

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**