



## MONTHLY REPORT

Center Name	Alzahraa Medical Center (AMC)	
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Reporting period From – To	1 <sup>st</sup> January 2023 to 31 <sup>st</sup> January 2023	

### Management Update:

(Administrative decisions , new projects...)

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### 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 6000 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:** when the patient arrives to the PHCC, his temperature will be taken, and the crowd controller asks questions related to Covid-19 to rule out symptoms. Then adhere to the mask.
- **Activity 2:** Patient Preparation: The reason for each patient visit was determined by asking several questions in the reception room. Diagnosed based on his/her answers and referred to a GP or specialist depending on his/her condition. The patient's file was filled including all personal information, such as: a copy of the ID card, weight, and height, in addition to whether he had any allergies to medications, his

current medications and any family history of certain genetic diseases. All data is entered on two systems, the first one is Phenics of the Ministry of Health, and the second one is Orchid, which is an internal system.

- **Activity 3:** Examination of the Patient: The nurse and the doctor greet the patient and the doctor asks him questions to diagnose his condition. Each patient gets a consultation with the doctor who explained the disease, treatment and any inquiries to him, after which a medicine is prescribed that, can be used from the center's pharmacy for free.

**Activity 4:** An agreement has been concluded with the International Relief Organization, according to which we can provide laboratory tests, x-rays, and a number of other services such as suturing, burning...

-An agreement was concluded with Dr. Samir Ghanem's laboratory to send lab tests that we cannot do in our center to provide better service

-An agreement was signed with Dr. Talal Al-Helwi Radiology Center in order to refer all radiological images that cannot be in AMC.

- **Activity 5:** Dispensing Medicines: The prescription given to the patient by the doctor at the center is given to the pharmacist to prepare and dispense it immediately. Each drug has a label for indication, use, administration, and appropriate 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 Targeted Achievement: We have a great challenge in terms of the large number of services, the large number of patients, and the need to provide services for all.



Measures adopted for COVID-19



Receiving patients & book an appointment



**Patient preparation in Triage 1**



**Patient preparation in Triage 2**

## Finance Update:

(Finance request – donation .... Payments)



1- Income  
Statement AMC - Jar

## Action plan for next Month:

Activities	Description of the activity	Modality (value, frequency...)	Location of activities	Number of Target Group
Activity 1:	Create a triage room for specialist doctor	Prepare patients who are referred to the specialist doctor in this room	AMC	All referred patients
Activity 2:	Equipping the drug warehouse	According to the Ministry of Health	Warehouse AICA	All Medication (MOPH, PU-AMI, YMCA, and other donor)
Activity 3:	Changing the location of the archive and preparing it to accommodate the largest number of files	Replace cabinets with shelves	Audit room in AMC	All Files

## Challenges

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

Challenge(s)	Response(s)
Late payment of organization dues	Services are expected to be reduced
Power outage	Turn off some machines to reduce clouds and refer patients to the centers with which an agreement has been settled
The high cost of backup electricity	Changing its operating hours from 24 hours to 12 hours, with reliance on refrigerators that operate on solar energy to save vaccines
Stop the line number authorized to take an advance appointment	It has been replaced with another one, and it depends on publishing the number through our Facebook and Instagram pages and WhatsApp groups

## Monitoring

Indicators	Number achieved during the reporting period	Overall target	Progress towards target
<b>Health activity 1:</b> Services	7,112	6,000	118,53%
<b>Health activity 2:</b> Individuals (with duplication) who benefited from services, disaggregation between male and female.	Female: 4,265 Male: 2,847	Female: 3,000 Male: 3,000	Female: 142.16% Male: 94.9%
<b>Health activity 3:</b> Individuals who benefited from medication chronic	88	795	11.06 %

### AMC Services Number & Average " 2023"

#	Services	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Average	Total
1	طب عام / General Medicine	1,456												1,456	1,456
2	طب أطفال / Pediatrics	351												351	351
3	قلب وشرابين / Cardiology	248												248	248
4	طب نسائي, قابضة قانونية / Gynecology	347												347	347
5	عيون / Ophthalmology	190												190	190
6	أذن, أنف, حنجرة / ENT	94												94	94
7	أمراض جلدية / Dermatology	0												0	0
8	أمراض عصبية / Neuropathology	49												49	49
9	عظام ومفاصل / Orthopedics	190												190	190
10	غدد وسكري / Endocrinology	191												191	191
11	مسالك بولية / Urology	56												56	56
12	جراحة عامة / General Surgery	12												12	12
13	أسنان / Dentistry	538												538	538
14	علاج فيزيائي / Physiotherapy	168												168	168
15	أشعة / Radiology	223												223	223
16	مختبر / Laboratory	433												433	433
17	صيدلية / Pharmacy	2,161												2,161	2,161
18	تغذية / Dietitian	313												313	313
19	صدر وجهاز تنفسي / Pulmonary medicine	0												0	0
20	جهاز هضمي / Gastroenterology	92												92	92
Total		7,112	0	0	0	0	0	0	0	0	0	0	0	7,112	7,112

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	4	1. Changing the complaints box, because the box was easy to open. 2. Delaying in obtaining the service. 3. Lacking of service cleaning.	1. Withdraw complaints on a weekly basis 2. Adjusting appointments and opening a second Triage 3. Depend on Sunday to clean the center in addition to the daily cleaning
Hot line	0	N/A	N/A
Individual interviews.	0	10 /week	N/A
Beneficiaries Satisfactory	4	1. Good services at AMC. 2. Good staff services	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 – Jan – 2023	PU-AMI	Training for Cholera
12 – Jan - 2023	Lead Health Care Consultant	Meeting, to train staff affiliated with them
24 – Jan - 2023	House of Peace	Distributing its products to staff inside the center

## Annex II: Success Story

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

The patients were very satisfied with the services provided and thanked all the friendly staff for their services and efforts. Moreover, patients were waiting for monthly phone calls about their chronic medicines, as the Lebanese market suffers from a great shortage of medicines, and we are working hard to secure these medicines, despite their scarcity also from MOPH and YMCA.

