

Providing access to health and care services



URCS PARTNERSHIP MEETING, 20-21 MARCH, KYIV, UKRAINE



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- Programs for the treatment and prevention of TB and HIV / AIDS
- Development of Home care services

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IV. Activities and capacity of Psychosocial support

V. Strategic Plan 2018-2020 and indicators of success

VI. Support of partners requires



EXPERIENCE

During 55 years NS actively provides support in medical and social areas through the URCS Patronage service system

There is an experience of Mobile Medical Diagnostic Units activities during the response for Chernobyl catastrophe

At the end of 2016 State financial support for the URCS Patronage nurses was stopped. Since then, searching for new approaches became the high priority.

Till 2017 the net of URCS centers and offices, where social and medical services were provided, was present in every URCS branch

With the support of the URCS partners the needs of more than 200 thousand people in Health and Care sphere were covered during 2017



I. VISITING NURSE SERVICE

The support of Patronage activities in cooperation with local authorities having an aim to provide possible assistance to lonely elderly people from the vulnerable population (31 positions support – local budget, 102 positions – partnership cooperation).

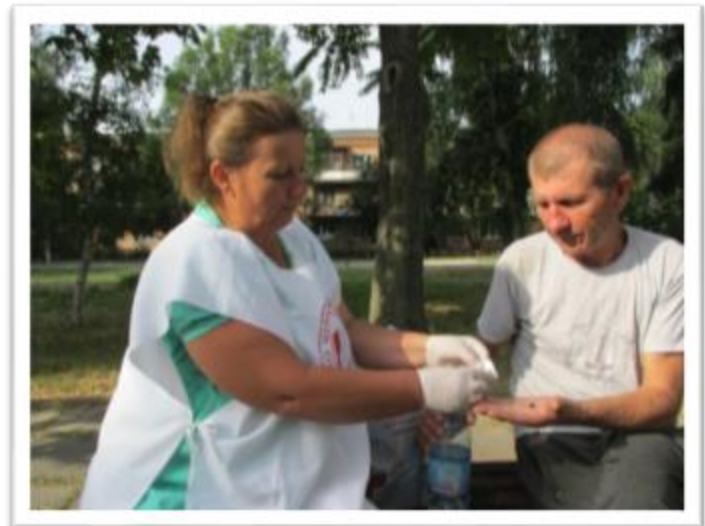
In 2017 the Visiting nurses are partly involved in implementation of TB and HIV programs

Advantages and achievements: Staff (nurses) have knowledge and practical positive experience of work with beneficiaries with TB and HIV

The indicators of successful patient management at the outpatient stage correspond to the indicators provided for by the project requirements.

Developed relevant set of documents, which is required for the cooperation with partners, work with beneficiaries, reporting system

Established contacts with the phthisiatrician service and non-governmental organizations.



TB and HIV Activities

2 TB projects

- “Strengthening the system of providing quality ambulatory care to patients with MRTB by providing the best possible medical, social and psychological services and forming adherence to treatment” (24 regions, Kyiv city; since 2018 – 6 regions)
- «TB challenge» (Kyiv, Mykolaiv, Odessa, Poltava, Kharkiv, Lviv regions)

2 HIV/AIDS projects

- «Regional initiative» (Vinnitsa region)
- HIV/AIDS prevention, rapid testing (Zaporizhia region)

Capacity

- **Staff** (nurses) / knowledge and positive experience of dealing with the TB patients
- **Indicators of successful patient management** in the outpatient stage correspond to the indicators foreseen by within the projects
- **The actual package of documents** required for cooperation with project partners, patient management and reporting
- **Contacts** with the phthisiatrician service and non-governmental organizations

Next important steps in development:

- ✓ Strengthening cooperation with related organizations within the country;
- ✓ Study of opportunities and attraction of financial resources of local budgets to support the local projects on medical, social, psychological support of TB patients, HIV / AIDS;
- ✓ Providing trainings for personnel involved in work with patients to prevent professional burnout
- ✓ Strengthening the human resources capacity of regional organizations to increase activities in the field of prevention and control of TB, HIV / AIDS

Main partners – USAID under cooperation with PATH, Global Fund under cooperation with Alliance for public health, French and American Red Cross



Home Care

Our achievements (April – December 2017):

- Funding source: ICRC;
- Pilot regions: Donetsk region, Lugansk region;
- 44 home-visiting nurses provide social care and hygiene services to 268 beneficiaries;
- Standard services set was developed;
- Basic standards for categorization of beneficiaries and recommendations for service provision were developed;
- Preliminary assessment of needs of potential beneficiaries was conducted and verified beneficiary database was created;
- Procedure of nurses salary payment was developed (based on hours spent providing services for each beneficiaries category);
- Mid-term work meeting regarding project implementation was conducted with involvement of home-visiting nurses;
- Home-visiting nurses are provided with sanitary protection means;
- First pilot training for home-visiting nurses “PSS component in HVNS work” was conducted.



Main partner: ICRC



Medical and social activities. 2017

Home Care

Our aims for 2020:

- Diversification of funding sources;
- Expansion of project geography;
- Ensuring sustainability of activities through establishment of paid services for solvent population, as well as paid trainings for professional caregivers and for population, who wants to take care of their relatives on their own.



Medical and social activities. 2017

Home Care

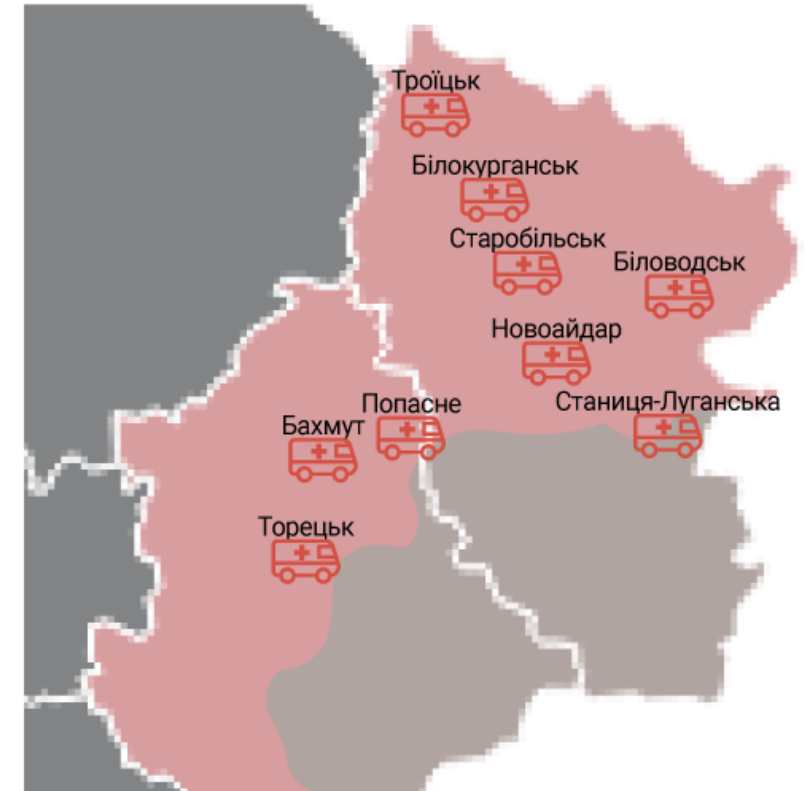
Required steps:

- Assessment of local communities needs and of home care & treatment services market;
- Standardization of provided services and requirements for nurses qualification according to market needs;
- Strong cooperation with local authorities and Ministries of Health and Social Care;
- Development of unified standard for activities implementation on regions level;
- Involvement and development of volunteering component in home care & treatment as key for sustainability;
- Financial support for kick-off activities to launch services at the level of a separate region in order to attract several sources of funding and establishment of paid services.



III: MOBILE HEALTH UNITS

- 33 thousand people got assistance from doctors of MHUs in Donetsk (12 locations - 1580 beneficiaries) and Luhansk regions (129 locations - 31638 beneficiaries)
- Complementary approach to the URCS activities organization
 - ✓ Each MHU is well-equipped, and highly professional (experienced doctor, two nurses and a driver)
 - ✓ Security - in cooperation with the ICRC sub-delegations
 - ✓ Cooperation with primary health care centers of regional and district subordination and promotion of regional health departments



Main partners – IFRC, ICRC, Austrian RC, Finnish RC

Activities and Capacity MHUs



- MHU provide diagnostics and general therapeutic assistance to people living along the front line, suffering of the conflict and having the limited access to the regional medical services.
 - MHUs routes are developed in cooperation with ICRC
- Highly qualified doctors and nurses provide diagnostics with portable ECG , ULTRASONIC, blood sugar measuring techniques, offer pharmacy and therapeutical treatment and consult patients.
 - Cooperation with health department on the local level
 - Today 4 MHUs work in conflict zone (1 MHU is supported by Finish RC in Donetsk region, 3 are in Lugansk with the support of Austrian RC.
 - Each team provides assistance for 15-30 people every day

MHUs: necessary steps

- Support of activities of MHUs with the aim to cover the most acute needs in access to medical services and medicines for affected from the armed conflict population.
- Amendment of regulatory base for MHUs work organization
- Increasing the cooperation with local health authorities
- Conducting the trainings, which provide the staff with absolutely new professional level and technical skills.



OUR ROLE TODAY: PSYCHOSOCIAL SUPPORT

- Developing and implementation of psychosocial support methodology for emotional and psychological restoration of the population; improving the ability of people to cope with difficulties.
- Attracting and training of new volunteers to provide high-quality psychosocial support
- Developing and implementation of the Support System for employees and volunteers
- Target group: people affected by conflict, other vulnerable categories, local communities





ACTIVITIES AND CAPACITY FOR TODAY: PSS

- Active provision of PSS to I VPO, demobilized and members of families of demobilized / deceased servicemen
- Community psychosocial support: **support groups, family events, visits to hospitals and rehabilitation centers, art classes, seminars, recreational activities, trainings and other kinds of psychoeducation**. Training System for children implementation in order to increase their **emotional stability**.
- Training and support of staff and volunteers
- Providing of PSS services to IDPs, discharged servicemen's and members of their families
- Active use of «**Safety Spaces**»
- Volunteers and staff have broad experience in PSS and strong communication with governmental organizations and NGOs, which makes easier to organize PSS activities and attract new beneficiaries
- Involving local communities and different vulnerable groups to PSS activities in order to achieve better social cohesion



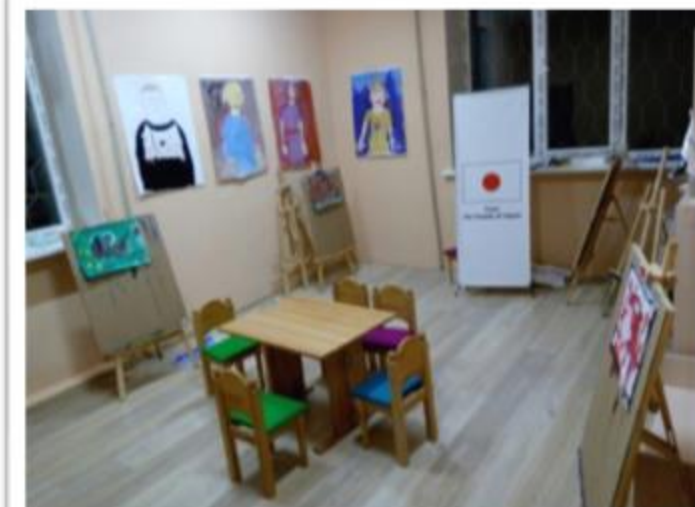
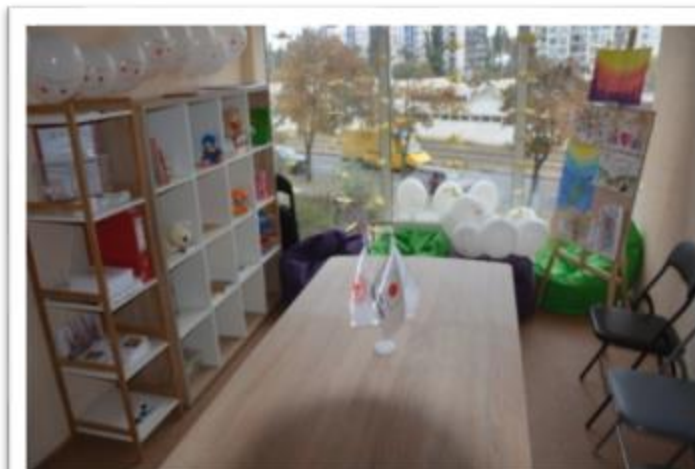
Implementing **social activities** in different communities



ACTIVITIES OF PSS UNIT TODAY

Safety Spaces – Centers of psychosocial support

- Kyiv region - 4 rooms
- Kherson - 3 rooms
- Odessa - 2 rooms
- Kyiv city - 4 rooms
- Poltava - 2 rooms
- Zhytomyr - 1 room
- Chernihiv - 1 room
- Kropivnitsky - 1 room
- Mariupol - 1 room





ACTIVITIES OF PSS UNIT TODAY

From January to November 2017, psychosocial support services have been provided to:

- 3 985 children from IDP's families
- 3 257 IDPs
- 3 253 members of families of discharged servicemen's
- 2 190 discharged servicemen's



Main partners: International Federation, the Government of Japan, the British, Finnish and Danish Red Crosses





DEVELOPMENT OF PSS UNIT - GOALS for 2020

Role of PSS Unit

- Psychosocial support of the community, capacity building of the community, psychological recreation and assistance for social cohesion
- Increasing resilience of vulnerable groups
- Informing the public in pressing issues of mental health (in order to decrease stigma and improve public awareness of psychological problems and finding solutions)
- Developing an effective support system for staff and volunteers of the Society

Services

- An appropriate psychosocial support is the Society's course of action which is implemented according to a single standard in all the regional organizations
- PSS and First Psychological Aid trainings are provided in all regions
- Psychosocial Support Services are provided by volunteers in all regions
- Providing of First Psychological Aid
- Effective monitoring and feedback from the beneficiaries
- Referral system is established



WHAT SHOULD BE DONE? SUPPORT OF PARTNERS

- Developing Psychosocial Support Service as one of major courses **in every regional organization**
- Developing PSS unit is resilient, operational and independent in each regional organization
- **Capacity building** of the newly created PSP Unit.
- **Educating trainers** for providing first psychological aid and psychosocial support
- The database of psychosocial trainers is developed
- Implementation of a **system for monitoring and quality evaluation** of psychosocial services provided
- Developing an effective and transparent **communication system** between organizations, volunteers and beneficiaries
- Establishing the **"Safety Spaces"** and providing a constant source or developing partnership in order to fill and maintain the material and technical basis for Psychosocial Support Services
- **A resilient system of permanent education and knowledge management**, support and encouragement of staff and volunteers, providing organizational, methodological maintenance and exchange of experience.



IMPLEMENTING ACTIVITIES IN RED CROSS CENTERS

To develop the Red Cross Centers network we are:

- Working in close cooperation with local authorities to identify urgent medical and social assistance and psychosocial support needs, and mobilizing resources to cover these needs;
- Improving the quantity and quality of our psychosocial support services, developing long-term projects delivered by staff and volunteers;
- Continuing to strengthen the National Society's capacity to carry out prevention work for infectious and non-communicable diseases; promoting a healthy lifestyle;
- Providing first aid training across the population, developing further activities of the First Aid School;
- Mobilizing Mobile Health Centres to satisfy urgent needs in medical, social and psychosocial areas;
- Promoting unpaid blood donation;
- Contributing to the construction of social cohesion in order to prevent discrimination and promote the culture of non-violence and peace in the society.

Indicators:

- Cooperation and communication with local self-government and executive authorities are carried out continuously at an appropriate level;
- Psychosocial support programs and activities are developed and available as services of Red Cross Centers;
- Needs assessment system is effective and adequate to the tasks identified;
- Disease prevention programs are uniformly implemented across the network;
- First Aid School is developed structurally and methodologically; the operation is carried out as a service of Red Cross Centers, covering and satisfying the needs of beneficiaries and trainees;
- Mobile centers' operation in the field of medical, social and psychosocial support depending on needs is ensured;
- Unpaid blood donation levels are implemented and maintained through the Society's volunteers, and staff at all levels support and implement URCS blood donation promotion activities.
- Social cohesion is one of the main activities of the Society.





Більше про нас:

redcross.org.ua

Ми в соціальних мережах:



[/redcrossukraine](#)