UNRWA E-Health project in Jordan

"Improved healthcare to Palestine refugees in Jordan through introduction of e-health"
Provision of IT equipment to 18 health centres in Jordan

About UNRWA

UNRWA stands for *United Nations Relief and Works Agency for Palestine Refugees in the Near East* (http://www.unrwa.org/). UNRWA is mandated to provide assistance and protection to a population of some 5 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip to achieve their full potential in human development.

UNRWA's services encompass education, health care, relief and social services, camp infrastructure and improvement, and microfinance. Today UNRWA employs more than 31,000 people, almost all of whom are refugees themselves. UNRWA is funded almost entirely by voluntary contributions.

UNRWA's health programme

UNRWA delivers basic health services and is responsible for providing a healthy living environment for Palestine refugees, guided by the Millennium Development Goals on health and by the standards of the World Health Organization (WHO). UNRWA's overarching goal is to enable refugees to live long and healthy lives, by:
- ensuring universal access to quality comprehensive services
- preventing and controlling disease
- protecting and promoting family health.

The Agency's network of primary healthcare facilities and mobile clinics provides the foundation of its health services, offering preventive, general medicine and specialist care services tailored for each stage of life. In 2011, UNRWA staff performed 10.7 million medical and dental consultations.

The project

Since 2011, UNRWA has implemented an extensive health care reform to meet the needs of Palestine refugees in the 21st century. One of the objectives of UNRWA's health reform has been to introduce the health informatics platform and electronic medical records (E-health).

Health service has so far relied on a labour intensive system of handwritten patient records, prescriptions and registers. An electronic medical record system could strengthen both the quality and efficiency of health services. The system includes all patient records in electronic format and thereby accessible from multiple service delivery points. The system will also enable health staff to aggregate reports for management use and better response to the needs of clinics and individual patients.

In 2012, UNRWA ran the first pilot testing of the E-health approach. With this project, UNRWA hopes to be able to role out the e-health system to **18 health centres in Jordan**. UNRWA Headquarters in Amman has IT specialists, who can provide quality training of Healthcare staff.

The needs

360 PCs - 36 printers - 24 scanners

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