

COMPREHENSIVE POSTPARTUM PROJECT

Quarterly Report: 9

**Period: July 1, 1998 -
Septemebr 30,1998**

Submitted to: PFH, USAID/Jordan

**Submitted by: Pathfinder International
with Glovis and PATH**

Contract No: 278-C-00-96-90544-03

LIST OF ABBREVIATIONS

- CPP : Comprehensive Postpartum Project**
- ADRA : Adventist Development & Relief Agency**
- MIS : Management Information System**
- QA : Quality Assurance**
- CMIS : Computerized Management Information System**
- OR : Operations Research**
- CBS : Community Based Services**
- NGO : Non-Government Organization**
- RFP : Request For Proposal**
- USAID : United States Agency for International Development**
- HEU : Health Education Unit**
- MOHHC: Ministry of Health & Health Care**

HIGHLIGHTS OF THIS QUARTER

- **14 CPP Centers are operational**
- **Email was connected to three CPP centers**
- **Clinic Statistics for July-September 1998**
 - **3,180 women received postpartum services**
 - **2,984 women received family planning services**
 - **12,124 women received antenatal services**
 - **1,597 babies received well-baby care**
 - **On average 43% of the antenatal care clients returned for postnatal care.**
- **Number of new family planning users has increased by 18% over the past three months; method mix for this period as follows:**
 - **Pills - 38%**
 - **IUD- 33%**
 - **Condom - 18%**
 - **DMPA - 6%**
 - **Norplant - 1%**
 - **Sterilization - 4%**
- **Quality Management and Quality Indicators Workshop took place**
- **Final draft of QA protocols for family planning services at CPP have been developed**
- **Continued CBS activities with ADRA**
- **Operational Research consultant and working group identified to high priority topics**
- **Total of 116 CPP/MOH staff were trained in clinical skills, counseling and MIS**
- **Three TV spots were aired on TV**
- **Drafted new four method brochures**
- **Finalized 4 one - hour video magazine**

I. Service Delivery

A. Establish Twenty One Comprehensive Postpartum Centers

The 1998-work plan identifies increasing the number of CPP centers by four.

This objective was partially met with Mafrag opening in May, making three new clinics opened to date in 1998. The fourth, Tafila, was opened end of July despite of some problems regarding the renovation of PVC flooring.

Additionally, a Request for Proposal from engineering consulting firms was finalized and made ready for publication in the Rai Newspaper in order to select an engineering consulting firm to assist Pathfinder International in the renovation of the seven new sites: Salt Hospital, Ajloun Hospital, Ramtha Hospital, Yajouz Hospital, Princess Raya Hospital, Zarqa Military, and Jordan University. It is expected that construction will commence on January 1999 with completion date by April 30, 1999.

Expansion renovations have been identified for Al-Basheer, King Hussein, Princess Badi'a, and Prince Rashed. Those renovations will be conducted subject to availability of funds.

B. Disseminate the National Standards and Service Delivery Guidelines.

During this reporting period, the Quality Assurance Committee (QA) continued to prepare the final draft of the CPP Clinical Standards and Indicators; clinic assesment and client satisfaction tools. The QA team leaders consisting of Drs. Mai Hadidi, Yousef Tahat, Nimer Al-Khateeb, Wisam Karadsheeh, Mohammad Nabil Sabri, Dr. Jafar Abu Taleb and Nouf Al Omari revised the initial drafts in a workshop held on August 18-20, 1998 with assistance from Mr. Jose Garcia Nunez and Dr. Daa Hammamy.

The QA committee has completed the first draft of standards, indicators by July 31, 1998. Additional editing support will be provided by PI before publication and implementation is scheduled. The standards will be incorporated into the training once editing and translating to Arabic is completed.

The Project Director and Chief of Party continue to hold the bi-monthly Clinic managers meetings attended as well by CPP technical staff and USAID/OPH staff. Monthly statistics are reviewed and discussed as a means of furthering the understanding of management issues and program outcomes. One such meeting was held this quarter.

C. Continue to Install and Revise the Standardized Computerized Management Information Systems (CMIS)

During this quarter, the computerized system (CMIS) was installed in additional two CPP centers of Maan and Tafila. On-site training took place for one day at these two centers for the receptionist who were previously trained for five days in Amman in how to use the CMIS. So far the system is being functioning at 14 CPP centers.

Some modifications were made to the system based on feedback received from the CPP Center Managers. Other modifications were made on the logistic module of the system changes were made according to the request of the resident advisor of the family planning logistic system. These modifications will force the service providers to make physical inventory before producing the supply request form.

The email system is now functioning at three CPP centers of Soldiers Family Welfare Society, Red Crescent Hospital and Madaba. On site training took place in how to use the email system at these three centers. The other CPP center will have this service operational once they have the telephone lines established.

As for the CBS computerized system, additional reports were added and some modifications were also made in order to meet the needs of those who use the system.

A refresher computer training took place for seven CPP managers and three service providers. The training focused on Windows 95 environment, Winword, Excel and Email.

D. Operations Research (OR)

Dr. Jack Reynolds visited Jordan in September to assist the CPP in identifying additional topics for OR. A group of MOHHC doctors and the director of CPP center at SFW met several times with the consultant and COP. The group concluded that the OR component of the project should focus on assisting the CPP centers to identify and solve programmatic problems and improve progress performance, using whatever research methods are available.

Four areas of research were condensed into two high priority topics: Client referral and tracking and CPP/CBS sustainability.

Also, the consultant met with several research organizations in Jordan.

E. CBS Program

The CBS activity was initially conceived to be an operations research project to assess the effectiveness of a community based education intervention in the context of the Jordan culture. CPP initially funded two NGOs, Arab Women's Organization and Adventist Development Relief Agency in February 1998. In April, the AWO requested termination of their contract due to philosophical funding conflict with USAID. ADRA took over the catchment area of AWO in May. ADRA's contract amendment was submitted to USAID's Regional legal advisor for his approval.

ADRA

- ◆ Two refreshment training sessions were held for the CBS worker in August one about counseling and the second about Family Planning
- ◆ The second round of home visits began on August 8 1998
- ◆ About 1000 women were referred to CPP centers, 310 reached Al Hilal CPP center, 80 to Al Bashir CPP center and the rest have received services from other govt. and non govt. centers.

Several CBS related proposals were submitted to the CPP project from Jordanian National Forum for Women (JNFW), Queen Alia Fund, Soldiers Welfare and Jerash Ladies Benvolate Society (JLBS). After reviewing the CPP project budget situation the Chief of Party in consultation with USAID and PI/HQ decided that there is only enough money left in the CBS/OR component of the project to conduct an operation research study on the referral system between MCH and CPP centers.

A training manual in Arabic is in the developing process for the CBS workers within the scope of the existing manuals and curricula of the CPP.

Several meeting and discussion took place with the Chief of Party. The CBS coordinator and the Management Consultant to identify and implement procedures for sustaining CBS services.

F. Procurement

The CPP procurement officer has conducted the following activities during this reporting period:

- Developed a computerized inventory system to establish accurate records of CPP centers' medical equipment and furniture.
- Prepared a list of centers' shortages and needs (Equipment and Furniture).
- Conducted field visits to CPP centers to carry-out physical inventory (Stocktaking).
- Carried out intensive follow up visits to the Ministry of Health's warehouse to audit their records of medical equipment and furniture that belong to the CPP project.
- Distributed the available equipment and furniture to CPP center (planned and monitored the process of distribution; starting from receiving items from suppliers at the Ministry Of Health warehouse, prepared distribution list, and delivery of items to the proper centers.
- Completed various purchase orders (for the CPP office and Centers).
- Finalized the draft of RFP (Construction Consultation) for the renovation of the new CPP centers.

Plan for the next three-month:

1. After receiveing proposals from consulting firms and selecting the final candidate, CPP management will start the necessary procedures for renovation, which will include the following:
 - Prepare the necessary reports for cost assessments and all necessary blue prints and other technical information and documentation related to the renovations & expansion.
 - Prepareing technical and other related documents for bidding.
 - Advertising the Tender for renovation to construction firms.
 - Establishing a committee for evaluating bids and selecting contractor.
2. Complete various purchase orders (for the CPP office and centers).
3. Prepare a list of the requested Medical Equipment and Furniture for the new centers.
4. Continue evaluating and monitoring CPP inventory.
5. Issue distribution lists and follow up on the distribution.
6. Continue coordination with the USAID regarding procurement issues.

II. Training

A. Provide In-Country Training

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

Training

Type of Training	No. of	Number of Trainees		
	Trainers	Previous	Quarter 9	TOTAL
Clinical skills	9	151	43	194
Counseling skills	8	514	58	572
MIS/Computer skills	1	52	15	67
TOTAL	18	717	116	833

During this quarter, contraceptive Theoretical and clinical sessions were provided by 9 trainers with 43 Physicians attending. The trainees practiced the insertion and removal Norplant and IUD, as well as giving the DMPA injection.

Counseling training was conducted for 44 Nurses and 14 Physicians.

Additional training needs have been identified: More effective teaching techniques for counseling, clinic manager training, and well baby care, and evaluation.

B. Out of Country Training:

CPP's Training Coordinator attended a Managing Successful Training Program conducted by MSH between the period August 23 - September 13, 1998 in South Africa

C. Complete Quality Tools.

During this reporting period, The quality Assurance Committee (QA) continued to prepare the final draft of the CPP Clinical Standards and Indicators. QA indicators workshop was held on August, 18 -19/98.

A consultant Dr. Jose Nunez came for the period of August 15-22, he revised the quality tools and assisted with additional editing support.

The standards will be incorporated into the training once editing and translate on to Arabic is completed,

III. IEC

The major achievement of the IEC component this quarter was the launch of our major media campaign and finalizing the production of four video magazines and three radio and television spots. This quarter also included continued efforts to put the CPP project on television and radio programs, and to publish our news and activities in the printed media.

This quarter also witnessed further steps towards strengthening the management capacity of MOHHC/HEU and increasing the cooperation and coordination between them and the CPP.

A. Family Awareness and Clients Knowledge

Media Campaign

- This quarter we finalized the work on four video magazines and three radio/TV spots. The spots are part of the waves of the CPP mass media marketing campaign to be aired on Jordan Radio and Television, while the magazines are to be shown to clients in CPP centers waiting rooms.
- Jordan Television started airing the spots during the last week of September according to a schedule developed by the IEC/ CPP. The spots will be aired three times daily until the beginning of Ramadan in mid December 1998.
- A comprehensive evaluation will be followed by a research organization to evaluate the results of the media campaign next quarter.
- The TV spots and video magazines were subject to pre-testing during this quarter after we received the rough cuts in early July 1998.

A committee consisting of the Chief of Party, Project Director, IEC Senior Advisor, IEC Assistant, USAID representatives and the Marketing Research Organization (MRO), reviewed the rough cuts before transferring them to MRO for pre-testing.

The results of the pre-test were received in early September 1998 and were as follows:

1- TV Spots:

- Reactions to the three spots were very positive, they created a high degree of interest among participants. They conveyed a positive impression of CPP centers "every women's dream". They also created interest in use, but women wanted to see for themselves that the centers are as good as the advertising suggests. The conclusion was that these spots clearly perform their intended role and may be used without modification.
- The spots were considered credible and the logo "family atmosphere, excellent services" appeared to be widely understood. It complemented the visual aspects and helped to re-inforce the overall message of care and attention.

2- Video Magazines

- The videos were impactful and , to judge by knowledge of the content, closely watched by virtually all the center visitors that were interviewed. They were widely enjoyed and thought to be a good idea, providing a combination of information and entertainment.
- An analysis of the messages perceived shows that the importance of family planning and the use of family planning methods were well communicated, as well as the ideas of care for the mother and child.
- Very few respondents found something in the videos which they disliked.
- Over half of the respondents admitted that they had learned something new from the videos, the level being almost as high among current users of a method as non-users.
- The videos served to provide a number of positive messages about the CPP centers themselves.
- Overall the videos were widely considered to provide a good impression of CPP centers.

Popular Television and Radio Programs

This quarter we continued our contacts with producers of popular radio and television programs to utilize these programs in conveying positive image of the project and promote our services.

We arranged for the work team of "Woman of Today" TV program to visit AL-Basheer CPP center. The anchor woman, Lamieh Nemeh, met with the center manager Dr. Mai Hadidi and other staff, and toured the center with the camera. This episode was fully dedicated for the CPP project and it was aired four times on JTV channel 3 and the Jordanian satellite channel.

We also arranged a television appearance on the morning show of "Sayyidati Sadati" with producer Arwa EL-Zoubi. The program met with CPP Director Dr. Issam Shreideh and The Zarqa Soldiers Welfare society's CPP center Ms. Nouf EL-Omary.

Center Manager, Dr. Fathia Kteishat appeared in JTV morning show "Youm Jadid".

We also arranged for participation in two popular radio programs for Dr. Issam Shreideh and Dr. Mai Hadidi. One of the programs was fully dedicated for the CPP project.

Media Coverage and Tours to Clinics

Good contacts were continued with the printed and electronic media in Jordan to ensure full coverage of CPP activities and functions.

Daily newspapers and television covered the training workshops and various activities. We also continued the media tours to clinics and they were covered by the local press. This quarter the print media covered Madaba, Zarqa and Irbid. We also received a full coverage for the quality assurance workshop.

Printed Material

- This quarter we produced the first issue of the news letter. Work is under way to continue producing the newsletter on bi-monthly basis. Also preparation went under way during this quarter for new four methods pamphlets.

B. Strengthen IEC Management Capacity of MOHHC and HEU

Cooperation with HEU

This quarter we continued our efforts to establish good working contacts with MOHHC/HEU. IEC Senior Advisor had several good-will meetings with HEU Director, Dr. Abdel Munim Sallaj and Ms. Mona Hamzah. As a result, Ms Sawsan Kheir, from HEU, was assigned as coordinator between HEU and CPP starting the last week of September. She will be working with the project for two days weekly.

CPP Managers

- IEC Advisor continued attending the clinics managers' bi-monthly meetings for developing more understanding of clinics and clients needs from the clinic managers who are in direct contact with the clients.
- The meetings were also used as good opportunity to convey the IEC message to centers managers and to inform them about the importance of IEC materials and how they are used to inform, educate and promote health issues among the public.

Public Relations and Contacts

This quarter we continued our efforts to strengthen contacts and public relations for the project. Good contacts were continued to be established with the printed and electronic media, in addition to contacts with local organizations and NGO's.

- Efforts continued to arrange meetings with key personnel in other organizations to strengthen the relationship and future cooperation, also to present them with our material and exchange opinion. The meetings included: Dr. Sima Bahhouth, Director, Noor Al Hussein Foundation; Mr. Adel Abulrrub, Communication Advisor, UNICEF; Mr. Hani El Farhan, Director, Population Communication Department, JTV; Arwa El Zoubi, JTV; Dr. Ziad Rifaii, CST; Basheer Abu Jamous, UNDP; Dr. Rand Suleiman, LAM project.
- We have sent samples of our produced IEC material to John Hopkins University, to be published as part of their Directory of IEC for reproductive health in the Arab world.

IV. Management of The CPP Project

During this quarter the Chief of Party, Dr. Diaa Hammamy has arrived and assumed his responsibilities, Mr. Jose Garcia-Nunez visited the CPP in August to assist in the development of QA standards and indicators and tools. Dr. Jack Reynolds visited the CPP project in September in order to assist the project in identifying additional topics for operations research. Ms. Jayne Cody from PI/HQ and Mr. Mert Akcanbas from PI/Istanbul arrived to Jordan in September to assist in the budget review process and to prepare for the annual project audit.

The CPP project continues to work closely and effectively with the MOHHC-CPP project Director, Dr. Isam Shraideh and the Clinic Manager Teams to more effectively implement program objectives and activities.

IEC Material

Type of Materials	Produced	Distributed
Promotional Brochure(project)	10,000	2,400 1,500
Flipchart	400	306
MCH Booklet	25,000	24,500
All-Method Brochure	40,500	29,017
Promotional Poster	200	200
IUD Flier	100,000	85,000
Clients' All Methods Poster	100	50
Promotional Brochure (services)	10,000	8,000
IUD pamphlet	25,000	24,950
Condom pamphlet	25,000	24,800
Progestine Pill pamphlet	25,000	24,800
Norplant pamphlet	25,000	24,800
Pill pamphlet	25,000	24,800
Depo Provera pamphlet	25,000	24,800
IUD poster	500	250
Condom poster	500	250
Progestine Pill poster	500	250
Pill poster	500	250
Norplant poster	500	250
Depoprovera poster	500	250
LAM poster	500	250
Spermicides poster	500	250
Vasectomy poster	500	250
Tubal Ligation poster	500	250
IUD flyer	50,000	49,500
Condom flyer	50,000	49,500
Progestine Pill flyer	50,000	49,500
Pill flyer	50,000	49,500
Norplant flyer	50,000	49,500
Depoprovera flyer	50,000	49,500
LAM flyer	50,000	49,500
Spermicides flyer	50,000	49,500
Vasectomy flyer	50,000	49,500
Tubal Ligation flyer	50,000	49,500
CPP stickers	2,000	300
Newsletter1	300	300
Total	843,500	769,035

Table I
No. of Clients at Active Sites by Type of Services

Reporting period: 07/01/1998 - 09/30/1998

Center Name	Antenatal¹	Postpartum²	Family Planning³	Total Women (D)	Well Baby⁴ (E)	%AN Return⁵ (F)	%PP Return/⁶ Infant (H)
	(A)	(B)	(C)				
Al Bashir	1543	876	315	2734	335	57%	38%
Madaba	507	111	79	697	55	22%	50%
Princess Badiaa	493	474	254	1221	302	96%	64%
Zarqa Gov. Hospital	608	342	122	1072	324	56%	95%
Kerak	738	153	65	956	125	21%	82%
Jerash	714	115	132	961	83	16%	72%
Mafraq	137	3	76	216	0	2%	N/A
Maan*	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Royal Medical Services	0	377	348	725	0	N/A	N/A
Prince Rashed	851	46	97	994	0	5%	N/A
Princess Haya	348	20	34	402	0	6%	N/A
Tafila	67	4	0	71	0	6%	N/A
SFWS	114	110	756	980	42	96%	38%
Red Crescent	90	35	198	323	0	39%	N/A
Total	6210	2666	2476	11332	1266	43%	48%

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 % Post partum clients returning with infant : Col. E/B

* Maan has not submitted any data despite all the efforts by CPP to contact them

Table II**No. of Visits at Active Sites by Type of Services***Reporting period: 07/01/1998 - 09/30/1998*

Center Name	Antenatal	Postpartum	Family Planning	Total Visits	Well Baby visits	Date Service Started
Al Bashir	3619	1103	377	5099	411	June 97
Madaba	995	139	96	1230	86	June 97
Princess Badia	1016	545	314	1875	302	Aug 97
Zarqa Gov. Hospital	1200	336	152	1688	540	Sep 97
Kerak	1659	211	82	1952	128	Feb 98
Jerash	1154	72	145	1371	83	Feb 98
Mafraq	210	3	86	299	0	May 98
Maan*	N/A	N/A	N/A	N/A	N/A	July 98
Royal Medical Services	0	482	407	889	0	June 97
Prince Rashed	1245	76	109	1430	0	Aug 97
Princess Haya	514	27	39	580	0	Dec 97
Tafila	201	4	0	205	0	Sep 98
SFWS	150	140	944	1234	47	Sep 97
Red Crescent	161	42	233	436	0	Sep 97
Total	12124	3180	2984	18288	1597	

* Maan has not submitted any data despite all the efforts by CPP to contact them

Table III**No. of Clients Newly Accepting Family Planning Method***Reporting period: 07/01/1998 - 09/30/1998*

Method	Condom	DMPA	IUD	Norplant	Pills	Sterilization (referrals)	Total
Center							
Al Bashir	84	32	185	14	175	27	517
Madaba	38	12	19	0	47	5	121
Princess Badiaa	98	12	120	4	160	27	421
Prince Rashed	13	10	24	0	52	0	99
Zarqa Gov. Hospital	29	14	45	0	67	4	159
Kerak	40	0	34	0	53	13	140
Jerash	19	2	27	0	73	1	122
Mafraq	26	10	18	0	22	3	79
Maan*	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Royal Medical Services	56	17	162	3	141	2	381
Princess Haya	0	3	3	6	1	16	29
Tafila	0	0	0	0	0	0	0
SFWS	52	20	153	0	143	0	368
Red Crescent	7	11	46	0	22	0	86
Total	462	143	836	27	956	98	2522
%	18%	6%	33%	1%	38%	4%	

* Maan has not submitted any data despite all the efforts by CPP to contact them

CONSULTANTS VISITING THE PROJECT DURING THIS QUARTER

<u>Name</u>	<u>Dates</u>
Mr. Jose Nunez Quality Assurance Indicators Consultant	August 15 - 22, 1998
Dr. Jack Reynolds Management Consultant	September 12 - 21, 1998
Ms. Jayne Cody Pathfinder International HQ	September 15 - 17, 1998
Mr. Mert Akcanbas Regional office	September 27 - October 2, 1998