

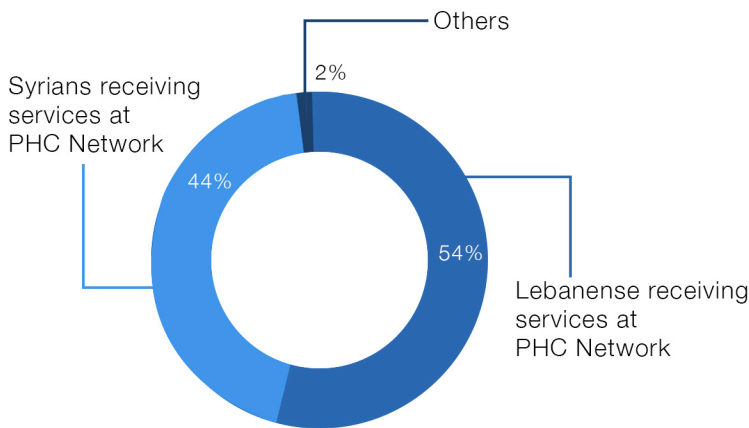
# EPHRP DASHBOARD

## Jan-Dec, 2017

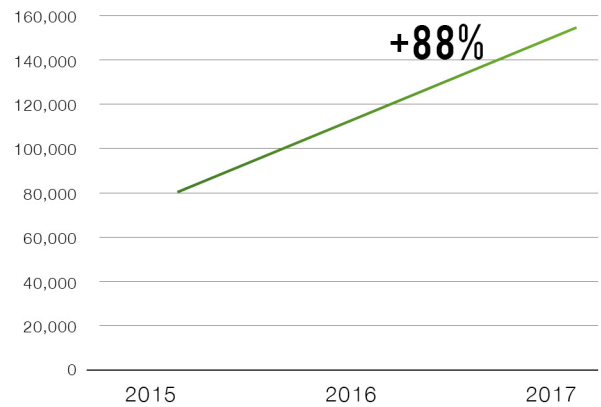
The Emergency Primary Healthcare Restoration project is a project operating under the Primary Healthcare department at the ministry of public health. The PHC department oversees a network of 212 PHCCs which deliver healthcare services to both, host and refugee population.



### BENEFICIARIES BY NATIONALITY



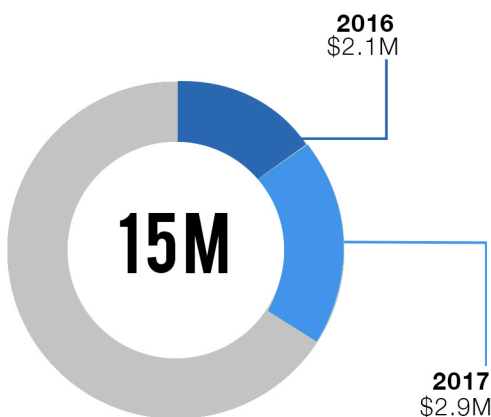
### LEBANESE ACCESSING PHCCS



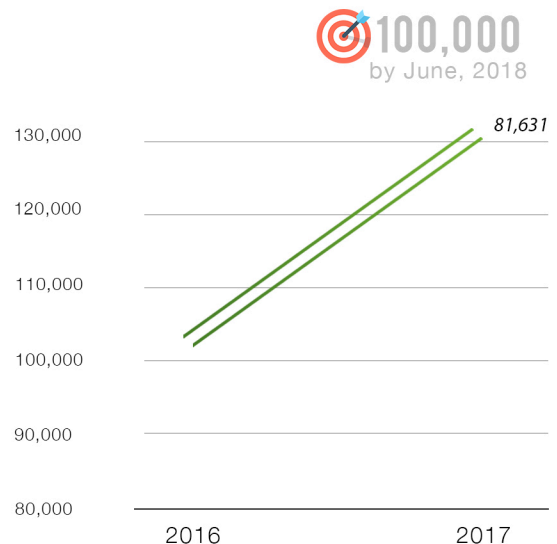
The EPHRP is funded through a grant from the multi-donor trust fund managed by the World Bank. The project was declared effective in July, 2015. Implementation was initiated in June 2016. The project aims to deliver a package of essential healthcare services to 150,000 vulnerable Lebanese in 75 selected PHCCs.



### PROJECT DISBURSEMENT



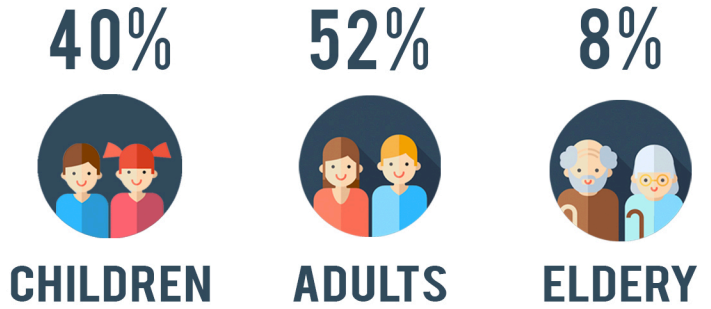
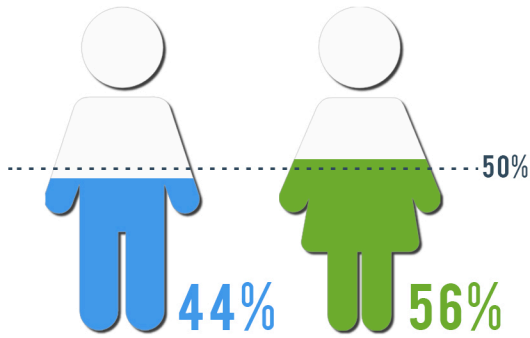
### BENEFICIARY ENROLLMENT





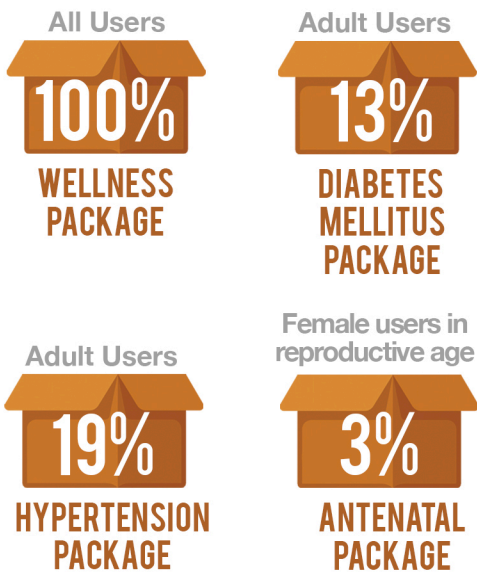
## USERS & DEMOGRAPHICS

Total actual users since project launch is ≈41,000, which is a 12x increase since 2016.



## SERVICES DELIVERED

### Package Uptake



### Utilization

(average number of visits per beneficiary per year)



## CHILD HEALTH

NUMBER OF CHILDREN IMMUNIZED

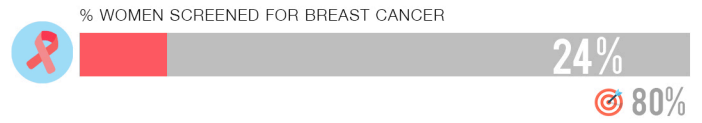
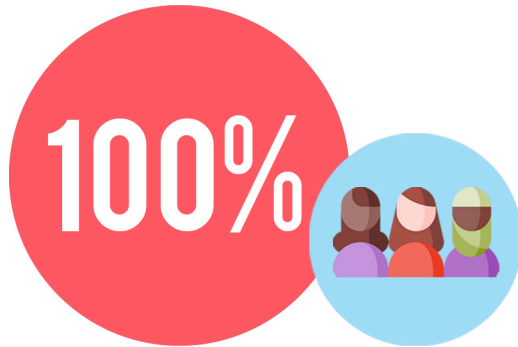


(children under 18 to 24 months of age, who have received all the essential vaccines as per the national calendar.)



## WOMEN'S HEALTH

% WOMEN ENROLLED  
IN WELLNESS PACKAGE

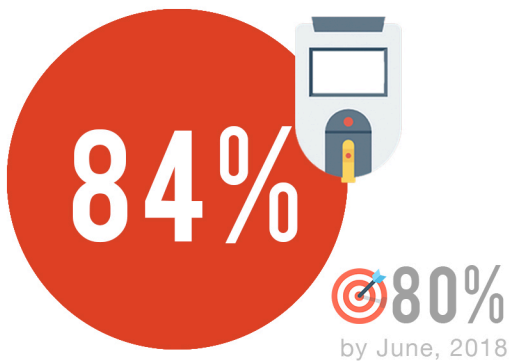


\* The MOPH is implementing multiple campaigns to improve the uptake of women's health services (breast cancer screening, cervical cancer screening..)



## NCD MANAGEMENT

% OF ADULTS  
SCREENED FOR NCD



DISCOVERY RATE  
HYPERTENSION



DISCOVERY RATE  
DIABETES



## USER SATISFACTION

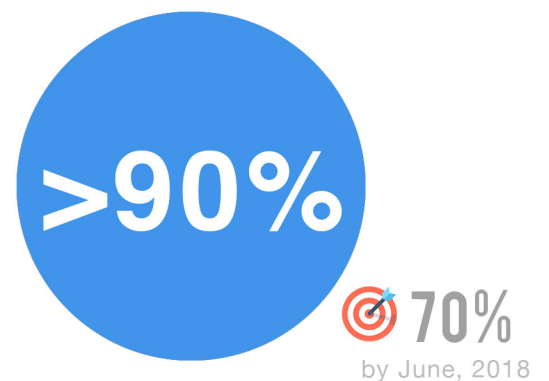
The project surveyed 1200 users in 2017.

★ Users reporting trust in doctor/nurse skills **>90%**

★ Waiting time **40 min**

★ Users reporting easy access to PHCC: **>80%**

USERS SATISFIED:





# GRIEVANCE REDRESS SYSTEMS

During 2017, the active engagement of beneficiaries through user satisfaction calls turned into a defacto uptake channel for grievances with 78% of grievances registered through this channel.

# OF GRIEVANCES ADDRESSED



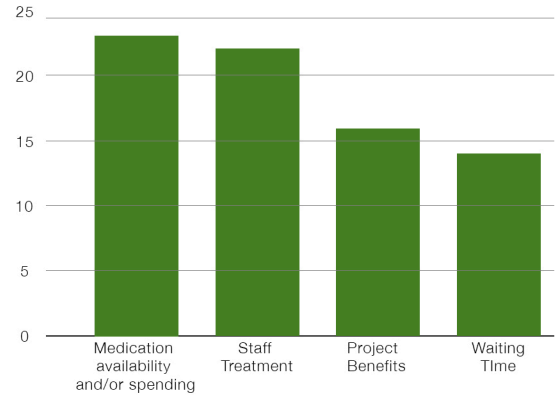
60

% OF GRIEVANCES ADDRESSED



80%

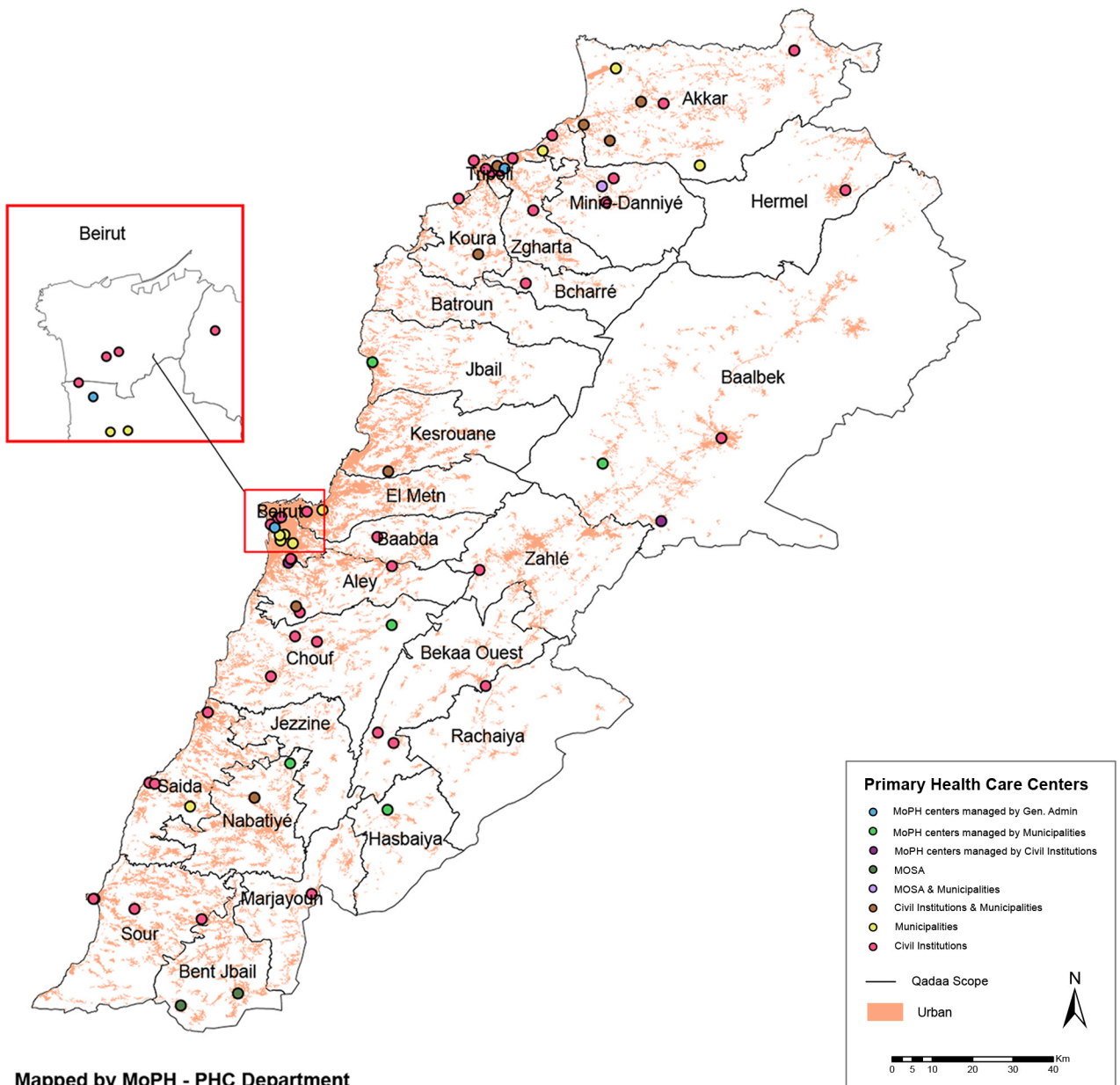
by June, 2018



Top 4 Grievances



# GEOGRAPHICAL DISTRIBUTION OF EPHRP PHCCS



Mapped by MoPH - PHC Department  
2017©