Staff : Codevelopment Group Session One

Health Journeys

Question One — How would you describe an ordinary day at work?

- Routine: Work & Headache
- A day that will pass
- A lot of sweats
- Generous = positive energy
- Hectic

Question Two — What are the effects that affect the health of patients reaching in Lebanon? (We are not talking specifically about Syrian Work with refugees in Lebanon, but more broadly, what affects the health of patients in Lebanon?

- Place of living – access to resources – dietary pattern – living capacity
- Psychological Issues Effect Health
- Shortage of medicine
- Weather

Social & Cultural Responsiveness

Question Three — How would you describe a typical consultation? What is the ideal consultation?

- When the patient gets enough time for the examination and when we explain to him everything and when he became able to understand the health situation that he have
- ??? - perfect
- Give the necessary *time* for the patient during consultation
- Subjective, Objective, Assessment, Plan of Treatment

Question Four — Do you think the patients fears are taken seriously?

- This depends on the nurse or doctor doing the work
- We have to take into consideration all the info from the patient (inc history) despite if we are into convinced if that this is the main problem that lead to the symptoms -> referral
- When there are such concerns, the social department is informed to refer the patient to the appropriate service

Aid systems, spaces and structures

Question Five — Think about when you worked in other healthcare services, do you find differences between here at an NGO and e.g. government and private services? What are these differences?

- There is a difference in the type of health service, the type of project and the target group
- No the process is different between health sectors - finance - staff numbers & quality of projects
- Yes, there are differences in the method of assessment, according to the internal system "Generic standard sheet" between one organization and another or a medical center and another
- There are differences between one organisation and another in the way of treating people during admission and how to collect data from patients

Question Six — Do you consider the medical care services provided at the organization as better than the services provided by the hospital?

- Yes, there is a difference in costing between the public and private health sector in terms of providing services (due to lack of funding)
- The services offered in Gov hospitals is less valuable than those offered in private hospitals (this is the general availability and the fact (nowadays) with some exception)
- Yes, ideas differ from my perspective according to the type of hospital

Aid systems, spaces and structures

Question Seven — In general, what are the conversations that you hear between patients and staff here where case services are provided? Of course, related to the job

- They are shocked when they know the healthcare is for free
- Dialogue between two family members "They don't accept as because my child diagnosis is not all their criteria

Question Eight — QB: What do you think of the messaging they share to raise awareness? & Do you, yourself participating in advocacy work or you are working for an organisation that provides services for free?

- The decision usually comes from outside and from special resources & we can do awareness on our project aims and criteria
- Spreading awareness among the beneficiaries of the services provided by the organization and introducing people to them and their place
- It's not allowed directly, maybe through conferences
- Try to reach more beneficiaries; to raise awareness about our services; make visits to many camps, centres, homes (targets?)

Aid systems, spaces and structures

Question Nine — In general what does MSF provides for the healthcare sector?

- Come in the special number of patients and treat them
- Improving the quality of care; providing medicine
- Fill in the deficiencies in the country's health system by the organisation, filling the gap
- Relieving the burden on the family; Development of some health centers. Gain greater confidence in health centers by improving and diversifying services
- MSF removed a burden from the Lebanese MoH by offering medical services to refugees

Question Ten — What are images, scenarios, symbols, sounds, anything that comes to your mind when you think about medical space?

- Image of building with red cross, ambulance with siren
- Care & Cure well
- Clean
- Blood
- It also not the antidote of the new drug become myths (because I am helping someone else's life

Current Context in Lebanon

Question Eleven — During the past 18 months, what economic shifts, did you find any changes, e.g. in the needs of the patients? What is missing

- Low Foodstuffs, Low Drugs, high Demand
- Milk, Diapers, Wet Wipes

Question Twelve — Do you see that certain health services more disappointed in the covid 19 crisis?

- The health deficit appeared in many services. But the secure job opportunity remains the same: number and clinics, lacking health priorities
- Not receiving cold chain, lack of pandemic preparation
- Vaccines, Lack of face masks, ICU beds in admission
- Decrease in number of patients for a while and more in weekends
- More restrictions; More commitment to IPC; Two separated ERs; PCRs; and more workload in ER; More education regarding Covid-19

Current Context in Lebanon

Question Thirteen — What changes have occurred in healthcare sector in the last 18 months in terms of volume or patients?

- Treatment lasts equally
- The same

Question Fourteen — Is there anything that you think is important to share today on this topic?

- What could be happen when all INGO sectors will disappears soon?
- What will happen more after the closure of the project, regarding the refugees? - too much mortality rate
- After this long period of health services provided by the NGO sector, in general the Lebanese, in general, feel restriction will negatively affect the health and service level of patients + the increase in deaths, especially among children.
- Decrease (since) mortality and morbidity.
- Healthcare determination. Lack of unbiased justice

Staff : Codevelopment Group Session Two

Routine

"You come and do the work, sometimes there are exceptions, where you face challenges, but everyday you face challenges, but this is it here"

The ability to access and obtain/ الوصول على القدرة والحصول

"I guess the main influences on human health goes under "Access and Availability", most of the things are a matter of access and availability, it's either you can't access the health care services or it isn't available [...] for instance the psychological affects goes under access because there's no chance to get psychological help even if one is totally damaged psychologically, so I think availability and access to medical care is dominant theme'

المهنية - Professionalism & Interaction

"Male: المهنية - Professionalism in Arabic. Female: Empathy"

"If we were talking about coronavirus, when it started, some communities took it very seriously, they were punished and that's what I meant by communities, in the middle east, you get some communities who think the same thing about Canada people were panicking, so a week year, we lost people, there were people dying, so it was a new culture. There we go back to education, so health education and health promotion in Canada, things are better, but there, promotion in Canada, things changed." Male: I mean, not under "awareness and understanding of the other". Male: It goes back under culture, the same category, is there good awareness? Level of culture and awareness in the society are the main factors

Cultural Level and Health Awareness

Readiness and Capability

Interact & Communications

Humanitarian Culture in Society

"I put under the humanitarian sense, right away. You don't have to be a person who works in the organization or in this sector to do these things. Yes, it's the culture of the community and you find a society where donations are collected in other places people keep the money for themselves"

Meet the needs & Possibilities Available

Psychological Impact of the Medical Field

"I think it's the psychological effect of the work, it works as a category, because each one in his position in the medical work sees it from a different perspective, for example if you ask the driver, he would remember the ambulance, if you ask me I would think of the stethoscope, it's about how the domain is affecting each worker"

React to Updates

"The health sector dealing with the emerging effects, you have effects of any emerging factor, and the way of dealing, the reaction, as a reaction to the pandemic there has been recovery, reactions to the emerging effects in the health sector. The other comes from the effects, and this from the reaction"

The Economic Impact on Health Sector

"The economic effect on the healthcare sector, because those Lebanese never used to see us, they could go to any private hospital, so of course it's the effect of the economic reality on the healthcare sector.

Meet the needs & Possibilities Available

Staff : Codevelopment Group Session Three

المهنية - Professionalism & Interaction

Votes = 0

Routine

Votes = 0

React to Updates

Votes = 0

"I voted the level of health awareness, I consider it to be the most important: For me, I see that my surrounding don't have the needed health culture, so I would vote awareness raising and afterwards you work on something else"

Humanitarian Culture in Society

Votes = 1

Cultural Level and Health Awareness

Votes = 1

Readiness and Capability

Votes = 2

"Readiness and capability; because as I said before, in my opinion includes the readiness on material and academic level, cultural aswell, all of the these go under this category, I chose it because it's a little bit general, but I can dive into it"

"Do you see that it's fair enough that readiness and capability get the most of the votes? 39:01 Male: In the context of Lebanon, for sure, if you got readiness and capability and possibility to access, because firstly as Mohammad said, if I got capabilities, so I have good capability secondly people can access to the location of the organization providing the services, existence of service and possibility to access the service, I think these are the most important categories in the context in which we're living"

Interact & Communications

Votes = 0

Meet the needs & Possibilities Available

Votes = 0

Psychological Impact of the Medical Field

Votes = 0

React to Updates

Votes = 0

The Economic Impact on Health Sector

Votes = 0

The ability to access and obtain/ والحصول الوصول على القدرة

Votes = 2