Juzoor Training Courses and Programs for Healthcare Providers

Project Information

- **Department: IAPH**
- **Unit: IAPH**

OBJECTIVE

The objective of this project is to strengthen the capacity of healthcare providers and frontline workers in Palestine through tailored courses in public health emergencies, NCD care, diabetic foot care and RCCE.

BENEFICIARIES

Healthcare providers and frontline workers in Palestine, including MOH Palestine and UNRWA staff, health educators and community health workers.

REGIONS OF WORK

Palestine (West Bank); workshops also held in Jordan

PROJECT PHASES

The project was implemented through four main phases:

1. **Project Initiation and Planning:** Following the mutual agreement signed on October 1, 2024, IAPH and Juzoor initiated project planning and coordination. This phase included the customization of the Risk Communication and Community Engagement (RCCE) curriculum in January 2025, the customization and review of the Non-Communicable Diseases (NCD) in Emergencies course between February and May 2025, and the preparation of the training activities. It also included arrangements to support six participants' enrollment in the Executive Professional Master in Public Health Emergency Management.

2. **Project Implementation:** Between February and August 2025, IAPH, in partnership with Juzoor and with UNICEF support for the RCCE activities, implemented four main activities:

- Supported the enrollment of six participants in the Executive Professional Master in Public Health Emergency Management.
- Customized and delivered the blended NCD in Emergencies course to 20 physicians from the Palestinian Ministry of Health and UNRWA, comprising online learning and a two-day face-to-face workshop in Amman.
- Conducted a two-day Diabetic Foot Prevention and Management workshop in Jordan for 13 Palestinian healthcare professionals.
- Customized and delivered the RCCE Training of Trainers through three three-day workshops in Ramallah, Nablus, and Hebron, reaching approximately 60 frontline professionals.

3. **Monitoring and Evaluation:** Training delivery and participant feedback were monitored through pre- and post-tests, participant evaluations, and workshop reports. For the RCCE training, 45 participants completed the evaluation, with mean knowledge scores increasing from 55.2% before training to 84.1% after training. The NCD workshop was also documented in a course report, while a clinical audit protocol for NCD care was discussed with participating NCD managers.

4. **Project Closure:** The project concluded on August 25, 2025, following completion of the planned training activities. Completion reports and supporting documents were compiled to document the activities, results, and lessons learned.

PROJECT DESCRIPTION

IAPH implemented a series of training and capacity-building activities to strengthen the capacities of healthcare providers in Palestine. The project covered four main areas: enrollment in the Executive Professional Master in Public Health Emergency Management, training on NCDs in emergencies, diabetic foot prevention and management, and Risk Communication and Community Engagement (RCCE).

The NCD in Emergencies course was customized to the Palestinian context and delivered through blended learning, combining online study with a two-day workshop at EMPHNET headquarters in Amman. It covered screening and rapid assessment, acute management, essential medications and supply management, continuity of care, and integration of mental health and psychosocial support. The Diabetic Foot Prevention and Management workshop combined theoretical sessions with hands-on clinical practice, including foot examinations using monofilaments and Dopplers, direct patient examinations, and case discussions.

The RCCE course was developed and customized in collaboration with Juzoor and UNICEF, guided by the WHO RCCE Competency Framework. It was delivered through three three-day Training of Trainers (ToT) workshops in Ramallah, Nablus, and Hebron, using adult learning methods, practical simulations, and stakeholder mapping to prepare participants to cascade the training within their institutions. Mean knowledge scores increased from 55.2% before training to 84.1% after training ($p < 0.001$), while 95.5% of respondents rated the training positively. In addition, IAPH supported six participants to enroll in the Executive Professional Master in Public Health Emergency Management.

Project Start and End Date	**February 9, 2025 – August 25, 2025**
Partner Organizations	**Juzoor for Health and Social Development, UNICEF, Ministry of Health (MOH) Palestine, UNRWA**
Funded by	**Juzoor for Health and Social Development,**

Currently . . .

All planned project activities have been delivered, including enrollment of six participants in the Executive Professional Master in Public Health Emergency Management, the RCCE Training of Trainers, the diabetic foot care workshop, and the NCD in Emergencies course. The respective training and completion reports were also developed.

The NCD course was customized to the Palestinian context and delivered through blended learning, while the diabetic foot workshop combined theoretical sessions with hands-on clinical practice. The RCCE Training of Trainers was delivered through three workshops in Ramallah, Nablus, and Hebron.

The activities strengthened healthcare providers' knowledge and practical skills in managing NCDs and diabetic foot complications, as well as communicating risks and engaging communities during public health emergencies. The NCD training also brought together MOH Palestine and UNRWA participants, who highlighted the need for unified protocols and shared registries to support continuity of care.

What's next . . .

With all planned activities completed and project deliverables finalized and submitted, the collaboration between IAPH and Juzoor provides a foundation for continued partnership and future joint initiatives.

Building on the experience and lessons learned, IAPH and Juzoor will explore opportunities for cooperation in areas that respond to the evolving health needs of communities in Palestine. Potential areas include health workforce capacity development, NCD prevention and management, community engagement and health promotion, quality improvement, research, and strengthening health system preparedness and resilience in crisis-affected settings.

Moving forward, both organizations will seek to identify shared priorities and develop initiatives that draw on their complementary expertise, building on the achievements of the current project to support stronger health services and more resilient communities in Palestine.

By the Numbers

20
physicians attended the NCD workshop

60
RCCE trainees

4
courses and programs delivered

(Master enrollment, NCD in emergencies, diabetic foot care and RCCE)

6
participants enrolled in the Public Health Emergency Master

3
RCCE training of trainers workshops delivered

13
medical staff trained in diabetic foot care

IAPH works to promote a qualified public health workforce mass, capable of addressing the challenges of strengthening national health systems and improving population health in the region and beyond.

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