

## USAID Civic Initiatives Support Program

### Civil Society in Jordan: A Story of Change - Rasheed for Integrity and Transparency/Jordan

#### **Ministry of Health Keen to Adopt Civil Society Study Findings on Health Service Quality**

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*A Customer Satisfaction Survey provided insights into the quality of public health services at thirteen government hospitals, illustrating how civil society can contribute to increased quality of health care in Jordan.*

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Rasheed for Integrity and Transparency wanted not only to improve the quality of care for Jordanians seeking treatment at hospitals, but also illustrate the valuable role civil society can play in achieving that goal. To do this, the civil society organization launched a customer satisfaction survey with 800 patients at thirteen government hospitals, and the Ministry of Health is taking notice.

The Director of the Quality Directorate at the Ministry of Health, Mai Rahahleh, confirmed that the Ministry held several meetings with hospital directors at the institutions involved in the research study to discuss the results. Said Rahahleh, *“several hospitals took note of several points in the survey - especially regarding clients’ satisfaction. It was very important that we had someone from outside the sector look at this and give us more ideas.”*

Indeed, a key objective of this two-year initiative implemented by Rasheed, through support from USAID Civic Initiatives Support program, was to increase civil society’s capacity to implement similar studies in future. Rasheed trained 30 civil society organizations on research methods, public health insurance and medical coverage, mechanisms for submitting complaints to the Ministry of Health, and tactics for advocating with decision-makers to improve health care services.

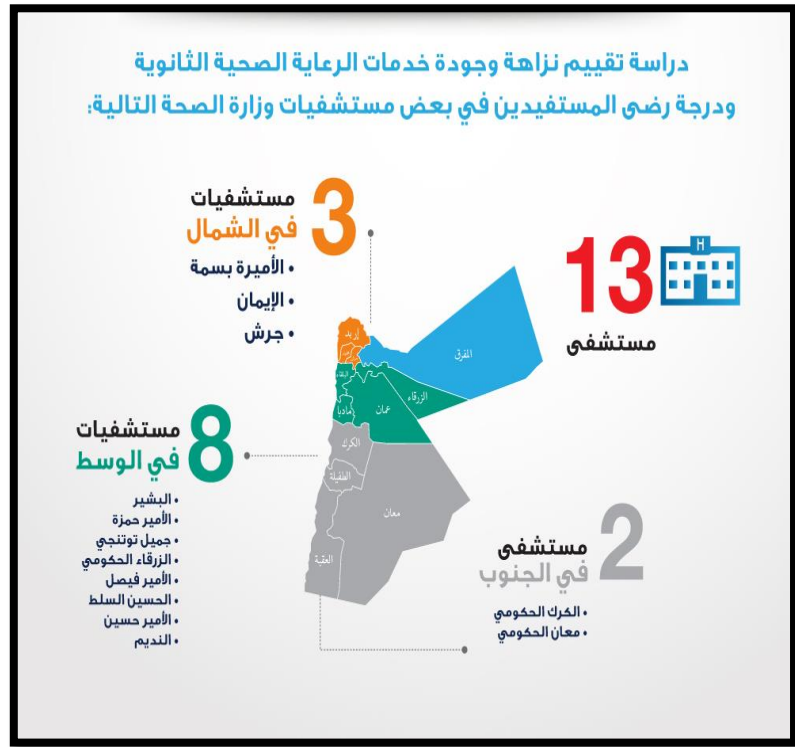
To strengthen the data gathered through the survey and provide concrete recommendations to the hospitals for improvement, Rasheed conducted focus groups (small group discussions) with hospital representatives, members of civil society, and others. These conversations focused on the quality of maternal and child health services.

Key recommendations included increasing maternity leave, establishing a nursery at each hospital, providing information about stem cells, creating a system to provide milk and diapers for infants, providing support for reporting family violence, and disseminating informational materials to inform new parents about vaccinations and other health issues for newborns and children.

## Customer Satisfaction Results from 13 Hospitals

Rasheed's survey was facilitated with eight government hospitals in central Jordan, three in the north, and two in the south.

The survey results are public. They have been shared with the hospitals involved, posted on multiple websites that serve as online research libraries, and registered as a public document in the national library. Rasheed's goal is to demonstrate how transparency in the health sector can improve the efficiency of budget allocations and result in improved overall care.



Info graph capturing the names of the government hospitals who participated in Customer Satisfaction Survey on the quality of public health

Results of the study that was conducted on 800 individuals, 400 outpatients and 400 inpatients, and included 505 women (63.13%) indicated the following:

- 270 individuals (33.75%) stated that they felt favoritism existed in the hospital, indicating that the doctor/nurse treated others better than them, while 473 (59.13%) felt there was no favoritism.
- 34 individuals (4.25%) reported that, 'in addition to the prescribed fees, one person asked them for money/gifts/benefits for treating them.'
- 758 individuals (94.75%) denied being asked for money/gifts/benefits for treating them.
- 328 individuals (82%) of hospital inpatients said they felt that their privacy was respected during the examination by the doctor.
- 327 individuals (81.75%) of those who were in hospital (inpatients) expressed their satisfaction or high satisfaction on easy admission procedures to the hospital.
- 719 individuals (89.88%) expressed satisfaction or high satisfaction with the treatment and care provided by the doctor.
- 671 individuals (83.88%) expressed their satisfaction with the level of nursing care.

According to Rasheed's Project Coordinator Sana' Awamleh, "we are expanding (our) work to include monitoring and evaluation of more government health service providers in the near future." Continuing this work is vital, because when health care providers gain access to reliable data about their services and civil society demands increased accountability to patients, individual Jordanians benefit from improved health care.

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