

# PUBLIC POLICIES ON HEALTH AND SOCIAL PROTECTION

## Generalization of social protection and the rehabilitation of the national health system

### Introduction

The generalization of social protection is one of the major projects launched by His Majesty King Mohammed VI. It is a real social revolution that aims to reduce poverty, address all forms of vulnerability, enhance families' purchasing power, generalize compulsory health insurance to all citizens, generalize family allowances and compensation for job loss, and expand the retirement (pension) system.

The reform of the health sector, a royal project par excellence, has enabled an unprecedented revolution in fifty years in this sector. His Majesty the King outlined the main features of the social and societal project through the framework law on social protection (09.21) and the framework law on the health system (06.22), including provisions related to health coverage and the strengthening of social programs.

Framework Law No. 09.21 of 22 chaaban 1442 (corresponding to April 5, 2021) on social protection is a crucial step in implementing the directives of His Majesty King Mohammed VI to generalize health and social coverage for all Moroccan citizens by 2025.

The Ministry of Health and Social Protection, along with its partners, continues to implement the social protection project that reflects His Majesty's commitment to provide equitable access to medical and social services. This effort involves a comprehensive approach that engages all stakeholders in the efforts made in this regard. The pace of implementation of the main pillars of this project has accelerated on the ground, whether it is related to the generalization of social protection and compulsory health coverage and related procedures, as well as the National Population Register and the Unified Social Register, which constitute the starting point for targeting the concerned groups. Additionally, there is a focus on enhancing healthcare infrastructure in various national, regional, and provincial medical hubs, ensuring they are equipped to support this ambitious royal project.



As the health sector plays a key role in establishing the foundations of a social state, the Ministry, through its various components, has initiated preparations for this reform process since 2020 and is still ongoing. Several projects have been implemented concerning the entire health system, including the enhancement and modernization of the legal framework regulating both the health and social protection sectors. In this context, the legal framework for the rehabilitation of the national health system has been completed, and efforts to implement the universal mandatory health insurance projects, notably, are underway. Additionally, a new administrative organization model for the health sector at both the central and regional levels has been established, along with improvements to the national healthcare services and the adoption of a sustainable pharmaceutical policy that guarantees pharmaceutical and health security for the Kingdom of Morocco, and the promotion of the professional and social conditions of health professionals.

The Ministry of Health and Social Protection continues to implement its action plan regarding health programs aimed at combating diseases and epidemiological surveillance to preserve public health. This includes enhancing access to primary healthcare services by adopting a new model for primary healthcare institutions, being the first point of contact for patients in their treatment journey. Furthermore, efforts are being made to strengthen primary healthcare and intensify health campaigns and communication efforts as part of a new strategy focused on awareness, health education, and education.

## **Social Protection Projects**

### **Foundations and Objectives of the Social Protection Project**

Achieving social protection is an essential and unavoidable entry point for promoting the human element, a fundamental element in development. It is also vital for building a society characterized by social and spatial justice, which His Majesty King Mohammed VI, has consistently aspired to since his ascension to the throne of his glorious ancestors. This royal vision has been manifested through the launch of a series of social programs, including the National Human Development Initiative, the Medical Assistance System, the Program to Reduce Spatial and Social inequalities, and support programs for children's education such as the "Tayssir Program" and the "Widows' Support Program."

However, these programs, in their various forms, have significantly reduced poverty, vulnerability, and school dropout rates, and allowed

access to essential services for a wide range of citizens. To further enhance these achievements, it has become imperative to intensify efforts to build a strong system offering social protection to a wider range of groups capable of mitigating economic and social risks, especially for the most vulnerable populations affected by the repercussions of the COVID-19 pandemic.

Social protection includes protection against health risks and risks related to childhood, provision of lump-sum compensation for families not covered by these protections, protection against risks associated with aging, and protection against the risks of job loss.

In this context, this ambitious royal project aims to complete the establishment of this system, which His Majesty the King, outlined in his speech during the opening of the legislative session held on October 9, 2020. The key features and foundations of this system are defined as follows:

- 1-** Expand mandatory health coverage by the end of 2022, enabling an additional 22 million beneficiaries to access health insurance that covers treatment costs, medications, and hospitalization.
- 2-** Generalize family allowances, which will benefit approximately seven million school-age children.
- 3-** Expand the enrollment base in pension systems by integrating around five million active individuals who currently lack any retirement coverage.
- 4-** Universalize unemployment compensation for individuals with stable employment.

Building on these royal directives, this major project defines the provisions, principles, orientations, and mechanisms that frame the state's work in this area. These elements are designed to achieve the established objectives, thereby reducing poverty, combating vulnerability, supporting the purchasing power of families, achieving social justice, and promoting human capital development.

The framework law on social protection is based on the provisions of Article 31 of the Constitution, which enshrines the right to social protection and health coverage. It also draws upon Morocco's international commitments in the field of social protection, particularly the International Covenant on Economic, Social and Cultural Rights, ILO Convention No. 102 on minimum standards of social security, and ILO

Recommendation No. 202 on national social protection floors, as well as the United Nations' agenda for achieving the Sustainable Development Goals, of which the expansion of social protection is a key objective.

In this context, the commitments of public authorities involve ensuring coordination among all stakeholders concerned with the generalization of social protection, viewing it as a national priority, developing aspects related to the management and governance of social security bodies, ensuring the coherence of social protection systems, and adopting all necessary legislative, regulatory, institutional, and financial measures to effectively implement the generalization of this protection.

The relevant governmental authorities have activated this project by implementing the reform within the specified timeframe set by the law, which are five years according to the timetable. Defined as follows:

- **Generalization of basic compulsory health insurance** during the years 2021 and 2022.
- **Generalization of family allowances** by enabling families not currently benefiting from these allowances, according to existing legislative and regulatory texts, to receive compensation for risks related to childhood or lump-sum compensation, during the years 2023 and 2024.
- **Expansion of enrollment in pension systems** and universalization generalized access to compensation for job loss by the year 2025.

The generalization of social protection is based on the principles of solidarity across social, territorial, intergenerational, and interprofessional dimensions, which requires the concerted efforts of all stakeholders in this field. Additionally, it upholds the principle of non-discrimination in accessing social protection services, as well as the principle of proactivity, which involves regular assessments of the impacts of interventions by the parties involved in social protection to identify the best ways to enhance achieved results. Also, the principle of participation through the involvement of all stakeholders in policies, strategies and programs related to social protection.

This framework law aims to generalize social protection to include individuals who currently lack it, in order to reduce poverty and

combat vulnerability. The globalization of social protection consists on the following key areas:

- **Globalization of basic compulsory health insurance.**
- **Expansion of the enrollment base in pension systems** to include individuals who are employed but do not receive any pension benefits.
- **Generalization of unemployment compensation** to cover all individuals with stable employment.
- **Generalization of family allowances** by enabling families not currently benefiting from these allowances, according to existing legislative and regulatory texts, to receive:
  - Compensation for risks associated with childhood, particularly regarding school drop-out rates, for families with children under 21 years old.
  - Lump-sum compensation for families without children or whose children are over 21, provided they are not beneficiaries of compensation for childhood-related risks. These compensations are mainly aimed at supporting the purchasing power of these families and reducing vulnerability.

Basic compulsory health insurance will be generalized through:

- **Expanding access to this insurance** to include underprivileged groups benefiting from the Medical Assistance System.
- **Achieving full implementation of compulsory basic health insurance** for professionals, self-employed individuals, and non-wage earners engaged in private activities. This effort aims to cover all relevant categories and will involve adopting the necessary mechanisms for this purpose, especially simplifying the procedures for payment and collection of contributions related to this insurance.

To achieve the goal of globalizing basic compulsory health insurance, public authorities are committed to reforming and enhancing the national health system.



Regarding the expansion of the enrollment base in pension systems to include individuals who are employed but do not receive any pension benefits, this will involve fully implementing the pension system for professionals, self-employed individuals, and non-wage earners engaged in private activities. This effort aims to cover all relevant categories and will involve adopting the necessary mechanisms for this purpose, especially simplifying the procedures for payment and collection of contributions related to this system.

Job loss compensation will be generalized to cover all individuals with stable employment by simplifying the eligibility criteria and expanding access to it. Regarding family allowances, the establishment of compensation related to childhood risk protection and lump-sum compensation will involve the following actions:

- **Reforming existing support programs** aimed at families for protection against childhood-related risks, consolidating and generalizing these programs while setting precise criteria for eligibility.
- **Gradually reforming the subsidy system** to allocate the margins resulting from the progressive reduction of subsidies to finance the mentioned compensations.
- **Adopting the unified social register** as a tool to achieve more effective targeting of social groups deserving of support.

In general, the globalization of social protection is a national priority and a shared responsibility among the state, local authorities, public institutions, private enterprises, civil society, and various other public and private entities, as well as citizens. The law mandates public authorities to ensure the coordination of all stakeholders involved in the globalization of social protection, to develop management aspects and governance related to social security bodies, and to take all necessary legislative, institutional, and financial measures to implement the globalization of social protection.

## **B- Significant Achievements in Implementing the Social Protection project**

Since His Majesty King Mohammed VI called for the establishment of an integrated and comprehensive social protection system capable of mitigating economic and social risks, especially for vulnerable groups,

the Ministry of Health and Social Protection has intensified its efforts to implement various components of the reform programs for the social protection system and to globalize them across all targeted groups.

This societal project, one of the pillars of the emerging social state model, has been taking shape since the global health crisis of COVID-19. It aims to establish a compulsory solidarity system that ensures protection for everyone, facilitates equal access to social and health services, and ensures sustainable healthcare for all against diseases and health risks of all kinds.

This ambitious royal project also seeks launching structural and radical reforms, particularly regarding the enhancement of coordination and integration between the various existing and previous social protection systems. Additionally, it aims to provide the necessary infrastructure for globalizing social protection by upgrading healthcare facilities, ensuring the availability of healthcare personnel, and developing the capacity to produce essential medicines, vaccines, and medical supplies, in accordance with the provisions of the framework law concerning the national health system.

In this regard, the implementation of the social protection project continues, as many measures have been implemented since the adoption of framework law No. 21.09 related to social protection, most notably:

- **Expanding basic compulsory health coverage** to include 22 million beneficiaries, representing 90% of the population.
- **Expanding enrollment in pension systems**, aiming to include 5 million people by 2025.
- **Generalizing job loss compensation** by 2025.
- **Generalizing family allowances**: benefiting 7 million school-age children (activated during the 2023-2024 year).
- **Activating all regulatory decrees for social protection.**

The practical implementation of basic compulsory health insurance (health coverage) involves:

- **Universalizing basic compulsory health coverage.**
- **Covering treatment costs, medications, and hospitalization.**
- **Establishing the national population register and the unified social register.**



- **Implementing practical procedures for the generalization of the social assistance system by 2024**, with plans to reform the job loss system by 2025.
- **Transforming the Medical Assistance System into an insurance system managed by the National Social Security Fund.**
- **Promulgating law No. 22.60 concerning the basic compulsory health insurance system for individuals capable of paying contributions who are not engaged in any paid or unpaid activity.**

As of mid-July 2024, all Moroccans from various backgrounds are now covered by basic compulsory health insurance. Currently, 10.788 million Moroccan citizens, representing over 97% enrollment (approximately 4 million families), benefit from the "Amou Tadamon" program, which is designed for individuals unable to pay contribution fees (who were previously under the Medical Assistance System).

Additionally, 1.79 million beneficiaries have been registered for basic compulsory health insurance for non-waged workers, with an enrollment rate of approximately 54%. Consequently, the total number of beneficiaries in this category exceeds 4.25 million, including both primary insured individuals and their dependents.

The National Social Security Fund has received 2,739,501 compensation claims from these groups, and 110,584 beneficiaries have been registered under "Amo Achamil," which is the compulsory health insurance system for individuals capable of paying contributions who are not engaged in any paid or unpaid activity.

Furthermore, the network of National Social Security Fund agencies has been expanded to 156 agencies, including 47 new ones, in addition to 55 mobile agencies. Partnerships have been developed with proximity networks, establishing approximately 2,006 contact points to receive compulsory health insurance claims and around 6,677 contact points for registering non-waged workers.

The national population register and the unified social register have been globalized as tools for consolidating social assistance systems and implementing practical measures for the generalization of the social assistance system. This aims to ensure easy access to social support programs, enhance their effectiveness, and facilitate the identification and targeting of beneficiaries. As of mid-2023:





- Over 9 million individuals have been registered in the national population register out of the targeted 10 million, representing 90% of the set goal.
- Over 1.8 million families have been registered in the unified social register, accounting for more than 51% of the target for the current year.

## **Rehabilitation of the national health project**

### **a- Foundations and objectives of health system reform**

Promotion, development, and enhancement of the health sector is a shared responsibility between the state, local authorities, and public institutions on one hand, and the private sector, civil society, professional bodies, and the population on the other. A deep reform of the national health system has become an urgent necessity and a national priority within the broader public policy objectives aimed at valuing human capital and caring for the health of citizens as a fundamental condition for the success of the desired developmental model.

In this context, His Majesty King Mohammed VI, provided his royal directives to the government in a speech addressed to members of Parliament during the opening of the first session of the first legislative year of the eleventh mandate. He emphasized the importance of completing major projects, particularly the globalization of social protection, which is under his patronage. The King highlighted that the primary challenge remains the genuine rehabilitation of the health system, adhering to the best standards and ensuring integration between the public and private sectors.

In implementation of these royal directives, and considering that the right to health is a fundamental human right as stipulated in international covenants, particularly the International Covenant on Economic, Social and Cultural Rights, the Constitution of the World Health Organization, the Millennium Development Goals, and the United Nations Sustainable Development Goals.

Pursuant to the provisions of the Constitution, notably Article 31, which states that the state, public institutions, and territorial communities must mobilize all available resources to facilitate equal access for citizens to the right to treatment and healthcare. This framework law seeks to legally frame the main objectives of the reform and restructuring of the national health system according to a participatory approach,

characterized by the collective and responsible engagement of the state and all relevant stakeholders.

This approach is mainly based on mobilization and participatory management, as well as a solidarity partnership among various stakeholders, aimed at restructuring the system according to a long-term visionary framework. This framework includes the adoption of an effective preventive health policy and equitable access to healthcare services across different regions of the kingdom, based on the data and directives outlined in the national health map and the approved regional health maps. It emphasizes activating the role of primary healthcare institutions and establishing a rational pharmaceutical policy.

To create the necessary conditions for this reform, a comprehensive review of the governance of the health system has been established, focusing on several key areas: restoring the value of human resources in the health sector, improving health training systems, attracting medical competencies working abroad, developing an integrated national health information system, and implementing an accreditation system for health institutions. Specialized bodies for management and governance will also be created, such as the High Health Authority, which will provide technical oversight for the basic health compulsory insurance initiative, and regional health groups that will implement state health policies at the regional level. Moreover, public institutions for pharmaceuticals and health products, as well as a public entity for blood and its derivatives, will be established.

These objectives aim to create an integrated and effective framework to achieve the desired reform of the national health system.

The state's activity in the health sector aims to achieve health security, protect the population's health, preserve them from diseases, epidemics, and life-threatening hazards, and ensure they live in a healthy environment. To this end, the state works towards achieving the following objectives:

- Facilitate the population's access to healthcare services and improve their quality.
- Ensure equitable and fair distribution of healthcare services across the national territory.
- Locally establish public health services and improve their governance through the creation of regional health groups.
- Guarantee pharmaceutical sovereignty and ensure the availability, safety, and quality of medicines and health products.



- Develop and enhance mechanisms for monitoring and preventing health threats.
- Reorganize treatment process and digitize the health system.
- Strengthen health standards to meet the criteria established by the World Health Organization in this field.
- Enhance and qualify the human resources working in the health sector by establishing a health function that considers the specificities of jobs and professions in the field.
- Activate mechanisms for partnership, cooperation, and integration between the public and private sectors.
- Encourage scientific research and innovation in the health field.

The state takes the necessary measures to fulfill its health obligations, in particular those relating to:

- Informing the population about health risks and the behaviors and precautionary measures to be taken for their prevention.
- Protecting health and ensuring access to appropriate and available healthcare services.
- Ensuring the physical and moral safety of individuals.
- Respecting the patient's right to access information related to their illness and how they will be cared for.
- Combating all forms of discrimination or stigma that individuals may face due to their illness, disability, or genetic characteristics, with the support of professional organizations and associations active in the health sector.

The state is committed to establishing a pharmaceutical policy aimed at ensuring the availability of medication, improving its quality, and reducing its costs. It also ensures the provision of medical materials and supplies necessary for the health and safety of individuals. To achieve this, the state works, in particular, on:

- Promoting the development of a local pharmaceutical industry and encouraging the development of generic medicines.
- Setting safety and quality standards for the manufacturing, importing, exporting, distributing, and dispensing of medications.
- Establishing safety conditions for non-pharmaceutical medical products and supplies.
- Encouraging and advancing scientific research in the fields of medicine and health sciences. Also, the state ensures the provision of blood and its derivatives by all available means, while prioritizing the safety and quality of these materials.



The state takes necessary measures to ensure an equitable and fair distribution of treatments supply across the national territory, tailored to the specific specificities and needs of each region. The administration establishes a national health map setting out the general guidelines for the distribution of healthcare services, based on a comprehensive analysis of available services and relevant geographical, demographic, and epidemiological data nationwide.

Both the public and private sectors, whether for profit or not, are organized in a coherent manner to effectively meet health needs through an integrated and coordinated offering of treatments and services. This offering includes not only human resources but also all healthcare infrastructures belonging to both sectors, as well as any other fixed or mobile health facilities, along with the means deployed to provide health treatment and services.

The treatment supply offerings in each region are organized according to the regional health map, respecting the treatment pathway, which starts with primary healthcare institutions for the public sector or with a general practitioner for the private sector, following the procedures outlined in regulatory texts.

In order to ensure the improvement of treatment offer in the public sector, the state is continuously upgrading of healthcare infrastructure. It is also taking necessary measures to attract Moroccan talents abroad, as well as foreign professionals, and to draw in foreign investments. This will contribute to the transfer and sharing of expertise and improve the quality of healthcare services.

### **b- Promising Reforms and Achievements in Health Sector Rehabilitation**

Over time, the health sector has undergone various reform phases, but these efforts have often fallen short of their goals. The COVID-19 pandemic highlighted the urgent need for a comprehensive reassessment of this vital sector, prompting His Majesty King Mohammed VI to call for deep and fundamental reforms within the framework of the royal project on social protection.

Given the responsibilities assigned to the Ministry of Health and Social Protection, mainly related to preparing and activating public health policies, its role in advancing this significant social project is crucial. The ministry is focused on enhancing the healthcare services provided to citizens, recognizing that health is a foundational pillar for human and

community development, with a direct impact on Morocco's social and economic stability. Consequently, Morocco places significant emphasis on the health sector by integrating it into public policies that must be promoted and reformed to meet the substantial societal changes, particularly the growing demand for healthcare services.

Thus, the Kingdom of Morocco has entered a new era of modernizing its national health system, in line with the high royal directives in which His Majesty King Mohammed VI called for the promotion of this vital sector and a comprehensive review through the launch of a deep and sustainable reform project. This project focuses on updating and qualifying the health system from various aspects, with the goal of serving Moroccan citizens and providing quality and effective health services, within the framework of the optimal implementation of the royal project related to the generalization of social protection, which requires the provision of health infrastructure and the improvement of services offered to citizens.

The royal directives served as a roadmap adopted by the Moroccan government to promote the health sector, which has undergone a series of reform operations without meeting citizens' aspirations. Consequently, the framework law 22.06 was introduced with ambitious measures aimed at strengthening and enhancing the national health system to respond to various challenges and ensure the success of major projects that Morocco has engaged in. From this, multiple laws and procedures emerged, and efforts have begun to implement them in practice, with the aim of achieving the objectives of this ambitious reform path.

The success of the generalization of social protection requires creating a suitable environment and atmosphere to achieve its objectives. Among the key requirements for the success of this project, which reflects Morocco's commitment to ensuring equitable access to medical and social services for all citizens, is the reform of the national health system to meet aspirations and challenges.

The implementation of the provisions of Framework Law No. 22.06, related to the national health system, which is based on four fundamental pillars, namely:

1. **Adopting good Governance** aiming to strengthen regulatory mechanisms, oversee the work of stakeholders, enhance hospital governance, and improve spatial planning of health services at all strategic, central, and local levels.



2. **Valuing and Incentivizing Human Resources** by establishing a health function that considers the sector's specificities, alongside implementing incentives for health professionals, as well as reforming the training system and improving working conditions and administrative and social situations for all health workers.
3. **Rehabilitating Health Services** to meet the expectations of Moroccans by facilitating access to medical services, improving their quality, and ensuring equitable distribution of healthcare services across the country.
4. **Digitizing the National Health System** through the establishment of an integrated information system to collect, process, and exploit all essential data related to the health system.

The reform of the health system, aimed at ensuring the generalization of social protection, is currently progressing with a rapid dynamic more than ever before, striving to achieve social justice, improve the well-being of all, and enhance sustainable economic development. In this regard, the implementation of the pillars of the national health system reform continues through the adoption of new governance aimed at strengthening regulatory mechanisms, overseeing the work of **stakeholders**, and valuing human resources. This includes establishing a health function and enhancing health services to meet the expectations of Moroccans, facilitating access to medical services, improving their quality, and digitizing the national health system through the creation of an integrated information system to collect, process, and utilize all essential data related to the health system.

## **New Governance for the Health Sector**

### **1. Legal Reform**

To ensure the execution of the royal project related to social protection and **universal health coverage**, the ministry has worked on issuing a rich and diverse legal framework aimed at strengthening governance in the sector. Following the promulgation and approval of Law 21.09 on social protection, several decrees related to this project have been issued, whether in terms of compulsory health insurance systems, basic compulsory health insurance across various systems and target groups, as well as direct social support and the establishment of the national population register and the Unified Social Register. More than 80 legal texts have been issued from January 1, 2021, to July 2024.

These reforms seeks to establish an integrated and sustainable health system that reflects the high royal directives, based on good governance



and effective cooperation among various stakeholders in the health sector. This will contribute to improving the quality of health services and meeting the increasing health needs of the population.

The reform of the national health system is based on a diverse and rich legal framework aimed at promoting the health sector, improving its quality, and strengthening its resilience in the face of challenges. In this regard, the Ministry of Health and Social Protection has begun implementing the project for universal health coverage and social protection by preparing the groundwork necessary for activating this initiative, whether regarding the legal framework, infrastructure, or human capital. Laws have been promulgated to establish good governance in the health sector, aiming to strengthen regulatory mechanisms, oversee the work of stakeholders, and enhance hospital governance and spatial planning of health services at all strategic, central, and territorial levels:

- **Framework Law No. 09.21** on social protection;
- **Framework Law No. 06.22** on the national health system;
- **Law No. 07.22** establishing the High Health Authority;
- **Law No. 08.22** establishing territorial health groups;
- **Law No. 09.22** establishing the health function;
- **Law No. 10.22** establishing the Moroccan Agency for Medicines and Health Products;
- **Law No. 11.22** establishing the Moroccan Agency for Blood and its Derivatives.

## 2. Governance of Management

The promising reform project for the health sector in Morocco is based on four fundamental pillars, the first of which is the adoption of good governance aimed at strengthening regulatory mechanisms, overseeing the work of stakeholders, and enhancing health governance and spatial planning of health services at all strategic, central, and territorial levels through the establishment of the "High Health Authority." The creation of this authority is expected to be a pioneering and promising experience in our country, contributing to the improvement of the health system by providing technical oversight for basic compulsory health insurance, evaluating the quality of services provided by health institutions in both the private and public sectors, as well as monitoring, analyzing, and assessing epidemiological data, evaluating disease control programs, conducting studies and research, and proposing health-related projects and laws, in addition to ensuring the continuity of health policies.



In line with the royal vision to strengthen health sovereignty as a basis for the strategic security of the Kingdom of Morocco, and in implementation of the royal will aimed at enhancing pharmaceutical security and enabling citizens to access quality medicines and medical supplies at acceptable prices, the "Moroccan Agency for Medicines and Health Products" has been established.

This agency has been granted the necessary competencies and equipped with the essential tools to keep pace with the rapid developments in this field, ensuring pharmaceutical sovereignty and the availability, safety, and quality of medicines and health products. This will enable us to reduce the volume of imported medicines and rely on our own capabilities to produce medicines and medical supplies. The Kingdom is capable of securing the national strategic stock of medicines and health products by meeting 70% of the market's needs for medicines and vaccines. The agency also oversees the regulation and monitoring of the pharmaceutical and health products sector and contributes to its development, particularly in the local production of generic medicines, through the establishment of the first smart generic medicines factory on the African continent, which was launched in the Nouaceur region in 2023.

In July 2024, the project for Decree No. 2.23.1055 was approved, implementing the provisions of Law No. 10.22 on the establishment of the Moroccan Agency for Medicines and Health Products. This action is part of the implementation of the high royal directives aimed at carrying out a fundamental reform of the national health system and putting into effect the aforementioned Law No. 10.22. It also aims to assign state oversight of the Moroccan Agency for Medicines and Health Products to the government authority responsible for health.

The establishment of the "**Blood and Its Derivatives Agency**" aims to ensure the development of the human blood supply to meet national needs and to provide all its derivatives under all circumstances, while guaranteeing their safety and quality. The agency is authorized to carry out the manufacturing, importing, and marketing of blood-derived medicines and to undertake several tasks, including contributing to the preparation, implementation, monitoring, and evaluation of the national blood policy, collecting blood from donors, and conducting biological testing along with all activities related to its preservation, transformation, and packaging.

The agency will oversee the development of the national stock of blood and its derivatives and regulate all activities related to its distribution and use, supplying all health institutions in both the public and private sectors





with blood, plasma, red blood cell concentrates, and platelet concentrates as needed. Additionally, the agency has the authority to propose the establishment or revision of tariffs for blood bags, to license and monitor blood and its derivatives storage facilities, and to conduct related diagnostic and therapeutic activities in the field of blood transfusion and its development.

The Agency is also responsible for conducting and developing research and scientific studies in its area of expertise. submitting opinions and proposals on legislation related to human blood and its use, as well as giving opinions on cases submitted to it related to its competence. in addition to contributing to health and epidemiological surveillance, conducting awareness, sensitization, framing and communication operations, contributing to the continuous training of health professionals, as well as to the epidemiological surveillance system for blood injection.

In July 2024, draft decree No. 2.23.1056 implementing some provisions of Law No. 11.22 establishing **the Moroccan Agency for Blood and its Derivatives** (AMBP) was approved. This decree aims to assign state oversight of the AMBP to the government authority in charge of health.

In addition to the creation of “territorial health groups”, considered an essential mechanism to overcome various constraints on territorial treatment levels. These health groups will enable optimizing the coordination of the public offer in terms of treatments at the territorial level, identifying the qualifications of the regions in the hospital infrastructure available in the public and private sector and strengthening cooperation and partnership mechanisms between the two sectors, in addition to identifying the size of the deficit and priorities for investment in health and social protection in each region. Furthermore, they will ensure the smoothness of treatment interventions and adjusting treatment pathways, which will alleviate the pressure experienced in emergency departments of university hospitals and positively impact the conditions and circumstances for receiving patients in these institutions.

On July 11, 2024, the council of Government approved draft decree No. 2.23.1054 implementing some provisions of Law No. 08.22 on the establishment of territorial health groups, which falls within the framework of completing the implementation of the regulatory requirements referred to in Law No. 08.2.2.2 on the establishment of territorial health groups, especially Articles 3, 6 and 20. This is in line with the royal directives aimed at promoting the national health system and improving its attractiveness, ensuring the provision of health services to the population in a fair, equitable and just manner at the territorial level.



According to this project, a new and innovative model of health management was adopted, based on the regional dimension and bringing health institutions closer to citizens, with specific objectives and a long-term strategic vision, through the establishment of territorial health groups, as public institutions in charge of implementing the state's health policy at the regional level. The draft decree includes provisions related to the assignment of state oversight of the Territorial Health Groups to the government authority in charge of health.

## Valuing and motivating human capital

### 1. **Health function**

The Ministry of Health and Social Protection recognizes that the shortage of human resources is a chronic issue affecting the national health system like any other health system worldwide. It has taken measures to reduce this shortage by motivating its human capital and reviewing the training system and the legal arsenal governing work in the health sector.

The Ministry of Health and Social Protection has continued to promote its human resources by taking measures to strengthen the health system with specialized and qualified human resources to address the shortage in this aspect. The Ministry has also worked to open up and involve the various parties and social partners in the various stages of reforming the system, in accordance with the royal will in this regard, as well as the Ministry's openness and involvement of the various parties and social partners in the various stages of reforming the system.

The Ministry of Health and Social Protection attaches great importance to human capital, having put in place several measures to support and motivate healthcare professionals in all their various facets. The establishment of a law on the public health service is an urgent priority to strengthen integration between the public and private sectors, and to value and incentivize human resources working in the public sector. This includes the adoption of unified standards for human resources management and the development of an adequate, diversified and high-quality training offer for health professionals, taking into account the specificities of the health sector in our country. The draft law on the health civil service has seen the participation of all social players, as well as consultations with them to enrich its formulation and complete revision, concerning various aspects such as the employment system, professional promotion, as well as the system of wages, compensation, and financial incentives for all workers in the health sector.



The Ministry of Health and Social Protection has worked to implement the provisions of the second priority concerning the development of human resources, by promulgating the Health Public Function Law, aimed at boosting human capital in the public sector. In addition, it has undertaken to reduce the current human resources shortfall by increasing training capacity and reforming the training system for medicine, pharmacy, dentistry, nursing and health technology. To remedy the acute shortage of healthcare professionals, the Ministry has opened its doors to foreign medical expertise and encouraged Moroccan healthcare professionals living abroad to return to the country.

The law **on the public healthcare service guarantees** a commitment and a strong incentive for the human capital of the public healthcare sector, offering incentives to healthcare professionals to ensure the attractiveness of the sector. The previous achievements of employees in the sector will be preserved and complemented by other benefits, including the possibility for healthcare professionals to receive two types of remuneration: a fixed and a variable wage, linked to their work and performance in public establishments. Furthermore, the governance and management of the public hospital sector will be strengthened, as well as improving governance at regional level by giving health authorities more powers and responsibilities as part of the implementation of advanced regionalization.

## 2. Reform of the training system

In order to increase the number of graduates from faculties of Medicine, Pharmacy and Dentistry, and to strengthen the national medical skills and capacities needed to ensure the success of the royal project to generalize social protection, the government has decided to reduce the length of medical training from seven to six years, and to increase the number of teaching places for students, in order to meet urgent human resources needs. It should be noted that Morocco is not the only country to have opted for a six-year course of study in medicine; Germany and Italy also apply this duration, while Ireland requires five. As for Canada and the United States, they have opted for a training system of less than six years.

To make up for the shortage of human resources in the health sector, and to support the ambitious royal project for the generalization of compulsory health coverage and social protection, the Ministry of Health and Social Protection is counting on an increase in the number of training places in faculties of Medicine, Pharmacy and Dentistry, as well as in higher institutes for nursing and technical health professions, and vocational training institutes in the health field.

The Ministry of Health and Social Protection continues to strengthen healthcare provision by equipping all the health institutions under its authority with qualified human resources, and by allocating them equitably throughout the kingdom, considering this to be one of the essential conditions for developing and improving the quality of medical and healthcare services offered to citizens.

Human resources in the health sector have increased significantly, reaching over 53,000 professionals, with the following allocations:

- More than 12,000 medical executives;
- Over 32,000 nurses and health technicians,
- ✚ Females represent 63% and males 37%.
- ✚ 96% of healthcare professionals are concentrated in hospitals and field service healthcare establishments.

In addition, a significant increase has been recorded in the number of budgetary positions created between 2021 and 2024, reaching 22,000 during this period, to ensure the effective and optimal implementation of the various projects opened up in the health and social protection sector.

Thanks to the cooperation of various partners, the Ministry has succeeded in achieving significant rates of training places, aiming to reach the ratio recommended to achieve the Sustainable Development Goals, i.e. 4.45 healthcare professionals per 1,000 inhabitants by 2030.

- In this respect, it has been decided to increase the capacity of the Higher Institute of Nursing Professions and Health Techniques, reaching :
  - ✓ 6,200 places for the 2022/2023 academic year, compared with 4,000 places for the 2021/2022 academic year, representing an increase of 2,200 places for the 2023-2024 season;
  - ✓ Increased capacity for vocational training institutes in the health field, reaching 770 places for the 2022/2023 academic year, compared with 680 places for the 2021/2022 academic year, and 1,035 places for the 2023/2024 season.
- Creation and approval of new specialties at master's degree in Higher Institute of Nursing Professions and Health Techniques;
- Creation and opening of new nursing courses at Bachelor's degree in Higher Institute of Nursing Professions and Health Techniques;



- Development of a training guide for the midwifery stream, in collaboration with the Higher Institute of Nursing Professions and Health Techniques.

Law No. 21.33 on practicing the medical profession was also adopted by enacting new rules based on the principle of equal treatment between Moroccan doctors and their foreign counterparts. The main provisions of the new law include:

- Authorizing foreign doctors to practice medicine under the same conditions as Moroccan doctors;
- Strengthening foreign investment and attracting foreign medical skills;
- Developing healthcare infrastructure and provision of high-quality biomedical equipment;
- Encouraging Moroccan medical competencies living abroad to return to the country to work and settle permanently.

In terms of improving the social and professional conditions of its employees, the Ministry of Health and Social Protection assigns considerable importance to improving the professional and administrative conditions of its human capital, as the administrative status of nearly 23,000 health professionals of various categories has been regularized.

### Rehabilitation of the healthcare system

Rehabilitating the health care system is one of the main pillars of the reform of the national healthcare system, as set out in framework law no. 06.22. Implementing the social protection project, meeting the expectations of Moroccans, facilitating access to medical services, improving their quality and ensuring an equitable distribution of healthcare services across the national territory, requires the provision of the necessary health infrastructures. This starts with the reform of primary care facilities, considered as the first step for users in their healthcare pathway, as well as the rehabilitation of hospitals. In addition, it is essential to establish the obligation to respect the care pathway.

The Ministry of Health and Social Protection has made health sector reform one of the strategic priorities of its policy, in order to guarantee favorable conditions for the implementation of citizen-centric reform projects. Within this framework, the Ministry has launched a number of large-scale, structural projects aimed at improving the quality of healthcare



services offered to patients, including the rehabilitation and renewal of healthcare infrastructures throughout the kingdom.

## 1. Strengthening hospital bed capacity

The implementation of the program to expand and rehabilitate the hospital supply is based on strengthening the bed capacity of health and hospital institutions. In this regard, more than 2306 beds have been provided through the operation of a group of new hospitals, most notably the construction of a university hospital center, five regional/regional hospital centers, 05 proximity hospitals, 04 proximity medical centers, a day hospital, and a regional anthropology center.

## 2. Rehabilitation of primary healthcare facilities

As part of the rehabilitation of primary healthcare facilities, comprising 1,400 health establishments, this program has been deployed in three phases: the first phase involved 460 establishments, the second 445, and the third 429.

Additional projects are also underway, with a planned capacity of around 9,010 beds, spread over four university hospital centers in Agadir, Errachidia, Laâyoune, and the Ibn Sina hospital in Rabat. This also includes 30 regional/district hospitals, 23 community hospitals, 6 community medical centers, 3 specialized hospitals, 3 psychiatric hospitals, and 3-day clinics/day hospitals.

The new projects planned for 2024 are expected to have a hospital bed capacity of 2,650 beds, divided between the Béni Mellal University Hospital and the conversion of the Guelmim regional hospital into a university hospital, in addition to six regional/provincial hospital centers, and the construction of 20 proximity hospitals, a proximity medical center and 3 psychiatric hospitals.

### ❖ **Digitization of the healthcare system**

The Ministry of Health and Social Protection has made significant strides in the implementation of this project, aimed at supporting the effective deployment of health system reforms with a view to generalizing social protection and universal health coverage. This particularly concerns the facilitation of targeting and the simplification of the various procedures linked to the care pathway and the management of administrative operations, through the creation of an integrated information system for the collection, processing and exploitation of all essential information

relating to the sector, integrating it with other social protection systems in a rigorous and secure pathway.

Today, this project has already materialized on the ground in different regions of the Kingdom, where the new system became operational at the level of major hospital centers, and was generalized nationwide to include health centers and clinics, as well as private clinics:

- Development and implementation of an integrated hospital information system for all public hospitals in all 12 regions of the Kingdom.
- The implementation of the information system for primary health care institutions across all regions of the Kingdom (implementation in progress).
- Pursue work on the project to activate interconnection platforms between information systems and hospitals under the Ministry's supervision, with a national database;
- Signing of a tripartite agreement between the Ministry of Health and Social Protection, the General Directorate of National Security, and the National Commission for Control of Personal Data Protection of Morocco.

The integrated national health information system, set up by the Ministry of Health and Social Protection will enable:

- Facilitating patients' access to health services regardless of where they are in the Kingdom, with careful monitoring of their health status.
- Easy access to the patient's digital medical file for physicians.
- Reducing waiting times and facilitating diagnostic and prescription processes, and creating digital prescriptions.
- Implementing preventive or even predictive medicine in order to anticipate large-scale public health issues.
- Simplifying procedures and procedures related to access to health, hospitalization and surgical services.
- Strengthening the governance of health institutions through appointment management, reception, collection and billing systems.
- Managing the citizen's digital medical file, based mainly on the principle of "Health ID".
- Ensuring better management of health services and improving citizen-oriented decision-making.
- Contribute to the implementation of innovative solutions in the field of telemedicine, e-health and remote monitoring.

- The availability of information technology to allow the health system to adapt to technological developments and continuously improve the services provided to patients.

The hospital information system is the fruit of this project and a lever for the modernization of the health and social protection sector. This new integrated hospital information system is designed to improve the management of information and processes within health institutions in accordance with Morocco's strategic orientations in the health and social protection sector. It allows for the centralization of medical, administrative and financial data, thereby promoting better coordination of care, informed decision-making and increased operational efficiency.

### ❖ **Promote access to medicines and health products**

#### 3. Securing Pharmaceutical Sovereignty

Securing Morocco's pharmaceutical sovereignty is a strategic goal that Morocco seeks to achieve in the near future in order to secure the country's needs for medicines and health products necessary to keep up with the growing demand for health services. Recent years, especially after the COVID-19 pandemic, have been characterized by an accelerated dynamic in this field, which consists of ensuring access to medicines and health products and ensuring their availability in the national market, while regulating this field through a comprehensive and unified pharmaceutical policy and effective measures aimed at achieving national health security.

The Ministry of Health and Social Protection is concerned with the execution of the national pharmaceutical policy, including the availability, accessibility, quality and safety of medicines and health products. This vital sector is undergoing a dynamic transformation in order to keep pace with **the generalization of health coverage and social protection.** A major reform of the governance system in the pharmaceutical sector was initiated by transforming the Directorate of Medicines and Pharmacy into a real body to regulate the sector, under the supervision of the Moroccan Directorate for Medicines and Health Products, as a strategic choice that reflects the royal will in this regard. It aims to establish a national regulatory body operating in full transparency and independence, capable of ensuring the real continuity of national policies in the field of medicines and health products and the sustainability of major plans and projects.

In terms of implementing quality control of biologic medicines, the Ministry, working through the Directorate of Medicines and Pharmacy, is



strengthening the quality control of post-marketing medicines. This includes a strong emphasis on training specialized personnel in quality oversight, ensuring comprehensive knowledge in managing the quality of biological medicines, similar organic materials, and vaccines.

Furthermore, the quality control of biotech and organic medicines has been strengthened through the establishment of a cell study room, the procurement of equipment, chemicals and supplies for the cell study laboratory, along with the training and capacity-building of specialized staff in this field.

In order to ensure the governance of the sector and address the various phenomena that threaten the safety of medicines and health products, the monitoring of the pharmaceutical and health products sector has been strengthened through inspection campaigns of pharmaceutical manufacturing establishments and wholesale distributors, as well as public and private pharmacies, inspections of veterinary pharmaceutical establishments in partnership with the National Office for Health Safety, and inspections of medical supplies establishments, which are supervised by objective committees.

The Kingdom of Morocco continues to fight the illegal trafficking of medicines and health products by coordinating with various stakeholders in the field. The Directorate of Medicines and Pharmacy is working to intensify cooperation with the Public Prosecution as well as with Moroccan customs services, in the fight against the illegal trafficking of medicines and health products,

In recognition of its major role in managing the pharmaceutical policy and maintaining the quality and safety of medicines, the Directorate of Medicines and Pharmacy was able to obtain the renewal of the international quality certificate of the World Health Organization and European Directorate for the Quality of Medicines & Healthcare, by developing a program to control the procedures and files related to medicines.

#### 4. Promoting the pharmaceutical and medical device industry

Morocco aims to strengthen its position as a continental leader in the pharmaceutical, medical device and pharmaceutical industries in order to achieve national pharmaceutical sovereignty and promote research, development and innovation in the healthcare sector and related industries. In this context, the Ministry of Health and Social Protection



continues to stimulate the local manufacture of medical devices and enhance the supply of the national market.

Morocco possesses 53 industrial units specialized in pharmaceuticals and dozens of units specialized in the manufacture of medical devices, in addition to a factory for the manufacture and packaging of vaccines. The pharmaceutical industry in Morocco has recorded important achievements, which enabled to cover more than 70% of the needs of the local market for medicines thanks to the Moroccan industry and the encouragement of local manufacturing of medicines for chronic and expensive diseases, which has improved the use of generic medicines to 40% currently.

The royal vision to promote health sovereignty as the basis of the Kingdom's strategic security, and the royal supervision of all projects, have enabled Morocco to position itself as a leading country at the regional and continental level. Practical measures have been taken and facilities have been established by encouraging manufacturers and investors in the sector for the local industrialization of medicines in Morocco.

His Majesty King Mohammed VI presided on January 2021 in Benslimane (Casablanca-Settat region) the launch of the construction of a factory for the manufacture of the COVID-19 vaccine and other vaccines. This is a structural project that, when completed, will contribute to securing the vaccine sovereignty of the Kingdom and the entire African continent.

This industrial unit is part of the implementation of His Majesty the King's vision to make the Kingdom an indispensable biotech hub in Africa and worldwide, capable of securing the continent's health needs in the short and long term by integrating pharmaceutical research, clinical development, manufacturing and commercialization of biopharmaceutical products of great necessity.

Benslimane's project concerns the creation of a vaccine manufacturing and packaging plant (COVID-19 and other vaccines), with three industrial lines offering a combined production capacity of 116 million units by 2024.

The first smart factory for generic medicines in the African continent was launched in March 2023, as a result of close cooperation between Moroccan expertise in the pharmaceutical industry and the best international expertise. This new smart industrial unit represents a qualitative contribution to the royal project on the generalization of

compulsory health insurance and the guarantee of national health sovereignty.

The Ministry of Health and Social Protection has also concluded partnership and cooperation agreements with a number of partners and stakeholders in healthcare products and medicines in the public and private sectors to strengthen the national pharmaceutical policy, in addition to strengthening Morocco's achievements in response to public health emergencies related to epidemics and other health issues. These partnerships aim to strengthen production capacities for medicines, health products, medical devices, and vaccines. These partnerships aim to strengthen production capacities for medicines, health products, medical devices, and vaccines; enhance Morocco's achievements in preparedness and response to public health emergencies in epidemics and various other health issues by providing technologies that enable the development of medicines and clinical trials related to digital technology in Morocco; as well as the design, construction, and management support of hospitals and healthcare systems, and contribute to the development and manufacture of medical devices for several fields.

Thus, the national health system will be on a date to exploit the latest innovations in the prevention and early detection of chronic diseases using artificial intelligence and telemedicine technologies. This will serve to make Morocco a destination in the field of healthcare technology, in full harmony with the new royal vision based on the Moroccan industrialization of health products and the promotion of health sovereignty.

#### ❖ Healthcare Programs and Epidemiological Surveillance

The Ministry of Health and Social Protection is working to implement the action plans of the healthcare programs for combating diseases and epidemiological surveillance to preserve public health, in addition to enhancing access to primary healthcare services by ensuring the quality of it, and intensifying health and communication campaigns within the framework of a new strategy based on awareness and health education.

##### 1. Strengthening healthcare programs and fighting diseases

The Ministry of Health and Social Protection is working to enhance the performance of healthcare programs by adopting a series of important measures that have contributed significantly to the consolidation of gains, especially in prevention and fighting diseases, as well as improving the care of diseases, especially chronic ones.



In this respect, the Ministry continues to implement the national strategy related to reducing maternal and neonatal mortality and morbidity. The new model of the pregnancy tracking system modified according to the recommendations of the World Health Organization was established in the Fez-Meknes region, and the early detection of congenital hypothyroidism in newborns was launched in the East and Daraa-Tafilalt regions. In the same context, the national program for the early detection of hearing loss in newborns was institutionalized by virtue of the Ministerial Circular No. 89 dated October 18, 2022, with the actual launch of the program in the same two regions above-mentioned.

Regarding the promotion of sexual and reproductive health and in order to keep pace with the development of Moroccan society at all levels, a study on the social determinants of sexual and reproductive health was launched with the support of the United Nations Population Fund through a survey covering the regions of Beni Mellal, Azilal, Kenitra and Sidi Kacem.

To contribute to reducing morbidity and mortality of infants and children under the age of five, the ministry continues to provide free and continuous vaccines and injections in primary healthcare institutions as part of the national immunization program.

Within the framework of child health protection, the Ministry of Health and Social Protection continues to implement the integrated national health policy for children aged between 0 and 18 years by 2030 through the preparation of the action plan of the multisectoral national strategy for the health of children under 18 years of age (2021-2025).

Concerning the National School and University Health Program, the annual national campaign for the detection and management of health issues is organized annually for more than 1.5 million children, adolescents and youth in school and university settings, including those with disabilities. The second National Strategy for Adolescent and Youth Health 2022-2030 has also been prepared.

As part of the implementation of the National Multisectoral Strategy for the Prevention and Control of Non-Communicable Diseases 2019-2029, more than 100,000 new cases of hypertensive patients were treated in 2022, and electronic devices were purchased to detect, diagnose, monitor and track the health status of patients in primary health care institutions. During the same period, more than one million diabetic patients were treated in these institutions. About 200,000 patients were treated at cancer treatment

centers, and more than 21,000 people were monitored at addiction centers.

In the field of combating and preventing infectious diseases, recent years have been characterized by several achievements, most notably the launch of the national strategy to combat hepatitis C. A national campaign for sensitization and early detection of hepatitis C was also organized during the same year.

With the aim of strengthening and providing services and treatments related to the fight against HIV, five new reference centers for the care of people living with HIV were launched in the cities of Tetouan, Dakhla, Tiznit, Khenifra and Essaouira.

In addition, the treatment success rate for all forms of tuberculosis was maintained (90%) and the treatment success rate for drug-resistant tuberculosis was increased from 57% to 63%. All tuberculosis care centers have been equipped with rapid diagnostic equipment.

Several achievements have been made on the ground and in terms of cooperation and partnership with various interveners in the fight against rabies in Morocco. In this regard, the implementation of the partnership agreement between the Ministry of Health and Social Protection, the Ministry of Interior and the Ministry of Economy and Finance has been initiated, with the mobilization of 609 health centers affiliated with the Ministry of Health and Social Protection, as well as the communal health preservation offices to provide preventive treatment services against rabies starting from January 2022.

Within the same framework, an annex was signed to amend the aforementioned agreement in order to simplify the administrative procedures for the acquisition of vaccine and anti-rabies serum. The implementation of the tripartite agreement on the management and administration of animal populations (cats and dogs) was also initiated.

Regarding the prevention and control of antimicrobial resistance, a system has been established to monitor this resistance. Moreover, three studies have been launched: a survey on knowledge, attitudes and practices related to antimicrobial resistance, a feasibility and cost study on tonsillitis tests, and another study on the prevalence of treatment-related infections. Two reports have been completed, one to assess the quality of antimicrobial resistance and the other to assess governance on the fight against antimicrobial resistance.

The Ministry also conducts several national and digital communication campaigns every year to raise awareness and sensitize on various health topics, and celebrates World Health Days, which are organized throughout the year, by preparing, designing and broadcasting various communication supports (leaflets, short videos, live interactive meetings, links, sensitization capsules) through the ministry's official websites and social media pages. Among the awareness and sensitization campaigns and activities carried out during this period, we mention the following:

1. National Campaign for Awareness and Education on Rabies;
  2. National Campaign for Awareness and Education on Heart Attacks;
  3. National Campaign for Awareness and Early Detection of Breast and Cervical Cancers;
  4. National Campaign to Combat the Stigmatization of Mental Health Patients;
  5. National University Health Week;
  6. National Vaccination Week;
  7. National Campaign for Awareness and Prevention of Chronic Disease Complications;
  8. National Campaign to Promote Breastfeeding;
  9. National Campaign for Awareness and Education on the Procedures to Follow During the Pilgrimage (Hajj);
  10. World No Tobacco Day;
  11. World Food Safety Day;
  12. World Drug Day;
  13. World Oral Health Day.
2. Health surveillance and early warning system

Morocco continues to implement a policy of epidemiological surveillance and vigilance in the face of new developments and global health crises. In this regard, the Ministry has strengthened and developed the functions of the National and Regional Centers for Public Health Emergency Operations and Rapid Response Teams, and the National Institute of Health has signed strategic partnership agreements with the Mohammed VI Polytechnic University and the Moroccan Foundation for Advanced

Science, Innovation and Scientific Research to strengthen surveillance and monitoring systems and promote innovation, scientific research and the development of related technology.

In line with the principle of safety, prevention of epidemics and health crises, and anticipation of threats to public health, the Ministry of Health and Social Protection, through the National Center for Public Health Emergencies, has continued to monitor and track epidemiological indicators related to pandemics and epidemics occurred worldwide and that of Morocco, including the COVID-19 pandemic. As such, the National Center for Public Health Emergencies has worked on:

- Monitoring and tracking COVID-19 epidemiological indicators nationally and internationally.
- Updating COVID-19 monitoring and response plans/procedures: 4th and 5th editions.
- Monitoring and tracking the epidemiologic situation of monkeypox nationally and internationally.
- developing and updating a national monkeypox monitoring and response plan.
- Developing monitoring and response plans for 6 hemorrhagic diseases.
- Hold periodic coordination meetings at regional and provincial levels.
- Provide the necessary support and guidance to the teams working at the regional and provincial levels.
- Training of regional and provincial rapid response teams.
- Training on public health risk assessment methodology.
- Conducting an internal assessment of the system of the National Center, Regional Public Health Emergency Centers and Rapid Response Teams.
- Download e-vigilance in all regions of the Kingdom via the e-vigilance platform and open sources.

Within the framework of field research and studies related to monitoring and tracking the state of public health, the center also conducted national studies, most notably:



- A study of knowledge, attitudes and practices related to COVID-19 management among health professionals, involving 1500 professionals in the public and private sectors in 12 regions.
- An evaluation study on the effectiveness of the vaccine in the field, a case-control study in 10 regions of Morocco, with a sample of 2,000 people.
- A national study on the prevalence, knowledge, attitudes and perceptions of SARS-CoV-2 infection in Morocco, March 2023 (5300 people in 9 locations).

In addition to routine prevention and surveillance of diseases with epidemiological potential, and ongoing action to address potential health crises, the Ministry has developed an effective national health vigilance system, managed by the Poison Control and Pharmacovigilance Center, the National Blood Transfusion Center, and the National Radiation Protection Center.

To address future health risks, the Ministry will work on institutionalizing the methodology for responding to epidemics and managing health crises through:

Restructuring the national epidemiological surveillance system and establishing an appropriate legal framework that ensures the synchronization of the interventions of all involved parties.

Updating the epidemiological surveillance standards manual.

Developing a manual for monitoring and responding to emerging epidemic diseases (viral/hemorrhagic diseases).

Implementing a periodic surveillance system for antimicrobial resistance.

Closer health services to citizens

#### 1. Telemedicine Project

His Majesty King Mohammed VI presided on October 28, 2023, over the signing ceremony of a partnership agreement between Mohammed V Foundation for Solidarity, the Ministry of Health and Social Protection and a field-specific company, to launch a program of mobile health units equipped with telecommunications technologies designed to improve access to health services for people living in rural areas.



This program arises from His Majesty's deep and firm conviction to make the right to access health services one of the main pillars of consolidating citizenship and achieving comprehensive and integrated human development.

The program is part of the royal plan to reform the health system and globalize social protection, representing a new model of medical intervention that combines proximity and telemedicine. This pilot program involves the deployment of health units equipped with telecommunication technologies in areas with poor access to health services.

Each unit includes a general physician, two nurses and an administrative assistant. These units are equipped with advanced biomedical equipment that enables them to provide in-person general medical consultations and remote specialized medical consultations by linking to the central telemedicine platform, which consists of specialists in obstetrics and gynecology, pediatrics, endocrinology, dermatology, otolaryngology, cardiology and pulmonology.

The implementation of this program in a first phase of one year, is based on the deployment of 50 mobile health units equipped with telemedicine technologies in different regions of the Kingdom, especially in 40 provinces. These regions were selected based on an analysis of the location of health centers at the provincial level.

The first phase of this program requires the mobilization of 20 specialized doctors for the central telemedicine platform, 50 general physicians, 100 nurses and 100 assistants, distributed in different regions. It requires the mobilization of 180 million dirhams.

The mobile health units program is a product of the Ministry of Health and Social Protection's initiative to mitigate the challenges posed by the distance to medical services and enhance access to healthcare in rural areas. This effort builds on the expertise and experience gained by the Mohammed V Foundation for Solidarity over more than 20 years in organizing medical convoys for underserved populations living in areas far from medical institutions.

Under the second phase launched by His Majesty King Mohammed VI on March 26, 2024, 50 more health units of the same type were deployed. Each mobile health unit includes a medical pavilion, consisting of two multi-purpose rooms for consultation and treatment, equipped with essential medical tools, medical equipment, communication systems as



well as an integrated set of new generation biomedical equipment, which is used for teleconsultations.

## 2. Care process

The Ministry is also working to activate Operation Care every year from November to March to ensure the continuity of health services and response for the benefit of people in areas affected by cold waves. For the year 2023-2024, this operation targeted a total of 1 million people in 31 districts belonging to 8 regions (1146 villages) at a cost of more than 12.7 million dirhams. This initiative provides proximity health services in general and specialized medicine, dealing with patients and emergency cases, building health units, organizes 175 medical convoys, mobilizing more than 3,766 field visits by mobile medical units, mobilizing more than 2,000 health professionals, 745 medical centers, and 376 ambulances.



## E-Services

- The official portal of the Ministry of Health and Social Protection

<https://www.sante.gov.ma/>

- Portal for information, awareness and health education

<https://sehati.gov.ma/>

- “My Health” Mobile application

<https://apps.apple.com/es/app/sehati/id1164404733?l=en>

- Coronavirus Vaccination Campaign Portal

<https://www.liqahcorona.ma/>

- Complaints portal

<https://www.chikayasante.ma/>

- The official portal of the National Health Insurance Agency

[https:// www.anam.ma/](https://www.anam.ma/)

- Services provided by the National Health Insurance Agency

- ✚ The service of filing and following up complaints related to the AMO basic compulsory health insurance system via the link: <http://anam.chikaya.ma/index.php?page=citoyen.AjoutDemande>

- ✚ Service of registering students in the basic compulsory health insurance system via the link: <http://cme.anam.ma/>

- ✚ Service of requesting the Identification Number for Health Professionals and Health Institutions in the public and private sectors “INPE” via email: [inpe@anam.ma](mailto:inpe@anam.ma)

- ✚ Service of filing and tracking requests for the inclusion of non-compensated medicines in the “GMR” reimbursable medicines directory via the website: <https://e.labo.anam.ma>

- ✚ Tracking service for files submitted to the Transparency Committee via the link: <https://ct.anam.ma>

- ✚ Access to the Compensated Medicines Directory via the link:

- ✚ <http://www.anam.ma/regulation/guide-medicaments/recherche-de-medicaments-par-nom/>

- ✚ Access to the directory of health professionals via the link:



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**Maroc.ma**

<http://www.anam.ma/regulation/referentiel-des-professionnels-de-sante/annuaire-des-professionnels-par-etablissement/>

