Primary Health Care Phase II

Project Summary

**Problem**
MSF conducts **12.5 million outpatient consultations** annually. Despite this, there are currently few established guidelines for Primary Health Care (PHC) services by MSF or the humanitarian community at large. Moreover, MSF’s current approach is a ‘one-size fits all’.

**Proposed Solution**
Transform quality of care and clinical outcomes for patients by developing a **patient-centered** approach for services delivered at the primary health care level for a diverse range of contexts/settings. Phase II **will test and implement such a prototype approach** to PHC within **4 MSF OCA country projects** as preparation to potential MSF-wide scale-up.

**Potential Impact**
- Develops a practical approach based on local context and patient/community needs.
- Improves patient satisfaction and increases social accountability to MSF patients.
- Enables continuous improvement of PHC programs.

**Viability**
- Coordinates and aligns service approaches across the movement while driving clarity on MSF’s role and positioning towards Primary Health Care.
- Engages a solid **project team** comprising of medical personnel with significant MSF experience.

**Risk Mitigation**
- Relies on a detailed project plan structured in phases, frequently monitored and adjusted, by the team in collaboration with key stakeholders.

**Scalability**
- Tests and implements the approach in the operational reality of **4 MSF OCA missions** before movement wide scaling.

**Area/Type:** Medical Research and Development; Incubator

**Sponsor/Support:** MSF Australia/OC Amsterdam

**Length/Project Status:** 16 months; **ONGOING**