



EUROPEAN UNION



The EU Regional Trust Fund in Response to the Syrian Crisis

الصندوق الاستئماني الأوروبي 'مدد'

Project Factsheet

Improving access and effectiveness of pre-hospital emergency care and blood transfusion services in Lebanon

OBJECTIVE

Contribute to improved access to healthcare services among vulnerable refugee and host communities, by increasing the number of persons benefitting from pre-hospital care services and the number of safe blood units delivered to patients in Lebanon.

BUDGET
EUR 8 million

START DATE
01/05/2020

DURATION
30 months

EXPECTED RESULTS

- The ability of the Central Dispatch Centre to triage patients and focus on response on the highest priority cases is further improved, so that response times are also reduced.
- A Community Medical First-Responder programme is designed and piloted.
- The quality of care provided is scaled up and measures are improved, including the capacity to respond to the Covid-19 crisis.
- 10,000 regular blood donors are recruited and are retained, and an increased number of blood units are collected and distributed to patients in Lebanon.
- Serology testing pilots in Lebanese Red Cross Blood Transfusion Centers have been implemented.

BENEFICIARIES

vulnerable refugee and host communities in need & first-responders in Lebanon

IMPLEMENTING PARTNER



Lebanese Red Cross

PROJECT LOCATION



OUR IMPACT



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Lulu, 72 years old, lives with her husband Mahmoud, 85, in the area of Hazmieh, Lebanon. Mahmoud suffers from diabetes: not long ago, his sugar levels skyrocketed and he fainted. *“I got really scared,”* says **Lulu**, *“so I called the Red Cross to take him to the hospital. They arrived here really quickly.”*

Due to worsening variations in his blood sugar levels, **Lulu** had taken her husband to the doctor who had prescribed medicines to keep the situation under control. One day his condition worsened until something went wrong: Mahmoud started slurring and collapsed. **Lulu** was very prompt in calling the Lebanese Red Cross Emergency Dispatch Center, which sent an ambulance right away. *“When I called, they immediately got here and did first aid, put him on the stretcher and took him to the ambulance. They drove him to the hospital and made sure he was taken care of,”* she explains. *“They told me to call them if I needed anything... he would have gone into a coma or got partially paralysed, hadn’t they arrived so quickly,”* she continues.

Thanks to the support of the EU, through the EU Trust Fund, the Lebanese Red Cross Emergency Dispatch Center was rehabilitated to respond to emergencies and dispatch ambulance transport. The center, which dispatches EMS ambulances on the basis of agreed protocols and availability, has undergone significant modifications since 2013.



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Besides offering training for staff and developing computerised systems which facilitate the handling of emergency calls, the center also offers a Peer Support Project, which is designed to encourage staff and volunteers to develop self-care strategies and has the objective of developing a support system they can rely on. When witnessing difficult human conditions or harsh situations, it is important for the staff and volunteers to be able to deal with how the latter impact them on the personal level: the Peer Support Project offers the non-judgemental support they need.