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JORDAN

LOCAL HEALTH SYSTEM SUSTAINABILITY FACT SHEET

## BACKGROUND

## Although Jordan has a talented health workforce, until 2018 there was no mandatory requirement for healthcare providers to complete continuing professional development to advance their skills, nor was there a national system to monitor the renewal of their licenses to practice. Additionally, Jordan records lower health outcomes compared to other countries in the region with similar levels of health expenditures. Jordan’s national health strategies and policies prioritize the delivery of the high quality healthcare services by qualified professionals. However, a barrier to good quality is the absence of a national health professional license renewal system that effectively tracks providers’ licenses and monitors their continuing professional development (CPD). In response to this challenge, in 2018, the Government of Jordan, with support from USAID, implemented a legal requirement for all practicing healthcare providers to renew their licenses every five years, with a target deadline of 2023.

## GOALS

## goal one

Improve the competencies of healthcare providers to ensure the delivery of high-quality health services by providing support to the Ministry of Health (MOH) in establishing a mandatory CPD and license renewal system.

## goal two

Enhance post-pandemic recovery efforts to build more resilient health systems by improving the quality of care at intensive care units (ICU) and in the laboratory sector, and expanding access to essential health services through policy reforms.

## KEY RESULTS

* Supported the MOH in launching a nationwide communication campaign to promote CPD.
* Supported the MOH and private sector in the development of CPD accreditation standards, financing strategy, national monitoring and evaluation framework, and developed an online platform that allows a large number of healthcare professionals access to CPD hours.
* Developed and currently implementing a competency framework for ICU healthcare providers endorsed by the Minister of Health. The framework introduces a multidisciplinary team care approach as a global best practice to enhance ICU services—a new initiative in Jordan’s public hospitals.
* Introduced the American Heart Association-accredited Life Support Programs Training Center to offer Advanced Cardiac Life Support to support training in this critical component of emergency care.
* Supported the Central Laboratories to achieve Health Care Accreditation Council accreditation.
* Trained more than 17,000 healthcare workers from the public and private sector on COVID-19 case management.
* In partnership with the MOH, created a call center to provide virtual health care to mild to moderate COVID-19 cases, answer general public questions, and follow up with COVID-19 vaccine recipients who reported rare adverse side effects. With USAID support, the Jordan Nurses and Midwives Council hired 450 nurses to manage the call center’s hotline.