

E-Plus Monthly

# NEWSPOD



MAY, 2022



**Emergency 10**  
Medical Services  
A Decade of Excellence

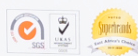
Air and Ground Ambulance Evacuation

Pay **MATER HEART RUN 2022**

Date **19<sup>th</sup> MAY 2022**

Kenya Shillings **TWO HUNDRED AND FIFTY THOUSAND ONLY.**

Kshs **250,000/-**



## Highlights

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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.

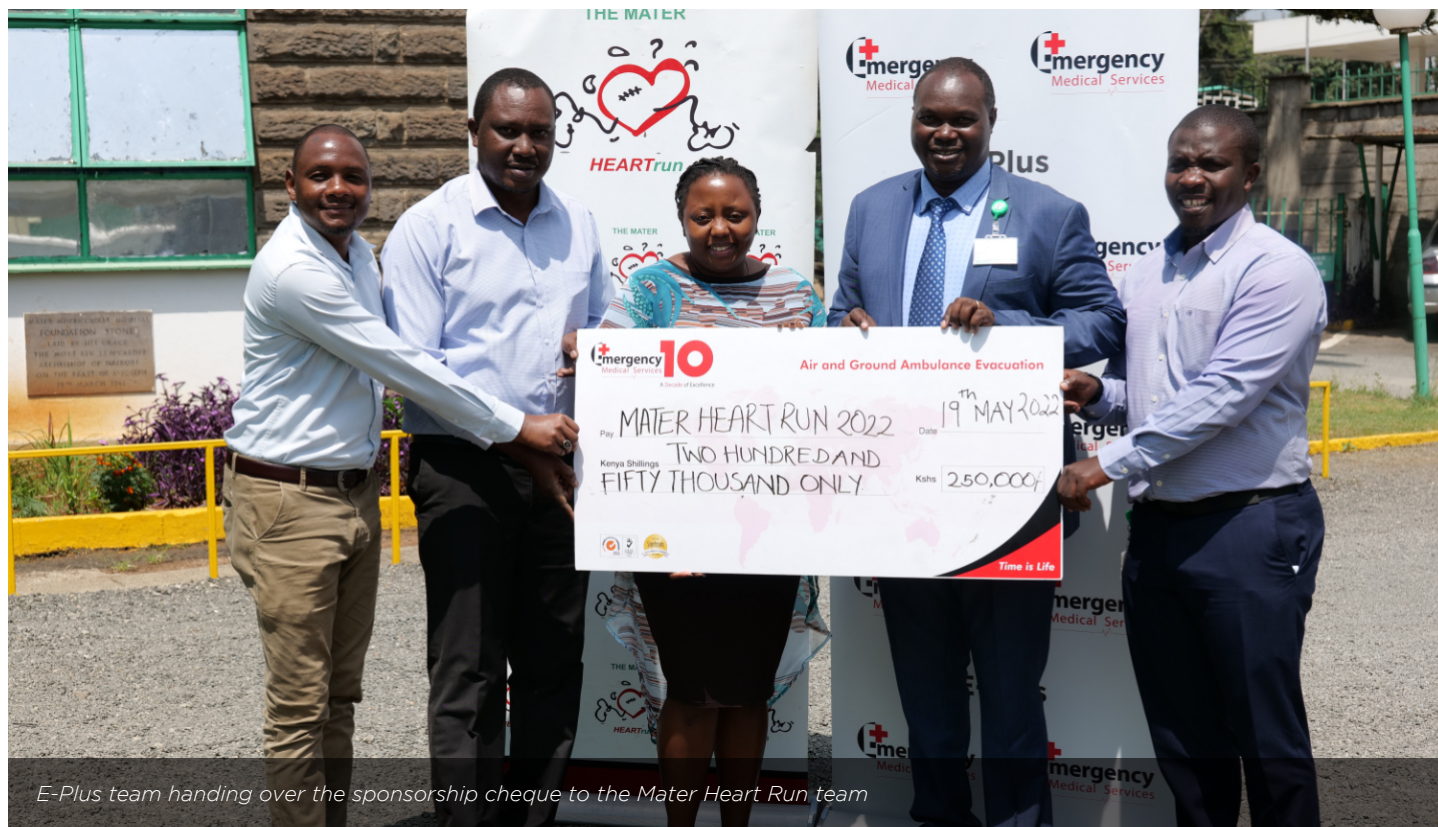
**Empathy:** E-Plus actively seeks to understand how patients, family members, caregivers and its own staff experience the emergencies they respond to, taking into account the emotions they go through and using this knowledge to improve their well being and its service delivery.



# E-Plus Sponsors the 2022 Mater Heart Run!



**Felix Musila**  
(Communications and PR Officer)



*E-Plus team handing over the sponsorship cheque to the Mater Heart Run team*

**T**he Emergency Plus Medical Services recently sponsored the Mater Heart Run 2022 edition with a gold sponsorship package of KES 250,000.

The heart run will take place on the 11th June 2022 in the seven regions of Nairobi, Mombasa, Kisumu, Eldoret, Kakamega and Nakuru.

E-Plus undertook to sponsor the heart run in recognition of the noble cause of the heart run, which is to continually raise money for purpose of funding financially disadvantaged children in desperate need of cardiac surgeries.

The sponsorship will entail the provision of 7 fully equipped ambulances to cover the run in the all the regions of the race.

The Mater Heart Run, which was inaugurated in 2004, has screened approximately 60,000 children and carried out major awareness across Kenya since 2021.

Speaking during the sponsorship unveiling ceremony, E-Plus Finance Manager John Mwangi underscored the vital and rich partnership that the two entities have enjoyed over the years 'We are more than proud to be associated with the Mater Heart Run...as a social responsibility, we undertake 30% of our evacuations on a CSR basis and hence, we are proud to partner with the Mater Hospital on this noble venture,' John noted.

Senior officials attended the unveiling ceremony held on the 19th May 2022 at the Mater Hospital.

The E-Plus team was led by the Finance Manager, John Mwangi, Medical Director, Dr. Christine Memusi, Communications & Public Relations Officer, Felix Musila and Digital Communications Officer, Munir Ahmed. A senior team of officials from the Mater Hospital were also in attendance.



# How I Try To Stay Sane Even When It Is Difficult To...



**Qitma Noor**  
(Communications and Marketing Assistant)



*Ilan Kiptoo, Operator, Nakuru*

**M**ay being a Mental Health Month, we sought the opinion of one of our Ambulance operators – **Ilan Kiptoo**, Nakuru County on how he ensures his mental wellness as frontline worker.

**Q: Tell us a little bit about yourself**

**A:** I have been part of the E-Plus family since 2017 and I love doing what I do every day, helping those in need and ultimately saving lives.

**Q: What does your typical day as an operator look like?**

**A:** As an ambulance operator, no two days are the same. Usually I start my day just before 8 am, report to the branch and then I remain on standby until 5pm ready to respond to any calls from the dispatch center within Nakuru and its environs.

**Q: What do you like about being an operator?**

**A:** Everything! This is a field of work that I enjoy greatly. I love knowing that I was able to help save someone's life, be there for them in their time of need not only offering medical help but also moral support. It gives me great joy knowing that I get to do what I love every day.

**Q: On a scale of 1-10 how challenging would you say your job is?**

**A:** It really is not as challenging given that on some days you might go for traumatic cases while on other days you respond to minor emergencies. On a scale of 1-10, I would say a 4. It is very manageable.

**Q: May is mental health month. How do you ensure your mental wellness as an operator?**

**A:** Honestly, I would say having a good friend group and support system is very important for your mental health. Whenever I am feeling overwhelmed, I just talk to close friends and my family and

relax. We also have a guidance and counselling professional in our Nakuru branch, whenever you have gone for a response that might have been traumatic; you get counselling services free. This really helps us a lot.

**Q: What do you do to maintain a positive mental health as an operator?**

**A:** I try to avoid stressing myself out as much as I possibly can.

**Q: How can your organization support your mental wellness?**

**A:** For my colleagues who do not have any counselling services available, I would suggest that the organization make it easily available to them. This would help anyone who has undergone any traumatic experience better deal with the situation.

**Q: What advice can you give to anyone who wants to join this field of emergency medicine?**

**A:** In this field, you should always be ready for anything and everything. It is sometimes very challenging but all in all, it is always rewarding.





# Kenyan Nurse Anna Qabale Duba Crowned World's Best Nurse



**Felix Musila**  
(Communications and PR Officer)



*Nurse Anna Qabale with the World's Best Nurse award*

**A**nna Qabale Duba, a Kenyan nurse stationed at the Marsabit County Referral Hospital, won the inaugural Aster Guardian Global Nursing Award walking away with USD 250,000 (approx. KES.29 million) in prize money.

Anna Qabale Duba, won the award for her work on endorsing education and campaigning against outdated cultural practices like Female Genital Mutilation (FGM) in her community. She was feted by Emirates CEO Sheikh Ahmed bin Saeed Al Maktoum at an award ceremony held in Dubai, which commemorated the International Nurses Day.

While receiving the award, Duba, the only female graduate in her village, revealed that she, through her Qabale Duba Foundation, had built a school in Marsabit, which offers classes to young pupils and adults looking to get a decent education during the day and evening respectively.

"In my wildest dreams I never

thought that one day I would be celebrated on a global platform such as this. I come from a place where the illiteracy level is quite high, after having a taste of education I decided to go back and enlighten my people through education. Illiteracy allows harmful cultural practices such as FGM to thrive in Northern Kenya," she said.

Duba, who was coincidentally celebrating her fifth wedding anniversary on the same day, likewise thanked her husband, friends, family and colleagues for supporting her medical journey.

"I could not have imagined in my wildest dreams that I would be acknowledged and celebrated in such a way. This is a win for Kenya, for Africa and the girls in the villages," said Duba.

The award was launched in 2021 and received 24,000 nominations from nurses all over the globe. Duba was among nine other finalists who were selected by a grand jury for their works in extending humanitarian care in their respective communities.

The nine other finalists each took home USD 5,000 (approx. KES.580, 000) in prize money.

They included: Kenyan male nurse Dida Jirma Bulle, Francis Michael Fernando (UK), Jasmine Mohammad Sharaf (UAE), Julia Dorothy Downing (UK), Lincy Joseph and Manju Dhandapani (India), Mathew James Ball (Australia), Rachel Abraham Joseph (US) and Waris Mohammad Qarani (Afghanistan).



*Anna Qabale receiving the World's Best Nurse award*

# Antibiotics; Abuse And Misuse



**Margaret Onyancha**  
(Complaints Handling Assistant)

**A**ntibiotics are essential for the successful treatment of bacterial illnesses (bacterial infections). They can help prevent disease and lower the severity of disease consequences.

One of the world's most pressing health issues is antibiotic resistance. Some antibiotics that were once common treatments for bacterial illnesses are no longer effective, while others are completely ineffective against certain germs.

## What is Antibiotic Resistance?

It is natural and anticipated for microorganisms to develop antibiotic resistance. However, how medication is used has an impact on how quickly and to what extent resistance develops.

Antibiotic resistance occurs when an antibiotic no longer works against a particular strain of bacteria. When bacteria mutate in any way, they become resistant to drugs. This alteration could shield the bacteria from the drug's effects or restrict the drug's access to the bacterium.

Additionally, the changes could cause the bacteria to alter or destroy the medicine. Bacteria that survive antibiotic treatment have the ability to proliferate and pass on resistant traits.



# STOP THE OVERUSE OF ANTIBIOTICS

Furthermore, certain bacteria can pass on their drug-resistance genes to other bacteria

## Overuse of Antibiotics

Antibiotics are used to treat bacterial illnesses. However, they do not treat viral infections. An antibiotic, for example, is the appropriate treatment for strep throat, which is caused by bacteria, but not for most sore throats, which some viruses cause.

Antibiotic resistance is caused by misuse of antibiotics, particularly when drugs are used incorrectly. Antibiotics are rarely needed or appropriate in humans. Other viral infections that are resistant to antibiotic treatment include:

- Flu (influenza)
- Most coughs
- Some ear infections
- Bronchitis
- Some sinus infections
- Stomach flu
- Coronavirus disease 2019 (COVID-19)

When you take an antibiotic for a viral infection, the antibiotic works against germs in your body. These microorganisms are either beneficial or do not cause disease.

This wrong treatment can lead to the development of antibiotic-resistant bacteria that can be passed on to other germs. It could also allow potentially hazardous germs to take the place of harmless bacteria.

Antibiotics will not treat a viral infection; will not keep other people from getting sick, will not make you or your child feel better, and may produce unnecessary and unpleasant side effects.

## Effects of Antibiotic Resistance

Drug resistance has accelerated in recent years, resulting in an increasing number of health-care issues such as:

- More serious sickness
- Longer recovery
- More frequent or longer hospital stays

## The Role of the Public in Reducing Antibiotic Resistance

- Do not pressurize your doctor to write you an antibiotic prescription. Inquire from your doctor about how to treat your symptoms.
- Regularly wash your hands for at least 20 seconds with soap and water. To avoid bacterial



infections that require antibiotic therapy, clean any cuts or wounds.

- Obtain all immunizations that are advised. Some vaccines protect against bacterial infections. Before you travel, check to determine whether you require any vaccinations.
- Antibiotics should only be used as directed by your doctor. Take the recommended dosage every day. Complete the treatment in its entirety. If you have any negative side effects, tell your doctor.
- Never save antibiotics for a future infection. They could be the wrong antibiotic. They are



also unlikely to contain a complete treatment plan.

- Never take antibiotics prescribed for someone else or give them to someone else.

Antibiotic abuse and misuse are major contributors to antibiotic resistance. The general public, health-care providers, and hos-

pitals can all assist ensure that the medications are used correctly. This may help to slow the spread of antibiotic resistance. It is very easy to quit taking antibiotics as soon as you feel better.

To kill the disease-causing bacteria, however, you must complete the treatment. If you do not take an antibiotic as directed, you may need to restart treatment. It can also propagate antibiotic-resistant traits among hazardous bacteria if you stop using it.

## Free Hypertension Screening for E-Plus Staff



**Millicent Akumu**  
(Emergency Medical Dispatcher)



*Staff having their blood pressure readings taken*

**T**he world hypertension day was marked on the 17th May 2022, with a theme on “Measure your blood pressure, control it, live longer”. The main aim of this day is to educate the public and increase awareness of hypertension, which is also commonly known as high blood pressure.

In commemoration of this day, E-Plus offered free screening as well as a health and wellness talk to all the staff of the entire Kenya Red Cross Society fraternity (Switch TV, Kenya Red Cross Society, Boma Hotels, and Boma International Hospitality College) through its Boma Clinic.

A total number of 98 staff took part in the exercise.

Blood pressure is the force exerted by circulating blood against the walls of the body’s arteries, the major blood vessels in the body. Hypertension is when blood pressure is too high.

### Risk Factors for Hypertension

Modifiable risk factors include unhealthy diets (excessive salt consumption, a diet high in saturated fat and trans fats, low intake of fruits and vegetables), physical inactivity, consumption of tobacco and alcohol, and being overweight or obese.

Non-modifiable risk factors include a family history of hypertension; age over 65 years and co-existing diseases such as diabetes or kidney disease.



Staff being taken through the ABC's of hypertension

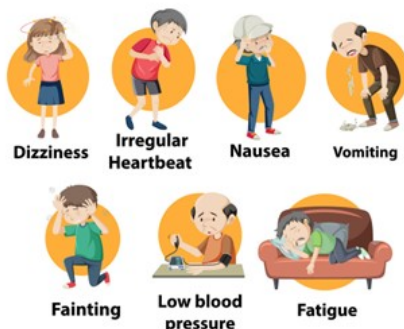
## Common Symptoms of Hypertension

Hypertension is a "silent killer". Most people with hypertension are unaware of the problem because it may have no warning signs or symptoms. For this reason, it is essential that blood pressure be measured regularly.

When symptoms do occur, they can include early morning headaches, nosebleeds, irregular heart rhythms, vision changes, and buzzing in the ears.

Severe hypertension can cause fatigue, nausea, vomiting, confusion, anxiety, chest pain, and

## HYPERTENSION SIGNS AND SYMPTOMS



muscle tremors.

The only way to detect hypertension is to have a health professional measure blood pressure. Having blood pressure measured is quick and painless.

Although individuals can measure their own blood pressure using automated devices, an evaluation by a health professional is important for assessment of risk and associated conditions.

## What are the Complications of Uncontrolled Hypertension?

Among other complications, hypertension can cause serious damage to the heart.

Excessive pressure can harden arteries, decreasing the flow of blood and oxygen to the heart. This elevated pressure and reduced blood flow can cause:

- Chest pain, also called angina
- Heart attack, which occurs when the blood supply to the heart is blocked and heart muscle cells die from lack of oxygen. The longer the blood flow is blocked, the greater the damage to the heart
- Heart failure, which occurs when the heart cannot pump enough blood and oxygen to other vital body organs
- Irregular heart beat which can lead to a sudden death

Hypertension can also burst or block arteries that supply blood and oxygen to the brain, causing a stroke. In addition, hypertension can cause kidney

damage, leading to kidney failure.



## How can the Burden of Hypertension be Reduced?

Reducing hypertension prevents heart attack, stroke, and kidney damage, as well as other health problems.

Prevention:

- Reducing salt intake (to less than 5g daily)
- Eating more fruit and vegetables
- Being physically active on a regular basis
- Avoiding use of tobacco & alcohol
- Limiting the intake of foods high in saturated fats
- Reducing and managing stress
- Regularly checking blood pressure



# Pandemic Pages

## All About Monkeypox



**Felix Musila**  
(Communications and PR Officer)

### Hands infected with Monkeypox

**M**onkeypox is a viral zoonosis (a virus transmitted to humans from animals) with symptoms very similar to those seen in the past in smallpox patients, although it is clinically less severe.

The name monkeypox originates from the initial discovery of the virus in monkeys in a Danish laboratory in 1958. The first human case was identified in a child in the Democratic Republic of the Congo in 1970.

### What are the Symptoms?

Early symptoms are flu-like, such as a fever, headaches, aching muscles and swollen lymph nodes.

Once the fever breaks, a rash can develop, often beginning on the face and then spreading to other parts of the body – most commonly the palms of the hands and soles of the feet.

### How Deadly is Monkeypox?

Monkeypox is mostly a mild, self-limiting disease lasting two-to-three weeks. However, in some cases, it can cause death. According to the WHO, the fatality rate “in recent times” has been around 3% to 6%. The West African monkeypox virus is considered milder



than the central African one.

Monkeypox tends to cause more serious disease in people who are immunocompromised – such as those undergoing chemotherapy – and children. There have been no deaths from monkeypox in the current worldwide outbreak.

### Is Monkeypox Related to Smallpox and Chickenpox?

Monkeypox is related to smallpox – they are both orthopoxviruses (any of a set of viruses pathological in humans and animals that includes the cowpox, smallpox, and monkeypox viruses) – but it is not related to chickenpox.

Despite the name, chickenpox is a herpes virus, not a poxvirus. (How “chicken” got in the name is not entirely clear. In

his dictionary of 1755, Samuel Johnson surmised that it is so named because it is “of no very great danger”.) Nevertheless, the vesicles (little pus-filled blisters) caused by monkeypox are similar in appearance to those of chickenpox.

### Are Cases Likely to Continue Rising?

Cases are likely to continue rise significantly over the next two-to-three weeks, but this is not another pandemic in the making. Monkeypox does not spread anywhere near as easily as the airborne virus SARS-CoV-2 that causes COVID-19.

### Is there a Vaccine for it?

Vaccines for smallpox, which contain the lab-made vaccinia virus, can protect against monkeypox. However, the vaccine that was used to eradicate smallpox can have severe side effects, killing around one in a million people vaccinated.

The only vaccine specifically approved for monkeypox, Imvanex, is made by a company called Bavarian Nordic

### Are there Drugs to Treat it?

There are no specific drugs to treat monkeypox. However, antivirals such as cidofovir and brincidofovir have been proven effective against poxviruses in animals and may also be effective against monkeypox infections in humans.





## Free Hypertension Screening

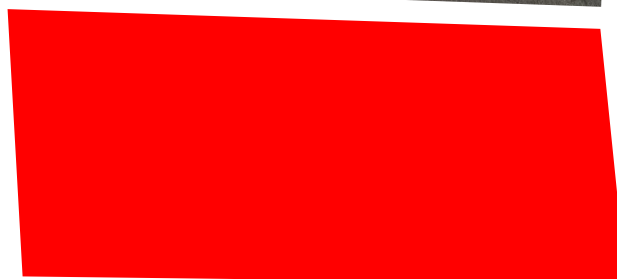


## Mater Heart Run Sponsorship Unveiling





## Africities 2022



## Kipkeino Classics

## Nairobi City Marathon





## Safaricom Golf Tour



## East Africa Health Expo 2022



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