

From Relief to Self-Reliance



Knowledge transfer presentation

(1) Who are you?

A. Global Response

- Active since 1984.
- Worked in over 75 countries.
- Delivered emergency relief and training valued at more than \$2.5 billion.
- 1) Emergency relief, 2) Health care training and 3) Development programs.

(1) Who are you?

B. Middle East Response

- Active since 2003.
- Programming in Lebanon, Jordan, Syria, and Gaza.

(1) Who are you?

C. Jordan Response

- **Active since:** 2007.
- **553 staff:** two- thirds are highly qualified medical practitioners. 288 males, 265 females, 7 expats.
- **Operational:** 12 governorates + Refugee camps.
- **Total Estimated 2018 Budget:** USD 20,143,315 (UNHCR, UNICEF, ECHO, DFID, BPRM)
- **Total Estimated 2019 Budget:** USD 26 million Approx
- **Impact:** Total number of direct beneficiaries from all active grants from January to October 2018: 68,564 (M: 32,461 – 47%, F: 36,103 – 53%)

(2) What you do?

A. Focus Areas:

- Free primary, secondary & tertiary HC
- Reproductive health care, emergency obstetric, neonatal care, dental care, pediatric, pharmaceutical, and diagnostic services.

(2) What you do?

B. The Team

- Multi- Disciplinary : x-Ray Technician, General Practitioner, Midwife, Dentist, Pediatrician, Obstetrician, Anesthetist, Gynecologists, Triage Nurse, etc.

(2) What you do?

C. Impact

- On average, **24,000** health care consultations per month within primary health care.
- During January till October 2018, **232,787** consultations – **176,918** acute health conditions' consultations and **55,869** chronic health conditions' consultations.

(2) What you do?

D. Health Care Provision in Azraq Camp Hospital

- January - September 2018:

Hospitalizations	3425
Deliveries	1195
ANC visits	3927
PNC beneficiaries	938
C-Sections	189
Surgeries	1204

(2) What you do?

E. Health Care Provision in Ibrid Hospital

September 1st - October 31st:

Total Admission	354
Total Deliveries	301
Normal deliveries	279
C/S Deliveries	22
Total Babies	302
Total ANC	1408
Total PNC	315
Total Referral	127
Total consultation	1964
Family planning	67
Screening for Anemia	798

(3) Where?

Geography

- 2 Camps
- 12 Governorates
- Clinics
- Hospitals



- Mental Health Clinic UNHCR
- Mental Health Clinic BPRN
- Mental Health Clinic DFID
- PSS Services
- PSS Services

(4) Main Challenges

- The lack of RH services in the villages due to other partners' capacity led to inconsistent service provision.
- IMC is the sole healthcare provider in the whole camp after 4 PM leading to influx of patients.
- Approval for non-Emergency cases from the referral hub takes relatively long time, frustrating the patients who inherently blame IMC for it.

(4) Main Challenges

- Staff turnover
- Urban location – Irbid project

Lessons Learnt

- Coordination
- Capacity Building
- Planning and organization