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ANNUAL REPORT

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Pathfinder International

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EXECUTIVE SUMMARY

The implementation of the Comprehensive Postpartum (CPP) Project started in June 1996 by opening the project office within the MOH premises. According to the original contract, fourteen CPP centers were to be established. However, during the course of the project, the needs of the country were reassessed by USAID/Jordan, the Ministry of Health (MOH) and Pathfinder International and they decided to increase the number of the centers to 21 in the kingdom.

When the newly renovated 7 CPP centers open in February 2000, the total number of the CPP centers will increase to 21. It is estimated that 58 percent of all those women, who deliver in hospitals in a year, will be reached by the CPP project. This also means that 91 percent of all the women, who deliver in government hospitals and 94 percent of those who deliver in the army hospitals will be able to have an access to high quality postpartum services.

The project has achieved almost all of its targets, specifically in services and training components. In the IEC component, the production of all the printed materials was accomplished during this reporting period. Moreover, the production of the remaining audiovisual products of the CPP targets will be completed by January 2000.

I. SERVICE DELIVERY

A. Establish Comprehensive Postpartum Centers

During this year 7 new centers were renovated and fully furnished. However, the medical equipment for those 7 centers were procured in the USA and their estimated time of arrival to the centers will be around mid February 2000, with these 7 new centers the total number of CPP centers has increased to 21 centers. The seven new centers are located in the following hospitals:

1. Hussein Hospital - Salt
2. Iman Hospital - Ajloun
3. Princess Raya Hospital - Deir Abi Said
4. Ramtha Hospital - Ramtha
5. Prince Faisal Hospital - Yajouz
6. Prince Hashem Hospital - (RMS) Zarqa
7. Jordan University Hospital - Amman

B. Develop and Establish the National Standards and Service Delivery Guidelines

Four guidelines were developed, printed and distributed by the CPP in 1997. The guidelines continue to be used by all operating centers.

In addition, the CPP had developed a new quality assurance system and its manual in English and the necessary parts of the QA manual were translated into Arabic. The QA system has been implemented in the operational 14 centers after the training some of the staff members on the system and the QA manual (both in Arabic and English) was distributed to the CPP centers and other interested organizations.

Also, an infection prevention manual was translated to Arabic and distributed to all the CPP centers and 400 copies of the manual were provided to the Primary Health Care Initiatives (PHCI) project.

C. Develop and Establish the standardized Computerized Management Information Systems (CMIS)

During 1999, the CPP continued to monitor the CMIS in the 14 operational centers in addition to monitoring the CMIS used to track the CBS activities at ADRA and Soldiers Family Welfare Society (SFWS).

As part of the project plans to provide better electronic communications among its CPP centers, email was installed at 6 centers the CPP project continued to pay the email connection fees for the five centers but not the telephone bills.

The project has developed a computerized QA tool based on the QA Evaluation Instruments prepared by the QA/ CPP team. A CPP consultant installed a copy of the computerized QA tool in each center to enable the CPP managers to perform QA monitoring in the future at their CPP centers and compare it with the previous QA findings at the earlier stages of the project. The CPP managers and the receptionists were trained on how to use this computerized QA system.

D. Conduct Operations Research

- **Community Based Services (CBS)**

Two subcontracts for CBS activities were signed in 1989 between Pathfinder International (PI) and ADRA and Arab Women Organization (AWO). In May 1998, AWO requested to be released from its CBS subcontract with PI and ADRA took over all AWO responsibilities and activities.

The CBS activities carried out by ADRA were implemented in the following two areas:

Area one: Natheef, Ras El Ein, Musdar and El Mareekh

Area two: Wadi Abdoun, El Mohagreen, El Akhdar, Hay Nazzal, Hay El Masarweh, El Dras and El Amawi.

The total population of the two areas is approximately 80,000 Palestinian refugees with 3222 beneficiaries in area one and 7994 beneficiaries in area two.

The main goal of the CBS activities was to reduce the prevailing high fertility rate as well as to reduce the unmet need for family planning and antenatal services in the two areas.

The CBS project has achieved its goals by the end of the subcontract in November 1999 as it is illustrated by the following indicators:

1. The percentage of modern contraceptive users has increased from 39% to 43% in area one and from 39% to 46% in area two.
2. The percentage of contraceptive prevalence has increased from 50% to 59% in area one and from 52% to 61% in area two.
3. The percentage of non users of contraceptive method decreased from 50% to 42% in area one and from 48.3% to 39.5% in area two.
4. The percentage of those who switched from traditional to modern contraceptive method is 6.3% in area one and 8% in area two.
5. The percentage of new users of contraceptive methods has reached 26% in area one and 23% on area two

The great achievements of the CBS program which is carefully documented by ADRA team and PI should genuinely encourage USAID projects in the fields of primary health care and reproductive health to implement more of such programs which have a very positive impact on the overall social, economical and health issues in Jordan.

During 1999, the CPP project continued to provide technical support to the CBS activities at SFWS.

- **Other OR Activities:**

Two OR studies are currently being conducted by Management Research Organization (MRO). The two studies are focusing on client tracking and referral system and the impact and sustainability of the CBS activities.

The second waves of the client satisfaction study was completed in 1999.

V. Services

By the end of December 1999, 14 CPP centers were providing services and 7 new centers were renovated and furnished.

By end of December 1999, on average 67% of the antenatal care clients returned for postpartum care and the number of new family planning users, has increased from 3672 in 1997 to 11840 in 1999 (i.e. 322% increase)

II. TRAINING

A. Provide In-Country Training

The three centers at Al Bashir, King Hussein Medical Center, and Princess Badia continued their training schedule.

During this year

The project provided the following In-Country training

- Contraceptive Technology Theoretical and clinical skills practice were provided by local trainers with 180 physicians attending. The participants practiced the insertion and removal of Norplant and IUD, as well as giving DMPA injection.
- Comprehensive Counseling and Communication Skills training was conducted for 61 attending participants. The participants practiced Counseling Skills; Family Planning, Theoretical Infection Prevention and self breast examination.

- Local trainers provided Comprehensive Counseling and Communication refresher, to 10 counseling master trainers.
- Comprehensive TOT for Counseling and Communication skills was provided by local trainers to 11 new counseling trainers, from the training centers, Al Bashir, Princess Badia, King Hussein Medical Center and Jordan University. In addition, TOT counseling was conducted for 9 clinical trainers by 3 local counseling Master Trainers.
- The Counseling Master trainers have revised and up-dated the Comprehensive Counseling Curriculum. The updated curriculum has been printed and will be distributed to all the CPP centers.
- Infection Prevention training was provided to 20 CPP Managers and 20 Nurse/midwives from the CPP centers, by Pathfinders Medical Associate, Cathy Soltar.
- Introduction to Training of trainers in Management was provided to 6 CPP Managers by Dr. Jean de Malvinsky.
- Dr. Jean de Malvinsky provided Management Training to the 7 managers of the new CPP Centers in addition to 2 managers from the operational 14 CPP centers.
- The Clinical Master trainers have revised and up-dated the Clinical Curriculum and it is being typed in order to be printed and distributed to all CPP Centers.
- The Pathfinder Infection Prevention module translation to Arabic is completed, printed and distributed to all CPP Centers
- Quality Assurance Manual is completed, translated and distributed to all CPP Centers.
- Training on the computerized Quality Assurance module was provided to 26 participants by local trainer
- MIS Computer training was provided to 7 physicians by Shomali Infotec Center.

B. Provide out-of- country Training

The project provided the following out-of-country training during this year:

Johns Hopkins University Center for Communication Programs provided training in Advanced in Development Communication Training in Beirut for one CPP counseling Master trainer.

III. INFORMATION, EDUCATION & COMMUNICATION (IEC)

The year 1999 witnessed full activation of IEC functions as well as a revision and implementation of its workplan. Hence, efforts were continued to provide the CPP Project, its activities, accomplishments and centres with satisfactory media coverage via television, radio and press.

Furthermore, new variety of IEC printed literature was prepared and work is underway on new audio-visual material.

Needless to say, all this went in pace with attempts to strengthen the management capacity and enhance cooperation between different parities of mutual concern and the CPP

A. Strengthen IEC Management Capacity

- 1- The IEC Committee was reactivated this year and performed an overall review of the IEC strategy for the whole project. The Committee members come from the Health Education department at the Jordanian Ministry of Health as well as Jordan TV, Radio and the most read local newspapers. Their joint task was to monitor the IEC media campaign and set the agenda for IEC activities through regular meetings. This year, the committee held 11 meetings during which recent accomplishments and ongoing activities were discussed in addition to future plans of the Project.
- 2- Distribution of reprinted and new IEC brochures (total of 19) and 2 new posters to all 21 CPP centres as well as concerned organizations and institutions. The total number of distributed material amounted to 3,042,300.
- 3- Distribution of 300 CPP Project press kits amongst various groups of public. Each kit comprised IEC literature (promotional and health-related brochures, stickers, leaflets, Project Justification document, and copies of Hamzat Wasel) as well as an MCH booklet and a client record.
- 4- Through the Project and its IEC component, the Market Research Organization was able to implement the Client Satisfaction Study, 2nd Wave, and discuss its findings at an official gathering at USAID, Amman. The purpose of this second wave was to determine whether improvements made in the intervening period since the 1st Wave of the study have been successfully implemented and test the levels of satisfaction of CPP clinic users. During the presentation, copies of the MRO studies were distributed amongst the participants.

- 5- IEC team developed CPP Project slides and transparent sheets for presentation and documentation purposes. Both produced items cover the CPP Project, its structural units, objectives, goals and deliverables. They also introduce a wide range of service providing examples.
- 6- Implementing a Script-writing workshop aimed at developing a local cadre of trained scriptwriters who could work on potential development productions. The 3-day workshop focused on edu-tainment as a means to producing technically sound, informative and educational scripts with, nevertheless, high entertainment value. Participants came from the private sector, JTV, Jordan Radio, Health Education Unit at the Ministry of Health, Educational Development Unit at JTV, Noor El Hussein Foundation and the Primary Health-Care Initiative Project. The principal trainer for the Workshop was Mr. Faisal Al Zoubi, with Dr. Faraj El Kamel as facilitator and trainer.
- 7- Active participation in all CPP quarterly meetings, Quality Assurance workshops, and various activities held by the CPP Project.
- 8- Field Visits to CPP centres all over the Kingdom with the purpose of following up on the proper use of IEC materials available at the clinics and becoming acquainted with each centers specific demands, problems and suggestions.
- 9- Participation of Senior IEC Advisor in an international conference held in the Hague during which the CPP Project and its experience in Jordan were discussed and the Project referred to as a model example for the implementation of the ICPD Plan of Action.
- 10- Participation of IEC assistant in a workshop entitled Media and Reproductive Health organized by Johns Hopkins University in cooperation with the National Population Commission in September 1999.
- 11- Meetings with HEU/MOH were continued to further cooperation in IEC and enhance the capacity of HEU.

B. Increasing Awareness (Family & Service Provider)

Media Campaign

- The airing of the projects TV spots - the major component of the media campaign - was resumed during this year. The TV spots were shown on an almost daily basis and at very opportune JTV air-times in the morning, afternoon and evening.
- Ten issues of the Project newsletter Hamzat Wasel were prepared, printed and distributed. The last four issues had a last page in English for non-Arabic speakers.
- A request for proposal was developed to produce the following audio-visual material :

- 2 TV spots for the second wave of CPP mass media marketing campaign, which would be aired during the year 2000.
- One-hour waiting room video
- 20-minute video on CPP Project
- 30-minute counseling video

The Request for Proposals (RFP) was re-bid outside Jordan (in Egypt and Lebanon) since none of the local, bidding audio-visual production houses was awarded to an Egyptian company; and having pre-tested and approved their preliminary scripts for the solicited items, production process is currently underway.

Video Magazines

- 1- This year, the five prepared video magazines were distributed to the CPP centres. These magazines are shown in clinics waiting rooms as part of the edu-tainment process of the IEC component of the CPP Project.
- 2- The 6th video magazine is currently being produced and will be made available to all CPP clinics early next year.

Media Coverage

- 1- All CPP activities (workshops, seminars, opening of new centres, official visits of local and foreign delegations, etc.) were covered by the local media.
- 2- IEC continued putting the project on the schedule of major popular TV and radio programmes. The Project Chief of Party, Project Director and some CPP Clinic Managers were interviewed on either JORDAN TV morning shows, news bulletin, popular radio programmes or daily newspapers.
- 3- A special TV programme was filmed about Soldiers Families Welfare Society and its CPP Clinic for showing between various JTV programmes.
- 4- Various visits to clinics were planned and conducted through the year.

Printed Material

- 1- Reprint and distribution of MCH booklets and Client Records to all CPP Centres.
- 2- Completion of the distribution of all 19 IEC brochures and 2 new posters to all CPP Centres and concerned institutions. The material distributed comprised the following :

f. Antenatal :

- 1- Pregnancy and hypertension
- 2- Pregnancy and diabetes
- 3- Preparing for Delivery

g. Post-natal :

- 1- Care of the mother after delivery
- 2- Pap smear
- 3- Breast self-examination and mammogram
- 4- Breast-feeding

h. Well-Baby Care :

- 1- Baby Growth and development
- 2- Care for the new born
- 3- Baby nutrition

z. Contraceptive brochures :

- 1- Spermicides
- 2- LAM
- 3- Female Tubal Ligation
- 4- Vasectomy
- 5- IUD
- 6- Norplant
- 7- Depo Provera Injections
- 8- Condom
- 9- Combined Oral Contraceptive Pills
- 10- Progestin-only Pills

a. Posters :

- 1- Infection Prevention
- 2- CPP Centres Publicity (logo, list of centres, locations & services)

The total number of materials distributed amounted to 3,042,300 .

C. Various

- 1- New workplan for the remaining period of the project until April 2000 was developed.
- 2- An inventory of the Projects IEC material was conducted and CPP/IEC deliverables were compiled and delivered to COP.

D. Visitors

Mr. Amin Pakzad June - July, 1999.
Finance & Contractors Manager / Global Vision Inc.

Dr. Faraj El Kamel June - July December 1999.
Regional Consultant/Global Vision Inc.

Dr. Mona Grieser December, 1999.
President/Global Vision Inc.

IV. MANAGEMENT INFORMATION CENTER (MIS)

Due to the revision and modification of the Clients Record, the CMIS was modified during the first quarter of 1999 and a 3-day training workshop was held for 40 service providers - 3 staff members from each of 14 operational centers, followed by the installation and one-day on-site training on the modified CMIS at all the 14 CPP centers.

During the first and second quarters of 1999, some modifications were made to the computerized logistic module according to the request of the resident advisor of the family planning logistic system. A one-day workshop was conducted and the notes were taken from each center in order to solve the issues and problems related to the logistic module. Accordingly, all the centers service providers were trained on the modifications of the logistic module.

A significant achievement during the second quarter was the installation of the computerized QA assessment tool - which was programmed on Excel - at all the CPP centers. This tool allows the use of data by QA element and to set QA goals and follow-up action.

Additional reports and modifications were made to the CBS computerized system to meet certain needs by the system users.

On the last quarter of 1999, Managers and service providers of the newly established CPP centers were completed their trainings on the CMIS.

The CPP has signed a subcontract with Al Shomali Infotec Center to manage the CMIS work at the CPP central office and at the CPP centers.

V. PROGRAM MANAGEMENT

The coordination between USAID / Jordan, MoH, Pathfinder team and other counterparts have been excellent (in most of the times) which contributed significantly to the achievements of the successful results of the program. The meeting between the donor agency and in country counterparts as well as project and center managers took place regularly. In addition, regular visits to the centers were made by the project management as well as USAID/Jordan representatives, USAID Administrator, USAID deputy Administrator and USA Ambassador to Jordan.

Several staff replacements took place during 1999, the MIS specialist, the training coordinator, the accountant, the procurement officer and the secretary were terminated. The CPP project hired a new accountant, facilitator, training administration assistant in addition to signing a subcontract with Shomali Infotec to manage the MIS in the CPP centers and the CPP central office.

Program Achievements

I. Training

<i>Type of Training</i>	<i>No. of Trainees</i>			
	Previous	01/01/1999	12/31/1999	Total
Advanced Management	12	6		18
Advanced TOT Counseling	6	1		7
Clinical Skills/TOT	40	0		40
Counseling for Managers	12	0		12
Counseling Skills	588	88		676
Counseling Skills/TOT	40	0		40
Curriculum Orientation	17	0		17
Evaluation	37	0		37
F.P. Clinical	183	188		371
Flip Chart	26	0		26
FP Theoretical	97	0		97
Guideline Orientation	19	0		19
Infection Prevention	40	40		80
Managing for Quality	14	0		14
MIS	70	43		113
Norplant	6	0		6
P.P IUD Theoretical	28	0		28
Post Partum IUD	4	0		4
QA Assessment Tool	0	19		19
Tubal Ligation	14	0		14
Ultrasound	18	0		18
Well Baby	91	0		91
QA Manual	28	26		54
MIS/Computer Skills	119	7		126
Counseling TOT Refresher	10	0		10
Total	1538	431		1969

B. IEC Material

Material	Produced Quantity
CPP Promotional Brochures (Arabic & English)	20,000
Flipchart on all contraceptive methods	400
MCH Booklet	195,000
Client Record	135,000
Brochures on Contraceptive Methods : IUD Combined Oral pill Progestin-only Pill Norplant Depo-Provera Condom Spermicides LAM Vasectomy Tubal Ligation	810,000
Poster on Contraceptive Methods	5,000
Flyer on Contraceptive Methods	600,000
Antenatal Brochures : Pregnancy & Diabetes High Blood Pressure During Pregnancy Preparing for Delivery	210,000
Postnatal Brochures : Pap-Smear Breast Self-Examination & mammogram Caring for the Mother After Delivery	210,000
Well-Baby Care Brochures : Caring for the Newborn Baby Nutrition	210,000
11 Issues of Hamzat Wasel (Projects Newsletter)	10,300
Infection Prevention Poster	1,000
All-Methods Poster	400
CPP Poster	1,200
CPP Sticker	4,000
Total	3,042,300

Table I

No. of Clients at Active Sites by Type of Services

Reporting period: 01/01/1999 - 12/31/1999

Center Name	Antenatal ¹ (A)	Postpartum ² (B)	Family Planning ³ (C)	Total Women (D)	Well Baby ⁴ (E)	%AN Return ⁵ (F)	%PP Return ⁶ Infant (H)
Al Bashir	4616	3393	780	8789	1421	74%	42%
Madaba	1234	599	239	2072	367	49%	61%
Princess Badiaa	844	1874	1006	3724	1431	222%	76%
Zarqa Gov. Hospital	1974	1031	553	3558	611	52%	59%
Kerak	1863	712	342	2917	336	38%	47%
Jerash	1881	719	547	3147	442	38%	61%
Mafraq	680	1198	294	2172	1138	176%	95%
Maan	345	91	123	559	23	26%	25%
Royal Medical Services	36	1034	912	1982	0	2872%	N/A
Prince Rashed	1984	253	363	2600	0	13%	N/A
Princess Haya	503	114	82	699	0	23%	N/A
Tafila	1488	215	158	1861	0	14%	N/A
SFWS	294	787	1714	2795	296	268%	38%
Red Crescent	505	210	714	1429	3	42%	1%
Total	18247	12230	7827	38304	6068	67%	50%

1 Clients in CPP clinics for antenatal services

2 Clients in CPP clinics receiving post partum care up to approximately 6 weeks after delivery; this may include F.P. service

3 Clients receiving only F.P. services in CPP clinics

4 Infants receiving well baby service up to 2 mos of age in CPP clinics

5 Antenatal clients returning : Col B/A

6 Postpartum clients returning with infant : Col. E/B

Table II

No. of Visits at Active Sites by Type of Services

Reporting period: 01/01/1999 - 12/31/1999

Center Name	Antenatal	Postpartum	Family Planning	Total Visits	Well Baby visits	Date Service Started
Al Bashir	13601	4741	1016	19358	1661	June 97
Madaba	3799	969	465	5233	376	June 97
Princess Badia	1990	2499	1576	6065	1431	Aug 97
Zarqa Gov. Hospital	4673	1673	958	7304	826	Sep 97
Kerak	6244	1338	675	8257	345	Feb 98
Jerash	4896	891	908	6695	443	Feb 98
Mafraq	1864	395	476	2735	1141	May 98
Maan	1087	110	223	1420	25	July 98
Royal Medical Services	116	2113	1727	3956	0	June 97
Prince Rashed	3350	376	578	4304	0	Aug 97
Princess Haya	1052	180	145	1377	0	Dec 97
Tafila	5888	384	223	6495	0	Sep 98
SFWS	761	1367	3469	5597	631	Sep 97
Red Crescent	1569	385	1243	3197	3	Sep 97
Total	50890	17421	13682	81993	6882	

Table III

No. of Clients Newly Accepting Family Planning Method

Reporting period: 01/01/1999 - 12/31/1999

Method Center	Condom	DMPA	IUD	Norplant	Pills	Sterilization (referrals)	Total
Al Bashir	492	155	959	49	759	64	2478
Madaba	150	39	112	0	201	10	512
Princess Badiaa	418	67	565	12	690	50	1802
Prince Rashed	177	57	337	5	203	15	794
Zarqa Gov. Hospital	206	27	263	0	272	16	784
Kerak	179	92	214	0	327	3	815
Jerash	145	25	113	0	109	4	396
Mafrag	50	9	26	0	51	2	138
Maan	219	62	572	13	325	31	1222
Royal Medical Services	129	12	127	0	178	7	453
Princess Haya	29	3	35	0	83	8	158
Tafila	94	7	85	0	94	3	283
SFWS	284	51	560	0	598	0	1493
Red Crescent	80	14	250	1	167	0	512
Total	2652	620	4218	80	4057	213	11840
	22.4%	5.2%	35.6%	0.7%	34.3%	1.8%	100.000%

VISITORS IN 1999

Ms. Jayne Cody	PI / HQ
Ms. Christine Ryan	PI / HQ
Mr. John Talbot	PI / HQ
Mr. Kevin Greene	PI / HQ
Ms. Mona Greiser	Glovis
Mr. Amin Pakzad	Glovis
Dr. Farag El Kamel	Consultant / Glovis
Dr. Jean De Malvinsky	Consultant / PI
Ms. Cathy Solter	Consultant / PI