



**Healthcare Assessment Of Syrian
And Iraqi Urban Refugees In Jordan**

International Medical Corps - IMC

October 5th, 2015

Study objective

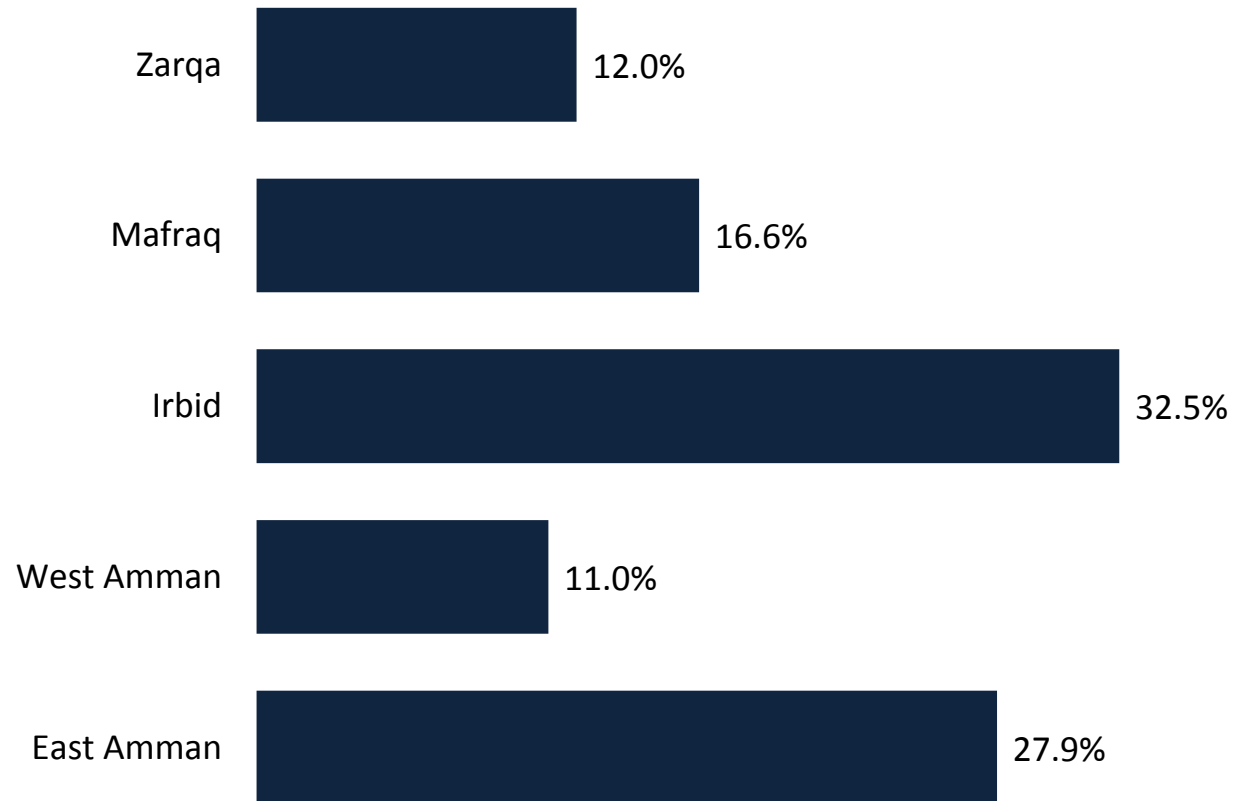
- Gauge on patients' general medical habits in terms of preferred touchpoints, hospitalization, medication and health facility selection criteria among others.
- Identify chronic disease prevalence among Syrian and Iraqi households as well as identify the most prevalent diseases among each segment.
- Understand patients' behaviors with regards to their chronic illnesses
- Assess the medical aid received by refugees in terms of coverage (medicine, doctors, facilities etc....)
- Identify the organizations on which refugees are reliant on when it comes to financial medical help
- Assess patients' satisfaction with regards to the medical assistance received.
- Assess the impact of medical expenses on the lives of refugees especially with regards to necessities
- Gauge on awareness of organizations that offer medical assistance to non-Jordanians

Quantitative Research Methodology

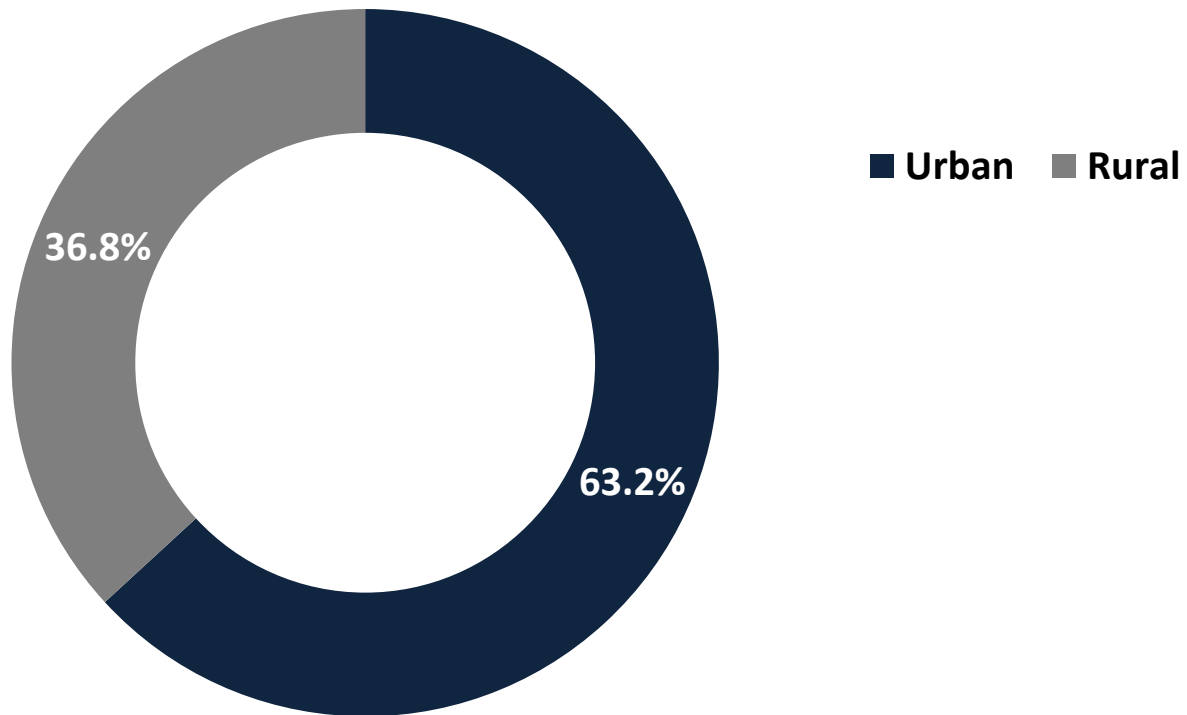
- **Computer Assisted Face-to-Face interviews** were the basis of data collection for the study. The final questionnaire (25 minutes) was approved by the client before commencing fieldwork.

Sample Size	Area of Residence	Other Criteria
800 Syrians Outside Camps	Amman, Irbid, Zarqa and Mafraq	Males & Females Age: 18+
300 Iraqi Refugees	Amman (East and West)	

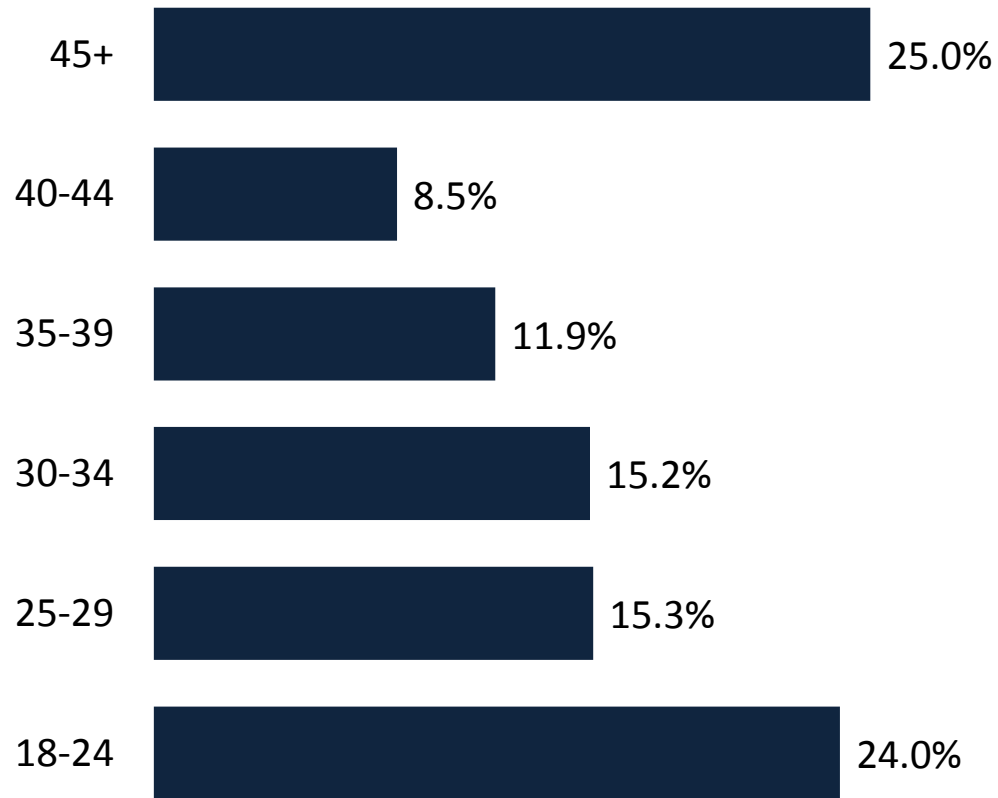
Area of Residence



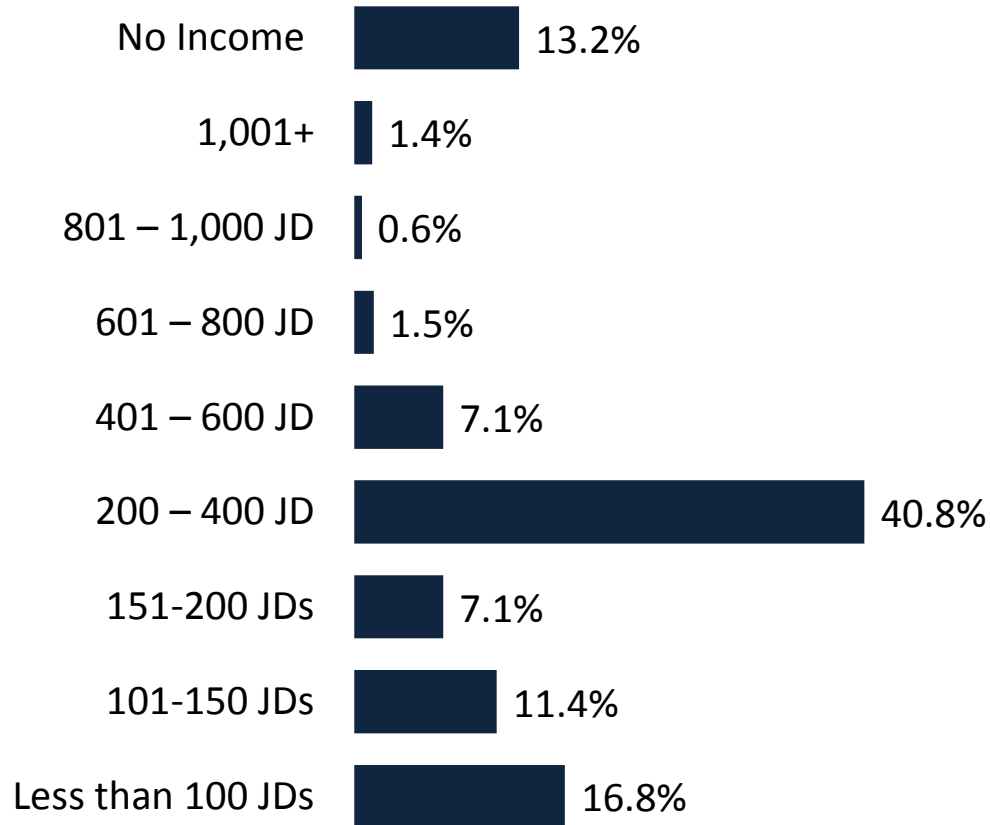
Urbanization



Age groups



Family Monthly Income



General Medical Behavior and Attitudes

Syrian and Iraqi Sample

Patients' Selection Criteria For Medical Facilities

- *Understand what are the factors that patients take into account when choosing what medical facility to frequent.*

NGO Involvement

- *Assess the degree of reliance on medical assistance received from NGOs, and the role NGOs play in helping refugees with medical services.*

Patient Behavior in the Past 12 Months

- *Understand patients' behavior with regards to seeking medical treatment, hospitalization, tests etc... And identify some obstacles that might be standing in the way of receiving medical assistance*

Medication

- *Assess the degree of difficulty when it comes to securing medications and identify some factors that might prohibit patients from receiving necessary treatments.*

Key Observations and Main Takeaways

Cost of Medical Services

- Both Iraqis and Syrians expressed their dissatisfaction with regards to the cost of medical services in the country. In fact, expensiveness of the available services is the leading cause behind patients' inability to secure medication and seek medical attention.

Medication

- Both costs and accessibility are prohibiting Syrians and Iraqis from securing the needed medication. This is especially pronounced among Syrians suffering from chronic illnesses, as a significant percentage reported not carrying out the necessary treatments needs for their illnesses.

Key Observations and Main Takeaways

Accessibility of Medical Facilities

- Accessibility to medical facilities was seen to be a major issue for Syrians. 50% of Syrians mentioned not being able to secure needed medical help in the past 12 months due to both cost and accessibility factors. Inability to access the necessary treatment was especially evident in Zarqa and East Amman.
- Furthermore, when asked about their views with regards to some aspects relating to the healthcare system in Jordan, Syrians stated that there is not enough organizations they can access for medical assistance.
- Even though accessibility of medical services was higher for Iraqis, females and individuals residing in East Amman found it somewhat more difficult to secure the required medical attention.

Key Observations and Main Takeaways

Medical Coverage & NGOs' Contributions

- Given low reliance on organizations when it comes to medical expenditure, it is evident that both Syrian and Iraqi Refugees are increasingly becoming more self reliant when it comes to medical expenditure. Nevertheless, given the perceived expensiveness of medical services, these expenses place a lot of strain on patients' financial situation.
- Furthermore, NGO's contributions whether with regards to medication or general treatment were perceived to be very low by Syrians and Iraqis residing in Jordan. This is primarily attributed to low awareness levels with regards to available organizations that offer medical assistance to non Jordanians residing in the country.

Recommendations

It is clear that non-Jordanians residing in the country namely Iraqis and Syrians are in need of more medical support whether in the form of actual facilities or services. In order to improve the quality of the healthcare system available to those refugees it's crucial to establish organizations/ institutions that are primarily focused on tackling the following high need areas:

Mobilize East Amman's Central Location

- **Given both Iraqis' and Syrians' inability to access medical care in East Amman, it is recommended that special attention should be placed on that area specifically. Furthermore, catering to those residing in East Amman, will also facilitate access to medical facilities for Syrians residing in both West Amman and Zarqa as well given their proximity to East Amman.**

Recommendations

Facilitate Medical Assistance For Females

- Given Iraqi females' inability to easily access medical treatment coupled with the fact that the primary reason behind hospitalization for Syrians' was delivery, facilitating access to treatment for females is essential. This can be done by formulating special contracts with maternity units in hospitals or clinics to provide females with the necessary treatments required whenever the need arises.

Recommendations

Medication

- Given the need for medication specifically by people suffering from chronic illnesses coupled with the expensiveness of medication, it is crucial that efforts are made to provide refugees with subsidized medication as a form of assistance. This is especially true for the top chronic diseases suffered by both Syrians and Iraqis namely: hypertension, diabetes, disc, and heart conditions.

- **Finally In order for Iraqis and Syrians to start relying on services provided by NGOs' and other organizations that offer assistance it is paramount not only to increase awareness of the organizations but also familiarize and educate refugees about the options available to them.**

Thank you!