One of the most important aspects to a professional health care system is the quality of the services available. Therefore WHO established the service delivery programme. The service delivery programme's main objective is to improve the quality of the health care system at all levels of delivery. The programme has worked on improving patient safety in hospitals and health care centres, building a culture of quality assurance and promoting the need for patient-friendly hospitals through implementation of a wide variety of initiatives and schemes.

Activities included: trainings and awareness-raising campaigns, such as clean care is safer care, safe surgery saves lives, the need for surgeries checklists, patient-friendly hospitals, measuring adverse events, and using alternative methods for data collection.

Working in partnership with the Ministry of Health in Jordan, WHO has also initiated the integrated district health system based on family practice approach. As one of only two countries (the other being Iraq) this scheme is designed to assess all primary health care functions in Jordan using the Health System Lens. This will greatly improve access to the services delivered by Jordan's health care professionals, and foster a new understanding to the benefits of good service delivery.

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