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***Effectiveness of Health Services at the University Health Center
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DEDICATION

I dedicate this thesis to my family for nursing me with affections and love, and their dedicated partnership for success in my life.

Especially MOM and DAD, who always picked me up on time and encouraged me to go on every adventure, especially this one.

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Author:

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LIST OF ACRONYMS

- USDOL = United States Department of Labor.
- ERISA = Employee Retirement Income Act.
- AFNOR = Association Francaise de Normalisation.
- OHRIS = Occupational Health and Risk-management System.
- OHSAS = Occupational Health and Safety management System Standard.
- ILO = International Labour Organization.
- ASSE = American Society for Safety Engineers.
- ABIH = American Board on Industrial Hygiene.
- AIHA = American Industrial Hygiene Association.
- NIOSH = National Institute for Occupational Safety and Health.
- FELA = Federal Employees' Liability Act.

LIST OF ABBREVIATIONS

I.U.A	= International University of Africa.
WHO	= World Health Organization.
CHW	= Community Health Workers.
SPHC	=
SPD	= Summary Plan Description.
OSH	= Occupational Safety and Health.
OHS	= Occupational Health Safety.
WHS	= Workplace Health and Safety.
MSD	= Musculoskeletal Disorder.
MFHS	= Managing For Health and Safety.
US	= United States.
MS	= Master of Science.
MA	= Master of Art.
L&H	= Longshore and Harbor workers 'compensation Act.

ABSTRACT

Primary health care (PHC) is the foundation of the healthcare system. As the first line of care in the community, the primary health care professionals are often the first point of contact with patients. They provide holistic and personalized care for patients of different age groups. They treat acute conditions such as upper respiratory tract infections, manage chronic illnesses such as diabetes, and keep the population healthy through preventive measures such as targeted health screening. They also help to coordinate patients' care with other providers and help patients who require more specialized medical attention to navigate the healthcare system.

This research is descriptive cross sectional facility based design, conducted in the health center of International University of Africa /Khartoum/Sudan. Targeting the effectiveness of the health services received by the working population and their families and how satisfied they are. Data was collected by a questionnaire distributed to 317 of the attendance and a checklist. Data was analyzed by SPSS program.

The research answers two questions on how do the primary health care and the insurance system of the university health center work. And does the health services they provide represent the needs of the patients?

According to the impact of the most participants, the health services provided by the university health clinic is acceptable and works for them so far, but not the standardized level. The work harmony is not as it should be.

Because, according to the result outcomes 6 questions of the questionnaire was marked neutral out of 16 means 37.5% of the health services were neutral (not handled in right way). While 2 questions of the questionnaire was disagreed by the participants, which means 12.5% of the health services are not there. But the rest of the questions was marked Agree by the participants, which makes it that 50% of the health services of the University Health clinic are available and being handled in a proper way.

Generally 87.5% of the health services are available in the University Health Clinic but a large number of that services need an improvement, the rest 12.5% of the services must be provided at the University health center

At the end the university clinic and its staff are working so hard in order that they can provide a suitable health services to their population and to everyone who may attend it in anyway.

الملخص

الرعاية الصحية الأولية (PHC) هي أساس نظام الرعاية الصحية. كخط أول من الرعاية في المجتمع ، غالبًا ما يكون اختصاصيو الرعاية الصحية الأولية أول نقطة اتصال مع المرضى. أنها توفر رعاية شاملة وشخصية للمرضى من مختلف الفئات العمرية. يعالجون الحالات الحادة مثل التهابات الجهاز التنفسي العلوي ، وإدارة الأمراض المزمنة مثل مرض السكري ، والحفاظ على صحة السكان من خلال تدابير وقائية مثل الفحص الصحي المستهدف. كما أنها تساعد في تنسيق رعاية المرضى مع مقدمي خدمات آخرين ومساعدة المرضى الذين يحتاجون إلى المزيد من العناية الطبية المتخصصة للتنقل في نظام الرعاية الصحية.

يعتبر هذا البحث تصميمًا وصفيًا قائمًا على المنشآت المقطعية ، والذي أجري في المركز الصحي للجامعة الدولية لأفريقيا / الخرطوم / السودان. استهدف فعالية الخدمات الصحية التي يتلقاها السكان العاملون وأسرهم ومدى رضاهم. تم جمع البيانات عن طريق استبيان تم توزيعه على 317 من الحضور وقائمة مرجعية. تم تحليل البيانات بواسطة برنامج SPSS.

يجيب البحث عن سؤالين حول كيفية عمل الرعاية الصحية الأولية ونظام التأمين في المركز الصحي الجامعي. وهل الخدمات الصحية التي يقدمونها تمثل احتياجات المرضى؟

وفقًا لتأثير معظم المشاركين ، فإن الخدمات الصحية التي تقدمها العيادة الصحية بالجامعة مقبولة وتعمل لها حتى الآن ، ولكن ليس على المستوى الموحد. ونام العمل ليس كما ينبغي.

لأنه وفقًا لنتائج النتائج ، تم وضع علامة على 6 أسئلة من الاستبيان محايدة من 16 يعني 37.5٪ من الخدمات الصحية كانت محايدة (لم يتم التعامل معها بالطريقة الصحيحة). بينما لم يوافق المشاركون على سؤالين من الاستبيان ، مما يعني أن 12.5٪ من الخدمات الصحية غير موجودة. لكن تم وضع علامة "موافق" على بقية الأسئلة ، مما يجعل 50٪ من الخدمات الصحية في عيادة الصحة الجامعية متوفرة ويتم التعامل معها بطريقة مناسبة.

يتوفر 87.5٪ من الخدمات الصحية في العيادة الصحية بالجامعة ولكن هناك عدد كبير من تلك الخدمات بحاجة إلى تحسين ، ويجب توفير الباقي 12.5٪ من الخدمات في المركز الصحي بالجامعة

في النهاية ، تعمل عيادة الجامعة وموظفوها بجد حتى يتمكنوا من تقديم خدمات صحية مناسبة لسكانهم ولكل من قد يحضرها على أي حال

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