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Palestinian Health Sector Reform and Development Project “The Flagship Project”

Integrated, Multi-Sectoral Approach- Sustainability in Action

As part of its holistic approach to improve health care services in Palestine, the Palestinian Health Sector Reform and Development Project (Flagship Project), funded by USAID, is linking and engaging with all components of the health sector in planning and developing a sustainable improved health care system, in support of the Palestinian Ministry of Health (MoH).

The Flagship Project's **Integrated, Multi-Sectoral Approach to Health Sector Reform and Quality Improvement** works with all levels and tiers of the health sector to achieve quality continuum of improved care for the Palestinian people. Its partners in improving health care include the MoH at the central, district and facility levels with the primary, secondary and rehabilitation services; NGO health service providers; health education institutions; the private sector; and communities across the West Bank.

Currently being implemented by the Flagship Project and MoH in the Nablus governorate in the West Bank, the **Integrated Multi- Sectoral Approach** has established a dynamic and continuous interaction between health facilities and the communities they serve. To ensure relevant and responsive health programs, 15 community-clinic committees were formed in 15 “Champion Communities.” In parallel, the Flagship Project is working closely with the MoH and NGOs to improve clinical facilities on both technical and performance levels to achieve optimal health outcomes. Throughout its five-year period, the Flagship Project will roll out the **Integrated Multi- Sectoral Approach** throughout the West Bank.

Through its on-going model for health sector reform and quality improvement, the Flagship Project is providing technical and supportive assistance to health providers in the MoH and NGOs facilities, in addition to communities, to achieve the following:

- Improving the MoH’s ability to meet the public’s health priority needs by strengthening and institutionalizing linkages between communities and their local clinics and hospitals, health facilities at the district level and also the central policy makers
- Empowering citizens to engage in their community’s health by mobilizing civil society, including Community-Based Organizations (CBOs), to identify, prioritize, and address their community health needs and
- Improving good governance, accountability, and transparency in health by creating joint community-clinic organizations to address the communities' health needs.
- Improving quality of services by supporting the MoH in developing and upgrading clinical guidelines and protocols and improving health management and clinical skills through training and continuing medical education.
- Encouraging decentralization by strengthening MoH and NGOs health and non-health professionals' management, good governance, and leadership capacities through skills development trainings.
- Providing health facilities with needed procured equipment, pharmaceuticals and supplies to better respond to patient needs.
- Promoting preventative health, by assisting the MoH to develop and disseminate behavior change communications messages that promote healthy living styles and injury prevention among families.
- Fostering citizen demand in health by introducing quality improvement measurement tools to health facilities, such as customer satisfaction and mystery shopper surveys.





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Results

- Essential package of services for PHC developed and approved by the MoH to ensure national quality standards
- Seven job aids on non-communicable diseases developed. Job aids provide health professionals with standardized guidance to health professionals on screening, diagnosis, treatment, and follow-up for patients
- Three nutritional guidelines developed to standardize the nutritional management practice
- Quality improvement tools — customer satisfaction and mystery shopper tools — introduced to the MoH, to ensure quality service delivery that meets citizens' needs
- Initiation of civic engagement in health at the community level. Since November of 2009, 7,521 people across 15 West Bank villages are participating in community health activities
- Champion communities in the West Bank improving access to services to marginalized populations by engaging in planning and policy making in health care governance and delivery
- Consensus achieved to set national framework for standards, training and certification of the community health workers
- Champion community program launched in 15 communities (13 Nablus communities, 1 Jenin community, and 1 Jericho community); seven community-clinic committees formed, work plans developed, improving linkages between MoH clinics and the communities that they serve
- Feasibility study finalized for youth outreach program in health; recommendations incorporated in behavior change and communications modules
- Development of national Medical Waste Management system initiated; assessments conducted in four MoH health facilities, and four NGO health facilities
- 450,000 copies of the newly developed and reprinted health education booklets delivered to the MoH. The booklets will be distributed to 12 PHC directorates in the West Bank, hospitals, NGOs, school health department, and the community