HEALTH ACCESS AND UTILIZATION SURVEY

Access to Healthcare Services Among Syrian Refugees living in urban setting in Jordan

Follow-up Report

November 2021

Prepared for

UNHCR
The UN Refugee Agency

By:
Headway Jordan
Table of Contents

I. Executive Summary .................................................................................................................................................. 6
   A. Sample Characteristics ........................................................................................................................................ 6
   B. Knowledge on Health Access .............................................................................................................................. 6
   C. Antenatal Care .................................................................................................................................................... 6
   D. Children Vaccination .......................................................................................................................................... 7
   E. Family Planning .................................................................................................................................................. 7
   F. Chronic Diseases .................................................................................................................................................. 7
   G. Impairment.......................................................................................................................................................... 7
   H. Access to Health Care Facilities .......................................................................................................................... 8

II. Background & Methodology ....................................................................................................................................... 9
   A. Background ........................................................................................................................................................ 9
   B. 2021 Health Access & Utilization Survey (HAUS) Methodology ........................................................................ 9

III. Households’ Demographics .................................................................................................................................. 10
   A. Head of Households' Demographics .................................................................................................................. 10
   B. Households’ Family Composition ..................................................................................................................... 11
   C. Households Members’ Demographics - 2021 ........................................................................................................ 12

IV. General Knowledge on Health Access .................................................................................................................. 13
   A. Knowledge on UNHCR nearest supported clinic - 2021 .................................................................................... 13
   B. Knowledge on Subsidized Access ....................................................................................................................... 13
   C. Security Card Penetration................................................................................................................................... 14
   D. Knowledge on UNHCR supported health facilities ........................................................................................... 14

V. Households’ Health Demographics ........................................................................................................................ 15
   A. A Snapshot on Family Members ........................................................................................................................... 15

VI. Antenatal Care .......................................................................................................................................................... 16
   A. Antenatal Care Coverage .................................................................................................................................... 16
   B. Difficulties while getting Antenatal Care ............................................................................................................. 17
   C. Child delivery & Pay .......................................................................................................................................... 18
   D. Place of Child Delivery ...................................................................................................................................... 18

VII. Children Vaccination ................................................................................................................................................. 20
   A. Children’s Vaccination Access & Vaccination Card ............................................................................................ 20
   B. Measles / MMR .................................................................................................................................................. 20
   C. Polio ..................................................................................................................................................................... 21

VIII. Family Planning - Among women in reproductive age -2021 .............................................................................. 22
    A. Awareness of Family Planning Services - 2021 ............................................................................................... 22
    B. Access to information on family planning - 2021 ............................................................................................ 22
    C. Access to contraceptives - 2021 ...................................................................................................................... 23

IX. Family Planning - Among pregnant women – 2018 vs. 2021 ........................................................................... 24
    A. Awareness of Family Planning Services ........................................................................................................... 24
    B. Access to information on family planning....................................................................................................... 24
    C. Access to contraceptives ................................................................................................................................ 25
II. Chronic Diseases ........................................................................................................................................26
   A. Chronic Conditions ...............................................................................................................................26
   B. Ability to obtain medicines among chronic patients ........................................................................27
   C. Ability to access other health services among chronic patients ...................................................27

III. Impairment ............................................................................................................................................28
   A. Type of impairment .............................................................................................................................28
   B. Impairment Causes .............................................................................................................................29
   C. Impairment – Health Access ............................................................................................................29
   D. Barriers for Health Access (Impairment) ......................................................................................30

IV. Monthly Health Access Assessment .....................................................................................................31
   A. Needed Health Care Services ............................................................................................................31
   B. Sought Health Care Services ............................................................................................................31
   C. Ability to Obtain the Health Care Services .......................................................................................32
   D. Payments for Health Care Services – First Facility .......................................................................32
   E. Sought health services in a Second Facility .....................................................................................33
   F. Health Costs Increase & Impact .......................................................................................................33
   G. Health Costs Increase & Adaptation Strategy ..................................................................................34
   H. Spending on Health Vs. Households’ Income ..................................................................................34
List of Figures

Figure 1. HEAD OF HOUSEHOLD GENDER AND AGE ................................................................. 10
Figure 2. LENGTH OF STAY IN JORDAN .................................................................................. 10
Figure 3. LANGUAGES SPOKEN ............................................................................................... 11
Figure 4. HOUSEHOLDS’ FAMILY COMPOSITION ................................................................... 11
Figure 5. HH MEMBERS GENDER, AGE, AND MARITAL STATUS............................................ 12
Figure 6. KNOWLEDGE ON UNHCR’S NEAREST CLINIC ....................................................... 13
Figure 7. KNOWLEDGE ON SUBSIDIZED ACCESS TO GOVERNMENTAL HEALTH SERVICES ... 13
Figure 8. POSSESSION OF SECURITY CARD ............................................................................ 14
Figure 9. KNOWLEDGE ON UNHCR’S SUPPORTED HEALTH FACILITIES........................... 14
Figure 10. PERCENTAGE OF PREGNANT WOMEN IN REPRODUCTIVE AGE ......................... 16
Figure 11. RECEIVING ANTENATAL CARE AND NUMBER OF VISITS TO CLINICS ................... 16
Figure 12. FACING DIFFICULTIES WHILE GETTING ANTENATAL CARE .................................. 17
Figure 13. DIFFICULTIES FACED (ANTENATAL CARE) ........................................................... 17
Figure 14. CHILD DELIVERY AND COSTS ................................................................................ 18
Figure 15. CHILD DELIVERY HEALTH CARE FACILITY ........................................................... 18
Figure 16. AWARENESS OF FREE VACCINATION ACCESS AND POSSESSION OF VACCINATION CARD .......................................................... 20
Figure 17. MEASLES / MMR VACCINATION .......................................................................... 20
Figure 18. POLIO VACCINATION .............................................................................................. 21
Figure 19. AWARENESS OF FAMILY PLANNING SERVICES (2021) ......................................... 22
Figure 20. HEARING ABOUT FAMILY PLANNING AND SOURCE OF INFORMATION (2021) .... 22
Figure 21. ACCESS TO CONTRACEPTIVES (2021) ................................................................ 23
Figure 22. AWARENESS OF FAMILY PLANNING SERVICES ....................................................... 24
Figure 23. HEARING ABOUT FAMILY PLANNING AND SOURCE OF INFORMATION ........... 24
Figure 24. ACCESS TO CONTRACEPTIVES .......................................................................... 25
Figure 25. CHRONIC DISEASES INCIDENCE RATE .................................................................. 26
Figure 26. CHRONIC CONDITIONS ........................................................................................... 26
Figure 27. OBTAINING MEDICATION FOR CHRONIC CONDITIONS ......................................... 27
Figure 28. ACCESSING OTHER HEALTH SERVICES FOR CHRONIC CONDITIONS ............. 27
Figure 29. IMPAIRMENT RATE ................................................................................................ 28
Figure 30. TYPES OF IMPAIRMENT ......................................................................................... 28
Figure 31. IMPAIRMENT CAUSES ......................................................................................... 29
Figure 32. HEALTH ACCESS FOR IMPAIRMENT ..................................................................... 29
Figure 33. NEED FOR HEALTH CARE SERVICES ..................................................................... 31
Figure 34. SEEKING HEALTH CARE SERVICES ....................................................................... 31
Figure 35. ABILITY TO OBTAIN HEALTH CARE SERVICES AT FIRST FACILITY ..................... 32
Figure 36. PAYMENTS AT FIRST HEALTH CARE FACILITY ..................................................... 32
Figure 37. SEEKING A SECOND HEALTH CARE FACILITY ....................................................... 33
Figure 38. HEALTH CARE COSTS INCREASE AND IMPACT .................................................... 33
Figure 39. ADAPTATION TO HEALTH CARE COSTS INCREASE ............................................ 34
Figure 40. SPENDING ON HEALTH CARE VS. INCOME ........................................................... 34
List of Tables
TABLE 1. PLACE OF RESIDENCE .................................................................................................................. 10
TABLE 2. A SNAPSHOT ON FAMILY MEMBERS’ HEALTH DEMOGRAPHICS ................................................................................................................. 15
TABLE 3. REASONS FOR DELIVERING THE CHILD AT PRIVATE HEALTH CARE FACILITY ........................................................................................................... 19
TABLE 4. REASONS FOR NOT RECEIVING HEALTH CARE FOR THEIR IMPAIRMENT ............................................................................................................. 30
TABLE 5. AVERAGE PAY BY FIRST FACILITY TYPE .......................................................................................... 32
Disclaimer

“Headway Co. has conducted the data collection for the Health Access and Utilization Survey 2021. Headway was not a part of the data collection and analysis for the Health Access and Utilization Survey 2018, hence, Headway accountability is limited to the results of Health Access and Utilization Survey 2021 only”
I. Executive Summary

A. Sample Characteristics

- (403) Households (HHs) were interviewed in the sample from the Syrian Refugees segment living in urban setting in Jordan in the 2021 HAUS, in comparison to (400) households interviewed in 2018
- The average Household size was at 5.3, approximately the same size in 2018 (5.2)
- Majority of the sample live largely in 3 governorates: Amman (35%), Irbid (23%), Mafraq (21%), while the rest are scattered in other governorates with no significant concentration, with no major difference seen with 2018 survey
- in 2021 & 2018, almost all the sample have been in Jordan for more than 2 years
- While all the sample spoke Arabic, some respondents in the sample spoke other language, (8%) English, and (2%) other languages, reported in 2021

B. Knowledge on Health Access

- Among the 2021 sample a moderate awareness level on the nearest UNHCR supported clinic (37%) was found
- More than half of the sample were aware that all registered refugees have subsidize access to government health facilities, while the percentage was higher in 2018 at (83%)
- Almost all of Syrians in the 2021 and 2018 sample hold the Security Card; with the regards to where the card was issued, the largest proportion in most governorates has issued the card from the governorate they live in
- (65%) of the sample were aware that they can access UNHCR's supported health facilities, compared to (81%) in 2018

C. Antenatal Care

- Average percentage of pregnant women in reproductive age was (47%), the percentage was slightly less in 2018 (41%)
- In 2021, most of women in the sample have visited health care centres during pregnancy, and (73%) of them made more than four visits, with (20%) of them faced some difficulties mainly due to not being able to afford fees (79%). The mothers who did not seek antenatal care were mainly because they could not afford user fees, these findings were somewhat close to 2018’s survey
- The child’s delivery ratio was at (76%) in 2021. Where (58%) of them delivered via Normal Vaginal, followed by Caesarean Section (40%), while only (2%) through Assisted Vaginal
- (52%) in the sample selected the private facility for delivery compared to (46%) in 2018. As for Governmental Hospitals, (43%) of Syrians delivered their child in there in 2021 and (48%) in 2018
- (27%) of the sample paid nothing for the delivery in 2021 and 2018, and also in both years (29%) paid between JOD 251 to 750.
D. **Children Vaccination**

- Awareness of children’s free access to vaccination scored high at (96%) in 2021 and (97%) in 2018
- (95%) of the 2021 sample reported that they possess a vaccination card for their child, compared to (97%) in 2018
- In 2021, (6%) of Syrians have reported that their child has not received the Measles/MMR vaccine, and almost all who have received the vaccine received at governmental health centres
- Similar to Measles/MMR, (6%) of Syrians in 2021 survey have reported that their child has not received the Polio vaccine, and for those who have received the polio vaccine, almost all of them received it at governmental health centres

E. **Family Planning**

- (40%) were aware of the availability of family planning services in Jordan in 2021
- In 2021 survey, (49%) of the sample have reported that they have heard information on family planning in the past year; the sources of awareness were mainly through Health Centres Staff followed by Community Events
- Only (29%) of the 2021 sample tried to access contraceptives, largely through MOH health centres

F. **Chronic Diseases**

- (19%) of the sample reported having chronic conditions in 2021, compared to (15%) in 2018
- The most prevalent diseases among the total sample were Hypertension by (36%), and Diabetes by (21%), similar trend was seen in 2018 survey
- (52%) of the chronic-diseased in the sample couldn’t get their medicine for the past three months. That was mainly due to affordability issues. A significant increase was seen in the inability to obtain medicine over 2018 results which was at (26%)
- With regards to accessing the other health service a significant increase is seen also in the inability (48% in 2021 and 22% in 2018)

G. **Impairment**

- (7%) of the total sample recorded having at least one type of impairment in 2021 compared to 8% in 2018
- The most common impairment was “Physical Impairment” with (63%), followed by “Sensory Impairment” with (19%), similar trend was seen in 2018 results
- The highest reported cause of impairment was “Natural (From birth / congenital, illness, degenerative)” with (64%), followed by “Accident (Road accident, Domestic accident)” with (26%), these 2 reasons were the highest as well in 2018 survey with the “Accident (Road accident, Domestic accident)” reason was higher in 2018 with (36%)
- In 2021, Surgical treatment was the most used treatment method with (37%) of the impaired sample, leaving the other treatment methods with somehow close splits
H. Access to Health Care Facilities

- (38%) of the sample needed health care services in the past month in 2021, compared to (49%) in 2018
- (84%) sought health care service in 2021 with a high increase over 2018 (45%), with the mostly sought health facilities of Private Clinic / Hospital (at 35%) compared to (15%) for the same facility’s type
- While the majority were able to obtain the health care services (89% of the 2021 sample), some of the respondents reported that they have faced difficulties, mainly on accessing the health care centre and affordability of user fees
- Overall, about (86%) who sought the service paid for it in 2021, this percentage was less in 2018 (77%). The maximum amount paid by was JD 1,500 compared to JD 5,000 in 2018, while the average of payment in 2021 was JD 37 and JD 47 in 2018
- (14%) of the those who sought health services in 2021 needed to visit a second health care facility to meet their health care needs, while in 2018 (5%) sought a second health care facility
- In 2021, (31%) of the sample noticed an increase in the costs of health care services in the past one year, this impact led to, inability to afford required medical services, affording required medications, or visiting doctors or hospitals
- Most of the 2021 sample were impacted by the health costs increase with (88%) reported that. This resulted in reducing the visits to health care facilities and reducing the intake of some medications
- A large percentage in 2021 and 2018 sample (77% and 78%, respectively) spent money on health care services; Taking the last month for the 2021 sample, the spending on health out of the monthly income, was at ratio of (44%)
II. Background & Methodology

A. Background

At the end of November 2021, more than 672,000 Syrian refugees were registered with UNHCR. Currently, 82% of them live in non-camp settings in major urban centers and mainly concentrated in the northern part of the country. Prior to 2014 data on non-camp refugee access and uptake to health care services was not systematically available, since then UNHCR Jordan has developed a mechanism for regular monitoring of the health access and utilization of non-camp refugees through surveys conducted by telephone to assess health access and utilization.

The initial survey was conducted in 2014 and repeat surveys were conducted in 2015, 2016, 2017 and 2018. These have provided a useful baseline and follow-up data on key health service’s needs, access barriers and utilization behaviors.

B. 2021 Health Access & Utilization Survey (HAUS) Methodology

The following Methodology was adapted in the 2021 HAUS:

- Quantitative approach was adopted to elicit the required information areas
- Telephonic interviews were conducted with the target audience (Syrians in Urban settings) at different governorates across Jordan
- Respondents were interviewed using a random sample drawn from UNHCR ProGres Database
- Structured questionnaire was used to collect opinions from the targeted audience, the questionnaire was developed by UNHCR which was used in 2018 with some adaptations to address changes in health policy environment occurred in 2020.
- Average Interview length was 20 minutes
- Data was collected using KOBO Toolbox data collection software
- Interviews were conducted by trained enumerators (10 Females, 2 Males)
- 403 telephonic interviews were completed with the targeted audience (Syrian Households)
- Fieldwork was conducted in the period 16th-19th October 2021
- Once all data was collected and quality is ensured, the raw data was cleaned and validated for missing values and inconsistencies, coding of close ended questions was done automatically by the data collection system during scripting of the questionnaires, and then the data was tabulated in terms frequencies, cross tabulation, and weighing for specific questions
III. Households’ Demographics

A. Head of Households’ Demographics

Figure 1. Head of Household Gender and Age

<table>
<thead>
<tr>
<th>Year</th>
<th>Gender</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021 (n=403)</td>
<td>M</td>
<td>72%</td>
</tr>
<tr>
<td>2021 (n=403)</td>
<td>F</td>
<td>28%</td>
</tr>
<tr>
<td>2018 (n=400)</td>
<td>M</td>
<td>66%</td>
</tr>
<tr>
<td>2018 (n=400)</td>
<td>F</td>
<td>34%</td>
</tr>
</tbody>
</table>

Record Gender

Can you please tell me your present age (in COMPLETED years)?

Majority of the sample live largely in 3 governorates: Amman (35%), Irbid (23%), Mafraq (21%), while the rest are scattered on other governorates with no significant concentration

Table 1. Place of Residence

<table>
<thead>
<tr>
<th>Governorate</th>
<th>2021 (n=403)</th>
<th>2018 (n=400)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amman</td>
<td>35%</td>
<td>35%</td>
</tr>
<tr>
<td>Irbid</td>
<td>23%</td>
<td>27%</td>
</tr>
<tr>
<td>Mafraq</td>
<td>21%</td>
<td>18%</td>
</tr>
<tr>
<td>Zarqa</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Balqa</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Ma’an</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Madaba</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Agaba</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Karak</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Jerash</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Ailoun</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>Tafileh</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Table 2. Length of Stay in Jordan

<table>
<thead>
<tr>
<th>Duration</th>
<th>2021 (n=403)</th>
<th>2018 (n=400)</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the last 6 months</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>In the last year</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>In the last 2 years</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>More than 2 years</td>
<td>99%</td>
<td>98%</td>
</tr>
<tr>
<td>DK/CS</td>
<td>0%</td>
<td>1%</td>
</tr>
</tbody>
</table>

In which governorate do you live? When did the first person in your family arrive in Jordan?
Figure 3. Languages spoken

Languages they Speak

2021 (n=403)

100%

- Arabic
- English: 8%
- French: 1%
- Kurdish: 0%
- Turkish: 0%
- Others: 2%

2018 (n=403)

100%

- Arabic
- English: 7%
- French: 0%
- Kurdish: 0%
- Turkish: 0%
- Others: 1%

B. Households’ Family Composition

Figure 4. Households’ family composition

AVG # of HH Members

2021

5.3 Members

BASE: 403 HHs

2018

5.2 Members

BASE: 400 HHs

What is the total number of individuals in your household?
C. Households Members’ Demographics - 2021

Figure 5. HH Members Gender, Age, and Marital Status

Would you please tell me the gender of …?

HH Members GENDER

50%  50%

Base: All HHs Members 2150

Would you please tell me the age of …?

HH Members GENDER

Less than 18 years  50%
18-35 years  28%
36-59 years  17%
60+ years  5%

Would you please tell me the marital status of …?

HH Members Marital Status

- Single
- Married
- Widowed
- Divorced

88%  61%
IV. General Knowledge on Health Access

A. Knowledge on UNHCR nearest supported clinic - 2021

Less than half of the 2021 sample know where the nearest UNHCR Clinic is.

*Figure 6. Knowledge on UNHCR’s nearest clinic*

B. Knowledge on Subsidized Access

With regards to the subsidized access to governmental health services, it appears 63% of the 2021 sample are aware of the subsidized access they are eligible to.

*Figure 7. Knowledge on subsidized access to governmental health services*
C. Security Card Penetration

Almost all of Syrians in the sample hold the Security Card; with the regards to where the card was issued, the largest proportion in most governorates has issued the card form the governorate they live in.

Figure 8. Possession of security card

<table>
<thead>
<tr>
<th></th>
<th>Base: 403</th>
<th>Base: 400</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.5% of Syrians Have a Security Card in 2021</td>
<td>97% of Syrians Have a Security Card in 2018</td>
<td></td>
</tr>
</tbody>
</table>

If card was issued in the same place they live in

- **2021**:
  - Yes: 93%
  - No: 7%
  - BASE: 401 (Those who have a Security Card)

- **2018**:
  - Yes: 92%
  - No: 8%
  - BASE: 388 (Those who have a Security Card)

Was the service card issued in the governorate you currently live in?

D. Knowledge on UNHCR supported health facilities

More than half of the sample are aware that they can access UNHCR's supported health facilities.

Figure 9. Knowledge on UNHCR's supported health facilities

- **2021**: 65%
  - BASE: 403

- **2018**: 81%
  - BASE: 400

Are you aware that refugees who can’t afford to access governmental health services (Most vulnerable) can be assisted through UNHCR supported health facilities (Caritas currently) including clinics as well as governmental hospitals for emergency lifesaving through cash for health assistance program?
V. Households’ Health Demographics

A. A Snapshot on Family Members

<table>
<thead>
<tr>
<th>Pregnant</th>
<th>Chronic</th>
<th>Impairment</th>
<th>Vaccination</th>
<th>Health Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>2021</td>
<td>2021</td>
<td>2021</td>
<td>2021</td>
</tr>
<tr>
<td>170</td>
<td>409</td>
<td>156</td>
<td>179</td>
<td>812</td>
</tr>
<tr>
<td>2018</td>
<td>2018</td>
<td>2018</td>
<td>2018</td>
<td>2018</td>
</tr>
<tr>
<td>137</td>
<td>398</td>
<td>160</td>
<td>304</td>
<td>923</td>
</tr>
</tbody>
</table>

Table 2. A snapshot on family members’ health demographics

Pregnant Women
Penetration 2021: 47%
Penetration 2018: 41%

Chronic Cases
Penetration 2021: 19%
Penetration 2018: 15%

Impairment Cases
Penetration 2021: 7%
Penetration 2018: 8%

Vaccinated Children
Penetration 2021: 94%
Penetration 2018: 97%

Health Needs
Penetration 2021: 36%
Penetration 2018: 49%
VI. Antenatal Care

47% of women at reproductive age (WRA) were pregnant in the last 2 years

Figure 10. Percentage of pregnant women in reproductive age

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>47%</td>
</tr>
<tr>
<td>2018</td>
<td>41%</td>
</tr>
</tbody>
</table>

BASE: Total Women (15-49 Yrs.), Not Single
2021 = 358
2018 = 369

A. Antenatal Care Coverage

Most of women in the sample have visited health care centers during pregnancy, and (73%) of them made more than four visits, (17%) made 3-4 visits, and (9%) made as less as 1-2 visits

Figure 11. Receiving antenatal care and number of visits to clinics

Antenatal Care Coverage

84% Have visited a clinic and received antenatal care
90% Have visited a clinic and received antenatal care

Number of visits to Clinics

2021

- 1-2 visits: 73%
- 3-4 visits: 18%
- More than 4 visits: 9%

2018

- 1-2 visits: 69%
- 3-4 visits: 25%
- More than 4 visits: 7%

BASE: 143 (Have visited a clinic and received antenatal care)

BASE: 137 (Have visited a clinic and received antenatal care)
B. Difficulties while getting Antenatal Care

Less than quarter of the sample reported some difficulties in getting Antenatal Care, further, financial burden was recorded the highest.

*Figure 12. Facing difficulties while getting antenatal care*

With (20%) of women faced some difficulties while getting antenatal care, these difficulties were mainly due to not being able to afford fees (52%) and the long wait (25%).

*Figure 13. Difficulties faced (Antenatal Care)*
C. Child delivery & Pay

Figure 14. Child delivery and costs

D. Place of Child Delivery

Private clinics followed by Governmental Hospitals, where most pregnant women delivered their babies at.

Figure 15. Child delivery health care facility
## Reasons for selecting a private facility

<table>
<thead>
<tr>
<th>Reason</th>
<th>Syrians (n=67)</th>
<th>2018 (n=61)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funded by UNHCR</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Referred to it</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Prefer to go to a private facility</td>
<td>34%</td>
<td>62%</td>
</tr>
<tr>
<td>Eligible to access Ministry of Health facility at subsidized rate but could not access</td>
<td>16%</td>
<td>7%</td>
</tr>
<tr>
<td>Not eligible to access Ministry of Health facility at subsidized rate</td>
<td>7%</td>
<td>16%</td>
</tr>
<tr>
<td>Emergency Delivery</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Closeness</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td>19%</td>
<td>15%</td>
</tr>
</tbody>
</table>

If the delivery took place at a private clinic or hospital what were the reasons that a private facility was chosen?
VII. Children Vaccination

A. Children's Vaccination Access & Vaccination Card

Only 4% of reported that they are unaware of the free access of Children's Vaccination in 2021. As for possession of child's vaccination card, only 5% reported that they don’t have vaccination card for their kid for the same year.

Figure 16. Awareness of free vaccination access and possession of vaccination card

<table>
<thead>
<tr>
<th></th>
<th>2021 (n=190)</th>
<th>2018 (n=304)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awareness of children's free access to vaccination</td>
<td>96%</td>
<td>97%</td>
</tr>
<tr>
<td>Possession of child's vaccination card</td>
<td>95%</td>
<td>97%</td>
</tr>
</tbody>
</table>

Base: (Parents/Guardians of selected children)

Do you know that refugee children have free access to vaccination at Ministry of Health facilities?

B. Measles / MMR

6% reported that their child has not received that Measles/MMR vaccine, and almost all who have received the vaccine received it at governmental health centers.

Figure 17. Measles / MMR vaccination

Measles / MMR Vaccinated?

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>6%</td>
<td>94%</td>
<td>96%</td>
</tr>
</tbody>
</table>

Base: 190

Place of Vaccination

<table>
<thead>
<tr>
<th></th>
<th>Governmental health center</th>
<th>Mobile vaccination team</th>
<th>Private clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021 (n=179)</td>
<td>99%</td>
<td>0.5%</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Governmental health center</th>
<th>Before arrival to Jordan</th>
<th>Private clinic</th>
<th>Mobile vaccination team</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018 (n=304)</td>
<td>95%</td>
<td>2%</td>
<td>2%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Where did … receive Measles/MMR vaccine?
C. Polio

Similar to Measles/MMr 6% Syrians have reported that their child has not received that Polio vaccine, and almost all received it at governmental health centers.

Figure 18. Polio vaccination

<table>
<thead>
<tr>
<th>Polio Vaccinated?</th>
<th>Place of Vaccination</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Governmental health center</td>
</tr>
<tr>
<td>2021</td>
<td>99%</td>
</tr>
<tr>
<td>2018</td>
<td>97%</td>
</tr>
</tbody>
</table>

Base: 190 Base: 304

Has … ever receive Polio Vaccine? Where did … receive Measles/MMR vaccine?
VIII. Family Planning - Among women in reproductive age -2021

A. Awareness of Family Planning Services - 2021

More than half of women at reproductive age were not aware of the availability of family planning services.

*Figure 19. Awareness of family planning services (2021)*

B. Access to information on family planning - 2021

Health center staff are the main source of information for family planning, followed by the community events.

*Figure 20. Hearing about family planning and source of information (2021)*
C. Access to contraceptives - 2021

Only 29% of Syrians tried to access contraceptives, largely through MOH health centers.

*Figure 21. Access to contraceptives (2021)*
I. Family Planning - Among pregnant women – 2018 vs. 2021

A. Awareness of Family Planning Services

Figure 22. Awareness of family planning services

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021 (n=170)</td>
<td>41%</td>
</tr>
<tr>
<td>2018 (n=132)</td>
<td>51%</td>
</tr>
</tbody>
</table>

Do you or any of your family members know that there are services available in Jordan to help prevent an unplanned or unwanted pregnancy?

B. Access to information on family planning

Figure 23. Hearing about family planning and source of information

You said you/a family member have information about family planning, can you please tell us about the source of information?
C. Access to contraceptives

Figure 24. Access to contraceptives

<table>
<thead>
<tr>
<th>Source of Access</th>
<th>2021</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOH health center</td>
<td>56%</td>
<td>36%</td>
</tr>
<tr>
<td>Private doctor</td>
<td>16%</td>
<td>18%</td>
</tr>
<tr>
<td>NGO clinic</td>
<td>8%</td>
<td>9%</td>
</tr>
<tr>
<td>Other</td>
<td>27%</td>
<td>36%</td>
</tr>
</tbody>
</table>

Have you or any of your family members tried to obtain contraceptives within the past year? You said that you or a family member tried to obtain contraceptives, where was the care sought?
II. Chronic Diseases

Chronic diseases are found among the sample with 19% of them carrying at least one chronic disease.

Figure 25. Chronic Diseases incidence rate

2021: 19%
2018: 15%

A. Chronic Conditions

Hypertension is the most prevalent disease, followed by the Diabetes among all the sample.

Figure 26. Chronic conditions

Does have any of the following conditions?
B. Ability to obtain medicines among chronic patients

Affordability is the main reason for not obtaining Chronic medications. 87% of the respondents couldn’t get it due to that.

Figure 27. Obtaining medication for Chronic Conditions

<table>
<thead>
<tr>
<th>Reason</th>
<th>2021 (n=213)</th>
<th>2018 (n=102)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Couldn’t afford user fees</td>
<td>87%</td>
<td>52%</td>
</tr>
<tr>
<td>Was not available in facility</td>
<td>9%</td>
<td>19%</td>
</tr>
<tr>
<td>Staff were rude</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>Can’t afford transport</td>
<td>4%</td>
<td>13%</td>
</tr>
<tr>
<td>Don’t know where to go</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Long Wait</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Due to COVID-19</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Others</td>
<td>4%</td>
<td>6%</td>
</tr>
</tbody>
</table>

C. Ability to access other health services among chronic patients

Affordability of the cost is the main reason that prevented patients from accessing the health care services. It appears that the major issue was financial, as almost 85% of the sample couldn’t access other health services due to that.

Figure 28. Accessing other health services for Chronic Conditions

<table>
<thead>
<tr>
<th>Reason</th>
<th>2021 (n=196)</th>
<th>2018 (n=81)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Couldn’t afford user fees</td>
<td>85%</td>
<td>49%</td>
</tr>
<tr>
<td>Was not available in facility</td>
<td>9%</td>
<td>17%</td>
</tr>
<tr>
<td>Can’t afford transport</td>
<td>6%</td>
<td>19%</td>
</tr>
<tr>
<td>Staff were rude</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>Didn’t know where to go</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>Long Wait</td>
<td>3%</td>
<td>6%</td>
</tr>
<tr>
<td>Due to COVID-19</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Others</td>
<td>5%</td>
<td>6%</td>
</tr>
</tbody>
</table>
III. Impairment

7% of the sample are impaired

Figure 29. Impairment rate

A. Type of impairment

The most common impairment was physical, followed by sensory impairment

Figure 30. Types of impairment
B. Impairment Causes

**Figure 31. Impairment causes**

![Bar chart showing impairment causes]

What was the cause of impairments?

C. Impairment – Health Access

A percentage in the sample did not receive treatments, psychological support, rehabilitation, or assistive devices

**Figure 32. Health access for impairment**

<table>
<thead>
<tr>
<th>Service</th>
<th>2021</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surgical Treatment</td>
<td>37%</td>
<td>42%</td>
</tr>
<tr>
<td>Assistive Devices</td>
<td>22%</td>
<td>21%</td>
</tr>
<tr>
<td>Psychosocial Support</td>
<td>21%</td>
<td>31%</td>
</tr>
<tr>
<td>Rehabilitation Services</td>
<td>17%</td>
<td>15%</td>
</tr>
</tbody>
</table>

Has ... received surgical treatment for his/her impairment?
Has ... received psychosocial support for his/her impairment?
Has ... received rehabilitation services for his/her impairment?
Has ... received the assistive devices (such as crutches, walking frame, and wheelchair) for his/her impairment?
## D. Barriers for Health Access (Impairment)

*Table 4. Reasons for not receiving health care for their impairment*

<table>
<thead>
<tr>
<th>Reason</th>
<th>2021</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>BASE</td>
<td>130</td>
<td>134</td>
</tr>
<tr>
<td>Could not afford user fees</td>
<td>65%</td>
<td>49%</td>
</tr>
<tr>
<td>No services available</td>
<td>22%</td>
<td>11%</td>
</tr>
<tr>
<td>Felt it was unnecessary</td>
<td>16%</td>
<td>18%</td>
</tr>
<tr>
<td>Did not know where to go</td>
<td>13%</td>
<td>4%</td>
</tr>
<tr>
<td>Too far / Transport issues</td>
<td>10%</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>8%</td>
<td>16%</td>
</tr>
</tbody>
</table>

**BASE:** Who did not received health care services for their impairment

What prevented the impaired household member from getting proper care?
IV. Monthly Health Access Assessment

A. Needed Health Care Services
38% of the sample needed health care in the past 1 month.

Figure 33. Need for health care services

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>38%</td>
</tr>
<tr>
<td>2018</td>
<td>49%</td>
</tr>
</tbody>
</table>

BASE: 2021 = 2,150
BASE: 2018 = 2,075

B. Sought Health Care Services
84% of those who needed health care services sought the health care

Mostly, the health care services were sought at the private sector through clinics / hospitals and pharmacies

Figure 34. Seeking health care services

<table>
<thead>
<tr>
<th>Sought Health Care Services in the past one month</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021 (n=812)</td>
</tr>
<tr>
<td>84%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>First Place the health services was sought at</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private Clinic / Hospital</td>
</tr>
<tr>
<td>Private Pharmacy</td>
</tr>
<tr>
<td>Government centre/ Hospital</td>
</tr>
<tr>
<td>NGO clinic</td>
</tr>
<tr>
<td>Other</td>
</tr>
</tbody>
</table>

Base: Those who Sought Health Service
Where is the first place … went to for care?
C. Ability to Obtain the Health Care Services

While the majority were able to obtain the health care services, a 11% of respondents reported that they have faced difficulties, mainly on accessing the health care center and affordability.

Figure 35. Ability to obtain health care services at first facility

<table>
<thead>
<tr>
<th>Ability to obtain the Health Care Services</th>
<th>Reasons of inability</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021 (n=684) 89%</td>
<td>2021 2018</td>
</tr>
<tr>
<td>2018 (n=413) 81%</td>
<td>Couldn’t afford user fees 44% 31%</td>
</tr>
<tr>
<td></td>
<td>Health centre refuse to provide services 42% 17%</td>
</tr>
<tr>
<td></td>
<td>Don’t like the health services/staff 12% 12%</td>
</tr>
<tr>
<td></td>
<td>Too far / Transport issues 5% 0%</td>
</tr>
<tr>
<td></td>
<td>Didn’t Now where to go 3% 12%</td>
</tr>
<tr>
<td></td>
<td>Others 11% 36%</td>
</tr>
</tbody>
</table>

Base: Those who were not able to obtain the health care

D. Payments for Health Care Services – First Facility

The majority have paid for the health care services they have obtained in the last month.

With the average payment was at (JOD 37) and 90cile (JOD 60)

Figure 36. Payments at first health care facility

<table>
<thead>
<tr>
<th>Amounts Paid</th>
<th>90cile</th>
<th>Max</th>
<th>Count</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021 Sample: 86% Paid for Health Services</td>
<td>2021</td>
<td>JOD 60</td>
<td>JOD 1,500</td>
<td>525</td>
</tr>
<tr>
<td>2018 Sample: 77% Paid for Health Services</td>
<td>2018</td>
<td>JOD 60</td>
<td>JOD 5,000</td>
<td>696</td>
</tr>
</tbody>
</table>

Definitions:
90cile = The value where 90% of the observations are below it
Max = The maximum value paid
Count = Number of payments
Mean = The straight average of payments

Base: those who have paid for the health care service

Table 5. Average pay by first facility type

<table>
<thead>
<tr>
<th>Private Pharmacy</th>
<th>Private Clinic / Hospital</th>
<th>Government center/ Hospital</th>
<th>NGO clinic</th>
<th>Other</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base</td>
<td>212</td>
<td>210</td>
<td>91</td>
<td>7</td>
<td>528</td>
</tr>
<tr>
<td>Average</td>
<td>JD 13.51</td>
<td>JD 65.52</td>
<td>JD 26.81</td>
<td>JD 6.71</td>
<td>JD 53.06</td>
</tr>
</tbody>
</table>
E. Sought health services in a Second Facility

17% of those who sought health care services in the past one month were referred to another health care facilities, mostly to private facilities.

![Figure 37. Seeking a second health care facility](image)

<table>
<thead>
<tr>
<th>Sought health services in a second facility</th>
<th>Second facility type</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021 (n=684)</td>
<td>2018 (n=923)</td>
</tr>
<tr>
<td>14%</td>
<td>5%</td>
</tr>
</tbody>
</table>

**Base:** Those who sought health care service

Were … referred somewhere else or did he/she seek care elsewhere?

You said … were referred somewhere else, would you please tell me where were … referred to or sought care?

F. Health Costs Increase & Impact

31% of the sample have noticed an increase in the health care costs over the last year, that mostly resulted in the inability to visit the physicals and not being able to afford obtain the medical procedures and medications.

![Figure 38. Health care costs increase and impact](image)

**If noticed an increase in health care costs over the last year**

31% Noticed price increase

**Impact of the increase in health care costs over the last year**

<table>
<thead>
<tr>
<th>Impact</th>
<th>2021 (n=125)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not able to afford required medication</td>
<td>74%</td>
</tr>
<tr>
<td>Not able to afford required other medical procedure (e.g. investigation, devices, consumables)</td>
<td>70%</td>
</tr>
<tr>
<td>Not able to visit doctor or hospital when needed</td>
<td>58%</td>
</tr>
<tr>
<td>Others</td>
<td>4%</td>
</tr>
<tr>
<td>No Impact</td>
<td>12%</td>
</tr>
</tbody>
</table>

Have you noticed any increase in health care costs over last year?
G. Health Costs Increase & Adaptation Strategy
The vast majority were impacted by the health costs increased, and this resulted to reducing the visits to health care facilities and reduce some medications

![Figure 39. Adaptation to health care costs increase](image)

<table>
<thead>
<tr>
<th>How Did They Adapt</th>
<th>2021 (n=110)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing no. of visits to Health Care providers</td>
<td>44%</td>
</tr>
<tr>
<td>Reduce or Stop Medicine Use</td>
<td>35%</td>
</tr>
<tr>
<td>Spent from Saving/Borrow</td>
<td>26%</td>
</tr>
<tr>
<td>Sought for NGO Free Service</td>
<td>21%</td>
</tr>
<tr>
<td>Others</td>
<td>4%</td>
</tr>
</tbody>
</table>
Base: those who were impacted by increase

H. Spending on Health Vs. Households’ Income
A large percentage of the 2021 sample spent money on health care services
Taking the last month, the spending on health was 44% of the monthly income

![Figure 40. spending on health care vs. income](image)

<table>
<thead>
<tr>
<th>Year</th>
<th>Income</th>
<th>Spending on health</th>
<th>Spending to income ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>219</td>
<td>97</td>
<td>44%</td>
</tr>
<tr>
<td>2018</td>
<td>153</td>
<td>98</td>
<td>64%</td>
</tr>
</tbody>
</table>

AVG in JOD
Did the household spend any money on health care in the previous calendar month?
How much was the money spent on health in the previous calendar month?
How much was your total HH income in the previous calendar month?