



***PSP-One* Trip Report**

Developing a Jordan Certification Program for Private Physicians

February 19-26, 2007

Submitted by:

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Submitted to:

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1. Executive Summary

Traveler: Mary Segall

Dates of Visit: February 19 through 25, 2007

Country Visited: Jordan

Purpose of Trip: To develop a plan for the application of a quality assurance/self-assessment tool by general practitioners in private practice in Jordan with checklist and agreed upon criteria for receiving a sign of approval for the provision of FP and RTI/STI services.

Accomplishments

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 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 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 Family Planning (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.

2. Objectives

The purpose of this visit was to build on the development of the Clinical Guidelines for RTI/STI services for private physicians by developing a quality assurance program for participating physicians in conjunction with the Jordan/PSP for Women's Health project staff.

Specific Objectives were to:

- 1) Orient Jordan/PSP for Women's Health project staff to: a) about the history and successes of improving quality of health services in Jordan and importance of quality; b) need, challenges, and methods to assure quality of care by private physicians; and c) processes by which project staff could assist private physicians to engage in improving quality of their practice.
- 2) Determine the feasibility of adapting a template for assessing quality of care to Jordan private practice physicians who are in the process of being formed into a network by the Jordan/PSP for Women's Health project.
- 3) If feasible, identify the next steps in the adaptation process of the template including roles and responsibilities in the adaptation process.
- 4) Determine the process for conducting a certification process of participating practitioners including the identification of a firm or consultants to conduct the certification process.

3. Background

PSP-One project assisted the Jordan Women's Health project in developing standards for RTI/STI services. Following the development of the Clinical Standards, project staff began subsequent updating the knowledge and skills of physicians to implement RTI and STI services according to the standards. Following the start of training, Mary Segall suggested in light of the general interest about quality improvement and accreditation in Jordan that a program be launched for private practice physicians to be interested to methods of improving quality and certified if providing care at a certain standard.

4. Meeting/Activities & Findings

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

- Meeting with Dr. Nagham Abu Shaqra and Dr. Rita Leavell at PSP for Women's Health Project to discuss practicalities of conducting an assessment of the performance of private doctors in the project's newly formed network – who would do what, through what mechanism would the assessment be conducted, the need for criteria to certify the doctors and their facility. Concluded that it would be necessary to develop an RFP to identify a firm or consultant to implement some of the tasks associated with a certification program. Mary Segall indicated that she would help with drafting the guidelines for the RFP and reviewing proposals.
- Presentation to the Women's Health Project staff about the history of quality in Jordan, need, rationale, and challenges facing the private sector to monitor and improve quality provided, and review of methods of tools and processes for a self-assessment process with private doctors.
- Reached consensus that the steps in the certification process would consist of:
 - 1) facility and performance assessment using a facility checklist and self-assessment questionnaire;
 - 2) identification of those practices that meet the criteria of “good and safe practice”, identification of performance gaps and approaches for resolving performance gaps;
 - 3) a recognition and reward process.
- Agreed in general about criteria for certification of doctors:
 - 1) Participate in RTI/STI training
 - 2) Demonstrate to competence skills of performing wet mount and pelvic exam, pap smear;
 - 3) Participate in orientation to certification process;
 - 4) Meet criteria for satisfactory performance of facility assessment;
 - 5) Participate in completing self-assessment of performance;
 - 6) Participate in review meeting with peers of completed self-assessment and developed action plan and brainstorm about ways of resolving some performance gaps.
- Conducted two exploratory meetings: one with Jordan Medical Council and the other with Mr. Ed Chappy to determine interest and feasibility of their organization taking over the certification process. The Jordan Medical Council does not have experience in monitoring or improving quality; their role is primarily related to organizing and offering professional medical education for its members. However, met with resident advisor (Mr. Edward Chappy) of the newly awarded Jordan Health Care Accreditation Program who was optimistic that the project whose focus included hospital accreditation would be able to include certification of private physicians and their facilities in the future. Advised to remain in touch to ensure that the linkage is made.

- Conducted debriefing with USAID CTO about the activities of the visit and recommendations for developing a certification program for private physicians and options about the entity that would sustain this process once funding for the Women's Health project was completed.

5. Recommendations

- Work with PSP-One (Mary Segall) to establish a system for assessing and maintain the quality of essential infrastructure and services provided by private practice doctors.
- Develop a program to recognize and reward doctors who are providing quality RTI/STI services.

6. Follow-Up/Next Steps

- Support Jordan Women's Health project staff to develop RFP for identifying a firm or consults to implement a certification program of private practice doctors providing quality RTI/STI services and review and provide feedback about submitted proposals.
- Develop a draft of the self-assessment questionnaire for RTI/STIs and facility assessment checklist.
- Plan for next visit by Dr. Segall to work with firm/consultant and staff to launch the training of physicians about the self-assessment and participation in the certification program.

7. Contacts

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