Progress Updates
The Project subsidizes Lebanese for an essential healthcare package & enhances access to Syrian Refugees into the Primary Healthcare Network. During 2017, almost half of the beneficiaries of the PHC network were Syrians.

More than 19,000 beneficiaries received the following health services during year 1 of the project:

**Enrollees**
- 7.4% are elderly (64+)
- 51% are females
- 19% are first time users of PHCCs

**Beneficiaries receiving services at the PHCC**
- 65% were screened for Diabetes & Hypertension
- 8% enrolled in Diabetes package; 12% enrolled in hypertensive package

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**RF Indicator** | **Yr 1 Target** | **Actual to date**
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Female Beneficiaries | 50% | 51% |
Utilization of services: Average number of visits per beneficiary per year | 1 | 1.6 |
Children Immunized | 1600 | 1926 |
Children immunized against polio | 1600 | 774 |
Health facilities contracted | 75 | 69 |
Health Personnel receiving Training | 250 | 650 |
Timely Transfer of funds | 3.5 months | 1 month
**Patient Experience & Satisfaction**

<table>
<thead>
<tr>
<th>Surveyed Parameter</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beneficiaries Surveyed</td>
<td>600</td>
</tr>
<tr>
<td>Patient Satisfaction Score</td>
<td>&gt;90%</td>
</tr>
<tr>
<td>Waiting Time at PHCC</td>
<td>&lt; 30 min</td>
</tr>
<tr>
<td>Beneficiaries reporting trust in their healthcare provider</td>
<td>90%</td>
</tr>
<tr>
<td>Beneficiaries Knowledge about Project Benefits</td>
<td>95%</td>
</tr>
<tr>
<td>Beneficiaries with Easy Access to PHCC</td>
<td>83%</td>
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</tbody>
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Active engagement of beneficiaries through the patient satisfaction phone calls turned into a de-facto channel for grievance uptake. 77% of grievances registered were registered through this channel.

**Grievance Redress Systems**

The project exceeded target for year 1 in terms of number of grievances registered (71 vs 30). It also exceeded targets in terms of % grievances addressed (97 vs 75).

- **Total Number of Grievances registered**: 71
- **% Grievances Addressed**: 97%
- **Average Time to Resolve Grievance**: 2.5 Days

The following chart shows grievances received by category:

- **Medication**: 16
- **Project Benefits**: 13
- **Waiting time**: 12
- **Staff treatment**: 9
- **Bureaucracy**: 5
- **Project design**: 4
- **Doctor availability**: 4
- **Other**: 2
- **Medical Error**: 1
- **Cleanliness**: 1

**Challenges & Mitigation Measures**

- **Weak culture for use of preventive services among poor Lebanese**

- **Slow process; tackled at the local level through PHCCs; outreach campaigns**

- **Inconsistencies in contact info in beneficiary database hindering ability to reach and enroll target beneficiaries**

- **Provide PHCCs with a margin for open enrollment for vulnerable Lebanese from their catchment area**

- **Poor documentation of medical data on the hard copy and electronic medical record**

- **Continuous on the job training; recruitment of public health officers for PHCC follow up at the level of the districts**