

Quarterly Report: 4

**Period: April 1, 1997 -
June 30, 1997**

Submitted to:

PFH, USAID/Jordan

Submitted by:

Pathfinder International

with: Glovis

PATH

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Highlights of this Quarter

- **Curricula and guidelines were begun to be distributed nationwide**
- **Computerized MIS was installed and started to be used in three centers**
- **Rumors and misinformation study was finalized**
- **Well baby care training took place**
- **Six physicians received Norplant insertion/removal training in Indonesia**
- **Four physicians received PP/IUD insertion training in Mexico**
- **All methods flipchart, all methods brochure and MCH booklet went to printing**
- **New user and continuous user definitions were agreed upon in a nationwide consensus meeting**

I. Service Delivery

A. Establish fourteen comprehensive postpartum centers

The Ministry of Health and USAID/Jordan have decided to increase the number of the CPP centers in the kingdom. The fourteenth CPP center will be opened at Tafilah Army Hospital. The renovation at the center has started and will be finished during the fifth quarter. The Karak Center renovation is still underway, expected to be completed at the beginning of the fifth quarter. Renovations at the Jerash Center, which was added during the third quarter, will also be completed during the fifth quarter.

The Princess Haya/Aqaba Center is housed in a small clinic which has proved to be too small for the increasing number of clients. Therefore, the Hospital Directorship has decided to move the Center to a larger space. The renovation of this new location has been started this quarter and will be finished in the sixth quarter.

Most of the supplies and equipment were distributed to the centers, and new procurement is underway for the new centers and for additional equipment needs for the existing centers.

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

The counseling and family planning guidelines were printed and their distribution initiated during the fourth quarter. The maternal health guidelines, after proof-reading needed some revisions which delayed the printing process. The infant health guidelines are ready to be printed. However, the preparation committee decided to add to the manual some photographs from a pediatrics test book published in the UK. As soon as permission for reproduction is obtained, the infant health guidelines will be printed and distributed. It is estimated that both manuals will be ready to be distribution at the beginning of the fifth quarter.

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

During this quarter, computers and printers were delivered to twelve CPP centers, except for Karak Center, and were installed at eight centers. The installation process will continue during the next quarter to include all CPP centers.

Computer training in basic computer skills for those who will use the database continued during this quarter including an additional six receptionists from the CPP centers of Princess Badia and Prince Rashed hospitals in Irbid, Princess Haya in Aqaba, King Hussein Medical Center, Al-Bashir and MOH/Zarqa hospitals. The training was provided by the CPP Project MIS specialist at the CPP Project Office in Amman. The computer training is an ongoing activity that takes place on project sites in order to provide technical assistance and upgrade the user's skills in computer use.

The computerized system was installed in May 1997 at two sites, King Hussein Medical City and Madaba CPP centers, for a testing period of two months. Then, in June 1997 the system was installed at Al-Bashir CPP center for testing.

Training in how to use the computerized system took place in early May 1997 for five receptionists and service providers for the CPP centers at King Hussein Medical City,

Madaba, Prince Rashed/Irbid and Princess Badia/Irbid hospitals. The training was held for three days and was followed by system installation at three CPP centers, Madaba, King Hussein Medical Center and Al-Bashir hospitals. An additional two days on-site training was held at each of these sites on how to use the system by entering actual clinic data into the client records. In addition, the CPP data specialist provided follow up and monitoring for the use of the system at these sites in order to solve any problem with the system as it occurred. The project took into consideration any feedback and notes made during the testing period and modified the system accordingly.

CPP managers will receive training in how to use the computerized system in order to be able to supervise the system in their clinic and provide useful feedback. This training will take place in July 1997 and will include seven CPP managers.

The final system will be installed in the three testing sites of Madaba, King Hussein Medical Center and Al-Bashir hospitals in early August to be followed by installation at the two sites in Irbid also in August 1997.

The client forms were finalized, printed and distributed to the CPP centers. During this quarter, a training database was developed to monitor the training activities of the project. The training database is kept in the CPP Project Office and provides information about the training topics, trainees, trainer's evaluation, etc.

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

The Marketing Research Organization, MRO, as part of their firm fixed subcontract with the CPP Project, conducted a Rumors and Misinformation Study in quantitative and qualitative phases. In the qualitative phase, group discussions and semi-structured individual interview techniques were used. The client groups were comprised of five female and one male group in the fertile ages, living in different settings representing the whole population. The clients were selected from clinics' waiting areas. The qualitative study was conducted with four groups of service providers, representing Ob/Gyns, general practitioners, family planning counselors and nurse/midwives.

In the quantitative phase, a sample size of 320, representing an age group between 20-49, were surveyed. The sample size was selected from different governorates of the kingdom, representing the whole nation.

The MRO with the assistance from the CPP project designed the questionnaire and conducted the study.

The study results revealed significant finds which will help the CPP and other family planning projects in the country to revise their messages and address issues, which would improve the information provided to the couples who use the family planning services and service providers who work in the family planning clinics. *(The report on the survey results will be presented during the USAID's extended meeting, which will be held in the fifth quarter.)*

II. Training

A. Develop and update the counseling and clinical curricula

Both curricula were printed during this quarter and distributed to various institutions in Jordan, including various departments at the MOH, donor agencies, USAID/Cooperating Agencies, and NGOs. The curricula orientation will take place at the beginning of the fifth quarter.

B. Provide in-country training

During the fourth quarter, infant health care training took place in Al-Bashir Training Center. Thirteen pediatricians and 24 nurses/midwives from the CPP centers all over the nation attended two separate two-day courses provided by the local trainers. The course curriculum was developed by the local CPP consultant in coordination with the CPP management. The course program included subjects such as newborn examination, principles of neonatal care, congenital malformations, neonatal disorders, birth injuries, prenatal care and newborn outcome, immunization, growth indicators and charts, LAM, infant feeding, breastfeeding and child survival. The trainers who provided the course are well known pediatricians in the country, and the post-course evaluation revealed that the trainees benefited greatly from this course.

The guidelines orientation training also took place during this quarter. In Al-Bashir Training Center, a total of nineteen service providers (nine clinical trainers, eight counseling trainers and two PP/IUD providers) received orientation training, i.e. how to use the guidelines on family planning, maternal health, infant health care and counseling. This course was provided by four members of the CPP Guidelines Development Committee. The nineteen service providers who received the training will disseminate the guidelines information to other service providers all over the Kingdom.

The counseling training in three training centers continued during the fourth quarter. With the assistance from the CPP Project, three training center trainers have provided training to the service providers who work in the hospitals where the CPP centers are located. During this quarter, 24 physicians and 70 nurses/midwives received counseling training in three centers; 34 of them were trained in Al-Bashir, 32 in King Hussein M.C. and 28 in Princess Badia/Irbid. The trainers submit monthly reports to the CPP Management, and the CPP Training Coordinator attends the training sessions regularly. During the fifth quarter of the project, the trainers will receive new audiovisual materials to use as teaching tools during their courses. A training evaluation sheet developed jointly by the trainers will also be used starting in the fifth quarter.

C. Provide out-of-country training

Five trainers from three training centers and the Project Director received Norplant insertion and removal technique training at Hasan Sadikin Hospital in Bandung, Indonesia. The trainees attended the eight-day course in the training center, receiving didactical information on the advantages, disadvantages, side effects and complications of this method. They also practiced insertion and removal skills. Each trainee had 5-7 insertion and 2-4 removal cases.

All six trainees received certificates from the institute for successfully completing their course.

For the PP/IUD training, two physicians from Al-Bashir, one from King Hussein Medical Center and one from Princess Bedia/Irbid were selected by the Ministry of Health and Royal Medical Services. The training took place in the Social Security Hospital in Mexico City. The trainees received didactical and practical training in PP/IUD insertion for eight days. Each trainee has inserted 6-9 PP/IUDs in post-abortion, post-placental and C-section cases. They have successfully completed their training and received certificates. Upon their return from the training, the CPP Management and the four trainees held a meeting and decided on a strategy and an implementation plan for the introduction of this new technique in Jordan. A new PP/IUD insertion/discontinuation form was developed. These forms are being filled out for each client. The four service providers have decided to start applying the technique on post-abortion cases. They will be using Pathfinder's training curriculum when training other physicians.

III. IEC

A. Strengthen IEC management capacity at the Ministry of Health

Since the beginning the Project, the CPP has given a specific emphasis in collaborating with the Health Education Unit of the Ministry of Health. So far, this collaboration has not made a significant impact in the Unit's operations. Starting with the next quarter, the CPP Management will evaluate the relations with the Health Education Unit management and will try to improve the coordination and collaboration which would help the Unit to improve their technical capacity.

B. Increase Awareness by Families

1) Advertising campaign:

Two proposals were received in response to the RFP for the advertising campaign, which were sent out for twelve advertising agencies in the country. These two agencies, namely Intermarkets and Publigrphics, gave presentations to the selection committee, which were comprised of the Project Director, Chief of Party, Communications Advisor and the IEC Program Specialist from Pathfinder International/ANE Regional Office. The committee met after the presentations and the consensus was that neither of the proposals was judged appropriate for the project. While each individual committee member had different opinions about the creative proposals, in general the proposals were judged as being weak. The creative approach of Intermarkets, using children playing the roles of adults, was judged unsuitable for a sensitive area as family planning in Jordan. The Publigrphics approach and strategy were judged more suitable, but the agency was not well prepared in their presentation and had some problems presenting the printed materials. In addition, many of the materials they were proposing were already been in the production plan of the project, indicating that they had not related very well to CPP's IEC strategy. After the committee meeting, it was decided to look also outside the country for potential subcontractors to develop the TV and radio spots.

2) Media relations workshop:

The CPP Media Relations Workshop was held in Aqaba with the participation of 19 representatives from various media agencies. The objectives of the workshop were a) to build and maintain bridges with the media, and b) to reorient the workshop participants with the principles and challenges of modern day communication and enhance participants skills in writing press releases, news reporting with emphasis on family planning issues and services and how to get such related stories in the media. The selection of the participants was done jointly by the consultant and the CPP management. A manual was developed by the workshop consultant prior to the workshop. *(Please see the attached workshop report for the details)* In order to keep better relations with the media representatives, it has been decided to organize meetings in small groups, with 5-6 participants visiting the CPP clinics. These visits will start during the fifth quarter.

C. Increase Knowledge of Women

1) Waiting Room Video:

Mirat Media developed some initial scripts for the waiting room video. After reviewing these videos, the CPP Management has decided that the company needed more guidance from the project to improve the scripts. The Communications Advisor met with them several times to provide guidance. However there has been no adequate improvement in the write-ups. Therefore the CPP Management decided to evaluate the production company's work after the new CPP Communications Advisor is recruited.

2) Print materials for the clients:

The first set of print materials, including, flipchart, MCH booklet and all-methods brochure were pre-tested twice, revised and finalized. The printing of the flipchart is being carried out by the MOH with assistance from the UNFPA. All three materials will be printed and distributed to the centers during the fifth quarter.

The CPP Project held a workshop for the center managers and CPP clinical and counseling trainers, with a total of 24 persons, in how to use the three printed materials and provided information about the upcoming IEC activities of the project. The training and information during the workshop were provided by PATH's IEC consultant and CPP Communication Advisor.

D. Increase Service Providers Capacity

With the assistance from PATH, service providers' checklist wall chart, family planning benefits wall chart and family planning benefits brochure were developed during this quarter. The content and layouts of these materials need some revisions. During the fifth quarter, these materials will be finalized and printed out to be disseminated to the service providers in the CPP centers.

MATERIAL	TARGETED TO	PRODUCED BY	STATUS	COMMENTS
MCH/IEC booklet	Married women of reproductive age, low education, low income , urban	Private sector with TA from Glovis	Pre-tested and approved. In the print house	Will be distributed during the fifth quarter.
Brochure on benefits of family planning	Couples of reproductive age, low education, low income, urban	TA from PATH	Draft layout and content developed	Awaiting PATH's final revisions
An all-methods flip chart	Married women of reproductive age, low education, low income , urban	Private sector with TA from Glovis and PATH	Pre-tested and approved. In the printing process	UNFPA/MCH project undertaking the printing
Two wall charts	Service Providers	TA from PATH	Draft layout and content developed	Awaiting PATH's final revisions
Brochure on family planning methods	Married women of reproductive age, low education, low income , urban	Private sector with TA from PATH	Pre-tested and approved In the print house.	Will be ready to be distributed during the fifth quarter.
A training video on specific postpartum methods of family planning.	Service Providers	Glovis	Receiving copies from external sources	Will be reviewed and the acceptable ones will be distributed to the centers
Promotional flyer about the CPP's objectives and activities	Decision Makers within the community and at national level	Glovis	2,500 each in Arabic and English produced. Distributed through CPP centers	
Skills building workshops for journalists and Ministry of Health	Regional and national journalists , and CPP center managers and Health Education staff	Health Education Unit with TA from Glovis	Workshop held	Follow-up with the participants
A multi-episode television social drama	Couples of reproductive age, low education, low income, urban	Health Education Unit with TA from Glovis	Pre-concept stage	Identifying possible producers
A training video on proper counseling techniques	Service Providers	Health Education Unit with TA from Glovis	Concept being developed.	
Continuous Loop Videos for waiting rooms	Married women of reproductive age, low education, low income , urban	Mir'at Media with TA from Glovis	Scripts reviewed and not approved	Awaiting for the new SCA
Demand Generation Campaign – three TV spots and three radio spots	Couples of reproductive age, low education, low income, urban. Extended Family members.	Glovis with local advertising agency	Proposals received, reviewed and not accepted	External production companies are being sought for new proposals

IV. Program Management

The regular managers meeting took place in the CPP Management office with the participation of 13 center managers and USAID/CPP project officer. During the meeting, the managers were informed by the CPP Management about the developments in various project activities, including training activities, MIS, and IEC. One of the Norplant trainers provided information about the training that was held during this quarter in Indonesia. During the meeting, the managers' job description and various problems in the centers were discussed. Some of the problems brought up by the managers included, coordination problems between the nurses and physicians and other staff members; lack of quality and number of staff; and lack of adequate contraceptive supplies.

During this quarter, under the leadership of the CPP project, a consensus meeting was held to agree upon the new users and continuing users definitions. The participants of the meeting included the representatives from the MOH/MCH Directorate, USAID, JICA, JSI/FPLM, JAFPP, Queen Alia Fund with CPP center managers and CPP management. The participants agreed that the definitions agreed upon during the meeting will be used in all the service statistics collected. After the meeting, The Project Director of the CPP project wrote a letter to each participant regarding the definitions that were agreed upon. These definitions will also take place in the National Logistics Manual that is being prepared by the JSI/FPLM project.

Regular meetings with the USAID/Jordan Population Office and other CAs took place at this quarter.

The Project Director and the Chief of Party visited Al-Bashir, King Hussein, Red Crescent, Princess Badia/Irbid, Prince Rashed/Irbid, MOH/Zarqa, Maan, Karak and Tafilah Centers during the quarter. USAID/Population staff joined them in some of these visits.

The Communications Advisor of the project will be leaving the project at the beginning of the fifth quarter. He will be replaced with another IEC expert.

Program Achievements

Training

Type of Training	Number of Trainees		TOTAL
	Previous	Quarter 4	
Clinical skills /TOT(trainers)	10		10
Communication skills	2	24 ¹	26
Counseling skills	24	94	118
Counseling skills/TOT (trainers)	8		8
FP Theoretical	27		27
Guidelines orientation		19	19
LAM	1		1
Management	16		16
MIS/Computer skills	5	11	16
Norplant insertion/removal		6	6
PP/IUD insertion		4	4
Well baby care		37	37
TOTAL	93	195	288

B. IEC Materials

Type of materials	Produced	Distributed
Promotional Brochure	2,500 English	1,950 English
	2,500 Arabic	800 Arabic

¹ This training included orientation training in the new IEC materials, i.e., flipchart, all-methods brochure, and MCH booklet

Consultants Visiting the Project this Quarter

<u>Name</u>	<u>Dates</u>
Nil Tekerek Program Officer/ IEC Specialist ANE Regional Office Pathfinder International	May 16-23,1997
Carol Gibbs Vice President Finance&Administration Headquarters Pathfinder International	May 22-29,1997
M'Baye Seye IEC consultant PATH	June 6-July 4, 1997
Anne Wilson Director Washington D.C. Office PATH	June 20-27,1997
Mona Grieser President GloVis	June 21-27,1997
Mert Akcanbas Director of F&A/ Officer in Charge ANE Regional Office Pathfinder International	June 27-30, 1997