UNRWA’s NCD Programme

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UNRWA and its Health Services
United Nations Relief & Work Agency for Palestine Refugees in The Near East

• UNRWA
  – Operational since 1950
  – 5.7M Palestine Refugees
    • West Bank, Gaza, Jordan Lebanon, Syria
  – Education, Health & Relief services
  – 30,000 staff

• UNRWA health services
  – 143 PHC centers
    • MCH, NCD, Outpatient
  – Free services
  – 3,300 staff (500 doctors)
  – USD 100M / year
    Exclusively from donors
  – Historical collaboration with WHO and host countries
UNRWA Fields

- Registered refugees in 5 Fields
  - West Bank: 970K
  - Gaza: 1,388K
  - Jordan: 2.247K
  - Lebanon: 504K
  - Syria: 604K
- 1/3 live in camps
  - 58 refugee camps
UNRWA NCD Intervention Strategy

Three levels:

- **Primary prevention**: community health education on common risk factors for those attending UNRWA clinics

- **Secondary prevention**: early detection by screening of individuals and timely intervention, management and follow up

- **Tertiary prevention**: Effective Case-management of patients to achieve acceptable control beside education of patients on all aspects relevant to self-care
Progress in UNRWA NCD care
5% annual increase

Number of patients with Diabetes and or Hypertension under care

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Patients</th>
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<tbody>
<tr>
<td>2000</td>
<td>5,405</td>
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<tr>
<td>2001</td>
<td>10,746</td>
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<td>2002</td>
<td>11,220</td>
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<td>2013</td>
<td>22,3,418</td>
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<td>2014</td>
<td>22,3,156</td>
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<td>2015</td>
<td>22,4,682</td>
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</tbody>
</table>

>5% annual increase

Syria field not included
UNRWA NCD care

• DM & HTN integration started from 1992 ("NCD clinic" in all clinics)
• Screening for DM & HTN: All clients > 40 years or with risk (smoking, obese etc.)
• Diagnosis, treatment and care at NCD clinic including Lab tests & Drugs
• Health information system (Surveillance, Op. research, NCD records & reports, annual assessment and now e-health)
• NCD Technical guidelines with regular training and supportive supervision
• NCD is an integral part of other programs and services (outpatient, preconception, antenatal, postnatal, Family planning)
• In 2016 HbA1c introduced
• Statin procured as essential drug for all Fields
Innovation in UNRWA NCD care

- **e-health** (electronic medical records)
  - Clinical & individualized
  - Health management information system
  - Comprehensive: NCD, MCH, outpatient.

- e-health NCD module and integrated into family health team module
  - Improve care provided to patients
  - stock management at facility level

- **NCD cohort monitoring:**
  - Six papers published
  - Provide information on patients
  - Provide information on processes
  - Provide information on outcome

Lancet featured cohort analysis

Cohort reporting improves hypertension care for refugees

By borrowing the framework used in tuberculosis control, researchers have been able to monitor hypertension and improve care for Palestinian refugees in Jordan. James Mullins reports.
Continue innovations

- **Clinical audit**: Critical review of UNRWA diabetes care, conducted with support from WDF, 2012 (paper published) and 2015
- **Diabetes Campaigns**, 2013 and 2014
What we will do next in **UNRWA**

- Expand the e-medical record and health information system. (paperless clinic)
- Adopt cohort monitoring for NCD
- Full Integration of NCD care in the Family Health Model
- Expand prevention and address NCD risk factors as early as possible within **School health** (canteens, physical exercise, etc)
- Continue coordination with WHO and hosting countries, expand partnership and project fundraising
Thank you