

## EC Partners

- World Health Organisation
- Welfare Association

## Facts and Figures

- **€6.7 million** granted between **2003 - 2007**
- **6** East Jerusalem **hospitals** improved
- Some **400,000 indirect beneficiaries** of the project

### Did you know?

Life expectancy in the oPt is 72.3 years\*



EUROPEAN  
COMMISSION

\* Palestine Central Bureau of Statistics, Demographic and Health Survey 2004

For more information:

<http://www.delwbq.ec.europa.eu/en/index.htm>

# Health

## East Jerusalem Hospitals Network

Improving service delivery to Palestinian patients

*"Thanks to the EU grant, the six EJ hospitals were able to create a Palestinian success story in the city of Jerusalem, to provide Palestinian patients with the right to access specialised services not available elsewhere in the West Bank "*

Dr Tawfiq Nasser, Director, Augusta Victoria Hospital, East Jerusalem



## Context

Jerusalem constitutes the main metropolitan reference area for the Palestinians from the West bank and Gaza, the only area where technology and tertiary services are available. The enduring conflict has affected the Palestinian institutions in Jerusalem and in particular the hospitals serving the Palestinian population, which are now in the occupied territory following the annexation of the east part of the city in the 1967 war. The recent exacerbation of the conflict itself and the regime of closures and restrictions – affecting both staff and patients - is an added complication. In this context, the East Jerusalem hospitals were included within a broad framework of EU support to social sectors in the occupied Palestinian territory.

## Objective

The aim of the programme is to promote better health services for the community by improving viability and long term financial sustainability of Palestinian hospitals in East Jerusalem, as an integral part of the Palestinian healthcare system.

- Improving the viability and long term financial sustainability of East Jerusalem hospitals;
- Promoting Quality Improvement Systems;
- Developing common policies in terms of service provision and management, and hospital-based training of health professionals.

## Impact: What has been achieved?

- Marked increase in the number of patients;
- Quality Management Systems based on the international standard ISO 9000 established, enabling hospital administrators, nurses, doctors and support staff to provide the best service;
- Free information help-line for patients, and communications campaign launched;
- Improved transport for staff between Jerusalem and the West Bank.

**MDG 5: Improve health**