

**Quarterly Report: 2**

**Period : September 1, 1996, to  
December 31, 1996**

**Submitted to:  
USAID/Jordan**

**Submitted by:  
Pathfinder International  
with: GloVis  
PATH**

## Highlights of this Quarter

- ♦ **First drafts of the counseling and clinical curricula have been developed**
- ♦ **First TOT in counseling has been conducted**
- ♦ **CPP Logo has been selected**
- ♦ **Printed material needs have been identified**
- ♦ **First draft of client registration card has been developed and being tested in three CPP clinics**
- ♦ **Inventory of communication resources have been developed**

## **I. Service Delivery**

### **A. Establish thirteen comprehensive postpartum centers**

Upon the Ministry of Health's decision, the University of Jordan has been excluded from the project. Two new hospitals, one of them the Red Crescent Hospital, have been included as the twelfth and thirteenth centers of the project. The Red Crescent Hospital has started its renovations. The renovations are expected to be finished by the third quarter.

Two centers in Zarqa, which are the Ministry of Health Hospital and SFWS Community Center are still under renovation. Karak Center's renovation is also underway. These renovations are also expected to be finished in the third quarter.

Most of the equipment and supplies have been distributed to the centers.

### **B. Develop and establish the National Standards and Service Delivery Guidelines.**

Four working groups to develop the national standards and guidelines, namely family planning, maternal health, infant health and counseling groups, were established during the first quarter and have carried out their work during this quarter. Every group meets once a week at the CPP office. The Training Coordinator of the project attends all the meetings to ensure the continuity of work carried out by the committees. Some of the members of the working groups also participate in the curriculum committees to ensure the consistency of information. The Project Director meets with the spokespersons regularly. The recommendations for the guidelines are expected to be ready by the beginning of the third quarter. A guidelines committee, comprised of one member from each working group, will be established at the beginning of the third quarter. This committee will collect the recommendations of the working groups and develop the Postpartum Clinical and Counseling Services National Standards and Guidelines for Jordan.

### **C. Develop and establish the standardized Computerized Management Information Systems (CMIS)**

The first draft of the client record, prepared by the MIS committee, has been pilot tested at Al Bashir Hospital for almost one month. As a result of this testing and based on the comments and feedback from service providers and the MIS consultant, who had been visiting the project, it was decided to redesign the client record for more efficient data collection. The new form was also revised by the CPP MIS committee and the project management for further modification. Currently this revised form is under pilot testing at two CPP centers, the King Hussein Medical Center of the Royal Medical Services and the Madaba Clinic of the Ministry of Health.

Development of the software application will be contracted out at the beginning of the third quarter. The CPP project office has released requests for proposals to several private companies as well as the computer departments at both Jordan University in Amman and

Jordan University for Science and Technology in Irbid. The final decision will be made in the third quarter. Development of the software will also take place in the third quarter.

Another immediate priority for the MIS was the designing of a mechanism for the referral activity. Several meetings took place for involved project staff with regard to this issue. The system will work as follows: Each client will be given a Health Booklet that includes IEC materials as well as a brief MIS section where all services provided to women at the CPP center will be recorded. The booklet will have a folded section for referral. Once a referral occurs, the institution where the client wishes to continue to receive services will be recorded both on the manual and computerized system, as well as in the Health Booklet. It is expected that these institutions will send back these referral cards to the CPP Project for further monitoring. The computer system will also generate reports about referred cases. This mechanism requires full cooperation by the MOH.

In order to ensure compatibility of the MIS component with other MOH departments and projects, the CPP Project shared the MIS plan and the client record with the parties concerned. Meetings were held with the UNFPA funded MCH Project Director, the FHS/Quality Assurance Project Director, the LAM Project Coordinator, and the UN Logistics Consultant at MCH Directorate.

To strengthen the existing capacity of the MOH to manage and implement MIS activities in family planning, one staff member from the MOH was assigned to work with the project as a counterpart for the MIS activity. He is being supplied with information about all MIS activities that are taking place.

The hardware specifications for the clinic computers were identified and will be supplied by USAID during the third quarter.

#### **D. Conduct operations research to improve incrementally the quality and efficiency of services**

There is a need to understand the behavior of potential clients in the catchment areas of the project. Therefore, a community mobilization study was planned for the fourth quarter of the project. In the meantime the information needed would be received from the KAP study. However, it has been found that the KAP study would not be able to produce its end results before the summer of 1997, which would be late for the CPP project. Therefore, it has been decided to undertake the study in the third quarter before the services are started in the clinics. In this regard, the Participatory Research Appraisal (PRA) technique would be quicker and more cost effective. A request for proposals was released and sent to four well known local research companies in the country who have had experience in the PRA technique. Three of them have responded to the bid, and the evaluation committee, comprised of the Project Director, Chief of Party and the Communications Advisor, selected the Management and Development Group (MDG) proposal as the best among the bidders. The study will take place in the third quarter and the results will be ready by the end of the third quarter. The study will look at health seeking behavior, community organization, and media habits in three sites in urban Jordan. The study will be done using a participatory rapid appraisal methodology that involves the community in data collection and analysis.

## **II. Training**

### **A. Develop and update the counseling and clinical curricula**

The local clinical curriculum committee members, identified by the Ministry of Health, have finished reviewing the initial draft of the clinical curriculum prepared by an external consultant. They have provided some recommendations and these recommendations have been discussed with the clinical curriculum consultant during his visit to Jordan this quarter. The committee met several times with the consultant and reviewed the whole document. Based on these recommendations and revisions, the consultant will finalize the document, and the curriculum will be ready for printing during the third quarter.

The local counseling curriculum committee members have reviewed the draft curriculum prepared by the consultant previously during the USAID funded MBS training program. The curriculum committee met every week at the project office, and prepared recommendations to revise and update the present curriculum. They added new sections in maternal health and infant health counseling. Upon arrival of the consultant, the committee met several times and exchanged their views on the document. During these meetings, the members have reviewed the whole document and made new recommendations and revisions. The consultant will finalize the curriculum and it will be ready for printing during the third quarter of the project.

### **B. Provide in-country training**

The first TOT in counseling took place at Al-Bashir Hospital Training Center, during this quarter. The training was provided by an external consultant, who had also provided the TOT during the MBS program. The training took 12 days and fourteen trainees from three training centers of the CPP Project and MCH centers attended the training. There were six trainees from Al-Bashir Hospital, two trainees from King Hussein Medical Center, four trainees from Irbid Hospital and two trainees from the MCH centers<sup>1</sup>. The backgrounds of the trainees varied, including physicians, midwives, and nurses. The trainees received training in counseling skills in adult learning, group processes, using effective training techniques and developing training activities and evaluation methods. At the end of the training, eight trainees successfully completed the training and received certificates, where the remaining six received certificates for their attendance.

The clinical TOT trainer, was contacted during the second quarter to arrange his trip and the training which will take place in the third quarter. The consultant has sent an updated document on "Contraceptive Choices", prepared by the authors of "Contraceptive Technology". The CPP project has translated this document into Arabic to be used during the training. The project has also provided the consultant with some background documents, including the 1990 Jordan DHS, two surveys conducted by local research groups and a paper on medical barriers, to provide him with information on the status of family planning in Jordan.

Preparations for management training and infant health care training, which will take place during the third and fourth quarters respectively, were carried out during the second quarter.

<sup>1</sup> Although the MCH centers are not covered by the CPP Project, upon the MCH Directorate's request, two trainees attended this training.

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A trainer from the International Health Programs has been contracted to conduct the management training. His scope of work has been sent out and correspondence has been on going to develop the course program. The trainer will conduct the training with assistance from the Project Director of the CPP Project.

### **C. Provide out of country training**

With project funds, the Project Director participated in the six week "Family Planning Program Management and Supervision Training" course at the International Health Program in Santa Cruz, California. During the course, he received training in human management, staff development, leadership, planning, budgeting, evaluation and information on special topics such as family planning methods, STDs and toxic waste.

The CPP Project sponsored two participants from the Ministry of Health, the Director of the Planning Department and a staff member from the Health Education Unit, to attend the three week course of JHU/CCP in communication, which took place in Jordan this year. The participants received training in designing IEC programs in the area of family planning. These included research, monitoring and evaluation, pre-testing and strategy development. The participants who received this training work closely with the CPP Project.

Preparations have started for the out-of-country training in Norplant and IPP IUD techniques. Based on recent information received from the training centers in Turkey and Tunisia, the case load in these centers seem to be too low to provide adequate training. Therefore, new contacts have been made with some additional training centers in various other countries. Both of these training courses will take place during the fourth quarter of the first year of the project.

## **III. IEC**

### **A. Strengthen IEC management capacity of Ministry of Health.**

A staff member of the Health Education Unit, assigned to the CPP project, successfully completed the "Advances in Family Health Communication" course along with the Director of Planning of the Ministry of Health.

The PATH consultant to assess the printed materials visited the country during this quarter in cooperation with the Senior Communication Advisor (SCA), he provided technical assistance to the Health Education unit, and identified capacity building needs for both equipment and technical support. A list of equipment was developed and submitted for procurement to USAID Amman.

The Inventory of Communication Resources was updated with the addition of two multi-purpose consulting firms. It is planned to update this document on a quarterly basis, with the support of the Ministry of Health. This is now a useful tool to help identify comparative advantages of private sector firms.

The SCA has been formally made a member of the National Population Commission (NPC) IEC task force, and participated in a National Strategy Development Workshop in October that was sponsored by the NPC. The CPP Project has begun identifying membership for the project's own IEC advisory council which should be different from the National IEC group and have more project specific terms of reference.

## **B. Increase Awareness of Families**

The project logo was selected and pre-tested by the Ministry of Health, with the support of the CPP Project. The logo will figure prominently on project materials, ranging from clinic signs to stationery.

A review of existing research into family planning and communication was completed by a local sub contractor - Jordanian Marketing and Research Bureau . The review found that there was enough research of a general nature for CPP to develop its IEC strategy but that a few additional areas needed to be covered. Results from this review will be used in defining communication research objectives for the project. The SOW called for a review of existing research available on family planning so that the project can fill any gaps. In addition JMRB proposed analysis and sampling frames for the media monitoring sub system that is being put into place.

Three consultants were identified and recruited to assist with the development of media materials for the project. A local consultant drafted the text for a promotional brochure. Another local consultant is providing technical specifications for the contraceptive video production. The third local consultant is providing support for the organization of the media training workshops that are scheduled for the third quarter.

An RFP was issued for the production of a promotional brochure (flyer) that will help communicate project objectives and activities to decision makers in Jordan. The brochure is a two color, A-4 size fan, and will provide information on the project objectives and activities in an easy to understand format of questions and answers. Final artwork for the Arabic version was completed. Both the Arabic and English editions will be printed (2,500 copies each) early in the third quarter.

During this quarter, Director of Jordan Television and the US Embassy's Press Attaché have been briefed on the project and possible areas of collaboration as regards to publicizing project activities have been identified.

The SCA prepared and delivered two presentations. The first on Media Habits in Jordan was delivered to the bi-monthly SO3 meeting at USAID. The second on the CPP project was delivered at the Institute for Child Health's tenth anniversary conference, attended by officials from the Queen Nour Al Hussein Foundation. The SCA also attended a workshop organized by the Ministry of Information on Population Issues for Decision Makers in the media



### **C. Increase Knowledge of Women**

A needs assessment for print materials was conducted by a consultant identified by the CPP project and recruited through PATH. The assessment essentially confirmed the lack of high quality print materials and recommended the production of two wall charts, two brochures for clients, and one all-methods flip chart to be developed this year. In addition, the consultant recommended formative research required for production.

The assessment was conducted in Amman and Irbid, and included site visits to Al Bashir Hospital in Amman, and to Princess Badia and Amir Rashed Hospitals in Irbid.

### **D. Increase Service Providers' Capacity**

Following the visit of PATH's print materials consultant during the third quarter, the project will produce two wall charts and one all-methods flip chart for the service providers to use in the centers. In order to develop appropriate proto-type materials, the project has initiated a study with the CTTS Center of Jordan University and the Health Education Unit designed to assess how service providers use an existing flip chart produced for the Norplant project. The study's objective is to determine to what extent (and how) the material is being used by service providers, and to what extent the images and messages are understood by women and are useful in helping them to choose a family planning method. Field work was initiated at two sites (Al Bashir Hospital and RMS) in December. These results will be useful for the CPP project in designing the format and content of the all-methods flip chart that will be produced as well as other print materials for use of service providers in the CPP centers. The following table gives an overview of the status of IEC activities:

## IEC ACTIVITIES CPP Project

MATERIAL	TARGETED TO	PRODUCED BY	STATUS	COMMENTS
MCH/IEC booklet	Married women of reproductive age, low level of education, low income , urban	Health Education Unit with TA from Glovis and Path	Dummy design by HEU artist	Needs agreement on whether to replace existing immunization card
Brochure on benefits of family planning	Couples of reproductive Age, urban, low education, low income	Health Education Unit with TA from Path	Pre-concept stage	Awaiting results of KAP study by NPC
An all methods flip chart	Married women of reproductive age, low level of education, low income , urban	Health Education Unit with TA from Path	Concept Stage	Will use results from flip chart study done by University
Two wall charts	Service Providers	Health Education Unit with TA from Path	Pre-concept stage	
Brochure on family planning methods	Married women of reproductive age, low level of education, low income , urban	Health Education Unit with TA from Path	Concept Stage	Will use results from study done by University on flip chart
A training video on specific post partum methods of family planning.	Service Providers	Health Education Unit with TA from Glovis	Pre-Concept Stage	Need to identify specific use
Promotional flyer about the CPP's objectives and activities	Decision Makers within the community and at national level	Glovis	Arabic being printed; English final text	Need to develop a distribution plan
Skills building workshops for journalists and Ministry of Health	Regional and National Journalists CPP Center managers and Health Education staff	Health Education Unit with TA from Glovis	Consultant identified and recruited. First draft workshop schedule/objectives in mid January	
Continuous Loop Videos for waiting rooms	Married women of reproductive age, low level of education, low income , urban	Health Education Unit with TA from Glovis	Pre-concept stage	Needs data from planned research to start
Demand Generation Campaign (Three TV Spots and Three Radio Spots)	Couples of reproductive age, urban, low education, low income extended family members	Glovis with Advertising Agency	Drafting RFP	Needs research results from PRA study and possibly KAP

## IV. Program Management

The second CPP Center Managers meeting were held during the second quarter. At this meeting, the managers were informed of developments. The data specialist of the CPP Project and the MIS specialist who had been visiting the project briefed the managers on the system that will be used at the clinic level. The managers were asked to comment on the promotional brochure that was to be developed soon. The CPP logo was introduced to them at this meeting.

Project letterhead was designed and printed through a contract with a local firm. The project contact data base, which is continuously updated, now has close to three hundred contacts (mostly in Jordan).

Dr. Mona Grieser, Glovis President, visited Jordan in September and met with USAID and project officials. She was briefed on project activities. In December Amin Pakzad, Glovis' financial officer visited Jordan to establish contracting, and financial systems in the office. A Glovis bank account was opened at Citibank. Glovis established a local Internet connection.

### Consultants Visited the Project this Quarter:

<u>Name</u>	<u>Dates</u>
Mona Grieser President Glovis	September 8-11, 1996
Jonathan Shadid IEC consultant PATH	October 12 - 26, 1996
Ersin Topcuoglu MIS consultant Pathfinder International	October 18 - 25, 1996
Ramez Azoury Clinical curriculum consultant Pathfinder International	November 18 - 27, 1996
Giselle Daher Yonekura Counseling curriculum and TOT trainer Pathfinder International	November 22 - December 20, 1996
Amin Pakzad Financial Officer Glovis	December 10 - 15, 1996