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# HEALTH ACCESS AND UTILIZATION SURVEY

ACCESS TO HEALTH SERVICES IN JORDAN AMONG SYRIAN AND  
NON-SYRIAN REFUGEES

FOR:



**UNHCR**  
The UN Refugee Agency

February 2018

# PRESENTATION AGENDA



BACKGROUND, OBJECTIVES & DESIGN



FAMILY COMPOSITION



HEALTH SERVICES AWARENESS



CHILD VACCINATION



ANTENATAL CARE



CHRONIC DISEASE



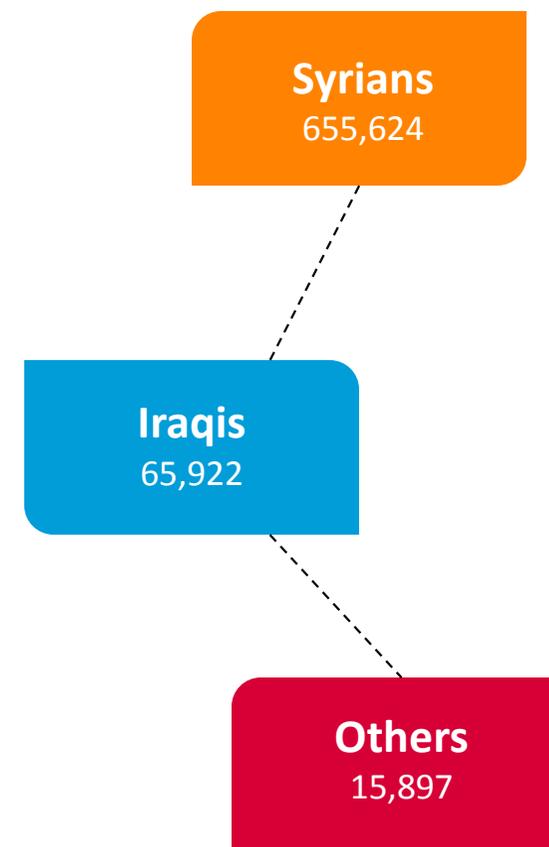
DISABILITY & IMPAIRMENT



MONTHLY HEALTH ACCESS ASSESMENT

## BACKGROUND

- As of end of 2017, 655,624 Syrian refugees were registered with UNHCR, including refugees hosted in Za'atari, Azraq camps, Emirati Jordanian (EJC) camp and King Abdullah Park.
- At the end of December 2017 65,922 Iraqis are registered with UNHCR in Jordan. Due to the escalating violence in Iraq, it is expected to see an increase the number of Iraqis seeking asylum.
- UNHCR also assists refugees of other nationalities including Sudanese, Somalis, Yemenis and others and had registered 15,897 non-Iraqi non-Syrian refugees by the end of December 2017.



# RESEARCH OBJECTIVES



Assess the access/utilization of Refugees (Syrian and non- Syrian) to health services within non-camp settings.



Identify the main challenges that have been facing the refugees in accessing health services



Asses the perceived ability to access medical care & specialists



Assess the affordability of medicine & health services among refugees within non-camp settings



# RESEARCH DESIGN

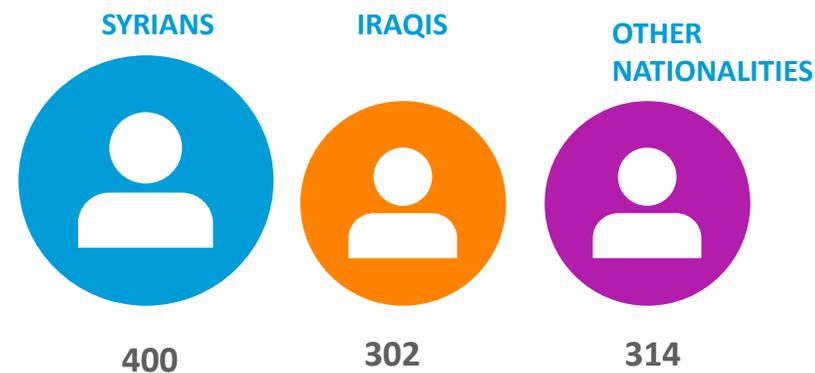
## RESEARCH METHODOLOGY

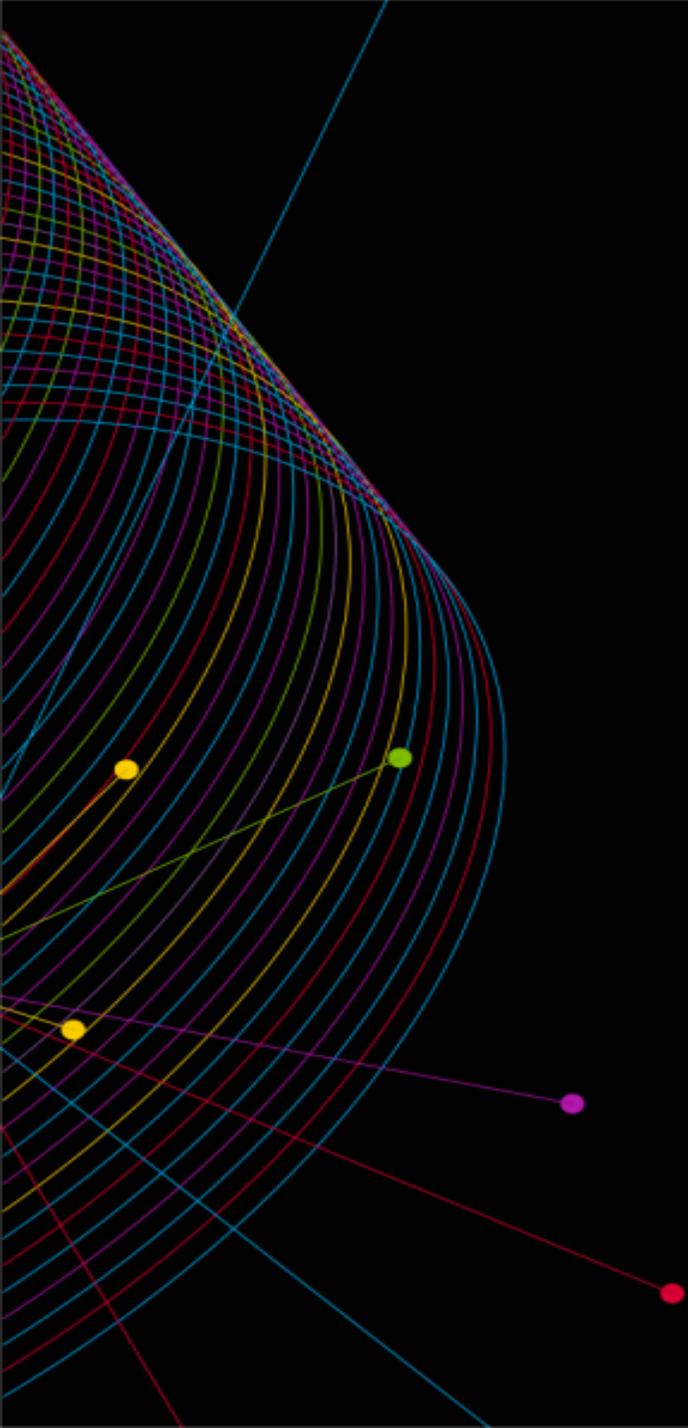
- Quantitative Interviews were carried out among target respondents through telephonic Interviews.
- Data was collected using CATI (Computer Aided Telephonic Interviews) through QPSMR Software. This approach was selected to eliminate errors while completing the questionnaire and allow exporting of the data immediately for further analysis
- Representativeness was ensured throughout the interviewing process beginning with the starting points which were chosen randomly from the provided database by UNHCR, in case more than one respondent was eligible for answering any part of the questionnaire, the classification grid/random function concept was applied to select who will continue answering the interview.

## TARGET RESPONDENTS

- Syrian and non Syrian refugees who live in non-camp settings.
- The study was carried out with one adult household member (18 years or more)

### NATIONALITY



An abstract graphic on the left side of the slide. It features a series of concentric, overlapping lines in various colors (red, blue, green, yellow, purple) that form a curved, funnel-like shape. Several colored dots (yellow, green, purple, red) are placed at different points along these lines, with thin lines extending from them towards the right. The background is black.

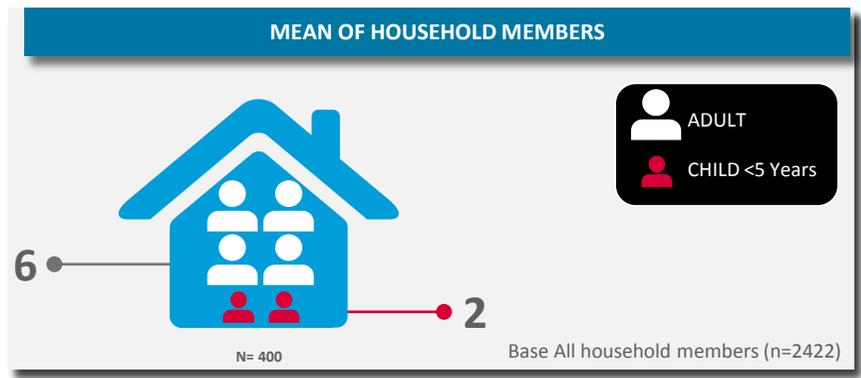
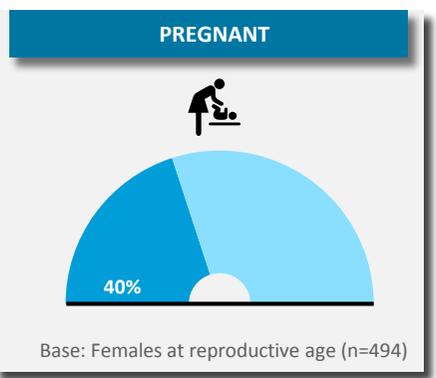
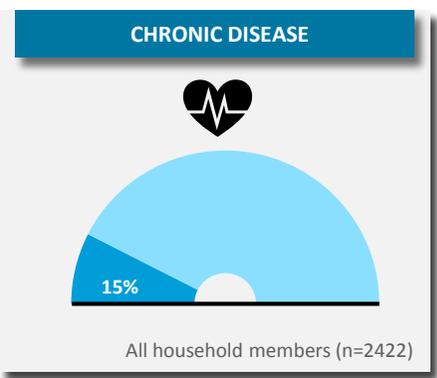
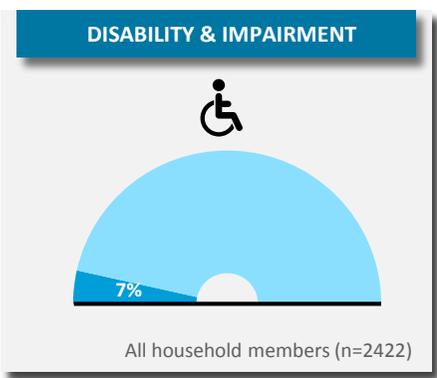
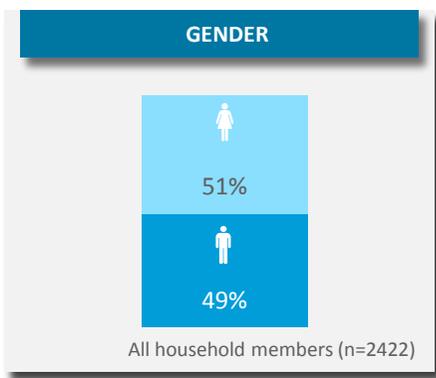
# SYRIAN REFUGEES

# FAMILY COMPOSITION

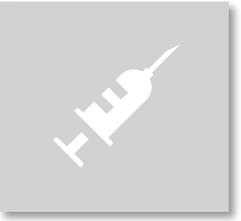
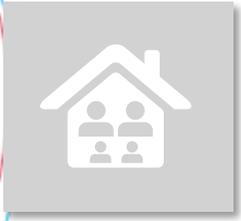


# FAMILY PROFILE

Percentage of Syrians residing in Irbid has increased by 5 % since 2016.

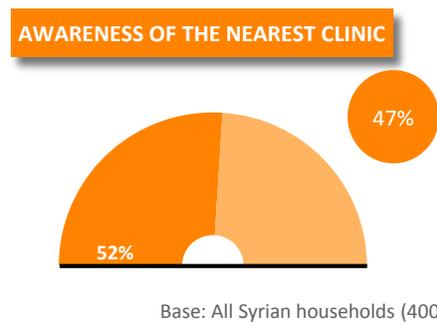
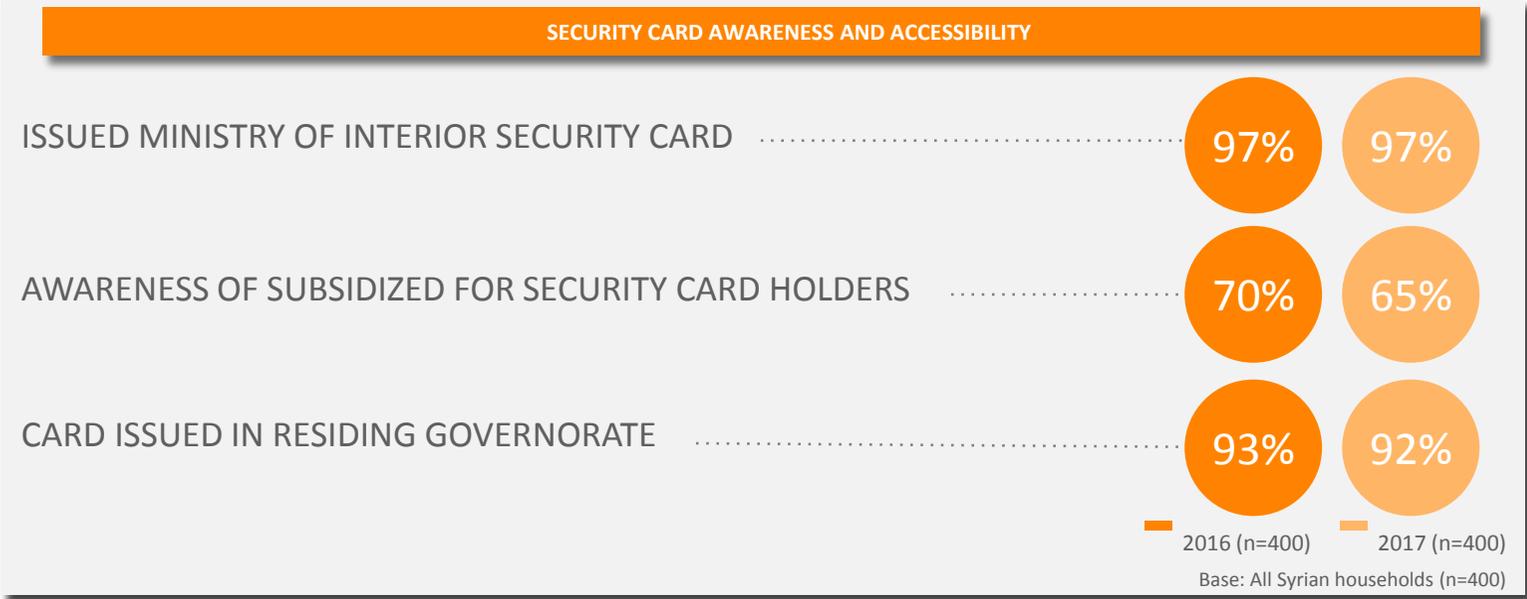
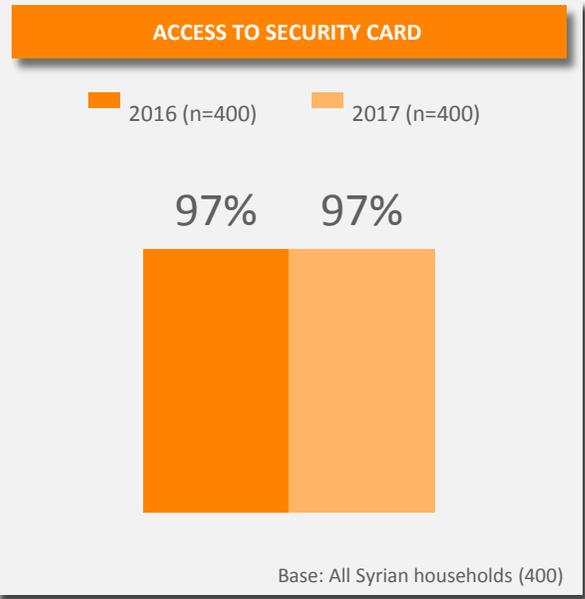


# HEALTH SERVICES AWARENESS



# HEALTH SERVICES AWARENESS

A 5% decrease in the percentage of Syrians aware of the subsidized access to governmental health services and a 5% increase in those aware of the nearest clinic in 2017 compared to 2016.



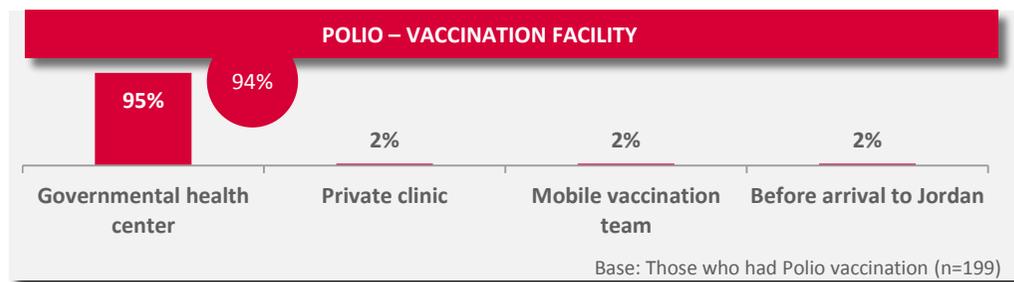
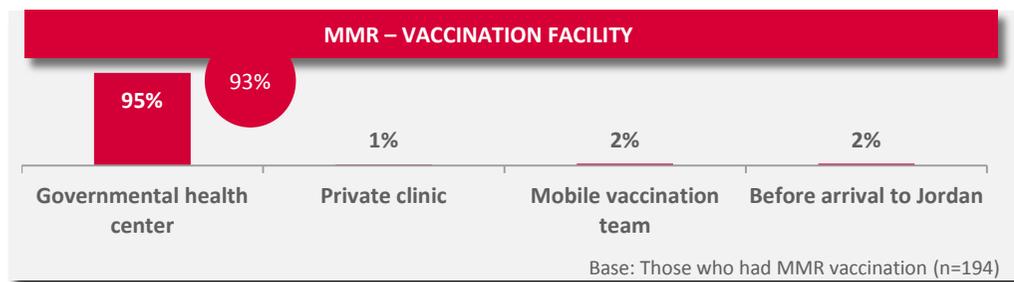
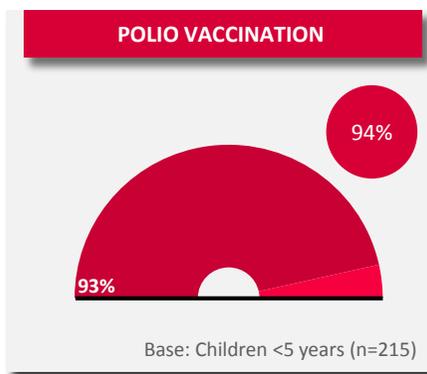
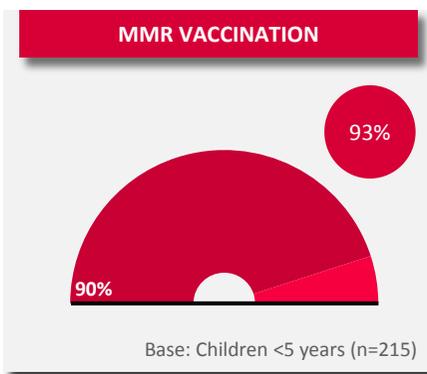
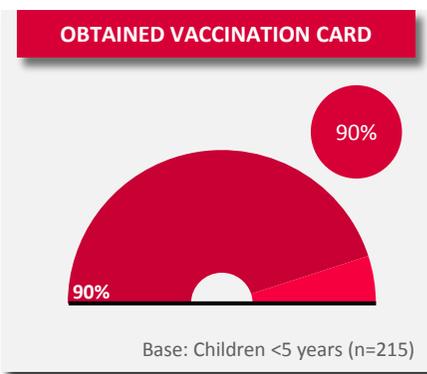
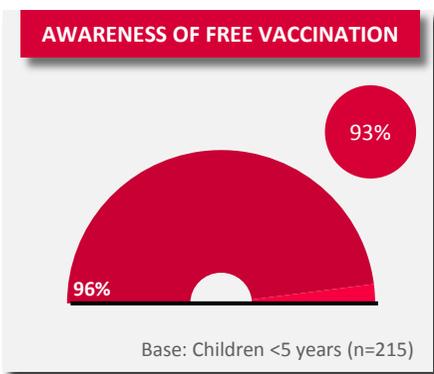
# CHILD VACCINATION



# CHILD VACCINATION

The awareness of free child vaccination has increased by 3% while access to MMR and Polio vaccination show decrease by 3% and 1% respectively in 2017.

The majority of the respondents have received their vaccination through governmental health centers.

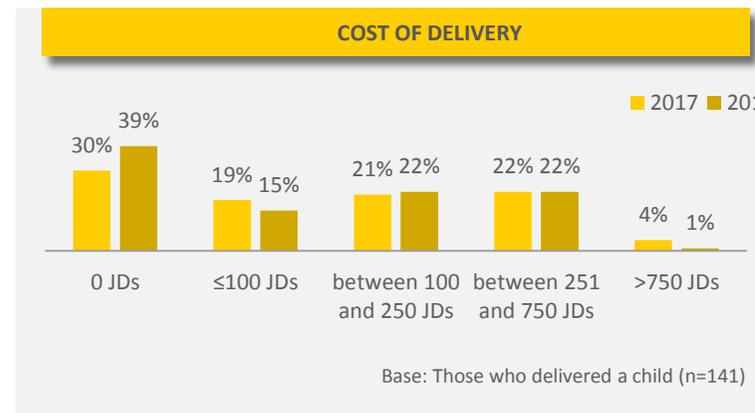
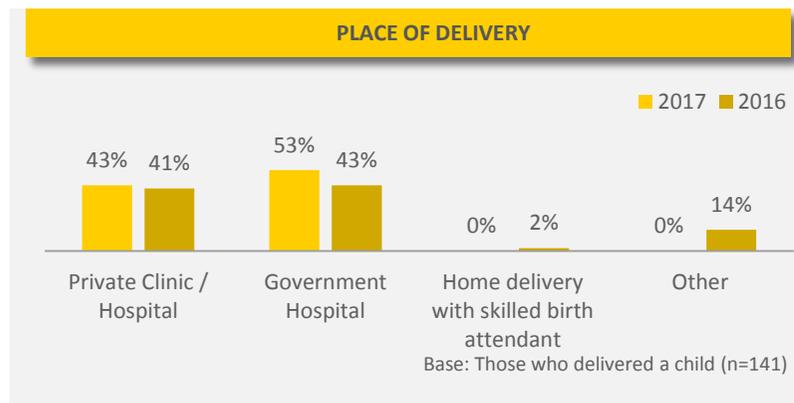
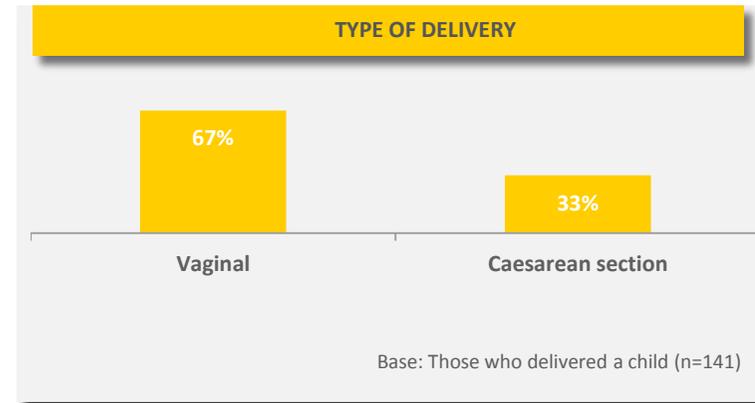
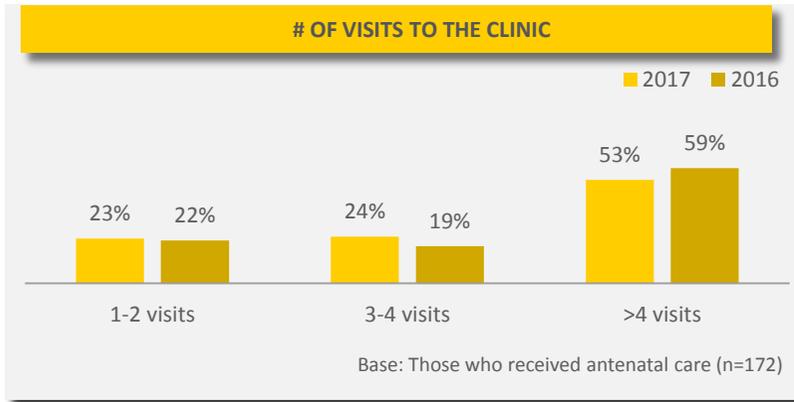


# ANTENATAL CARE



# ANTENATAL CARE

The percentage of pregnant women who had difficulties while receiving antenatal care had significantly increased by 8% in 2017 compared to 2016. However, there is a 3% increase in the number of women who received antenatal care in general, 10% more deliveries through governmental hospitals (around 5 in 10) and 9% decrease in the number of free deliveries.

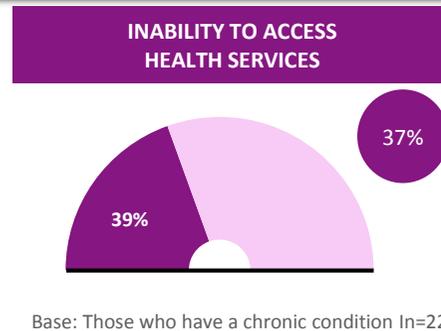
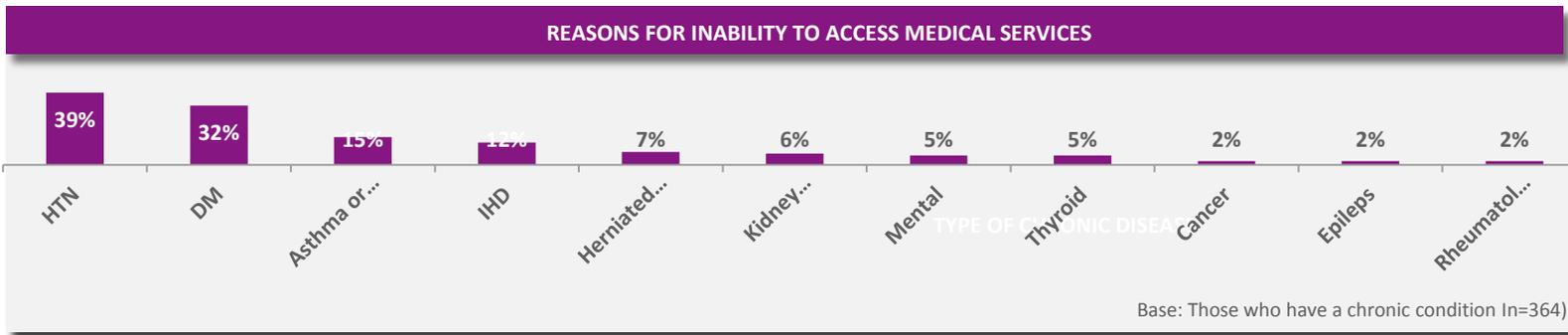


# CHRONIC DISEASE



# CHRONIC DISEASE

Access to medicine and health services worsened by 11% mainly due to inability to afford fees which appreciated by 3% in addition to service unavailability which increased by 14% in 2017.

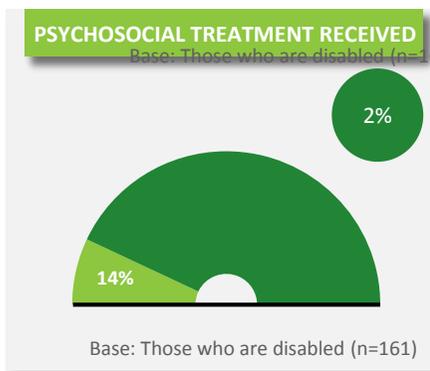
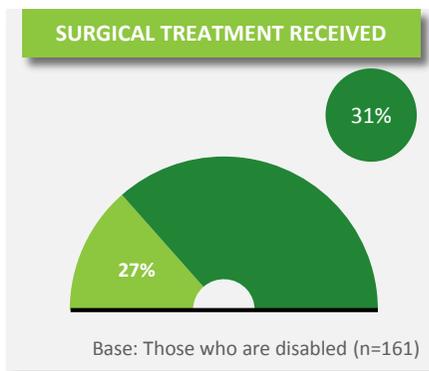
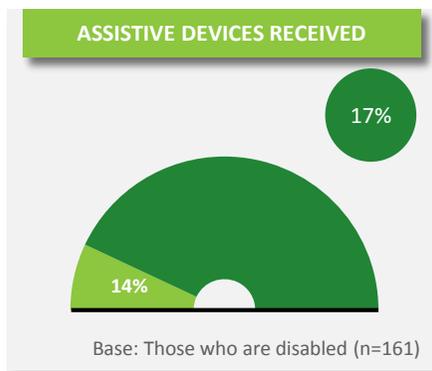
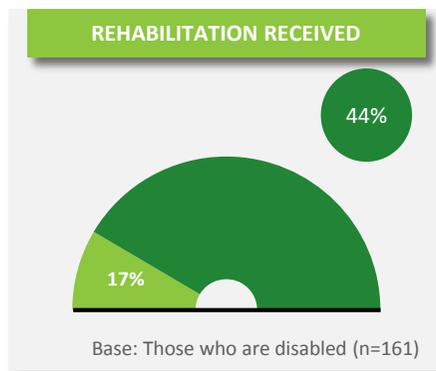
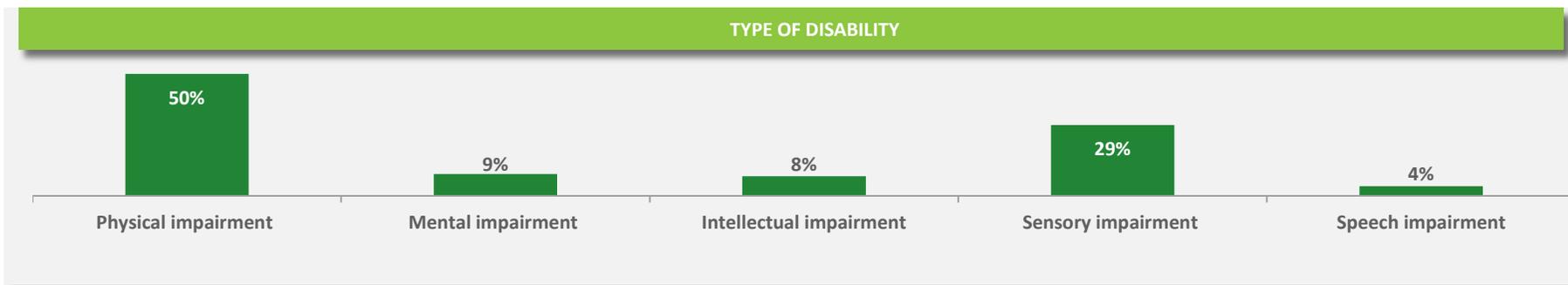


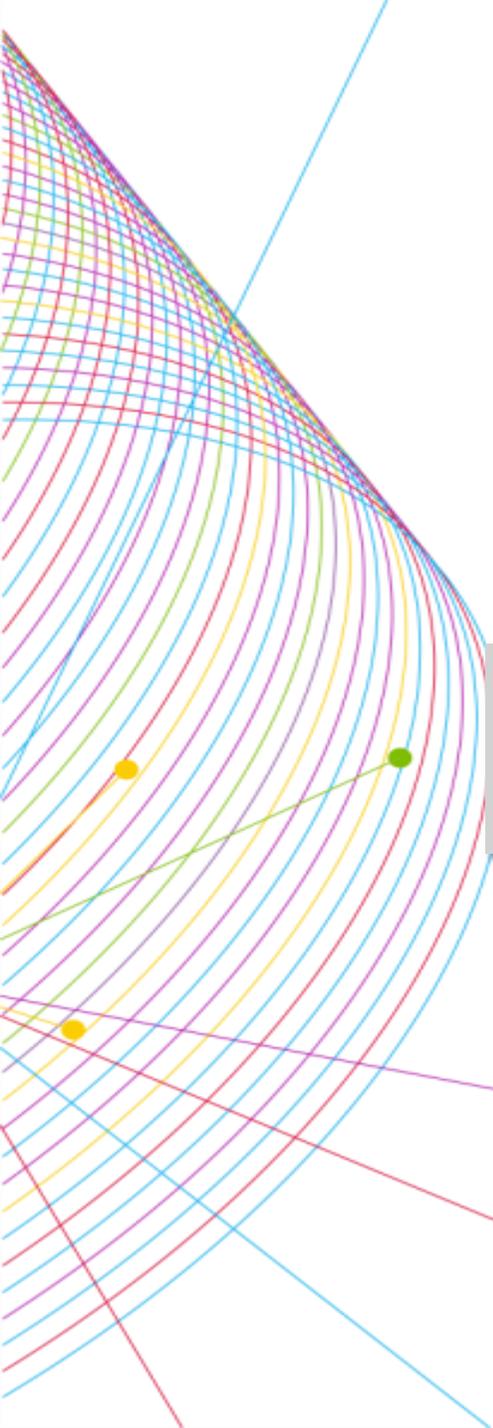
# DISABILITY & IMPAIRMENT



# DISABILITY & IMPAIRMENT

Psychosocial treatment significantly increased by 12% in 2017. However, rehabilitation received considerably dropped by 27%. 9% more Syrians couldn't afford user fees of health care compared to 2016.



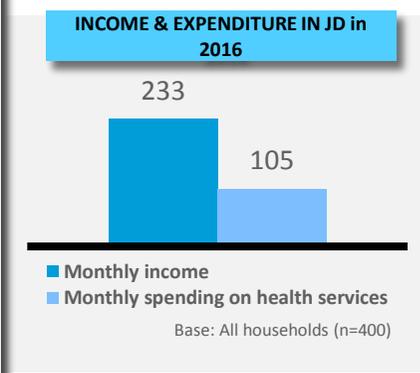
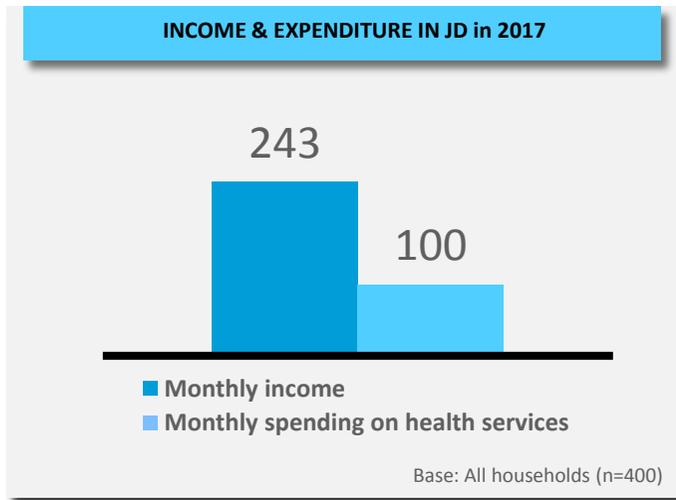
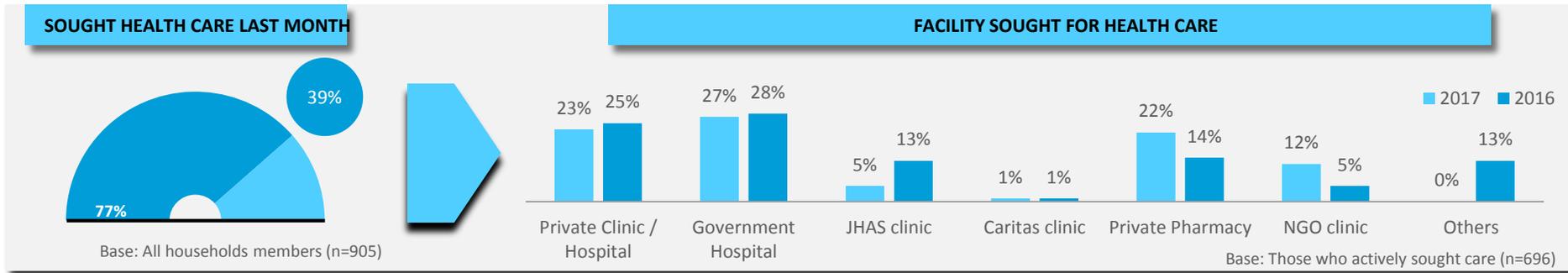


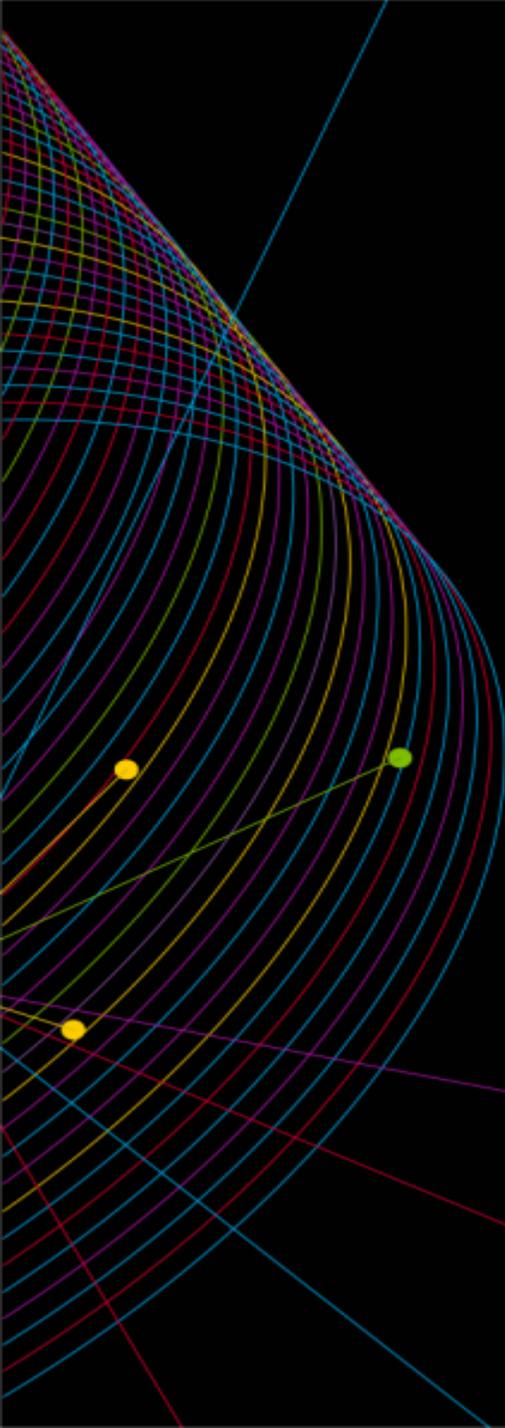
# MONTHLY HEALTH ACCESS ASSESMENT



# ASSESSMENT OF ACCESS TO HEALTH SERVICES

Percentage of Syrians seeking Health Care Last Month has vastly increased (38%) compared to last year. Percentage of JHAS clinics sought for health care decreased by 8%, however, private pharmacies and NGO clinics visited increased by 8% and 7% respectively.



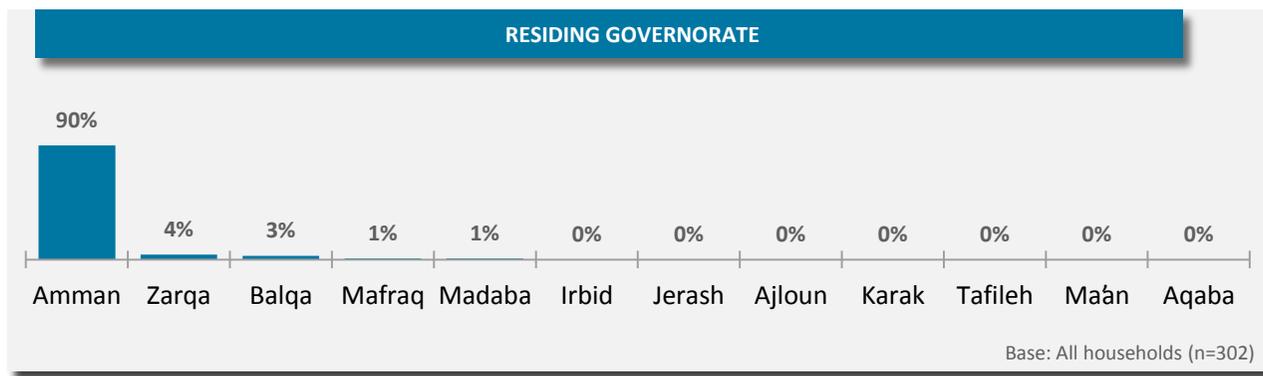
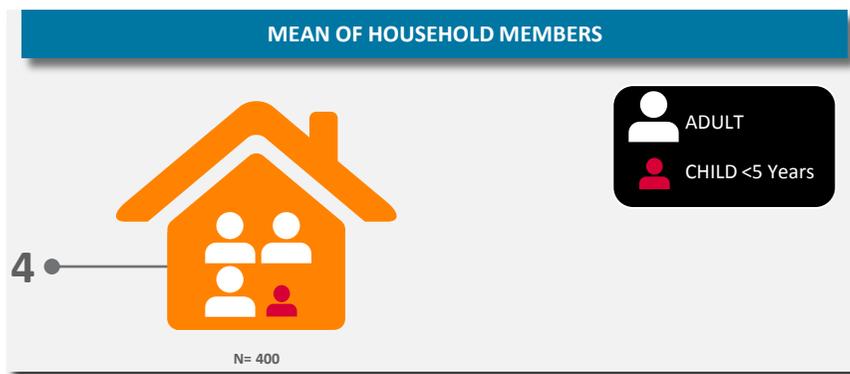
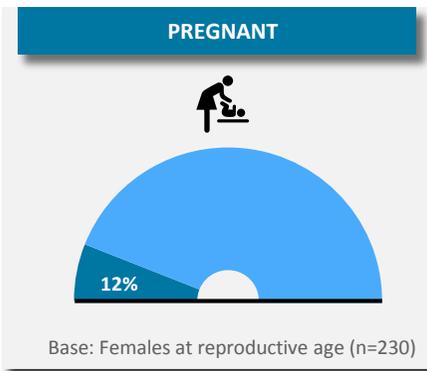
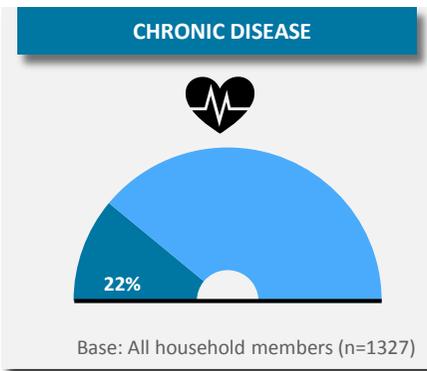
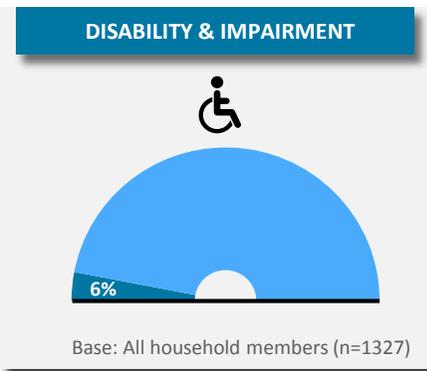
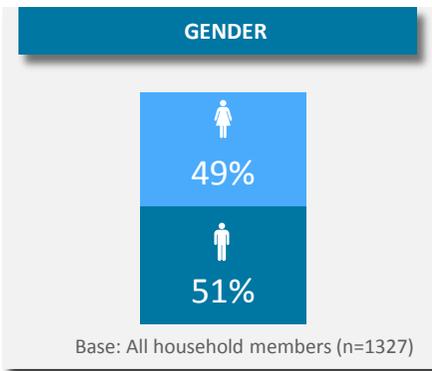


# IRAQI REFUGEES

# FAMILY COMPOSITION



# FAMILY PROFILE

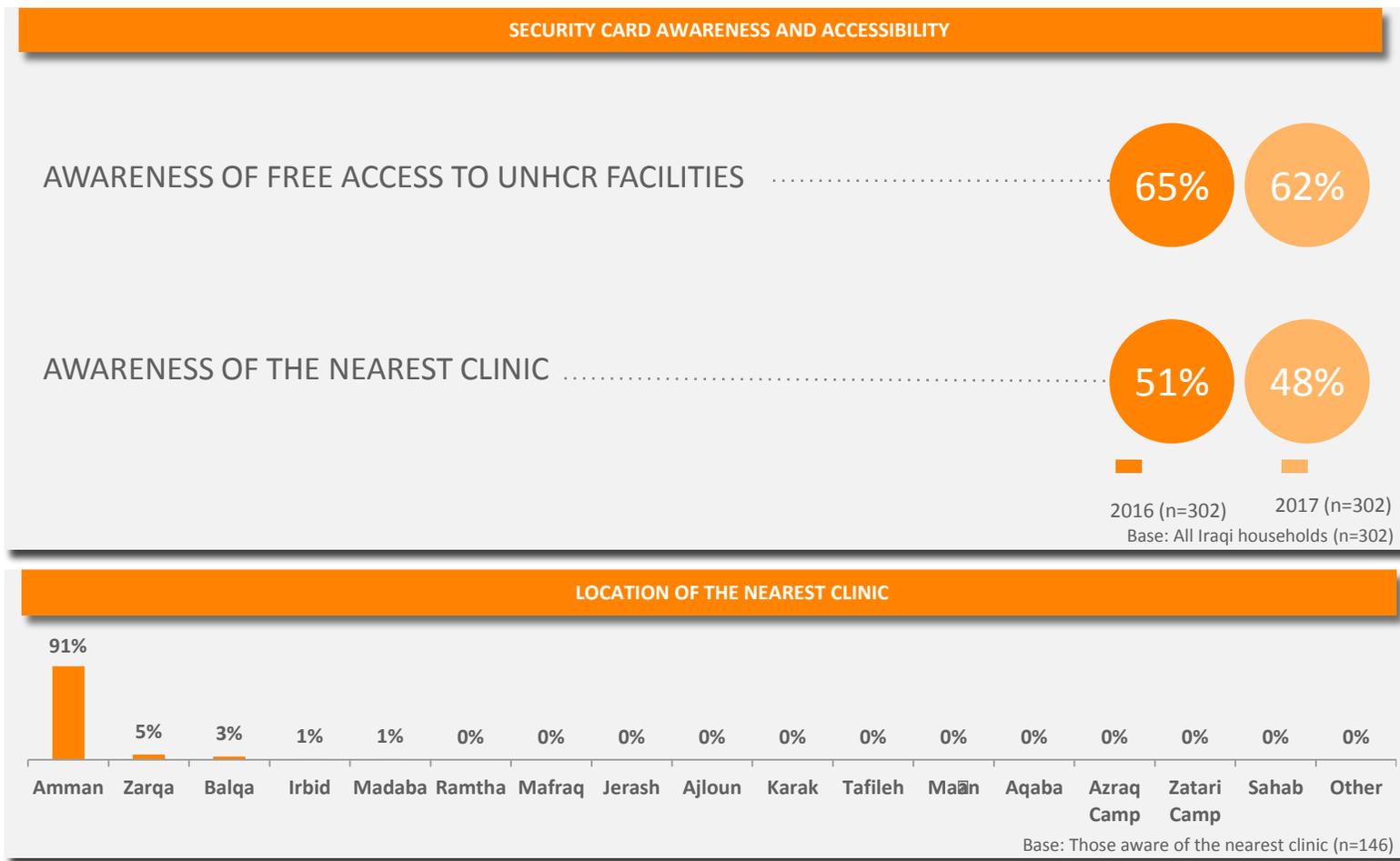


# HEALTH SERVICES AWARENESS



# HEALTH SERVICES AWARENESS

The percentage of Iraqis who are aware of the free access to UNHCR facilities and are aware of the nearest clinic have dropped by 3% each in 2017 in comparison to 2016.

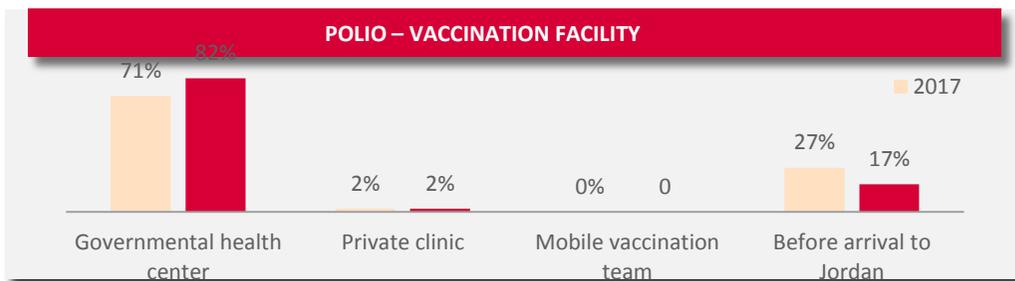
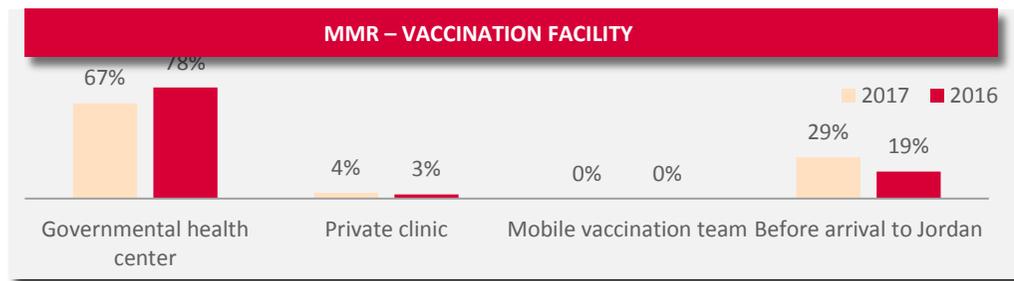
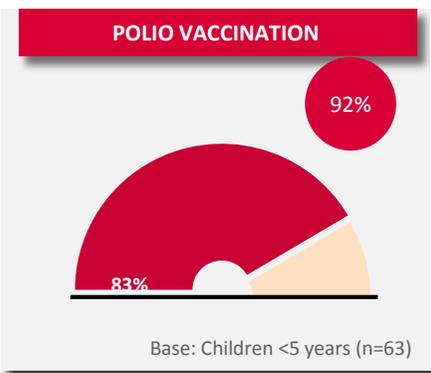
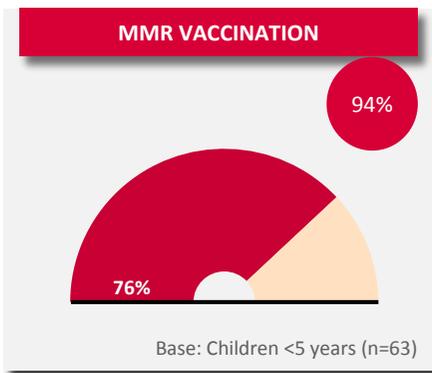
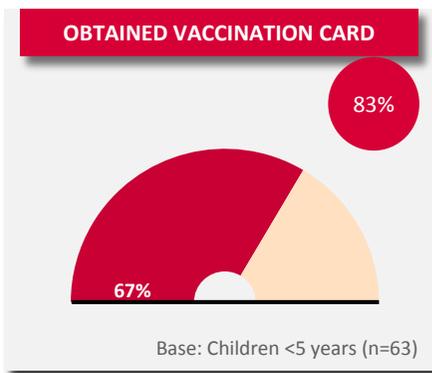
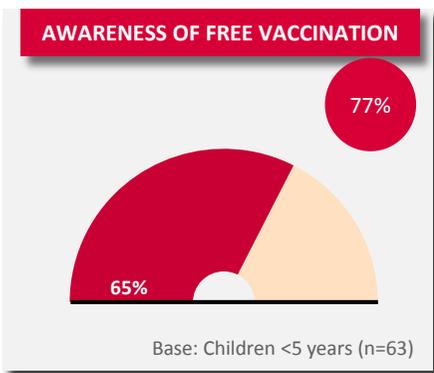


# CHILD VACCINATION



# CHILD VACCINATION

The awareness of free child vaccination has considerably dropped (12%) in 2017. The percentage of households who have vaccination card decreased as well (16%). The percentage of children who received MMR / polio vaccination decreased by 18% and 9% respectively in 2017 compared to 2016.

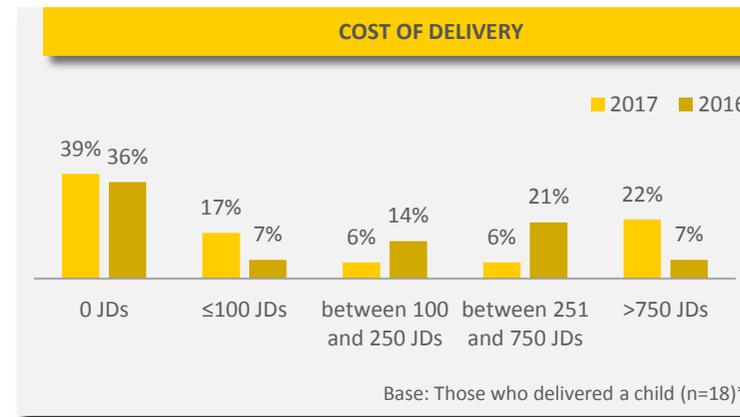
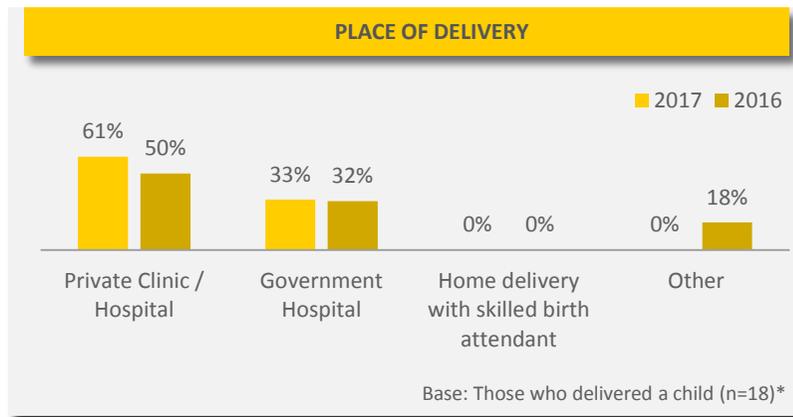
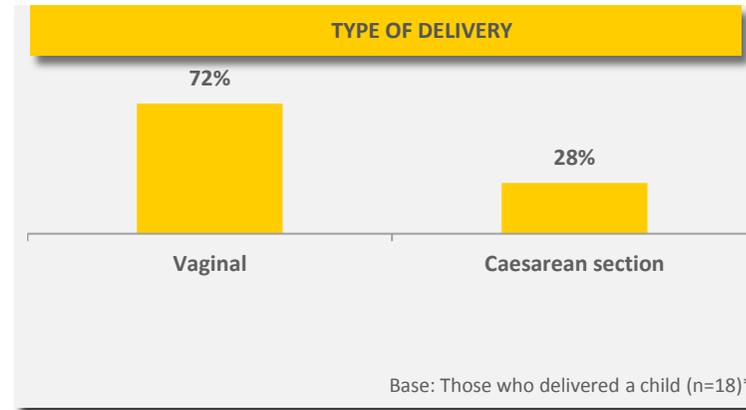
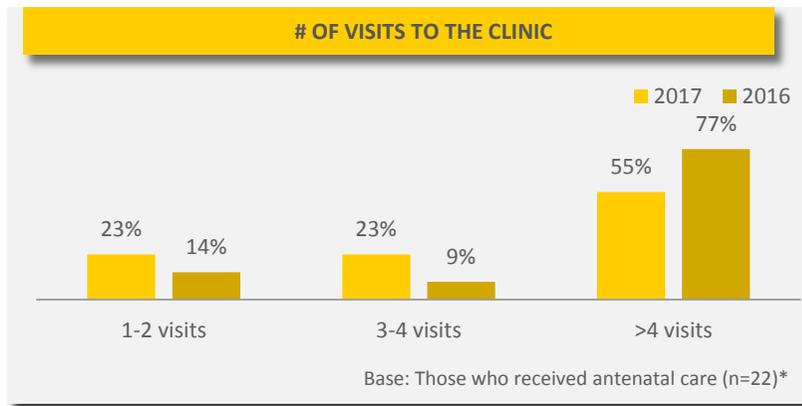


# ANTENATAL CARE



# ANTENATAL CARE

The percentage of women facing difficulties while receiving care significantly increased by 22% in 2017. However, there is a 4% increase in the number of women who received antenatal care in general, 11% more deliveries through private clinics/ hospitals and 3% increase in the number of free deliveries.

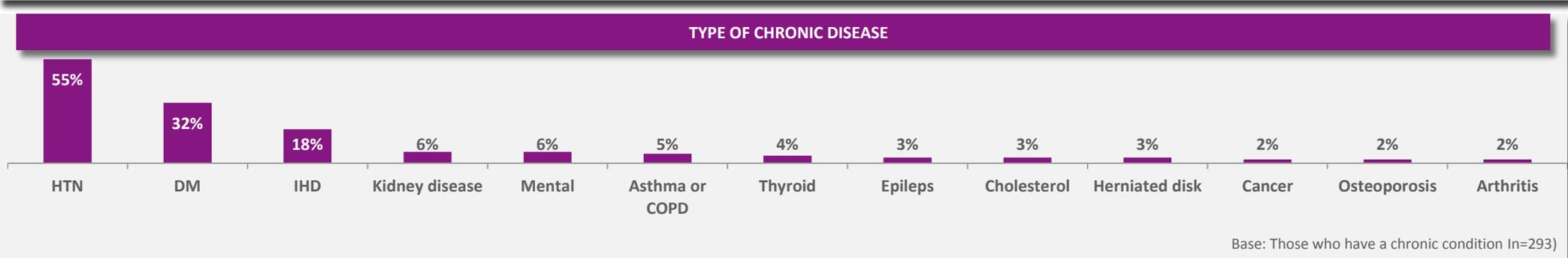
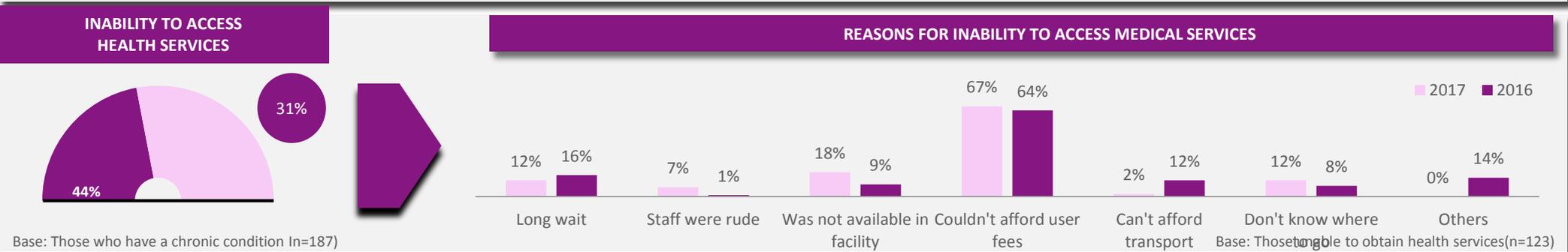


# CHRONIC DISEASE



# CHRONIC DISEASE

The percentage of Iraqis with chronic condition who weren't able to access medicine or health services increased considerably in 2017 (14%). The unawareness of the facilities to be sought and the unavailability of services there increased by 4% and 9% respectively.

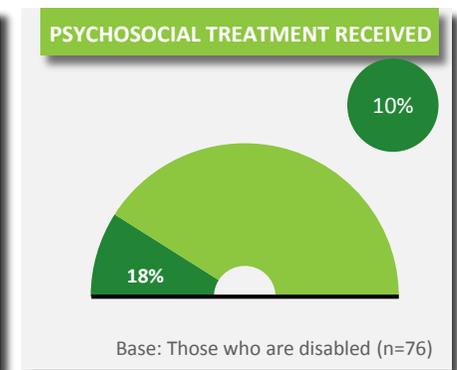
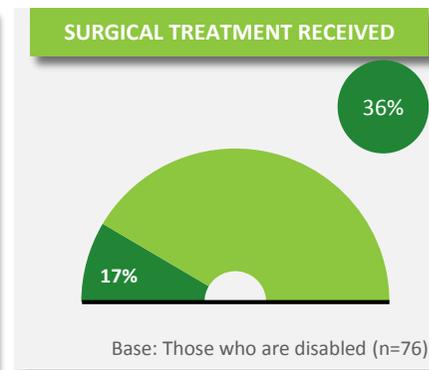
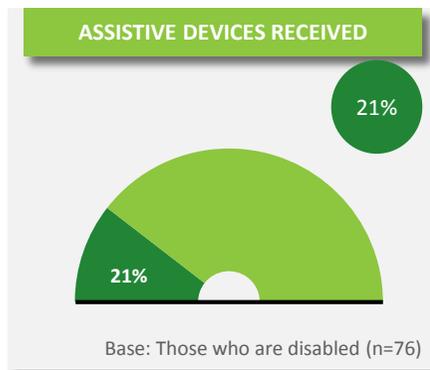
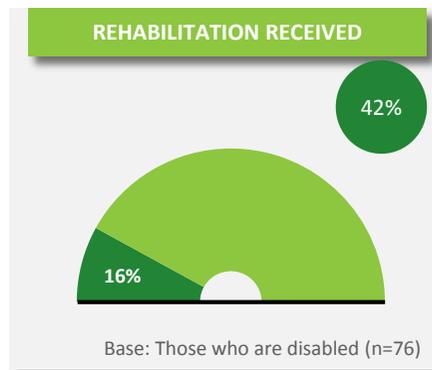
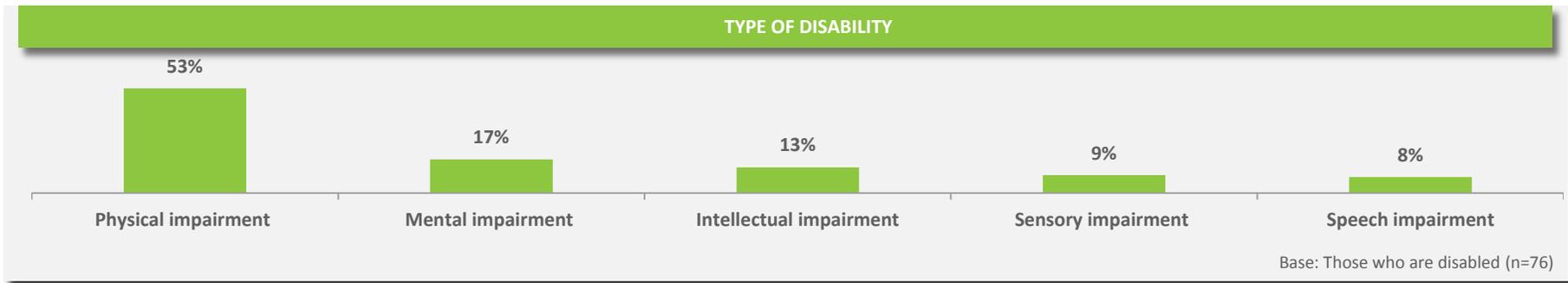


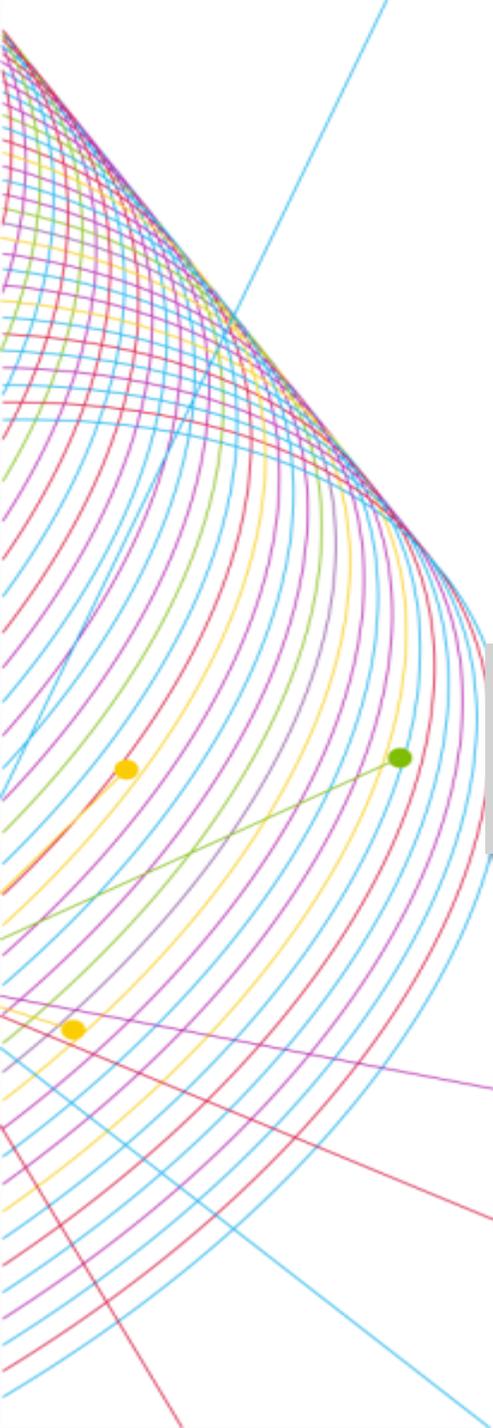
# DISABILITY & IMPAIRMENT



# DISABILITY & IMPAIRMENT

Psychosocial treatment significantly increased by 8% in 2017. However, rehabilitation and surgical treatments received considerably dropped by 26% and 19% respectively. 5% more of household members with disability reported that they couldn't afford the fees of health care compared to last year .



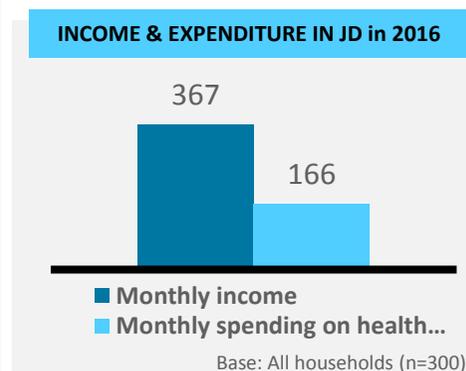
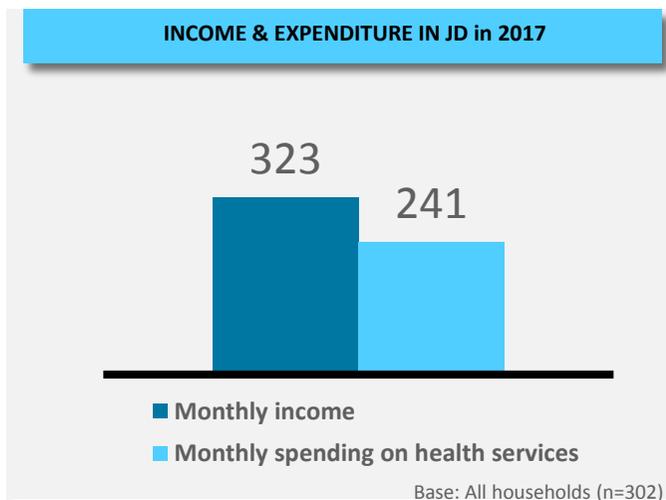
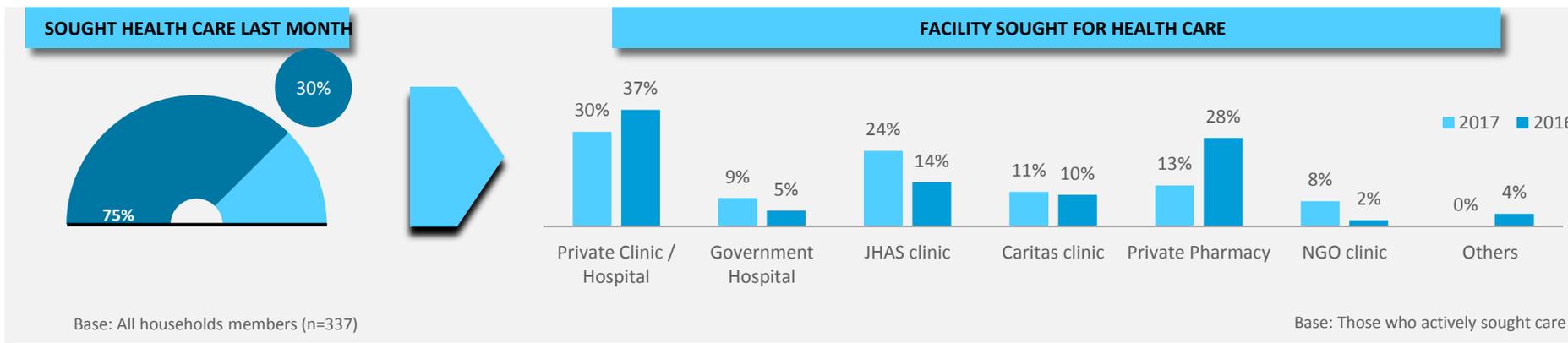


# MONTHLY HEALTH ACCESS ASSESMENT

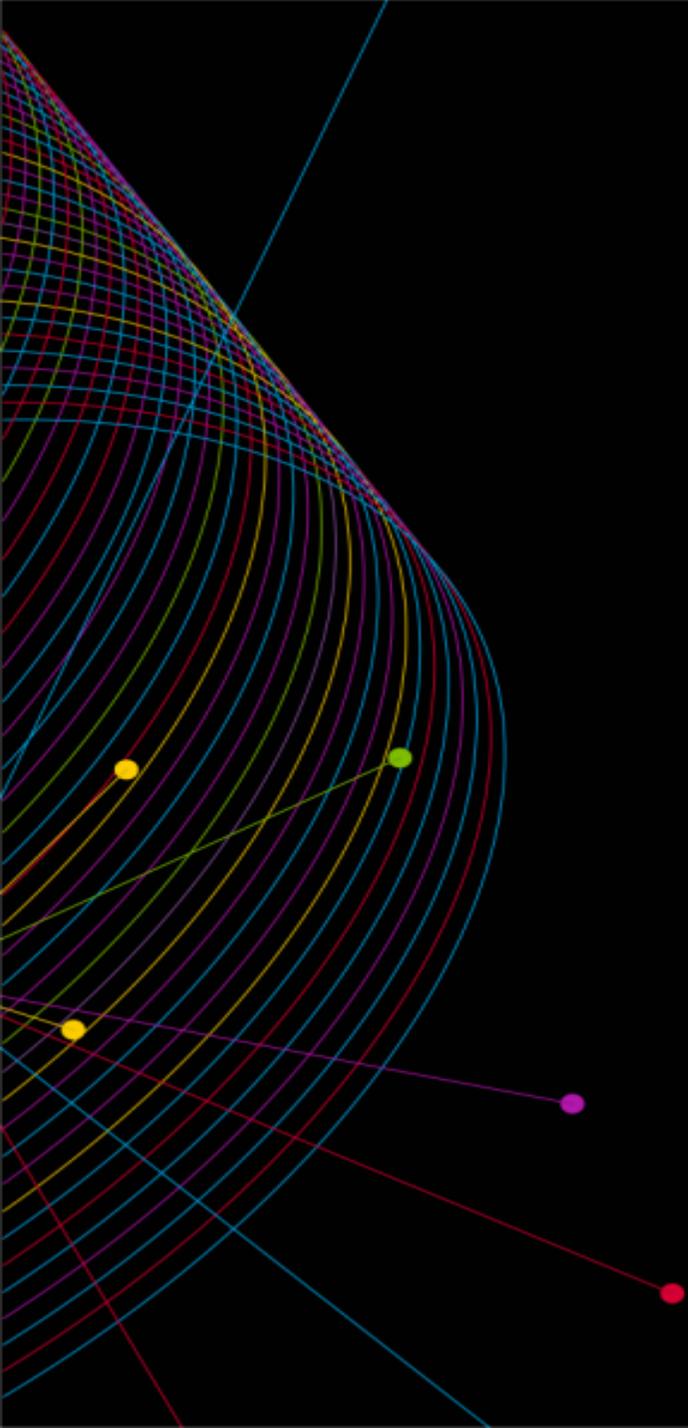


# ASSESSMENT OF ACCESS TO HEALTH SERVICES

Percentage of Iraqis seeking Health Care Last Month has vastly increased (45%) compared to last year. Percentage of Government hospitals, JHAS and NGO clinics sought for health care increased by 4%, 10% and 6% respectively, while private pharmacies visited significantly decreased by 15% and private hospitals dropped by 7%.



Base: All households (n=1006)

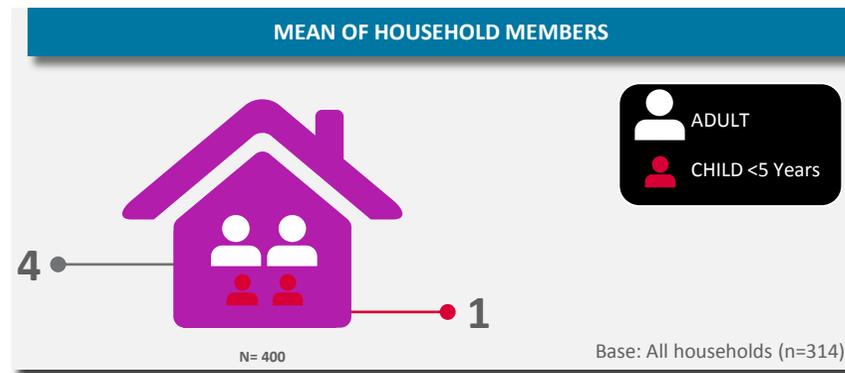
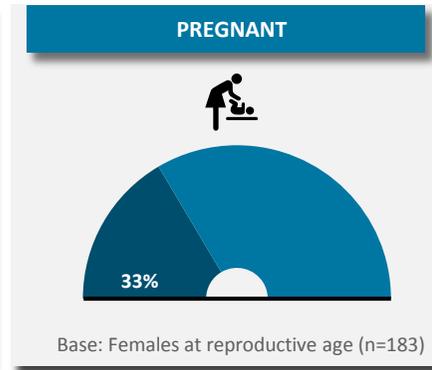
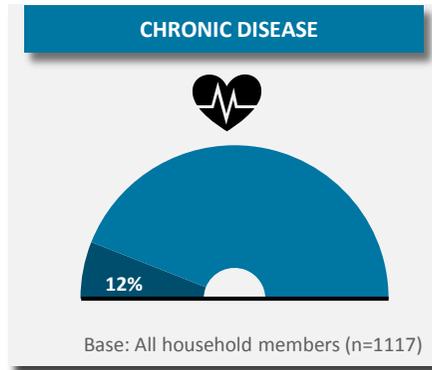
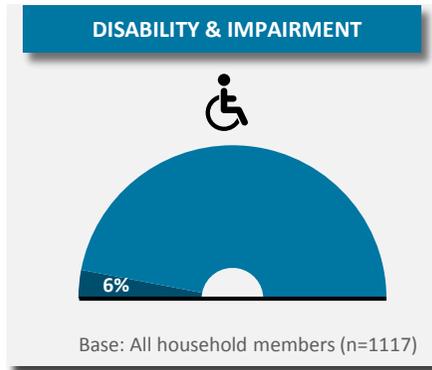
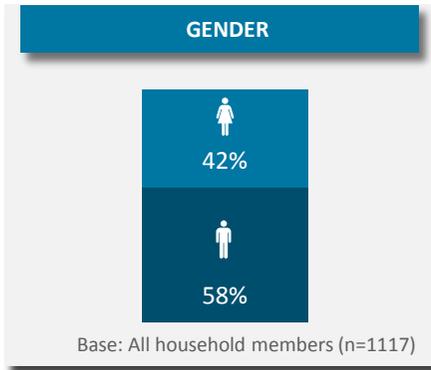
An abstract graphic on the left side of the slide. It features a series of concentric, curved lines that form a cone-like shape, tapering towards the top left. The lines are colored in a spectrum of colors including red, orange, yellow, green, cyan, and blue. Several points are marked with small colored dots (yellow, green, purple, red) and connected to the grid lines by thin lines of the same color, extending outwards from the cone's surface.

# OTHER NATIONALITIES REFUGEES

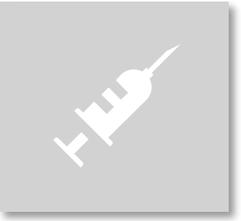
# FAMILY COMPOSITION



# FAMILY PROFILE

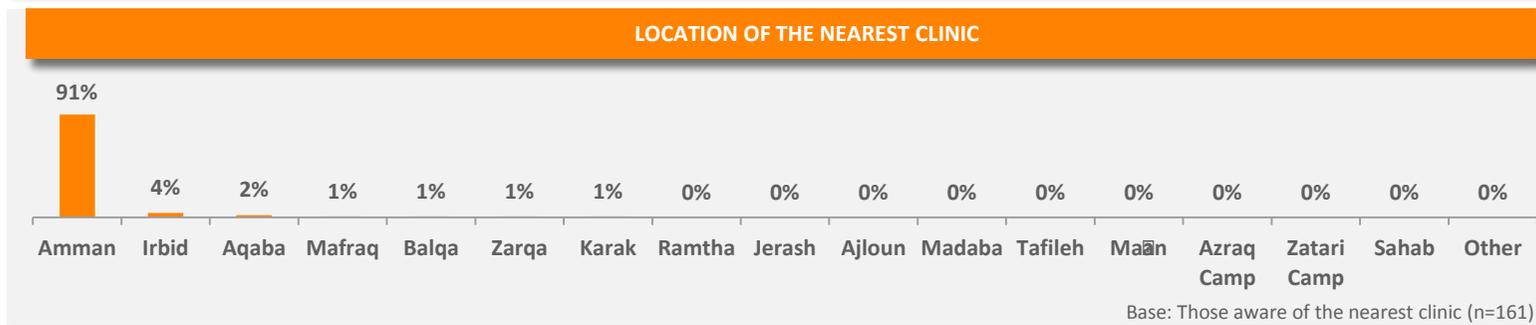


# HEALTH SERVICES AWARENESS



# HEALTH SERVICES AWARENESS

Awareness among other nationalities of free access to UNHCR facilities decreased by 3% in 2017 compared to 2016. Only 51% of those aware knew the location of the nearest clinic which is 7% less than in 2016.

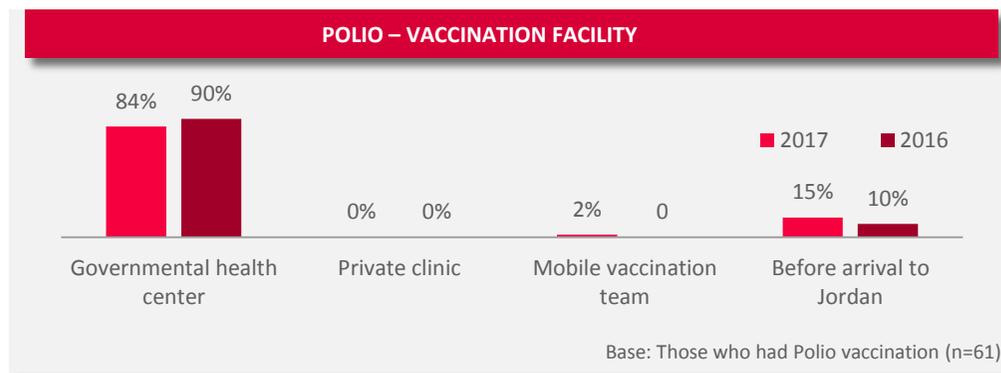
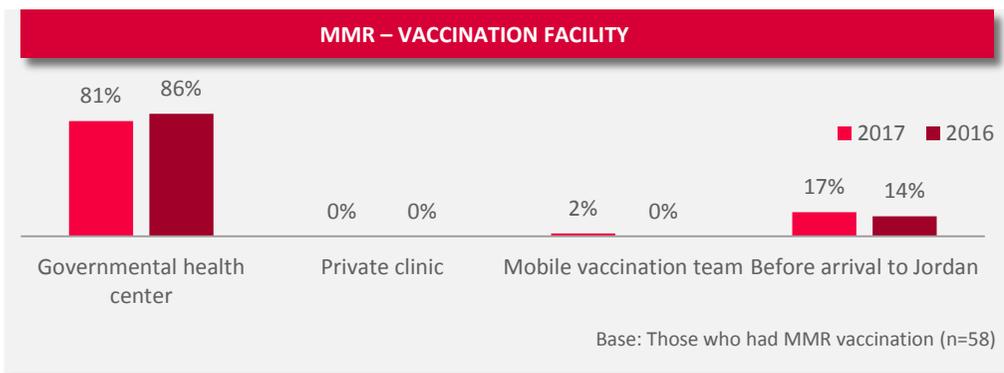
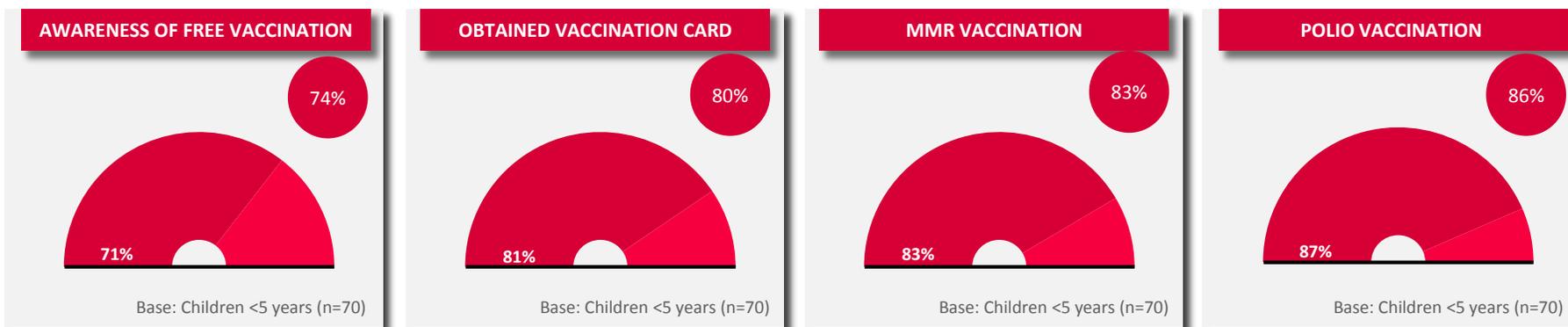


# CHILD VACCINATION



# CHILD VACCINATION

Awareness about free access to vaccination dropped by 3%. A decrease in the percentage of households that received MMR & Polio at Jordanian governmental health care center while percentage of those who receive vaccination before coming to Jordan increased compared to last year.

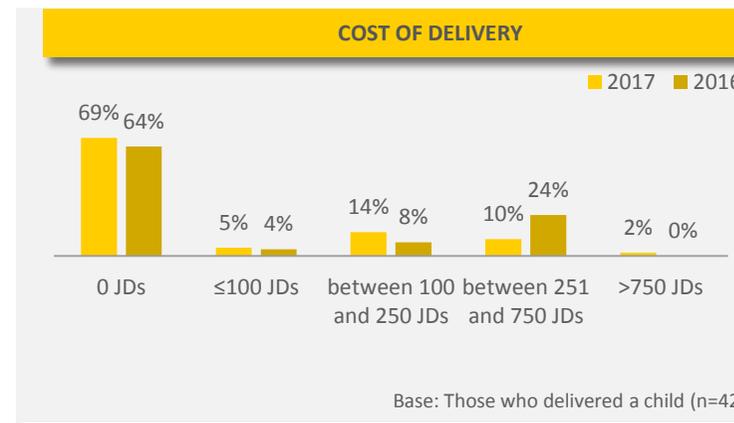
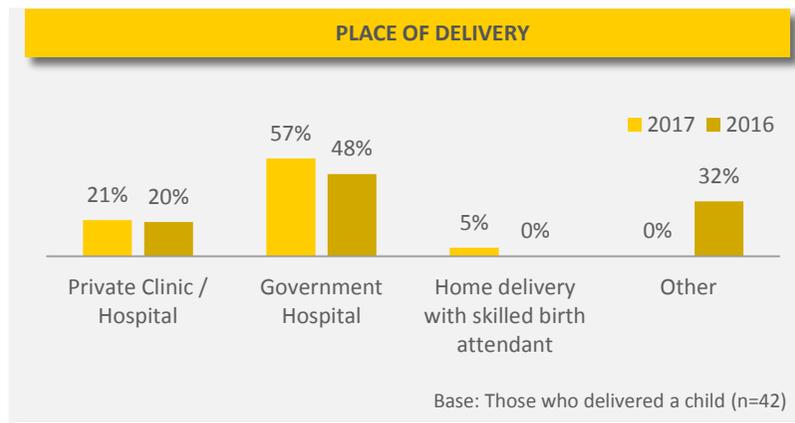
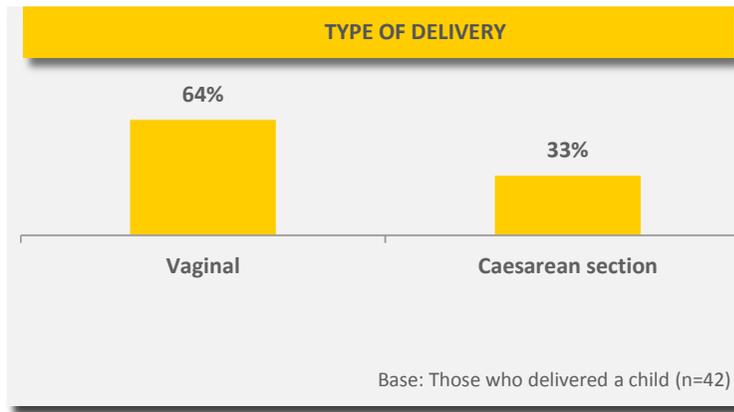
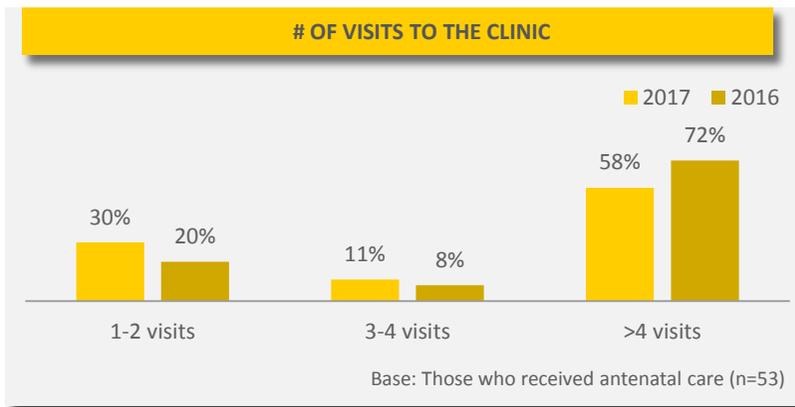


# ANTENATAL CARE



# ANTENATAL CARE

The percentage of women who needed antenatal care increased by 5% while a significant percentage (15%) faced difficulty while receiving it. Governmental hospitals increases significantly as a place for delivery (9%). Free deliveries increased by 5% compared to 2016 results.

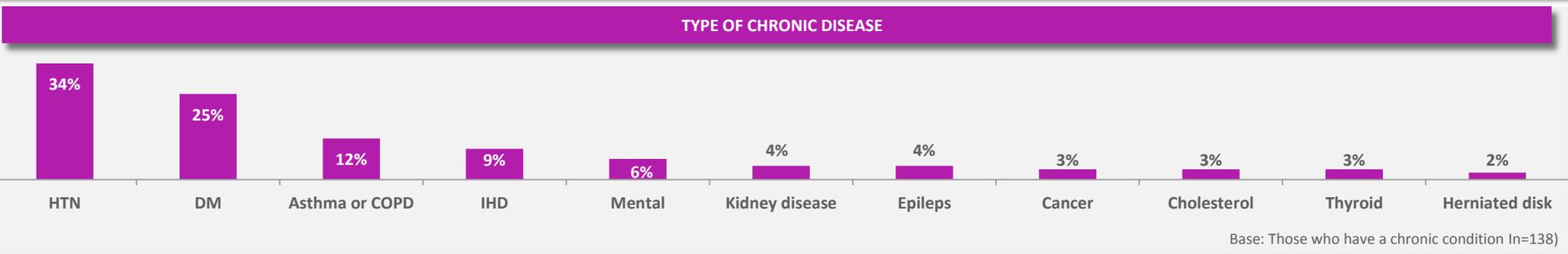
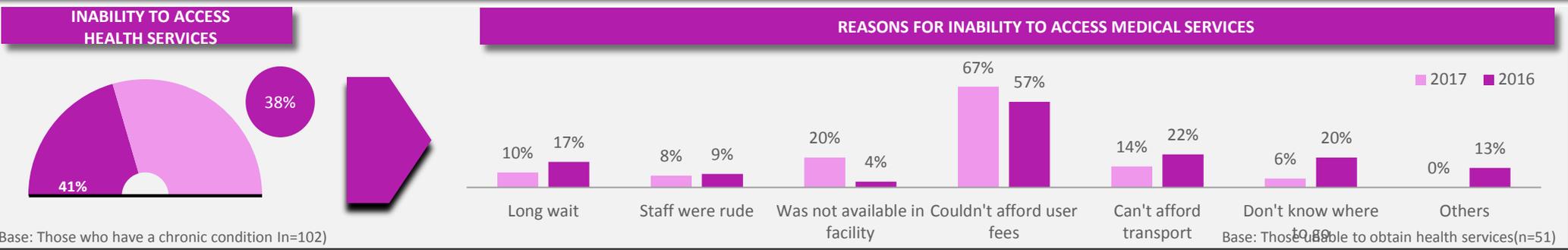
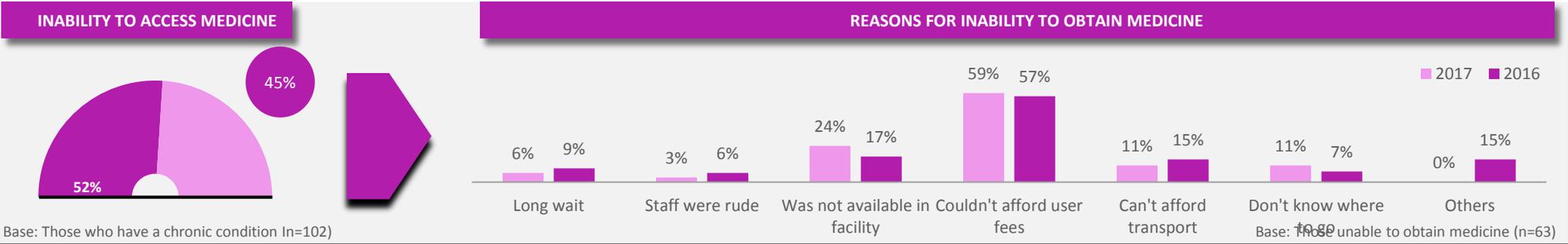


# CHRONIC DISEASE



# CHRONIC DISEASE

52% of those who needed medicine were unable to access it (7% more than 2016); mainly due to the cost of medicine. 10% more people couldn't afford fees for medical services thus 41% were unable to access health services. Respondents became more aware of where to access care showing a 14% drop when compared to 2016.

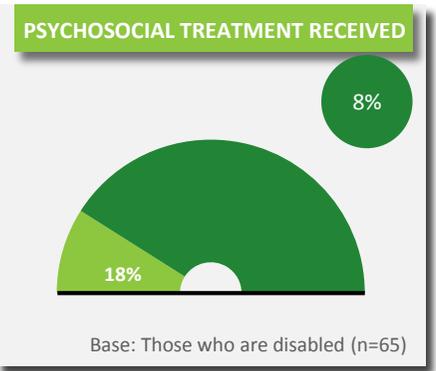
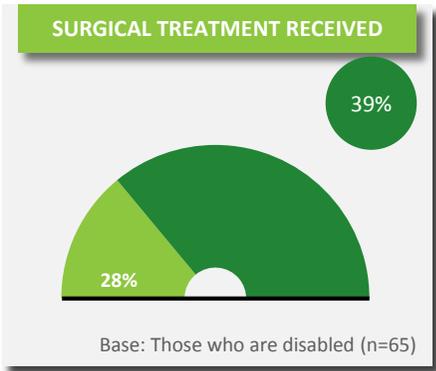
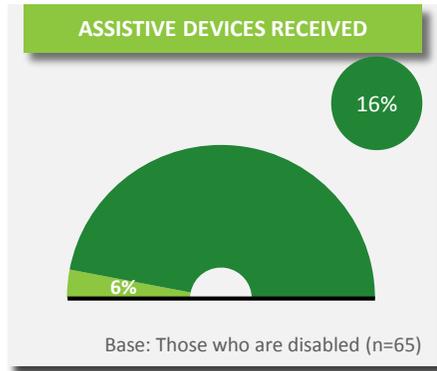
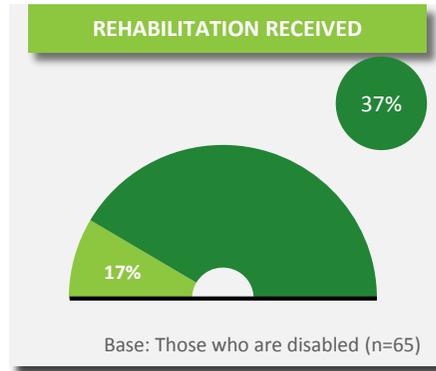
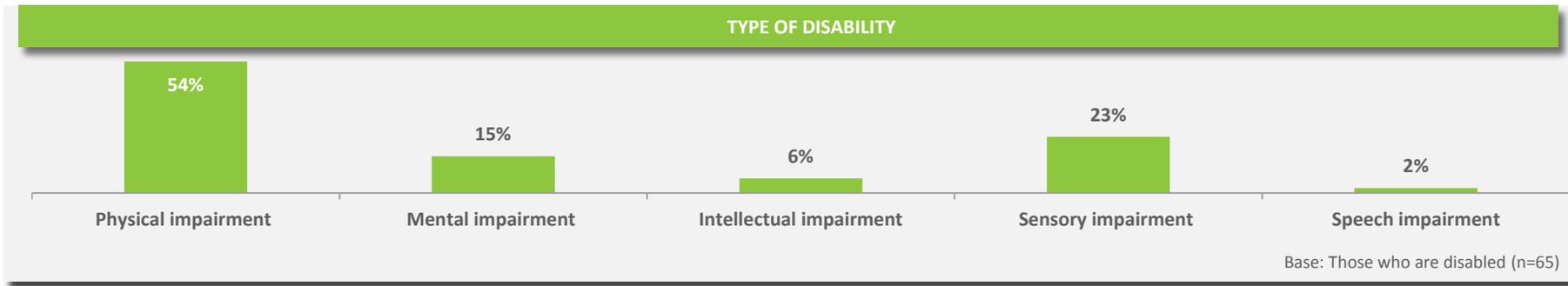


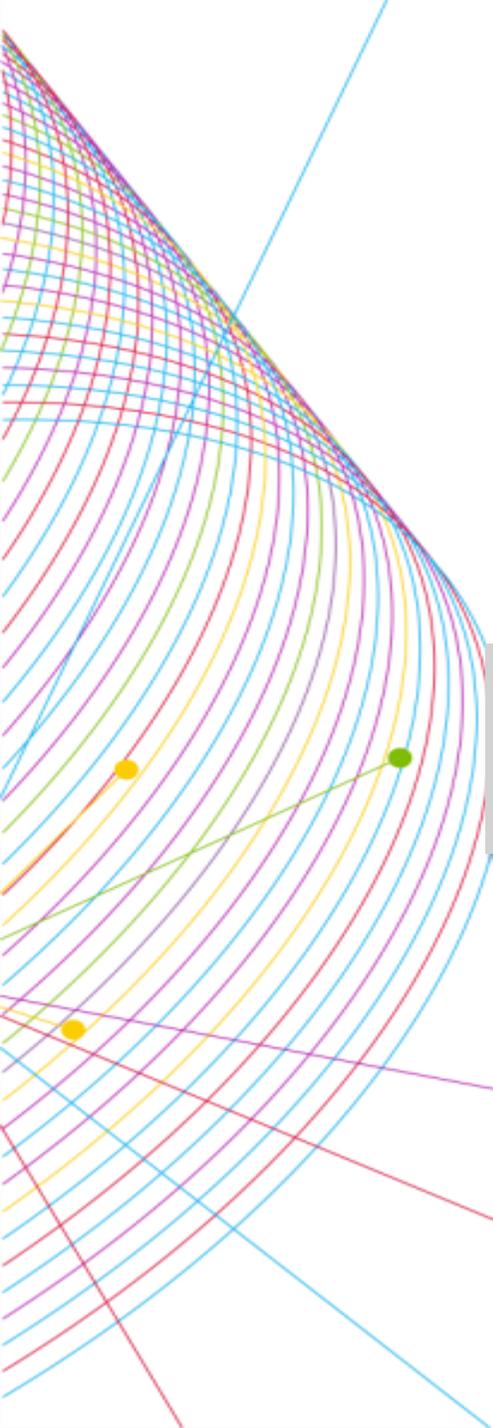
# DISABILITY & IMPAIRMENT



# DISABILITY & IMPAIRMENT

Inability to afford user fees was the main barrier to proper care reported by 32%. This shows significant improvement of 16% compared to 2016. 11% more respondents had transportation and proximity issues and 14 % found no service available. Psychosocial treatment increased by 10% in 2017. However, rehabilitation, assistive devices received and surgical treatments received considerably dropped by 20%, 10% and 11% respectively.



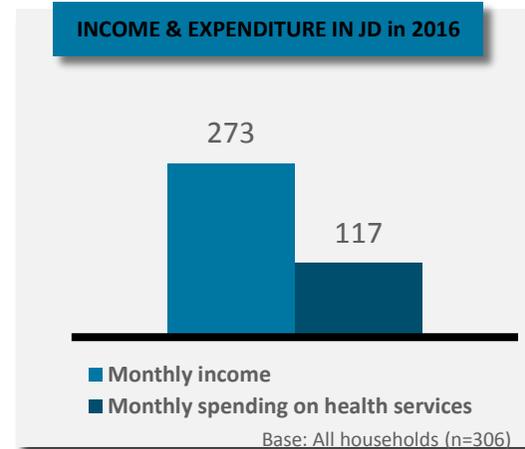
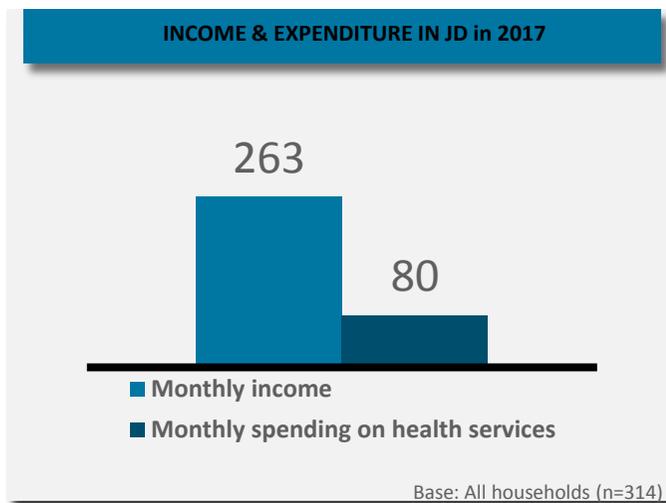
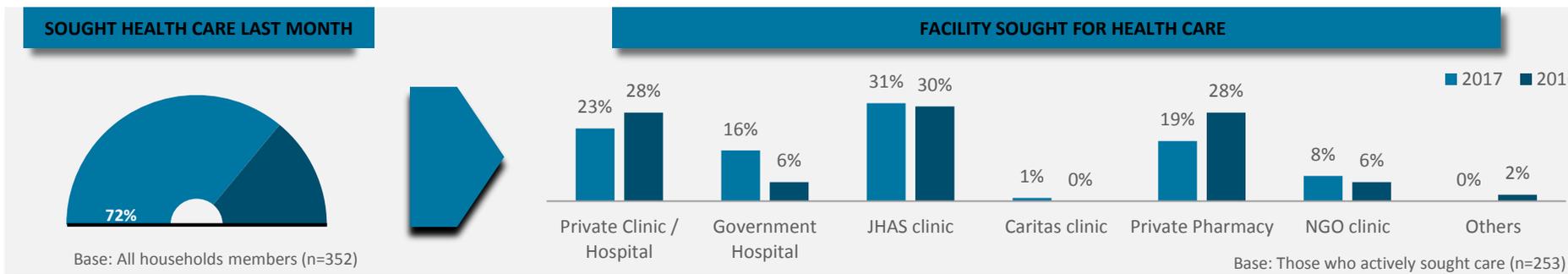


# MONTHLY HEALTH ACCESS ASSESMENT



# ASSESSMENT OF ACCESS TO HEALTH SERVICES

Almost three quarters of the individuals needed health care services. Percentage of Government hospitals sought for health care increased by 10%, while private pharmacies and private clinics and hospitals visited decreased by 9% and 5%.



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