



## **ToR for development of nursing protocols for Human Call Hospital in Ein El Helweh Palestinian refugee camp in Lebanon**

### **Background**

Established in 1948 by the ICRC, Ein El Helweh is the largest Palestinian refugee camp in Lebanon with over 57,000 Palestinian refugees. The camp swelled to nearly 70,000, as a result of influx of refugees from Syria since 2011. The camp, with a surface of just one square kilometre, is located in the port city of Sidon in south Lebanon. Since 1969, the Lebanese security apparatus –or any Lebanese authority or government- is not authorized to enter Palestinian camps within the country. Internal security is provided by Palestinian factions and basic services such as health and education are provided by UNRWA. Civil life in the camp is organized by a myriad committee and a popular committee. After nearly 70 years, the camp has become overcrowded and is crippled with socio-economic inequities, limited access to higher education and a high unemployment rate.

The Human Call Hospital is the most “non-affiliated” facility and the facility with relative better capacities in terms of secondary health care in the camp. It receives regular donations for emergency surgical activities from ICRC since 2015. The hospital is located in between two conflict zones. It provides 24/7 service, with an outpatient department, emergency and surgical capacity, with a total of 19 beds.

In order to decrease avoidable mortality and morbidity by ensuring safer stabilization and smoother transfer of emergencies to more advanced facilities; in March 2017, a consortium composed of ICRC, Canadian Red Cross (CRC), and Qatar Red Crescent Society (QRCS), conducted a joint assessment to evaluate the emergency services in the Human Call Hospital and concluded that there are many gaps in different sectors affecting quality of care especially during emergencies. Based on the results of this assessment a list of recommendations and interventions were proposed to be implemented by different partners through a phased approach.

Technical training of staff on certain skills and procedures, and developing protocols describing details of management of various cases of clinical emergencies; were identified as 2 of main priorities. Canadian Red Cross has agreed to support the rolling out these interventions and to secure all necessary financial and expertise resources. Given the fact that currently there are actors who are interested and started to support staff training in the targeted hospital, Canadian Red Cross will coordinate with all partners that involve with HC. As a first step, to achieve the development of ER clinical protocols, a field scoping mission was conducted in September 2018.

A team of 3 consultants from CRC conducted a one-week mission in Lebanon to design the framework of the required clinical protocols to manage common ER cases in the hospital. To complement the work achieved in the first stage, the consortium is planning to develop other necessary protocols that are essential to provide quality care in the hospital including protocols / procedures on sterilization and infection control, waste management, and nursing procedures.

## Objectives

The recruited expert will lead the process of devising a document summarizing all necessary protocols to manage sterilization and infection control, waste management, and nursing procedures in the Human Call Hospital. These protocols will take into consideration the capacity of the hospital in terms of human and non-human resources and minimum standardizations of care in Lebanon as well. In addition, the expert, after the finalization of the protocols, will train the nurses of HC hospital on sterilization, waste management, infection control and nursing procedures based on the gaps identified during the protocol development.

## Duration

2 months

## Expected starting date

May 2019

## Location

Beirut & Ein El Helweh Camp in Sidon, Lebanon

## Qualification

Canadian Red Cross with close support from ICRC and Human Call Hospital staff will be looking for a qualified expert with very good experience with nursing procedures and good knowledge about RCM. The preferred profiles would be an expert who has:

- Completed nursing degree (BS) from accredited university, Master degree will be an asset;
- 3-5 years of relevant experience in the hospital work environment with good knowledge about national and international nursing protocols;
- Fair exposure and knowledge about sterilization and infection control and waste management protocols and ER and inpatient nursing procedures within the country;
- Experience in training of health workers and good facilitation skills
- Knowledge of the Red Cross Movement and humanitarian principles;
- Demonstrate understanding of clinical practice and essential quality assurance measures in poor-resource settings;
- Strong oral and written skills in English and Arabic languages,

- Strong communication and organizational skills, ability to work effectively as a team member, flexible, energetic;
- Accept traveling and working in Ein Helweh Camp.

## Description of the process

The nursing expert will be working independently with clinical and admin staff of the Human Call Hospital to finalize the document summarizing all necessary protocols and procedures to manage sterilization and infection control, waste management, and nursing procedures in the Human Call Hospital in efficient and professional way. The process to achieve the goal of developing the protocol document will include:

1. Review all existing guidelines, SOPs, and materials available at the hospital;
2. Meeting with clinical and admin staff at the hospital to understand better the status quo of the care in the hospital and main challenges and obstacles to deliver quality care;
3. Identify all reference materials that could be considered for developing the protocols including MoH guidelines;
4. Draft protocols covering essential elements to manage sterilization and infection control, waste management, and nursing procedures (ER and OT) in the Human Call Hospital considering common practices and minimum standard of care;
5. Present the document to the Human Call staff and collect feedback about its practicality;
6. Define necessary skills that are essential to be capable to implement these protocols and propose pertinent trainings accordingly;
7. Give an orientation on the above-mentioned protocols to 1 or 2 selected nurses from Human Call hospital
8. Train the HC nurses, about 19 nurses, on sterilization, waste management, infection control and nursing procedures

During this mission, the nursing expert should keep the CRC Regional Health Delegate in Beirut and GHU posted in Ottawa with all updates, challenges, decisions, and progress of this process.

## Deliverables

The assigned expert will have to develop a workplan, in collaboration with Human Call, breaking down the activities and indicating specifically in which days he/she will visit the Ein El Helwe camp. The workplan will have to be shared and approved by CRC and ICRC.

The assigned expert will be responsible to provide a soft copy of the final document summarizing all targeted protocols, integrating and considering all comments and feedback from different partners within 2 weeks after the end of the mission. This document includes:

- 1) Sterilization and infection control protocol;
- 2) Medical waste management protocol;
- 3) ER, OR and inpatient nursing protocol.

The expert will also provide a report of the orientation mentioned in point 7 of the section “Description of the process” and will participate to one of the trainings that the trained HC nurses will give their peers.

Finally, the expert will also provide a full training report related to the trainings mentioned in point 8 of the section “Description of the process”

## Responsibilities

### *I. Canadian Red Cross (CRC)*

1. Draft a ToR summarizing details about objective and processes of the mission;
2. Identify, in collaboration with ICRC and HC staff, the qualified expert to handle this task;
3. Brief the assigned professional, in person or over phone, about the mission and RCM in general;
4. Arrange all necessary logistics for the transportation to Saida. Transportation to enter Ein El Helweh camp and within the camp will be ensured by ICRC.
5. Coordinate with all stakeholders on the ground (ICRC, HC Hospital, local academic institution, PRCS and IFRC) about all details of the mission and define roles and responsibilities of each partner.

### *II. ICRC*

1. Coordinate and closely follow up with CRC Regional Health delegate and HC Hospital staff about the whole process of the mission;
2. Provide security briefing for the expert about the security situation in Ein El Helweh camp in particular;
3. Secure all necessary security permits, if needed, to facilitate travel of the expert to/from the camp;
4. Ensure transportation to enter Ein El Helweh camp and within the camp to the expert and eventual other CRC staff.
5. Set up a meeting at the beginning of the mission involving all pertinent stakeholders for introductions, define the objectives, roles and responsibilities of each partner and timeline;
6. Set up a meeting at the end of the mission to summarize the output/outcome and agree upon final steps and follow up process;
7. Follow up with HC hospital after end of the mission about implementation and securing all necessary requirements to implement these protocols.

### *III. Human Call Hospital*

1. Provide all support required to facilitate the mission of the expert to develop targeted protocols;
2. Assign focal points for technical and non-technical issues to communicate with the expert during the mission;
3. Help in arranging meetings with clinical and non-clinical staff in the hospital to collect all necessary information about practice in the hospital;

4. Ensure that the hospital staff work closely with the expert to make sure we develop very practical and feasible protocols that don't breach any quality of care standards;
5. Select one or two nurses from the hospital to undertake a ToT related to the developed protocols.
6. Orient and provide information to the expert about available resources in the country in respect to training programs or courses, trainers, and level of collaboration between different academia and any previous effort to improve quality of care in the hospital;
7. Ensure that the HC hospitals staff in collaboration with the expert propose the best solutions to address the issues related to improve the quality of care in HC hospital.

### **HOW TO APPLY:**

All interested parties should submit their CV, references and financial proposal to [CRCLOG.OTTAWA@redcross.ca](mailto:CRCLOG.OTTAWA@redcross.ca) no later than midnight EST on 03 May 2019.

Candidates must be Lebanese citizens.

Candidates must have a Business Number or Tax Number, Personal & Professional Liability Insurance and provide information on whether they are an organization or a sole proprietor..