1. **PROJECT DETAILS**

Complete the following table with respective project details (copy-paste as appropriate from last report):

|  |  |
| --- | --- |
| **Project Number** | P3589 |
| **Project Title** | CBM-BCH ENT Project |
| **City/ Country/ Region** | Lusaka/Zambia/Southern Africa |
| **Project Duration** | 1 year |
| **Total approved budget amount (in EUR)** | 845,292 |
| **Total budget expenditure amount (in EUR)** |  |
| **Name of Contractual Partner** | Beit Cure Hospital (BCH) |
| **Other Implementing Partners** | None |
| **Report contact person at Partner / Project** | Steven Chishimba |
| **Date of report submission** | 13th of January, 2023 |
| **Report contact person at CBM** | Malilwe Malilwe Program Officer- CBID |

1. **NARRATIVE REPORT**

## **To what extent were the Objectives achieved?**

**Overall Objective: Strengthened ENT Services in Zambia that contribute to an improved quality of life of persons with hearing impairments and their families.**

*Indicator 1:* Number of accessible and affordable ENT services provided within Lusaka province.

*Target:* 18,448.

During the period under review (1 year), the project successfully achieved 113% on its set target equivalent to 20, 840 consultations provided to beneficiaries. The period was characterized by a slowdown in the prevalence of COVID 19 cases and an increase in the uptake of COVID 19 vaccines which created an avenue for public events and engagements to be unlocked thereby enabling better implementation of project activities.

*Indicator 2: Strengthening ENT, Audiology and Speech Therapy services in the Zambian Health System.*

The hospital through the project remains a prudent partner to the Zambian Ministry of Health in providing quality ENT services as evidenced by the 20,840 consultations provided to underserved communities in Zambia. It since piloted the expansion of services to Muchinga Province which proved successful as it was established that Ear and Hearing care services are still lacking outside of the line of rail and the burden of disease continues to be high in those underserved provinces. With continued collaboration with the Ministry of Health, through programmatic partnerships in International Commemoration events such as World Hearing Day, and through field-based activities such as outreaches we remain a world class service provider in Ear and Hearing Health supporting the Zambian Health System.

*Indicator 3: Improved and effective operational management of the ENT clinic.*

Overall, the hospital through the project successfully managed to have a robust operational and programmatic system that has contributed to its 113% achievement rate. The Hospital through the project has an established Mobile Outreach clinic programme that has since expanded its services to provide follow up treatment to clients to continue to provide high quality health care support. Driven by a robust M&E system that continuously provides feedback towards the project team to ensure effective project implementation and lesson sharing mechanism.

**Specific Objective: Provide comprehensive, accessible and affordable ENT clinical and surgical services as well as audiological services for people with hearing impairment.**

*S.O Indicator 1: Number of effective consultations that lead to appropriate treatment of patients.*

*Target: 17,968*

The Hospital through the project successfully achieved 111% on this target (19,889) during the period under review as the indicator of the successful achievement of its strategic objective. The achievement of this objective was attributed to the successful strategic leadership and the consistent dedication of the project and Hospital staff.

*S.O Indicator 2: Number of quality surgeries with good medical outcomes.*

*Target: 480*

BCH through the project successfully achieved 198% on this specific objective during this period and this was made possible due to the provision of 2 part-time ENT specialists who dedicated themselves reducing a patient backlog that had been created as result of the continuous closure of the ENT clinic in 2021 due to the COVID 19 pandemic.

# **To what extent were the planned Results achieved or not during the reporting period?**

**Result Area 1: ENT (diagnostic and surgery) and rehabilitative services (audiology and auditory-verbal therapy) provided to a larger number of patients.**

During the period under review, the Hospital through the project successfully achieved 113% on this result area, providing consultations to over 20,000 clients throughout the year. The hospital through the project was privileged to also participate in this year’s Otology week held between the 9th and 15th of July in which the Hospital received visiting ENT surgeons from the University of Brighton, UK who provided technical training in Temporal Bone Dissection as well as Audiology Capacity building. The project also observed an increase in Audiology consultations that translated to more referrals made to the Speech therapist directly leading to more consultations provided. The hospital continued to leverage its efforts from the positive outlook it has established because of the support it has continuously received from CBM. The positive outlook has helped the hospital to establish that more caregivers and parents have increased knowledge levels on hearing challenges and speech and communication disorders in their children.

**Result Area 2: Strengthening ENT, Audiology and Speech Therapy services in the Zambian Health System.**

The hospital through the project was able to collaborate with various partners during commemoration events such as World Hearing Day and on Media platforms to enhance its visibility and raise awareness on Ear and Hearing Care. The office of the National ENT Coordinator at the Ministry of Health remains a critical office of collaboration that helped strengthen Ear and Hearing Care in Zambia. The project plans to conduct a stakeholder workshop in Q1 of 2023 where feedback from the just ended national ENT strategic plan shall be provided as well as the presentation of the prevalence survey findings. It is through this workshop that the project hopes that we shall be able to gather adequate feedback that shall help the Ministry of Health develop a new National ENT Strategic Plan.

**Result Area 3: Improved operational capacity and efficiency of the ENT Clinic at the Beit Cure Hospital.**

During the period under review, the Hospital through the project successfully managed the day-to-day affairs of the ENT, Audiology and Speech Clinic with a dedicated staffing. The team were able to adequately provide all the needed support to ensure that clients ENT health needs met. During this period, the project successfully compiled and submitted 4 narrative reports which included:

* Q 1 and Q 3 Quarterly Narrative Reports
* Semi-Annual Narrative Report
* Annual Narrative Report

For the year ending 2021, the project was able to submit its financial audited statements (Report) to CBM done by Client Focused Solutions and we remain appreciative of CBM’s continuous support towards our work through the Project extension for this project. During quarter 1 of 2023, the 2022 financial audited statements shall be underway (in Q 1, 2023) with a report to be shared within the subsequent quarter.

# **What key Activities were implemented and what Activities were planned but not implemented in the reporting period?**

|  |  |  |
| --- | --- | --- |
| Key Activity No. | Activity Name | Status, achievements, no. of beneficiaries. |
| **Result Area 1: ENT (diagnostic and surgery) and rehabilitative services (audiology and auditory-verbal therapy) provided to a larger number of patients.** | | |
| 01.01 | Conduct ENT Consultations | The hospital through the project successfully achieved 122% on this activity area bolstered by the increased number of clients that visited the hospital. With an upscale in services to 30% as evidenced in the strategic plan translating to an upscale of our outreach services, this has positively translated to enhance the image of the hospital. This has subsequently led to an increase in the outpatient traffic. |
| 01.02 | Conduct Community Outreach Consultations | The Hospital through the project successfully achieved 99% under this activity area. This was a positive achievement with respect to the ongoing pandemic that posed a threat to community engagement meetings. We however rode on our ability to supplement the Ministry of health’s efforts in raising awareness on COVID 19 and the distribution of masks to provide quality ENT consultations. |
| 01.03 | Conduct School Screening Consultations | During the period under review, the project achieved 48% on this activity area. Our low performance unfortunately was anticipated as the constant closure of schools to safeguard school learners from COVID meant we could not conduct school screening ENT consultations with the consistency required. The project however ensured that the opportunity to provide quality ENT services including the provision of hearing aids to children who would benefit from them in a learning environment was maximized. |
| 01.04 | Conduct Audiology Consultations | The project successfully achieved 145% on this activity area. The increase in the outpatient flow directly affected out Audiology consultations positively and the supplementary Ear and Hearing prevalence survey consultations contributed to the high performance. Our EHC programme has gained significant traction and publicity in Zambia as evidenced by the increased number of walk-in clients and an increase in those clients receiving rehabilitation services. |
| 01.05 | Conduct ENT Surgeries | The project continued to provide life-changing Ear and Hearing Care Surgeries for children with ENT related disabilities. The project successfully achieved 198% on this result area. Towards the end of the year 2021 the hospital did not have a full time ENT specialist until the turn of the year. Between January and September, 2022, the hospital engaged 2 part-time ENT specialists who intensified their workload which subsequently led to an increased number of ENT surgeries. The backlog of clients from 2021 because of COVID also propelled the ENT specialist undertake more surgeries and provide high quality surgeries to children. |
| 01.06 | Conduct Speech Therapy Consultations | During the period under review, the project successfully achieved 139% on this result area. Our high performance was bolstered by an increase in the number of speech therapy referrals made from Audiology of children who received hearing aids. An increase in the awareness levels of the public on Ear and Hearing Care services has translated to more walk-in clients visiting the speech therapy clinic with children with speech and communication disorders. We remain with a fully dedicated speech therapist providing quality SLT to children. |
| 01.07 | Dispense Hearing Aids to the Hearing Impaired | This activity is anchored by the number of audiology consultations provided to children and adults present as candidates of hearing aids. We successfully dispensed 367 hearing aids from a target of 240 resulting in an achievement of 153%. The hospital continued to observe that the elderly (above 60 years of age) and children below the age of 10 are key populations that have benefited from the hearing devices. We anticipate an increase in rehabilitation services because of more hearing aids dispensed. |
| **Result Area 2: Strengthening ENT, Audiology and Speech Therapy services in the Zambian Health System.** | | |
| 02.03 | Support and facilitate for the development of the new National ENT plan (2022-2026). | Under this activity area project commenced placing an advertisement to solicit the services of a consultant to support a situational analysis and outcome evaluation of the National ENT Strategic plan. The procurement was finalized, and a consultant was selected to undertake the outcome evaluation. The first draft was submitted and subsequently shared with Beit Cure and the National ENT Coordinator who provided feedback on the report. A stakeholder workshop has been planned for quarter 1 of 2023 were feedback from the just ended national ENT strategic plan shall be provided as well as the presentation of the prevalence survey findings. It is through this workshop that we hope that we shall be able to gather adequate feedback that shall help the Ministry of Health develop a new National ENT Strategic Plan. |
| 02.04 | Collaborate with other DPO's and other stakeholders to enhance hearing impairments in Zambia. | The hospital through the project was able to collaborate with various partners during commemoration events such as World Hearing Day and on Media platforms to enhance its visibility and raise awareness on Ear and Hearing Care. The project was in the process of finalizing a documentary on Ear and Hearing Care which shall air on various media platforms for awareness raising.  The project continued to collaborate with organizations such as ZAFOD, Special Schools for the Deaf to help in child placements of children with hearing impairments. The office of the National ENT Coordinator at the Ministry of Health remains a critical office of collaboration that has helped strengthened Ear and Hearing Care in Zambia. |
| **Result Area 3: Improved operational capacity and efficiency of the ENT Clinic at the Beit Cure Hospital.** | | |
| 03.01 | Prepare and submit high quality project quarterly and narrative reports. | The hospital through the project successfully submitted 3 narrative reports and this report represents the final annual narrative report for the year and the project 1-year extension. Feedback from reports has been provided to help in programmatic improvement and strategic leadership which has resulted in the successful achievement of the project objectives and goal. |
| 03.02 | Conduct Annual Financial Audit for the project. | During this period the hospital conducted its annual audit in the first quarter of 2022 for the Fiscal year ending 2021. The audit was undertaken by a local Zambian audit firm called “Client Focused Solutions Limited” who submitted an Audit Report to Beit CURE Hospital and CBM. The report findings were accepted with recommendations made to Beit CURE to improve its financial management systems and processes for better accountability of project funds. The 2022 annual audit is scheduled for the first quarter of 2023. |
| 03.03 | Strengthen and improve M&E tools, systems and strengthen data management. | During this period, the hospital through the project successfully deployed an Electronic Medical record system to aid’s the storage and use of vital Health Information of all the clients that visit. The system was still being piloted with the possibility of scaling it in 2023 to full use. The system is already demonstrating great benefit in the monitoring and management of health information. The hospital is also on a journey to gaining SafeCare Accreditation as a high-level patient and safety provider. The project has leveraged strengthening data quality on this accreditation journey and processes and system have been put in place to continue to provide quality services to all clients that visit the hospital. |

## **Activity Forecast (only for ANR)**

|  |  |  |
| --- | --- | --- |
| **Result Area 1:** | | |
| Activity | 01.01 | Conduct BCH Clinic Ear and Hearing Consultations ***(Salaries, Equipment, and Supplies).*** |
| Activity | 01.02 | Perform successful ENT Surgeries at Beit CURE Hospital ***(Salaries, Equipment, Supplies, Patient support towards surgery cost)*** |
| Activity | 01.03 | Conduct ENT consultations during community, school screening outreaches in Lusaka, Central & Southern Provinces (***Accom, Meals, Transport, Mileage Claim, Consumables, Awareness & Sensitization)*** |
| Activity | 01.04 | Conduct Audiological Consultations ***(Salaries, Equipment, Supplies & Calibration).*** |
| Activity | 01.05 | Conduct Speech therapy consultation services ***(Salary, Equipment, Supplies).*** |
| Activity | 01.06 | Provide hearing aids and support to the hearing-impaired in Lusaka, Central and Southern Provinces. |
| Activity | 01.07 | Provide sponsorship for one Audiology Technician to pursue a Diploma Training in Audiology at the Queen Margaret University, Edinburgh ***(Tuition Fees and Books).*** |
| Activity | 01.08 | Provide support towards strengthened and improved ENT referral system between BCH and other health Institutions in Lusaka, Central & Southern Provinces. |
| **Result Area 2:** | | |
| Activity | 02.01 | Undertake structural improvement works at the patient receiving and waiting bay to enhance overall patient care and safety. |
| Activity | 02.02 | Partitioning of the ENT outpatient clinic to improve on patient privacy in the assessment area and specimen taking spaces. |
| Activity | 02.03 | Setup a High Dependency Unit (HDU) in the Children’s Ward to provide high-level care to patients who requiring additional care beyond the standard ward. |
| Activity | 02.04 | Provide an accessibility walkway from the entrance gate to the client receiving bay. |
| Activity | 02.05 | Enclosing walkways to provide safety during movement of patients between the ward and operating theatre. |
| Activity | 02.06 | Construction of Audiometric Booth ***(Construction Labour Charge, Purchase of material)*** |
| **Result Area 3:** | | |
| Activity | 03.01 | Conduct ENT consultations during community, school screening outreaches in Central & Southern Provinces (Accommodation, Meals, Transport, Consumables, Awareness & Sensitization)***.*** |
| Activity | 03.02 | Working with the University Teaching Hospital (UTH), conduct a pilot hearing screening in new-borns and infants **(Allowances, Transport, Bio-Statistician, Consumables & Ethics Approval).** |
| Activity | 03.03 | Conduct a 10-day training of 10 CHWs in Primary Ear and Hearing Care to strengthen and mainstream EHC services within Lusaka District ***(Accommodation, Meals, Transport Refunds, Stationery, Hall Hire, Otoscopes and* Facilitation Fees).** |
| Activity | 03.04 | Conduct training of 15 Mother and Child Health (MCH) Nurses from Central Province as Speech Therapy Assistants (STA) - ***Accom, Meals, Transport Refunds, Stationery, Hall Hire and Facilitation Fees*** |
| Activity | 03.05 | Conduct follow-up refresher training of the 15 STA a year after their initial training ***(Accom, Meals, Transport Refunds, Stationery, Hall Hire and Facilitation Fees)*** |
| Activity | 03.06 | Conduct training of 60 mother and child/paediatric nurses in PEHC and early identification of child hearing developmental milestones in Lusaka District ***(Lunch, Teas, Transport Refunds, Venue Hire, Stationery)*** |
| Activity | 03.07 | Conduct training and mentorship of 60 special education teachers and instructors from ZAMISE in Ear and Hearing Health ***(Lunch, Teas, Transport Refunds, Venue Hire, Stationery)***. |
| Activity | 03.08 | Conduct training of 30 CHWs/CBV in promotion of Ear and Hearing Health and community involvement in preventive care of ear-related diseases in Lusaka District ***(Lunch, Teas, Transport Refunds, Venue Hire, Stationery)*** |
| Activity | 03.09 | Facilitate holding of multi-sectoral stakeholder meetings to enhance and strengthen the national EHC and inclusion of the hearing-impaired persons within Zambian communities ***(Lunch, Teas, Transport Refunds, Venue Hire, Stationery)*** |
| **Result Area 4:** | | |
| Activity | 04.01 | Provide dedicated Project Management Support ***(salaries, accom, meals, vehicle Cost, transport refund)*** |
| Activity | 04.02 | Provide routine infrastructural support ***(utilities, cleaning, maintenance, water, stationery, bank charges, etc...)*** |
| Activity | 04.03 | Awareness raising activities conducted to enhance public knowledge on EHC through media shows and distribution of IEC materials. |
| Activity | 04.04 | Conduct routine monitoring and sport checks of catchment districts. |
| Activity | 04.05 | Conduct external financial audit of annual Financial Statements. |
| Activity | 04.06 | Conduct quarterly planning, review and coordination meetings. |
| Activity | 04.07 | Submit quarterly narrative and financial reports shared with CBM Country office. |

# **Internal or external organizational challenges or changes that have affected project implementation during the reporting period.**

**Staff Changes**

1. **Newly Appointed ENT Specialist**

BCH has recruited the services of an ENT specialist coming from Ethiopia whose name is Dr Birhane Haben. Dr Haben brings with him over 5 years of experience having worked as an ENT Specialist previously with Hawassa University Comprehensive Specialized Hospital in Hawassa, Ethiopia. He is thrilled to be joining the team and has since settled into his role at Beit Cure Hospitals ENT clinic.

1. **Newly Hired HR Manager**

Bridget M. Kaluba, has recently been hired as a new HR Manager after Elledy T. Shumba since left the organization. She has over 26 years of experience in HR Management having served in various positions as organizations such as Shoprite Holdings, Miracle Life Church and Galonia Holdings to mention a few.

1. **Newly hired Operating Theatre Nurse**

Lucas Msoni has recently been hired as an additional theatre staff as an Operating Theatre Nurse with over 5 years of experience in theatre nursing having served at the University Teaching Hospital throughout his career. Lucas has since settled in the team.

1. **Newly hired Operating Theatre Porter**

Christone Likombeshi has recently been hired as an additional theatre staff as a Porter who possess over 3 years of experience working as a porter at various hospitals.

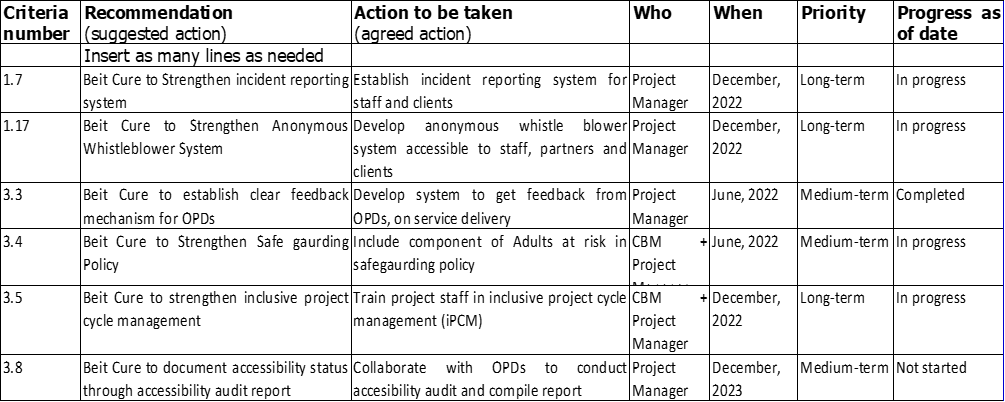
**Removal of the Mask Mandate on the Public by the Zambian Ministry of Health regarding addressing COVID 19.**

The corona virus had a great effect on the project and the country and large since its inception in 2019. However, Zambia successfully attained the 75% minimum requirement of the targeted population having been vaccinated which enabled the Minister of Health declare Zambia COVID free and the dropping of the mask mandate in all public places. This declaration made by the ministry was meant that restrictions were reduced, and the public was at liberty to conduct more public gatherings without fear of being apprehended. The project was able to benefit from this declaration towards the beginning of quarter 4 which enabled us to conduct more outreaches and reach more clients with our services.

**The devaluation of the Zambian Currency / Exchange Rate Effect**

The Zambian kwacha’s exchange rate performance against foreign currencies namely the United States dollar (USD), the British Pound and the Euro remains a serious threat to the project as exchange gains and losses negatively affected our planning and budgeting processes our currency. As a country that is a net importer of most goods and services we access, a devalued kwacha entails weakened purchasing power parity which is directly proportional to high inflation. This continued to pose a great threat on our ability to appreciate the same monetary value of the project funds.

1. **Implementation of actions agreed during previous monitoring visits, assessments, thematic discussions, etc.**



## **Programmatic, financial and organizational sustainability**

**Programmatic Sustainability**

The project has invested greatly in community engagements, through outreaches and school screenings, the increased awareness on ENT services available will ensure increased demand for the services even beyond the project lifespan. Additionally, the project has ensured capacity building of staff, investments in infrastructure and equipment to ensure longevity of the services even beyond the project lifespan.

**Financial and Organizational Sustainability**

The organization has continued to develop proposals for further funding, and has continued to build and strengthen partnerships with other stakeholders such as Beit Cure International for organizational and financial continuity.

## **Lessons learned and/or good practices**

**Leveraging the support of the Community Health Workers and trained EHC Health Care workers has been critical in the implementation of mobile outreach clinics.**

This helped our case to ensure that we went to areas with a good structure of EHC health care workers and community workers as the number of clients screened was significantly higher compared to areas without any EHC health care cadre. The project has been able to ride on the achievements of EHC projects previously implemented that trained EHC health care cadres and volunteers in Central, Lusaka and Southern Provinces which enhanced the quality if the screening outreach. We anticipate that we shall continue to make use of this channel to implement mobile outreach clinics which has proven to serve more clients within underserved communities.

**Collaboration with Zambian Ministry of Health: Health Promotion Department**

The continued collaboration efforts with the Ministry of Health particularly working with the District and Provincial Health Promotion teams has helped the hospital reach more clients in a much more efficient manner. We have been able to ride on incentives that media houses (radio stations in particular) have provided to the Ministry of Health.

**Collaborating Partners and Stakeholders**

|  |  |
| --- | --- |
| Collaborating Partner / Stakeholder | Relationship update |
| Ministry of Health | BCH maintains a strong relationship with the National ENT Coordination Office that leads all efforts in ENT in Zambia. The Ministry recognizes the role BCH plays in reducing the Ear and Hearing Disease burden through their consistent feedback on our programme and interventions. Our relationship was greatly highlighted during the commemoration of the World Hearing Day in which they launched the World Report on Hearing, 2021. |
| Ministry of Education | BCH maintains a strong relationship with the Ministry of Education and in particular the department of Health and Nutrition. This can be seen from their support towards allowing us to screening school going children even when the pandemic was at its peak, provided that we protected ourselves and the children by observing all restrictions. The ministry greatly appreciates our continuous Audiology screening services in schools and the support we have continued to render to special schools within the catchment area. We have elected some members of the Ministry who shall be key focal points to be part of the National ENT Committee and render the much-needed guidance on matters relating to Ear and Hearing care in Zambia. |
| Ministry of Community Development | The hospital remains committed to strengthening its relationship with the ministry from a programmatic partnership standpoint. Although it has a very strong working relationship with the department of Social welfare that oversees support rendered to ODP’s as seen in our continuous support with organizations such as Zambia Agency for Persons with Disabilities, Zambia Association for Organizations for persons with Disabilities, Zambia National Association of the Deaf etc. With the various stakeholder engagements, we have had we hope to be able to develop concept notes that can enable us to provide more support towards the ministry and strengthen inclusive develop in the country. |
| Deaf Kids International (Formally known Sound Seekers) | We continue to work with Deaf Kid’s who have continued to provide hearing aids to the Hospital. Through their support we have been able to help as many persons with disabilities needing the hearing aids. All the hearing aids we are provided with are donated by Deaf Kids with BCH only covering shipping related costs to getting them to Zambia. |

## **Overall partnership experience and feedback to CBM**

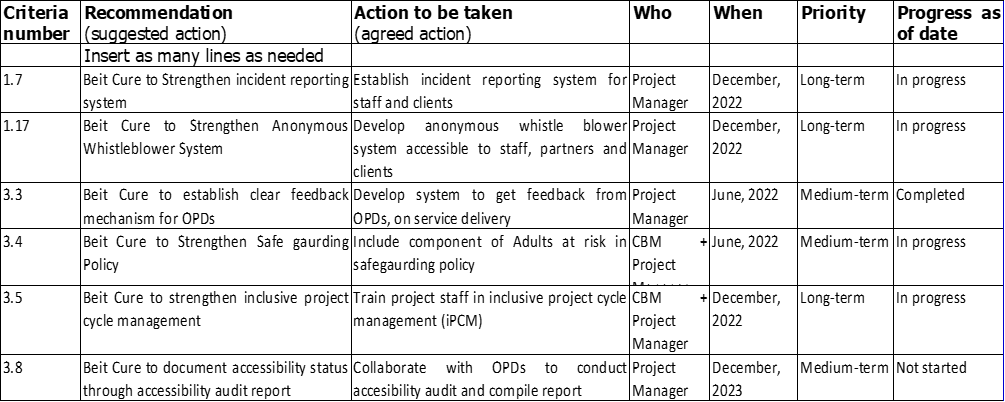
**Annual Planning Meeting and orientation on new templates, performance review**

This has significantly improved as project staff have been invited to CBM planning and technical trainings for partners during the year that have contributed to a better understanding of programmatic activities. Project staff participated in an annual performance review meeting and training of safeguarding and risk management which have been well facilitated and have provided quality input to partners.

**Improved Collaboration on Project Monitoring Visits and Programmatic Activities**

This has significantly been improved and bolstered by the increase in the number of CBM international visits to Zambia. We have had the opportunity to collaborate with CBM’s International Communications team, Programmes team and international leadership team that have all provided quality feedback to the hospital leadership. We have also been able to co-implement and participate in joint monitoring visits with the Country Office team that have enhanced the quality of our programming through the feedback that has been provided.

1. **ANNEXES**
   * 1. **Updated Partner Assessment Action Plan**

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* + 1. **Updated Project Risk Register**



1. **COMMENTS FROM CBM**

The report meets the minimum quality standards. The project experienced some delays in implementation, due to funding challenges. However, the challenge was resolved, following the delayed budget allocation the project was extended to December, 2023.

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