Implementation Point of Care Quality Improvement (POCQI) Model in Jordan

Health Services Quality Accelerator (HSQA) Activity

Aim: To Sustain and Advance Improvement in Equitable RMNCH Health Outcomes by developing a quality governance framework.



USAID HSQA is working with 150 healthcare facilities includes supporting the establishment of interdisciplinary Quality Assurance and Patient Safety (QAPS) teams and introduced the innovative point-of-care quality improvement (POCQI) model.
Over 300 POCQI initiatives were implemented in the 150 HFs, with measurable improvements in maternal and child health services.



To support and institutionalize the facility-based QI approach, Quality Councils (QCs) were revitalized in each of Jordan's 14 Health Directorates with USAID HSQA support.
More than one hundred QI coaches from Health Directorates and hospitals were trained on QI methodologies and tools and effective coaching techniques.
Coaches assist the QAPS teams to resolve challenges and sustain successful POCQI initiatives.



Based on our experience, we recommend adopting a bottom-up approach, starting with service providers. By building their capabilities to embrace change, and drive improvements



For more information:
Refer to QR Code

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