1. **PROJECT DETAILS**

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

|  |  |
| --- | --- |
| Project ID | P10180 |
| Project Name | BCH-CBM ENT project |
| Project Location | Lusaka (and other surrounding areas) |
| Project Duration | 4 years |
| Total approved budget amount (in EUR) | 16,717,621.95 (ZMW) |
| Total budget expenditure amount (in EUR) | 14,423,978.14 (ZMW) |
| Contract Partner | Beit Cure Children’s Hospital in Zambia |
| Other Implementing Partners | None |
| Responsible person at Partner / Project | Steven Chishimba |
| Date of report submission | 10th January, 2024 |
| Responsible person at CBM | Malilwe Malilwe |

1. **NARRATIVE REPORT**

**Specific Objective 1: Effective consultations that lead to appropriate treatment of patients.**

During the period under review, we successfully provided 6139 consultations to children below the age of 18yrs which translating to 192%. This achievement was bolstered by our increasing visibility to the public and through our awareness raising efforts at mobile clinics.

In light of this, Beit Cure hospital in collaboration with CBM Zambia, Starkey Hearing Institute Zambia invited the Zambian Ministry of Health and The World Health Organization to participate in this year’s World Hearing Day Commemorations which were held on the 3rd of March, 2023 under the theme” Ear and Hearing Care for All: Let’s make it a reality”. The special guest that attended the commemoration event held at the Ministry of Health headquarters was the Health Minister Honourable Sylvia Masebo (Member of Parliament) and the WHO representative to Zambia, Dr Nathan Nsubuga Bakyaita. The hospital also invited all partners to the launch of the Temporal Bone Lab which will play a critical role in the training of ENT specialists at both the country and international level.

During the period under review, we successfully provided 3229 consultations to children and adults across 5 provinces. This translated to 85% of the target. About 1550 were male (48%) whilst 1679 (52%) were female. About 2486 of those screened were adults (77%) and 23% were children. We continue to observe a trend of more adult’s clients visiting the outreaches compared to children illustrating the pre-existing need for EHC services in areas such as Luapula, Muchinga, Eastern and Northern provinces.

**Specific Objective 2: Quality surgeries undertaken with good medical outcomes.**

During the period under review, we successfully conducted 862 (539% achievement) ENT surgeries at BCH with 46% being Ear related, 46% being throat related, 1% being nose, 7% are other ENT surgeries. Prior to commencing the year, the project had not anticipated having a full time ENT specialist and as a result set the target for the year conservatively. Fortunately, BCH was able to engage the services of a full-time consultant that significantly bolstered our surgeries.

During the year 2023, we also successfully conducted 284 ABR tests on children requiring further audiology assessments. This was in order to determine (for those children below 5 years of age) the state of a child’s hearing. The children that were found with hearing impairments where fitted with hearing aids and recommended for speech whilst those with complete deafness were referred for sign language learning and put on a future cochlear implant waiting list.

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

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| --- | --- |
| **Result Area** | **Result Area Progress** |
| Result Area 1:  ENT and rehabilitation services. | The project successfully conducted almost all the activities it planned under this result area. We achieved about 192% on ENT Consultations, 85% on outreach consultations including school screening, 191% on all aaudiology consultations conducted, 271% on hearing aids dispensed and 539% of ENT surgeries. However, the project did not conduct any speech therapy services due to the unavailability of the only indigenous speech therapist we had in the prior year who dedicated her services completed towards working for the government. The other 2 non-Zambian speech therapists are all in the private sector and are unavailable to support our programme. We do however hold hope for the future with potential partnerships lined up with Universities such as Baldwin Wallace based in the USA. |
| Result Area 2:  Strengthening ENT, Audiology and Speech Therapy services in the Zambian Health System. | Project activities such as the commemoration of World Hearing Day and the launch of the Temporal Bone lab at the UTH as well as the launch of the Audiology booths in 6 districts in Southern and Central Province (Chibombo, Kabwe, Kapiri Mposhi, Choma, Kalomo and Livingstone) and the Surgical Equipment donated to Kabwe, Livingstone Central and UTH all played a significant role in strengthening ENT and Audiology services in the country. The Minister of Health in Zambia, honorable Sylvia Masebo (Member of Parliament) pledged to work closely with CBM and Beit Cure in addressing the Human Resource deficit in the country recognizing the efforts of Beit Cure and CBM thus far. |
| Result 03:  Improved operational capacity and efficiency of the ENT Clinic at the Beit Cure Hospital. | The projects operational capacity during the period under review was significantly bolstered by the number of new staffs that joined the hospital to support the project. Joining the team was a dedicated ENT specialist, Clinical Officer ENT, a Data Collector to support M&E and a Communications Officer to support the communications team. The project team was able to leverage technical support it received through CBM country office, regional and international offices to generate more impact driven activities. The ENT clinic is fully operational with 3 dedicated ENT nurses and 3 dedicated Audiology technicians and Lab Assistant who all speared the provision of clinical services to the most underserved communities both within and out of the clinic. With support from a part -time ENT specialist we were still able to meet our targets on surgeries conducted and continued to receive more referrals from the crop of EHC health care nurses and clinical officers trained from other projects. |

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

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| --- | --- | --- |
| **Key Activity No.** | **Activity Name** | **Status, achievements, no. of beneficiaries** |
| **Result Area 1: ENT and rehabilitation services** | | |
| 01.01 | Conduct ENT Consultations | During the period under review, we successfully provided 6139 consultations to children below the age of 18yrs which translating to 192%. This achievement was bolstered by our increasing visibility to the public and through our awareness raising efforts at mobile clinics. Significant flagship events such as the launch of the temporal bone laboratory and the commemoration of World Hearing Day all played a critical role in enhancing the hospital’s visibility to other stakeholders in various stakeholders who would subsequently refer and direct clients to our ENT clinic. |
| 01.02 | Conduct ENT Outreach Consultations | During the period under review, we successfully provided 3229 consultations to children and adults across 5 provinces. This translated to 85% of the target. About 1550 were male (48%) whilst 1679 (52%) were female. About 2486 of those screened were adults (77%) and 23% were children. We continue to observe a trend of more adult’s clients visiting the outreaches compared to children illustrating the pre-existing need for EHC services in areas such as Luapula, Muchinga, Eastern and Northern provinces. The lack of services forces the majority of the population in those areas to move towards areas along the line of rail like Lusaka, central and southern to receive EHC services. The hospital strived to provide both ENT and Audiology services having screened and dispensed hearing aids to those that there in need. We conducted mobile clinics within Luapula, Muchinga, Central, Southern and Lusaka Provinces throughout the year targeting both schools, health centers and community centers. |
| 01.03 | Conduct Audiology Consultations | During the period under review, the hospital successfully conducted 4565 consultations at BCH and at mobile clinics which translated to 191% achievement on this result area. The lack of services Luapula, Northern, Muchinga and Eastern Province precipitated and increase in the number of clients at the mobile clinics as most clients presented with a lot of conditions that could have been treated at the primary level but due to lack of primary level facilities most clients made refuge to our mobile clinics in the area. Over 70% of the clients were adults with less than 30% representing children who often would access Beit Cure Hospital and other tertiary level facilities for ear and hearing health care. Our clinic continued to provide Audiology services with the majority of consultations offered at mobile screening clinics. |
| 01.04 | Conduct ENT Surgeries. | During the period under review, we successfully conducted 862 (539% achievement) ENT surgeries at BCH with 46% being Ear related, 46% being throat related, 1% being nose, 7% are other ENT surgeries. Prior to commencing the year, the project had not anticipated having a full time ENT specialist and as a result set the target for the year conservatively. Fortunately, BCH was able to engage the services of a full-time consultant that significantly bolstered our surgeries. In terms of gender disaggregation, we performed 52% of the ENT surgical procedures on male children aged 18 years and below and 48% of the surgical procedures on females. Last year we engaged the services of a full time ENT specialist who took up 2 ENT theatre days with a part-time ENT specialist taking up 1 ENT surgical day which great bolstered our performance and the provision of surgical services.  During the year 2023, we also successfully conducted 284 ABR tests on children requiring further audiology assessments. This was in order to determine (for those children below 5 years of age) the state of a child’s hearing. The children that were found with hearing impairments where fitted with hearing aids and recommended for speech whilst those with complete deafness were referred for sign language learning and put on a future cochlear implant list. |
| 01.05 | Conduct Speech Therapy Consultations. | This activity had been planned for the whole year but unfortunately did not take off or was not implemented due to the following reasons:   1. Lack of adequate human resources to provide Speech therapy services.   -Currently Zambia only 1 qualified speech therapist who fully transitioned to a full-time staff at UTH and could no longer provide part-time services at BCH.   1. The 2 other full-time speech therapists are none Zambia who are also fully in the private sector and are unavailable to provide services in the public sector or NGO sector. 2. The hospital has not yet finalized its MOU with Baldwin Wallace University who expressed interest in providing training and education support to BCH staff/trainees. They delay was necessitated by the re-habilitation of the old private ward wing at Beit Cure which has been re-purposed as a Cleft-Center and will require speech therapy when fully operational. It will be at that point that Beit Cure shall finalize an MOU and have a nurse attached from the hospital to Baldwin Wallace University to provide speech therapy services.   It is envisioned that the finalization of the MOU will pave way for local staff to be trained who can they cascade training in future to another staff/Zambian who would be interested in the field in the long run. |
| 01.06 | Dispense Hearing Aids to the Hearing Impaired. | During the period under review, we achieved 271% on hearing aids dispensed. The high result was bolstered by the overwhelming number of clients we saw at mobile clinics outside of Lusaka province. The majority of the clients that received the hearing aids were adults with about 74% dispensed to them. Children accounted for 26% of hearing aids dispensed. This activity continues to enlighten us on need for EHC services particularly in the northern region of the country with the demand for the services being extremely high. We have continued to work with newly trained audiology technicians to build their capacity in providing hearing aid services through mobile clinics which has significantly aided their exposure to EHC in other parts of the country. We plan on continuing with this service provision and helping to restore more hearing among the vulnerable Zambia population. |
| **Result Area 2: Strengthening ENT, Audiology and Speech Therapy services in the Zambian Health System.** | | |
| 02.01 | Support the formation of the National ENT Technical Committee. | The project had made strides last year by sending out invitation letters on the various nominated members (stakeholders that would be part of this committee) of the National ENT Technical committee with support from the National ENT Coordinators office. A full comprehensive list of partners and stakeholders to be a part of that committee was shared with the Ministry of Health. The Ministry however, due to the various administrative and structural changes it has undergone struggled to endorse and approve the nominated stakeholders. This has led to the slow formation of the National ENT technical committee. The project however has identified the National Rehabilitation committee which already has been approved by the Minister of Health as a potential working group to champion Ear and Hearing Care issues with. This year we plan on participation as a stakeholder in the working group and possibly providing support to the group in terms of logistics. |
| 02.02 | Support and facilitate for the development of the new National ENT plan (2022-2026) | The new National ENT Plan was drafted and is awaiting feedback from various for its finalization after feedback. The findings of the Prevalence Survey which are meant to be finalized in Q 1, 2024 and feed into the development of National ENT Plan have also been compiled with feedback from the Senior EHC CBID global advisor shared. We anticipate having both the report and plan ready by the end of Q1 2024. |
| 02.03 | Collaborate with other DPO's and other stakeholders to enhance hearing impairments in Zambia. | The hospital took advantage of World Hearing Day on the 3rd of March and the launch of the Temporal Bone Laboratory to collaborate with other partners such as the Ministry of Health, the UTH, UNZA, The Disability community led by ZAPD, and other organizations. Key note speeches made by the Minster of Health Honorable Sylvia Maseko (Member of Parliament) and the Permanent Secretary at the time Professor Lackson Kasonka. |
| **Result 03: 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 submission of this annual report and previous quarterly and semi-annual reports is part of our obligation to fulfilling this activity. |
| 03.02 | Conduct Annual Financial Audit for the Project. | The project audit for the year ending 2022 was conducted in Q 1 of 2023 by a firm known as Baker Tilly Zambia. A project audit report was submitted to both CBM and Beit Cure Hospital to that effect. They shall be conducting an audit for the year ending 2023 in Q1 of 2024. |
| 03.03 | Strengthen and Improve M&E tools, systems and strengthen data management. | Beit Cure Hospital over the past year have been able to transition their patient data management from hard copy files to a software called Electronic Medical Record System. The system has made it easy to integrate all data flow from all departments within the hospital for easy reporting and analysis. The hospital has since recruited a Data Collector whose role had been to support the M&E Officer in conducting M&E work for the project. The project has now fully transitioned its mobile clinic data collection processes to electronic using an application called Kobo Toolbox. The Hospital during the course of last year employed a full-time communications officer who has been very instrumental in supporting the project team with various story telling articles and write ups and with various media products such as pictures and video footage that has amplified the work of the project. |

* Report on the key activities that were planned but not implemented during the reporting period. Explain the respective challenges (including outside the control of the project) or reasons why the activities were not implemented.
* Specify if there were any major activity changes to the project plan / logframe during this period.

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

* For ongoing projects, list key activities (activity name and number) that are planned to be implemented in the next reporting period.

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

Activity 01.01 Conduct ENT Consultations

Activity 01.02 Conduct Community Outreach Consultations

Activity 01.03 Conduct School Screening Consultations

Activity 01.04 Conduct Audiology Consultations and BCH-ENT Clinic and at Outreaches

Activity 01.05 Conduct ENT Surgeries

Activity 01.07 Dispense Hearing Aids to the Hearing Impaired

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

Activity 02.02 Support the formation of the National ENT Technical Committee.

Activity 02.02 Support and facilitate for the development of the new National ENT plan (2022-2026).

Activity 02.04 Collaborate with other DPO's and other stakeholders to enhance hearing impairments in Zambia.

Activity 03.01Prepare and submit high quality project quarterly and narrative reports.

Activity 03.02 Conduct Annual Financial Audit for the Project.

Activity 03.03 Strengthen and Improve M&E tools, systems and strengthen data management.

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

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| --- | --- | --- |
| Sn | Challenge | Lessons learned/Insights |
| 1. | Lack of Adequate Audiology Services in Rural Zambia | BCH has extended its outreach services to remote areas in order to cater of underserved populations as well as raise awareness on EHC in Zambia. We have also put in place a follow-up after care services for hearing impaired persons using Hearing Aids after they are provided for the first time. |
| 2. | Outreaches will now target new areas and provinces (N/Western, Eastern, Luapula and Northern Provinces have been added to the list of outreach sites). | Focus is not directed to children in rural Zambia in order to capture more children with Ear and hearing related disabilities. The preliminary findings of the Prevalence survey showed that rural Zambia may have a higher level of prevalence compared to the peri-urban communities. |
| 3. | Provision of Transportation services through partners for clients/patients from rural areas is critical for the provision of continuum of care in Ear and hearing care (EHC). | One critical observation made (during a recent outreach visit to Luapula Province) is that most of our clients coming from rural areas such as those coming from Luapula, Northern, Muchinga, Eastern and Southern provinces do require transportation support. Most of them are too poor to afford bus transportation from their households to Lusaka (Beit Cure Hospital) to receive surgical treatment (as recommended during an outreach) and often fail to make their appointment dates.  This has prompted us to look within the non-profit community and public stakeholders to foster provision of transportation services as Beit Cure is not always able to meet that cost. We are working closely with various partners to look into how they can support most of our clients coming from far flung remote areas to access surgical services at the Hospital. The hospital is also considering providing local surgical services during less busy schedules to clients that are not able to come through to Lusaka to receive quality surgical services. |

**Changes in project Implementation through the year 2023.**

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| --- | --- | --- | --- |
| **Sn** | **Personnel Staff** | **Position** | **Professional Background** |
| 1. | Caren Ngosa | Communications Officer | Caren Ngosa is a female Zambian joining Cure Zambia as the new communications officer. Caren brings with her over 5 years of experience in communications, marketing, public relations and digital media content creation. She previously worked with organizations such as Zicon Media and Great North Road Academy prior to joining Beit Cure Hospital. She possesses a Bachelor of Arts degree in Mass Communications form the University of Zambia (UNZA) and is delighted to join the Projects team at Beit Cure Children’s Hospital Zambia. |
| 2. | Kaluba Kampamba | M&E Assistant/Data Collector | Kaluba Kampamba is a female Zambian joining Cure Zambia as the new M&E Assistant/Data Collector. She brings with her over a year (1) experience in research assistantship, data entry and monitoring and evaluation. She possesses a Bachelor of Arts degree in Demography/Population Studies and was the best student in the demography and population studies faculty. Kaluba is excited to join the Cure Zambia family and has so far settled in well in her current role. |

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

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

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| --- | --- |
| **Sustainability Type** | **Action taken** |
| **Programme Sustainability** | Through other projects and this one, we have been able to leverage MOH recognize the role of Audiology technicians and speech and language therapists to be part of the mainstream human resources for health under MOH. We have since submitted the scopes of practice for the 2 fields and do await their feedback on the finalization of these roles by opening up a register with the Health professionals Council of Zambia and the Nursing and Midwifery Council of Zambia. We are also leveraging our sectors such as the Ministry of Community Development and Social Welfare to continue to provide disability cards to the hearing impaired as well as place the most venerable on social cash transfer. |
| **Financial Sustainability** | -The hospital is aggressively leveraging the National Health Insurance Management Authority Scheme (NHIMA) for all Zambian’s to raise funds for its own operations. To this effect we are in the process of recruiting an Insurance Officer who will be the focal point for all NHIMA and insurance related claims that patients can make.  -The hospital is also exploring how it can effectively make use of the Constituency Development Fund (CDF) provided by the government through the Ministry of Local government for the purposes of improving and sustaining BCH facilities. We hope we can be able to push in an application for the fund this year.  -We continue to receive an annual grant from the government through the Ministry of Finance who recognize the work we are doing. This grant contributes towards reducing our operational costs. |
| **Organization Sustainability** | -Cure International continues to be our main source of funding support to help us sustain our services and they have since been able to increase staffing towards ENT services to strengthen our reach and improve our resource base. |

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

* For lessons learned specifically related to ‘Stories of Change’, report under Section IV. Annex 2 below.

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| --- | --- |
| **Project Area** | **Lesson Learned/Good Practice** |
| Project Planning and Design | The project is using evidence and data generated from programmatic work as part of the planning processes for aggressively. For example, we observed that most common conditions we observed from school screening was wax impaction from school screenings and very few cases of children with severe EHC conditions in Lusaka. In outreaches outside of Lusaka without EHC health facilities, we observed a lot more conditions and as result decided to focus our outreach activities to more remote and underserved populations to get more children with treatable EHC cases. From a planning perspective, we typically are now prioritizing rural areas and areas without EHC structures for outreach clinics. |
| Project Scope | We have learned that for future development of activities and result areas, we shall focus on develop activities that we are in full control of and able to implement with little control from government. For example, the development of the National ENT Committee hasn’t fully taken effect due to changes in Ministry of Health Administrations. This has also taken a toll on decisions being actioned. Going forward, for future projects, we intend on focusing on activities that we can fully be in control over with or without MOH or any other government administrative changes. |
| Project management and coordination | Project planning is fully being informed by evidence. The project M&E team provides monthly updates on results of project activities and updates on the log-frame which helps the team plan more effectively for future. |
| Project Financing Arrangements and Sustainability | Currently the hospital has intensive its efforts on the NHIMA scheme (National Health Insurance Management Authority). The hospital is ensuring that patients are registered under NHIMA and subsequently make medical claims for patients that have received medical care form BCH. This has since made it easier for BCH to raise more resources to bolster its operations and sustain itself. |

## **Collaborating Partners and Stakeholders**

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| --- | --- |
| Collaborating Partner / Stakeholder | Relationship update |
| Ministry of Health | Relationship has been growing stronger with the Ministry especially after World Hearing Day 2023 Commemoration as well as the launch of the Temporal Bone Lab. The Ministry is keen to work and collaborate with BCH at various levels related to training. Our relationship with the National ENT Coordinator has since been growing strong and our support to ZENTAS through CBM reflects the goodwill of CBM and also a reflection of the new start that ZENTAS wants to have in its role as a resource partner to various organizations. |
| Ministry of Education | Our partnership has been strong over the years. We are however looking to strengthen it by presenting to them various statistics of the cases we are encountering in schools for their action. We are looking to work closer with the school health directorate to strengthen collaboration. |
| Ministry of Community Development | Our relationship with the MCOMDEV has been good. We have continued to work with them by providing various EHC services to persons with disabilities who are members of the Zambia Agency for Persons with Disabilities (ZAPD). We also refer most of hard of hearing clients to ZAPD for support related to accessing disability cards and social cash transfer support. |
| Zambia Ear Nose Throat Audiology and Speech Society (ZENTAS) | After the formation of new leadership in Q 3 of 2023, ZENTAS have been keen on working with various partners in the EHC space. They have since pledged to provide more technical support and training. Our relationship is still going strong. |

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

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| --- | --- |
| **Specific Partnership Area** | **Experience** |
| Public Events | Overall the experience has been great and we have seen better collaboration between CBM and BCH in the past year. CBM has been able to show representation especially during commemorations public events and has been able to partner with BCH to advocate for better EHC services. |
| Project Technical Support | This past year has seen us have over 5 technical working support visits including a visit from the CBM Global Director Dr. Rainer Brockhaus of Programmes as well as a Safeguarding Visit from the Regional Safeguarding focal point Dr Charles Chacha which have played a significant role in giving us renewed focus to our work. Locally we have been able to collaborate on join monitoring visits with the country office team. We also had an opportunity to attend a joint learning EHC event in Zimbabwe with which the Country team was represented. The CBM country office has also ensured that partners attend the annual partnership meeting which has provided an opportunity for us to get more technical support with regards to the progress on projects. The experience has been fulfilling and we look forward to more engagements in the year 2024. |

1. **ANNEXES**
   * 1. **Any other supporting documents as needed or agreed with CBM**
2. **COMMENTS FROM CBM**

**Overall, the project achieved significant success in exceeding most of its targets for Result Areas 1 and 3.** They delivered a high number of ENT consultations, surgeries, and hearing aids, exceeding their targets by a significant margin. They also improved their operational efficiency through improved data management and communication strategies.

**However, there were some challenges in achieving all planned activities.** The formation of the National ENT Technical Committee and the development of the National ENT plan (2022-2026) were delayed due to various administrative and structural changes within the Ministry of Health. Additionally, the project was unable to implement speech therapy consultations due to a lack of qualified personnel.

**Here's a breakdown of the key findings:**

* **Result Area 1: ENT and rehabilitation services:**
  + Achieved 192% of the target for ENT consultations for children under 18.
  + Achieved 85% of the target for outreach consultations.
  + Achieved 191% of the target for audiology consultations.
  + Achieved 271% of the target for hearing aids dispensed.
  + Achieved 539% of the target for ENT surgeries.
  + Did not implement speech therapy consultations due to lack of personnel.
* **Result Area 2: Strengthening ENT, Audiology and Speech Therapy services in the Zambian Health System:**
  + Faced delays in forming the National ENT Technical Committee and developing the National ENT plan due to Ministry of Health challenges.
  + Collaborated with various stakeholders to raise awareness about hearing impairments during World Hearing Day and the launch of the Temporal Bone Laboratory.
* **Result Area 3: Improved operational capacity and efficiency of the ENT Clinic at the Beit Cure Hospital:**
  + Successfully transitioned patient data management to an electronic system.
  + Implemented electronic data collection for mobile clinics.
  + Hired a dedicated communications officer to improve project visibility.

**Overall, the project demonstrates significant progress in improving access to ENT services in Zambia, despite facing some challenges. They have made a positive impact on the health and well-being of the community.**

Transport -Issues to ensure access to services need to be addressed as well as community follow up of use of hearingaids, therapy compliance and access to social support systems.

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