

What we do

- Deliver quality primary health care and hospital services.
- Implement the Primary Health Care Measurement and Improvement (PHCMI).
- Improve patient safety.
- Conduct frontline service readiness assessments and strengthen real-time health services tracking and monitoring in the context of the COVID-19 pandemic

We work in close collaboration with the Ministry of Health and Medical Education to ensure availability of quality people-centred health services and secure access to them at primary health care and hospital levels.

What we have achieved

- The PHC measurement and improvement (PHCMI) model has been implemented at national level and the country's vital signs profile developed.
- The third global patient safety campaign was implemented and all related tools, including booklets, guidelines, posters, pamphlets, and flyers was translated, adapted, and distributed all over the country.
- Lessons learned on maintaining/restoring essential health services amid the COVID-19 pandemic were shared with other countries in the Region.
- Integrated national pulse survey on continuity of essential health services was conducted.

What is next

Assessments of frontline service readiness and the strengthening of real-time health services tracking and monitoring in the context of the COVID-19 pandemic is currently under way using 3 tools:

- COVID-19 case management capacities (diagnostics, therapeutics, vaccine readiness, and other health products);
- continuity of essential health services (facility assessment tool);
- community needs, perceptions and demand (community assessment tool).

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