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Solomon Nyawade-How I Recently Extracted a Coin that was Stuck in the Throat of a 2-year-old Child



Dr. Christine Memusi
(Medical Director)



Felix Musila
(Communications and PR Officer)

Qn 1: What inspired you to be a paramedic?

Paramedicine is such an exciting profession. The fact that I am the first one to interact with the patient, and the initial decision maker inspires me alot. Emergency Medical Service also gives me a platform to practice what I learnt in school, implement it in real life to ensure that we always save a life...[Continue on Pg 1](#)

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- ▶ Kenya to Destroy Over 800,000 Expired COVID-19 Vaccines
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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.

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Qn 2: Briefly describe your journey to being a paramedic?

I spent a lot of my childhood with a cousin who worked as a Clinician in one of the government hospitals. I could admire his work and see him excel in his career. Never did I picture myself following his footsteps. After completing my high school education, I joined the Kenya Medical Training College to pursue a course in Clinical Medicine and Surgery.

Thereafter, I worked at a number of Jobs with various organizations under HIV care and treatment, but it was hard to see any of those jobs as a long term career. It was until I shifted to Emergency medicine, that I immediately realized that this was it. It was my passion to save lives on a daily basis.

At a young age, my grandfather also told me to find a career that I loved, a role that would make me want to wake up in the morning and go to work every day.



Qn 3: You recently conducted an interesting case of extraction of a coin that was stuck in the throat of a 2-year-old child in Kakamega. Tell us more about this...

It was around 1630 hrs, when I was just about to leave my work station, when I received a call from our Dispatch Centre to respond to a case at the Navakholo hospital in Kakamega county. A 2-year-old baby had swallowed a ten-shilling coin which was stuck in his throat and his clinical state was deteriorating.

The baby was to be evacuated to the Kakamega County General Hospital for a possible surgery. When we arrived at the facility, I

did a quick assessment of the patient, sought consent from the dad who had travelled from Nairobi over the son's condition and reassured him. With the guide of an X-ray film which was taken earlier, I carefully extracted the coin from his throat using a Foley catheter.

Qn 4: Have you handled a similar case before?

Yes, I also did this at the Thika Level 5 hospital. This time, a 6-year-old girl who was to be evacuated to the Kenyatta National Hospital for surgical removal of the coin which was stuck in her oesophagus. Using the same procedure, I managed to extract the coin.

Qn 5: What has the whole experience taught you?

Generally, the exposure has made me trust my abilities more and to even want to experience more challenges as they end up shaping my confidence.

I realised that a good paramedic should be able to make his own diagnosis and manage patients as per the guidelines. One has to be aggressive and to always contribute as much as they can when it comes to patient's care. Paramedics should always be heard.

Don't be afraid of your fears. They're not there to scare you. They're there to let you know that something is worth it and no one is actually limited!

Qn 6: What would you say are the challenges in your line of work?

Traumatic incidences, long working hours and working in a

challenging environment are among the few challenges that I encounter in my line of work. As a first responder, you might face on-the-job hazards. You come into contact with patients with infectious diseases and this portends a huge risk for you but my employer has equipped us with the right protective gear.

Some activities like kneeling, bending, and even lifting heavy weights can potentially lead to injury.

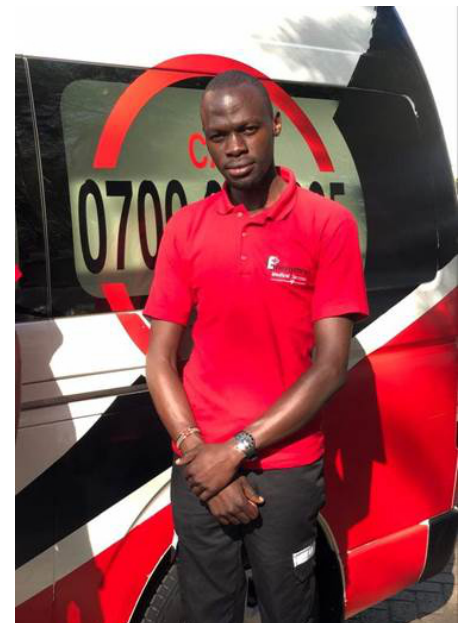
Qn.7: What would you advise anyone aspiring to be a paramedic in future?

Think very honestly and realistically about your reasons for wanting to go into this job. If you are seeking to be a hero and to do dramatic life-saving things, you will be cruelly disappointed and quickly burn out.

If you are choosing this pro-

fession to help people who are going through medical emergencies, and would feel equally satisfied in helping, this will be much more rewarding.

Working in emergency medical services is very often not an emergency, but rather like being a family doctor's office on wheels. If you are okay with that, you will be happy in this career.



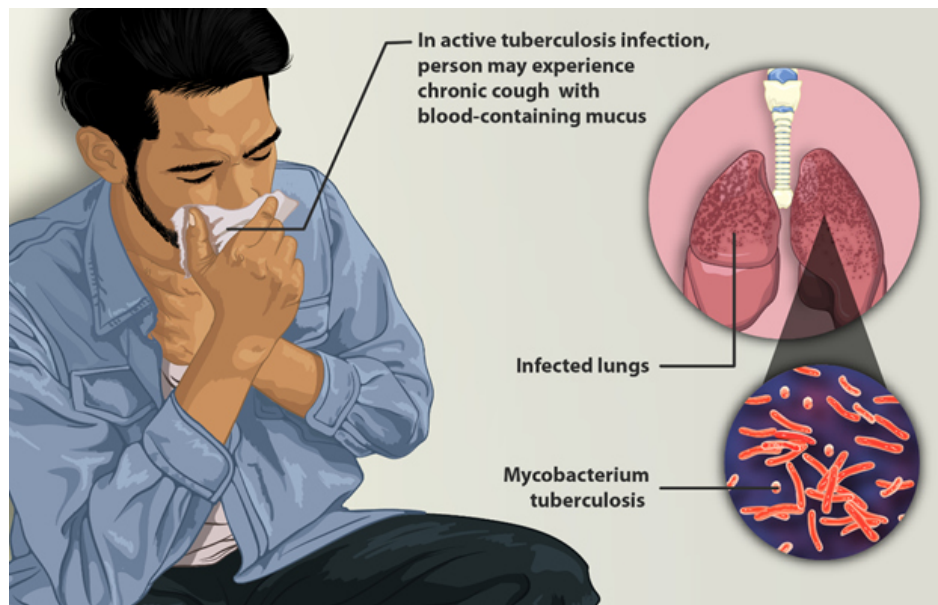
Quick Facts about Foreign Body Aspiration

- ✓ Foreign body aspiration occurs when a foreign body enters the airway which can cause difficulty in breathing or choking. Objects may reach the respiratory tract and the digestive tract from the mouth and nose, but when an object enters the respiratory tract it is termed aspiration
- ✓ Is the 4th leading cause of death in pre-school and younger age children and accounts for a significant number of emergency department visits worldwide
- ✓ The diagnosis and treatment of foreign bodies in the airway are a challenge for otolaryngologists. Despite improvements in medical care and public awareness, approximately 3000 deaths occur each year from foreign body aspiration, with most deaths occurring before hospital evaluation and treatment. A high index of suspicion is needed for foreign body aspiration to allow for prompt treatment and avoidance of complications
- ✓ In the past 5 years, E-Plus has responded to 53 evacuations of foreign body cases mostly involving children below the age of 10 years
- ✓ Foley's Catheter removal method is a widely used technique for the removal of single, smooth, blunt and radiopaque foreign bodies. It is contraindicated in patients with foreign bodies that have been present for more than 72 hours, those with a history of oesophageal disease or surgery, those who are experiencing respiratory distress and those who are uncooperative

Tuberculosis (TB) Awareness



Qitma Noor
(Communications and Marketing Assistant)



Every year on March 24th, we mark World Tuberculosis (TB) Day to raise public awareness of the disease's devastating health, social, and economic effects, as well as to intensify efforts to combat the global TB epidemic.

The date commemorates the announcement by Dr. Robert Koch in 1882 that he had found the bacteria that causes tuberculosis, paving the path for the diagnosis and treatment of the disease.

TB remains one of the most lethal infectious diseases on the planet. Every day, more than 4100 people die from tuberculosis (TB), and almost 28,000 people become infected with this avoidable and treatable disease. Since the year 2000, global efforts to eliminate tuberculosis have saved an estimated 66 million lives.

'Invest to End TB. Save Lives.' is the theme of World TB Day 2022, which emphasizes the urgent

need to invest resources to ramp up the battle against TB and meet global leaders' commitments to end TB. This is especially important in light of the COVID-19 pandemic, which has jeopardized End TB progress, as well as to provide equal access to prevention and treatment in line with WHO's goal of Universal Health Coverage. Millions more lives will be saved as a result of increased investment, hastening the end of the TB epidemic.

So, what is Tuberculosis?

Tuberculosis (TB) is a disease caused by bacteria (*Mycobacterium tuberculosis*) that most commonly affects the lungs. Tuberculosis is a disease that can be both treated and avoided. It is transmitted through the air from one person to another. TB bacteria are spread into the air when persons with lung TB cough, sneeze, or spit. For you to be infected, it only requires breathing a few of these germs. About a quarter of the world's

population is infected with tuberculosis germs, which implies they have been infected but are not (yet) sick with the disease and cannot transmit it.

People who are infected with tuberculosis bacteria have a 5-10 percent lifetime risk of contracting the disease. People with weakened immune systems, such as those living with HIV, malnutrition, or diabetes, or those who smoke, are more likely to become ill.

When a person has active tuberculosis (TB), the symptoms (cough, fever, night sweats, or weight loss) can be minor for months. This can cause delays in obtaining treatment, as well as the spread of the bacterium to others. Over the course of a year, people with active tuberculosis can infect 5-15 other people through intimate contact. Without treatment, nearly all HIV-negative patients with TB and 45 percent of HIV-positive people with TB would die.

Symptoms

Cough with sputum and blood, chest pains, weakness, weight loss, fever, and night sweats are all common symptoms of active lung TB. Rapid molecular diagnostic tests, which have a high diagnostic accuracy and will lead to considerable advances in the early diagnosis of TB and drug-resistant TB, are recommended by WHO as the initial diagnostic test in all patients with signs and symptoms of TB. Diagnosing multidrug-resistant and other re-


sistant types of tuberculosis, as well as HIV-associated TB (see Multidrug-resistant TB section below), can be difficult and costly. Children's tuberculosis is extremely difficult to diagnose.


Treatment/Management


TB is a disease that can be treated and cured. A conventional 6-month course of four antimicrobial medications is given to patients with active, drug-susceptible TB illness, along with information and assistance from a health worker or trained volunteer.


Treatment adherence is more difficult without such assistance. Since 2000, TB detection and treatment have saved an estimated 66 million lives worldwide.


SIGN AND SYMPTOMS OF TUBERCULOSIS



COUGHING UP BLOOD



FEVER



CHEST PAIN



CHILLS


WEIGHT LOSS


NIGHT SWEATS


LONG-TERM COUGH


NO APPETITE


FATIGUE

★★★★

TB is a disease that can be treated and cured.

A conventional 6-month course of four antimicrobial medications is given to patients with active, drug-susceptible TB illness

Tuberculosis Awareness is important because;

- ✓ Tuberculosis still affects a large number of people. Although tuberculosis may appear to be an old disease, it affects roughly one-third of the world's population. Tuberculosis affects an estimated 2 billion people worldwide. In 2016, 10.4 million individuals got tuberculosis, and 1.7 million people died from it.
- ✓ TB can be eradicated. Tuberculosis is not seen as a serious problem due to an obsolete misconception. Raising awareness of the disease can aid those who are at high risk in seeking treatment. If individuals who are at risk are vaccinated, the disease might be eradicated, and tuberculosis could be eradicated within our lifetime.

Tenets to Exceptional Customer Service



Margaret Onyancha
(Complaints Handling Assistant)

— *Customer Service* —

IS AN ATTITUDE

NOT A DEPARTMENT

Even if you have a good product, if your customer service is inefficient, unreliable, or simply difficult to reach, people will always complain, and you will lose consumers as a result. That is why customer service is very important for long-term business success.

So, what does it mean to provide excellent customer service, and how can you ensure that every customer that contacts your organization for assistance has a positive experience? There are many strategies for elevating your customer service to the forefront of your industry.

Ways of Delivering Great Customer Service

While there are numerous ways to delight your customers and have them talking about your assistance to their friends, here are some of the greatest ways to provide excellent customer service.

1. Know your Product

A broad understanding of your product is an important customer service skill. You should ideally believe in your product, be able to discuss features and use cases intelligently, and demonstrate to your consumers how the product

Are you following these customer service standards?

GREAT CUSTOMER SERVICE STANDARDS = SUCCESSFUL BUSINESS



may benefit them – not to mention troubleshoot any issues! Assisting clients in getting the most out of their purchases and feeling like they received a good deal. Make learning everything there is to know about your items a priority.

2. Respond Quickly

The cornerstone of strong customer service is rapidly resolving client inquiries. Speed should be a priority, especially for minor concerns that don't take long to resolve. Customers understand that more complicated issues take longer to fix. Customers understand that more complicated issues take longer to fix. There's a distinction to be made between the time it takes you to reply and the speed with which you handle their issues. Customers do not want to wait in a ticket queue, but they are

willing to wait as long as it takes to fix their problem. You should do the same. Get back to your customers as soon as possible, but don't rush to get them off the phone or close the ticket without resolving the problem.

3. Have a Positive Attitude

When it comes to providing good customer service, attitude is essential, and having a positive attitude goes a long way. Negative client encounters can be turned into great ones with the appropriate attitude. Because most consumer contacts aren't face-to-face, your tone of voice and vocabulary should represent your attitude. It's easy to mistake written communication's tone, and email or live chat can appear frigid.

The brain interprets someone else's emotional tone using a

variety of signals, including body language and facial expression, many of which are absent online. If an email or chat conversation becomes tense, don't be afraid to utilize emoticons to show warmth and good humor, or call up the phone.

4. Actively Listen

Reviewing data and listening in real time are both important aspects of paying attention to consumer feedback. When your customers take the time to chat with you, show them that you care. Listening enhances the likelihood of hearing and effectively solving your clients' true problems, resulting in happier consumers. Pay attention to what they're saying instead of promoting your own agenda. Don't make the mistake of assuming you know what your customer will say. To demonstrate that you've heard them, repeat the problem to them in your own words. Active listening also entails being aware of your customer's distinct personality and present emotional state in order to adjust your response to the circumstances. There is no such thing as a one-size-fits-all approach to customer service.

5. Keep your Word

It is basic sense of customer service to make sure you deliver on what you promise. Don't disappoint your customers. It needs respect and trust to keep your word. If you don't keep your word, e.g. when you say you'll respond to a consumer within 24 hours but don't, offer something to make up for it. If your customer's package is damaged, offer to replace it and reimburse

their money. You may lose money in the near term, but you will gain a devoted consumer in the long run.

6. Personalize your Service

The majority of customers express a desire for improved human service. That they want to feel more than just a number on a ticket. They become angry when they are not treated as individuals, receive generic responses, or are passed about like a tennis ball to several persons. Customers like to deal with people rather than businesses. It's one of the reasons why many firms offer birthday presents to their consumers. Do you remember your customers' names as well as their birthdays? What about their passions or pastimes? Obviously, this isn't possible for everyone, but going off script and adding a personal touch

when you can is a crucial approach to demonstrate to your consumers that you care about them.

7. Help Customers Help Themselves

Customers, on the other hand, don't always want to speak with someone to solve their problems; instead, they prefer to fix their problems rapidly themselves. Before contacting a live operator, the majority of customers try to resolve issues on their own. Self-service is a scalable and cost-effective method of satisfying clients.

Conclusion

Customers are the most important aspect of your organization, and they take precedence above items and profits. This could be linked to the social psy-

chology concept of reciprocity: if you do something pleasant for your clients, they will want to reciprocate by buying your items! They will return if they believe you value them - that they are actually special to you. Treat them as if they're the center of your universe, which they are.

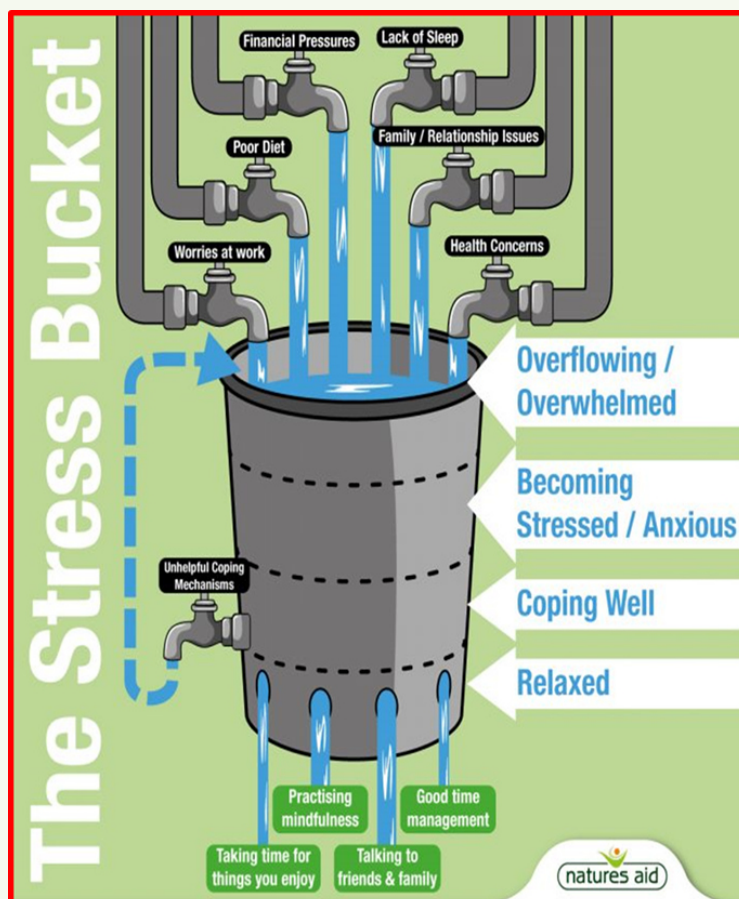
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Customers may forget what you said but they'll never forget how you made them feel

Is Your Stress Bucket Full?



Mark Njeru
(Quality Management Coordinator)



COVID Pandemic Pages

Kenya to Destroy Over 800,000 Expired COVID-19 Vaccines



Felix Musila
(Communications and PR Officer)



Kenya's Health ministry announced that nearly 840,000 Covid-19 vaccines received through donations had expired, blaming hesitancy and a short shelf life for jabs going unused. The doses of AstraZeneca were donated to Kenya through the global Covax vaccine equity initiative.

About 30 percent of the target population in Kenya has been vaccinated against the coronavirus but uptake has slowed considerably in recent weeks as prevalence of the disease has tapered off. Early last month, some 252,000 vaccines were being administered per day across the country but that figure has plunged to as low as 30,000.

The Health ministry said uptake of the second jab had dropped sharply while some Kenyans were refusing certain vaccines -- particularly AstraZeneca.

But it also noted the expired vaccines had arrived in January but perished on February 28, leaving little time to reach arms. Going forward, the Health ministry indicated that Kenya would only accept donation of vaccines whose shelf-life is at least four months at the time of delivery.

Kenya has received more than 27 million Covid-19 vaccines but only administered around 17.3 million shots. The ministry said it had

enough vaccines in store and urged more Kenyans to get the jab to avoid further expirations. The government aims to double vaccinate 27 million Kenyans by the end of the year. So far it has achieved nearly eight million.

Nearly 5,650 people have died from coronavirus since the first case was recorded in Kenya on March 12, 2020, according to official figures. Earlier this month, the government announced an easing of certain Covid-19 measures, including an end to mandatory mask wearing in public.

Pictorial

E-PLUS Marks its 12th Anniversary



Back Then...



Right Now...



MTM Awards



E-Plus Board Chairman
Dr. Abbas Gulet Nominated for
the **International Awards for
Excellence and Achievement**
under the **Open Awards National
and International Category.**

Vote Here:

[https://www.mtmawards.co.uk/
vote-now/](https://www.mtmawards.co.uk/vote-now/)

The British Army Training Unit in Kenya (Batuk) Visit E-Plus



Happy International Women's Day 2022

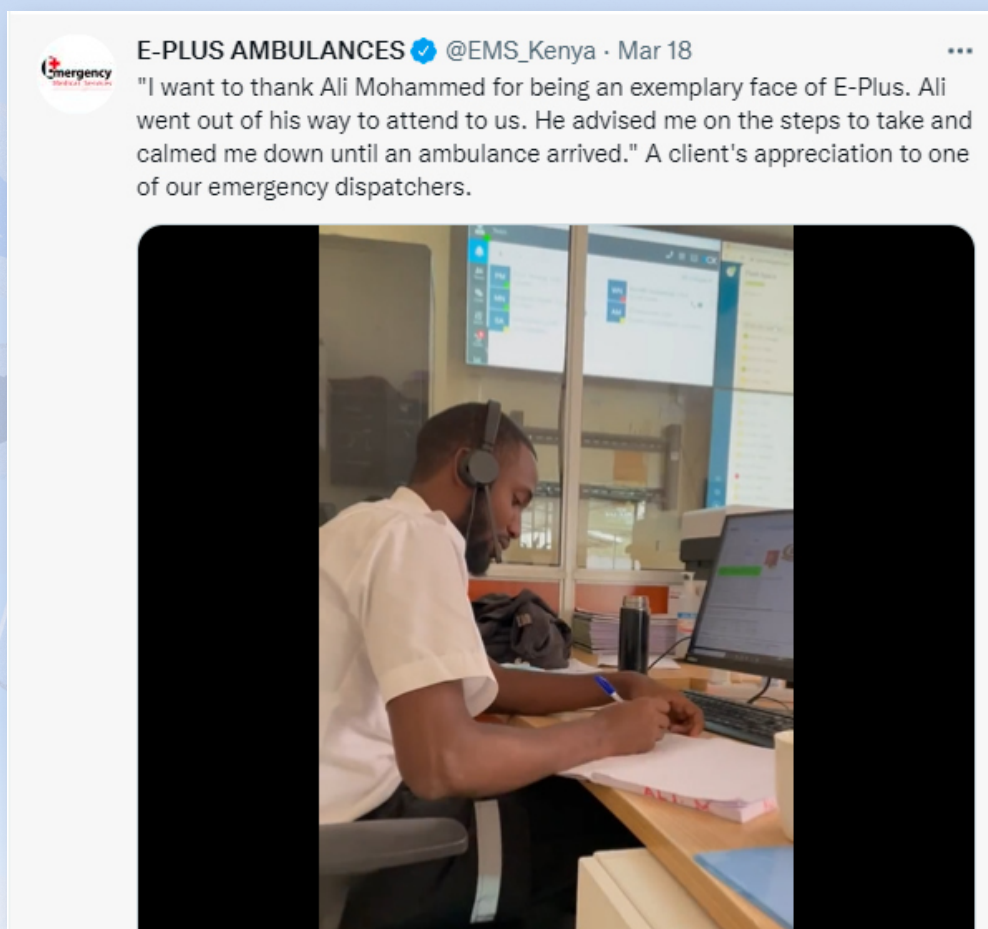
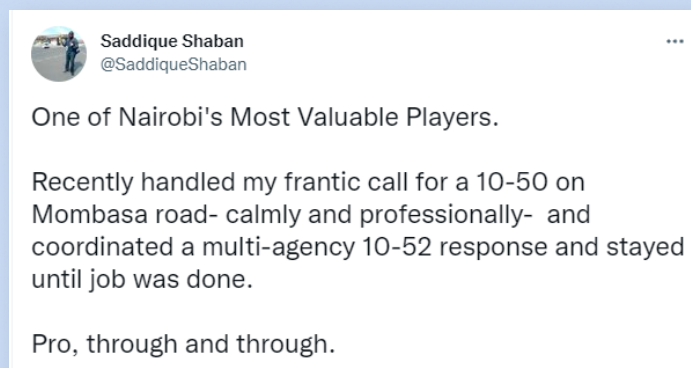
#BreakTheBias

Emergency
Medical Services

Emergency Numbers:
0700 395 395 | 0738 395 395

**International
Women's Day 2022**

What our Customers are Saying About Us



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

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