



21 November 2023 — A community-driven effort has transformed the Princess Basma Comprehensive Health Center in Ras Al-Ain, a lively and busy district of Jordan's capital, Amman. For the WHO Jordan Country Office, this success story highlights the power of collective effort and pivotal role of community-based collaboration in reshaping the health care landscape in Jordan and regionally.

The Princess Basma Comprehensive Health Center has emerged as a beacon of hope. Today, the health facility serves more than 250 000 individuals across Al-Jabal Al-Akhdar, Al-Muhajireen, Jabal Amman and Ras Al-Ain. Yet, it previously faced daunting challenges: an overstretched Jordanian health system, an influx of refugees, and limited resources. The vital importance of primary health care within the framework of universal health coverage became ever more evident in this context.

Guided by the shared vision of resilience and progress, a groundbreaking collaboration unfolded as the WHO Jordan Country Office looked on. In partnership with Himmetna, a non-profit-making association, and Jordan's Ministry of Health, 25 primary health care centres embarked on a transformative journey to overhaul their services, with the Princess Basma Comprehensive Health Center leading the way.

A significant aspect of this initiative's success has been its investment in family doctors who will deliver quality and safe services to communities and take primary health care to another level. Funded by private sector partners and crowd-funded by people from across the country, the initiative has invested in and empowered family doctors, enhancing the model of care based on family practice and people-centred integrated care. Ultimately, this work will contribute to the achievement of universal health coverage.

To achieve a paradigm shift in health care delivery, the initiative introduced the Regional Professional Family Medicine Diploma, endorsed by the World Organization of Family Doctors and supported by WHO Jordan. Four dedicated physicians from the Princess Basma Comprehensive Health Center seized the chance to study for the diploma. Today, they epitomize patient-centred care, making the health facility a model of this approach.

The diploma programme, supported by WHO and Himmetna and developed by family doctors affiliated with renowned academic institutions of the Eastern Mediterranean Region, aligns with the competencies of family practitioners as defined by international medical bodies. The course is delivered in collaboration with various United Nations agencies and their regional offices, further cementing its significance and impact.

As the sun sets over Ras Al-Ain, the Princess Basma Comprehensive Health Center stands tall, a testament to the triumph of community-based collaboration and unwavering support. As we celebrate its journey of growth, we recognize that the spirit of unity and commitment has set a precedent for the future of health care. Through its holistic approach and cohesive partnerships, Princess Basma Comprehensive Health Center is providing quality and safe services to communities and leading the way in the paradigm shift towards patient-centred, integrated care.

This initiative has not only improved health services in Jordan but also contributed directly to

community-driven change and progress, in line with the regional vision of Health for All by All.

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