



MAY, 2021



Extending a Hand of Compassion to a Young Boy with a Rare Skin Disease

This is the story of a 5-year-old boy, Marcus with a rare condition called Epidermolysis Bullosa that has caused him grave pain since childbirth. E-Plus was touched by the young boy's plight and sought to extend its hand of compassion and evacuate him to a palliative home in Eldoret.....[Continue on Pg 5](#)

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EDITORIAL TEAM

Editor in Chief:

Susan Ng'ong'a

Editor:

Felix Musila

Contributors:

Qitma Noor

Felix Musila

Design & Layout:

Mohamed Talal

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.

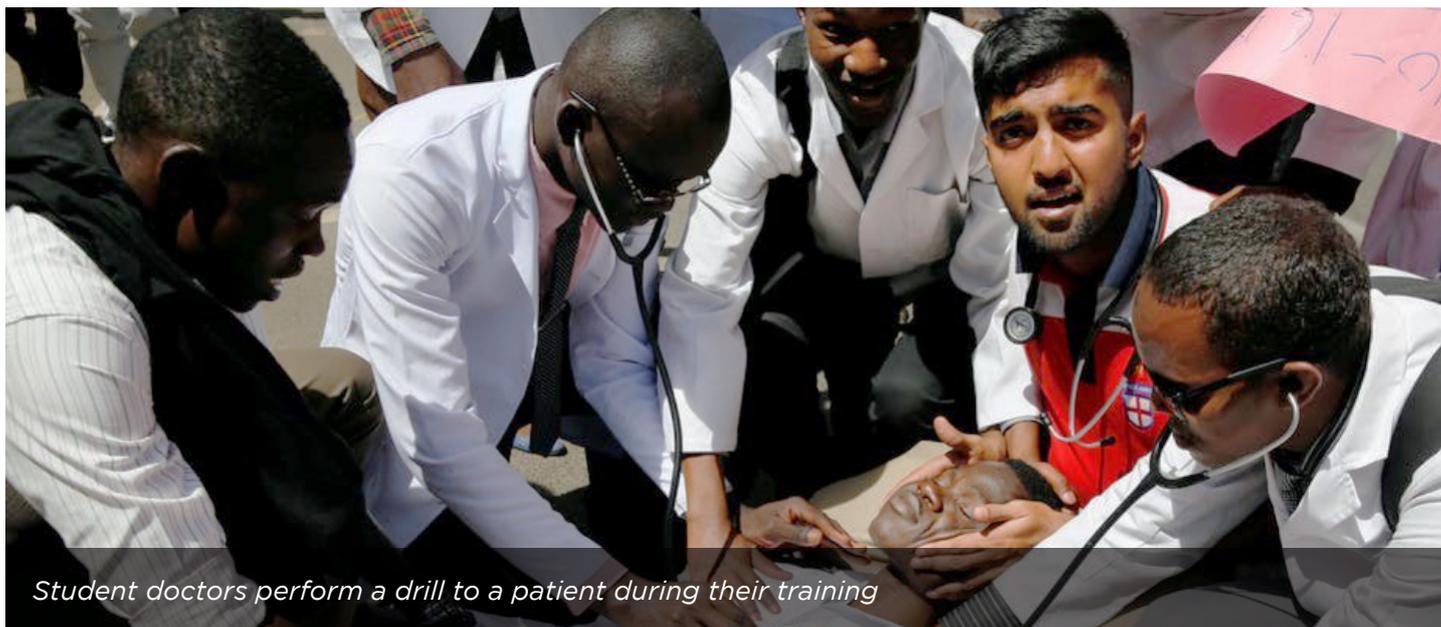
Professional Excellence: E-Plus provides the highest level of compassionate services at all times. It demonstrates quality and ethical behavior in its work and acts in the best interests of the people its serves. Treating people with dignity and consideration.

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.

Kenya's Emergency Medical Services Call for Major Work

By Felix Musila



Student doctors perform a drill to a patient during their training

Health system investments in Kenya have historically focused on primary health care to address the high rates of communicable diseases. However, with increasing rates of road trauma along with other life-threatening conditions such as non-communicable diseases like cardiac arrest and stroke that require urgent medical attention, it is paramount that Kenya strengthens the Emergency Medical Services sub-sector.

Providing efficient and effective post-crash care, pre-hospital treatment for injuries, hemorrhage, and other medical and obstetrical emergencies under normal operating conditions becomes even more critical during disasters or conflict situations. They should also be made a priority due to the increasing morbidity and mortality from medical, surgical and obstetrical emergencies.

“
Care shouldn't start in the emergency room,
- James Douglas”

Kenya, a country of nearly 50 million people, provides healthcare to its citizens through a network of public and private facilities under a system called the Kenya Essential Package for Health. Only approximately 25% of Kenyans are covered by public, private or community based health insurance schemes which means that the majority have to pay for their healthcare out-of-pocket.

But despite the system, emergency care remains under developed, under-equipped and unsophisticated even in private facilities.

Why is this So?

First their's the issue of skilled professionals.

Despite the existence of Emergency Medical Services personnel and institutions that train them, there exists a huge gap in their absorption rate into the Emergency Medical Services sub-sector. Currently, most public emergency centres are staffed by clinical and medical officers who lack specific training in emergency care.

The second big issue is resources. The majority of counties in Kenya lack proper ambulance services, others have contracted private companies. In most cases though, patients are transferred to hospitals by private means. For instance, by car, bodaboda or taxi. Few people make it by ambulance given their cost, scarcity and the lack of a well-connected, reliable central dispatch system.

Kenya has seen an increased number of major incidents and disasters. The rise in global terrorism and lack of enforcement in traffic and building regulations have contributed to this. Without a coordinated response to these incidents, there is the potential of an unnecessary increase in morbidity and mortality.

Is Kenya Adequately Prepared to Deal with Emergencies?

A recent study undertaken in late 2020, it was established that a huge number of Kenyans had personally witnessed one or two more accidents. The most common trauma emergencies were; road traffic accidents, assault/mob justice, burns and blunt trauma.

The biggest failing is that Kenya doesn't have an organized national emergency care system. Emergency centres are often poorly equipped and unprepared. Patients with different types of complaints are evaluated by health care providers with no specialized emergency care training.

Unfortunately, due to the high cost of medical treatment at private health care facilities, people are forced to turn to government facilities. Here they are met with a lack of emergency care and significant delays in getting care.

The country also lacks basic adequate resources - like ambulances. According to the World Health Organization (WHO), there should be at least one ambulance per 70,000 to 100,000 people. The purpose of an ambulance is to reach any place within 15-20 minutes after the distress call and transport the patient to a health facility within 20 minutes. But this rarely happens.

Main Challenges Facing Emergency Services

- A lack of integrated emergency services that the public can easily access to receive timely emergency care
- A lack of adequate resources to handle emergencies
- Poor coordination of major incident management activities

We are at a critical point in the course of Kenyan emergency care systems development. The country should stand ready to improve its delivery of emergency care with mentorship from healthcare professionals / organizations from countries in which Emergency Medicine is mature as a speciality. This is certainly worth the investment of resources, as the development of a more advanced system of emergency care has been shown to reduce morbidity and mortality.



An E-Plus ambulance after transferring a patient to an awaiting Kenya Police helicopter.

E-Plus participates in the 6th UN Global Road Safety Week 2021

By *Gitma Noor*

E-Plus participated in the 6th UN Global Road Safety Week 2021 in Kilifi County. The event that ran from 17th-23rd May 2021 was sponsored by the Pwani University Road Safety Committee.

The event focuses on the #Love30 campaign of the 6th UN Global Road Safety Week that advocates for Streets for Life by making 30 km/h (20 mph) speed limits the norm for cities worldwide in places where people mix with traffic.

E-Plus participated as one of the major stakeholders in Post-crash victims' management alongside other partners.



6th UN Global Road Safety Week 2021 Parade

Low speed streets make it safe to walk, cycle and enjoy outdoor space - benefiting both people and the planet. We #love30 for #StreetsforLife, will you join us?

Extending a Hand of Compassion to a Young Boy with a Rare Skin Disease

By *Felix Musila*

“
There is no exercise better for the heart than reaching down and lifting people up
- John Holmes
”

This is the story of a 5-year-old boy, Marcus with a rare condition called *Epidermolysis Bullosa* that has caused him grave pain since childbirth. E-Plus was touched by the young boy's plight and sought to extend its hand of compassion and evacuate him to a palliative home in Eldoret.



A paramedic attends to young Marcus in the ambulance during the evacuation



E-Plus paramedics attend to Marcus, during the evacuation process

Marcus has been battling this disease from childbirth that has seen him seek medical help in many hospitals across the country to no avail. Jacqueline Wanjiku, the mother painfully narrated to the E-Plus team how life had become difficult for her seeing her only son undergo such pain and anguish with no solution in sight.

E-Plus undertook to evacuate the boy free of charge to the Kimbilio Palliative Home in Eldoret as part of its Corporate Social Responsibility activities. A good Samaritan also offered to foot all the costs incurred while in the palliative home.

Coping with COVID-19: A Tale of the First Responders

By *Gitma Noor*



The past one and a half years have been quite a busy year for most first responders, from dealing with the covid-19 pandemic, to being in the frontline during the floods rescues in Kenya and for most places in the world with what is going on; civil protests, first responders have had a rough start to this year.

With the Centre for Disease Control (CDC) and World Health Organization (WHO) predicting a resurgence of Covid-19 during cold seasons, things do not look like they're likely to slow down any time soon. So just how much more can first responders take?

Current Disasters Have Taken a Toll on the First Responders

The COVID-19 pandemic and its wide-ranging effects pose difficulties that even first responders have never dealt with in their careers. While there have been pandemics throughout

history, such severe changes and predictions have never occurred to a majority of the first responders.

The fear of the unknown coupled with the insufficient PPEs available globally increases the level of stress and anxiety among first responders. Another major concern for them is that they might bring the virus back home to their loved ones; a risk many are not willing to take and go as far as isolating themselves from the rest of their families. Since COVID-19 is a new illness, information about it seems to change almost every day as researchers learn more about the disease.

These changes have been so frequent that first responders are getting overwhelmed trying to keep up with the deluge of new information, dubbed the infodemic!. These factors certainly would cause panic in just about anyone.

Providing care to others during the COVID-19 pandemic can lead to stress, anxiety, fear, and other strong emotions. How you cope with these emotions can affect your well-being, the care you give to others while doing your job, and the well-being of the people you care about outside of work.

During this pandemic, it is critical that you recognize what stress looks like, take steps to build your resilience and cope with stress.



Some Tips on How You Can Cope

- Communicate with your coworkers, supervisors, and employees about job stress.
- Talk openly about how the pandemic is affecting your work.
- Identify factors that cause stress and work together to identify solutions.
- Ask about how to access mental health resources in your workplace.
- Remind yourself that everyone is in an unusual situation with limited resources.
- Identify and accept those things which you do not have control over.
- Recognize that you are performing a crucial role in fighting this pandemic and that you are doing the best you can with the resources available.
- Increase your sense of control by keeping a consistent daily routine when possible — ideally one that is similar to your schedule before the pandemic.
- Try to get adequate sleep.
- Make time to eat healthy meals.
- Take breaks during your shift to rest, stretch, or check in with supportive colleagues, coworkers, friends and family.
- When away from work, get exercise when you can. Spend time outdoors either being physically activity or relaxing. Do things you enjoy during non-work hours.
- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting and mentally exhausting, especially since you work with people directly affected by the virus.

- Engage in mindfulness techniques, such as breathing exercises and meditation.

First Responders Need our Undying Support

Now more than ever, first responders need our undying support, appreciation and love. It is a very difficult time for everyone but the amount of stress these selfless people go through while trying to save the world is immeasurable.

Say a kind word or two, show appreciation for their work, acknowledge their efforts. Sometimes it's the smallest things that make the biggest difference.

E-Plus in the News



Citizen TV did a feature dubbed 'HUDUMA ZA AMBULENSI | Safari za wahudumu wa ambulensi wanaposhughulikia hali ya dharura' to commemorate the Emergency Medical Services Week. The feature aired on 23rd May 2021.

[Click here](#) for full Video



E-PLUS comes to the rescue of a 5-year-old living with a rare skin condition | Courtesy of Switch TV

[Click here](#) for full Video

E-Plus holds its 5th Annual General Meeting (AGM)

By Felix Musila



E-Plus held its 5th Annual General Meeting (AGM) on the 20th May 2021 in Nairobi. E-Plus is part of three commercial business enterprises that are fully owned by the Kenya Red Cross Society under the BomaPanAfrican Group.

The event that was held virtually was aimed at informing the shareholders on the standing/performance of the company during the year 2020. Financial,

human resources, operations and other management reports were presented during the forum.

It was noted that 2020 was a unique year for E-Plus! It was a tough year as COVID-19 pandemic made the global business environment extremely difficult to operate in. Despite this, E-Plus surpassed its set target of KES 1.10 billion to achieve KES 1.17 billion in revenue. It also achieved a net profit of

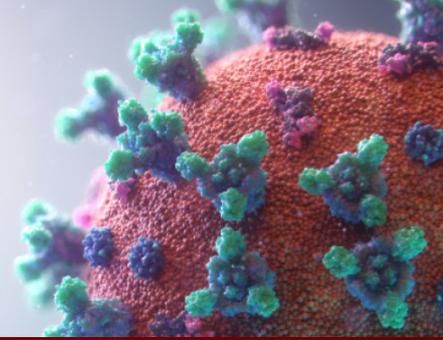
KES 151 million and undertook CSR activities to the tune of KES 3 million.

This is a significant achievement, with 2020 being a 'COVID year'. Present during the event were the Board members of E-Plus led by The Chairman Dr. Abbas Gullet, Managing Director, Susan Ng'ong'a and other invited dignitaries from Switch TV, Boma International Hospitality College and the Kenya Red Cross Society.



E-Plus Board Chairman, Dr. Abbas Gullet (1st left) Managing Director, Susan Ng'ong'a (centre) and Paul Ng'ondi (last)

COVID Pandemic Pages



Kenya Edges Closer Towards Human Vaccines Production

By *Gitima Noor*

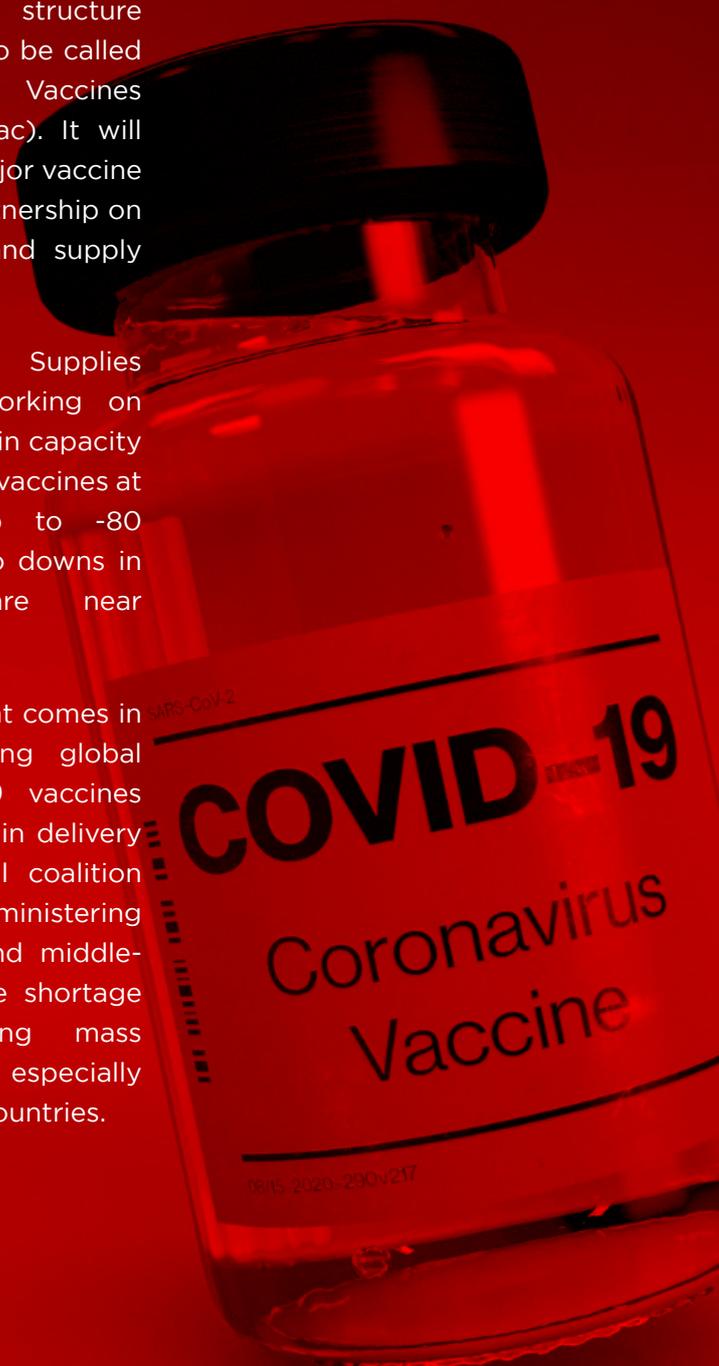
Kenya's journey towards human vaccines self-sufficiency through the establishment of a Human Vaccine Production facility has kicked off in earnest with the development of an action plan and identification of physical facilities to host the plant.

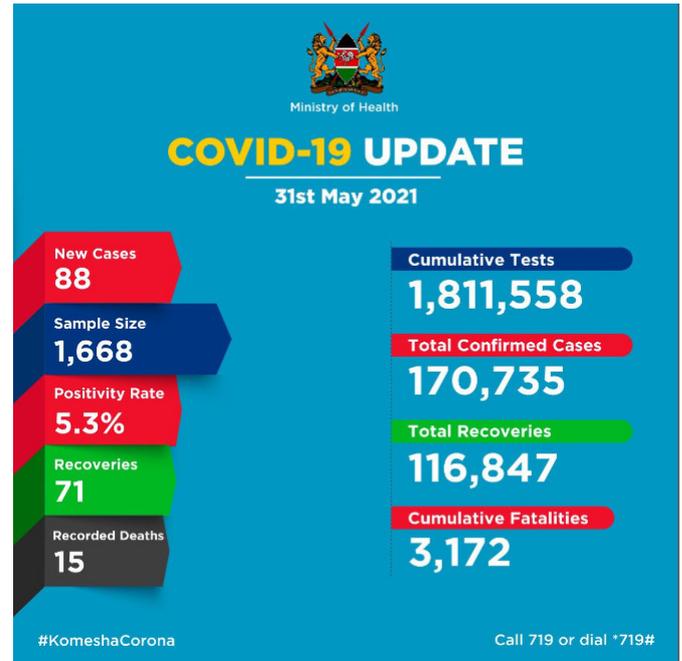
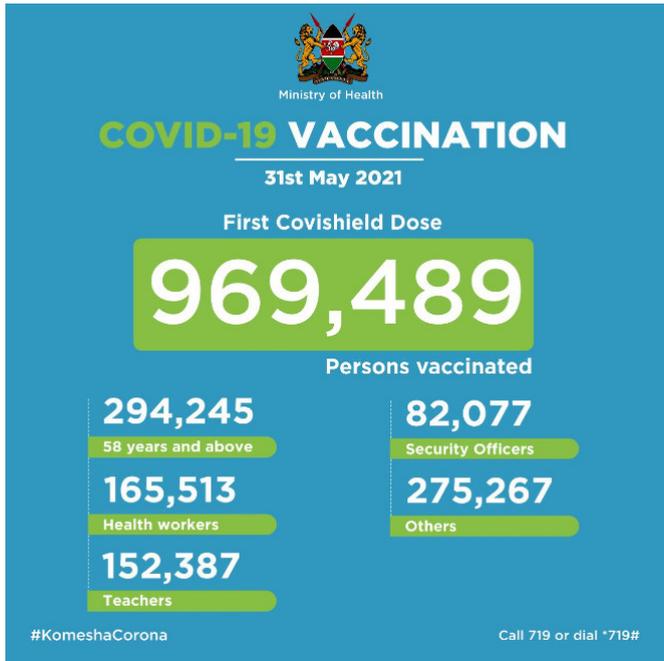
The first phase of the project that includes setting up of basic infrastructure is on course with the identification of physical space within Kemsco premises in Embakasi set to host the fill and finish facility. This phase, expected to be completed within a period of 9-12 months, will include refurbishment of the facility as well as the installation of the fill and finish line. The second phase, expected to cover a period of 18-24 months, will see the establishment of a full-fledged bulk antigen production facility. The third phase will revolve around capacity building with a focus on research and development and see the establishment of a vaccine/biological products research and development centre.

The ministry will also be expected to establish a legal structure similar to KEVEVAPI to be called Kemri Biologics and Vaccines Institute (Kemri BioVac). It will also follow-up with major vaccine manufacturers for partnership on technology transfer and supply of bulk Vaccines.

The Kenya Medical Supplies Authority is also working on enhancing its cold chain capacity to allow for storage of vaccines at temperatures of up to -80 degrees at its new go downs in Embakasi that are near completion.

The latest development comes in the wake of a biting global shortage of covid-19 vaccines occasioned by delays in delivery from Covax, a global coalition tasked with administering vaccines to lower- and middle-income countries. The shortage has slowed ongoing mass vaccination drives especially across many African countries.





Source: Ministry of Health, Government of Kenya | Data as at Monday, 31st May 2021

REDUCE STIGMA AGAINST PERSONS SUFFERING FROM COVID-19 AND THEIR CAREGIVERS BY:

- 01 Not attaching Covid-19 to tribe, political grouping, age, race or socio-economic status.
- 02 Acknowledging people affected by Covid-19 have not done anything wrong and deserve our support and kindness.
- 03 Referring to persons diagnosed with Covid-19 as people who are being treated for Covid-19 or people who are recovering from Covid-19 instead of 'Covid-19 cases' or 'Covid-19 Victims'
- 04 Being ready to welcome persons who have recovered from Covid-19 back into the community without discrimination

Happy MADARAKA DAY

A happy Madaraka Day to all Kenyans and health workers whose empathy & care brings a smile to those you help. You are truly appreciated.

www.eplus.co.ke

Emergency Numbers: 0700 395 395 | 0738 395 395

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