



NATIONAL EMERGENCY MEDICAL SERVICES (NEMS)



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BULLETIN

AUGUST 2023



MISSION STATEMENT:

Saving lives promptly and
professionally  

VISION STATEMENT:

The center of excellence in the health care service ecosystem

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CHIEF EXECUTIVE OFFICER's (CEO) COLUMN

By Abdul Rahman Wurie, CEO

Colleagues,

I want to take a moment to express my heartfelt appreciation for your unwavering dedication to our National Medical Emergency Service - NEMS. Your commitment to saving lives is nothing short of remarkable.

Today, I want to address a challenge that has been on our minds - funding. As you may be aware, the resources required for a project of this scale and magnitude are substantial, and we have faced our fair share of financial

obstacles along the way. I want to be transparent with you about this situation.

Funding challenges are not uncommon in endeavours as critical and as ambitious as ours. However, I am pleased to inform you that your incredible efforts have allowed us to overcome most of these hurdles. Through your hard work, efficiency, and unwavering dedication to our mission, we have managed to secure additional funding, from government and from its development partners (including Non-Governmental Organisations (NGOs)).

Your exceptional performance has not gone unnoticed, and our sacrifices and dedication have culminated to create the impact that we have made in the field. Our resilience have contributed towards building our collective ability to adapt to the ever changing circumstances, and your unwavering commitment to our cause have resonated with our partners. This has bolstered our ability to source and secure the financial backing necessary to continue our vital work.

While we may not be completely out of the woods regarding funding, I want to assure you that we are on a positive trajectory. Your continued dedication and exemplary sacrifices have earned the confidence of our stakeholders, which in turn, has been instrumental in securing the necessary support and funding.

Our mission remains clear - *to save lives promptly and professionally*. Your resilience and professionalism are the driving force behind our successes, and together, we are making a profound impact in our communities and on our nation.

As we move forward, I ask you to maintain the same level of commitment and passion that have brought us this far. Your tireless efforts embody the spirit of our organization, and I am confident that we will overcome any challenges (professional or otherwise) that may come our way.

Should you have any ideas or suggestions to enhance our operations or improve our funding efforts, please don't hesitate to share them with a member of the **TEAM**. We value your input and expertise.

Once again, thank you for your incredible dedication and hard work. Together, we are a formidable force for good, and I am immensely proud to lead such an exceptional team.

Stay safe and continue to be the heroes that our nation rely on.

NEMS – WE Move!



Abdul Rahman Wurie, CEO

Workshop Activities for August 2023

PREVENTIVE MAINTENANCE AND ITS SIGNIFICANCE

Preventive maintenance are works carried out on vehicle to minimize the risk of breakdown and increase vehicle uptime. Regular preventive maintenance allows mechanics to make repairs or changes before there is an over-the-road breakdown or a repair gets more complicated, resulting in lower cost over the life of a vehicle. “Something as simple as an oil, fuel or coolant leaks that could be fixed early on can result in costly, large repair down the line.”

The primary goal of preventive maintenance is to detect and take care of small issues before they become big problems. Break down maintenance on the other hand is referred to as corrective maintenance, is a strategy that performs maintenance task only after the vehicle fails.

Some common examples of preventive maintenance include Oil changes, examining hoses and filters, as well as careful inspection of vehicle’s chassis, brakes and overall engine health.

Below are some photos of preventive maintenance procedure illustrated.



Engine oil change



Oil filter change



Change of Air filter

TRAINING AND QUALITY ASSURANCE UNIT MONTHLY BULLITIN AUCUST 2023

The Training and Quality Assurance Unit continued with the rollout of Refreshers Training for Paramedics, Drivers, RCs, DOCs and ROCs supported by the Susan Buffet Foundation; intended to improve patient care and quality of service of the ambulance team and adherence to program's SOPs through:

- Improvement on patent assessment procedures, triage and color coding

- Correct use of patent form and proper iSBAR handing over

- Improve on ambulance team's skills and knowledge of handling referrals to achieve expected outcomes

- The ambulance team can correctly identify and use equipment

- Ensure performance improvements and maximize quality of patient care

- Help improve on communication challenges between ambulance team, PHUs and Operation Center

The Refreshers training came out of an observation trip to the ambulance stations to observe activities and operations of the ambulance. The rollout is ongoing and has been conducted in Kambia, Port Loko, Koinadugu and Karene with six districts remaining.

INSPECTION OF THE NEW AMBULANCES DONATED BY THE ISLAMIC DEVELOPMENT BANK

The Training and Quality Assurance Team conducted an inspection on ambulances donated by the Islamic Development Bank to support the Ministry of Health and Sanitation (MoHS). The three ambulances are to be deployed in Falaba District under the supervision of NEMS.



Trainer conducting inspection in ambulance



One of the ambulances donated by IDB

The TQA manager attended a meeting with the Reproductive Unit of the Ministry of Health and Sanitation (MoHS) on a rollout project on Reproductive Health to be sponsored by World Vision and rolled out by NEMS with partnership with MoHS.

FIELD OPERATIONS ACTIVITIES FOR AUGUST 2023

Achievements

CARE-SL has consented to supply a total of 1500 litre of fuel for 3 months for the following district; Port Loko, Karene, Tonkolili, Bombali, Falaba, Koinadugu, and Bo to support pregnant women. This means that 500 will be supplied monthly per district.

Visited the refresher trainings conducted in Karene and Koinadugu districts funded by Susan Buffet Foundation

DOC in Kailahun finally resumed work in his new location

Developed and submitted draft Concept Note for MSF-Holland support for Tonkolili district.

Prepared and submitted a template showing staff capacity per ambulance location for every district.

Analog phones have been distributed to field ambulance staff

Conex Fuel Cards have been distributed to DOCs for all ambulances in their respective districts.

In Pujehun, ambulances PU-01 and PU-05 have been replaced

BO-01 ambulance in Bo has been replaced

Challenges

Some DOCs do not have NEMS CUG SIMs rather they are using their personal phones and SIM cards.

In some district like Kailahun, Karene, Falaba, and Pujehun cannot use the Conex Fuel Cards to refuel their ambulances.

Kenema District has one Taxi company and they also do referral services free for all categories within the Kenema township.

Inconsistency in the operations of the Toll free the CUG lines

Lack of maintenance of the vehicles

Almost all ambulance stations are without basic screening material like BP machine, Pulse oximeter etc

No misoprostol in the ambulances and there is fear of managing bleeding in case of PPH and delivery in the ambulances

Suggestions

Reactivation of Toll free the CUG lines for all field staff

Ambulances should be maintenance and repaired for missions

Medical and screening materials be provided to all operational ambulances

Misoprostol be provided to all operational ambulances to manage bleeding and delivery in the ambulances.

Conduct more outreach engagements in the districts to update people and communities on the current status of NEMS operations.

DOCs to attend all DHMT and in-charges meetings in their districts and update them.

DOCs to join all in-charges district forum or WhatsApp groups for information sharing.

Management and Logistics to meet with Conex Gas Station Managers to discuss possible solution to those districts without Conex fuel stations.

REFERRAL COORDINATORS' ACTIVITIES FOR AUGUST 2023

RC Location	NEMS	Non-NEMS ambulance	Other	Grand Total	NEMS %
Bo	22	0	67	89	24.7
Bombali	45	0	6	51	88.2
Bonthe	0	0	26	26	0.0
Connaught	21	51	1	73	28.8
Kambia	30	0	0	30	100.0
Koinadugu	29	0	11	40	72.5
Kenema	33	14	54	101	32.7
Port Loko	17	0	45	62	27.4
PCMH	80	8	127	215	37.2
Kono	46	0	80	126	36.5
Kailahun	45	2	29	76	59.2
Moyamba	5	1	42	48	10.4
ODCH	4	1	113	118	3.4
Pujehun	30	43	71	144	20.8
Tonkolili	13	51	36	100	13.0
Grand Total	420	171	708	1299	32.3
Percentage	32.3	13.2	54.5	100	32.3

M&E MONTHLY DATA REPORT FOR AUGUST 2023

Beds Data

Facility	Adult Bed Capacity	% Average Bed Occupancy per Month	Maternity Bed Capacity	% Average Bed Occupancy per Month	Paediatric Bed Capacity	% Average Bed Occupancy per Month
Bo Government Hospital	139	40	54	57	72	65
Makeni Government Hospital	81	39	30	71	43	81
Mattru UBC Hospital	21	50	13	109	19	84
Connaught Government Hospital	235	21	0		28	22
Kailahun Government Hospital	38	0	37	0	42	0
Kambia Government Hospital	34	43	23	42	27	73
Kenema Government Hospital	123	48	41	44	63	51
Kabala Government Hospital	49	34	37	44	43	40
Koidu Government Hospital	74	66	40	64	57	89
Lungi Government Hospital	40	38	20	33	20	62
Moyamba Government Hospital	48	25	24	45	39	42
Ola During Children Hospital	0	0	0		131	113
Princess Christian Maternity Hospital	0	0	134	0	18	
Port Loko Government Hospital	65	39	35	38	20	96
Pujehun Government Hospital	42	43	41	80	38	99
Tonkolili Government Hospital	49	27	40	34	72	47
34M Military Hospital	82	0	22	0	10	0
King Harman Road Government Hospital	4	18	17	13	10	18
Rokupa Government Hospital	19	0	21	0	20	0
Lumley Government Hospital	12	0	10	0	4	0
Macaulay Government Hospital	13	0	10	0	4	0
Emergency Memorial Hospital	26	0	0	0	41	0
Total National Bed Capacity	1194		649		821	

The table provides further breakdown on the bed capacity and the percentage average for the different facilities.

Connaught Hospital does not directly provide care to pregnant women with maternal related complaints and there is no specific department to handle pregnancy related complaints. Ola During Children’s Hospital (ODCH), is a specialized children hospital providing care to sick children, while Princess Christian Maternity Hospital (PCMH), located adjacent ODCH with the purpose to support and address maternity related issues.

"The Special Care Baby Unit SCBU beds available at PCMH and ODCH are not counted in determining the bed capacity of the facility, which is the same for the other district or tertiary hospitals nationwide.

"These beds serve a different purpose from the others. In **August 2023**, nationwide, hospital facilities **2,664**, with a decrease of **13** beds from the **2,677** reported in July 2023.

"There are currently no referrals for admission to Lumley government hospitals because they are currently undergoing rehabilitation. However, there is a provision for consultation available only for emergency cases that can be further referred if required.

"**Adult Occupancy:** The data for the month under review indicates the adult bed capacity situation for the following health facilities. The data for **August 2023** shows that no facility reported overcrowding. Koidu Government Hospital recorded 66% as the highest average bed occupancy status.

"**Maternity Occupancy:** the table shows that Mattru UBC Hospital and Pujehun Government Hospital reported —**109% and 80%** respectively, while Mattru UBC Hospital is the highest and overcrowded.

"**Paediatric Occupancy:** **ODCH** Government Hospital and Ola During Children’s Hospital reported overcrowding for the month of **August 2023**.

Total Calls, Missions and Referrals for the month of August 2023

CALLS	581
Obstetrics	406
Paediatrics	87
Others	88
MISSIONS	506
Obstetrics	364
Paediatrics	81
Others	83
REFERRALS	436
Discharged	145
Delivery in Ambulance	1
Obstetrics	201
Paediatrics	42

ADMIN, LOGISTICS, AND HR DEPARTMENT

MAJOR HR ACTIVITIES AUGUST 2023

DISCIPLINARY ACTION:

Warning and withholding of salary:

Summary: 10 staff salary has been withheld for the month of August, 2023 – 3 from Bo District, 2 from Koinadugu, 1 from Falaba, 1 from Makeni, 1 from Moyamba, 1 from Kenema and 1 from Western Urban

QUERIES

Summary: 31 staff were queried; 9 from Kono, 3 from Head Office, 4 from Western Rural, 6 from Western Urban, 3 from Bombali, 1 from Bombali, 1 from Bonthe, 1 from Falaba, 2 from Bo and 2 from Kambia

WRITTEN VERBAL WARNING

Summary: 5 written verbal warning: 2 from Head Office, 1 from Tonkolili, 1 from Western Rural and 1 from North West

WARNING LETTER

Summary: 9 warning letters; 3 from Kono, 1 from Western Urban and 4 from Western Rural

SUSPENSION WITHOUT PAY

Summary: 5 suspension without pay; 1 from Kono, 1 from Karene, 1 from Kambia and 1 from Head Office

TRANSFER

Summary: 1 from Tonkolili to Falaba and 1 from Western Urban and Head Office

CONTRACTS

Summary: 6 contract; 4 Paramedic and 2 Driver – 2 Tonkolili, 1 Western Rural, 1 Kambia, 1 Karene, 1 Bombali

LEAVERS

9 Leavers: 1 Kailahun, 4 Western Urban, 2 Bo, 1 Western Rural and 1 Kono

PROBATION ASSESSMENT

Probation assessment: 1 confirmation – Head Office

ADMIN, LOGISTICS, AND HR DEPARTMENT

END OF SERVICE BENEFIT

S/N	FORMER STAFF NAME	DESIGNATION	LOCATION
1	Late Mariatu Kargbo	OC Operator	Head Office

OTHERS

Bereavement support to the late Zainab Bangura OC Operator. Head Office

ADMINISTRATION

- Coordinated training activities for Karene and Koinadugu Districts
- Distributed analog phones at various Districts
- Distributed Ambulance Drivers and Paramedics checklist to some districts
- Distributed Conex fuel cards to ROC South, ROC South -East, ROC North
- Medical Items distributed to various Districts
- Refuelling of Ambulances and Office Vehicles



FINANCE DEPARTMENT ACTIVITIES FOR AUGUST 2023

The activities at the Finance Department for the month of August 2023 are as follows:

Daily Cash Book Update

The Finance department updated the organisation's cash books by imputing transactions processed on a daily basis and ensured that positive bank balances were maintained for both Standard Chartered Bank (SCB) and Sierra Leone Commercial Bank (SLCB). The updated cash book serves as a financial guide to the organisation in terms of making daily payments and expenditures.

Preparation of Bank Reconciliation for August 2023

In early September 2023, the Finance Department requested for the organisation's Bank Statements for the month of August 2023 from the Sierra Leone Commercial and Standard Chartered Banks respectively and reconciled the organisation's Cash Books with the postings done by the banks (SLCB and SCB).

Payment of Staff Salaries for August 2023

On the 31st August 2023, Finance Department paid salaries for August 2023. The department processed the necessary adjustments on staff salaries for month of August as advised by the HR Department and made salary payments to all NEMS Staff accordingly.

Budget Preparation for World Vision Proposed Training

The Finance department prepared a proposed Training of Trainers (TOT) budget for a training on Nutrition to be conducted by World Vision Sierra Leone. The proposed trainers are from the Ministry of Health and Sanitation.

Daily Transaction Processing

The Finance department was effectively engaged in processing transactions approved by management and Director of Finance and Administration (DOFA). Transactions such as Diesel payment processing for various districts, EDSA top Payment processing, Bottled and Nour water payment processing etc. were frequently processed, in order to help with the smooth running of the organisation.

Summary

During the period of August 2023, the finance department was engaged in different activities to ensure that the department not only work in meeting its departmental goals but also work with other departmental units to help with the smooth running of the organisation.

The department provided a financial guide to the organization by updating both cash books maintained by NEMS on a daily basis. Reconciliations for the month of August 2023 were also done between NEMS cash books and the banks postings (SLCB and SCB) for correction of errors. Finance department also worked on the payroll received from HR unit and ensured that payment of staff salaries for August 2023 were made on the 31st August 2023. Income and expenditure report on salaries, Goods and Services or capital and development activities as well as budget for proposed training by World Vision SL were also prepared. Finance, as a department provided financial support towards NEMS daily operational activities by making sure that all approved transactions were processed daily in order to keep the organization effectively running.

PROCUREMENT UNIT ACTIVITIES FOR AUGUST 2023

Activities	Comments	Remarks
Spare Parts	The supply and maintenance of spare parts for . vehicle have been completed. Five brake master cylinders were bought for ANG 318, ANG 345, ANG 454, ANG 311 & ANG 560. Also Five Distribution pumps were bought for AJZ 331, ANG 317, ANG 761, ANG 352 & ANG 343. The supply and maintenance of spare parts for ANG 315 & ANG 552 in W/Area Rural were completed. Three batteries were bought for the three new Ambulances that were donated to NEMS. Five tires were supplied for AOG 020	Completed
Office equipment	The documentation for three printers and one desk top computer are completed, awaiting payment	Completed
Uniforms	All the procurement process for uniforms for drivers, paramedics and fleet have been completed	Completed
Aluminum Partitioning	The first set of documentation for aluminum partitioning at NEMS HQ has been completed, awaiting payment	Completed
Departmental budget	All departments have presented their budgets for 2024 and the preparation of the procurement plan is ongoing	Completed
Office Chairs, Tables and extension of Office drivers and Paramedics office at HQ	The Procurement unit is now working on the following, office chairs and tables for staff and The extension of office drivers and paramedics office at HQ	Ongoing
Relocation of procurement office	The Procurement Unit is also doing the documentation to relocate the procurement office to the balcony of the building.	Ongoing



INTERNAL CONTROLS ACTIVITY FOR THE MONTH OF AUGUST 2023

Fuel Distribution and Utilization Monitoring/Tracking

This system creates transparency on the operations and management of the consumption and cost incurred for acquiring fuel, better decision making processes, elimination of potential inefficiencies and cost savings, and a consistent opportunity for improvement of the entire distribution and tracking process. A fuel management system can also influence monitoring of driver behavior and ensure safety protocols that will further mitigate risks of fuel thefts, accidents and dangerous situations. To achieve a better monitoring process, there should be a relation with interrelated segments for tracking purposes, where a list of originating requests are reviewed, Finance advise on how much was approved and incurred for a purchase, Logistics being accountable for quantity distributed to the end users, and finally retrieving from the end users the quantity of fuel received as against request, and how it was utilized with substantive evidence throughout the whole process from request and approval, to utilization.

Monitoring of Field Workforce

Consistent spot-checks of field staff on duty and the efficiency of the ambulance station helps in achieving transparency and reliability by accurately tracking and maintaining proper records of attendance marking. Such an activity promotes; increased proactiveness, improved productivity and work efficiency, strong implementation of ethical behavior and. This can help management to accurately analyze employee performance and successful operations productivity, and maintain an ideal team that is undoubtable diligent with less stress of unproductive usage of the organization’s time, resources, and assets. The Internal Controls Manager and Assistant Officer, together with the Field Operations Manager did an unannounced visit to the Western Rural ambulance stations, and was able to give an independent and reasonable opinion on their daily activities with the help of their supporting working documents, and with observations. Findings and challenges found were resolved with actions and follow-up for results.

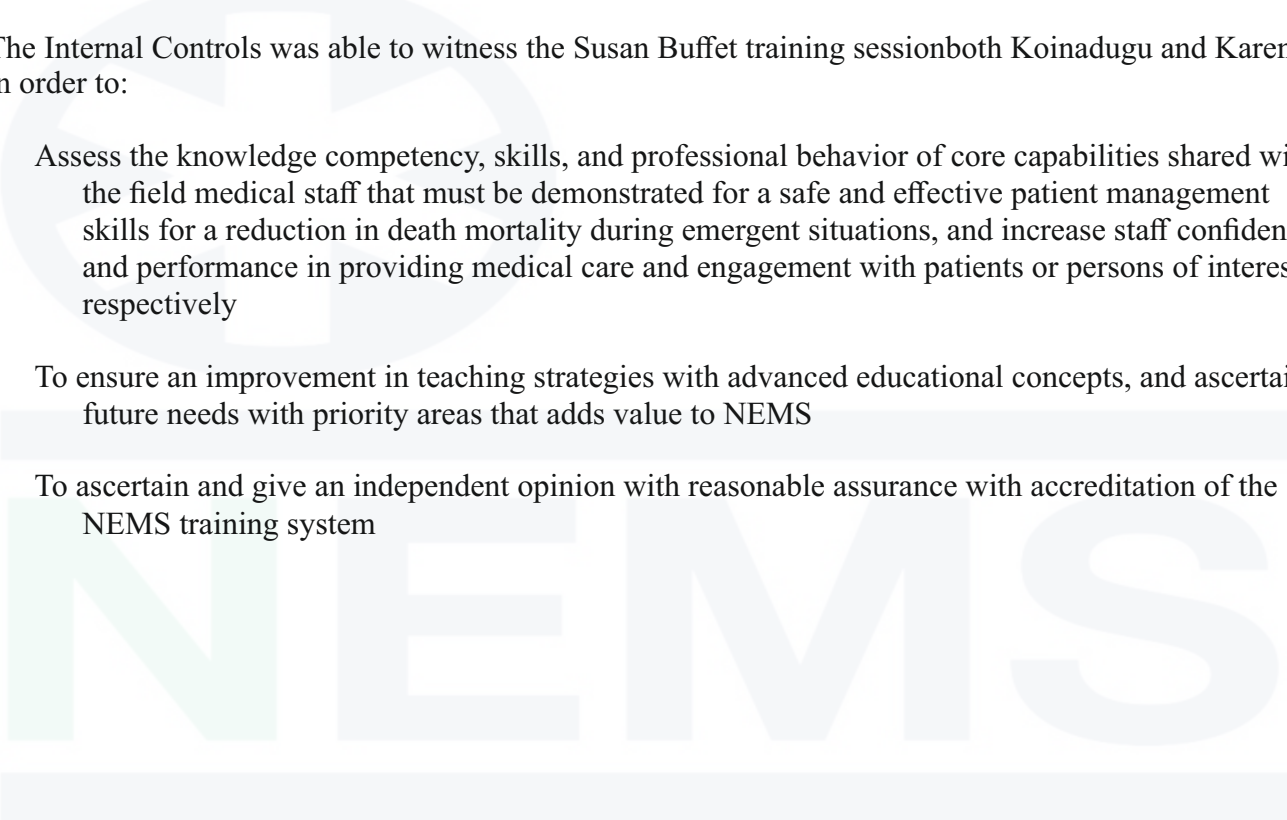
Monitoring and Observation of The Susan Buffet Training Process

The Internal Controls was able to witness the Susan Buffet training session both Koinadugu and Karene in order to:

Assess the knowledge competency, skills, and professional behavior of core capabilities shared with the field medical staff that must be demonstrated for a safe and effective patient management skills for a reduction in death mortality during emergent situations, and increase staff confidence and performance in providing medical care and engagement with patients or persons of interest respectively

To ensure an improvement in teaching strategies with advanced educational concepts, and ascertain future needs with priority areas that adds value to NEMS

To ascertain and give an independent opinion with reasonable assurance with accreditation of the NEMS training system



INTERNAL CONTROLS ACTIVITY FOR THE MONTH OF AUGUST 2023

Procurement

With a consistency in the pre-reviewing process of transaction documents that are yet to be approved, Internal Controls continues to maintain compliance and improve efficiency by ensuring that vendors do follow best practices as per agreed terms and conditions in the authorized contract agreement. It helps to know which suppliers are underperforming, and if they could either be replaced or make changes to know how the supplier relationship operates. With close monitoring, areas that need improvement to achieve better outcomes for operational efficiency can easily be identified. And also, reduce risk by implementing a well-executed procurement audit ensures that NEMS meet statutory standards and complies with legal requirements.

Payroll

Management is responsible for the accuracy of an authorized payroll remuneration and expense distribution by assigning professionals that handle the processing, and Internal Controls with reviewing to ensure:

Staff were present and working as assigned, except as noted and communicated by their respective first line supervisors and the Human Resource Department

Staff do perform duties at their assigned locations for the specified amount of working hours

Staff are being paid at the proper rate for time worked as indicated

Staff are not omitted from their entitled salary payments and other benefits(gross and net pays with other allowances are properly verified and approved)

And, If any irregularity is being detected, corrective actions should be taken with swift response.



NEMS HEALTH TIP

**Hold in This
Position For
30 sec, Empty
stomach
(3 set)**



- Very Effective in weight loss.
- Improves digestion and appetite.
- Helps to cure obesity.
- Cures constipation.
- Improves blood circulation.
- Gives flexibility to the back.
- Strengthens back muscles.
- Relives stress

NEMS

NEMS SAFETY TIP

Office Safety



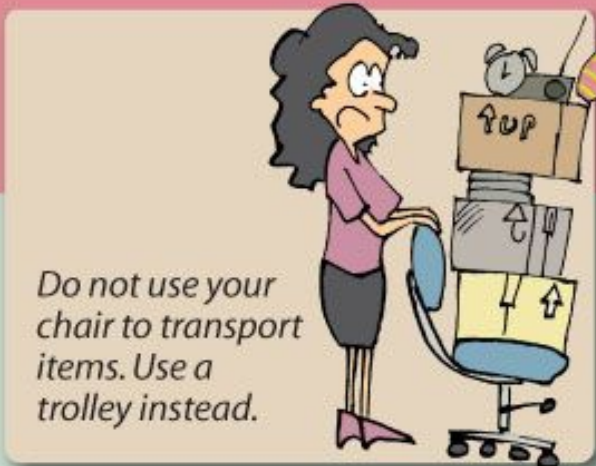
One of the most misunderstood office furniture of all times is the office chair. However, you too, can be safe if you follow the following tips.

Chair
pronunciation Key (châr)
noun.

A piece of furniture consisting of a seat, legs, back, and often arms, designed to accommodate one person.



Use a ladder instead of your chair for overhead reaching.



Try walking to your phone instead of rolling on the chair.