

1. OBJECTIVES

The Ministry of Health of Morocco, in collaboration with the Regional Office for the Eastern Mediterranean of the World Health Organization (WHO), conducted a national, cross-sectional survey from 28 October to 12 December 2007 on the quality of outpatient health care services provided to children below 5 years old at primary health care facilities in which the Integrated Management of Child Health (IMCI) strategy had been implemented.

More specifically, this health facility survey had the following objectives:

1. To assess the quality of outpatient care, including both clinical and counselling care, provided at primary health care facilities to sick children aged 2 months up to 5 years¹ by health providers trained in IMCI;
2. To describe organizational and other 'health systems support' elements influencing the quality of care and identify major constraints to it;
3. To measure key indicators of quality care to monitor progress of the IMCI strategy at health facilities; and
4. To recommend further approaches to improving the quality of outpatient child health care services.

¹ The expression 'up to 5 years old' in this report refers to children less than 5 years old (i.e. up to 59 months inclusive), therefore excluding the day of their 5th birthday. This expression, although not fully correct, is commonly used as it appears to be more easily understood by readers without epidemiological background.