 Monthly Report

|  |  |
| --- | --- |
| Center Name | Alzahraa Medical Center (AMC) |
| Prepared by: | Youssef K. Aouli |
| Name of Coordinator / Manager:  *Name, email, and phone* | Name: Youssef K. Aouli  Phone Number : +961 3 041125 Email : health.pm@aica-lb.org |
| Reporting period  *From – To* | From 1st March 2024 to 31st March 2024 |

# Management Update:

)Administrative decisions , new projects…)

* We are expecting to sign a new project with the World Bank in collaboration with the Ministry of Public Health. This project encompasses medical packages tailored for low-income individuals registered with the Ministry of Social Affairs.

# Department Update:

(numb of ben, services, activity implemented on filed ….)

AMC is a Primary health care center located between Mankoubin& Jabal Mohsen- Tripoli operating under AICA. In partnership with MoPH, the center was established in November 2008 as a dispensary based on the gap in healthcare provision within the community and has evolved since then into a Primary Health Care Center in late 2016.The center has established a partnership with MoSA as of 2011 and has undergone several partnerships with Médecins Sans Frontières (2012 – 2017), Relief International (2017), and other two active partnerships with YMCA(2008)&Première Urgence – Aide Médicale Internationale(PU-AMI 2019 - 2023). AMC receives patients without any discrimination in gender, color, race, or religion providing general and specialist examination for minimal fees as well as free medicines, chronic medications and vaccination in addition to a bundle of health services. The center receives an average of 7000 beneficiaries / month visiting from different areas within the North governorate. Since the pandemic, AMC developed an emergency plan partnering with CRS to serve better the community.

**● Activity 1:** We maintained all services at a price supported by AICA and the MoPH, whereby a general physician consultation became 400,000 LBP and a specialist consultation became 600,000 LBP, in addition to vaccines and medications, free of charge.

**● Activity 2:** All our work has become related to the ODOO system

**● Activity 3:** We are working on establishing a contract with Monla Hospital. This contract plays the role of building capacity and improving the quality of medical services provided.

**● Activity 4:** We successfully completed the training of three groups of 90 beneficiaries in a nursing training project for home care, with support from World Vision in Lebanon.

**● Activity 5:** Dispensing Medicines: The prescription that is given to the patient by the doctor in the center is given to the pharmacist to prepare and dispense it immediately. Each medication has a label indicating appropriate indication, use, administration, and timing. In addition, applications are submitted for patients suffering from chronic diseases to benefit from the Young Men's Christian Program in cooperation with the Ministry of Health, which provides chronic medicines for free.

**● Activity 6:** The Challenge of Achieving the Goal: We have a great challenge ahead of us in terms of the large number of services, the large number of patients, and the need to provide services to all.

**● Activity 7:** Relying on high quality standards.

**● Activity 8:** Consultations are still ongoing with MSF (Médecins Sans Frontières) to begin implementing a project with them at the first of April, which includes providing services related to non-communicable diseases and mental health services to populations in need.

**● Activity 9:** The project with the WB (World Bank) is expected to start at the first of May, which includes medical packages specifically designed for low-income individuals registered with the Ministry of Social Affairs.

# Finance Update:

(Finance request – donation …. Payments)

Action plan for next Month:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Activities | Description of the activity | Modality (value, frequency…) | Location of activities | Number of Target Group |
| Activity 1: | Maintaining medical services at supported prices with set consultation fees and free vaccines/medications | Consultation fees set at 400,000 LBP for general physicians and 600,000 LBP for specialists, with free vaccines and medications provided | AMC | All patients |
| Activity 2: | Implementation of all operations through the ODOO system | Integration of all operational aspects within the ODOO system for streamlined management and record-keeping | AMC | Staff |
| Activity 3: | Negotiating a capacity-building contract with Monla Hospital | Working towards establishing a partnership agreement aimed at enhancing medical service quality and capacity-building | Monla Hospital | Medical staff and Beneficiaries |
| Activity 4: | Completion of 3 groups for home care nursing training with World Vision support | Training of 30 beneficiaries per group in nursing skills for home care, facilitated by World Vision Lebanon | Training Facility | 90 Beneficiaries |
| Activity 5: | Dispensing prescribed medications and collaborating with health programs | Immediate dispensing of medications with proper labeling; applications for chronic disease medication support through Young Men's Christian Program in cooperation with MoPH | Pharmacy in AMC | Patients with chronic diseases |
| Activity 6: | Addressing challenges associated with high service demand | Management and strategic planning to meet demands posed by large patient numbers and extensive service offerings | AMC | Staff |
| Activity 7: | Adherence to high-quality service standards | Ensuring delivery of services meeting established quality benchmarks | Across all activities | Staff, Patients |
| Activity 8: | Continuing consultations with MSF for implementing healthcare projects | Planning to start project with MSF in April, focusing on non-communicable diseases and mental health services for vulnerable populations | Triage and GP room in AMC | All patient with YMCA nb |
| Activity 9: | Anticipated launch of WB project for medical packages for low-income individuals | Starting in May, distributing specially designed medical packages to low-income individuals registered with the Ministry of Social Affairs | AMC | All patient registered with the Ministry of Social Affairs |

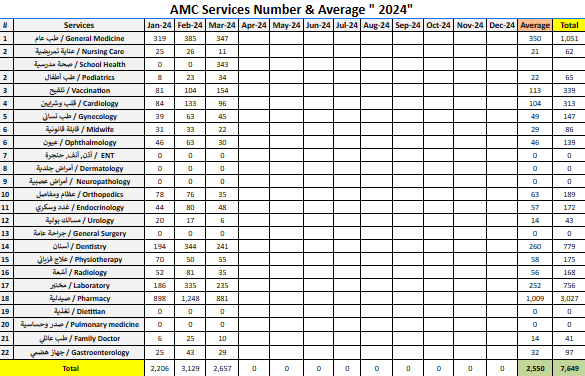
## Challenges

*Overview of any challenges encountered during the reporting period and how they were tackled*

|  |  |
| --- | --- |
| Challenge(s) | Response(s) |
| Handling large service demand | Demand Implement strategic management and operational planning to optimize resources, streamline processes, and prioritize critical services. |
| Capacity building and quality improvement with Monla Hospital | Engage in negotiations and collaboration with Monla Hospital to establish a comprehensive partnership for capacity building and quality enhancement. |
| Initiating projects with MSF and WB | Facilitate ongoing consultations and preparations for projects with MSF and WB, ensuring alignment with organizational goals and effective implementation of planned initiatives. |
| Ensuring medication availability and chronic disease support | Maintain partnerships with relevant programs YMCA to secure medications for patients with chronic illnesses and streamline dispensing processes. |

## Monitoring

|  |  |  |  |
| --- | --- | --- | --- |
| Indicators | Number achieved during the reporting period | Overall target | Progress towards target |
| **Health activity 1:** Services | 2,657 | 6,000 | 44.28% |
| **Health activity 2:** Individuals (with duplication) who benefited from services, disaggregation between male and female. | Female: 1,433  Male: 1,224 | Female: 3,000  Male: 3,000 | Female: 47.76%  Male: 40.8% |
| **Health activity 3:** Individuals who benefited from medication chronic. | 464 | 1470 | 31.56 % |



|  |  |  |  |
| --- | --- | --- | --- |
| Monitoring tools used (satisfaction surveys, discussions with beneficiaries…) | Sample size | Primary findings from these tools | Actions taken/to be taken in response to these findings |
| Complaints Box | 13 | - Papers were numbered and sorted into categories: complaints, compliments, and canceled papers.  - Beneficiaries with complaints were contacted by phone for full clarification.  - Beneficiaries providing compliments were thanked for their positive feedback.  - Canceled paper was addressed accordingly. | - Each complaint was objectively addressed by the concerned party.  - Encouraged beneficiaries to contact for further inquiries or feedback. |
| Hot line | 0 | N/A | N/A |
| Individual interviews. | 15 | - Long waiting periods for appointments noted.  - Concerns raised regarding high consultation fees.  - Request for additional gynecologist and pediatric doctors.  - Desire for more specialist doctors. | - Implementation of Odoo System for appointment scheduling to reduce waiting times.  - Exploring partnerships with INGOs to support consultation fees.  - Recruiting more gynecologists and pediatric doctors to address the demand. |
| Beneficiaries Satisfactory | 0 | N/A | N/A |

## Coordination and communication

*Please list any coordination meetings or communication with national response actors (Government of Lebanon, municipalities, local community, FGOs, INGOs…)*

|  |  |  |
| --- | --- | --- |
| Date [dd/mm/yyyy] | Response actor | Type of coordination [meeting, email, phone call] and purpose |
| 11- Mar - 2024 | MoPH – Dc.Randa | Visit our Center |
| 5 – 8 – 13 – 14 – 22 – 24 – Mar - 2024 | WVL – Dima Moussa | About Home care nursing training project |
| 12 – 19 – 27 – 28 – Mar – 2024 | MSF - Field | About new support |

## Annex II: Success Story

(About your team activity, or may be from beneficiary or good implementation for activity …)

One of the most rewarding aspects of our work has been the opportunity to follow up with our beneficiaries and ensure they receive the care they need, even amidst challenging circumstances. Through regular phone calls and appointment bookings, we've been able to check on their health and well-being, providing a sense of reassurance and support.

The feedback from beneficiaries has been overwhelmingly positive, with many expressing gratitude for the attention and care they've received. Despite facing various adversities, our commitment to improving their lives remains unwavering.

This success story serves as a reminder of the importance of our work and motivates us to continue striving for excellence in everything we do.