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Va Va Vroom! E-Plus at the World Rally Championships 2021 in Naivasha, Kenya

By Felix Musila, (Communications & PR Officer)

Emergency Plus Medical Services (E-Plus) was contracted to offer ground ambulance services/emergency medical services at the World Rally Championships held in Naivasha from Thursday, 24th June to Sunday, 27th June, 2021....

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EDITORIAL TEAM

Editor in Chief:

Susan Ng'ong'a
(Managing Director)

Editor:

Felix Musila
(Communications & PR Officer)

Contributors:

Qitma Noor
(Communications & Marketing Assistant)

Alvina Brauhauser
(Head of Operations & Logistics,
G-Plus Gambia)

Mark Njeru
(QMS Coordinator)

Felix Musila
(Communications & PR Officer)

Design & Layout:

Mohamed Talal
(Graphic Designer)

Our Mission

We work with our communities and partners to respond to medical and trauma emergencies through the provision of accessible, responsive and quality...pre-hospital care to save lives. Our patients will receive prompt and appropriate emergency medical pre-hospital care from properly trained and certified professionals.

Our Vision

A regionally recognised leader for responsive, superior-quality emergency medical and trauma response services.

Our Core Values (iSPIE)

Innovation: E-Plus continues to pursue new ways to improve its' service offering in a socially responsive manner in order to create transformative changes in patient experience.

Sustainability: E-Plus provides its services while ensuring long-term financial and social positive outcomes.

Professional Excellence: E-Plus provides the highest level of compassionate services at all times. It demonstrates quality and ethical behavior in its work and acts in the best interests of the people its serves. Treating people with dignity and consideration.

Integrity: E-Plus is honest and reliable. Its actions and decisions are guided by its professionalism, transparency and respect for others. E-Plus is accountable to the people it serves, the community and each other and to its authorities.

Empathy: E-Plus actively seeks to understand how patients, family members, caregivers and its own staff experience the emergencies they respond to, taking into account the emotions they go through and using this knowledge to improve their well being and its service delivery.

Va Va Vroom! E-Plus at the World Rally Championships 2021 in Naivasha, Kenya

By Felix Musila, (Communications & PR Officer)



The WRC Medical Unit at the WRC

Emergency Plus Medical Services (E-Plus) was contracted to offer ground ambulance services/emergency medical services at the World Rally Championships held in Naivasha from Thursday, 24th June to Sunday, 27th June, 2021.

Making a comeback since 2002, the event was flagged off on Thursday 24th June 2021 by President Uhuru Kenyatta at the Kenyatta International Convention Centre (KICC), Nairobi. The rally experience was nothing short of excitement, raving machines, muddy terrains and skillful driving.

The E-Plus ambulances and crew formed part of a larger medical team consisting of Medical Doctors, Paramedics/EMTs trained in vehicle extrication, air evacuation teams (helicopters) and a Chief Medical Officer. A total of 135 ambulances were deployed on different areas of the rally course Elementaita, Soysambu, Sleeping Warrior, Loldia, Malewa and Kedong. 5 ambulances were set aside for any mass casualty incidents.

For the past three years, E-Plus has partnered with World Rally Championships (WRC) to offer standby ambulance services and this year was no different.

Our teams had undergone extensive trainings and continuing medical education (CMEs) before the championship to enhance their skills especially on vehicle extrication of victims and ground evacuations. The teams also had sessions to familiarize themselves with the safety master plan and the rally safety book, key aspects of the safari rally.

The biggest incident that the ambulance crew handled was the unfortunate accident by Kenyan driver Tejveer Rai and navigator Gareth Dawe whose car rolled several times in Kedong stage. Our paramedics teams were swiftly deployed to evacuate the rally crew. They were consequently airlifted to the Aga Khan Hospital in Nairobi for specialized medical treatment. In addition to this, our teams also successfully evacuated several patients who needed emergency medical intervention.

What they said about us..

I am writing to you to give thanks for the great work done by one of your paramedic teams at the recently concluded Safari Rally in Naivasha. I myself was stationed at Kedong stage at a Radio Point on Friday 25th June, 2021 alongside one of the teams from E-Plus (MIV 5).

We would like to commend **Joshua Karanja** especially, along with his colleague for a job well done and believe their actions in the line of duty should be acknowledged, and for this we are thankful. They were the first responders on the scene and were instrumental in the safe evacuation of Tejveer. They were I believe, at a later stage, assisted by another MIV.

Navjit S Ghataura

Equinox International Ltd (Wealth & Investment Management Consultants)



A rally car zooms past an ambulance during the rally in Naivasha

“Partners” in Stress: Appreciating Dispatchers

By *Gitma Noor, (Communications & Marketing Assistant)*



A group of Emergency Dispatchers at the E-Plus Dispatch Centre

Given that dispatchers normally work in high stress environments, it is expected that there could be a little bickering every once in a while but in most situations, the dispatchers’ relevance is normally downplayed or underappreciated.

A failure to understand—or even try to understand—the process followed inside a dispatch center could be one of the reasons.

The lack of a two-way communication and underappreciation of dispatch work confounds the situation. This is very unfortunate because a dispatcher’s contribution to incident situational awareness is significant. Let’s explore how.

A patient’s first contact; The dispatcher is the first person to gather clues and cues about an emergency. An experienced, well-trained dispatcher is able to gather a lot of high quality, vitally important information that can help first responders form an early understanding of what they will be facing upon arrival at an emergency scene. In some dispatch centers, the questions asked of callers are scripted or there may be prompts to help dispatchers gather the essential facts.

They offer emotional help; callers are often distraught when calling an emergency line and the dispatchers have the difficult task of both calming the caller and extracting quality information from them. If you have spent any time as a dispatcher or in a dispatch center during the processing of a critical emergency call, you understand this can be a very challenging task. In haste, the callers often

abbreviate what they are saying. Some may become agitated and scream at the dispatchers, complicating the ability to understand.

Depending on the type of emergency, location and time of day, a dispatch center can get dozens of calls about an emergency. The massive influx of calls can be overwhelming depending on the number of dispatchers on duty.

Dispatchers are usually assigned to handle the radio communications for a critical incident and sometimes that would be their sole responsibility. Where this happens – and it does happen – the dispatcher serves as a scribe and a second set of ears for the team in action.

This can be a huge asset to a team. For starters, the dispatcher is in a lower stress environment because they are physically located in a controlled environment that is not dynamically changing (like an emergency scene is).

Looking back, it is crystal clear just how important a dispatcher’s job is. They’re not only the first point of contact for a patient and their family, they offer life-saving instructions, emotional support to families, help calm down hysteric callers and dispatch the teams with correct information preparing them for what they’re going to face in the emergency scene.

They are the nerve center of our operations and all though it may seem like a desk job like any other, the impact dispatchers have on the lives of people in need cannot be overstated.

G-Plus Gambia Receives a Donation of Ambulances from the European Union Delegation

By Alvina Brauhauser, (Head of Operations & Logistics, G-Plus Gambia)



G-Plus Gambia (an E-Plus fully owned subsidiary) received a donation of a set of fully equipped ambulances from the European Union Delegation to the Gambia. The donation was made through the Gambia Red Cross.

The set of ambulances are both Advanced Life Support (ALS) and Basic Life Support (BLS) and are set to be used in the fight against the Covid-19 pandemic. Speaking during the handover ceremony, the European Union Delegation Ambassador to the Gambia Mr. Corrado Pampaloni said that the donation would go a long way in supporting and strengthening the response to the fight against the Covid19 pandemic.

The donation of ambulances was part the European Union Delegation's plan of boosting the capacity of the Gambia Red Cross in fighting the Covid-19 pandemic. Also handed to the Gambia Red Cross was 2 pickups, 8 motorbikes and 60 bicycles.



E-Plus Board Chairman Dr. Abbas Gullet and Managing Director, Susan Ng'ong'a Visit the Gambia Outpatient Clinic

By *Alvina Brauhauser, (Head of Operations & Logistics, G-Plus Gambia)*



(from left to right) Saikouna Buwaro - Pharmacy Assistant, Ousmam Jallow - Lab Assistant, Salimatou Jassey - Environmental Services Attendant, Alvina Brauhauser - Operations In Charge, Dr Fatoumata Diba - Medical Doctor, Dr. Abbas Gullet-E-Plus Board Chairman, Susan Ng'ong'a-E-Plus Managing Director

E-Plus Board Chairman Dr. Abbas Gullet and Managing Director, Susan Ng'ong'a visited the Gambia Outpatient Clinic in Gambia from June 15th to 18th, 2021. The visit was aimed at inspecting the facility to ensure that it continues to operate optimally according to the set standards.

At hand to receive the Chairman and the Managing Director was Alvina Brauhauser, the Head of Operations and Logistics at G-Plus Gambia. She took the opportunity to take the team from Kenya on an inspection tour of the facility and also introduced them to the staff members.



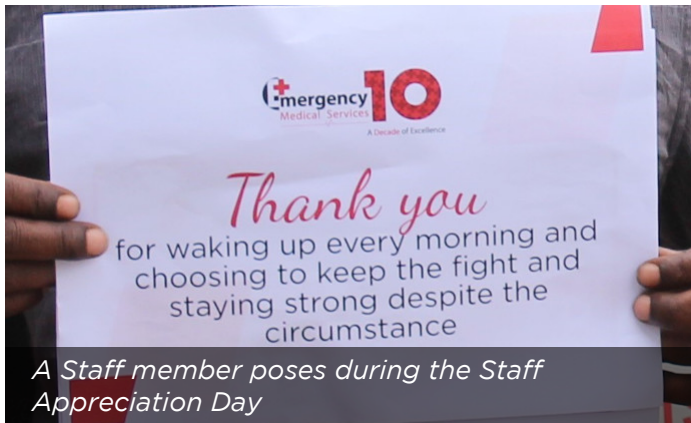
(from left to right) Abbas Gullet (in white coat), Susan Ng'ong'a (carrying a bag) engaging with the staff at the clinic during the visit



Visit to the Gambia Tourism and Hospitality Institute

Enhancing Wellness and Resilience at E-Plus

By Mark Njeru, (QMS Coordinator)



Working in an emergency medical environment is a very fulfilling experience; Saving lives gives you a great feeling of joy and fulfillment. Along with these very rewarding aspects, the job may also be physically and mentally demanding and sometimes we may not be aware of what is happening inside us.

All these may lead to unhappiness, anger, substance addiction and sometimes overreactions. To help cope with this physical and mental challenges, E-Plus is enhancing its wellness and resilience programmes. One may ask, what is wellness and resilience? "It a state of complete physical, mental

and social wellbeing and not merely the absence of disease or illness. Resilience is about having the ability to cope with and adapt to new and challenging situations.

In addition to counselling services currently offered through our comprehensive medical scheme, we intend to include other offerings like peer to peer discussions and online training.

All these are aimed at building our ability to cope with challenging situations which may affect our wellness and resilience. To achieve the envisioned wellness state, each one of us must take the driver's seat in upscaling their personal wellness and resilience.

To deliver the best patient experience, you must be competent, well trained and above all healthy (both physically and mentally). Always remember that...

“
Talent wins games but teamwork and intelligence wins championships
- Michael Jordan

E-Plus in the News



Switch TV News: Meet the E-Plus All-Female Ambulance crew at the WRC 2021

[Click here](#) for full Video



Switch TV News: E-PLUS gives health update after responding first to Tejveer Rai's Crash at WRC 2021

[Click here](#) for full Video

COVID Pandemic Pages



Kenya Lines up 21.3 Billion Fund for Covid-19 Vaccination Programme

By Felix Musila, (Communications & PR Officer)

Kenya has lined up Sh21.3 billion to fund the ambitious Covid-19 vaccination programme that aims to cover the entire adult population by the end of next year. The total amount is made up of Sh14 billion World Bank loan and Sh7.3 billion that parliamentarians approved on Tuesday's supplementary budget.

The financing will help Kenya buy vaccines through an African Union facility and that of COVAX—the global scheme for sharing jabs. The funding war chest has prompted the government to announce a revised vaccination plan that now targets 26 million adult Kenyans by end of June next year.

The country had set a goal of vaccinating 10 million adults by June 2022, but President Uhuru Kenyatta said the programme will be accelerated.

The revised vaccine plan is betting on increased use of the Johnson & Johnson vaccine, which is administered using a single shot, as opposed to AstraZeneca that requires two jabs.

Kenya targets inoculating at least 10 million adults by Christmas this year. This means an average of 50,000 vaccinations daily in the next six months given that just 1.005 million have so far received the first dose. Kenya will have built a capacity to vaccinate 150,000 people every day ahead of August.

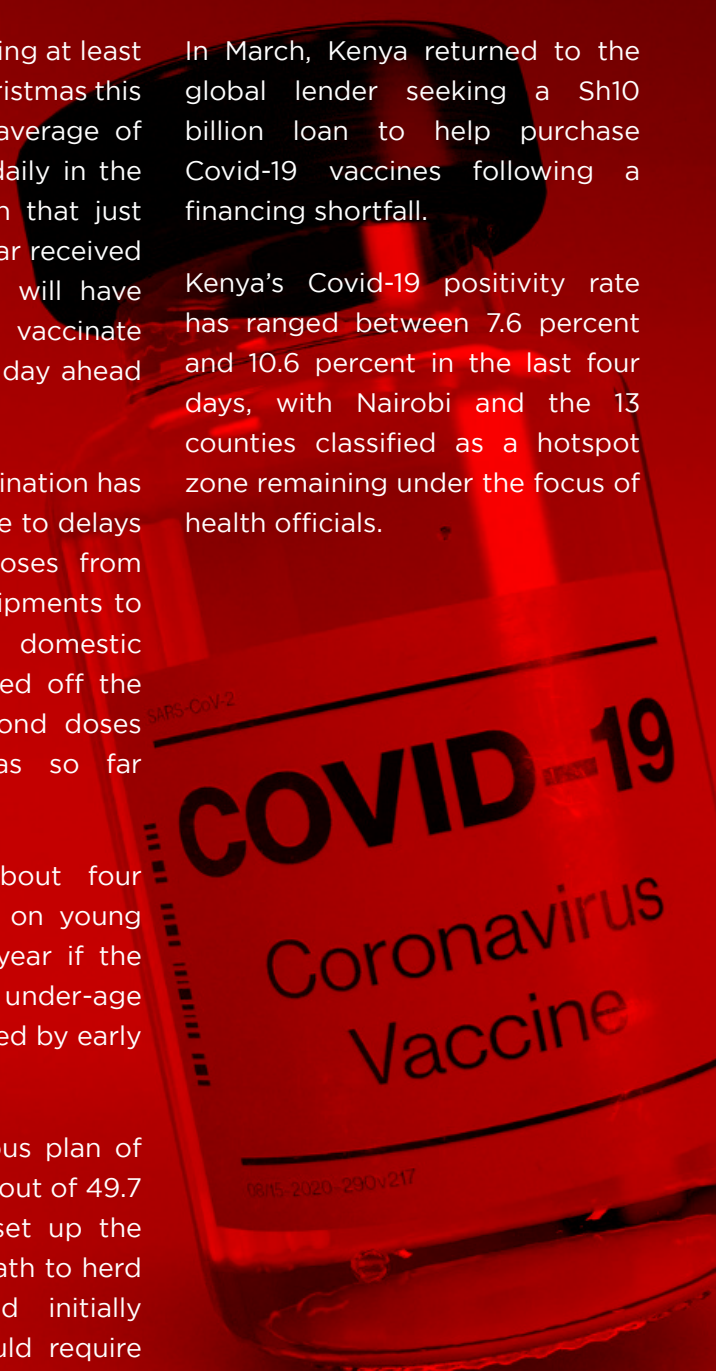
The first phase of vaccination has run into challenges due to delays in procuring more doses from India, which halted shipments to deal with a surge in domestic infections. Kenya kicked off the administration of second doses on May 28 and has so far managed 328,848.

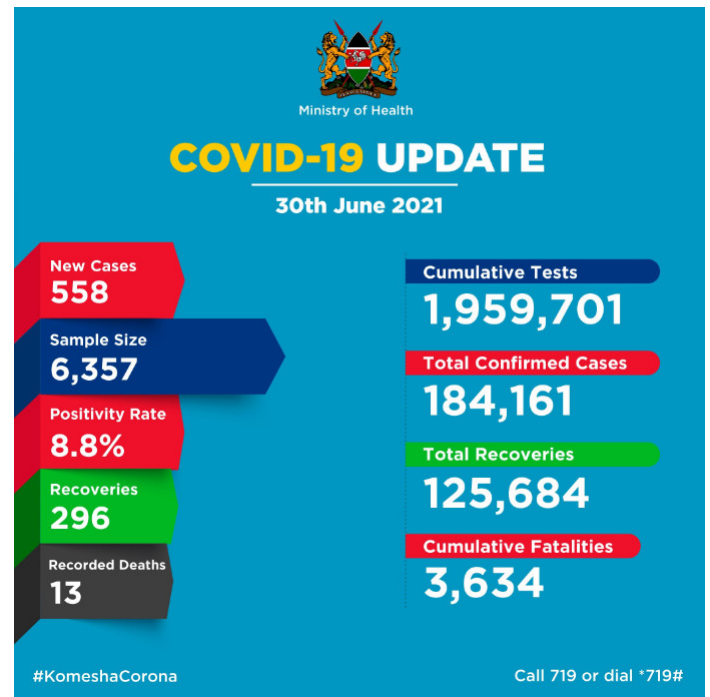
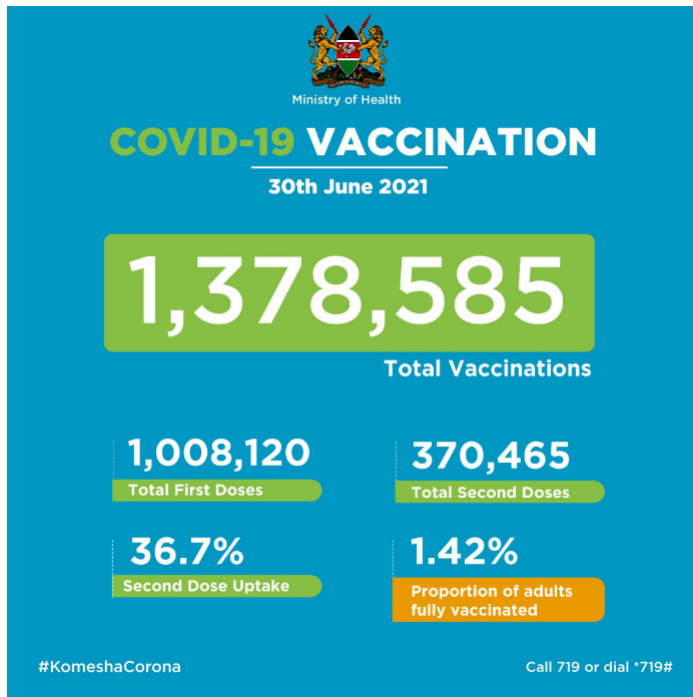
Kenya will target about four million vaccine doses on young adults by June next year if the inoculation for under-age populations is registered by early next year.

Achieving the ambitious plan of vaccinating 30 million out of 49.7 million Kenyans will set up the country on a strong path to herd immunity. Kenya had initially estimated that it would require about Sh34 billion for the vaccination programme that was targeting 30 percent of the population.

In March, Kenya returned to the global lender seeking a Sh10 billion loan to help purchase Covid-19 vaccines following a financing shortfall.

Kenya's Covid-19 positivity rate has ranged between 7.6 percent and 10.6 percent in the last four days, with Nairobi and the 13 counties classified as a hotspot zone remaining under the focus of health officials.





COVID-19 UPDATE
30th June 2021

New Cases by Counties

County	Cases	County	Cases
1. Nairobi	137	18. Homa Bay	5
2. Mombasa	57	19. Migori	5
3. Siaya	53	20. Laikipia	4
4. Kisii	50	21. Narok	4
5. Kilifi	35	22. Bomet	3
6. Uasin Gishu	32	23. Kajiado	3
7. Busia	27	24. Machakos	3
8. Nakuru	23	25. Bungoma	3
9. Kisumu	23	26. Tharaka Nithi	2
10. Vihiga	17	27. Embu	2
11. Kakamega	13	28. Kirinyaga	2
12. Kiambu	12	29. Meru	2
13. Kericho	10	30. Nyandarua	1
14. Kwale	9	31. Tana River	1
15. Murang'a	7	32. Trans Nzoia	1
16. Taita Taveta	6	33. West Pokot	1
17. Kitui	5		

#KomeshaCorona Call 719 or dial *719#

Source: Ministry of Health, Government of Kenya | Data as at Wednesday, 30th June, 2021

*If you need to contribute articles/materials to the E-Plus NewsPod,
kindly get in touch through musila.felix@eplus.co.ke*