWLEDGMENT

Pathfinder International would like to express its gratitude to its partners in the CPP project in Jordan including USAID, the Ministry of Health, Royal Medical Services, Red Crescent Society, Soldiers Family Welfare Society, Jordan University, PATH, GLOVIS and Shomali Infotec.

Pathfinder International would like to acknowledge the great support of the American Embassy in Jordan and the USAID mission to Jordan, which was the cornerstone for the success of the CPP Project.

Pathfinder International would like to recognize the efforts and the time of all the CPP staff and consultants.

Pathfinder International is grateful to the CPP centers' staff and the CPP project directors from the Ministry of Health/Jordan namely, Dr. Mohammad Al Batayneh, Dr. Issam Al Shraideh and Dr. Mohammad Said Al Rawabdeh for their dedication and hardwork to ensure the success of the CPP project.

Finally, Pathfinder International would like to thank all of its partners in Jordan for their efforts to ensure the sustainability of the CPP centers after the end of USAID funding.

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Jordan has come a long way in the field of social development.

The journey is not yet complete, but progress continues, especially in the area of reproductive health.

Figures show that 95% of deliveries in Jordan take place in hospitals, (65% of which take place in public hospitals). In 1996 in spite of the high rate of deliveries, only 6% sought postpartum care within public hospitals.

The various studies conducted showed that few women sought

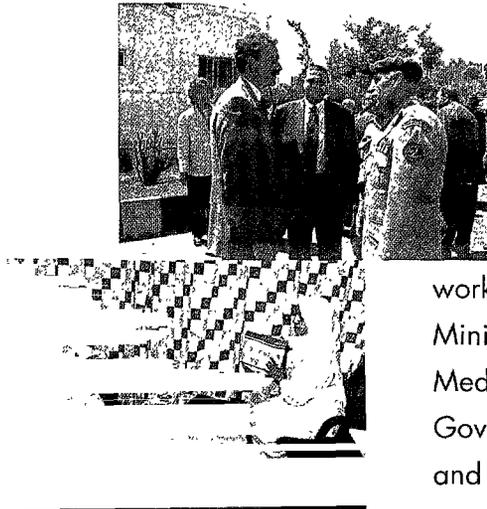


postpartum care due to the lack of availability of family planning services with accurate information in public hospitals.

The Comprehensive Postpartum Project (CPP) was designed to address this fundamental issue.

This USAID-funded project works in close collaboration with the Ministry of Health (MOH), Royal Medical Services (RMS), Non-Governmental Organizations (NGOs) and Jordan University.

Pathfinder International and two subcontractors, the Program for Appropriate Technology in Health (PATH) and Global Vision Inc. (GLOVIS), implement the project.



The main goal of the CPP is to meet clients' needs for high quality reproductive health services, including maternal postpartum family planning services, through:

- * Establishing 21 comprehensive mother and childcare centers at the major governmental and NGO hospitals throughout the country.
- * Setting up guidelines that are national standards for antenatal, postpartum, infant care, counseling, and family planning.
- * Training medical personnel at health centers.
- * Developing a Management Information System (MIS) that acts as a link between the 21 CPP centers within the main hospitals and the CPP central office to monitor the centers' activities.
- * Raising awareness of the importance of family planning.



Three of the centers established by CPP are training centers. By April 2000, 21 centers were established and located in major hospitals throughout the kingdom. Initially, the first fourteen centers of the CPP project were able to reach 58,778 deliveries, accounting for 43% of all hospital deliveries in the country.

With the additional seven centers, the coverage increased to 58% of all hospital deliveries in the kingdom, or 85% of all deliveries in public hospitals.

The main services provided in the CPP centers are antenatal, and maternal and well baby care. Family planning and counseling services are integrated into these services. Women have access to counseling both during antenatal and postpartum periods.

The centers are fully equipped to provide high quality services within a comfortable environment.



In addition to support for service improvement, the CPP includes the following support for related activities that enhance the quality of health care:

- * Procurement
- * Training
- * Management of Information System (MIS)
- * Information, Education, and Communication (IEC)
- * Operations Research
- * Community-Based Services (CBS)

Jordan's healthcare services are already of high quality. However, there was a lack of national guidelines that included antenatal, postpartum, and family planning services.



In cooperation with the Ministry of Health and the Royal Medical Services, CPP developed guidelines that are easy to understand and read and are tailored for Jordanian national standards in accordance with international standards of quality.

The CPP also produced a quality assurance (QA) manual in both Arabic and English. The manual is a comprehensive tool for health practitioners and providers. It identifies the concept of QA, describes how to maintain high quality services, outlines standards that should be applied throughout the CPP centers, and offers methodology for

collecting data for indicators needed to evaluate and monitor the standard of services provided.

Besides the manual, the CPP developed a computerized QA program that assists the managers and staff of the CPP centers in evaluating the quality of services and client satisfaction at their respective centers.



Subsequently, the CPP has also produced an 'arabized' manual on infection prevention. CPP staff members were trained on service guidelines, counseling, management, QA, and infection prevention.



The comprehensive package of services provided by CPP is considered the first of its kind in Jordan, and it has played a pivotal role in the success of the project.



Sustainability is a key component of any project that aims to be successful. In fact, the CPP has been a model project in establishing a sustainability committee, which includes members from the MOH, the Royal Medical Services, USAID, and Pathfinder International. The committee's scope of work was comprised of the following:

- * **D**evelop a long-term plan for continuing the CPP activities following the end of USAID funding.
- * **P**ropose a mechanism for integrating the CPP activities into MOH routine services.
- * **A**ssign the CPP to a department in the MOH, and appoint a person responsible for monitoring the sustainability of the CPP activities.
- * **D**evelop a plan for cooperation between the CPP and the Primary Health Care Initiatives (PHCI) project.
- * **P**repare a proposal for a cost recovery scheme for the CPP to ensure the sustainability of the quality of services provided by the centers.

The CPP has been an asset to Jordan's health care. The various services provided by CPP have benefited a wide audience within the Jordanian population. To date more than 110,000 women, or 14% of married women of reproductive age, have been served by the CPP centers. Integrated maternal and infant health care,

including family planning services, were provided.



Clients have spoken of their preference for clinics that include information on infant care, self-care, and counseling. In addition, CPP centers are now also providing cervical and breast cancer screening as well as awareness on self-breast examination.



Lack of women's access to resources is a hindrance to the advancement of women. The CPP has provided comprehensive reproductive health services in hospital settings. Prior to leaving the hospital, women are now able to receive information on reproductive health matters.

The CPP project has been a tremendous success. The percentage of women delivering in hospitals and coming for postpartum services has increased 11 fold from 6% in 1996 to 67% in December 2000.



The CPP Project is now a regional and international model for success. The CPP materials, which include manuals, guidelines and IEC products, have been widely used in the Middle East Region.

"The CPP project, is a vivid illustration of Jordan's continuing commitment to quality healthcare for all of its citizens."

William J. Burns
US Ambassador to Jordan

"It is a great success, and an excellent example of USAID's assistance in Jordan."

Toni Christiansen-Wagner
Director-USAID Mission to Jordan

"More than 110,000 women, or 14% of married women of reproductive age, have been served by the CPP centers in Jordan."

William Goldman
Director/office of Population
and Family Health, USAID/Jordan

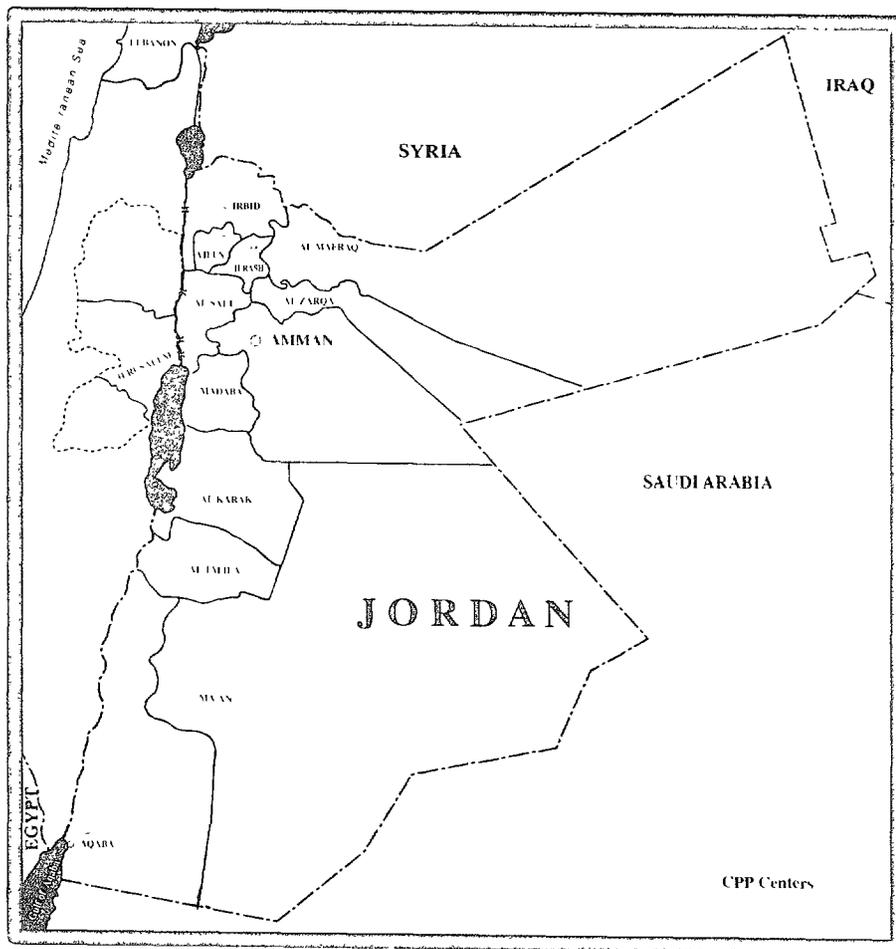
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CPP Statistics



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CPP CENTERS IN JORDAN