# Quality of Care

## WHO-Iraq

# General background

**Objective:** To assess and provide an overview of quality of standard health care services at the primary health care centers (PHCC) in existing IDP camps in Iraq, and to identify the factors impeding the achievement of basic minimum standards.

- **Type of assessment:** Both qualitative and quantitative tools that have been contextualized to Iraq with standard indicators to measure the primary functions related to the PHC facilities.
  - The tool consists of 16 short-listed indicators, grouped into 5 domains (technical competence, patient care, management, environment safety and satisfaction)
  - The data was collected by trained health care providers through 2 approaches (**observations** and **interviews**).

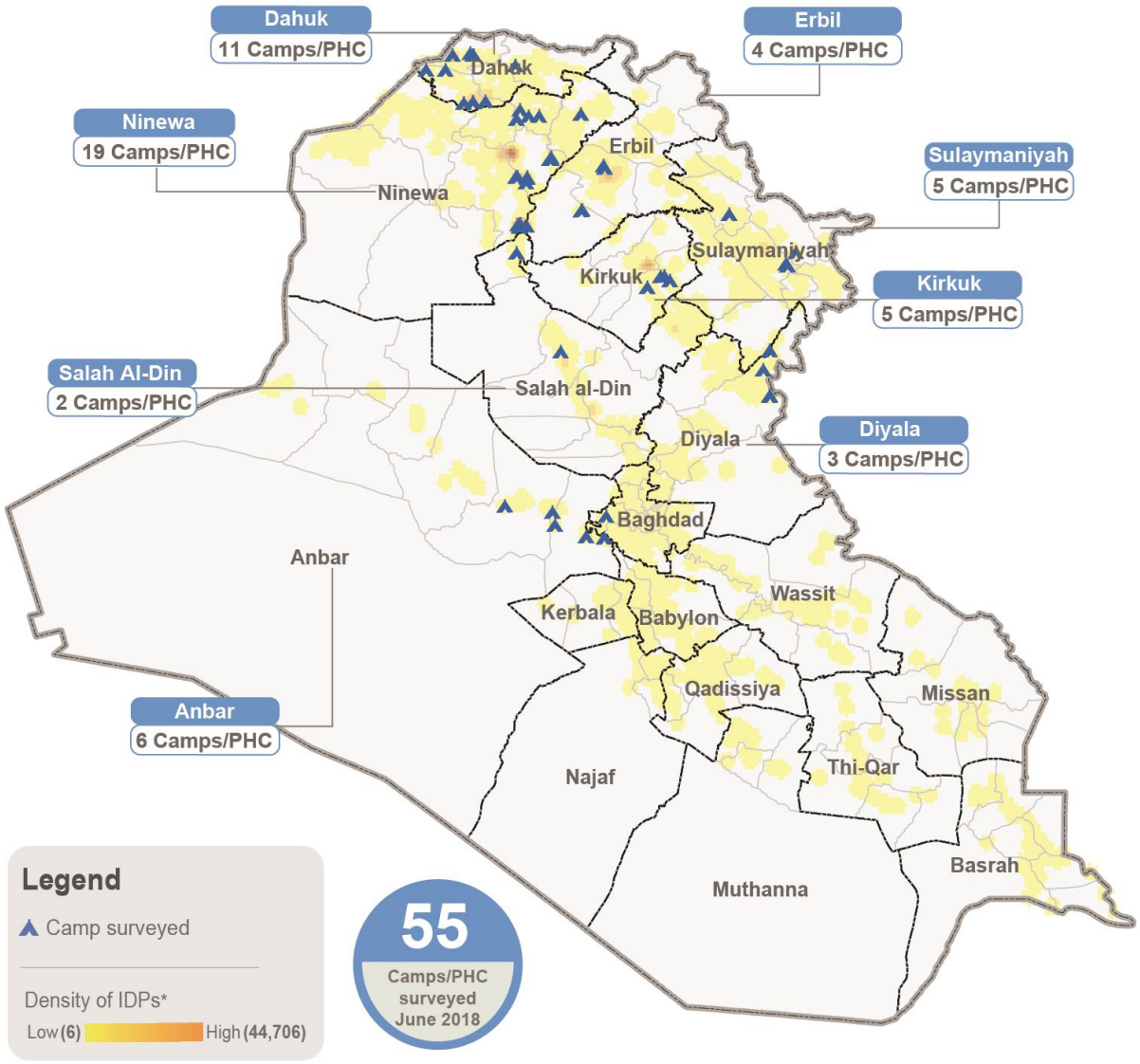
# Methodology

- Camps in Iraq wide assessment.
- 8 governorates of Iraq assessed:

| | |
|---|---|
| 1. Anbar | 5. Kirkuk |
| 2. Dahuk | 6. Ninawa |
| 3. Diyala | 7. Salahdin |
| 4. Erbil | 8. Sulimaniyah |

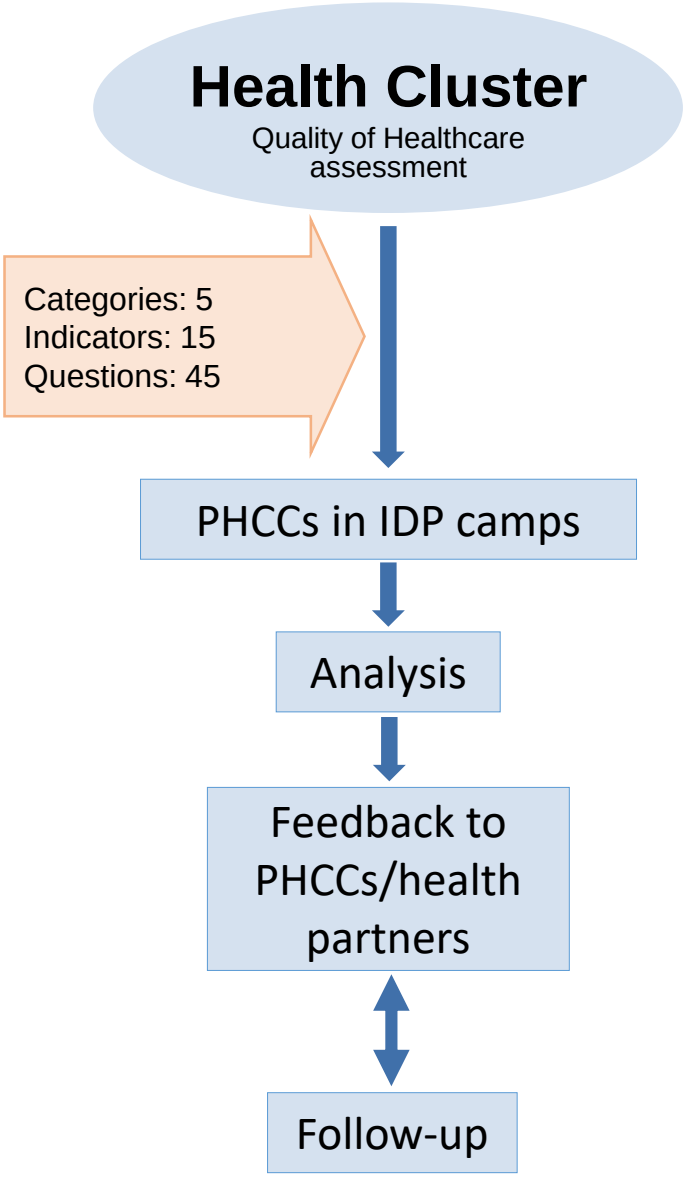
- All the 13 Teams successfully completed the quality of Care (QoC) survey for all the 55 IDP camps across Iraq. *Initially 59 camps were planned to be assessed but 4 camps closed during the planning stage.*
- All teams provided the data (real-time), which was analyzed.
- Data collection was supported by Iraqi Red Crescent Society .

## Distribution of surveyed Camps/PHCs




*Source IOM DTM 15-6-2018

# Quality of Healthcare Assessment



# Conceptual Framework of Healthcare Quality

## Planning

**Identification of key aspects/information to be collected:**

1. Environment & Safety
2. Management
3. Client Care
4. Technical Competence
5. Satisfaction

**Elaboration of questionnaire:** A pilot questionnaire was elaborated in physical form with the following components

| Health Facility basic information | PART 1 - Health facility observation | PART 2 - Health worker observation | | | | PART 3 - Health Worker Interview | | | | PART 4 - Patient Exit Interview |
|---|---|---|---|---|---|---|---|---|---|---|
| Date, Governorate, IDP Camp, HF name, HF RunBy | HF infrastructure, utilities-services availability, pharmaceutical supplies, medical waste management | Physician observation | Nurse BP observation | Pharmacist observation | Laboratory technician observation | Physician interview | Nurse BP interview | Pharmacist Interview | Laboratory Technician Interview | **6** patients interviewed |

## Data collection process

**Health Facilities Selection and interviews in field:**

The approved questionnaire was digitalized in Kobo tool and the enumerators were sent to the field to conduct the interviews through tablets to the 55 Health facilities selected

**Compilation, consolidations and data storage:**

Once the interviews were done, the filled forms were stored in Kobo tool

## Data management

**Data validation:**

In kobo tool the data was reviewed to ensure the data quality and to verify the data was filled correctly

**Data cleaning:**

From Kobo tool the data was downloaded in excel sheets to proceed with data cleaning. The detection of incorrect, incomplete, irrelevant or duplicated information was identified and modified

## Data analysis

**Method**

**Statistical and graphical analysis**

Calculation of statistics and indicators and graphical techniques were applied in Excel to describe and illustrate the information.

*Calculation of indicators:*

The data to be illustrated was estimated first calculating the proportion of participation of Health Facilities in specific questions or per governorate.
For the patient interviews, information was estimated as an average of patient answers for each question or per governorate.

*Description of data through graphical techniques:*

Values were compared across indicators using columns charts to visualize the added information per governorate or per question.

The Health Facilities contribution per specific questions was illustrated using pie charts.

**Geographical visualization**

ArcGIS was used to map the 55 health facilities in each governorate and cross them with IDPs heat map

## Publication

The analyzed information were added and organized in three infographics:

1. Health Facility observation
2. Clinical observation
3. Health Worker & Patient exit interview

Illustrator was used to do the infographics

# Quality of Care methodology: Limitations

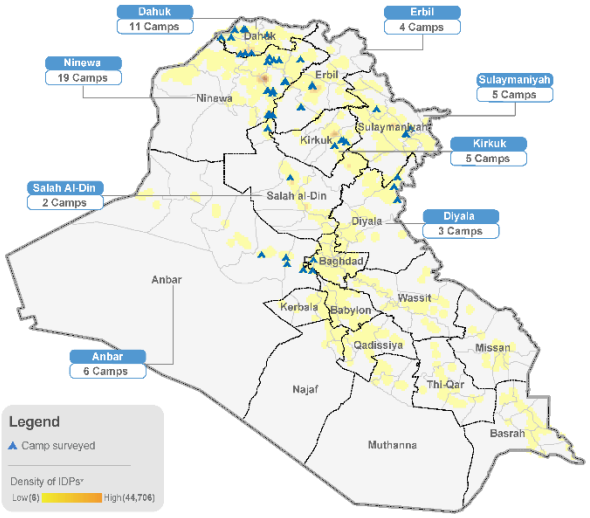
- Some Primary health care centers were consolidated throughout the assessment period.
- During the month of Ramadan, the load of patient were less then through out the year effect the sampling of beneficiaries
- The assessment was for the fixed facilities while mobile services were not included.

# IRAQ: Quality of Care (Health Facility Observation) June 2018

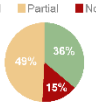


HEALTH CLUSTER IRAQ

## Distribution of surveyed Camps/PHC



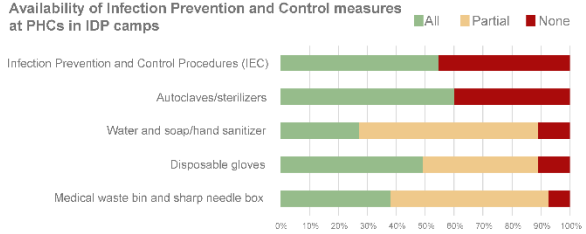

## Availability of IEC material in different sections of the PHCs in IDP camps




## Availability of Oral Rehydration Points PHCs in IDP camps

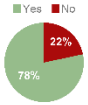

**55** Camps/PHC surveyed June 2018

## Availability of Infection Prevention and Control measures at PHCs in IDP camps




## Pharmaceutical and contraceptivesupplies are kept properly in IDP camps


## Availability of separate water faucets and toilets for patients in PHCs in IDP camps




**78%** of PHCs in IDP camps have separate water faucets and toilets for patients

**76%** of PHCs in IDP camps have pharmaceutical and contraceptive supplies properly kept

**36%** of PHCs in IDP camps have health education posters distributed at the walls in the waiting area, in the examination rooms and in MCH

**55%** of PHCs in IDP camps have Infection prevention procedures posted at the emergency and consultation rooms

**38%** of PHCs in IDP camps have medical waste bin and sharp needle box

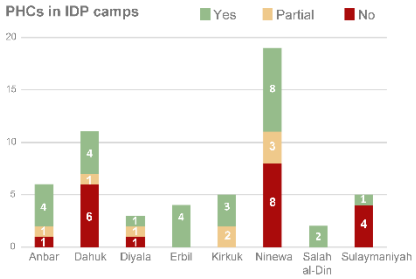
**49%** of PHCs in IDP camps have disposal glove in each examination rooms

**27%** of PHCs in IDP camps have water and soap and hand sterilizers

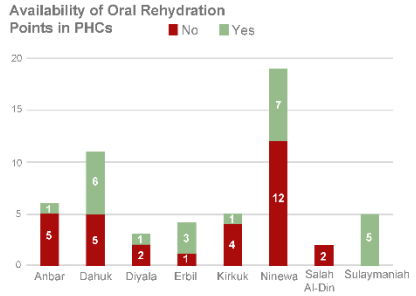
**56%** of PHCs in IDP camps have oral rehydration points

**60%** of PHCs in IDP camps have equipment for sterilization

## IEC material distributed in different sections at PHCs in IDP camps




## Availability of Oral Rehydration Points in PHCs




Yes Partial No

| Governorate | District | IDP Camp PHC | IEC material | Oral Rehydration points | Functional seats for clients | Installation outlets are properly covered | Drinking water available for clients | Water faucets and toilets for clients | Medical waste bin and sharp needle box | Disposable gloves | Water and soap / hand sanitizer | Sterilization | Infection prevention and control procedures | Pharmaceutical supplies kept properly |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Anbar | Falluja | Camp 1 | P | Y | Y | Y | Y | Y | Y | P | P | Y | Y | Y |
| | | Camp 2 | P | N | N | Y | N | Y | P | P | P | Y | Y | Y |
| | | Camp 3 | P | N | P | Y | N | N | P | Y | P | N | Y | Y |
| | Ramadi | Camp 4 | N | N | N | Y | N | N | N | N | N | N | N | N |
| | | Camp 5 | P | N | N | Y | Y | Y | P | P | N | Y | N | N |
| | | Camp 6 | Y | N | Y | Y | Y | Y | Y | P | P | Y | N | Y |
| Dahuk | Amedi | Camp 7 | Y | N | P | Y | N | Y | P | Y | Y | Y | Y | Y |
| | Sumel | Camp 8 | P | Y | Y | Y | Y | Y | Y | Y | Y | Y | N | Y |
| | | Camp 9 | Y | Y | Y | Y | Y | Y | Y | Y | P | Y | Y | Y |
| | | Camp 10 | Y | N | Y | Y | Y | Y | N | N | P | Y | Y | Y |
| | | Camp 11 | Y | Y | N | Y | N | Y | Y | Y | P | Y | N | Y |
| | | Camp 12 | N | N | N | Y | N | Y | P | P | P | Y | N | Y |
| | | Camp 13 | P | N | P | Y | Y | Y | Y | P | P | Y | N | Y |
| | Zakho | Camp 14 | P | Y | Y | N | Y | Y | P | Y | P | Y | Y | Y |
| | | Camp 15 | P | N | P | Y | N | Y | P | P | P | Y | Y | N |
| | | Camp 16 | Y | Y | P | Y | Y | Y | P | P | P | Y | Y | Y |
| | | Camp 17 | Y | Y | N | Y | N | Y | P | Y | Y | Y | Y | Y |
| Diyala | Khanaqin | Camp 18 | Y | N | Y | Y | Y | Y | Y | Y | Y | N | Y | Y |
| | | Camp 19 | P | N | N | Y | N | N | P | P | P | N | Y | N |
| | | Camp 20 | N | Y | Y | Y | Y | Y | Y | P | Y | N | N | Y |
| Erbil | Erbil | Camp 21 | P | Y | P | Y | N | Y | Y | P | P | Y | Y | Y |
| | | Camp 22 | P | N | N | N | N | N | Y | Y | N | N | N | N |
| | Makhmur | Camp 23 | P | Y | Y | Y | N | Y | Y | Y | Y | Y | Y | Y |
| | | Camp 24 | P | Y | Y | Y | N | Y | Y | Y | Y | Y | Y | Y |
| Kirkuk | Daquq | Camp 25 | P | N | N | Y | N | Y | P | Y | P | N | Y | N |
| | | Camp 26 | P | N | N | Y | N | Y | P | P | P | N | N | Y |
| | | Camp 27 | P | Y | Y | Y | N | Y | P | P | P | N | N | N |
| | | Camp 28 | N | N | N | Y | N | Y | P | P | P | N | N | N |
| | | Camp 29 | N | N | P | Y | N | Y | P | N | P | N | N | N |
| Ninewa | Akre | Camp 30 | P | Y | Y | Y | Y | Y | P | Y | Y | Y | Y | Y |
| | Al-Hamdaniya | Camp 31 | P | N | Y | Y | N | Y | P | N | P | N | Y | N |
| | | Camp 32 | P | N | P | Y | N | N | P | P | N | N | Y | N |
| | | Camp 33 | P | N | P | Y | N | N | P | P | P | N | N | N |
| | | Camp 34 | P | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| | | Camp 35 | N | N | N | Y | Y | N | P | Y | P | N | N | Y |
| | | Camp 36 | Y | N | Y | Y | Y | Y | P | Y | Y | N | N | Y |
| | Al-Shikhan | Camp 37 | Y | Y | P | N | N | Y | N | N | N | N | Y | Y |
| | | Camp 38 | Y | Y | Y | Y | N | Y | P | N | P | N | Y | N |
| | | Camp 39 | Y | Y | Y | Y | Y | Y | Y | Y | P | Y | Y | Y |
| | Mosul | Camp 40 | P | N | Y | Y | N | N | P | P | P | N | N | Y |
| | | Camp 41 | P | N | P | N | Y | Y | Y | P | P | Y | N | Y |
| | | Camp 42 | N | Y | P | N | N | Y | Y | Y | Y | Y | N | Y |
| | | Camp 43 | N | N | N | Y | N | N | P | P | P | Y | N | Y |
| | | Camp 44 | Y | N | Y | Y | Y | Y | Y | Y | Y | Y | N | Y |
| | | Camp 45 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| | | Camp 46 | Y | N | Y | Y | N | Y | Y | Y | Y | Y | N | Y |
| | | Camp 47 | Y | N | P | N | N | Y | P | P | P | Y | N | Y |
| | Tilkaif | Camp 48 | P | N | P | Y | N | N | N | N | N | N | Y | Y |
| Salah al-Din | Al-Shirqat | Camp 49 | P | N | P | N | N | N | P | P | P | N | N | N |
| | Tikrit | Camp 50 | P | N | P | Y | N | N | Y | P | P | N | N | Y |
| Sulaymaniyah | Dokan | Camp 51 | Y | Y | Y | Y | N | Y | P | Y | P | Y | N | Y |
| | Kalar | Camp 52 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| | Sharbazher | Camp 53 | Y | Y | P | Y | N | Y | P | Y | P | Y | Y | Y |
| | Sulaymaniya | Camp 54 | Y | Y | Y | Y | Y | Y | P | Y | P | Y | Y | Y |
| | | Camp 55 | P | Y | P | Y | Y | Y | P | P | P | Y | Y | Y |

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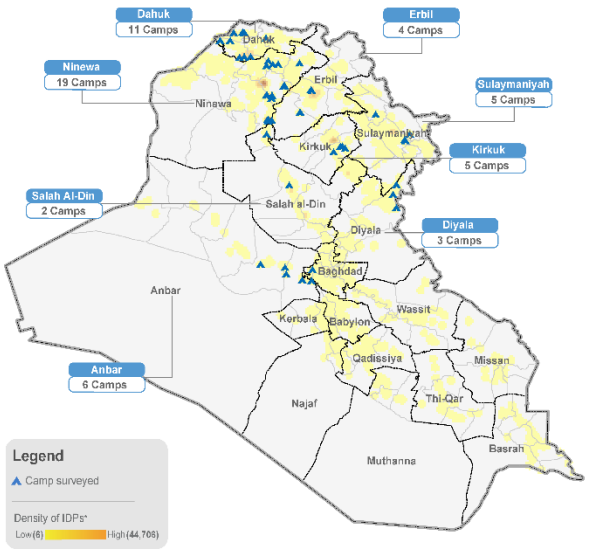
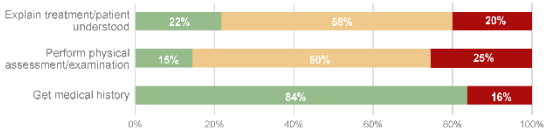
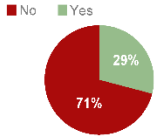



## Technical Competence

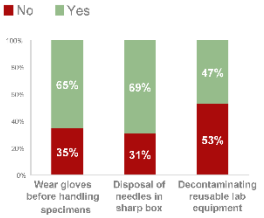
Physician performing physical assessment/obtaining medical history/expaining treatment for patients visiting PHCs in IDP camps



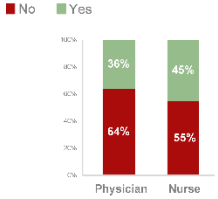

Pharmacist request info on allergies/other medication




Infection prevention practices by lab technicians in IDP camps




Practice of hand hygiene before and after patient examination by healthcare providers in PHCs in IDP camps




Privacy conditions were met for only **55%** of patients

In **16%** of PHCs in IDP camps the physician deliver health promotion messages. **55%** do it partially

**67%** of PHCs in IDP camps patients are notified ontime to obtain lab results by Lab technicians

Only **15%** of patients in PHCs in IDP camps were provided by full information on medication package

Only **7%** of patients in PHCs in IDP camps had a full description of drug potential side effects and how to manage them

In Diyala and Salah Al-Din camps the patients **did not** receive instructions about how to take the drug

Only **22%** of patients in PHCs in IDP camps received full instructions about the offered treatment by physicians and they had full understanding

In **60%** of PHCs in IDP camps the physician followed partially the guidelines to do a physical assessment

In **84%** of PHCs in IDP camps the physician asked about the client's health and symptoms and medical history

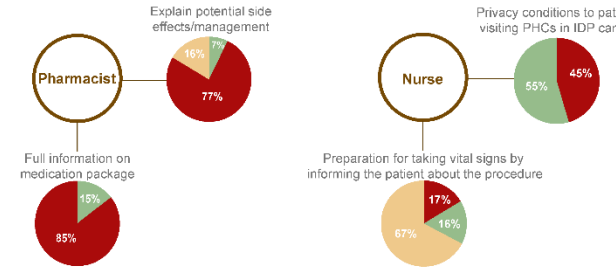
In **64%** of PHCs in IDP camps the physicians **did not** practice hand hygiene before and after patient examination

**55**
Camps/PHC surveyed June 2018

**8**
Governorates surveyed June 2018

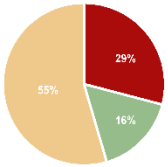
## Client Care

Yes/All Partial No/None



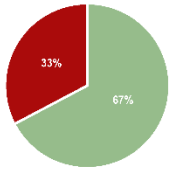

**Physician**

Physician delivering health promotion messages to patients visiting PHCs in IDP camps

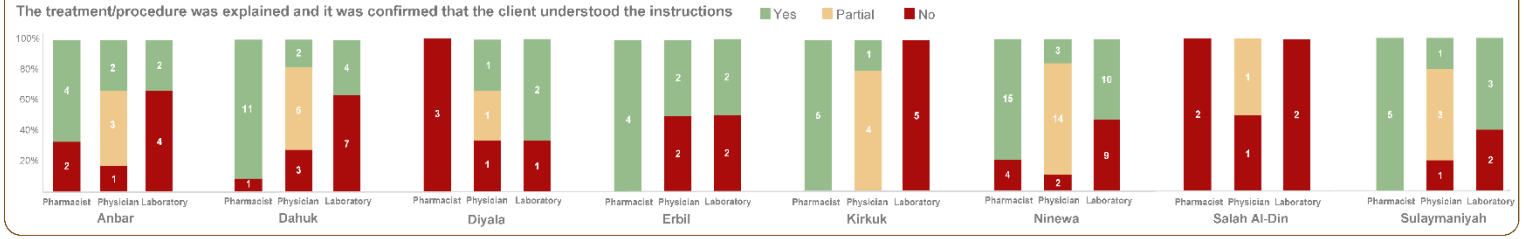



**Laboratory**

Patients being notified ontime to obtain lab results by Lab technicians in PHCs in IDP camps




The treatment/procedure was explained and it was confirmed that the client understood the instructions

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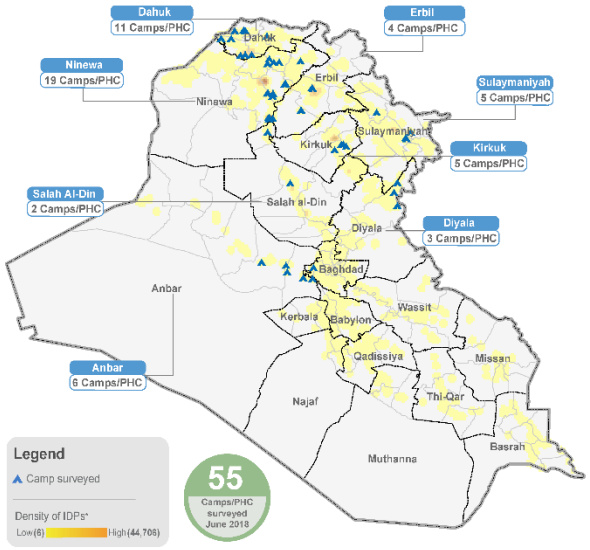
## Distribution of surveyed Camps/PHC




**85%** of the patients interviewed were satisfied in the health services provided at PHCs in IDP camps.

Lab results were explained to **100%** of the concerned patients.

**71%** of nurses have not received any training about Health Education in the PHCs in IDP camps.

Only **25%** of physicians have received Reproductive Health training in the PHCs in IDP camps.

For **54%** of patients in the PHCs in IDP camps the prescribed medication was partially available.

**53%** of physicians have received Disease Management Trainig in the PHCs in IDP camps.

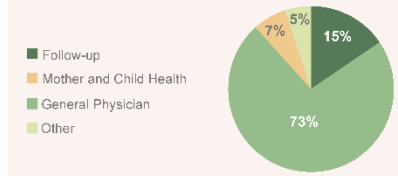
For **57%** of patients in the PHCs in IDP camps the provider made a Follow-up appointment.

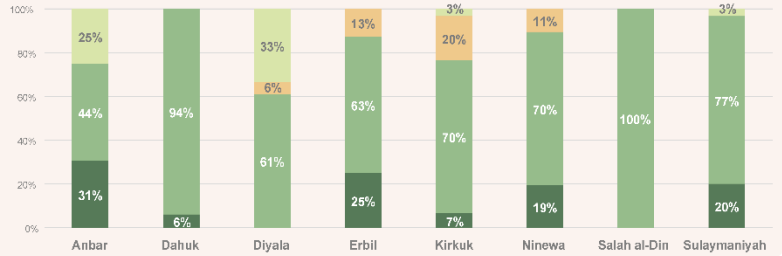
**73%** of patients went to the PHCs in IDP camps for a General Physician appointment at time of interview. **7%** went for Mother and Child Health.

In Salah Al-Din Governorate **100%** of patients went to the PHCs in IDP camps for General Physician appointment.

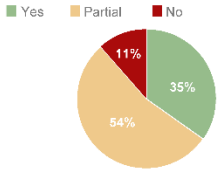
In Anbar, Erbil and Sulaymaniyah Governorates, more than **20%** of patients went to the PHCs in IDP camps for Follow-up appointment at time of interview.

### Reason for visiting the PHC today

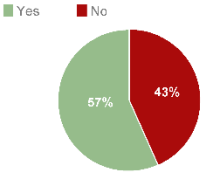


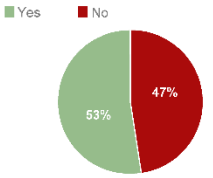

### Availability of prescribed medication at time of interview to patients visiting the PHCs in IDP camps



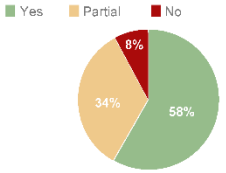

### Follow up appointment for the patients in PHCs in IDP camps



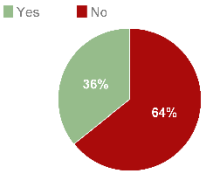

### Referred patients to another Health Care Facility in PHCs in IDP camps



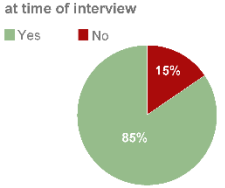

### Availability of needed health services by patients visiting the PHCs in IDP camps



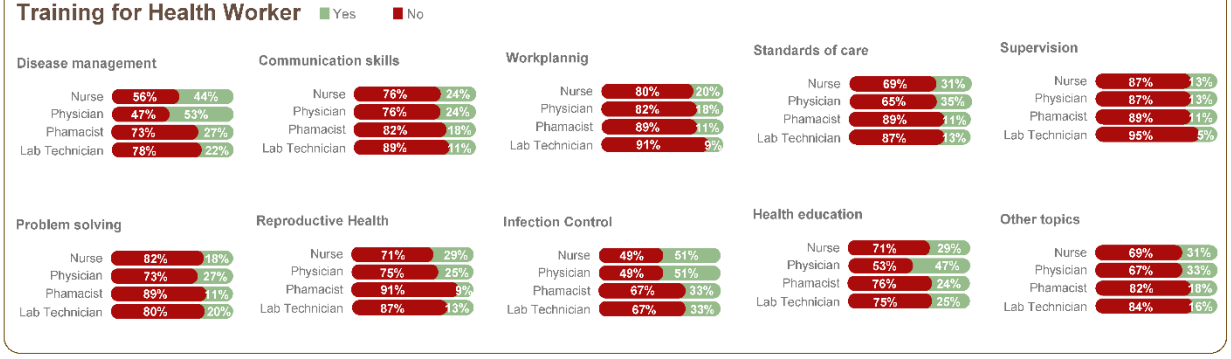

### Presence of more people during the patient examination in PHCs in IDP camps




### Satisfaction with the healthcare services provided to patients visiting the PHCs in IDP camps at time of interview




## Training for Health Worker

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Email: wriraq@who.int

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# Lesson learned

- Kept the MoH & cluster in loop from day 1 – updated regularly
- Confidence of partners was gained – No naming/shaming
- Enumerators were trained (Guidelines/SOPs)
- Calendar schedule in place; every 6 months
- Camp health facility status available
  - Off camp facilities
- IT platforms were prepared – KoBO – Mobile data collection
  - Online dashboard is linked

# Comparison b/w phase 1 & 2

- Camps
  - Phase 1: 55 camps
  - Phase 2: 47 camps
    - (8 camps either consolidated/closed/PHCs closed)

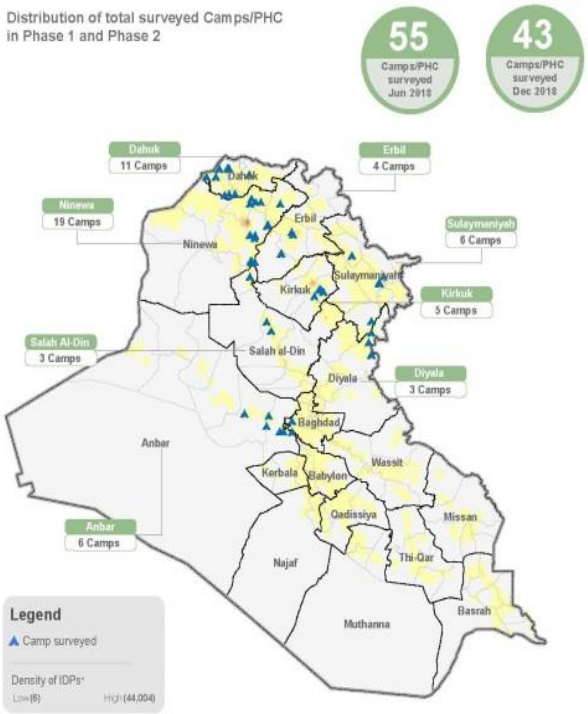
- <u>Summary:</u>
  - 48% of the camps PHCs improved their service provision,
  - **35%** of the camps PHCs have shown no change and
  - 17% of these PHCs in camps have shown a decline in service provision.

- Organizations with reduced overall rating have been contacted directly,
  - justification (maybe transition; closing down; handed over etc) has been provided to the cluster,
  - M&E is in progress

# IRAQ: Results of comparison of Quality of Care (QoC) assessment in Health Facilities in camps: (Health Facility Observation) - 2018



## Distribution of total surveyed Camps/PHC in Phase 1 and Phase 2




The overall performance of infection prevention and control measures have improved in Phase 2 by **15%** although there has been a **4%** decrease in the usage of disposable gloves.

The performance of five PHCs in the second phase increased to the fullest when compared to that in the first phase. Three of these PHCs are in Ninewah, one each in Kirkuk and Anbar.

In the first phase, during summers **44%** PHCs had oral rehydration points activated, which has reduced to **37%** in the second phase which was conducted in winters.

In the first phase, **78%** of PHCs had separate water faucets and toilets for the use of patients. In the second phase, this increased to **95%**

In both phases more than **50%** of PHCs in IDP camps had equipment for sterilization.

In the phase 1, **38%** of PHCs had medical waste bin and sharps disposal box, which increased to **44%** in phase 2.

In Anbar, Ninewah and Kirkuk, the overall performance of PHCs has improved in the second phase. Most of the PHCs obtained scores that exceeded **50%**, which suggests that the performance increased by more than half.

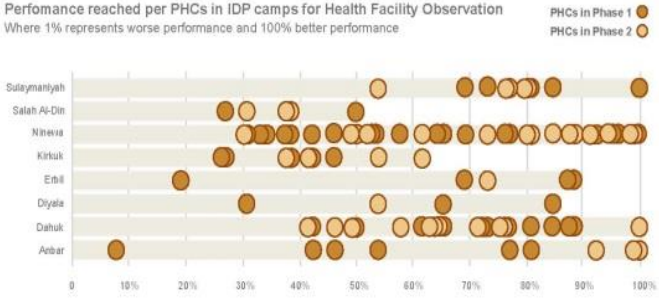
In Anbar, the PHCs overall performance improved from the first to the second phase. In the second phase, two of three surveyed PHCs reached **100%** of the score which suggests an outstanding performance.

In general, the health awareness practices and the available infrastructure for patients improved in the second phase; its performance increased by around **10%.**

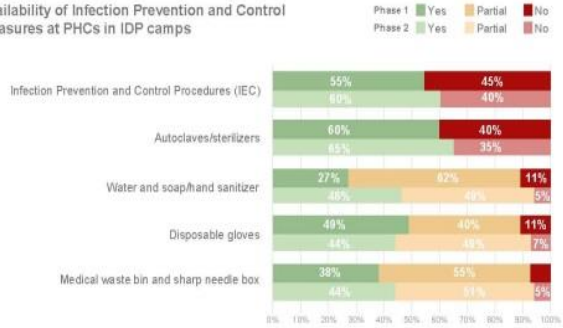
In the second phase, there was a substantial improvement in the distribution of posters on available services, working days and hours. This indicator increased by **38%** in the second phase.

## Perfomance reached per PHCs in IDP camps for Health Facility Observation

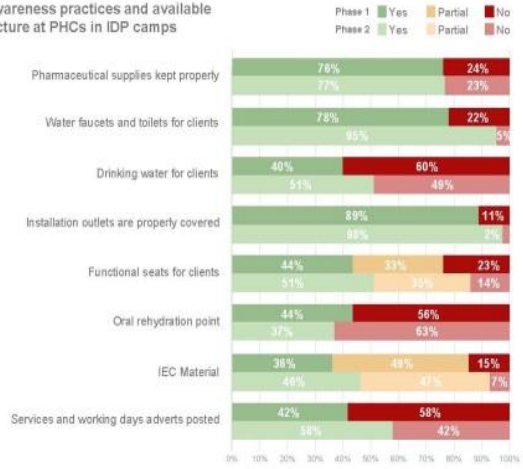
Where 1% represents worse performance and 100% better performance



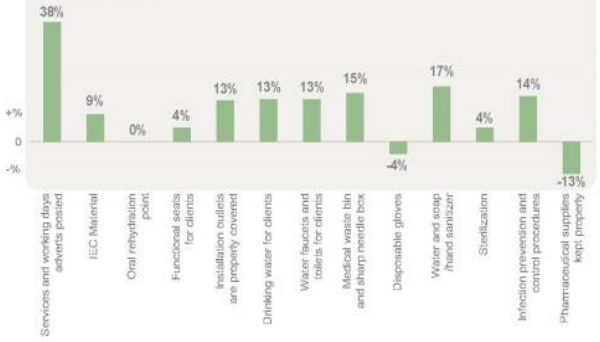

## Availability of Infection Prevention and Control measures at PHCs in IDP camps



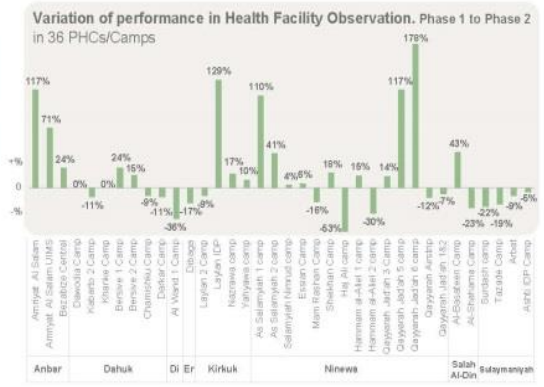

## Health awareness practices and available infrastructure at PHCs in IDP camps




## Variation of performance obtained per Observation Indicator. Phase 1 to phase 2 in 36 PHCs/Camps




## Variation of performance in Health Facility Observation. Phase 1 to Phase 2 in 36 PHCs/Camps

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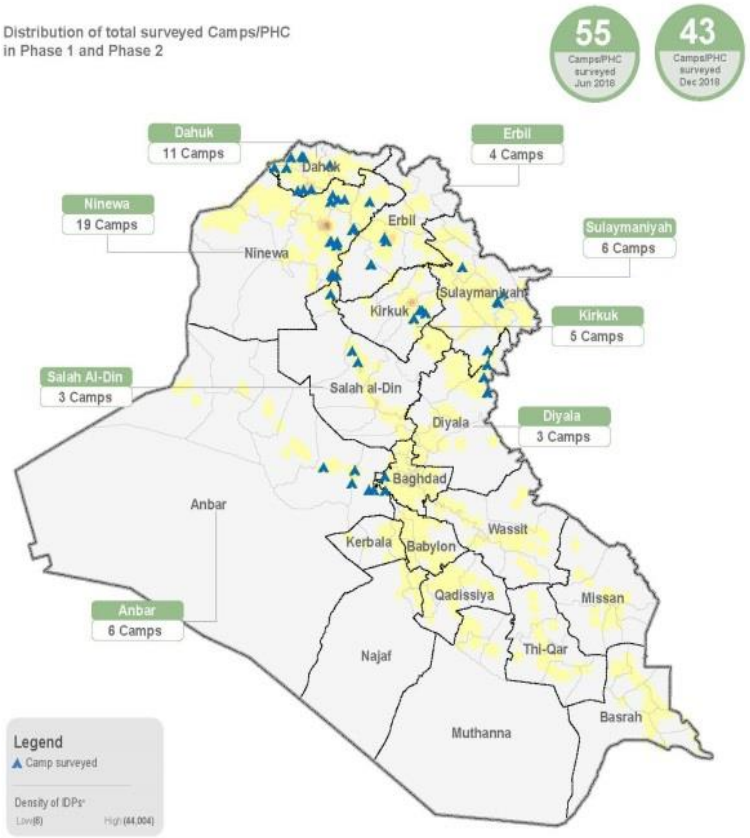
Distribution of total surveyed Camps/PHC in Phase 1 and Phase 2




The percentage of physicians who follow the guidelines in conducting a physical examination increased from **15%** in the first phase to **21%** in the second phase

The lab technicians showed a significant improvement from phase 1 the phase 2. The reached scores had a rise of approximately **20** percentage points.

The hand hygiene improved from **36%** to **70%**. In the second phase, 63% of nurses mentioned practicing hand hygiene compared to 45% in the first phase.

In the first phase, only **7%** of patients were provided with full information on use of medication. In the second phase, this increased to **25%**.

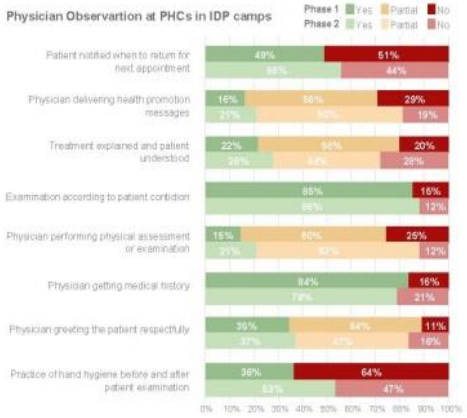
In the first phase, only **15%** of patients had a full description of drug potential side effects and how to manage them. This increased to **33%** in the second phase.

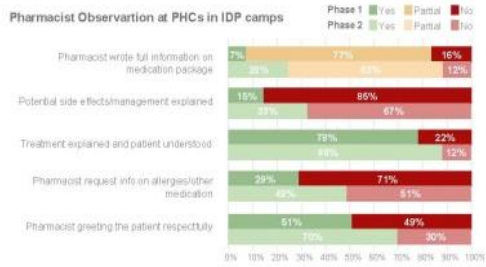
In both phases less than **30%** of physicians gave full instructions about the offered treatment and confirmed that patients had full understanding. Around **50%** of physicians did it partially.

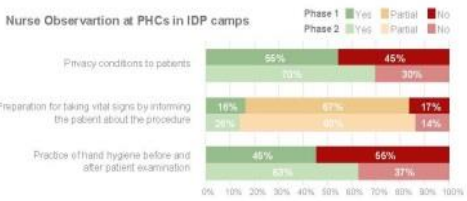
In the first phase, privacy conditions were met for **55%** of patients. In the second phase, this percentage increased to **70%**.

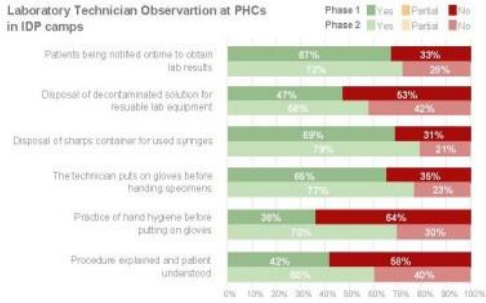
In the first phase, **84%** of physicians asked about the patient's health and symptoms and medical history. This percentage dropped to **79%** in the second phase.

Most of the physicians is examining patients according to their conditions. In both phases, more of **85%** of physicians did this differentiated examination.

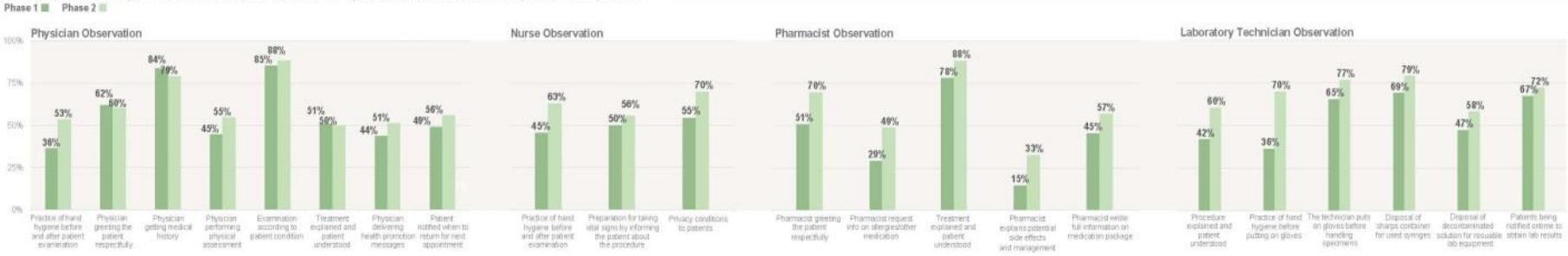



Clinical Observation per Health Worker at PHCs in IDP camps. Performance reached in phase 1 and phase 2

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**Email:** wriraq@who.int
**Infographic print size:** A3
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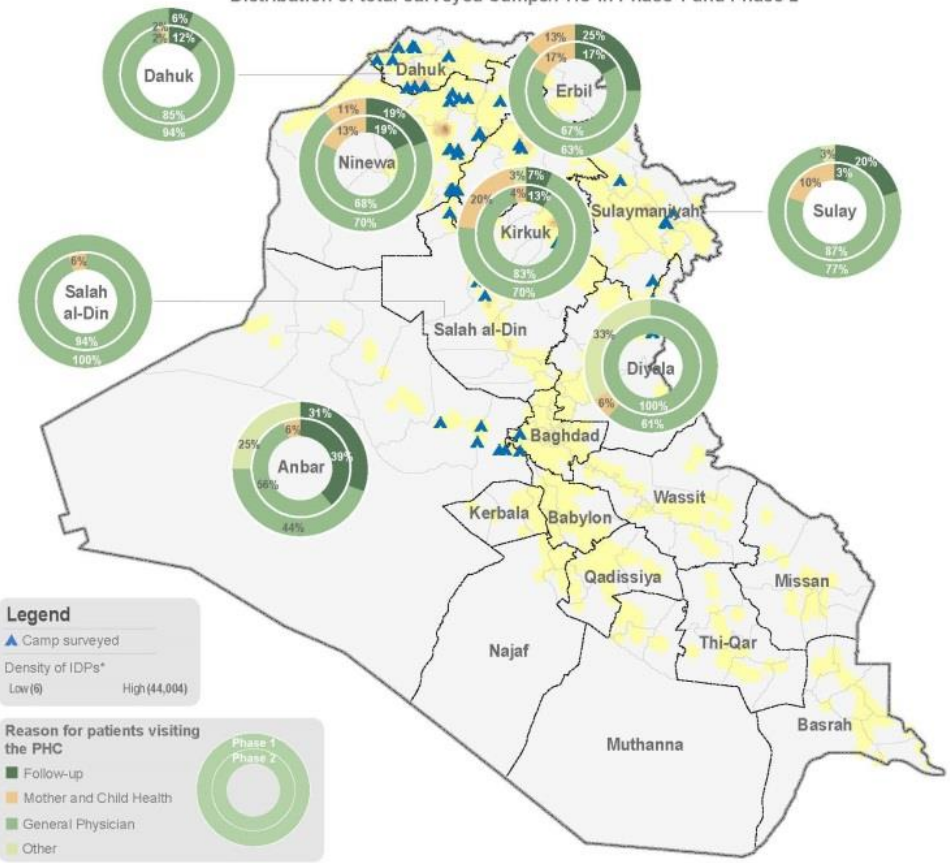
# IRAQ: Results of comparison of Quality of Care (QoC) assessment in Health Facilities in camps (Health Worker & Patient exit interview) - 2018



## Distribution of total surveyed Camps/PHC in Phase 1 and Phase 2




## Training received by Health Workers in the phase 1 and phase 2

No
Yes

Increase in the number of trained workers from phase 1 to phase 2
Decrease in the number of trained workers from phase 1 to phase 2
Without variation from phase 1 to phase 2

**55** Camps/PHC surveyed Jun 2018

**43** Camps/PHC surveyed Dec 2018

| Nurse | Phase 1 | | Phase 2 | | |
|---|---|---|---|---|---|
| Disease management | 56% | 44% | 56% | 44% | – |
| Communication skills | 76% | 24% | 65% | 35% | ↑ |
| Workplannig | 80% | 20% | 67% | 33% | ↑ |
| Standards of care | 69% | 31% | 67% | 33% | ↑ |
| Supervision | 87% | 13% | 70% | 30% | ↑ |
| Problem solving | 82% | 18% | 72% | 28% | ↑ |
| Reproductive Health | 71% | 29% | 70% | 30% | ↑ |
| Infection Control | 49% | 51% | 49% | 51% | – |
| Health education | 71% | 29% | 49% | 51% | ↑ |
| Other topics | 69% | 31% | 72% | 28% | ↓ |

| Physician | Phase 1 | | Phase 2 | | |
|---|---|---|---|---|---|
| Disease management | 47% | 53% | 33% | 67% | ↑ |
| Communication skills | 76% | 24% | 60% | 40% | ↑ |
| Workplannig | 82% | 18% | 60% | 40% | ↑ |
| Standards of care | 65% | 35% | 65% | 35% | – |
| Supervision | 87% | 13% | 77% | 23% | ↑ |
| Problem solving | 73% | 27% | 65% | 35% | ↑ |
| Reproductive Health | 75% | 25% | 56% | 44% | ↑ |
| Infection Control | 49% | 51% | 60% | 40% | ↓ |
| Health education | 53% | 47% | 49% | 51% | ↑ |
| Other topics | 67% | 33% | 67% | 33% | – |

| Pharmacist | Phase 1 | | Phase 2 | | |
|---|---|---|---|---|---|
| Disease management | 73% | 27% | 56% | 44% | ↑ |
| Communication skills | 82% | 18% | 67% | 33% | ↑ |
| Workplannig | 89% | 11% | 65% | 35% | ↑ |
| Standards of care | 89% | 11% | 74% | 26% | ↑ |
| Supervision | 89% | 11% | 79% | 21% | ↑ |
| Problem solving | 89% | 11% | 72% | 28% | ↑ |
| Reproductive Health | 91% | 9% | 63% | 37% | ↑ |
| Infection Control | 67% | 33% | 56% | 44% | ↑ |
| Health education | 76% | 24% | 56% | 44% | ↑ |
| Other topics | 82% | 18% | 79% | 21% | ↑ |

| Laboratory Technician | Phase 1 | | Phase 2 | | |
|---|---|---|---|---|---|
| Disease management | 78% | 22% | 72% | 28% | ↑ |
| Communication skills | 89% | 11% | 79% | 21% | ↑ |
| Workplannig | 91% | 9% | 74% | 26% | ↑ |
| Standards of care | 87% | 13% | 72% | 28% | ↑ |
| Supervision | 95% | 5% | 84% | 16% | ↑ |
| Problem solving | 80% | 20% | 79% | 21% | ↑ |
| Reproductive Health | 87% | 13% | 74% | 26% | ↑ |
| Infection Control | 67% | 33% | 49% | 51% | ↑ |
| Health education | 75% | 25% | 49% | 51% | ↑ |
| Other topics | 84% | 16% | 91% | 9% | ↓ |

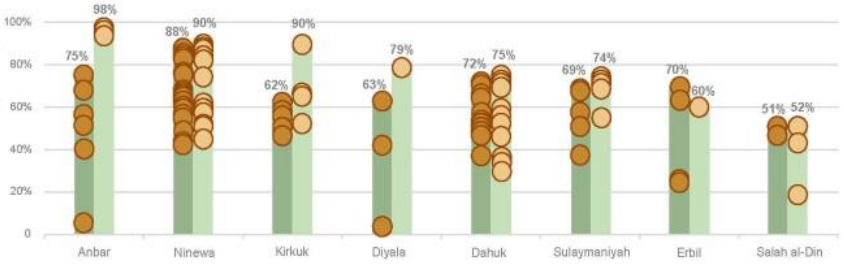
## Performance reached per PHCs in IDP camps according patients interview

Where 1% represents worse performance and 100% better performance

Phase 1 ■ Phase 2 ■
PHCs in Phase 1 ●
PHCs in Phase 2 ●

**Aspects evaluated:**

Satisfaction with the healthcare services received
Availability of needed health services by patients
Laboratory test results explained to patient
Privacy during the patient examination
Availability of prescribed medication
Follow up appointment given




More than **84%** of the patients interviewed were satisfied with the health services provided at the PHCs in both phases

In the second phase, Anbar, Ninewa and Kirkuk Governorates reached more than **90%** of expected performance in patient satisfaction, patient privacy and health services provided. From the first phase to the second phase all the governorates improved their performance, except for Erbil.

In the second phase, **100%** of interviewed patients went to the PHCs for outpatient consultations in Diyala, while this was **61%** in the first phase.

In the second phase, the percentage of physicians who were trained on Infection Control methods dropped by **11%**

Disease Management, Infection Control and Health Education were the training sessions with the highest attendance in both phases. Around **50%** of health workers received training in these three topics.

In both phases, the main reason for patients visiting the PHC was an outpatient consultation

The percentage of nurses who received any training on Health Education had a rise of **22%** between phase 1 and phase 2.

In Anbar, in both phases, follow-up appointments represented more than **30%** of the patient visits to the PHCs at the time of interview

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# Results of comparison of Quality of Care (QoC) assessment in Health Facilities in camps (phase 1 & 2)
## (Over all survey) - 2018

**55** camps Phase 1

**47** camps Phase 2

**46** Camps assessed in Phase1 and Phase 2

**1** Camp (Al Alam) inaccessible due to secuirty situation in Phase 1

*Phase 1 Conducted in May, 2018*
*Phase 2 Conducted in December, 2018*

48% Improved | 17% Declined | 35% No Change | Yes | Partial | No

| Governorate | District | IDP Camp PHC | Supported by | phase | IEC Materials | Oral rehydration corner | Eenough functional seats for clients | All wires covered | Drinking water for all clients | Water faucets & toilets for clients | Medical waste bin and needles box | Disposable gloves | Soap, water and hand sanitizer | Equipment for sterilization | Infection prevention and control procedures | Pharmaceutical supplies kept properly | Rate |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Anbar | Falluja | Al Salam | UIMS | phase 1 | Partial | No | No | Yes | No | Yes | Partial | Partial | Yes | Yes | Yes | Yes | ↑ |
| | | | | phase 2 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |
| | | Amriyat Al-Fallujah | Dary/DoH | phase 1 | Partial | No | Partial | Yes | No | Yes | Partial | Partial | Yes | No | Yes | Yes | ↑ |
| | | | | phase 2 | Yes | Yes | Partial | Yes | Yes | Yes | Partial | Yes | Yes | Yes | Yes | Yes | |
| | | Bezabize Central | Dary | phase 1 | Partial | Yes | Yes | Yes | Yes | Yes | Partial | Partial | Yes | Yes | Yes | Yes | ↑ |
| | | | | phase 2 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | |
| Dahuk | Amedi | Dawodia | Step-IN | phase 1 | Yes | No | Partial | Yes | No | Yes | Partial | Partial | Yes | Yes | Yes | Yes | ○ |
| | | | | phase 2 | Yes | No | Partial | Yes | Yes | Yes | Partial | Yes | Yes | Yes | Yes | Yes | |
| | Sumel | Bajet Kandala | PUI | phase 1 | Partial | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes | ○ |
| | | | | phase 2 | Yes | Partial | Yes | Yes | Yes | Yes | Partial | Yes | Partial | Partial | Yes | Yes | |
| | | Kabarto 1 | DOH/Heevie organization | phase 1 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Partial | Yes | Yes | Yes | ↓ |
| | | | | phase 2 | Yes | No | Yes | Yes | No | Yes | Partial | Yes | Partial | Yes | Yes | Yes | |
| | | Kabarto 2 | IMC | phase 1 | Yes | No | Yes | Yes | Yes | Yes | No | Yes | Partial | Yes | Yes | Yes | ○ |
| | | | | phase 2 | Yes | No | Yes | Yes | Yes | Yes | Partial | Yes | Partial | No | No | Yes | |
| | | Khanke | AMAR | phase 1 | No | No | No | Yes | No | Yes | Partial | Partial | Partial | Yes | No | Yes | ○ |
| | | | | phase 2 | Partial | No | Partial | Yes | No | Yes | Partial | No | Yes | No | No | Yes | |
| | | Rwanga Community | Malteser International | phase 1 | Yes | Yes | No | Yes | Yes | Yes | Partial | Yes | Partial | Yes | No | Yes | ↓ |
| | | | | phase 2 | Partial | No | Partial | Yes | Yes | Yes | Partial | Partial | Partial | Yes | No | Yes | |
| | | Shariya | Heevie organization | phase 1 | Partial | No | Partial | Yes | Yes | Yes | Partial | Yes | Partial | No | No | Yes | ○ |
| | | | | phase 2 | Partial | No | Partial | Yes | Yes | Yes | Partial | Partial | Partial | Yes | No | Yes | |
| | Zakho | Bersive 1 | Arbeiter Samariter Bund | phase 1 | Partial | Yes | Yes | No | Yes | Yes | Partial | Yes | Partial | Yes | Yes | Yes | ↑ |
| | | | | phase 2 | Yes | No | Yes | Yes | Yes | Yes | Partial | Yes | Yes | Yes | Yes | Yes | |
| | | Bersive 2 | Malteser International | phase 1 | Partial | No | Partial | Yes | No | Yes | Partial | Partial | Partial | Yes | Yes | No | ↑ |
| | | | | phase 2 | Yes | No | Yes | Yes | Yes | Yes | Partial | Partial | No | No | Yes | Yes | |
| | | Chamishku | MDM | phase 1 | Yes | Yes | Partial | Yes | Yes | Yes | Partial | Partial | Yes | Yes | Yes | Yes | ○ |
| | | | | phase 2 | Yes | No | Partial | Yes | Yes | Yes | Partial | Partial | Yes | Yes | Yes | Yes | |
| | | Darkar | ELISE CARE | phase 1 | Yes | Yes | No | Yes | Yes | Yes | Partial | Yes | Yes | Yes | Yes | Yes | ○ |
| | | | | phase 2 | Yes | No | Partial | Yes | No | Yes | Partial | Yes | Yes | No | Yes | Yes | |
| Diyala | Khanaqin | Al-Wand 1 | DOH | phase 1 | Partial | No | No | Yes | No | No | Partial | Partial | Partial | No | Yes | No | ↑ |
| | | | | phase 2 | Partial | No | Partial | Yes | No | Yes | Partial | Yes | Partial | No | Yes | No | |
| | | Qaratu | Dary | phase 1 | No | Yes | Yes | Yes | Yes | Yes | Partial | Partial | Partial | No | Yes | Yes | ↑ |
| | | | | phase 2 | Yes | No | Yes | Yes | Yes | Yes | Partial | Yes | Partial | No | No | Yes | |
| Erbil | Makhmur | Dibaga 1 | IOM | phase 1 | Partial | Yes | Yes | Yes | Yes | Yes | Partial | Yes | Partial | Yes | No | Yes | ↓ |
| | | | | phase 2 | Partial | No | Partial | Yes | Yes | Yes | Partial | Yes | Partial | Yes | No | Yes | |
| Kirkuk | Daquq | Laylan | World Vision | phase 1 | Partial | No | No | Yes | No | Yes | Partial | Yes | Partial | No | Yes | No | ↑ |
| | | | | phase 2 | Partial | Yes | Yes | Yes | Yes | Yes | Partial | Yes | Yes | Yes | Yes | No | |
| | | Laylan 2 | Medair | phase 1 | No | No | Partial | Yes | No | Yes | Partial | No | Partial | No | No | No | ↑ |
| | | | | phase 2 | Partial | No | Yes | Yes | No | Yes | Partial | Partial | Partial | No | No | No | |
| | | Nazrawa | MDM | phase 1 | Partial | Yes | Yes | Yes | No | Yes | Partial | Partial | Partial | No | No | No | ○ |
| | | | | phase 2 | Partial | Yes | Yes | Yes | No | Yes | Partial | Partial | Partial | No | No | No | |
| | | Yahyawa | IOM | phase 1 | Partial | No | Yes | Yes | No | Yes | Partial | Partial | Partial | No | Yes | No | ↑ |
| | | | | phase 2 | Partial | Yes | No | Yes | Yes | Yes | Partial | Partial | Yes | No | No | No | |
| Ninewa | Akre | Mamilian | Heevie/Amar foundation | phase 1 | Partial | Yes | Yes | Yes | Yes | Yes | Partial | Yes | Yes | Yes | Yes | Yes | ○ |
| | | | | phase 2 | Partial | Yes | Yes | Yes | Yes | Yes | Partial | Yes | Yes | Yes | Yes | Yes | |
| | Al-Hamdaniya | As Salamyiah 1 | UIMS | phase 1 | No | No | No | Yes | No | Yes | Partial | Partial | Partial | No | No | Yes | ↑ |
| | | | | phase 2 | Yes | Yes | Partial | Yes | Yes | Yes | Partial | Partial | Partial | Yes | Yes | No | |
| | | As Salamyiah 2 | PUI | phase 1 | Yes | No | Partial | Yes | Yes | Yes | Partial | Partial | Partial | No | Yes | Yes | ↑ |
| | | | | phase 2 | Partial | No | Partial | Yes | Yes | Yes | Partial | Partial | Yes | Yes | Yes | Yes | |
| | | Hasansham U2 | ADRA | phase 1 | Partial | No | Yes | Yes | Yes | Yes | Partial | No | Partial | No | Yes | Yes | ○ |
| | | | | phase 2 | Partial | No | Yes | Yes | No | Yes | Partial | Partial | Partial | No | Yes | Yes | |
| | | Hasansham U3 | Dama and Waha | phase 1 | Partial | No | Partial | Yes | No | No | Partial | Partial | Partial | No | No | No | ○ |
| | | | | phase 2 | Partial | No | Partial | Yes | No | No | Partial | Partial | Partial | No | No | No | |
| | | Khazer M1 | BCF/IMC | phase 1 | Partial | No | Partial | Yes | No | No | Partial | Partial | No | No | No | No | ○ |
| | | | | phase 2 | No | No | Partial | Yes | No | No | Partial | Partial | No | No | No | No | |
| | | Salamyiah Nimrud | Dary | phase 1 | Partial | Yes | Yes | Yes | Yes | Yes | Partial | Partial | Yes | Yes | Yes | Yes | ↑ |
| | | | | phase 2 | Yes | Yes | Yes | Yes | Yes | Yes | Partial | Yes | Yes | Yes | Yes | Yes | |
| | Al-Shikhan | Essian | AMAR | phase 1 | Yes | Yes | Yes | Yes | Yes | Yes | Partial | Yes | Partial | No | Yes | No | ↑ |
| | | | | phase 2 | Yes | No | Yes | Yes | No | Yes | Partial | Yes | Partial | No | Yes | No | |
| | | Mam Rashan | Heevie organization | phase 1 | Yes | Yes | Yes | Yes | Yes | Yes | Partial | Yes | Partial | Yes | Yes | Yes | ○ |
| | | | | phase 2 | Yes | Yes | Partial | Yes | Yes | Yes | Partial | Yes | Partial | Yes | Yes | Yes | |
| | | Sheikhan | IOM | phase 1 | Partial | No | Partial | No | No | Yes | Partial | Partial | Partial | No | Yes | No | ↑ |
| | | | | phase 2 | Partial | No | Partial | No | No | Yes | Partial | Partial | Partial | No | No | No | |
| | Mosul | Haj Ali | IMC | phase 1 | No | Yes | Partial | Yes | Yes | Yes | Partial | Yes | Partial | Yes | No | Yes | ↓ |
| | | | | phase 2 | No | No | Partial | No | No | Yes | Partial | Partial | Partial | No | No | No | |
| | | Hammam Al-Aliel 1 | Dary | phase 1 | Yes | No | Partial | Yes | Yes | Yes | Partial | Yes | Partial | Yes | No | Yes | ↑ |
| | | | | phase 2 | Partial | No | Partial | Yes | Yes | Yes | Partial | Partial | Partial | No | No | Yes | |
| | | Hammam Al-Aliel 2 | IMC | phase 1 | Yes | No | Partial | Yes | No | Yes | Partial | Yes | Partial | No | No | Yes | ↓ |
| | | | | phase 2 | Yes | No | Partial | No | No | Yes | Partial | Yes | Partial | No | No | No | |
| | | Qayyarah Airstrip | UIMS | phase 1 | Yes | No | Partial | No | Yes | Yes | Partial | Yes | Partial | No | No | Yes | ↑ |
| | | | | phase 2 | Partial | Yes | Partial | Yes | No | Yes | Partial | Yes | Partial | Yes | No | Yes | |
| | | Qayyarah Jad'ah 1 2 | IMC | phase 1 | Partial | No | Partial | Yes | No | Yes | Partial | Yes | Partial | No | No | Yes | ↑ |
| | | | | phase 2 | Partial | No | Partial | Yes | No | No | Partial | Yes | Partial | No | No | Yes | |
| | | Qayyarah Jad'ah 3 | Heevie organization | phase 1 | No | No | No | Yes | No | No | Partial | Yes | Partial | No | No | Yes | ↑ |
| | | | | phase 2 | No | No | No | Yes | No | No | Partial | Yes | Partial | No | No | Yes | |
| | | Qayyarah Jad'ah 5 | Dary | phase 1 | Partial | Yes | Partial | Yes | No | Yes | Partial | Yes | Partial | Yes | Yes | Yes | ○ |
| | | | | phase 2 | Partial | Yes | Partial | Yes | No | Yes | Partial | Yes | Partial | Yes | Yes | Yes | |
| | | Qayyarah Jad'ah 6 | Dama/IMC | phase 1 | Yes | No | Partial | No | Yes | Yes | Partial | Partial | Partial | Yes | Yes | Yes | ↑ |
| | | | | phase 2 | Partial | Yes | Partial | Yes | Yes | Yes | Partial | Yes | Partial | Yes | Yes | Yes | |
| | Tilkaif | Garmawa | IOM | phase 1 | Partial | No | Partial | Yes | No | No | No | No | No | No | Yes | Yes | ↑ |
| | | | | phase 2 | Partial | No | Partial | Yes | Yes | Yes | Partial | Yes | Partial | No | Yes | Yes | |
| Salah al-Din | Al-Shirqat | Al-Basateen | Relief international | phase 1 | Partial | No | No | No | No | No | No | No | No | No | No | No | ↑ |
| | | | | phase 2 | Partial | No | No | Yes | No | No | No | Partial | No | No | No | No | |
| | Tikrit | Al-Shahama | | phase 1 | Partial | No | Partial | Yes | No | No | Partial | Partial | Partial | No | No | Yes | ↓ |
| | | | | phase 2 | Partial | No | No | Yes | No | No | Partial | Partial | Partial | No | No | Yes | |
| Sulaymaniyah | Dokan | Surdash | Dary | phase 1 | Yes | Yes | Yes | Yes | Yes | Yes | Partial | Partial | Partial | Yes | No | Yes | ↓ |
| | | | | phase 2 | Yes | No | Partial | Yes | No | Yes | Partial | Partial | Partial | Yes | No | Yes | |
| | Kalar | Tazade | DOH | phase 1 | Yes | Yes | Yes | Yes | Yes | Yes | Partial | Yes | Partial | Yes | No | Yes | ↓ |
| | | | | phase 2 | Yes | No | Yes | Yes | Yes | Yes | Partial | Yes | Partial | Yes | No | Yes | |
| | Sulaymaniya | Arbat | DOH | phase 1 | Yes | Yes | Yes | Yes | Yes | Yes | Partial | Yes | Partial | Yes | Yes | Yes | ○ |
| | | | | phase 2 | Yes | No | Yes | Yes | Yes | Yes | Partial | Yes | Partial | Yes | Yes | Yes | |
| | | Ashti | Emergency | phase 1 | Partial | Yes | Partial | Yes | Yes | Yes | Partial | Partial | Partial | Yes | Yes | Yes | ○ |
| | | | | phase 2 | Partial | No | Yes | Yes | Yes | Yes | Partial | Yes | Partial | Yes | No | Yes | |

*Note: Organizations with reduced overall rating ↓ were contacted, a justification was provided to the cluster, improvement is progress. For more detail contact health cluster raheemab@who.int and relevant partner.*