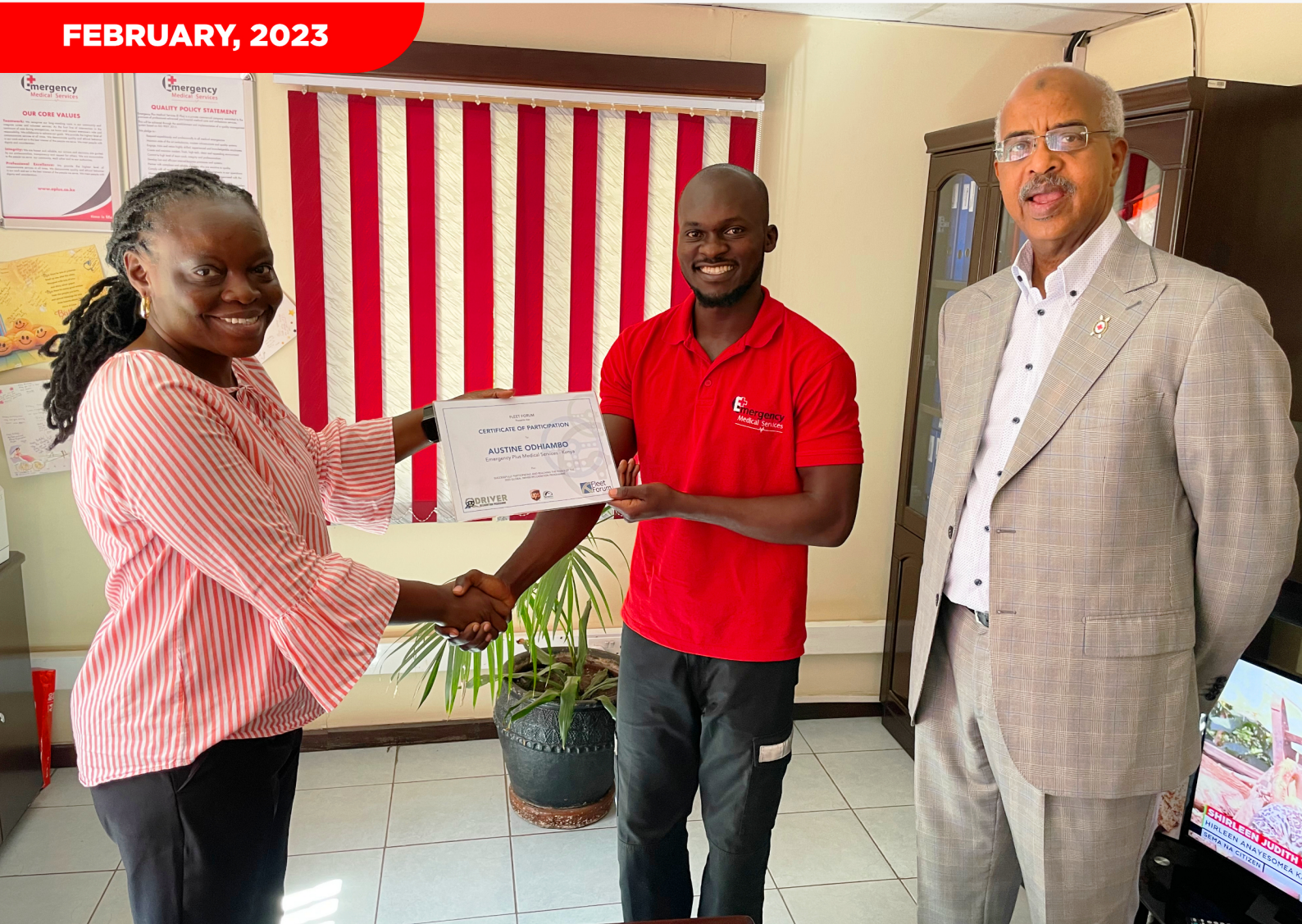


FEBRUARY, 2023



Global Champion: Austine Odhiambo Honored in Global Recognition Programme



Qitma Noor
(Communications and Marketing Assistant)

Earlier this month, our very own Austine Odhiambo (Ambulance Operator, Bomet County) was recognized by Fleet Forum for his outstanding performance in the 2022 Global Driver Recognition Programme...[Continue on Pg 1](#)

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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)

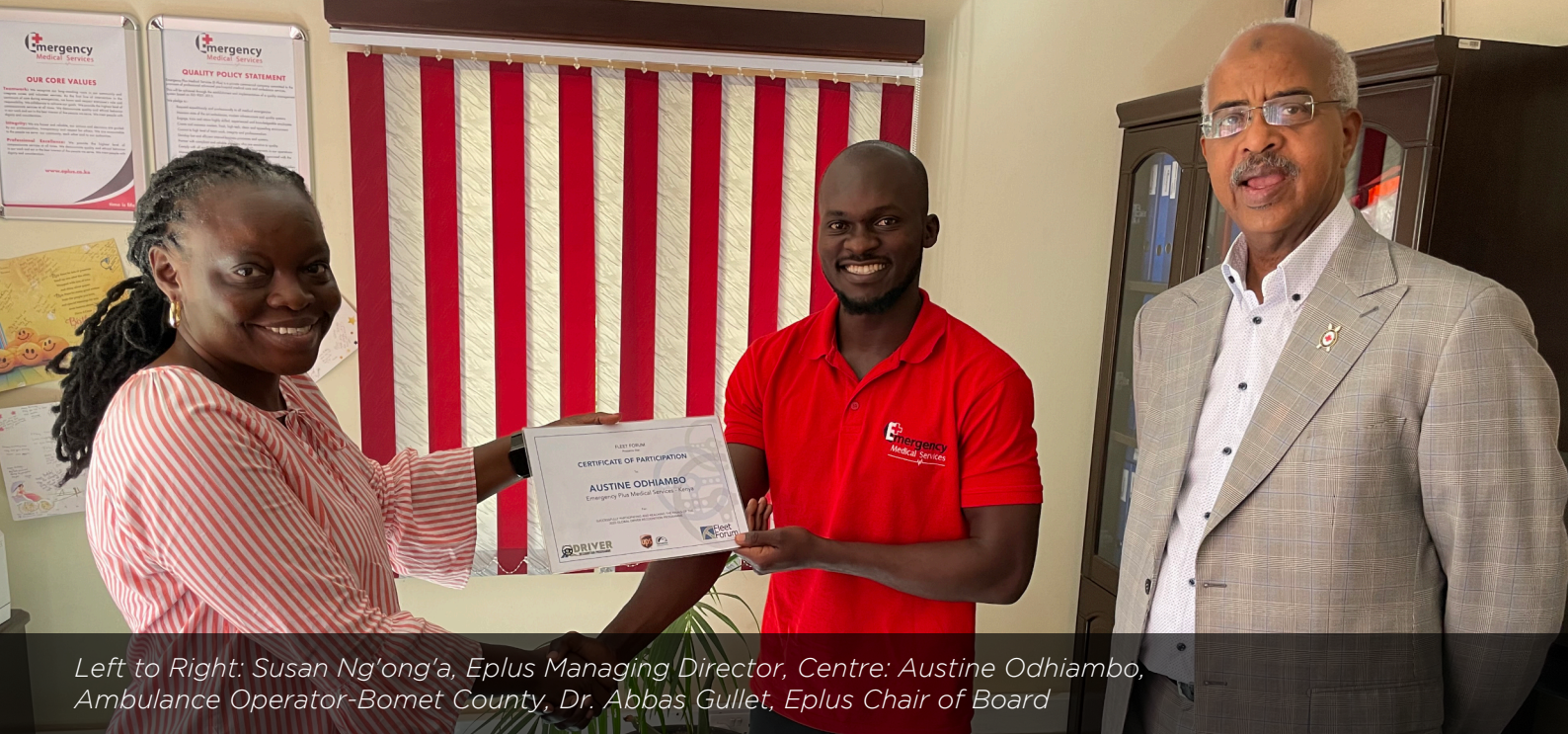
Innovation: E-Plus continues to pursue new ways to improve its' service offering in a socially responsive manner in order to create transformative changes in patient experience.

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.



Left to Right: Susan Ng'ong'a, Eplus Managing Director, Centre: Austine Odhiambo, Ambulance Operator-Bomet County, Dr. Abbas Gullet, Eplus Chair of Board

Global Champion: Austine Odhiambo Honored in Global Recognition Programme



Qitma Noor
(Communications and Marketing Assistant)

Earlier this month, our very own Austine Odhiambo (Ambulance Operator, Bomet County) was recognized by Fleet Forum for his outstanding performance in the 2022 Global Driver Recognition Programme. This programme aimed to acknowledge the critical role that drivers play in the delivery of aid and development.

Austine reached the finals of the 2022 Global Driver Recognition Programme and was a Top 40 driver out of almost 2100 drivers globally!

Austine's exceptional skills and dedication did not go unnoticed, and we are extremely proud of him for reaching the finals of the competition. His hard work, determination, and commitment to excellence are an inspiration to us all.

To mark this incredible achievement, our Managing Director Susan Ng'ong'a and our Board Chairman Dr. Abbas Gullet

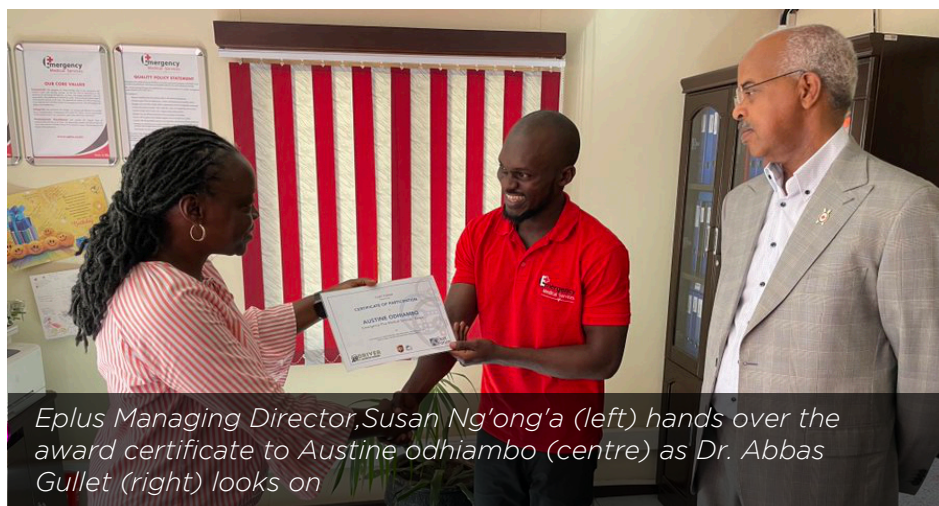
presented Austine with a certificate of recognition, praised him for his dedication and applauded him for representing E-Plus in such an outstanding manner.

The certificate was a well-deserved recognition of Austine's success, and we were delighted to have him as a member of our team.

We believe that by celebrating the success of our employees, we create a culture of excellence that

inspires everyone to strive for their best. At E-Plus, we place great emphasis on recognizing and rewarding excellence, and Austine's achievement was a testament to the hard work and commitment of our team members.

Once again, we would like to congratulate Austine Odhiambo for his remarkable achievement and we look forward to seeing him continue to excel in his role at E-Plus.



Eplus Managing Director, Susan Ng'ong'a (left) hands over the award certificate to Austine Odhiambo (centre) as Dr. Abbas Gullet (right) looks on

Raising Awareness and Taking Action: World Cancer Day 2023



Margaret Onyancha
(Complaints Handling Assistant)



World Cancer Day is an international event that takes place on the 4th of February every year. It is a day where people come together to raise awareness about cancer and to encourage its prevention, detection, and treatment.

Cancer is a disease that affects millions of people worldwide. It is caused by the uncontrolled growth of abnormal cells in the body, which can spread to other parts of the body and cause serious health problems. There are many different types of cancer, each with its own set of symptoms and treatment options.

While cancer can be a devastating disease, there are many things that people can do to reduce their risk of developing it. One of the most important things is to maintain a healthy lifestyle.

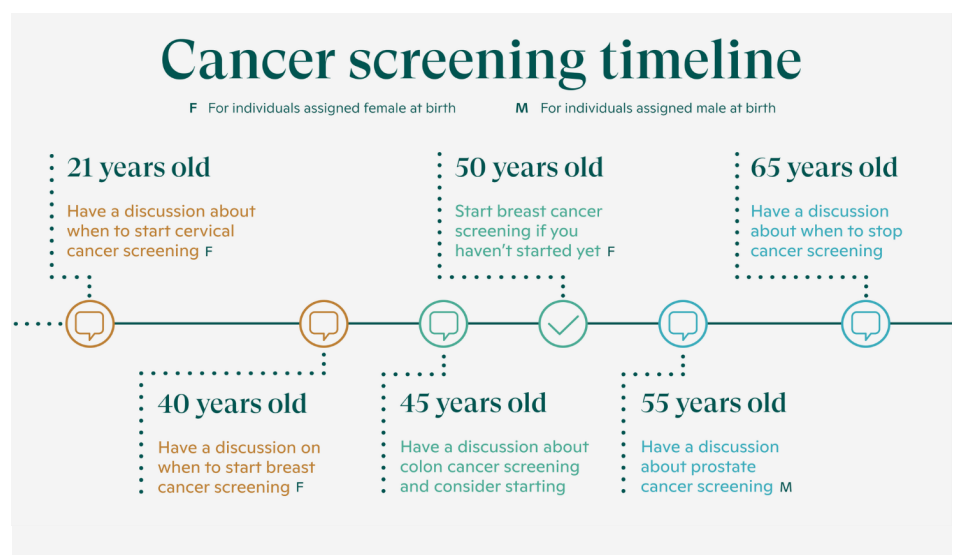
This includes eating a balanced diet, getting regular exercise, avoiding tobacco and excessive alcohol consumption, and getting enough rest and sleep.

Another important way to prevent cancer is to get regular screenings. Early detection is key when it comes to cancer, and many types of cancer can be suc-

cessfully treated if they are diagnosed early enough. This is why it is so important to get regular check-ups and screenings, especially as you get older.

If you or someone you know has been diagnosed with cancer, it is important to remember that there is help available. There are many different treatment options, including surgery, radiation therapy, chemotherapy, and immunotherapy. In addition, there are many support groups and organizations that can provide emotional and practical support for people with cancer and their families.

World Cancer Day is an opportunity to raise awareness about the importance of cancer prevention, detection, and treatment. By coming together and working towards a common goal, we can help to reduce the burden of cancer on individuals, families, and communities worldwide.



The Surprising Connection Between Gut Health and Mental Health



Zainab Athman
(Customer Care Assistant)

Have you ever heard the phrase "trust your gut"? Well, it turns out there's more to that advice than just intuition.

Recent research has shown that the health of your gut, specifically the microorganisms that live in your gut, can have a significant impact on your mental health.

The gut is home to trillions of microorganisms, including bacteria, fungi, and viruses, collectively known as the gut microbiome. These microorganisms play a crucial role in digesting food, absorbing nutrients, and maintaining a healthy immune system. However, research has also shown that the gut microbiome has a direct connection to the brain, and can influence our mood, behavior, and mental health.

Studies have found that people with depression, anxiety, and other mental health disorders have different gut microbiomes than people without these con-

ditions. They have fewer beneficial bacteria and more harmful bacteria, suggesting that an imbalance in these microbiome may contribute to the development of mental health issues.

Researchers are still trying to understand the exact mechanisms by which the gut microbiome affects mental health, but one theory is that the microorganisms produce compounds that can travel to the brain and affect neurotransmitters, which are chemicals that regulate mood, behavior, and other brain functions. Additionally, the gut and the brain are connected by the vagus nerve, which allows for communication between the two organs.

So, what can you do to improve your gut health and potentially improve your mental health?

One of the most important things is to eat a healthy, balanced diet that includes plenty of fiber and a variety of fruits and vegetables. Fiber is essential for feeding the

beneficial bacteria in the gut, while fruits and vegetables provide important vitamins and nutrients.

It is advisable to take a probiotic supplement or eat foods that contain probiotics, such as yogurt. Probiotics are live microorganisms that can help to restore balance in the gut microbiome.

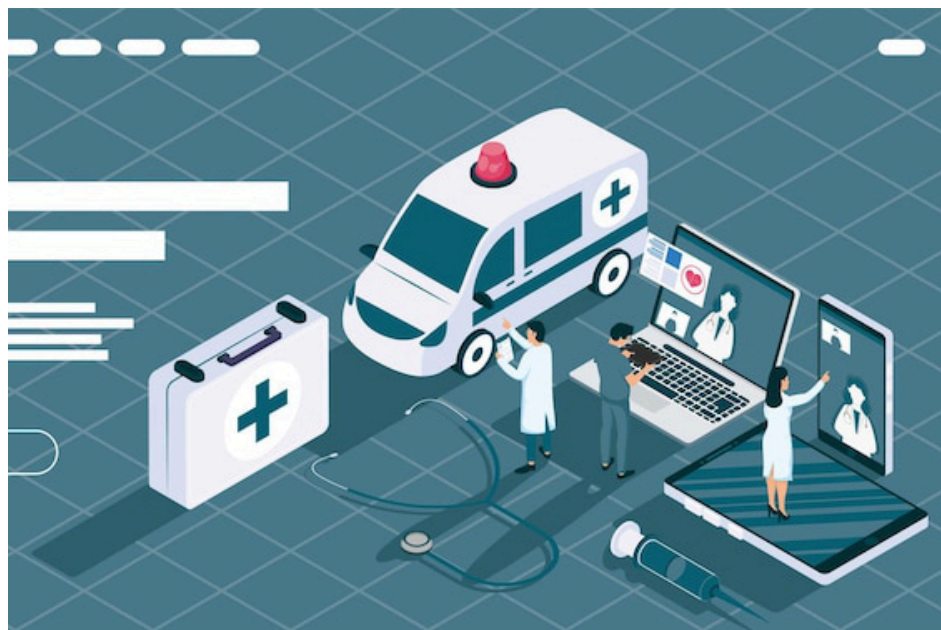
Finally, reducing stress and getting enough sleep are also important for gut health and mental health. Stress can disrupt the gut microbiome and affect neurotransmitters, while sleep is essential for overall health and well-being.

The connection between gut health and mental health is a fascinating area of research that has the potential to revolutionize our understanding of mental health disorders. By taking care of our gut microbiome, we may be able to improve not only our physical health but also our mental health and well-being.

How Technology Can Improve Emergency Medical Services



Felix Musila
(Communications and PR Officer)



We have heard of or witnessed too many incidents where Kenyan citizens have suffered serious losses due to being denied emergency medical treatment.

Usually, the denial of such treatment is tied to the victim's inability to raise the funds required to facilitate the institution to administer the necessary and immediate care. At one point or the other, we have been approached to contribute to a fundraiser following a medical emergency.

On other occasions, the patient was unable to receive emergency care and treatment due to the specialists needed not being available, the distance to health facilities.

Kenyan Law on Emergency Medical Care and Treatment

The Kenyan Health Act defines a medical emergency as an acute situation of injury or illness that poses an immediate risk to the life or health of a person or has

the potential for deterioration in the health of a person, or, if not managed timely, would lead to adverse effects in their well-being.

The same Act defines emergency treatment as the necessary immediate healthcare that must be administered to prevent death or the worsening of a medical situation. Additionally, the Health Act states that every person has the right to emergency medical

treatment which includes pre-hospital care, stabilizing the patient's health status, or arranging for referral for cases where the health provider of the first call does not have the facilities or capabilities to stabilize the health status of the victim. Most importantly, this Act states that any medical institution that fails to provide emergency medical treatment while having the ability to do so commits an offence and is liable upon conviction to a fine not exceeding three million Kenya shillings.

The Constitution (Article 43 (1)) states that every person has the right to the highest attainable standard of health, which includes the right to healthcare services, including reproductive healthcare. No person should be denied emergency medical treatment courtesy of Article 43(2) of the Constitution of Kenya. In light of this, any Kenyan citizen faced with a medical emergency is entitled to receive the best emergency medical care and treatment.



Section 15 of the Health Act imposes a duty on the national government to establish an emergency medical treatment fund for emergencies to provide for unforeseen situations calling for supplementary finance as well as to provide policy and training, maintenance of standards and coordination mechanisms for the provision of emergency healthcare.

The national government is also obligated under the Health Act to develop health policies, laws and administrative procedures and programs in consultation with county governments and health sector stakeholders and the public for the progressive realization of the highest attainable standards of health including reproductive healthcare and the right to emergency medical treatment.

In light of this, the Ministry of Health launched the Kenya Emergency Medical Care (EMC) Policy in July 2021, in line with the World Health Organization (WHO) Emergency Care System Framework, to ensure emergency medical care is provided to all who need it thereby minimizing the morbidity and fatality caused by emergencies.

What Hinders Effective Emergency Medical Care & Treatment, and How can Technology help?

The Kenyan Healthcare Sector is riddled with challenges that hinder effective service planning and delivery. At the top of that list, undeniably, is corruption.

We know of numerous health facilities across the country that are either understaffed, ill-equipped, or underfunded as a direct result of either corruption, misman-



agement or poor monitoring mechanisms.

Another challenge is the inadequate number of health facilities to cater to the general populace. The cost of upgrading equipment and modernizing health services for increased efficiency is increasingly higher with each financial year.

More specifically, the absence of the national and county-level institutional and legislative framework and policy to guide both levels of Government on how to effectively deliver the necessary EMC services to citizens makes the implementation of measures to streamline this sector an uphill task.

These challenges enlighten us on the numerous improvements we need to make in the Kenyan health sector service planning and delivery which would in turn improve our emergency medical care and treatment systems. The Government has taken steps towards making such improvements as evidenced by the partnership with WHO to have a medical emergency hub in Nairobi which will have a training center and medical emergency responders.

In addition to ensuring the public

is well informed about how to respond to medical emergencies at the community level, incorporating the use of technology could enable us to make great leaps toward providing the best emergency medical care and treatment.

The Kenyan healthcare system is structured to comprise community facilities, health dispensaries and centers, county hospitals, county referral hospitals, and national referral hospitals, cumulatively referred to as healthcare centers.

We need to have an integrated decentralized system capable of being updated and accessible by authorized personnel from any of these healthcare centers. This would enable accurate mapping out of emergency medical care services and service providers across the country, such as public ambulances and emergency departments, in order to ensure full geographical coverage as well as facilitate smooth delivery of such services in all parts of the country.

Blockchain technology should be considered in making such a system due to its capability to securely keep a record of transactions and data maintained over



a decentralized peer-to-peer network, with the specific network being controlled and accessed privately by authorized stakeholders in the EMC health sector.

Digital healthcare technologies can help by turning the patient into the point of care, as opposed to the actual health centers, thereby shortening the response time and increasing their recovery rate.

The Ministry of Health could consider incorporating the use of high-tech camera equipment and software for telemedicine which would enable health centers based in rural areas to access specialists' services from anywhere in the country. Such arrangements would promote a faster response and treatment time as the patient would not have to organize for transfers to get the care that they need when faced with a medical emergency. Moreover, the software can be used to develop apps that not only help to diagnose patients quickly but also reduce medical errors caused by miscommunication between practitioners.

Artificial intelligence (AI) and tailor-made algorithms can be used to pre-check patients to help them determine whether they actually need to seek

emergency medical care and treatment. Some patients may discover that their situations do not warrant a trip to the emergency department of their health center thereby saving them from unnecessary expenses in addition to leaving the emergency departments free to attend to those who direly need their services. The health sector in Hungary uses artificial intelligence to allocate logistics and capacity in the daily operations of their National Ambulance Service. Public and private organizations should lobby the Government to integrate such technology in the service delivery of emergency care and treatment.

Conclusion

These are just some of the ways technology can be used to improve emergency medical care and treatment in Kenya.

Implementation, which would require strategic planning and sufficient funding by the Kenyan Government, would greatly improve our chances of survival when faced with a medical emergency by shortening the response time and bringing the required care and treatment closer to the patient. Furthermore, such improvements would create numerous employment opportunities for the Kenyan youth.



Pictorial

Senior Mali Red Cross Society Officials Visit E-Plus



Awarding Excellence: Austine Odhiambo-Operator, Bomet County Awarded Top Fleet Forum Award after emerging tops Globally



Dr. Ahmed Abdi Adan, the Deputy Commissioner of the Somali Disaster Management Agency visits E-Plus



What our Customers are Saying About Us...



Vimal Shah CBS 

@vimalafrica

@EMS_Kenya You have a fantastic team in Kendi Narangwi & Richard and their colleague Thank You very much for being passionate in what they do! Keep it up and Congratulations!



Martin Michuki

@Michuki5Michuki

Replying to @EMS_Kenya @Brianmbunde and 5 others

E-Plus is the best mobile and first smartest and evaluator in East Africa..All the best EMS family

Dear Gitonga,

On behalf of my family, The Koyiet's and on my behalf we sincerely wish to thank you for helping in the transfer of our mother Salome Koyiet to the Hospital.

The paramedics and Ambulance staff were so caring, patient and very cooperative during the whole transfer process. They offered to stay past their shift time.

Please pass this message to them and to Ms. Margaret who was also very helpful

God bless you all and thank you E-Plus for your kindness

If you need to contribute articles/materials to the E-Plus NewsPod, kindly get in touch through

musila.felix@eplus.co.ke