

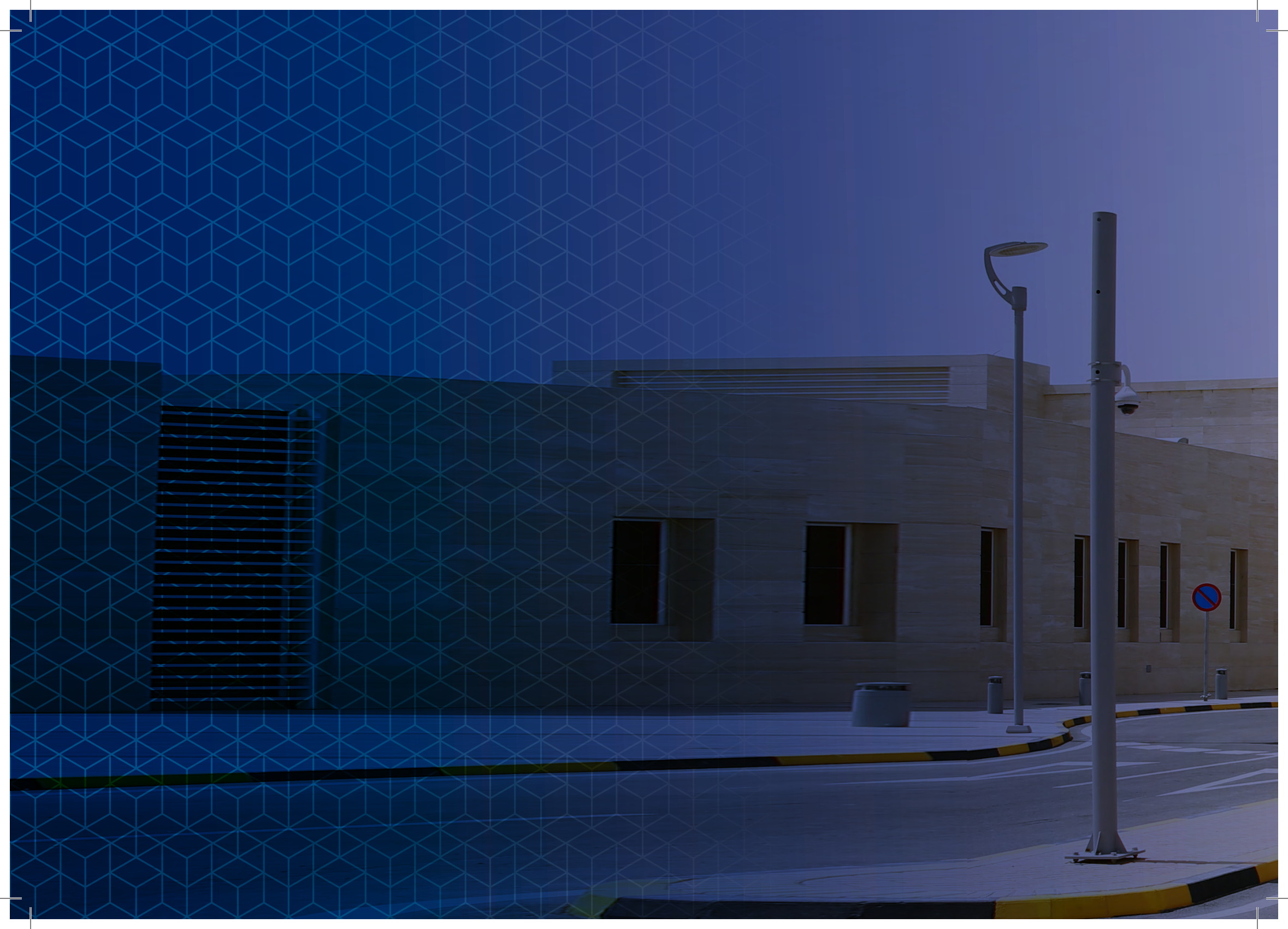


مؤسسة الرعاية الصحية الأولية  
PRIMARY HEALTH CARE CORPORATION

2012  
2022

10 CHALLENGING YEARS OF CONTINUED EXCELLENCE

2012 - 2022





10

CHALLENGING  
YEARS OF CONTINUED  
EXCELLENCE



His Highness the Amir of the State of Qatar  
**SHEIKH TAMIM BIN HAMAD AL THANI**

“ Our health institutions have successfully passed the difficult test posed by the Coronavirus, indicating the level of development they have accomplished in quantitative and qualitative terms. On this occasion, we extend our thanks and appreciation to these institutions and their employees. ”

From his Highness' Speech at the Opening Of the 50th Advisory Council Session -  
October 26, 2021



HH the Father Amir  
**SHEIKH HAMAD BIN KHALIFA AL THANI**

“ A Corporation entitled the Primary Health Care Corporation shall be established under the supervision of the Council and shall be located in Doha City. The Corporation shall have legal personality and a budget attached to the Council's budget. ”

Emiri Resolution No 15 of 2012 establishing the Primary Health Care Corporation -  
February 2012

مركز الوجبة  
الصحي  
Al-Wajbah  
Health Center



“Dear Colleagues,

A decade ago, PHCC began a new phase in its history by becoming an independent entity, owing to the trust of our wise leadership and their discerning vision. Thus, allowing PHCC to achieve excellence and to seriously contribute to bolstering the global reputation of Qatar’s health system.

PHCC embarked on a long and transformative journey and succeeded over the past 10 years in becoming an example in providing world-class health services to all citizens and residents of the State of Qatar.

PHCC took the first step on its winding path with grand dreams and hopes for great accomplishments. Today, we are celebrating a milestone in PHCC’s continuous success story armed with greater ambition and paving the way for achieving loftier goals and reaching broader horizons after succeeding in translating PHCC’s vision into a reality felt and experienced by all the inhabitants of this beloved country.

It is essential in this respect to indicate the positive changes

in health services and systems made possible by the efficiency and steadfastness of our dedicated staff and strengthened by the contributions of community members.

There is no doubt that PHCC owes everyone who contributed to its success and distinction a great deal of gratitude for allowing it to realize immense progress and maintain a high level of performance in all circumstances, thanks to the unprecedented spirit of determination and resolve shown by all, including our partners, in facing challenges and attaining best results. I invite you to persevere in your commitment with vigor, reinforced by your awareness of the size and importance of the contributions you make towards achieving the health and well-being of the people of Qatar.

Happy 10th Anniversary everyone! Looking forward to much more progress and success!”

**Dr. Mariam Ali Abdulmalik**

Managing Director – PHCC



## Dr. Mariam Ali Abdulmalik

Managing Director - Primary Health Care Corporation  
Senior Consultant - Family Medicine

Dr. Mariam Ali Abdulmalik is the first Managing Director of the Primary Health Care Corporation (PHCC), where she has been overseeing operations of 28 health centers since 2012, located across Qatar and serving more than 85% of the country's population. She led the transformation of primary health care services to meet the needs of the community by adopting a patient-centered model of care. As head of PHCC, Dr. Mariam has the overall responsibility of implementing Qatar's National Primary Health Care Strategy, with a focus on primary care as a foundation for improving health and wellness, while ensuring the highest quality of services and safety.

Dr. Mariam is a Senior Consultant in Family Medicine, she holds a Bachelor's degree in Medicine, she is certified by the Arab Board in Family Medicine, and received her fellowship in Family Medicine from the University of Toronto in Canada. She

also holds a Master's degree in Business Administration and has co-authored multiple research papers. With more than 27 years of experience in the management of health systems, and assuming various leadership positions since 2001, Dr. Mariam is considered one of the leading healthcare service practitioners in Qatar.

Dr. Mariam played an important role during the COVID-19 pandemic and was appointed as the Chair of Health Tactical Command Group for Community Services by her Excellency Dr. Hanan Al Kuwari, the Minister of Public Health. She is also a member of the National Health Strategic Group.

In recognition of her outstanding and distinguished efforts in the medical field in the State of Qatar, Dr. Mariam received the Excellence Award for Arab Women in 2022.





## Introduction

In 2012, the Primary Health Care Corporation (PHCC) was established as an independent entity by Amiri Decree No. (15).

With the aim of providing integrated policy-based primary health care services, PHCC has the authority and mandate to manage and operate health centers and treatment facilities, diagnose and treat patients, and provide continuous health care support, while applying the highest international medical standards.

The Amiri decree also stipulated the appointment of a managing director for PHCC, with financial allocations set and determined by a decision from the Executive Committee of the Ministry of Public Health (MOPH), as well as a special Ministry approved PHCC budget.

During the ten years following its inception as an independent entity, PHCC has sought to enhance, expand, and develop health service in Qatar to meet the needs of all citizens and residents.



## Vision

To be the leader in transforming the health and wellbeing of people's lives in Qatar.

## Mission

To deliver comprehensive, integrated and coordinated person-centered health care services in the community by focusing on disease prevention, healthy lifestyles, and wellness. In partnership with our stakeholders, we will improve the health and wellbeing of our population.

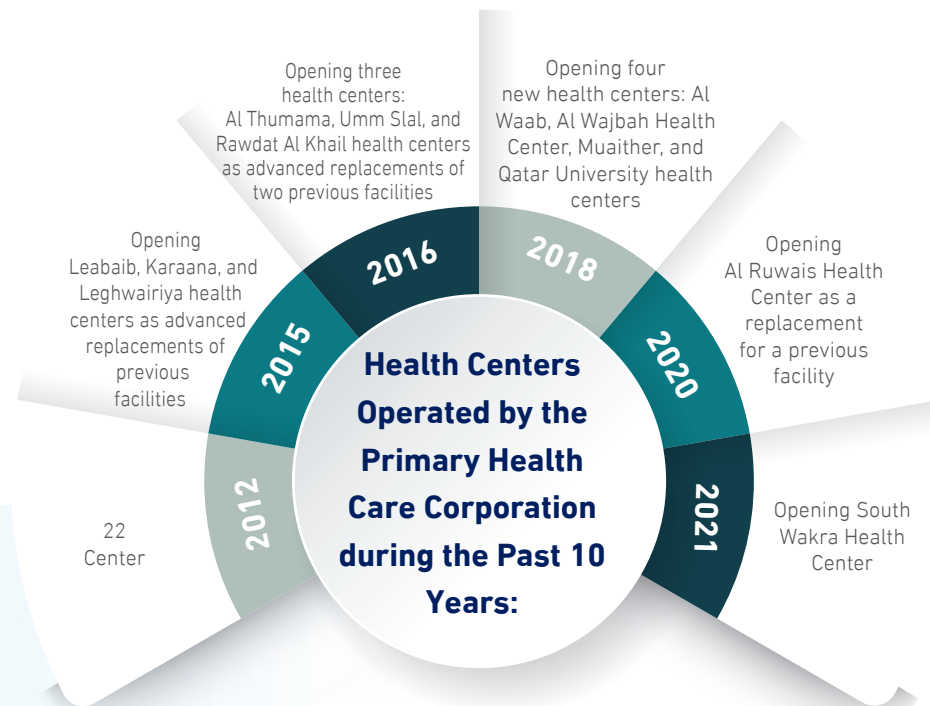
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# ACHIEVEMENTS

# Phases of Health Center Expansion

In early 1954, the State of Qatar took its first steps towards establishing a primary health care system, by providing health care services through a group of medical clinics. In 1978, MOPH developed a comprehensive health plan, setting up a primary health care system through which primary care services were launched in nine health centers across the country.

Since then, the primary health care services sector has constantly evolved to become the first point of contact with patients within the state's health care system. After 10 years as an independent entity, PHCC currently operates 28 health centers across the country.





## Sustainability Standards in Health Facilities

In line with the Global Sustainability Assessment System (GSAS) standards, the design of PHCC's health centers follows the highest standards of quality and safety. This has earned health centers a 3-star rating for environmental quality in energy saving and environmental preservation by the Gulf Organization for Research and Development (GORD), thanks to the design and operational considerations that were followed.

## Primary Health Care Strategy

Qatar seeks to respond to future health challenges by establishing a health system that is committed to providing high-quality primary health care.

The Primary Health Care Strategy 2013-2018 has represented a comprehensive, integrated, and person-centered vision. PHCC works in partnership with individuals, families, and communities to advance the health, wellbeing, and social security of the population. PHCC ensured the implementation of the strategy in order to achieve the entity's ultimate goal of elevating the State of Qatar's health sector.

In 2017, PHCC initiated the planning phase of the Second Primary Health Care Strategy 2019-2023, which centers around achieving distinguished health results by promoting health and preventive care, while focusing on primary care as a first step in health care. The new national strategy calls for the implementation of the Family Medicine Model (FMM) and the provision of comprehensive, integrated, coordinated, and person-centered primary health care services.

## PHCC Receives Accreditation Canada (AC)

The Canadian Council on Health Services Accreditation is an international and accredited body that assists health institutions around the world by conducting a continuous assessment process of the quality of health and social services provided in accordance with international standards of excellence.

PHCC was able to meet all the requirements for obtaining Accreditation Canada (AC) through its strong commitment to providing excellent and safe healthcare to all residents of Qatar. PHCC received the Platinum level accreditation from Accreditation Canada (AC) for the first time in 2014. For its diligent efforts to achieve its strategic vision, PHCC has received Diamond-level accreditation from AC Level (without conditions) twice in a row in 2017 and 2021.







## PHCC Laboratories Receive CAP Accreditation

PHCC's success in providing the best and safest laboratory services was awarded with accreditation from the Committee of the College of American Pathologists (CAP) USA in 2021 for the Corporation's 28 laboratories.



## International Primary Healthcare Conferences

As part of its continuous endeavor to implement the highest quality standards in the field of health services and as the main provider of primary health services in Qatar, PHCC organized the International Primary Healthcare Conference in 2017 and in 2020, which is considered one of the central and most important international primary health care conferences.

The conferences served as a platform for sharing knowledge and creating forums to discuss best scientific practices, emphasizing Qatar's legacy in promoting health and wellness through excellence in primary health care services.

# Health Services

**PHCC provides the following comprehensive and integrated set of health care services:**

## Home Health

The home health service is dedicated to the elderly, aged 60 years and above, who suffer from chronic diseases and are unable to visit a health center to monitor their medical condition.

In line with the National Primary Health Care Strategy, the Corporation provides the following services to the elderly: Health education, health promotion, disease prevention, periodic examination, vaccinations, along with other secondary preventive services.

## Family Medicine Model

PHCC has implemented the Family Medicine Program in its health centers. This program involves assigning a family doctor and supportive multidisciplinary team to each individual patient. According to the World Organization of Family Doctors (WONCA), family medicine focuses on disease prevention, health promotion, health education, and knowledge of the patient or family's medical history.



## Mental Health Clinic

In partnership with Hamad Medical Corporation (HMC), PHCC's Mental Health Clinic provides services to patients suffering from moderate to severe mental health problems and provides patients with a scientific evidence-based assessment, diagnosis, and treatment.

## The New Radiology Information System

The new multi-site Radiology Information System (RIS) represents a paradigm shift that has enabled doctors and medical staff to switch from using traditional radiology films to examining a patient's radiological images and reports on their computers. These modern systems enable doctors to obtain an integrated view of a patient's radiology files, enabling them to make better medical decisions.



# Preventive Health Services

## SCREENING AND DETECTION

### Cancer Screening Program

PHCC launched the National Breast and Bowel Cancer Screening Program to help detect early signs of the disease or indicators that suggest whether an individual is at high risk of developing the disease in the future.

The first screening wing was launched in January 2016 at Al Wakra Health Center, after which, additional wings were set-up in several health centers, and a Mobile Screening Unit was also established.

### SMART Health Check

In response to higher directives and in line with Qatar's health strategy to create a generation that enjoys the highest levels of health and wellness, PHCC launched the SMART Health Check Program in 2018, which is based on conducting a health screening for early detection of a group of chronic diseases and the identification of their risk factors. The health check includes periodic screening for cardiovascular diseases, diabetes, high blood pressure, obesity, hepatitis, thyroid infections, anemia, and mental health.



## Health and Wellness

Five PHCC health centers currently include Health and Wellness Clinics - Al Wajbah, Umm Slal, Rawdat Al Khail, Leabaib, and Muaither. Services offered at PHCC's Health and Wellness Clinics include the Healthy Lifestyle Clinic, Exercise and Physiology Clinic, and sports facilities such as a swimming pool, sauna, steam room, and gym.

## Smoking Cessation Clinic

PHCC is committed to supporting and encouraging individuals to adopt a healthy lifestyle and to be proactive in quitting smoking because of its benefits to them and their families. Accordingly, the smoking cessation clinic services are provided across all its health centers.



# Community Services

## Hayyak

In line with PHCC's first strategy, the "Hayyak" service was launched across all its health centers.

The service includes a team of employees dedicated to helping members of the community access PHCC services and information, answering patient inquiries, receiving any complaints, and providing patients with support at PHCC health centers.

## "107" Call Center

The "107" Call Center aims to ensuring that individuals receive answers to their inquiries 24 hours a day, seven days a week. The Call Center also caters to the booking, cancelation or changing of patient appointments at any PHCC health centers.

## Patients Forum

Patient forums are designed to increase interaction between PHCC health centers and patients, by constantly gathering patient views and encouraging engagement through volunteering programs revolved around and assessing improving PHCC services.



# E-Services

## E-System

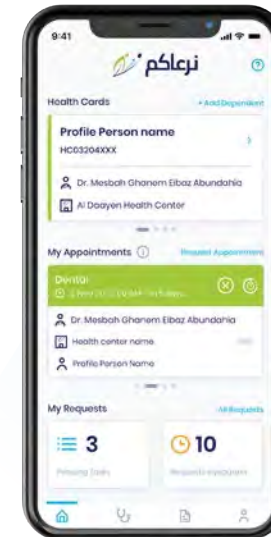
The medical information system (CERNER) was implemented at PHCC's health centers in 2014, with the aim of providing better services for patients with regards to registration and appointments. CERNER also ensures that patients' treatment details are recorded and available when they visit any PHCC or HMC facility.

## New Website and Nar'aakom App

In 2020, PHCC launched a new bilingual website, in both Arabic and English, to facilitate public access to information on PHCC and its health centers.

Website users can access PHCC's e-services, locate health centers via an interactive map, and view information on working hours and services offered at each health center.

In early 2021, PHCC launched the "Nar'aakom" app for its e-services, in Arabic and English. The app allows citizens and residents of the State of Qatar to manage all their health-related affairs remotely. E-services include obtaining a health card, managing appointments, and much more.







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# **ADDRESSING THE COVID-19 PANDEMIC**



## PHCC's Role During the COVID-19 Pandemic

PHCC and its health centers played a critical role in responding to the pandemic by detecting and dealing with suspect cases and providing support to other parties involved in addressing the pandemic. PHCC was also committed to ensuring the continuity of the services provided by its health centers and launched remote e-services such as virtual consultations to ensure the health and safety of its patients which represents the corporation's priority.

The following electronic and virtual services were launched:

- Telephone and video consultation.
- Community Call Center.
- Medication home delivery service.
- E-medical certificates.
- E-services on the website and the Nara'akom App.





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## **OUR TEAM**



## Our Team

PHCC's success comes from its highly qualified, experienced, and skilled work team. PHCC employs a total of 7000 staff, 67% of which are medical staff, while the remaining fulfil administrative roles.

PHCC provides training programs for the staff such as, Physician Competency Framework, which was developed by a working team from the Clinical Affairs and WFTD Directorates, in collaboration with the Irish College of General Practitioners (ICGP), to provide PHCC physicians with a broad-spectrum of skills, knowledge, and a toolkit for continuing medical education, thus providing a guide to categorize and classify layers of competence.

In support of the Qatar National Development Strategy, PHCC is also committed to Qatarization by offering national talent rewarding job opportunities, at various competency levels.

Believing in the importance of providing a healthy work environment that encourages its employees to be productive and contribute to the well-being and health of all residents of Qatar, PHCC has opened a private clinic for its employees at its headquarters in order to provide them with the necessary primary health services. In addition, as an expression of gratitude for the contribution of its employees, PHCC holds an annual ceremony during which distinguished people are honored, their efforts are appreciated, and they are encouraged to continue achieving successes and reaping fruitful results.

