 Monthly Report

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| Center Name | Alzahraa Medical Center (AMC) |
| Prepared by: | Youssef K. Aouli |
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| Reporting period  *From – To* | From 1st April 2023 to 30th April 2023 |

# Management Update:

)Administrative decisions , new projects…)

# 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). 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:** All services are still in the center for the amount of 30,000 Lebanese pounds

**● Activity 2:** The stock of medicines has been transferred to the center, the stock has been taken into account, and the stock has been entered into the ODOO system, keeping it within the standards required by the Ministry of Health

**● Activity 3:** All invoices accumulated from March and April have been printed in order to speed up the payment process, after the service prices have changed.

**● Activity 4:** Patients who are entitled to free check-ups (heart check-ups, diabetes and early detection of non-communicable diseases) are contacted.

**● Activity 5:** Continuous coordination with the Ministry of Public Health and UNICEF for a solar system to ensure the continuity of our work and reduce the energy burden on the center

**● Activity 6:** 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 7:** Target Achievement Challenge: We have a huge challenge in terms of the large number of services, the large number of patients, and the need to provide services to all.

# Finance Update:

(Finance request – donation …. Payments)

Action plan for next Month:

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| --- | --- | --- | --- | --- |
| Activities | Description of the activity | Modality (value, frequency…) | Location of activities | Number of Target Group |
| Activity 1: | Contact patients to book an appointment in advance | For all heart and diabetic patients who did not visit the doctor for more than 6 month and who suffer from chronic diseases | AMC | All referred patients |
| Activity 2: | Contact patients to book an appointment in advance | People who are entitled to receive chronic medication | Pharmacy in AMC | All Medication (MOPH, PU-AMI, YMCA, and other donor) |
| Activity 3: | Prepare the patient to reduce waiting time | The patient enters the triage room, and all information is taken (vital signs, ECG, medications he uses...) and then he is given a number to ensure his turn. | Triage room in AMC | All patients who come |
| Activity 4: | Create New Room For Vaccination | Contacting all children for whom the vaccine has become available, in addition to transferring all children to this room to ensure that he received all his vaccinations | Vaccination room in AMC | All patients who come between (0 – 18Y) |
|  |  |  |  |  |

## Challenges

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

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| --- | --- |
| Challenge(s) | Response(s) |
| Retroactive change in service prices causing financial loss | Invoices were printed to guarantee our rights with some problems until our rights were recovered |
| Discontinue dispensing of medication at the behest of the PU-AMI until the inventory is completed | The medicines provided by the MOPH were relied upon, so that we could cover the requests of the beneficiaries |
| Power outage, and the high cost of backup electricity | Coordinating with the MOPH and UNICEF to provide a solar energy system after it was done to more than one center in Tripoli, and the AMC was not chosen. |

## Monitoring

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| Indicators | Number achieved during the reporting period | Overall target | Progress towards target |
| **Health activity 1:** Services | 4,647 | 6,000 | 77% |
| **Health activity 2:** Individuals (with duplication) who benefited from services, disaggregation between male and female. | Female: 2,113  Male: 2,534 | Female: 3,000  Male: 3,000 | Female: 70%  Male: 84% |
| **Health activity 3:** Individuals who benefited from medication chronic | 563 | 1003 | 56 % |

A picture containing text, screenshot, number, line

Description automatically generated

|  |  |  |  |
| --- | --- | --- | --- |
| 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 | 8 | -There is no organization and cleanliness  -Lack of required service  -Mistreatment of the employees  -They don't get the required medicine  - they need to expand the area of AMC  -Slow in conducting and receiving blood tests | The beneficiaries were contacted because the number was very small in relation to the services provided, and they were listened to and it was just a misunderstanding |
| Hot line | 0 | N/A | N/A |
| Individual interviews. | 0 | 10 /week | N/A |
| 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…)*

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| --- | --- | --- |
| Date [dd/mm/yyyy] | Response actor | Type of coordination [meeting, email, phone call] and purpose |
| 14 – April – 2023 | MOPH – Chantal LECHA | Meeting, Monthly visit |
| 20 – April – 2023 | PU-AMI – Ghada Chibbo | Meeting, About Performance |

## Annex II: Success Story

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

It was nice to follow up with the beneficiaries by calling them and booking appointments to check on their health, and this was expressed by the beneficiaries that they are being taken care of despite all the adversities and circumstances we are going through. In the end, this remains our work that we always strive to improve.