

# Service Advisor Health Sector

Background and Summary of Findings

## What

- Services Advisor is a simple, intuitive web app for Refugees, Humanitarian Organizations and Coordinating bodies, which provides up-to-date information about availability of humanitarian services.
- Services Advisor allows people to view available services on a map and in a service directory, where they can filter by category/sector, region, service provider and other features.

## How It Helps

- Improves access to information on services provided to refugees by over the Humanitarian Organizations.
- Highlights critical gaps and redundancies in services to service providers and coordinating.
- Helps in preventing duplication on activities by sharing the details of each one.

## Source

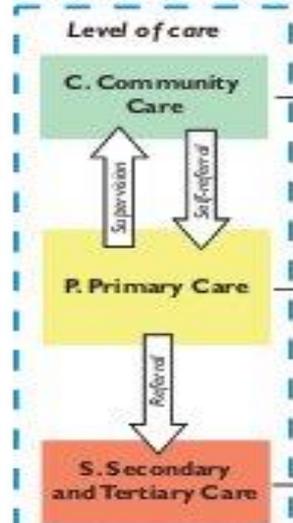
### **Health Resources Availability Monitoring System (HeRAMS)**

HeRAMS is an approach for monitoring health facilities, services and resources availability in emergencies.

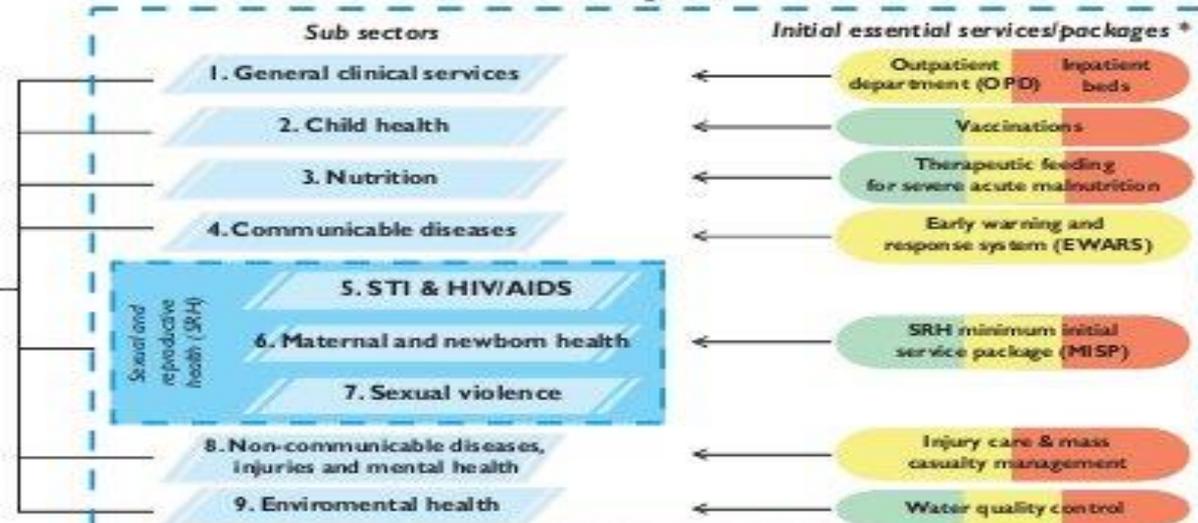


## Health Resources Availability Mapping System (HeRAMS)

Who is Where and When?...



... Doing What?



**What is initial-HeRAMS**

The standard Health Cluster tool to be used during the first days/weeks of an acute crisis for the collection, collation and analysis of health sector information in affected areas, aggregated by administrative level (e.g. district or sub-district) on the number of active health partners, functioning health facilities (by type) and key health staff (physicians, nurses, midwives) as well as on the availability of initial essential health services.

**What is HeRAMS**

The standard Health Cluster tool that should be used as soon as possible and throughout the duration of a crisis for the collection, collation and analysis of health sector information for each facility, mobile clinic or site with community-based interventions in order to monitor the availability of resources. These are key characteristics of the points of delivery (urban/rural area, IDP/refugee camp) and of the facilities (functioning/non-functioning, temporary/permanent, active health partner(s), management, other), number of staff (by type) and availability of services as per the list of 62 services (see reverse).

\*The indicated initial essential services or packages are intended as the minimum response that has to be present at the beginning of any crisis. The services proposed for child health, nutrition, communicable and non-communicable diseases and environmental health sub-sectors may be changed with other priority services as required by the nature of the crisis and/or the local context. For the other sub-sectors the recommended services or packages should be in place in full before further expansion of the other services of the respective sub-sectors.

# Taxonomy

Community Care	Vital Statistics	Other population movement Death or Birth
	Child health	IMCI Community component :IEC of child care taker + active case finding
		Home- based treatment of: fever, ARI/pneumonia, dehydration due to acute diarrhea
	Nutrition	Community mobilization for mass vaccination/ drug campaigns
		Screening of acute malnutrition (MUAC)
		Supplementary/ therapeutic feeding Community therapeutic care of acute malnutrition
	Communicable diseases	Vector control (IEC, bed nets, insecticide spraying)
		Community mobilization for mass vaccinations/ drug administration
		IEC on locally priority diseases
	STI & HIV/AIDS	Community Leaders advocacy on STI/HIV
		IEC on prevention of STI/ HIV infections
		Ensure access to free condoms
	Maternal & newborn health	Safe home delivery, IEC materials support pregnancy knowledge and breast feeding.
Non communicable disease	Promote self-care, basic health and psychosocial support	
Environmental health	IEC on hygiene / community mobilization WASH Campaigns	

# Taxonomy

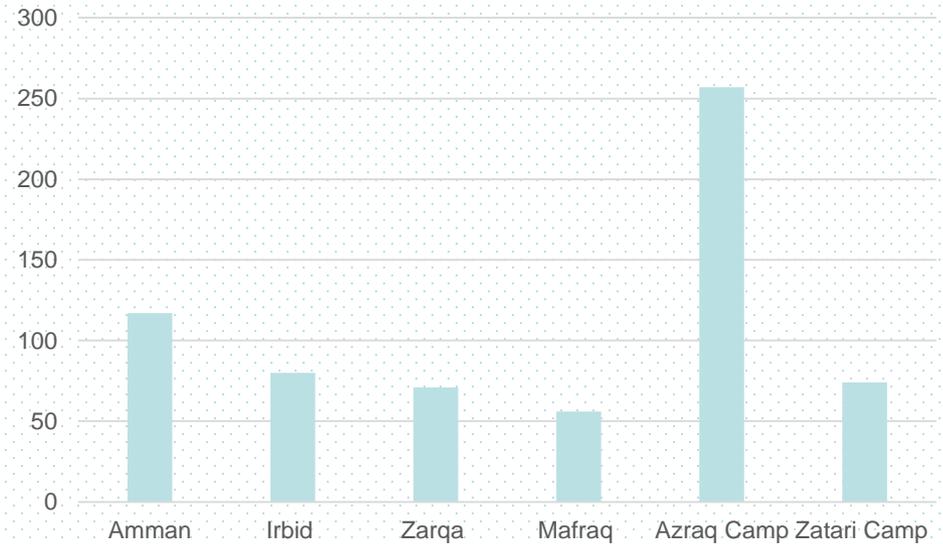
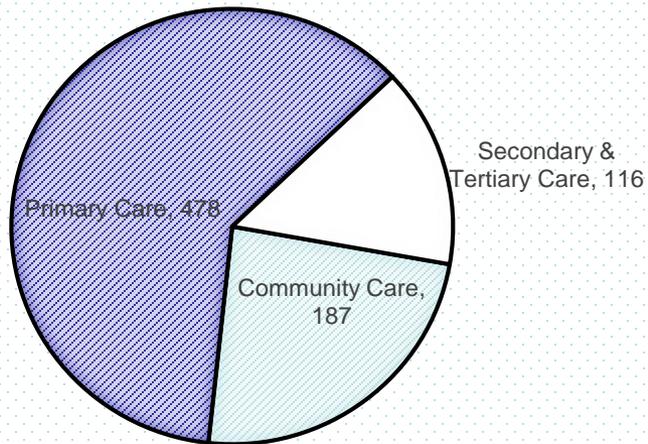
primary care	General clinical Services	<ul style="list-style-type: none"> <li>Outpatient services</li> <li>Basic Laboratory</li> <li>Short hospitalization capacity (5-10 beds)</li> <li>Referral procedures, communication, transportation</li> </ul>
	Child health	<ul style="list-style-type: none"> <li>Routine immunization for target diseases/ cold chain</li> <li>Under 5 clinic conducted by IMCI-trained health staff</li> <li>Malnutrition Screening</li> </ul>
	Nutrition	<ul style="list-style-type: none"> <li>Management of moderate acute malnutrition</li> <li>Management of severe acute malnutrition</li> </ul>
	Communicable diseases	<ul style="list-style-type: none"> <li>Early warning system for epidemic response</li> <li>Diagnosis and treatment of TB</li> <li>Other local communicable diseases</li> </ul>
	STI & HIV/AIDS	<ul style="list-style-type: none"> <li>Syndromic management of sexually transmitted infections</li> <li>Standard infection control precautions</li> <li>Availability of free condoms</li> <li>Prophylaxis and treatment of opportunistic infections</li> <li>HIV counselling and testing</li> <li>Prevention of mother-to-child HIV transmission</li> <li>Antiretroviral treatment (ART)</li> </ul>
	Maternal & newborn health	<ul style="list-style-type: none"> <li>Family Planning</li> <li>Antenatal care</li> <li>Skilled care during childbirth for clean and safe normal delivery</li> <li>Essential newborn care: basic newborn resuscitation &amp; warmth</li> <li>Basic emergency obstetric care(BEmOC): parenteral antibiotics</li> <li>Post partum care : examination of mother and newborn(up to 6 weeks)</li> </ul>
	Sexual violence	<ul style="list-style-type: none"> <li>Comprehensive abortion care/counselling for abortion and post- abortion contraception.</li> <li>Clinical management of rape survivors (including psychological support)</li> <li>Emergency Contraception</li> <li>Post - exposure prophylaxis for STI &amp;HIV infections</li> </ul>
	Non communicable diseases	<ul style="list-style-type: none"> <li>Injury care and mass casualty management</li> <li>Hypertension treatment</li> <li>Diabetes treatment</li> </ul>
	Environmental health	<ul style="list-style-type: none"> <li>Mental health care</li> <li>Health facility safe waste disposal and management</li> </ul>

# Taxonomy

Secondary & Tertiary Care	General	Inpatients services
		Emergency and elective surgery
		Laboratory services (including public health Laboratory)
		Blood Bank services
		X-Ray services
	Child health	Management of children classified with severe/very severe diseases
	Maternal/newborn health	Comprehensive essential obstetric care
	Non communicable diseases	Disabilities and injuries rehabilitation
		Outpatient psychiatric care and psychological counselling
		Acute psychiatric inpatient unit

## Current status

- Reported organization: 19
- 3RP Partners: 12 / 23
- Location: 12 governorate
- Entries: 781



## Conclusion

- Service Advisor still valid tool to map health services country wide.
- Service Advisor is Real time reporting tool
- Service Advisor live tool can be accessed any time any where.
- Level of details available can serve mapping function but also guide POCs

**Current information is incomplete or not accurate and need fixation**

## Next Step

- All organizations entered information advised to review their entry and modify as needed
- Non respondent need to start data entry and complete within 2 weeks.
- UNHCR will provide technical support as needed and will follow up with individual organization.
- Once data entry is completed sector will analyze inputs and produce narrative and visual reports

Thank You

Questions?