

## Abstract

This study was conducted in 2014. The main objective is to identify the quantitative and qualitative distribution of the health services in Jenin Governorate. The study of the qualitative and quantitative distribution of health services is important in filling the gaps by previous studies, in addition to the need to assist decision makers in choosing locations for new health centers based on population, geographic distribution, and health requirements.

Information on health services were collected from different sources Such as published literatures and the preparation of two questionnaires; the first questionnaire was randomly distributed at 172 Palestinian health service beneficiaries, while the second questionnaire was distributed at 172 Palestinian health- service providers, resulting in a total of 344 questionnaires. Spatial distribution of health centers was assigned using GIS, and both questionnaires were analyzed using SPSS programs.

Results with regard to hospitals revealed that the overall number of general practitioners and nurses in the Palestinian hospitals are within the local and international standards; however there is a scarcity in the number of pediatricians, surgeons, dermatologists, dentists, and ophthalmologists. In addition, there is a shortage in the number of hospital beds. On the other hand, and concerning health centers, the results indicated that there is a scarcity in the number of GPs in the primary health care, in addition to the shortage of laboratories, radiology centers, pharmacies, and specialized doctors. There is a shortage in the number of health centers of the second, the third and the fourth service level of health care. Besides, the number of ambulances serving health centers are insufficient, furniture at the health centers is unsuitable, as most of the health center services focus on the major city centers.

The main recommendations of the study with respect to hospitals are: i) hire more pediatricians, surgeons, dermatologists, dentists, etc.; increase the number of beds; ii) build two hospitals in one the eastern and the other in western part of the Governorate; iii) and provide better facilities with regards to parking and recreational areas (gardens). The main recommendations concerning health centers are: i) build primary health centers in highly populated areas; ii) increase the level of health care from the primary level to the secondary and from the third to the fourth level; iii) hire sufficient number of general practitioners and specialists; iv) raise the number of laboratories, radiology centers, and pharmacies; v) provide better facilities; and vi) coordinate the distribution of medicine between governmental institutions and donor communities.