The Primary Healthcare Reform (PHCR) project, the largest project in the field of Primary Health Care (PHC) in Armenia so far, was a nationwide five-year (2005-2010) program aimed to increase the utilization of sustainable, high-quality primary healthcare services with an ultimate goal of improving health of the population of Armenia. The project was funded by the United States Agency for International Development (USAID) under a contract awarded to Cardno Emerging Markets USA, Ltd. (Cardno), formerly Emerging Markets Group, Ltd in September 2005.

The AUA Center for Health Services Research and Development (CHSR), a sub-contractor to Cardno, carried the primary responsibility for monitoring and evaluation (M&E) of the PHCR project. This responsibility was reached through two coordinated approaches: internal monitoring and external evaluation. While internal monitoring was mainly focused on Developing Project’s Performance Management Plan (PMP) indicators and monitoring those through internal data gathering, the external evaluations were built on a set of assessments that measured the project’s influence at its target sites and among its beneficiaries. The M&E assessments followed the project’s regional scale-up approach that expanded the reforms zonally throughout the country. The M&E team conducted 18 different assessments including baseline and follow-up surveys in target facilities (facility resource assessments, facility and provider performance assessments) and among target communities (client satisfaction surveys, and health knowledge, attitude, and practice (KAP) surveys) in each zone, and a countrywide Household health survey to measure the project’s overall impact on the perceived health status and health seeking behavior of general population. The external evaluations sought to comprehensively measure the effect of the project through comparisons of baseline and follow-up data specific to project activities and level of intervention, and to contribute to better planning/designing of similar projects in future. In the meantime, the M&E activities provided the project team and its stakeholders timely performance feedback that shaped changes to program activities and contributed to the project's documented improvements in almost all indicators.

The M&E team’s dynamic, comprehensive, multi-perspective assessment approach matched design and sampling rigor to program goals, objectives, and resources. This approach resulted in a valid and effective framework for monitoring and evaluating the complex, multi-year PHCR project and documenting its success in meeting its objectives. One of the main lessons learned due to this experience was that robust monitoring and evaluation efforts are integral and crucial to assessing project progress and ensuring that future efforts are more efficient, more effective, and more sustainable.

USAID Primary Healthcare Reform Project Monitoring and Evaluation Activities

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SHARING WITH INTERNATIONAL COMMUNITY

PUBLICATIONS


CONFERENCES


Petrosyan V, Grigoryan R, Truzyan N, Martirosyan H, Crape B. Improving TB Control System in Armenia [poster]


Grigoryan R, Thompson M, Crape B, Arzoumanian K. High women satisfaction with health care services does not mean high quality of care [poster]

Khachatryan L, Kagan S, Scharpf R. Diabetes Mellitus Type 2 and Prolonged Exposure to Estrogen as Risk Factors for Development of Breast Cancer in Women of Age 35-70 in Yerevan A Case-Control Study [poster]


Grigoryan R, Thompson M, Crape B, Arzoumanian K. High Patient Satisfaction Does Not Always Mean High Quality of Care: Qualitative Research in Armenia [poster]


Movsisyan N, Ross H, Thompson M. Smoke-Free Worksites in Armenia: a Long Way to Go [poster]
World Sight Day is an annual event Care Center for children of Achapnyak celebrated on the second Thursday in community in Yerevan. Detailed eye screening was carried out among 112 school children (6-17 years old). In October-November it targeted 75 school children from “Marry Ismirlyan Orphanage” and 44 children with special health needs from “Kharberd Specialized Orphanage”. All children with detected visual impairments or eye diseases received appropriate medical assistance including eye glasses and medication. Visual impairment and avoidable blindness among children have become a global public health problem, because they cause disability, suffering, and loss of productivity. Children live in blindness for many years due to preventable causes like Vitamin A deficiency, congenital or traumatic cataract, untreated infections, and unidentified refractive errors: nearsightedness, farsightedness and astigmatism. Majority of visual impairments can be easily diagnosed and corrected at early age to avoid further complications; that is the objective of Meghrigian Institute’s screening programs.
In October-November, 2010, the Center for Health Services Research and Development (CHSR) of the American University of Armenia (AUA) organized a series of round table discussions (two discussions in Yerevan, one in Gyumri, and one in Vanadzor) about achievements and shortcomings of tobacco control legislation implementation in Armenia with authorities from local and national government; administration of educational, cultural and health facilities; representatives of local NGOs; and media representatives.

During these discussions the participants presented their professional observations and opinions about the status of tobacco control policy implementation in Armenia. The CHSR/AUA team shared the results of tobacco control legislation implementation monitoring in Yerevan, Gyumri and Vanadzor suggesting serious problems in tobacco control policy implementation and lack of protection of citizens of Armenia from exposure to secondhand smoke at worksites and public places. All the discussions had good media coverage.

November 15-20, 2010: Narine Movsisyan, MD, MPH, Member of Framework Convention Alliance Delegation, participating in the 4th Conference of Parties to the WHO Framework Convention on Tobacco Control, Punta del Este, Uruguay.

October 4, 2010: Haroutune K. Armenian, MD, DrPH, presenting his thoughts and ideas elicited by reading the book "The Black Swan" by Nassim Nicholas Taleb during the Public Health Seminar Series.

September 1, 2010: Myron Allukian, Jr, DDS, MPH presenting the Health Care in the US from the Public Health Prospective.

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