



# WHO Turkey experience in information management of the refugee health response with focus on UHC/PHC



World Health Organization

REGIONAL OFFICE FOR Europe



Organisation mondiale de la Santé

BUREAU RÉGIONAL DE L' Europe



Weltgesundheitsorganisation

REGIONALBÜRO FÜR Europa



Всемирная организация здравоохранения

Европейское региональное бюро

Merkur Beqiri

WHO Country Office in Turkey

Pecs, 8 Oct 2019

# Overview

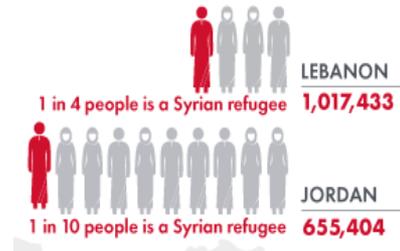
- Turkey & Migration
- Syrian Crisis & Refugees
- WHO Refugee Health Support Programme Objectives/Methodology/Legal Basis
- Adaptation Trainings and other RHSP components
- Current Status in Health Service Delivery to Refugees in Turkey
- Sustainable Development Goals
- Health Information Management, achievements, mechanisms and challenges
- WHO RHSP Research Portfolio

# Turkey - a bridge between Middle East, Asian and European Countries

- A transit point for the migrants aiming at going to European Union (EU) countries - conflicts in Middle East, political and economic instabilities
- Mountainous and hard-to-control east borders, geographical structure of Aegean and Mediterranean Coast favorable for illegal transit

# Syria - the most complex humanitarian crisis in the world

- 5.6 million Syrians have been forced to leave the country;
- Over 450 thousands Syrians killed and over one million injured;
- Some 6.6 million are internally displaced
- Largest displacement crisis globally
- Turkey hosts more refugees than any other country



# Syrian population in Turkey

**5,643,698**

Last updated 26 Sep 2019

Source - UNHCR, Government of Turkey

## Total Persons of Concern by Country of Asylum

[JSON ↗ \(https://data2.unhcr.org/api/population/get/sublocation?widget\\_id=110694&sv\\_id=4&population\\_collection=24&forcesublocation=0&fromDate=1900-01-01\)](https://data2.unhcr.org/api/population/get/sublocation?widget_id=110694&sv_id=4&population_collection=24&forcesublocation=0&fromDate=1900-01-01)

| Location name                                     | Source                      | Data date   | Population             |
|---|-----------------------------|-------------|------------------------|
| <b>Turkey</b> (/en/situations/syria/location/113) | UNHCR, Government of Turkey | 26 Sep 2019 | 65.0% <b>3,667,435</b> |
| <b>Lebanon</b> (/en/situations/syria/location/71) | UNHCR                       | 31 Aug 2019 | 16.4% <b>924,161</b>   |
| <b>Jordan</b> (/en/situations/syria/location/36)  | UNHCR                       | 5 Sep 2019  | 11.6% <b>657,445</b>   |
| <b>Iraq</b> (/en/situations/syria/location/5)     | UNHCR                       | 31 Aug 2019 | 4.1% <b>228,573</b>    |
| <b>Egypt</b> (/en/situations/syria/location/1)    | UNHCR                       | 31 Jul 2019 | 2.3% <b>130,371</b>    |
| <b>Other (North Africa)</b>                       | UNHCR                       | 30 Nov 2018 | 0.6% <b>35,713</b>     |

## Total Registered Syrian Refugees

[JSON ↗ \(https://data2.unhcr.org/api/population/get?widget\\_id=110695&sv\\_id=4&population\\_collection=22\)](https://data2.unhcr.org/api/population/get?widget_id=110695&sv_id=4&population_collection=22)

# Syrian population in Turkey

Source - Government of Turkey

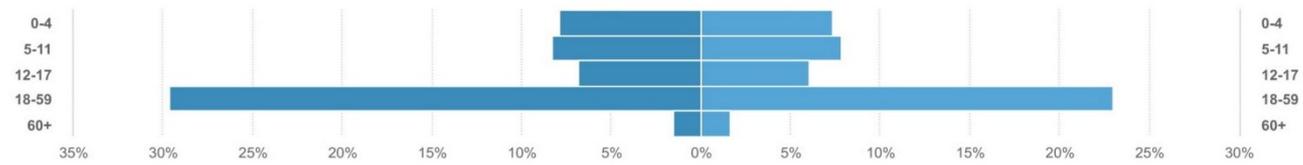
## 3,667,435

Last updated 26 Sep 2019

### Population

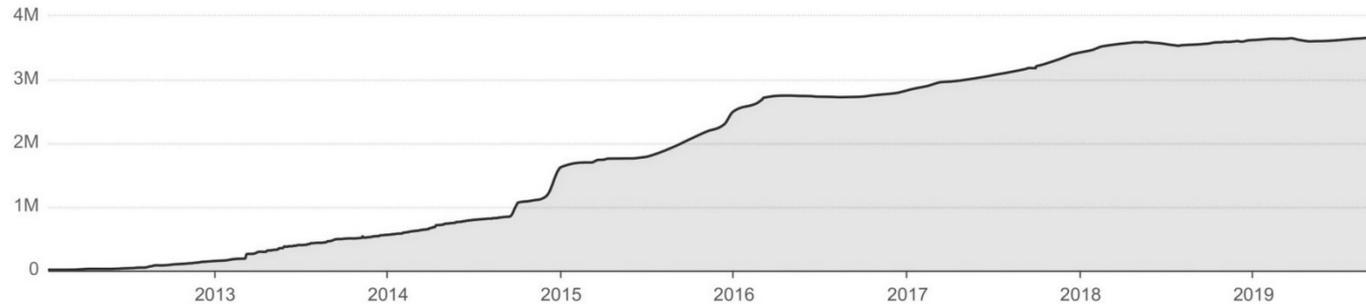
JSON [↗ \(https://data2.unhcr.org/api/population/get/demography?widget\\_id=111655&geo\\_id=113&sv\\_id=4&population\\_collection=22\)](https://data2.unhcr.org/api/population/get/demography?widget_id=111655&geo_id=113&sv_id=4&population_collection=22)

Male Female

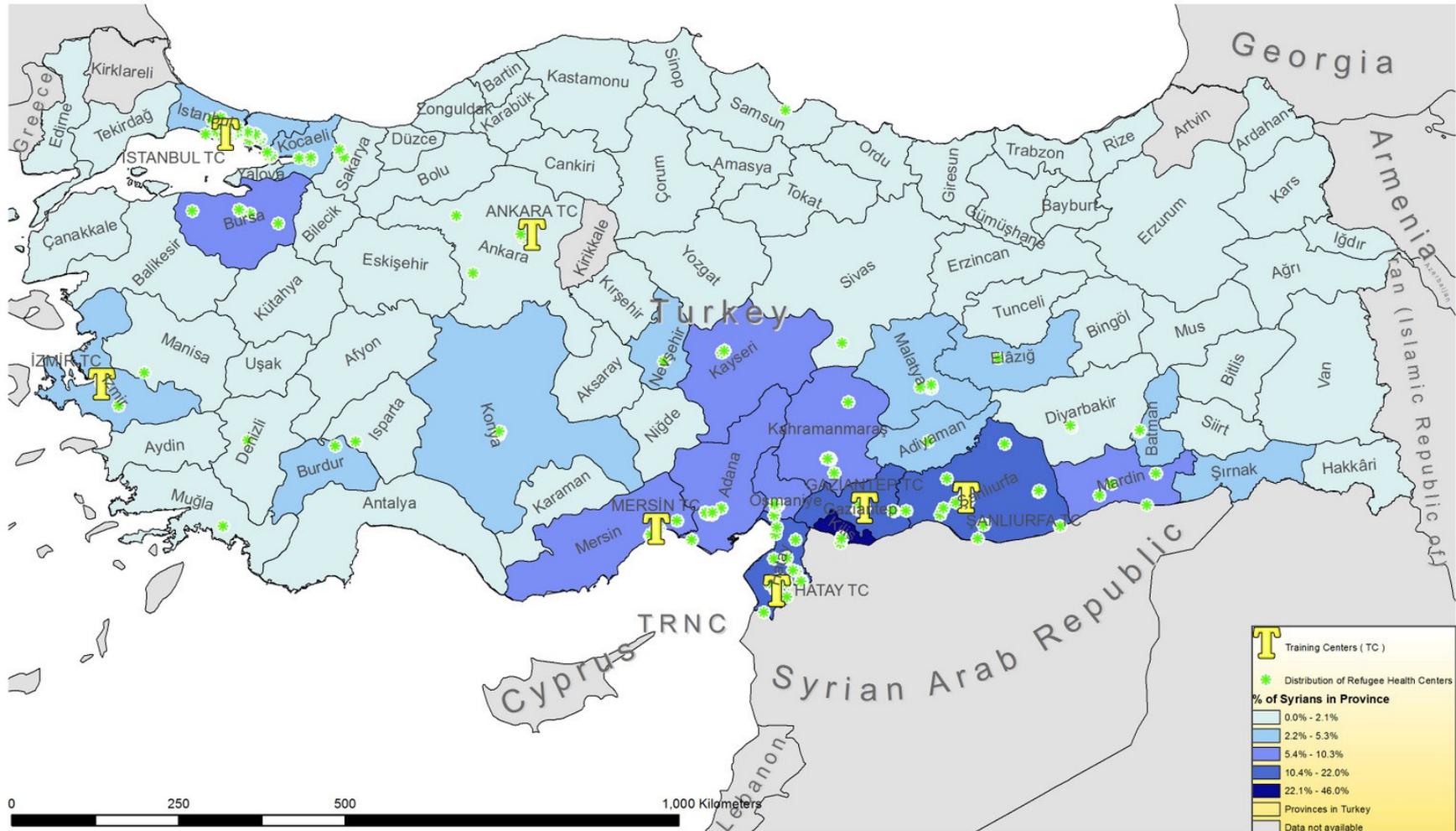


Source - Government of Turkey

### Registered Syrian Refugees by Date



# Percent of Syrians vs overall current resident population by province in Turkey Including Refugee Health Centers and WHO supported Training Centers - Sep 2019



The boundaries and names shown and the designations used on this map do not imply the expression of any opinion whatsoever on the part of the World Health Organization concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries. Dotted and dashed lines on maps represent approximate border lines for which there may not yet be full agreement.

Data Source: DGMM, MoH, SIHHAT project, WHO  
 Map Production: HIM WHO Ankara (BEQIRIM@who.int)  
 World Health Organization



population data as at Sep 2019, RHC data as at Aug 2019 © WHO Sep 2019. All rights reserved.

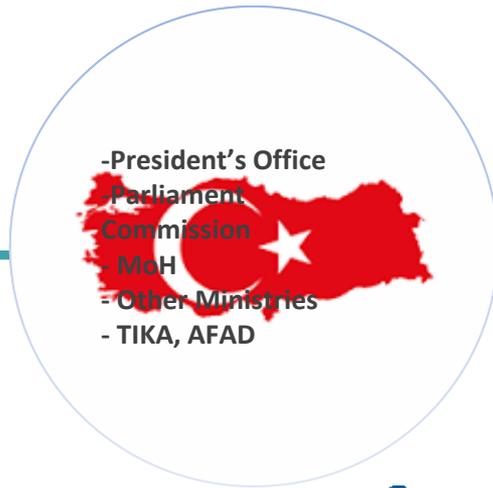


# non-Syrian migrant and persons under temporary protection and

... in addition to Syrians, in Turkey there are

- More than 350k people under international protection from countries other than Syria
- almost 900k foreign born migrants resident in Turkey with different legal visa means;
- Above figures are not inclusive of potential irregular and temporary/transiting migrants of whom some 300k have been apprehended in 2018 alone. ...

# Stakeholder environment in inter-agency Coordination



- President's Office
- Parliament
- Commission
- MoH
- Other Ministries
- TIKA, AFAD



EU Delegation Intl Donors

3RP partners in Turkey  
Implementing NGOs



**3RP**  
REGIONAL REFUGEE & RESILIENCE PLAN 2018 - 2019  
HUMANITARIAN ASSISTANCE  
TURKEY CHAPTER



**World Health Organization**

REGIONAL OFFICE FOR **Europe**

**WHO** RO/HQ



**WHO CO TURKEY**



**UN**

Agencies in Turkey



**Turkish**

Academia, Universities

# Objectives of the WHO Refugee Health Support Program

- To **increase the adaptability** of Syrian health professionals within the Turkish health system through theoretical and on-the-job adaptation training complemented by continuous learning;
- To qualify Syrian individuals and support their **employment** as 'Health Support Staff' to satisfy the overall health human resource need of the refugee and migrant population needing outreach services;
- To **improve access and quality** of health care for Syrian refugees, provided through seven strengthened Refugee Health Training Centers in provinces with the greatest refugee populations;
  - Renovation
  - Equipment and supplies
  - Staffing
  - Services
- Strengthen access to primary health care services for refugees with a particular focus on:
  - Psychosocial assistance
  - Maternal and child health services
  - Addressing violence against women
  - Prevention and management of chronic diseases

# Methodology

- **Main Counterpart**
  - Ministry of Health
  
- **Working closely with**
  - Ministry of Family, Labor and Social Services
  - Provincial Health Directorates (7 provinces)
  - Universities
  - Implementing partners (ASAM and DWW)

# Legal Basis

- Law No. 6458 of 2013 on Foreigners and International Protection including Temporary protection to Syrian refugees adopted on 04/04/2013
- "Regulation on Work Permits of Refugees under Temporary Protection“, 15/01/2016

# Adaptation Trainings

**Target:** Syrian health workers with appropriate documents and interviewed by scientific commissions formed by the Ministry of Health.

**Theoretical training** for 5 days

**Practical training** for 6 weeks

**Quality assurance:**

- Trainers' modules
- Evaluation Guidelines for trainers
- Pre-post tests
- Structured observations of the responsible doctor and nurse of the training center
- Weekly/monthly supervision from the universities

## **Achievements in 2018**

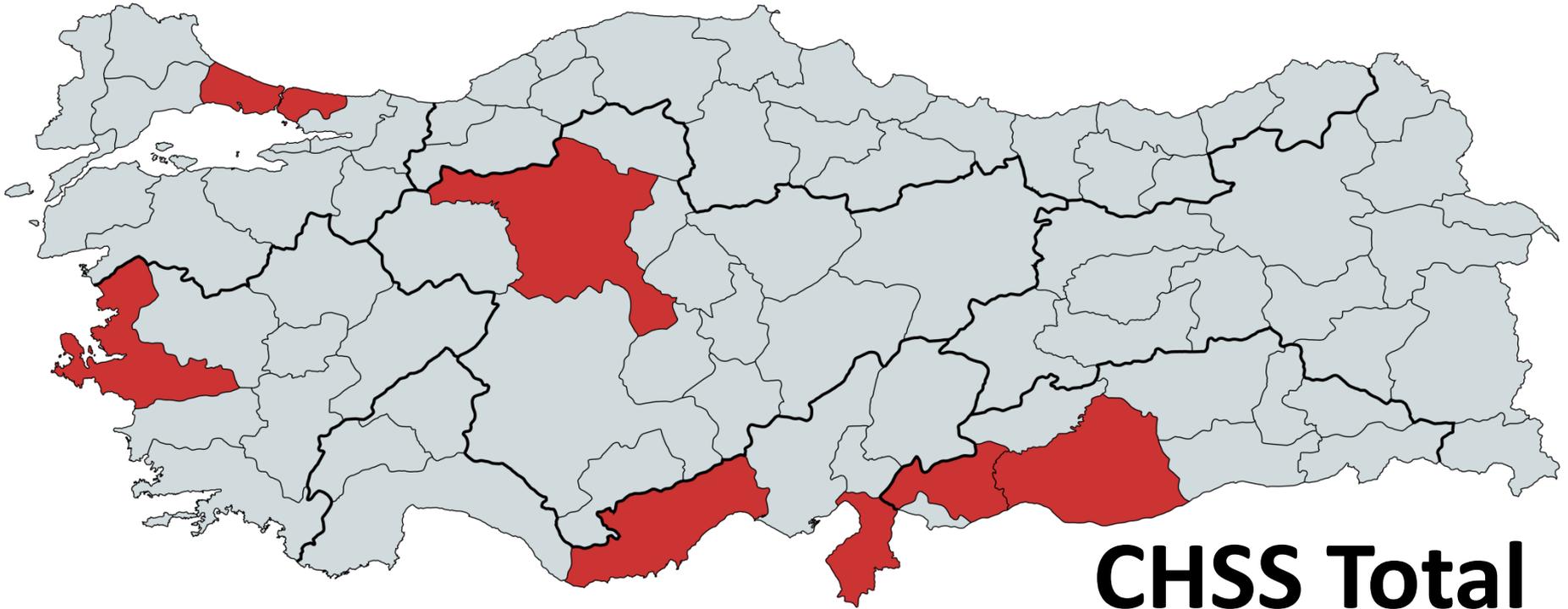
- Doctors theoretical: 180
- Doctors Practical: 228
- Nurses theoretical: 208
- Nurses practical: 303

## **2016 - 2019 \***

- Doctors theoretical: Over 1300
- Doctors Practical: 904 + 314\*\*
- Nurses theoretical: 1203
- Nurses practical: 1024
- Professional translators: 1188

\*Includes various sources of funding since 2016 ...  
\*\*adaptation training for secondary health services

# Implemented in 7 Provinces



**Covers**  
**2 315 227**  
**Syrians under Temporary**  
**Protection**

\*AS OF 21.03.2019

**CHSS Total**  
**147 active**

113 female  
34 male

# RHP Research Portfolio

- Priority areas:
  1. Mental health, communicable diseases, mother and child health
  2. Non-communicable diseases, health literacy
  3. Health information systems, health policy, Knowledge, Attitude, Practice (KAP) studies
- 2019-2020 targets:
  - Mental health
  - Vaccination coverage
  - Communicable diseases
  - Reproductive health
  - Teen marriages and pregnancies



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# Survey on the health status, services utilization and determinants of health of the Syrian refugee population in Turkey



Daniele Mipatrini  
Mehmet Balcılar  
Matteo Dembech  
Toker Ergüder  
Pavel Ursu



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# Current Status in Health Service Delivery to Refugees in Turkey

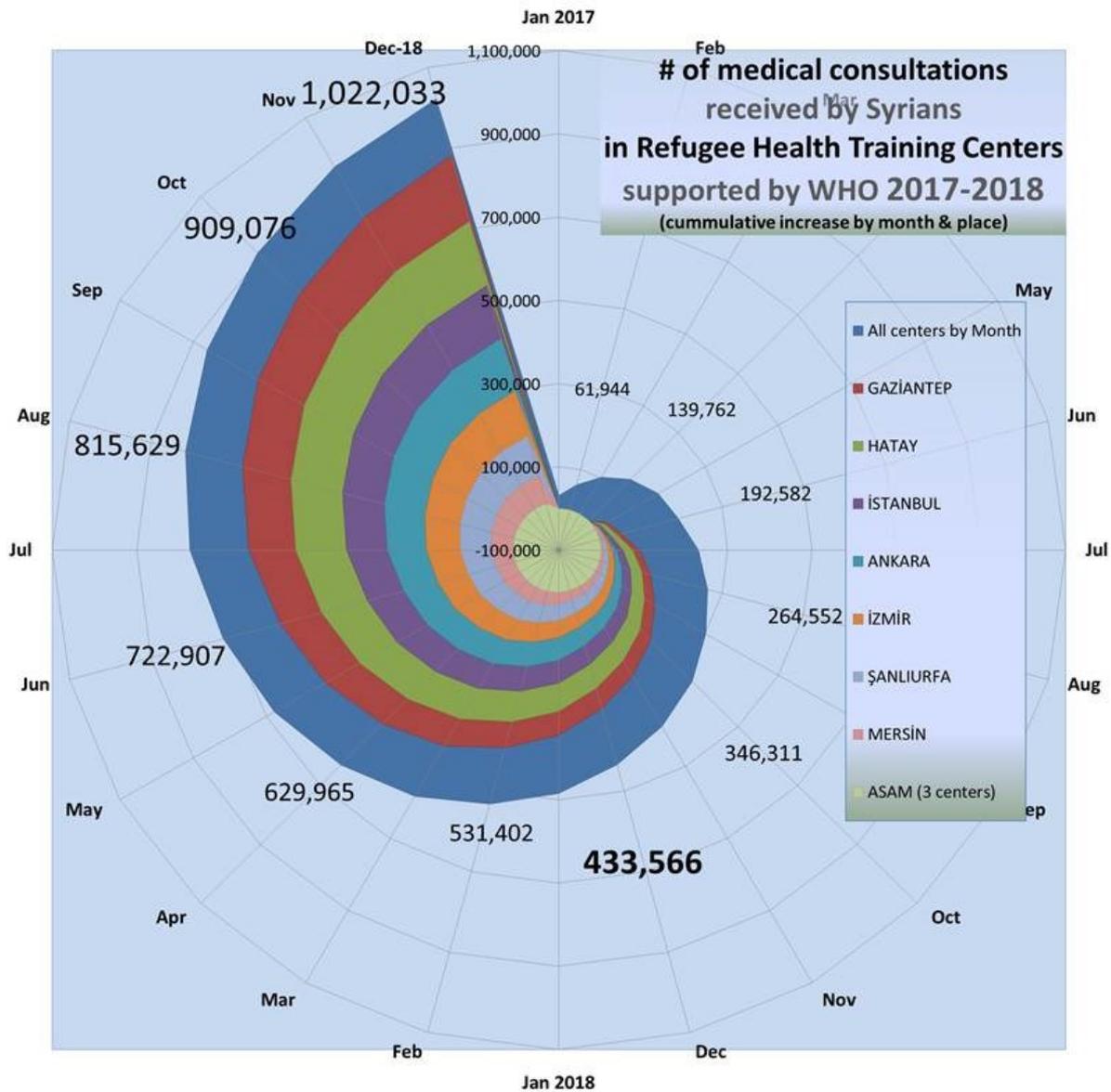
- WHO – MoH opened 7 Refugee Health Training Centers in January 2017 in İstanbul, Ankara, İzmir, Gaziantep, Şanlıurfa, Hatay and Mersin.
- EU donation to Government of Turkey (SIHHAT Project) 300 M EURO:
  - **By the end of March 2019:** More than 180 active centers over 800 units (doctor/nurse) available in 29 provinces of Turkey.
  - These are employing 650 Syrian doctors (specialist and GPs) and 758 Syrian nurses (Over 1400 Syrian medical personnel in total).
  - In addition some 904 bi-lingual translators (patient guides).

Ensuring increased access to quality and affordable essential health services to  
**Syrians under Temporary Protection in Turkey**

**1,500,000**

consultations provided to Syrians in the  
7 RHTCs supported by WHO (2017-2019)

**The total # of consultations provided to Syrians in Turkey  
from 2011 to 2019 is over 50 million**



# Sustainable Development Goals



# Sustainable Development Goal 3 and its targets

**SDG 3: Ensure healthy lives and promote well-being for all at all ages**

**Target 3.8: Achieve universal health coverage, including financial risk protection, access to quality essential health-care services, medicines and vaccines for all**

**MDG unfinished and expanded agenda**

- 3.1: Reduce maternal mortality**
- 3.2: End preventable newborn and child deaths**
- 3.3: End the epidemics of HIV, TB, malaria and NTD and combat hepatitis, waterborne and other communicable diseases**
- 3.7: Ensure universal access to sexual and reproductive health-care services**

**New SDG 3 targets**

- 3.4: Reduce mortality from NCD and promote mental health**
- 3.5: Strengthen prevention and treatment of substance abuse**
- 3.6: Halve global deaths and injuries from road traffic accidents**
- 3.9: Reduce deaths from hazardous chemicals and air, water and soil pollution and contamination**

**SDG3 means of Implementation targets**

- 3.a: Strengthen implementation of framework convention on tobacco control**
- 3.b: Provide access to medicines and vaccines for all, support R&D of vaccines and medicines for all**
- 3.c: Increase health financing and health workforce in developing countries**
- 3.d: Strengthen capacity for early warning, risk reduction and management of health risks**

**Interactions with economic, other social and environmental SDGs and SDG 17 on means of implementation**

# Health Information Management

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# Health Information Management a tool instrumental to

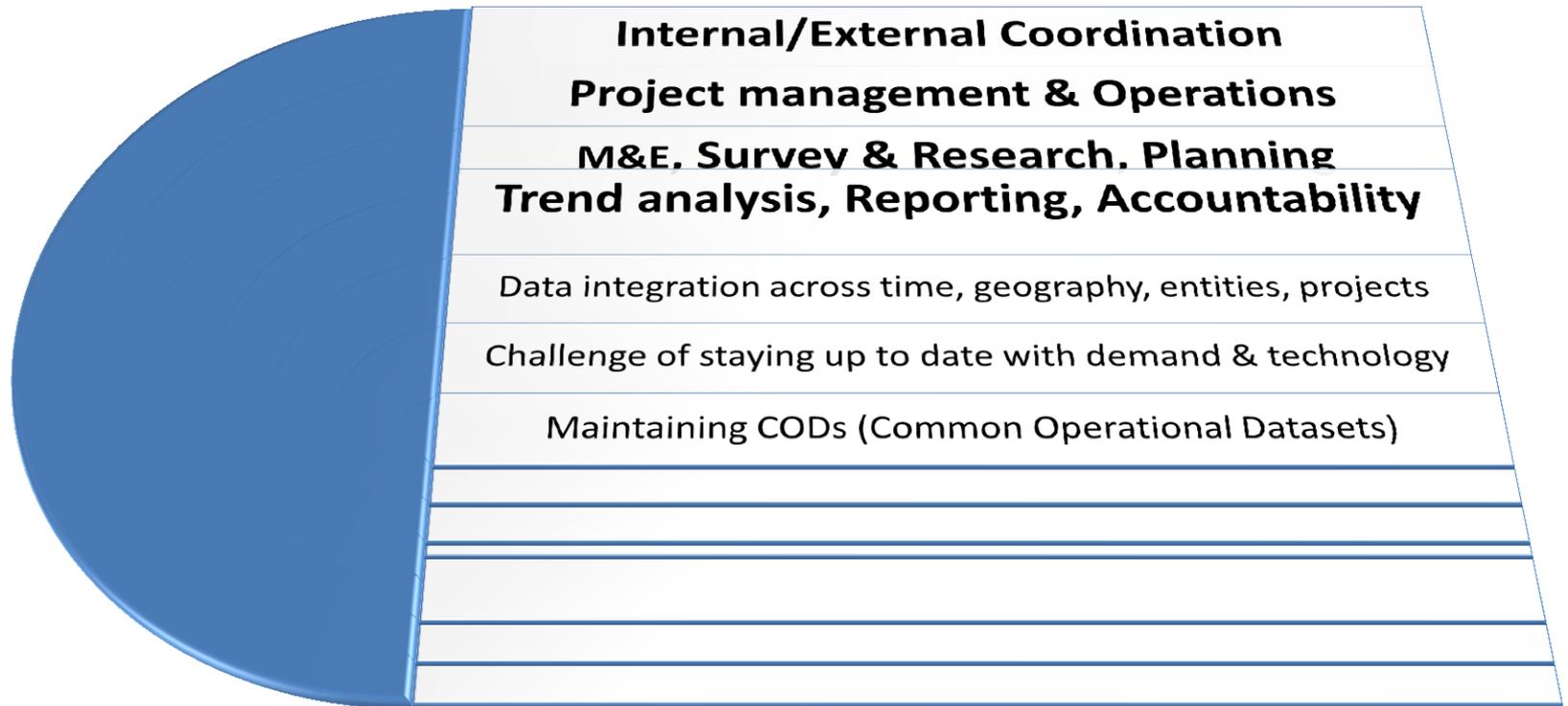
*Internal/External Coordination*

*Project management & Operations*

*M&E, Survey & Research, Planning*

*Trend analysis, Reporting, Accountability*

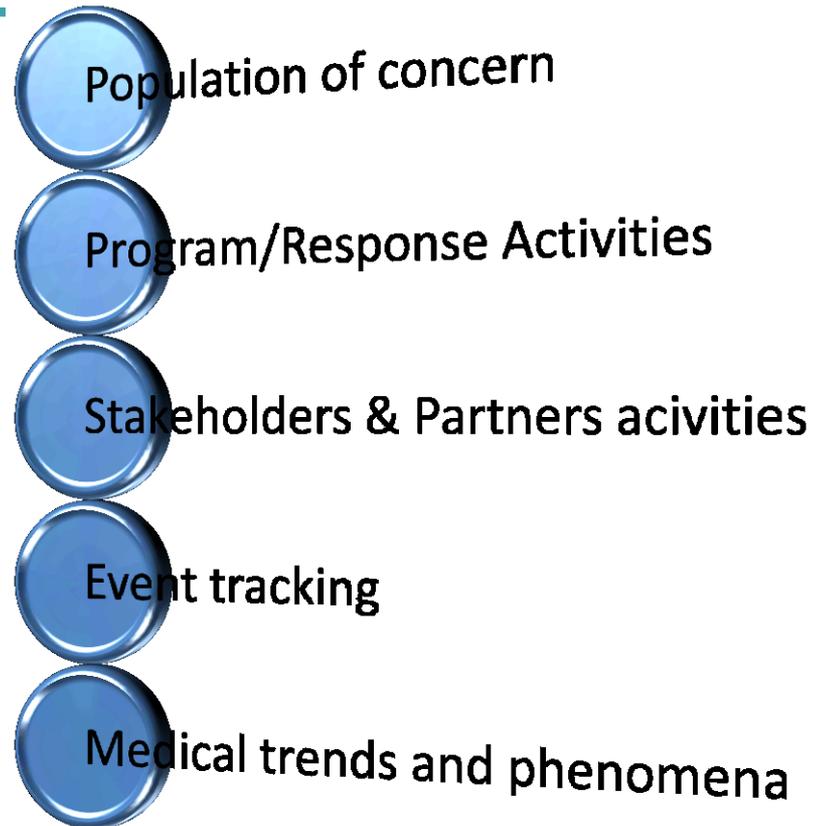
# Health Information Management assumptions



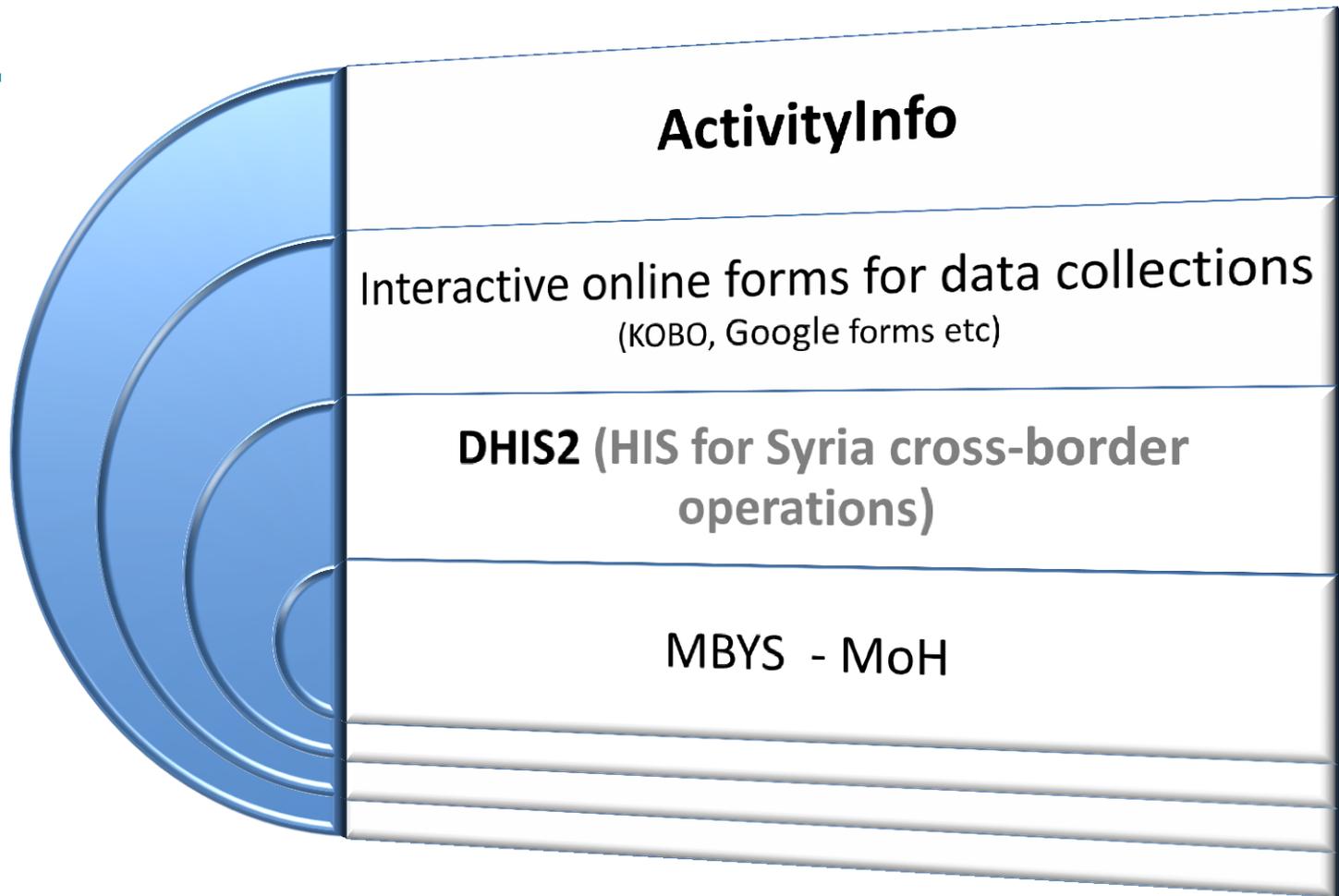
# HIM in support of ...



# Feeding the demand for information in health sector for ...



# Platforms & Tools

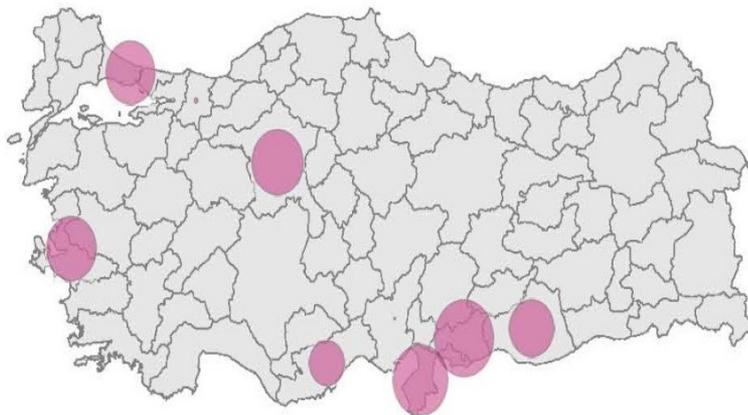


# Examples from ActivityInfo

## Turkey Health Sector 3RP Achievements in 2019

August 2019

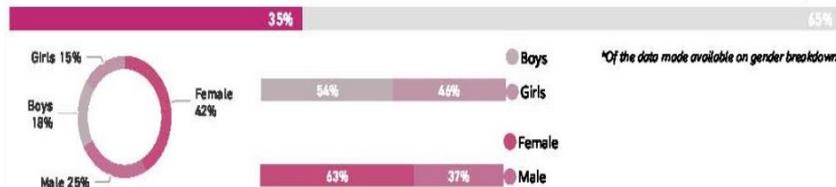
# of consultations received by Syrian refugees in Turkey in refugee health centers directly supported by 3RP activities



Boundaries shown on this map do not imply official endorsement by UN.

# of consultations received by male and female refugees and impacted host community residents in primary health

489,440



\*Of the data made available on gender breakdown

Achievements

489,440

# of consultations received by persons in need in primary health

5,104

# of individuals attended awareness raising activities on STIs, including HIV

# of adolescents and youth participating in targeted youth activities



# of refugee adolescents and youth receiving health information services



# of service providers trained on SRH and clinical management of SGBV



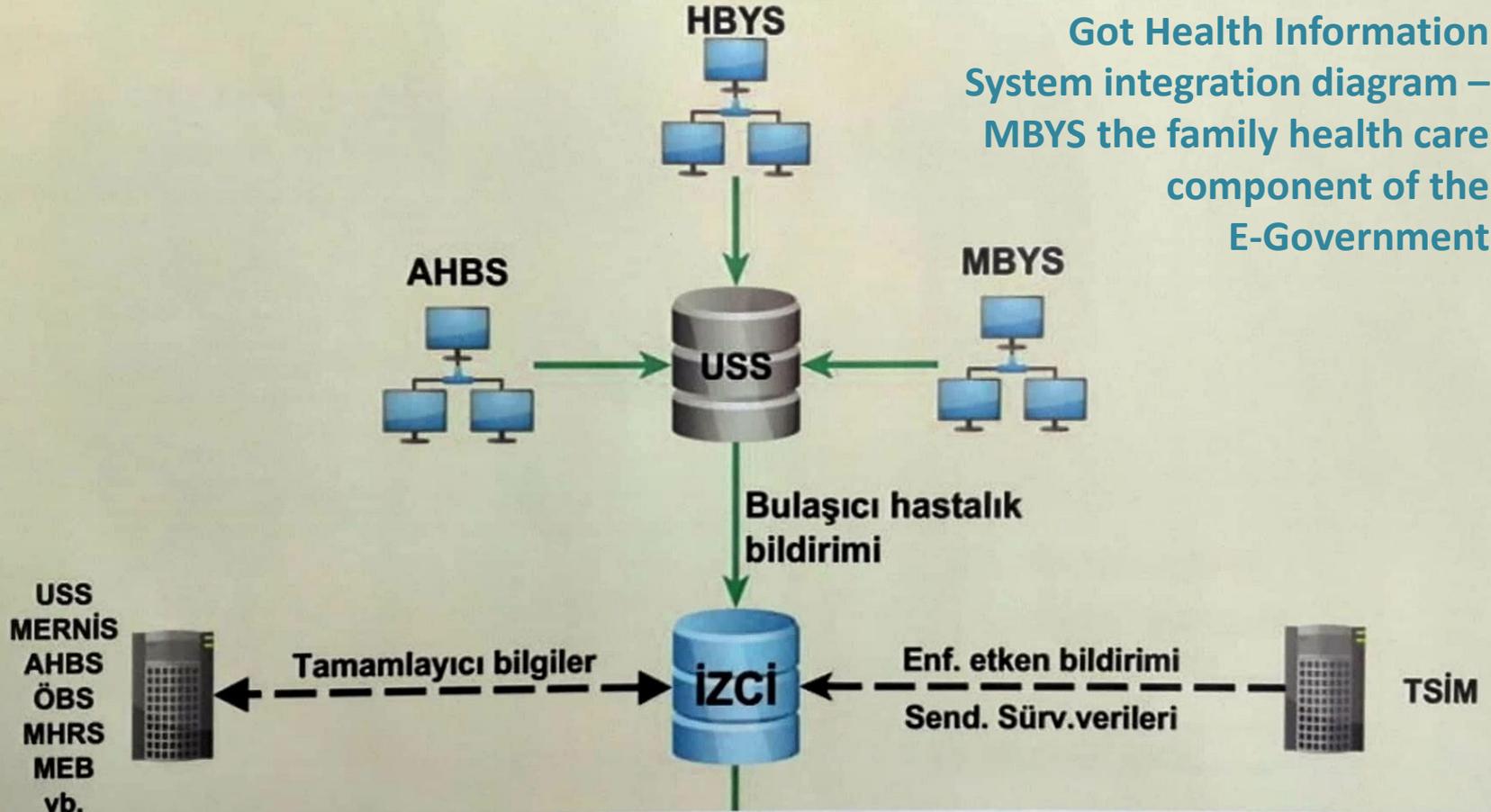
# of individuals attended awareness raising activities on STIs, including H





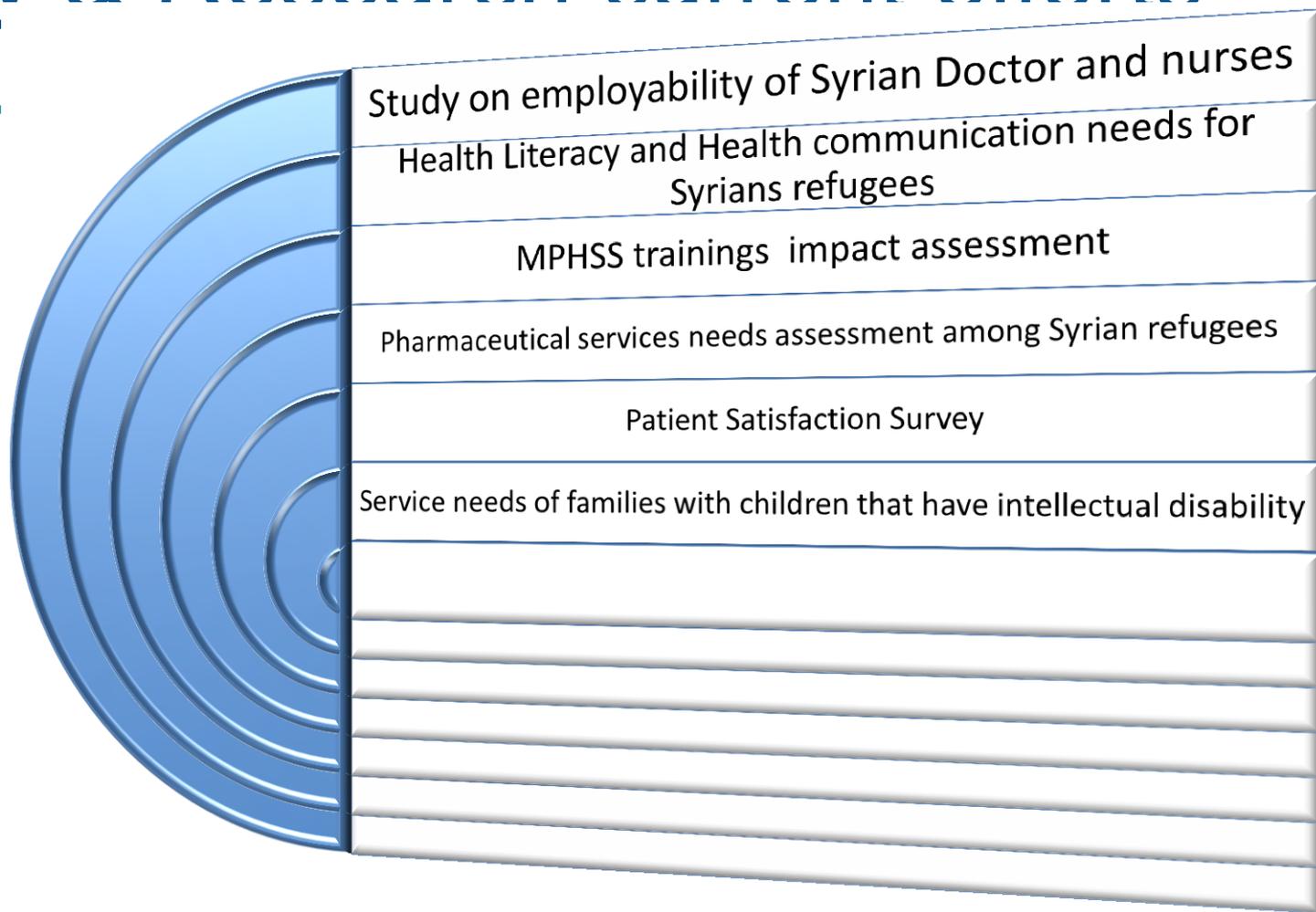
## İZCİ - ÖZET İŞ AKIŞI

Got Health Information  
System integration diagram –  
MBYS the family health care  
component of the  
E-Government

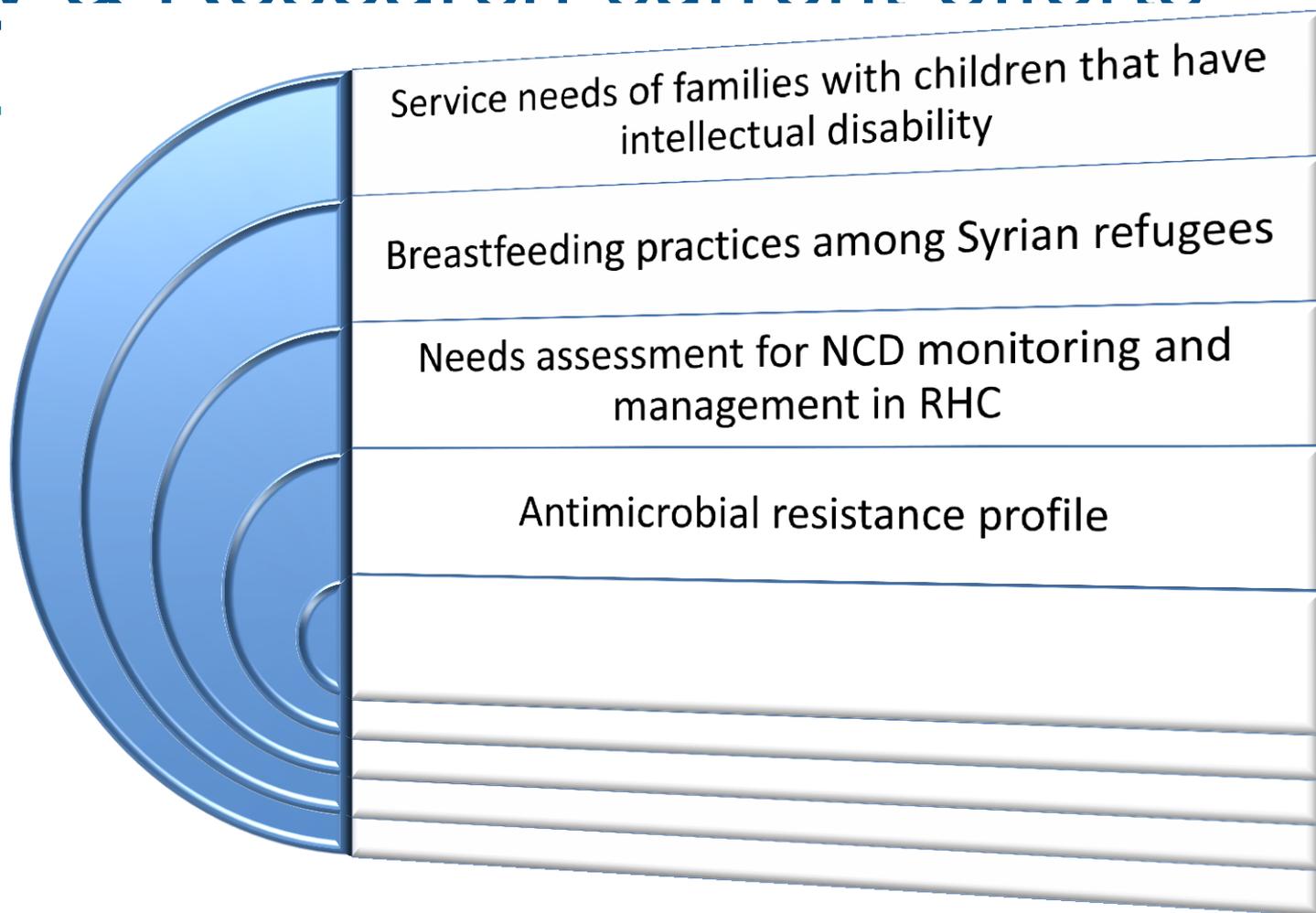


# Study & Research current efforts

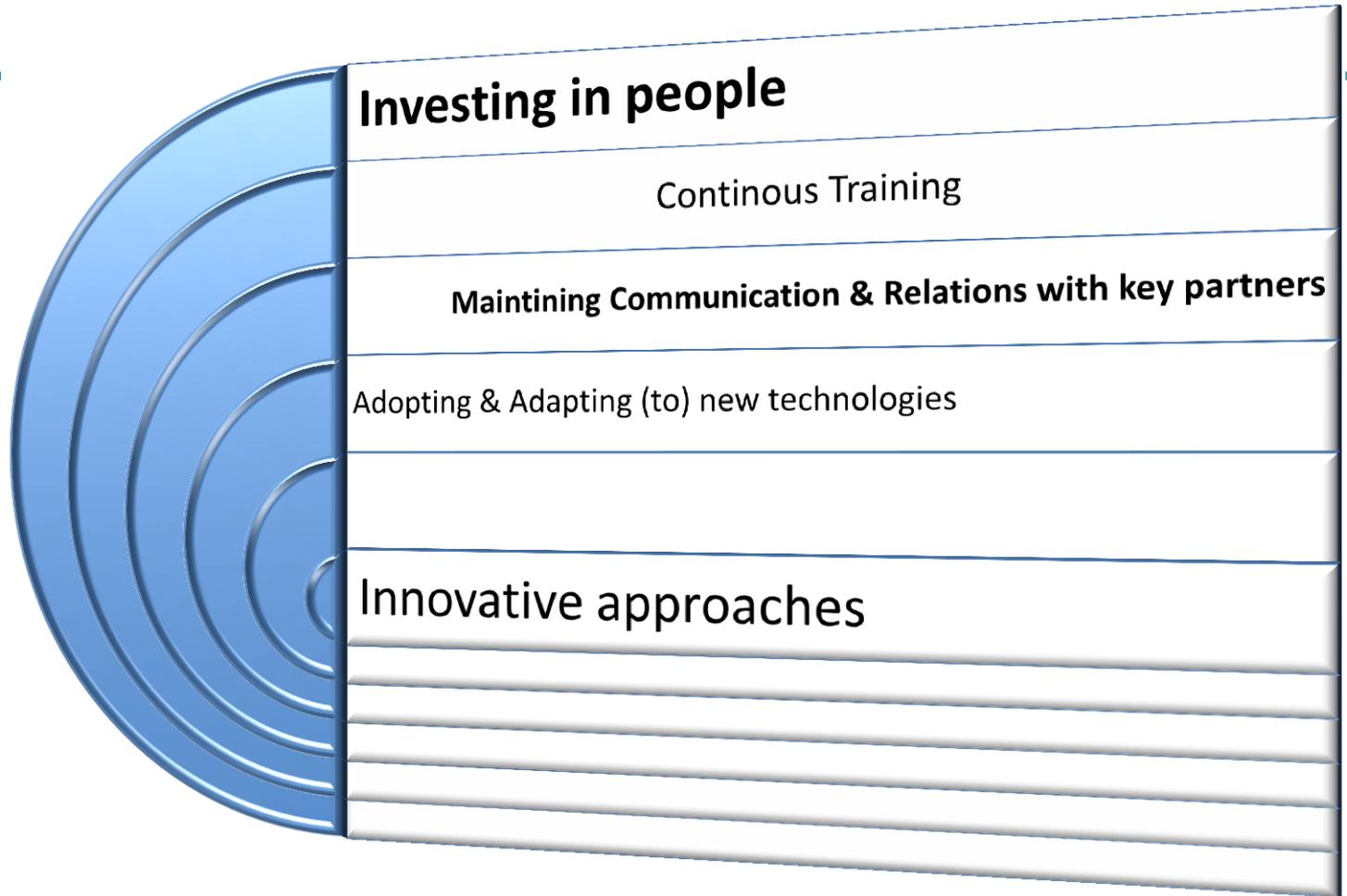
Information that can not be acquired through regular data collection and reporting is collected through targeted studies



# Study & Research current efforts



# Essential elements in HIM



# Current Challenges in health migrant/refugee data collection

- Dependency on the Gov. counterparts as the key partner in providing the data
  - The information system on migrant health exists (MBYS), however it is not used consistently in all the refugee health centers. Many of the staff are still undergoing trainings on its usage
  - The retrieval of data is not possible at the health center level, only in the central DB
  - The architecture of the system does not allow for disaggregation of data by various administrative levels
  - Biggest challenge in identifying trends of diseases
- Incompleteness of data in the database.** Due to incompleteness geographically and in consistence, the Gov reluctant to release the datasets for public distribution.

# Online google map of health centers, refugees and more ...

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[Click here for the map ...](#)

# Challenges ahead

**What opportunities exist currently to facilitate the creation of a European level database or to improve existing structures (harmonization, introduction of new variables etc. )**

Harmonization of the variables used in the HIS, in particular the categorization of diseases, diagnostification and terminology

**What are the challenges to use existing data collection system/strategies to generate regional level data?**

Inconsistent usage of HIS, incompleteness of data, training of personnel