



PSP-One Trip Report

Jordan Certification Program for Private Physicians

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Submitted by:

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Submitted to:

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1. Executive Summary

Mary Segall, PSP-*One* Subcontractor, traveled to Jordan from August 4th through 16th to work with Jordan/PSP for Women's Health project staff to finalize tools and processes in order to implement a certification assessment of physicians in private practice of the quality of RTI and STI services provided. During her stay the two tools were finalized for use by the Assessors and the medical providers along with certification criteria in order to certify physicians as providing quality RTI/STI services. In addition the Jordan/PSP for Women's Health project staff and consultants were oriented to the use of the tools and conducted a meeting with the doctors to orient them to the tool and certification criteria

2. Objectives

The purpose of this visit was to continue working with the Jordan/PSP for Women's Health project staff member (Dr. Nagham Abu Shaqra) and with a group of consultants selected to conduct facility assessments and work with physicians in private practice to review and improve the quality of their services with an emphasis on RTIs and STIs.

Objectives were to:

- 1) review and finalize both the Assessor's and Medical Provider's Guide;
- 2) finalize the guidelines for the Certification Assessment of physicians in private practice;
- 3) orient project staff and selected consultants to implement: a) the self-assessment guide, b) the training guide for physicians to implement a quality assessment process and to conduct a problem solving discussion and resource mobilization with physician participants concerning resolving identified performance gaps and c) Guidelines for Certification Assessment; and
- 4) define next steps for the Quality Assurance program for the Jordan/PSP for Women's Health project.

3. Background

The first phase of this quality improvement program was focused on developing standards for RTI/STI services and updating the knowledge and skills of physicians to implement RTI and STI services according to the standards.

During the February visit, the feasibility of introducing a QI tool to enable physicians in private practice to conduct a self-assessment of their performance gaps was explored, found to be feasible, and it was agreed that terms of reference to identify a firm would be developed in order to prepare physicians and follow up with support for resolving performance gaps and conduct a process to certify physicians providing quality services. The first area of practice for applying the QI tool is to the clinical area of RTIs and STIs. It has been generally agreed upon by Project Staff that this approach will be broadened to also review Family Planning (FP) services being provided. The goal is to establish a sustainable program to certify physicians in private practice who are providing quality services for women that includes FP, RTIs/STIs care and screening for breast cancer.

The potential long-term outcome is the establishment of a Physician Accreditation/Recognition program. The proposed activity is in line with and complements the current program underway to

accredit hospitals, the proposed CME policy change, and efforts to recognize health center performance.

4. Meeting/Activities & Findings

During this visit, the following visits and meetings were conducted:

- Developed a workshop program and other systematic plans to address identified performance gaps with participating physicians on a city by city basis.
- Finalized two tools: 1) Assessor's Guide and 2) Provider's Guide: Facility/Practice External Assessment Tool: Certification for Quality RTI and STI Service Provision and the Guidelines for Certification Assessment in order to certify physicians providing quality RTI/STI services.
- Accompanied Dr. Ra'eda Kutob, her staff, and Dr. Nagham abu Shaqra, to visit three physicians to review their facility readiness for certification and willingness to participate in completing a self-assessment questionnaire of her practice and in periodic group meetings to resolve performance gaps in order to ensure the correct use and implementation of the self-assessment process by the physicians and offer "on the spot" guidance during the facility visits.
- Participated with Dr. Nagham and Dr. Ra'eda and her staff in 1-day workshop with private physicians in Irbid to orient them to principles of quality improvement and methodology to improve their performance using a self-assessment process.
- Participated with Dr. Nagham and Dr. Ra'eda and her staff in 2-hour group meeting (on a Sunday evening) with 30 private practice physicians in Amman to review identified performance gaps and brain storm about how to resolve identified performance gaps; provided a short technical review of infection prevention practices based on observations of infection prevention practices during visits to doctors' clinics.
- Reviewed data base to keep track of progress of those physicians seeking certification in RTI/STIs.
- Considered how to sustain the certification process by meeting with Mr. Edward Chappy, Project Director of Jordan Health Care Accreditation Project (JHCAP), to continue discussions of how his project and the entity that is being developed could take over responsibility for the certification program of doctors in private practice prior to the completion of the Jordan PSP for Women's Health project.
- Planned next steps to monitor the effects of the QI program on physician practices and how to disseminate the findings to other audiences (both in-country and internationally) through presentations at conferences and preparing a publication.

5. Recommendations

- Continue training of doctors in QI process, monitoring use of the QI self-assessment tool and participation of doctors in periodic group meetings on a city by city basis and the impact of their participation in the process.
- Prepare report of the process and number of doctors who meet the criteria for certification in provision of RTI/STI services.
- Prepare abstracts for presentations at both in-country and international conferences.

6. Follow-Up/Next Steps

- Develop program to recertify practitioners in family planning – develop checklist for Self-Assessment tool and facility practice assessment and consider what training update is required of participating physicians in the network.
- Review other country experiences in certifying physician practices
- Plan for next visit by Dr. Segall, as appropriate, to provide technical assistance for recertification of private practice physicians in FP and other areas, if feasible and timely.

7. Contacts

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