Train family practice teams and pilot implementation of family practice approach at primary care facilities

Project Information

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

OBJECTIVE

The project aimed to strengthen primary healthcare in Jordan through an accredited blended training program and a pilot of the people-centered Family Health Team (FHT) model.

BENEFICIARIES

The primary beneficiaries were the health professionals enrolled in the Diploma and the Family Health Teams established in the seven pilot centers.

REGIONS OF WORK

This project was implemented in Jordan: 17 training centers across five governorates (Irbid, Zarqa, Madaba, Karak and Amman) and seven pilot primary care centers.

PROJECT PHASES

This project involves Two main activities:

Activity I - Phase 1/output 1: Inception & Planning 1. Deliver a detailed Inception Report including scope, methodology, work plan, and timeline for the consultancy. This sets the project foundation in coordination with WHO and MoH

Activity II- Phase 2/output 2: Deploy an evidence-based blended training program for family practice

1. Adapt and approve training curriculum
2. Provide online training based on the adopted program
3. Provide face-to-face sessions and direct follow up with the participants during the training
4. Conduct assessment at the end of each module and a final objective structured exam for the certification
5. Create a process that allows identifying gaps and areas for improvement in the curriculum for further adaptation through collecting feedback from trainers and Moh officials.

PROJECT DESCRIPTION

In collaboration with the Ministry of Health (MoH) and WHO, EMPHNET|IAPH implemented a multi-phase initiative from July 2025 to October 2026 to strengthen Jordan's primary health care system through a blended Family Practice Training Program and piloting of the Family Health Team (FHT) approach, with technical and financial support from WHO. The project was structured around four outputs: inception and planning, development and delivery of an evidence-based blended training program, pilot implementation

Output 1: Inception and Planning established the project foundation through an inception meeting with WHO and the Ministry of Health (MoH), followed by the development and approval of the inception report, workplan, and governance framework.

Output 2: Development and Delivery of the Training Program involved adapting and delivering the Professional Diploma in Integrated Primary Health Care. The EMPHNET|IAPH curriculum was reviewed by a panel of experts from the MoH, academic institutions, and WHO to ensure alignment with national guidance and WHO recommendations. The curriculum was subsequently accredited by the Jordanian medical and nursing councils.

A five-day Training of Trainers (ToT) workshop, held from 23–27 November 2025, prepared 25 Ministry-nominated physicians and nurses to facilitate the Diploma. The six-month blended Diploma combined self-paced online modules delivered through the IAPH Learning Management System (LMS) with 51 face-to-face sessions across 17 health centers, module assessments, and final examinations. Of the 316 participants enrolled, 218 completed the Diploma, exceeding the targets of 80 doctors and 80 nurses. These included 81 doctors and 99 nurses, in addition to 38 completers from other professions. Among participants with matched pre- and post-assessment results, objective knowledge scores increased from 8.48 to 9.47 out of 10.

Output 3: Pilot Implementation of the Family Health Team Approach involved piloting the FHT model in seven primary health care centers, following a baseline readiness assessment of 15 centers. From April to October 2026, 21 FHT consultants provided on-site coaching and supportive supervision. WHO approved an extension through the end of October 2026 to allow centers experiencing renovation-related delays to complete the planned implementation activities.

Output 4: Monitoring, Evaluation, and Progress Feedback ensured regular follow-up through biweekly internal coordination meetings, four bi-monthly progress meetings with WHO, and the submission of technical progress reports. The final evaluation found that all 35 surveyed implementers reported having formal FHTs in place, while 91.2% reported clearer roles and responsibilities and 91.4% reported stronger interprofessional collaboration. Patient feedback also indicated positive experiences, with 97.8% reporting that they were treated with respect and 99.2% reporting that their privacy was respected. These findings reflect improvements in reported implementation practices and patient experience.

Project Start and End Date	**July 2025 – October 2026**
Partner Organizations	**Ministry of Health - Jordan**
Funded by	**WHO**

Current situation. . .

Jordan's primary health care system faced increasing demands from the growing burden of non-communicable diseases, mental health needs, workforce shortages, and rising service utilization. Despite the availability of primary health care services, care delivery remained fragmented, while many health care providers had limited access to structured training in family practice and integrated team-based care. A readiness assessment conducted across 15 centers in October 2025 further highlighted gaps in their preparedness to implement a Family Health Team (FHT) approach and provide continuous, coordinated care. These gaps underscored the need for a structured capacity-building intervention combining competency-based training with practical implementation and piloting of the FHT model.

What's next . . .

The evaluation highlighted the potential to operationalize the FHT model within routine primary health care services when supported by structured training, clear team organization, ongoing supervision, and effective local leadership. Moving forward, priorities include consolidating implementation across the seven pilot centers, developing and approving a minimum national FHT operating package, completing the integration of FHT functions into the Hakeem system, and planning phased expansion based on center readiness and implementation capacity.

By the Numbers

218
Certified on Primary Health Care Diploma

51
Face to face sessions conducted across 17 healthcare centers to reinforce the online learning through practical, interactive, and applied training.

4
reflection workshops were conducted during the FHT pilot implementation period (April–October 2026).

25
participants completed a five-day Training of Trainers (ToT)

7
Primary health care centers implemented the FHT approach

~70
supervisory and coaching visits across seven pilot centers to support FHT implementation and address operational challenges.

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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