The Emergency Primary Healthcare Restoration Project (EHRP) is a project operating under the Primary Healthcare Department at the Ministry of Public Health. The PHC Department oversees a network of 228 PHCCs which deliver healthcare services to both host and refugee populations.

**Beneficiaries of the Primary Healthcare Network**

- **Approximately 280,000** Lebanese
- **Approximately 260,000** Syrians
- **Approximately 8,000** Others

**January - June, 2019**

The EHRP 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 was extended till end of 2019. The project aims to deliver a package of essential healthcare services to 150,000 vulnerable Lebanese in 75 PHCCs. As of Q2 2018 the project contracted all 75 targeted PHCCs.

**Project Disbursement**

- **$2,2M** in 2016
- **$3,0M** in 2017
- **$3,6M** in 2018
- **$5,6M** Undisbursed
- **$0,6M** Up to June 30, 2019
- **$9,4M (63%)** Total disbursements as of June 30, 2019

**Beneficiary Utilization**

- Syrian: 48%
- Lebanese: 51%
- Others: 1%

- Enrollees: 280,000
- Users: 260,000 Syrian, 122,557 Others

- By December, 2019: 150,000
- Total enrollees: 300,000

- By December, 2019: 100,000
- Total users: 360,000
**ESSENTIAL HEALTHCARE PACKAGES**

- **Diabetes Mellitus Package**
  - Adult Users: 36%
  - All Users: 56%
  - Elderly: 8%

- **Wellness Package**
  - Adult Users: 14%

- **Hypertension Package**
  - Adult Users: 20%

- **Antenatal Package**
  - Female users in reproductive age: 4%

---

**Package Enrollment**

- All Users: 100%
- Adult Users: 14%
- Female users in reproductive age: 4%

**Visits**

- **1st Visit**: 99%
- **2nd Visit**: 78%

- **1st Visit**: a bundle of services constituting initial screening which differ by package
- **2nd Visit**: a follow-up visit

---

**Child Health**

- **Children who had their vision screened**: 79%
- **Adolescents screened for obesity**: 94%
- **Anthropometry by weight classification**:
  - Underweight: 12%
  - Normal: 59%
  - Overweight: 19%
  - Obese: 10%

- **Children immunized by December, 2019**: 5,863
- **Children immunized by October, 2019**: 4,000

---

*Demographic, utilization and health indicators are computed among actual users*
WOMEN’S HEALTH

% WOMEN SCREENED FOR BREAST CANCER

40%
by December, 2019

NCD MANAGEMENT

% ADULTS (40+)
SCREENED FOR NCD

HYPERTENSION

91%
by December, 2019

DIABETES

90%
by December, 2019

MENTAL HEALTH

ADULT USERS
SCREENED FOR DEPRESSION

94%

Depression screening is a two-stage process. The above chart describes the results of users who screened positive in the 1st stage and were referred to the 2nd stage.

Mild
35%

Moderate
14%

Moderate - Severe
5%

Severe
2%

Minimal
44%
Users reporting easy access to PHCC >90%
Waiting Time 40 MIN
Users reporting trust in doctor/nurse skills >90%

The project surveyed around 3,000 users by June 30, 2019.

PATIENT SATISFACTION

GRIEVANCE REDRESS SYSTEMS

# OF GRIEVANCES REGISTERED

4,879

% OF GRIEVANCES ADDRESSED (within 3 days)

69%

Grievances recorded at the MoPH central uptake channels

ACCREDITATION

The Accreditation program founded in 2008 in collaboration with Accreditation Canada, aims at improving adherence to quality standards at the National PHC Network. The EPHRP supports the scale-up of the Accreditation program to the entire network (228 PHCCs).

Currently enrolled in the Accreditation Process

118 PHCCS

52 PHCCS

ACCREDITED

66 PHCCS

MOCK SURVEY