

MARCH, 2023



We are Back in Garissa County!!



Felix Musila
(Communications and PR Officer)

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](#)

Highlights

- ▶ We are Back in Garissa County!!
- ▶ Fear of the Unknown-Anxiety Disorders
- ▶ Revitalize Your Body: The Incredible Benefits of a Cold Shower
- ▶ Challenges Facing Emergency Medical Services in Africa
- ▶ When Prevention Fails: Simple Skills to Help Save a Life
- ▶ Pictorial

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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 it 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.

We are Back in Garissa County!!



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(Communications and PR Officer)



E-Plus Managing Director Susan Ng'ong'a (in blue dress) flanked by Garissa County Governor, H.E. Nathif Jama (in white Kanza) flag off the ambulances outside the Garissa County Government offices

Emergency Plus Medical Services (E-Plus) in conjunction with the Garissa County Government recently unveiled a 24-hour Ground Ambulance Service to the residents of Garissa County.

The service makes a great comeback after a 5-year hiatus. A number of 5 fully equipped ambulances were flagged off for the service to all the sub-counties of Garissa County.

Speaking during the event held at the offices of the Garissa County Government, E-Plus Managing Director, Susan Ng'ong'a noted that the service was of high significance as it would help in evacuating patients to medical facilities within the shortest time possible while also giving them critical care on transit.

'This is a significant milestone for the people of Garissa County and the Emergency Plus Medical Services (E-Plus), as we continue to expand our reach and provide life-saving emergency medical services across the entire country', said Susan Ng'ong'a.

Also speaking during the event, the Garissa County Governor, Hon. Hon. Nathif Jama underscored the importance of that critical service to the Garissa residents noting that the county is vast with a challenging terrain and so the provision of the 24-hour ground ambulance services will come in very handy in easing the prompt transfer of patients in far flung areas to medical facilities.

'When it comes to medical emergencies, we are aware that time is of the utmost importance. Our ground ambulance services are made to answer emergency calls swiftly and evacuate patients to the closest hospital/facility for additional care. I guarantee Garissa residents that they will receive the outmost care and attention, because we have state of the art ambulances spread out across the county, said

Governor Nathif Jama.

The resumption of the services is a welcome relief to the residents of Garissa, who have been facing a dire situation following the lack of adequate ambulance services in the county. The return of E-Plus services is expected to improve the emergency response system in Garissa and save more lives.

Additionally, the ambulance services will help to reduce the burden on the few healthcare facilities in the county, which have been overwhelmed with the high number of emergency cases.

The return of E-Plus ambulance services in Garissa County is a testament to the organization's commitment to providing quality emergency medical services to all Kenyans, regardless of their location.

With the launch of the county ambulance services in Garissa, E-Plus now has partnerships with 4 other counties i.e., Kiambu, Narok, Kakamega and Garissa.

Senior officials from the Garissa County Government, Garissa County and E-Plus were present during the launch.



From Left to Right: E-Plus Managing Director, Susan Ng'ong'a (left) with Director of Health, Adan Hussein

Fear of the Unknown-Anxiety Disorders



Zainab Athman
(Customer Care Assistant)



A picture of a woman in deep thought

Experiencing occasional anxiety is a normal part of life. However, people with anxiety disorders frequently have intense, excessive and persistent worry and fear about everyday situations. Often anxiety disorders involve repeated episodes of sudden feelings of intense anxiety and fear or terror that reach a peak within minutes (panic attacks).

These feeling of anxiety and panic interfere with daily activities, are difficult to control, are out of proportion to the actual danger and can last a long time. You may avoid places or situations to prevent these feelings. Symptoms may start during childhood or the teen years and continue into adulthood.

Examples of anxiety disorders include generalized anxiety disorder, social anxiety disorder, (social disorder), specific phobias and separation anxiety disorder. You can have more than one anxiety disorder. Sometimes

anxiety results from a medical condition that needs treatment.

Whatever form of anxiety you have, treatment can help.

Symptoms

Common anxiety signs and symptoms include: -

- Feeling nervous, restless or tense
- Having a sense impending danger, panic or doom
- Having an increased heart rate
- Breathing rapidly (hyperventilation)
- Sweating
- Trembling
- Feeling weak or tired
- Trouble concentrating or thinking about anything other than the present worry
- Having trouble sleeping
- Having gastrointestinal (GI) Problems
- Having difficult controlling worry
- Having the urge to avoid things that trigger anxiety

Several types of anxiety disorder exist: -

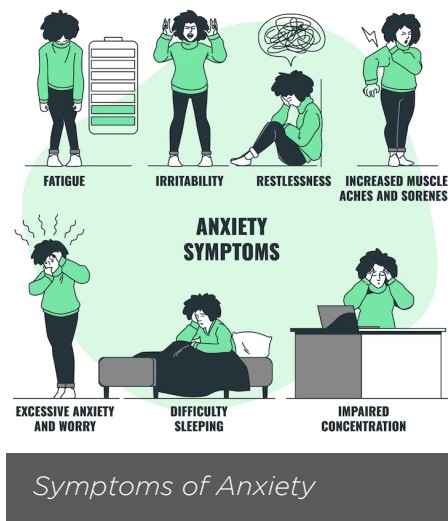
- Agoraphobia it is a type of anxiety disorder in which you fear and avoid places or situations that might cause you to panic and make you feel trapped, helpless or embarrassed
- Anxiety disorder due to a medical condition includes symptoms of intense anxiety or panic that are directly caused a physical health problem
- Generalized anxiety disorder includes persistent and excessive anxiety and worry about activities or events- even ordinary, routine issues. The worry is out of proportion to the actual circumstances, it is difficult to control and affects how you feel physically. It often occurs with other anxiety disorder or depression
- Panic disorder involves repeated episodes of sudden feelings of intense anxiety and fear of terror that reached a peak within minutes (panic attacks). You may have feeling of impending doom, shortness of breath, chest pain or a rapid, fluttering or pounding heart (palpitations). These panic attacks may lead to worrying about them happening or avoid situations in which they have occurred
- Selective mutism is a consistent failure of children to speak in certain situations. Such as school, even when they can speak in other situations, such as at home with close family members. This can interfere

with school work and social functioning

- Separation anxiety disorder is a childhood disorder characterized by anxiety that excessive for the child's developmental level and related to separation from parents or others who have parental roles
- Social anxiety disorder (social phobia) involves high levels of anxiety, fear and avoidance of social situations due to feelings of embarrassment, self-consciousness and concern about being judged or viewed negatively by others
- Specific phobia is characterized by major anxiety when you're exposed to a specific object or situation and a desire to avoid it. Phobias provoke panic attacks in some people
- Substance induced anxiety disorder is characterized by symptoms of intense anxiety or panic that are a direct result of

misusing drugs, taking medications, being exposed to a toxic substance or withdrawal from drugs

- Other specified anxiety disorder and unspecified anxiety disorder are terms for anxiety or phobias that don't meet exact criteria for any other anxiety disorders but are significant enough to be distressing and disruptive



See your doctor if: -

- You feel like you are worrying too much and its interfering with you work, relationships and other parts of your life
- Your fear, worry or anxiety is upsetting to you and difficult to control
- You feel depressed, have trouble with alcohol or use of drug use, or have other mental health concerns along with anxiety
- You think your anxiety could be linked to a physical health problem
- You have suicidal thoughts or behaviors-if this is the case, seek emergency treatment immediately

Your worries may not go away on their own, and they may get worse over time if you don't seek help. See your doctor or a mental health provider before your anxiety gets worse.

It's easier to treat if you get help early.

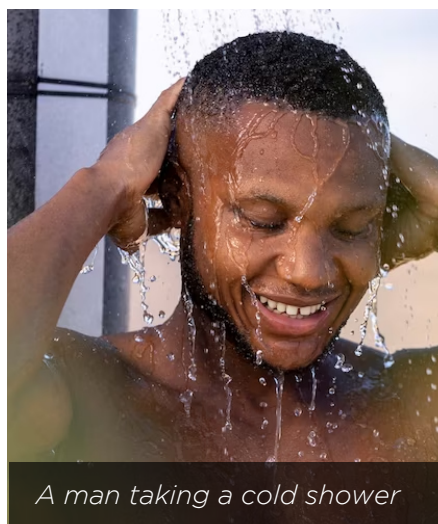
Revitalize Your Body: The Incredible Benefits of a Cold Shower



Margaret Moraa
(Complaints Handling Assistant)

Taking a cold shower may seem like a daunting task for many people, especially those who love the feeling of hot water running down their bodies. However, there are numerous benefits to taking cold showers that can make it a worthwhile experience.

Here are some of the benefits of taking cold showers and why you should consider incorporating them into your daily routine.



1. Cold showers build strong will power: It takes a tremendous amount of willpower to take a cold shower on a cold day

2. Increases alertness and energy: One of the most significant benefits of taking a cold shower is that it can increase alertness and energy. When you expose your body to cold water, it triggers a natural response that helps to increase your heart rate, blood circulation, and oxy-

generation. As a result, you feel more awake and alert, which can help you start your day off on the right foot

3. Improves emotional resilience and reduce stress: Do you get flustered, anxious, or pissed off easily? Cold showers train your nervous system to be more resilient to stress. Along with increasing your adaptation to stressful situations, they lower levels of uric acid and boost levels of glutathione in your blood making you less stressed in general.

4. Boosts Immunity: Taking a cold shower can also boost your immune system. Cold water has been shown to increase the number of white blood cells in your body, which are responsible for fighting off infections and diseases. In addition, cold showers can help to reduce inflammation, which is a common factor in many chronic illnesses.

5. Improves Skin and Hair Health: Cold water is also beneficial for your skin and hair. Hot water can strip your skin of its natural oils, leaving it dry and irritated. On the other hand, cold water helps to tighten your pores and seal in moisture, leaving your skin looking and feeling healthy. Addi-

tionally, cold water can help to improve the texture and shine of your hair, making it stronger and less prone to breakage.

6. Cold showers increase testosterone: One of the coolest benefits of cold showers, for men, is that they will cause a rise in testosterone levels.

7. Cold showers wake you up: Obviously, an ice-cold shower is going to get you up in the morning.

8. And then they put you to sleep: Ironically, while cold showers wake you up in the AM, cold therapy is one of the best ways to get an incredible night's sleep

9. Energizes breathing: Step into a cold shower and the first thing you are going to do is take a big deep breath.

10. Reduces muscle soreness and inflammation: If you're an athlete or someone who exercises regularly, taking a cold shower can help to reduce muscle soreness and inflammation. Cold water helps to constrict your blood vessels, which reduces swelling and inflammation in your muscles. It can also help to speed up the recovery process after a tough

workout, allowing you to get back to your regular routine faster.

11. Drains your lymphatic system: Cold showers, when alternated between hot and cold water, will help your lymphatic system by contracting the lymph vessels when exposed to the cold and relaxing then when exposed to the heat.

12. Cold showers relieve depression: One of the most noted benefits of taking cold showers is that they offer relief for symptoms of depression.

13. Improves Mental Health: Cold showers have also been shown to have a positive impact on mental health. When you take a cold shower, your body releases endorphins, which are natural mood boosters. This can help to reduce stress and anxiety, improve your mood, and boost your overall sense of well-being.

14. Saves Money and Resources: Finally, taking a cold shower can also help to save money and resources. Heating water

requires energy, which can contribute to your overall energy costs. By taking a cold shower, you can save money on your energy bills and reduce your carbon footprint.

In conclusion, taking a cold shower has numerous benefits for your physical and mental health. It can increase your alertness and energy, boost your immune system, improve your skin and hair health, reduce muscle soreness and inflammation, improve your mental health, and save you money and resources. So, the next time you step into the shower, consider turning down the temperature and reaping the benefits of a cold shower.



A cold shower revitalizes the body and mind

Challenges Facing Emergency Medical Services in Africa



Felix Musila
(Communications and PR Officer)



E-Plus Paramedics pose for a picture

Emergency medical services (EMS) play a crucial role in saving lives and providing timely medical care to people in need.

However, in Africa, EMS face numerous challenges that make it difficult for them to operate effectively. These challenges range from inadequate infrastructure, limited funding, inadequate training, and poor integration with the healthcare system.

We explore some of the significant challenges facing emergency medical services in Africa and their impact on the healthcare system.

One of the significant challenges facing emergency medical services in Africa is inadequate infrastructure. Many countries on the continent lack basic facilities and equipment needed to provide emergency medical services effectively. For instance, many hospitals do not have enough ambulances to transport patients, resulting in delayed re-

sponse times and inadequate care.

Additionally, most hospitals lack proper communication systems, making it difficult for EMS to coordinate with other healthcare providers sufficiently.

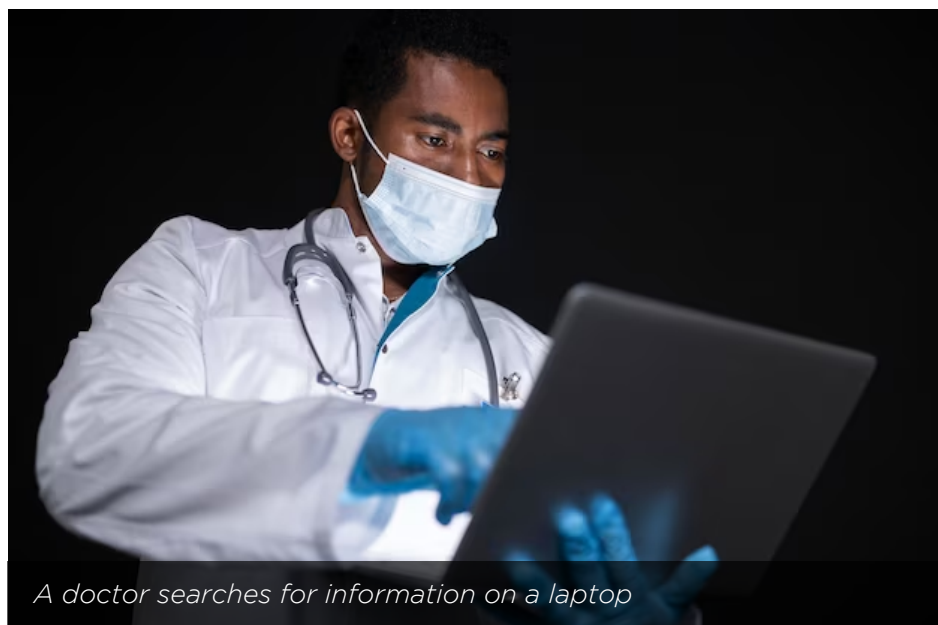
Limited funding is another major challenge facing EMS in Africa. Most African countries allocate minimal resources to their healthcare systems, with emergency medical services receiving a small share of the budget. The lack of proper funding affects the quality of care provided by EMS, with many services being understaffed and under-equipped.

Inadequate training is another challenge facing emergency medical services in Africa. Many EMS providers lack proper training, resulting in inadequate care and missed diagnoses. Additionally, there is a lack of standardization in EMS training across Africa, with some providers receiving better training than others. This lack of

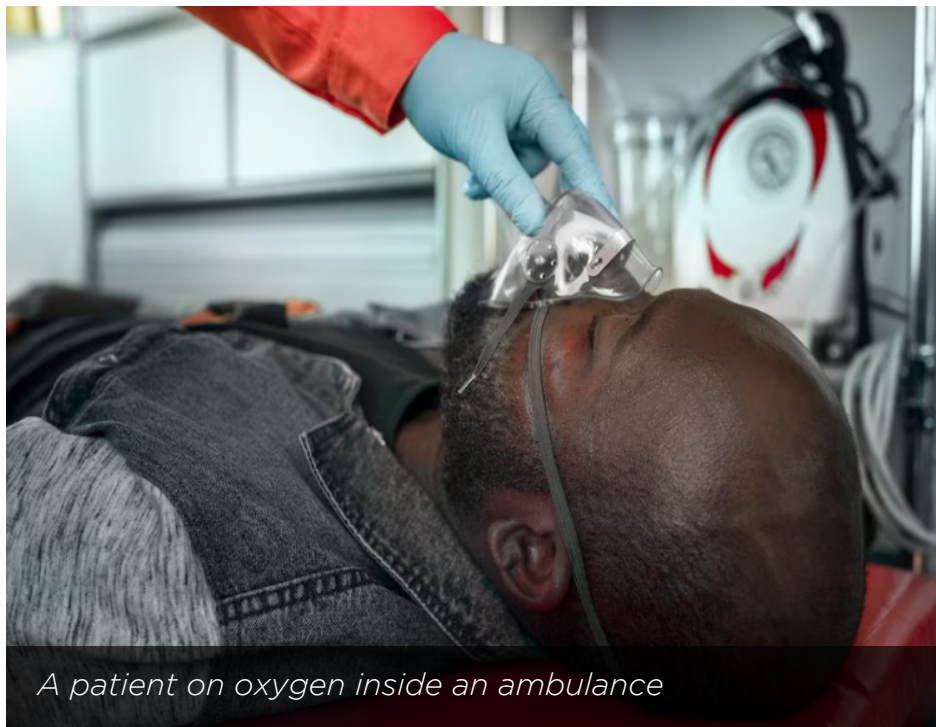
standardization leads to inconsistency in the quality of care provided by EMS, which is a significant concern.

Poor integration with the healthcare system is another challenge facing EMS in Africa. In many instances, EMS operates independently of the healthcare system, leading to fragmented care. This fragmentation makes it difficult for healthcare providers to coordinate care, leading to missed diagnoses and inadequate treatment. Additionally, there is a lack of integration between pre-hospital care and hospital care, leading to delayed treatment and inadequate care.

The lack of access to proper EMS equipment is another significant challenge facing emergency medical services in Africa. Many EMS providers do not have access to advanced equipment needed to provide effective care. This lack of access leads to inadequate pain management, delays in treatment, and increased mortality rates.



A doctor searches for information on a laptop



A patient on oxygen inside an ambulance

The lack of public awareness and education about emergency medical services is another challenge facing EMS in Africa. Many people on the continent are not aware of the importance of

emergency medical services or how to access them. Additionally, there is a lack of proper public education about how to prevent emergencies and when to seek emergency medical care.

The above challenges facing emergency medical services in Africa have far-reaching implications for the healthcare system. For instance, delays in emergency medical care can lead to increased mortality rates. Additionally, inadequate care provided by EMS can lead to the spread of infectious diseases, increased healthcare costs, and reduced productivity.

To address these challenges, there is a need for increased investment in emergency medical services across Africa. This investment should focus on improving infrastructure, providing adequate funding, standardizing EMS training, and integrating EMS with the healthcare system. Additionally, there is a need for increased public awareness and education about the importance of emergency medical services.

When Prevention Fails: Simple Skills to Help Save a Life



William Kimanzi
(Paramedic)



A car accident involving two vehicles

Africa has 5% of the world vehicles, but accounts for 20% of the total number of road accidents. Road accidents have been steadily on the rise.

According to statistics from Kenya's National Safety and Transport Authority, a total of 4,432 road users died in crashes between January 1 and December 13, 2022, marking a nearly four per cent increase compared to a similar period. As individuals and organizations endeavor to improve safety on our roads, it is important to have first aid skills to prevent negative outcomes from injuries caused by accidents.

The leading cause of preventable death after an injury is uncontrolled bleeding. Bleeding happens when a blood vessel (artery, vein or capillary) bursts and is no longer able to contain its content.

Blood is an essential component of the human body as it not only transports oxygen and nutrients throughout the body, but also removes waste products after use.

In cases of severe bleeding, research has shown that with every minute about 100 milliliters (0.1 liter) of blood is lost. This means that it would take approximately half an hour to go into cardiac arrest. While healthcare providers try their best in these conditions, help rendered by bystanders often is the silver bullet in these cases.

Here is the thing: Our bodies contain an average of 5 liters of blood. On losing just half a liter, we are likely to experience dizziness and body weakness. If the blood loss progresses to a liter or two, the body is no longer able to keep up with the demand and your organs go into a state termed “shock”, in which they are no longer able to be properly

nourished with the required nutrients and oxygen.

At this stage, the bleeding victim might present with cold hands and feet, loss of skin color and extreme thirst; something my colleagues in the medical field might refer to as “marked thirst.” On losing 3 liters of blood, your heart is bound to stop due to inadequate blood volume. More often than not, professional medical care might not get there in good time to slow this progression, and that is where we all come in.

There are three main methods of bleeding control. Direct pressure is our first line of action. This involves applying pressure directly on top of the bleeding area; using the palm or dressings. Sterile bandages from the first aid kit are recommended but if these are not available, use of pieces of clothes as an improvisation is advisable.

Where deep cuts exist, Wound packing before applying direct pressure is recommended. This involves using dressings to control the bleeding from the source and reinforcing this to encourage clotting. Widely used during surgical procedures, this method has been shown to work

effectively to prevent progression to shock.

The third method is the Tourniquet. This involves use of indirect pressure to completely cut off circulation in the affected area. This method can only be done on the legs or hands and is used as a last resort when the risk of bleeding to death is higher than the risk of losing a body part. To improvise a tourniquet, tie a bandage 2 to 3 inches on the upper side away from the bleeding site. Use a piece of wood to twist the bandage until the bleeding stops then secure it and keep it there. Keeping a record of the time that the tourniquet was applied helps a great deal in decision making for further care.

When the bleeding is internal, give First Aid for shock by laying the casualty down and covering them beneath and above. This is because the ground sucks heat, leading to poor clotting and increased bleeding.

Call for an ambulance on toll free number 1514, 0700396395 for all cases of serious bleeding.

Remember, Stop the bleed - Save a life.

Tourniquets

What is a tourniquet?

A tourniquet is a device used to apply pressure and reduce the flow of blood to a limb that is experiencing life-threatening bleeding.

When to use a tourniquet?

Arterial tourniquets should be used for life-threatening bleeding from a limb, where the bleeding cannot be controlled by direct pressure.

When NOT to use a tourniquet?

Tourniquets should not be used for the first aid management of snake bites, spider bites, crush injuries, nor for injuries to the head or torso.

How to apply a tourniquet?

Apply the tourniquet roughly 5 to 7cm above the wound, in line with the manufacturer instructions. Call 000 for an ambulance and let them know you've applied a tourniquet.

Pictorial

Garissa County Ambulance Launch



The 5th edition of The National Diversity and Inclusion Awards & Recognition (DIAR Awards)



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

musila.felix@eplus.co.ke