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.

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.
**Users & Demographics**

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

- 40% Children
- 52% Adults
- 8% Elderly

**Services Delivered**

**Package Uptake**

- All Users: 100% Wellness Package
- Adult Users: 13% Diabetes Mellitus Package
- Adult Users: 19% Hypertension Package
- Adult Users: 3% Antenatal Package

**Utilization**

(average number of visits per beneficiary per year)

1.9 VISITS

1.5 VISITS

*by June, 2018*

**Child Health**

- Number of children immunized: 3,532
- % Children fully immunized: 87%
- % Adolescents screened for obesity: 95%

(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

100%

% WOMEN SCREENED FOR BREAST CANCER

24%

% WOMEN RECEIVING 4 ANTENATAL CARE VISITS

28%

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

NCD MANAGEMENT

% OF ADULTS SCREENED FOR NCD

84%

DISCOVERY RATE

HYPERTENSION

5%

DIABETES

4%

by June, 2018

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:

>90%

70%

by June, 2018
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
112

% OF GRIEVANCES ADDRESSED
97%  
60

by June, 2018

Top 4 Grievances

GEOGRAPHICAL DISTRIBUTION OF EPHRP PHCCS

Mapped by MoPH - PHC Department
2017©