



JULY, 2021



E-Plus Participates in the Launch of Kenya's First Emergency Medical Care Policy and Strategy

By Felix Musila (Communications/PR Officer)

E-Plus in conjunction with the Ministry of Health and a number of partners namely: Malterser International, World Health Organization, Unicef, Kenya Red Cross Society, St. John Ambulance among others participated in the grand launch of the Kenya Emergency Medical Care (EMC) Policy 2020-2030 and Strategy...

[Continue on Pg 1](#)

Highlights

- ▶ E-Plus Participates in the Launch of Kenya's First Emergency Medical Care Policy and Strategy
- ▶ E-Plus Charges at the Rhino!
- ▶ E-Plus Boma Clinic Roars Back to Life
- ▶ What they're Saying About E-Plus!
- ▶ COVID-19 Vaccination: Why We Should All Vaccinate
- ▶ How to Manage Minor Burns/Scalds
- ▶ E-Plus in the News
- ▶ Mental Health Realm Amidst Covid-19

EDITORIAL TEAM

Editor in Chief:

Susan Ng'ong'a

Editor:

Felix Musila

Contributors:

Susan Ng'ong'a

(Managing Director, E-Plus)

Felix Musila

(Communications/PR Officer)

Qitma Noor

(Communications/Marketing Assistant)

Margaret Moraa

(Complaints Handling Assistant)

Rukia Abdulkadir

(Quality Management Representative)

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.

E-Plus Participates in the Launch of Kenya's First Emergency Medical Care Policy and Strategy

By Felix Musila (Communications/PR Officer)



Treatment Fund, plan and advise the Ministry on emergency medical care service provision and strategies.

Speaking at the event, Health Chief Administrative Secretary (CAS), Dr. Rashid Aman, said the EMC Policy is a precursor to creation of an Emergency Medical Fund as a fulfilment of the National Assembly resolution that Ministry of Health sets up an EMC Fund to assist those in emergency treatment. He said, "This Policy resonates with the Constitution of Kenya 2010 requirement, that no person should be denied emergency medical treatment," said Aman, adding that the components of the emergency medical care are stipulated in the Health Act 2017 as pre-hospital care.

E-Plus in conjunction with the Ministry of Health and a number of partners namely: Malterser International, World Health Organization, Unicef, Kenya Red Cross Society, St. John Ambulance among others participated in the grand launch of the Kenya Emergency Medical Care (EMC) Policy 2020-2030 and Strategy. The policy seeks to mainstream the Emergency Medical Care Policy sub-sector into the broader national health policy.

The Committee will be required to among other duties, operationalize and provide oversight, establish legislation, standards and regulations, develop framework for the utilization of Emergency Medical

The event held in Nairobi on the 7th July 2021 also saw the formal inauguration of the National Emergency Medical Care Steering in which the E-Plus Managing Director, Susan Ng'ong'a serves as a member.



From Left to Right: E-Plus Managing Director, Susan Ng'ong'a, Health Chief Administrative Secretary, Dr. Rashid Aman, St. John Ambulance Board Chairman, Paul Ndung'u and Director of Public Health, Dr. (Col) Francis Kuria



The implementation of the Policy focuses on priority areas such as the investment on EMC infrastructure, Emergency Command and Control Centres, Ambulance Coordination System and dispatch centres, Information and Communication Technology and strengthening leadership and governance at all levels.

According to the Ministry of Health, the Policy is a great milestone in the health sector in strengthening structures to meet the multifaceted demands for provision of efficient emergency and disaster preparedness, mitigation, response and building resilience in the health care system.

Speaking during the event, E-Plus Managing Director Susan Ng'ong'a said, "Pre-hospital care Services is rapidly developing in Kenya despite the population having difficult access to emergency care and suffering from preventable deaths. Some of the key issues that the industry and the country is struggling with include, shortage of ambulances, low standards, absence of regulations by government and stakeholders among others. These challenges in turn contribute to poor outcomes for those affected by emergencies, unqualified personnel carrying out emergency services, lack of investment in the industry to say the least".

According to the Ministry of Health, the current Emergency Medical Care Strategy in Kenya is faced with myriad challenges with regard to legislation, funding, coordination, workforce, and infrastructure. Given these challenges, this strategy aims to guide the development of an EMC System that would address the identified gaps and ensure access as well as bolster resilience in EMC institutions.

E-Plus Charges at the Rhino!

By Felix Musila (Communications/PR Officer)



A rhino charge car in action during the event

E-Plus once again demonstrated its capacity to provide coverage for high profile international events by participating in the 32nd edition of Rhino Charge, an annual off-road motorsport, at Sabor in Kimalel, Baringo County. E-Plus was the official emergency medical services provider.

The Rhino Charge is an off-road 4x4 contest held in Kenya that raises funds to support the activities of the Rhino Ark Kenya Charitable Trust, an NGO which works towards the conservation and protection of Kenya's mountain range ecosystems popularly known as "water towers".

The event that kicked off on the 17th July 2021 was officially opened by Baringo Senator, Gideon Moi.

E-Plus deployed two ambulances together with two paramedic crew for the event.

Through Rhino Charge, Rhino Ark Kenya has raised more than Sh1.6 billion for vital projects managed by the NGO that seeks to create a win-win equilibrium that balances the needs of local communities with the goal of protecting nature.

The event did not take place in 2020 due to the Covid-19 crisis.

E-Plus continues to soar higher when it comes to the provision of emergency medical services to high profile international events. With a fleet of 130 fully equipped ambulances, a crew of 302 paramedics and a 24 hour fully digitized Dispatch Centre, we can confidently say that we have cemented our position as the market leader in the provision of professional advanced pre-hospital medical care and ambulance services in Kenya and the region.



One of the rhino charge cars manoeuvring the tough terrain of the course

E-Plus Boma Clinic Roars Back to Life

By Susan Ng'ong'a (Managing Director, E-Plus)



In line with our strategic plan for growth and sustainability, E-Plus has set up its first outpatient clinic at the Boma Hotel to offer out-patient services to students and staff of the Boma Hotel and Boma International Hospitality College (BIHC) as well as general public. This is another feather on the hat of E-Plus, that continues to grow in leaps and bounds.

The clinic is a Level 2 health facility and the licence and registration certificates have already been issued to E-Plus. Full operations have already commenced at the Clinic. Services on offer at the facility are pharmacy services and general outpatient services. The clinic is located within the Boma Hotel.



What they're Saying About E-Plus!

“



Really good customer care, very patient and understanding with the patient

Naomi Wambui

“



It's only God who can repay You. My brother is out of the woods and am speechless. Thank You @EMS_Kenya for your exemplary services. May the Almighty God keep blessing you beyond your borders

KasambaLive

“



Monica at dispatch was very swift, considerate and very helpful. Madina the paramedic and the driver came in good time. They were both very helpful and respectful. It was a good experience.

Mercy

“



E-Plus is my number one choice due to their immediate response on an emergency situation

Dr. Hassan



A man gestures as he receives a vaccine from a nurse

COVID-19 Vaccination: Why We Should All Vaccinate

By Qitma Noor (Communications/Marketing Assistant)

Since late 2019, COVID-19 has ravaged through our communities taking with it countless lives. Our lives have been brought to a near halt and with that, it created the urgency for protection and hence the need for vaccination.

COVID-19 can spread quickly and widely. It has resulted in the deaths of over 4.13 million people worldwide and over 3,800 deaths in Kenya.

Vaccines are believed to be the most effective ways of protecting humanity against infectious diseases. They strengthen the immune system by training it to recognize and fight against specific viruses. When you are vaccinated, you are protecting yourself and helping to protect the whole community.

Hence, it is important to get the COVID-19 vaccine as we fight against this disease.

Are COVID-19 Vaccines Safe?

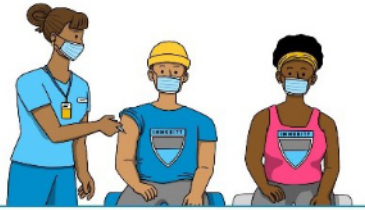
Yes.... they were developed using science that has been around for decades. They are not experimental and have gone through all the required stages of clinical trials. Extensive testing and monitoring have shown that these vaccines are safe and effective, COVID-19 vaccines have received and continue to undergo the most intensive safety monitoring.

These vaccines are effective; they can keep you from getting and spreading the virus that causes COVID-19, they also help keep you from getting seriously ill even if you do get COVID-19.

Getting vaccinated yourself may also protect people around you, particularly people at increased risk for severe illness from COVID-19 e.g. your older parents or your loved ones with pre-existing conditions.

GET VACCINATED EVEN IF YOU HAVE HAD COVID-19

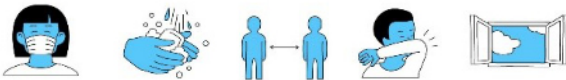
This is because we don't know how long the immunity from getting the disease lasts.



Think of the vaccine as a booster to protect you longer.



DOING IT ALL, PROTECTS US ALL



Always remember to follow these 5 precautions, even after getting vaccinated.

Once you are fully vaccinated, you can start doing more. You can resume many activities that you did before the pandemic like visiting family and friends, going for events, attending sporting activities etc. Note that, people are not deemed to be fully vaccinated until 2 weeks after their second dose of the COVID-19 vaccine.

Therefore, you should keep observing all the necessary precautions to protect yourself and others until you are fully vaccinated.

Vaccination Spurs your Immunity

COVID-19 is still a threat to people who are unvaccinated. Some people who get the disease can become severely ill, which could result in hospitalization while others have ongoing health problems several weeks or even longer after getting infected.

People who did not have symptoms when they were infected can still have these ongoing health problems.

Studies have shown that vaccination provides a strong boost in protection for people who have recovered from COVID-19. You should get vaccinated regardless of whether you already had COVID-19 or not.

Immunity after the Vaccination

There is still a lot we are learning about COVID-19 vaccines. We don't know how long protection lasts for those who are vaccinated. What we do know is that COVID-19 has caused very serious illness and death for a lot of people.

If you get COVID-19, you also risk giving it to loved ones who may get very sick. Getting vaccinated is a safer choice. At this time, there are limited data on vaccine effectiveness in people who are immunocompromised, including those taking immunosuppressive medications.

It is very important to note that NONE of the COVID-19 vaccines contains the live virus that causes COVID-19 and so a COVID-19 vaccine CANNOT make you sick with COVID-19.

While vaccination is surrounded by a lot of myths, mysteries and misconceptions, it is important for a large population of the community to be vaccinated in order to achieve herd immunity which is a long term goal in the effective elimination COVID-19. If you were having doubts on whether to be vaccinated or not, this is your sign, take that bold step today!

“
Once you are fully vaccinated, you can start doing more. You can resume many activities that you did before the pandemic like visiting family and friends, going for events, attending sporting activities etc.
 ”

How to Manage Minor Burns/Scalds

By Margaret Moraa (Complaints Handling Assistant)

HOW TO TREAT BURNS



Cool the burn under cold running water for at least 10 minutes.

If the burn requires further medical care, loosely cover the burn with plastic wrap or a clean plastic bag. Otherwise, it does not need plastic covering.

If necessary, call 143 or get someone else to do it.

Injuries from thermal heat are common reasons for visiting the emergency department in a hospital. The terminology a burn is caused by dry heat such as fire whereas a scald is caused by moist heat such as steam. Interestingly, the first aid measures are the same as highlighted below:

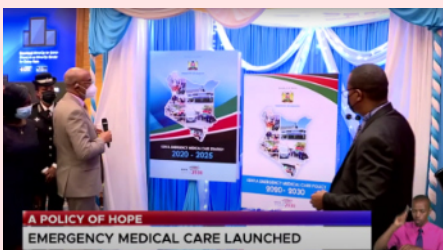
- ▶ First, stop the burning process by removing the source of heat immediately
- ▶ Gently remove any constricting clothing /item from the region before it begins to swell
- ▶ Then flood the area with cold water for about 10 minutes to cool it. Never use ice, iced water, or greasy substances like butter on the region
- ▶ Cover the area loosely with a sterile cloth/ non-fluffy material. You can use clinging film
- ▶ Do not break the blisters that form thereafter. Treat the pain with paracetamol/ibuprofen if need be
- ▶ Treat the pain with paracetamol/ibuprofen if need be

E-Plus in the News



The Star: Health ministry launches Emergency Medical Care Policy

[Click here](#) for full article



Switch TV News: Emergency Medical Care Policy Launched

[Click here](#) for full Video

COVID Pandemic Pages



Mental Health Realm Amidst Covid-19

By Rukia Abdulkadir (*Quality Management Representative*)

The Covid-19 pandemic has turned our physical health, our livelihoods, and our economies upside down. At the same time, an unseen mental health emergency is sweeping across the globe because of the fear, stress and worry associated with the pandemic.

The World Health Organization (WHO) reports that by far, the largest public mental health impact has been in the form of stress and anxiety, and predicts a rise in depression, suicide and substance use in the coming days.

A review of the mental health response to the Covid-19 pandemic in Kenya by the International Journal of Mental Health Systems showed that the country has no formal mental health response plan, and there is an unmet need for psychological first aid. Access to mental healthcare and psychosocial support during the pandemic remains a challenge and there is no systematic collection of data on the mental health impact of Covid-19.

This shows the lack of mental healthcare was there prior to the pandemic, meaning those who had mental health conditions before have also seen drastic changes in their illnesses in the past one-and-a-half years.

Limiting Social Interactions

The pandemic has definitely affected people with existing mental health conditions just like the general population and probably to a higher degree.

The fear created by the pandemic worldwide can be a trigger for anxiety in a person with existing mental conditions. Fear that does not seem to have a definite solution can make an existing mental condition worse.

The measures that have been put in place to manage the pandemic have also resulted in limiting social interactions and this may also limit social support for those with existing mental conditions. For instance, online therapy has its limitations especially when dealing with sensitive matters. Since it is the only option during the pandemic, those who were used to face-to-face therapy are likely to feel the difference.

The face mask is another limitation that prevents the therapist from observing the full range of non-verbal behaviour that is very important during a therapy session. Masks may end up making feelings besides shielding from coronavirus.

Before the pandemic, it was possible to access all interventions options that have been limited in an attempt to curb the spread of the virus.

Stress and anxiety from the fear of the virus and the measures put in place to prevent the spread are likely to make existing conditions worse or even trigger mental conditions in those who were previously healthy.

Loss of income may also affect people's mental health as well as make it difficult to support those with existing mental conditions

Persons who have been diagnosed with mental health conditions should ensure they keep close contact with their healthcare professionals for close monitoring. This may mean frequent visits or online sessions.

Those in any form of medication should strictly adhere to their prescriptions. Networking with others with similar conditions can be helpful - one is able to learn how others are coping as well as get moral support.

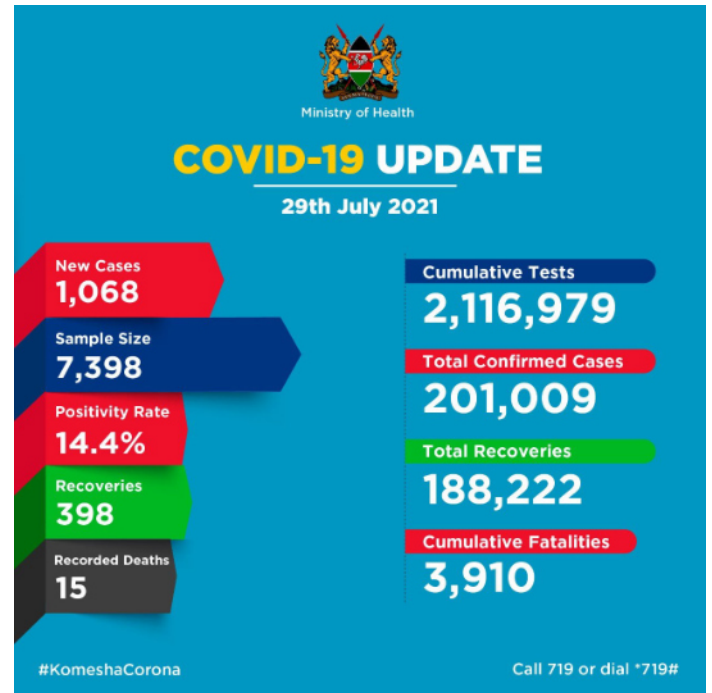
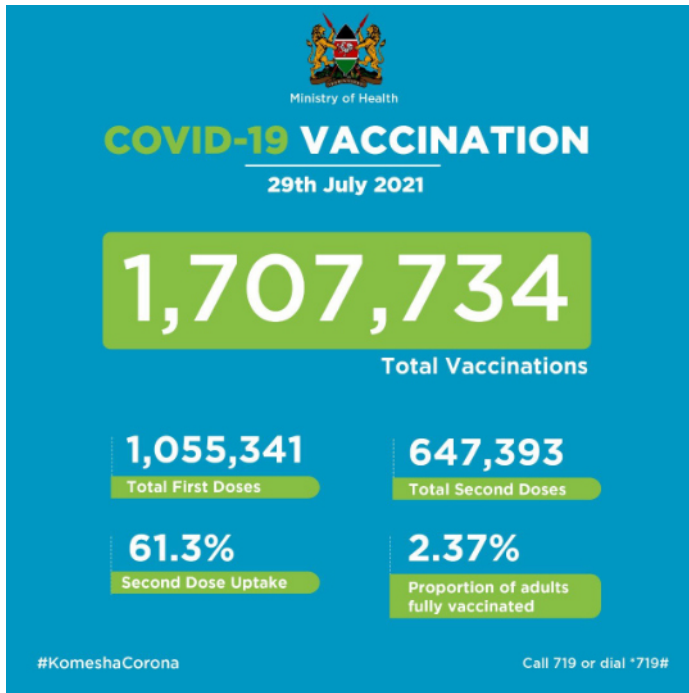
Those with mental health conditions should also advocate for themselves so that their special needs are addressed. This is especially in the workplace and family environment. Educating people on their mental condition can help in reducing stigma and getting the support they need.

Remaining Hopeful and Positive, not Judgmental

Remaining hopeful and positive is the best approach to reduce anxiety and stress.

Support for people with mental health conditions can be found in hospitals offering psychiatric services, psychotherapy clinics, from trained mental health champions, workmates, people of goodwill and family. Being supportive and non-judgmental is one way to make life easier for a person with an existing mental health condition.

We all can do it, and sometimes all we need to do is to be there and remain silent."



Source: Ministry of Health, Government of Kenya | Data as at Thursday, 29th July, 2021

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