Palestinian Health Sector Reform and Development Project
"The Flagship Project"

Health Information System: Technology at your service

The Ministry of Health is creating a dynamic national health information system (HIS), with support by the Palestinian Health Sector Reform and Development Project (the Flagship Project). The HIS will serve as an essential mechanism for gathering accurate data and empower decision makers with a tool for reform, ensuring efficiency and effectiveness in quality care. The new information system will assist the MoH to improve service delivery and resulting outcomes for persons receiving medical services in the West Bank and Gaza and promote the integration and coordination of health care across the health care facilities and data-driven decisions by MoH administrators and health care service providers.

The first implementation phase of the HIS will benefit 53 percent of the West Bank population and will handle the medical records of a catchment area of 1.2 million people. The HIS will foster adherence to key reform concepts, including transparency, governance, efficiency, and overall improvement of quality care, with implementation planned during 2010.

Key Objectives and Planned Results

The comprehensive and integrated design of the HIS system will yield critical outcomes that will have a profound impact on the Palestinian health system, including:

Improve quality of health services and patient care. The HIS will standardize patient administration and management procedures across hospitals. Patient information will be made more accessible to health care professionals through improved handling of medical records. The HIS will also be critical to developing new health standards by setting up new protocols, new guidelines and monitoring systems. Furthermore, the system will improve quality of clinical care through requiring licensing and re-licensing and excluding unlicensed staff. In addition, through the provision of reliable, up-to-date information, health care directors and management will be better able to evaluate performance.

Improve management and cost efficiency of hospitals. A comprehensive HIS system with up-to-date and reliable health information is integral to a functional health system exhibiting good governance and transparency. These significant enhancements will also empower the MoH with the tools for a better decision-making on three levels: central, district and institutional. This selected HIS system is critical to the success of the Flagship Project objectives of reform developing new health management standards, and quality improvement at the primary care level. It will provide information for informed planning, decision and policy making. A comprehensive HIS system will also improve cost efficiency and resource allocation to ensure that vulnerable groups are able to access the health care that they need.

Promote regional health security. The HIS will promote regional health security, as the PA MoH will be able to provide timely and reliable health information to prevent critical disease hazards from moving across borders.