



Refugees in Crisis

As the Syrian refugee crisis continues to escalate – WHO-Jordan stresses the importance of Emergency Healthcare Assistance.



WHO public health officer Dr. Sabri Gmach in Al Zaatari with other healthcare partners

Along with the French, Moroccan and Italian / Jordanian field hospitals in the camp, WHO has worked with; the Jordanian Ministry of Health, sister agencies (UNHCR, UNFPA, WFP, and UNICEF), International NGOs (IMC, Save the Children and Handicap International) and many other local NGOs. Together - these organizations have developed and launched a Refugee Response Plan, which prioritizes the health needs of the target population, and estimates the financial requirements for the response.

So far, 6,100 children have been immunized against

over 6000 children have been immunized against measles, and over 1800 immunized against polio.

The United Nations High Commissioner Refugees have registered over 100,000 Syrian refugees in Jordan; 27,000 of which have settled in Al Zaatari Camp, north of the country. Though the crisis has not abated, resources in the refugee camp are already being stretched to full capacity. This has meant that emergency medical aid has become a top priority for both the Jordanian government, and the international organizations committed to assisting the Syrian refugees.

Since the beginning of the internal conflict in Syria, WHO, in partnership with other healthcare organizations, has worked tirelessly to relieve the sufferings that many refugees in Al Zaatari face. The conflict has left those affected in a desperate need for both physical and psychological support. Those in Al Zaatari camp suffer both chronic and acute conditions such as; diabetes, high blood pressure, upper respiratory infections, diarrhea, and fractures. They also have needs for curative and preventive health services, reproductive health and mental health needs. All of these needs have to be addressed with efficiency.

measles and polio, routine immunization is an ongoing process. The camp clinics and hospitals continue to provide hundreds of health services every day. The introduction of a portable X-Ray machine reduced the need for travel to other hospitals, saving vital time.

As more and more people seek refuge at Al Zaatari, complications and unique cases have become increasingly apparent. A wide range of medical specialists have therefore been assigned to the camp. These include; gynecologists, cardiologists, dermatologists, psychologists, lab technicians, pharmacists, and others. Accident and emergency units, trauma units, speciality clinics, mental health consultation rooms, and operating theaters have all been set up in the camp.

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WHO Launches Phase II of its Medicine Transparency Alliance Initiative (MeTA)

MeTA seen to be a key tool in establishing a culture of good practice in the pharmaceutical industry

The World Health Organization is pleased to announce the launch of phase II for the Medicine Transparency Alliance (MeTA) project. MeTA is an innovative multi-stakeholder partnership that attempts to increase transparency in the pharmaceutical sector. Piloted in January 2009, the initiative was spearheaded by the Jordan Ministry of Health and the High Health Council. It was credited for initiating the first ever meeting between the government, the private sector and civil sector specifically regarding the problems that arise due to lack of transparency and management.



Dr. Sana Naffa and the MeTA council at a pilot phase conference

The MeTA partnership main aim is to improve the access to quality medicines by increasing transparency of the pharmaceutical sector through the collection of reliable data, valid analysis, and the disclosure of policy dialogue among stakeholders. MeTA has reviewed and recommended a number of influential systems in the pharmaceutical sector. From policy development and implementation; to procurement, promotion and distribution of medicines, MeTA has been at the forefront in a drive for transparency and good practice. The MeTA partnership ultimate aim is to increase access to essential quality-assured medicines, especially for the poor and vulnerable.

Now in its third year, MeTA continues to promote transparency. It has administered the collection of information from the pharmaceutical sector, through a number of surveys conducted by the MeTA partners. This information was then shared amongst leading players in the pharmaceutical industry. The success of the first phase has allowed the MeTA partners to launch phase II of the initiative. Phase II is led by the WHO and Health Action International, hosted at the Jordan

Food & Drug Administration, and funded by DFID. The activities of MeTA Phase II will continue to support the government of Jordan to improve access to medicines in both the public and private sector.

MeTA has become a vital tool in the pharmaceutical industry. It has established key guidelines in the managerial mechanisms that govern pharmacy. Though still relatively fledgling, the scheme has created a more transparent, open, and fairer system. Through the introduction of phase II, WHO believes that MeTA will continue to advise, assist, and improve the pharmaceutical industry of Jordan.

WHO-Jordan Leads the Way in Integrated District Health Systems

New initiative aims to greatly improve primary health care in Jordan

When WHO announced the revival of its support for primary health care in 2008, it marked the beginning of dramatic changes throughout the organization; none more so than in WHO-Jordan. Since then, and with the support of the Eastern Mediterranean Regional Officer in Cairo, WHO-Jordan has developed and initiated the 'Integrated District Health Systems based on the Family Practice Approach (IDHS-FPA) initiative.

IDHS-FPA is founded by the notion that a simple, cost effective, and universal approach to healthcare is through professionals who are trained in medicine aimed at people of all ages. This is called the family practice approach. WHO's IDHS-FPA's has been created to foster an environment where family practice is not only universal but the sharing of information and knowledge becomes widespread.

Universal health is a right for all citizens of Jordan

The direct goal is to give universal access to safe and affordable health services in Jordan. WHO-Jordan also aims to strengthen the district health management capacity and allow for regular access to all health based information for governmental and private healthcare practitioners.

Since 2008, the Jordan government has focussed on establishing a family practice model in the Jordanian healthcare system. This includes the creation of an information system. This system has seen a wide variety of health related information shared cross country, something that greatly assists the primary healthcare system. WHO-IDHS-FPA has also aimed to foster a greater under-

standing and awareness in healthcare officials through capacity building, human resource management, and monitoring and evaluation.

As the leader in the application of the IDHS-FPA into Jordan's health system, WHO is at the forefront for evaluations, and implementation of a number of different initiatives. Through capacity building techniques WHO and its partners have conducted a comprehensive assessment of family practice specialists in Jordan, it has also spearheaded the campaign to have IDHS-FPA as the principle healthcare technique throughout the country.

Dr. Sana Naffa, WHO-IDHS-FPA manager states that "the success of IDHS-FPA is due to its partners enthusiasm for the initiative as well as understanding the benefits IDHS-FPA can bring to the health of Jordanian citizens. Universal health is a right for all citizens of Jordan, WHO believes that the IDHS-FPA is a healthcare technique that can one day make that a reality."

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The excellent work carried out by all health partners means that many lives are being saved, but as the numbers of people in need of medical attention increase on a daily basis, the stress on the resources and workforce becomes untenable.

The crisis that has been created by the Syrian conflict has left many thousands dead, homeless, and sick. As more and more people flee the violence in Syria to the safety of the camps in Jordan the vulnerability of the refugees in Al Zaatari increases - this in turn means that the work carried out by WHO and its partners becomes ever more necessary.

As more and more people flee the violence... the work carried out by WHO becomes ever more necessary

WHO Representative Visits Leading Jordanian Mental Health Facilities

Dr. Akram Eltom visits the Al Hashmi Community Mental Health Center and the National Center for Mental Health

On September 26, WHO representative for Jordan, Dr. Akram Eltom conducted a field visit to two of Jordan's leading mental health centers. Dr. Akram first visited the Al Hashmi community mental health center in Amman. The Al Hashmi center was established by WHO in collaboration with the Ministry of Health in 2009. It is one of three pilot centers in the Jordan and serves as a model for future outpatient services. It adopts a comprehensive, bio-psycho-social model of care, and is staffed with a multidisciplinary team providing mental health services to patients with mild, moderate and severe mental health conditions. The team is comprised of a psychiatrist, psychologists, occupational therapist and a nurse. WHO provides technical support to this clinic. Dr. Akram's visit included a brief presentation by the clinic staff on services provided and system of care, as well as mental health beneficiaries who shared their stories and experiences of recovery.

Dr. Akram's second visit was to the National Center for Mental Health, Amman, where he visited a pilot mental health inpatient unit that was established by WHO in collaboration with Ministry of Health in 2009. This acute pilot unit applies a bio-psycho-social approach, and it is the hope of WHO and the Ministry of Health that it will become a model for future inpatient units in general hospitals in Jordan.

Dr. Akram stressed the importance of all mental health facilities in Jordan. He stated that mental health is one of the priority issues that WHO is currently working on.

The stigma that surrounds mental health means that many people feel ashamed or reluctant to seek help. However, through the continued work of centers like Al Hashmi and the National Centre for Mental Health, WHO believes that, these barriers can be overcome with the efforts and partnerships of all stakeholders.



WHO representative for Jordan Dr. Akram Eltom meets with a beneficiary

WHO-Jordan and the Jordan University for Science and Technology

WHO and JUST work together to explore possibilities to respond to the Syrian crisis in Jordan



The flag of the JUST/WHO Nursing School

In 1998 Jordan University of Science and Technology (JUST) and WHO established a collaborative center for nursing at JUST. This center has become a vital tool in the development of trainee nurses in Jordan. For the past two years WHO and JUST have worked together on a number of different capacity building schemes and initiatives, creating a sustainable and vital health partnership.

To continue their excellent collaboration JUST and WHO agreed to meet and discuss the possible contributions they can make to the current Syrian refugee crisis. On 23 September 2012, under the guidance of WHO officers, officials from JUST, guided by H.E. Dr. Rowida Maaaita, visited the Al Zaatari refugee camp. WHO guided the representatives from JUST around the health facilities inside the camp (including the field hospitals). Arwa Issa Oweis, the Dean of the Faculty of Nursing at JUST was impressed by the well-organized coordination among all health care providers, especially the work carried out by WHO. The visitors from JUST were able to see many of the health care procedures provided in the hospitals, as well as the challenges

that WHO and its partners faced.

Though the visit abruptly ended due to security concerns, both parties agreed that a partnership between WHO and JUST could have potential benefits to the work already carried out by the health partners in Al Zaatari. The parties agreed to meet again to discuss a plan of action.

WHO Launches a Series of Emergency Trainings

Trainings in the management of communicable diseases in emergencies are seen as a direct response to the continued influx of refugees in Al Zaatari Camp

As the Syrian refugee crisis continues to send thousands of refugees across border to Jordan, WHO, in partnership with epidemiologists from the Moroccan and French field hospitals recently initiated the first in a series of trainings in emergency management. This training, aimed at healthcare professionals from Al Mafraq's rapid response team, was carried out over two days in the WHO office in Al Zaatari camp.

The training's main aim was to build the capacity of healthcare workers in the prevention, surveillance, and control of communicable disease in Al Zaatari camp. Through the expertise of trainers from the WHO, and the French and Moroccan Field Hospitals, 15 participants

from the rapid response team gained vital knowledge in the necessary skills needed for successful

communicable disease management in emergency.

Though the inaugural training session specifically focused on the practicalities of communicable disease management - over the coming months WHO and its partners have highlighted the need for further trainings, with the next session primarily focusing

on medical waste management.

Dr. Sabri Gmach public health officer for WHO believes that the benefits of these trainings are already apparent. "The main aim of the first training session was capacity building, this is because it is vital that we work together and share our skills and information. Already these trainings are helping Jordanian healthcare workers in the management of emergency aid, as they take the practical and theoretical knowledge they have learned out into the field".



WHO public health officer Dr. Sabri Gmach leads the training

Already these trainings are helping Jordanian and international healthcare workers in the management of emergency aid



Source: UNHCR, UNICEF

information correct as from the 30/09/2012

FOCUS ON:

AL ZAATARI REFUGEE CAMP

The Syrian conflict has seen thousands of individuals fleeing the violence to neighbouring countries. UNHCR have registered nearly 55,000 Syrian refugees in Jordan (with a further 49,000 awaiting registration), with the Al Zaatari camp in the north receiving a high number of individuals.

There is estimated to be over **27,000 refugees** current residing in Al Zaatari camp. However, precise numbers are very difficult to obtain due to the daily influx of refugees entering the camp, with sometimes over 1,000 people entering per day.

There are **236 health workers** currently providing assistance in Al-Zaatari camp. These specialists include: gynaecologists, cardiologists, psychologists, lab technicians, pharmacists, surgeons, paediatricians, and many others.

There are **20 health bodies** working on health issues in Al Zaatari camp. These include; UN bodies, local and international NGOs, the Jordanian health ministry, and international army hospitals.

There has been **4 mental health** consultations in Al Zaatari camp. These have been conducted by the International Medical Corps, and the French, Moroccan, and Saudi field hospitals.

Al Zaatari Camp currently has **3 field hospitals** ran by Moroccan, French and Italian/Jordanian emergency health professionals. These hospitals include; operating theater, trauma wards, x-ray machines, laboratory, and others.

There have been **458 health referrals** to hospitals and clinics outside the camp. This represents 6.7% of all consultations. Meaning 93.3% of all consultations and treatments happened inside Al Zaatari refugee camp.

18,956 patients were treated in September by the medical and hospital tents. The most common ailments have been; tonsillitis, gastroenteritis, skin rashes and diarrhoea.

There have been **6,100 inoculations** against polio and measles administered to children in Al Zaatari camp. Inoculations against diphtheria and tetanus have also taken place.





A Message from the WHO Representative in Jordan

"Dear Friends,

Marhaba to this first edition of a newsletter aimed at sharing news and development relevant to health in the Hashemite Kingdom of Jordan. Having arrived in Amman just a few months ago, I have been amazed at the great wealth possessed by the people and Government of this hospitable Kingdom. For over 25 years WHO has been present in Jordan, and it remains a strong supporter of every public or private effort aimed at improving the health of the Jordanian people. These efforts have included the great strides achieved in health the health sector over the past few decades. However, the aspirations and vision of the Jordanian people and the Ministry of Health means that they are keen to continually build upon such achievements, with WHO supporting them in any way we can. It is clear that more work needs to be done: to further improve the affordability, quality, equity and coverage of health services for Jordanians; to improve maternal and child health; to strengthen health systems; and to address the growing burden of non-communicable diseases.

More pertinently, the humanitarian crises have reminded us of the need to address both the material and mental health needs of all the populations affected by such crises. In this newsletter we hope to share some of these stories with you and to create a space for your interaction with health policy makers, practitioners, partners, and with us in WHO. This newsletter will rely on your inputs, contributions, thoughts, and certainly, on your continued commitment and advocacy for any cause that improves health. We welcome you as a concerned reader and as a partner for health."

Dr. Akram Eltom, WHO Representative for Jordan



Useful Links

WHO Jordan / www.emro.who.int/countries/jor

WHO Regional Office for the Eastern Mediterranean / www.emro.who.int

WHO Headquarters / www.who.int

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