

MURANG'A COUNTY GOVERNMENT

MURANG'A COUNTY GOVERNMENT
Received Clerk's Office

03 FEB 2023

STATION:
P. O. Box 731 - 10200, MURANG'A

DEPARTMENT OF HEALTH & SANITATION

ALL CORRESPONDENCE TO BE ADDRESSED:
THE COUNTY SECRETARY

Ref: MCG/HWS/VOL11/111



County Hall,
P.O Box 52—10200,
Murang'a, Kenya
Telephone 060-2030271
Email: info@muranga.go.ke/health@muranga.go.ke
Web: muranga.go.ke

3rd February, 2023

*F. DCCA
Dear
etc Feb 2023*

**THE CLERK
COUNTY ASSEMBLY
MURANG'A**

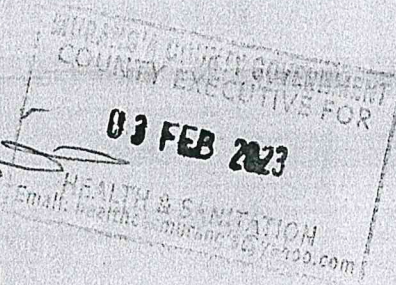
RE: REQUEST FOR DOCUMENTS

This is in response to your request on provision of the ambulance policy and BQs and drawings for the proposed constructions in Kenol, Maragua, Mathioya and Kandara hospital.

Kindly see the attached Murang'a County ambulance policy. The BQs and drawings were requested from the Public works department (see attached request), but on enquiry they are not yet finalized. We shall be able to give you in due course. Thank you.

[Signature]

**DR. FREDRICK MBUGUA
CEC-HEALTH & SANITATION**



CA HBARC

left in the OP

[Signature]

7/2/2023

MURANG'A COUNTY AMBULANCE POLICY

INTRODUCTION

Murang'a County Government has an obligation to provide health care to the residents of the county. In delivery of health care there will be times where Ambulance services will be required to deliver emergency medical care. This policy is designed to ensure that the dispatch of ambulance occurs quickly and efficiently in order to save lives.

POLICY STATEMENT

Murang'a County Government will provide free ambulance services to its residents. This is after it has been ascertained that it is medically necessary to use the service in case of emergencies

PRINCIPLES

Ambulance services will be provided to all members of the public in Murang'a County in the event of emergencies or referral services. A call center will be provided for coordination of emergency response.

POLICY OBJECTIVES

The policy will be based on the following broad objectives:

- (1) To provide 24 hours, 7 days in a week free emergency services in the County

Specific objectives:

- To establish an emergency Information coordination system (call centre)
- To respond to emergency calls 24 hours, 7 days in a week
- To provide emergency medical care 24 hours, 7 days in a week

- (2) To establish an emergency patient transport system

Specific objectives:

- To avail fully equipped ambulances
- Define the physical location of the ambulances
- Recruit a logistician to coordinate the ambulance services
- Recruit the necessary personnel to man the ambulances
- Establish specific fueling points and maintenance garages for the ambulances

(3) To provide night time armed security or as the situation dictates

Specific objectives:

- Establish mechanisms of involvement of the already established security and administration apparatus at the local level
- To develop an MOU with the County Commissioner and County Police Service on their command structure
- To develop an incidence report mechanism at the call center

(4) To establish a linkage between the ambulance emergency services and county disaster preparedness unit

Specific objectives:

- To establish a clear command structure for disaster response
- Coordination of the ambulance fleet and personnel

CONDITIONS FOR FREE EMERGENCY AMBULANCE TRANSPORT

The following conditions will apply:

The ambulance must be equipped with appropriate emergency medical supplies, equipment and personnel

The ambulance must be comprehensively insured.

The patient's condition must be deserving to warrant ambulance services

The patient must be transported to the nearest health facility with appropriate medical capacity for management of the patients' condition

Ambulance transport will be provided for specialized services as requested by the clinician where such services are not available in the health facility

A patient upon discharge from the hospital and with the recommendation of a clinician may be provided with ambulance transport to his home.

CAII CENTER

In line with the County Government policy of providing emergency health care, the county Government will establish an emergency call center which will be operational on a 24 hour basis

Callers are required to give details regarding the following: patient's identity; the state of the patient; the nature of the illness/injury; details of their exact location and the nearest known landmark such as schools, churches, shopping center etc

The caller information will be confirmed/corroborated with CHWs or other local administrators whose data base will be at the call centre

The call center will be manned by para- medics and ICT officers.

RESPONSE TO THE CALL

On receipt of the call at the call center, the ambulance driver and para medical staff of the area the emergency occurs will be informed.

A relative or neighbor to the sick person should wait for the ambulance at the landmark location in order to direct the driver.

The patient will be transported to the nearest health facility which has appropriate medical capacity to handle the case

The call centre should notify the recipient health facility

The call centre staff should document the outcome of every communication.

FREE EMERGENCY PATIENT TRANSPORT

The County Government will strive to purchase adequate ambulances to provide for all emergency services within the County.

The ambulances will be located in the health facilities and in the Sub- County offices.

There will be a fleet manager/logistician who will be responsible for coordination of the ambulances, supervision and deployment of drivers, general maintenance, repairs and fueling of vehicles.

Para-medical Officers will be recruited to man the ambulances as well as the call center.

The call center will have a Systems Administrator and ICT Officers.

SECURITY

Due to the prevailing insecurity, the County Government will establish an MOU with the County Commissioner and County Police Service on their command structure

To ensure security of the ambulance and the passengers especially at night and during the day in areas with reported cases of insecurity. It will be necessary to have armed security hence, the county government will make use of the already established security and administration apparatus in the local level.

An incidence report mechanism will be established at the call center where all cases of insecurity will be reported.

PROCEDURE

The following procedure will apply:

- Where there is a reported case of emergency, a person will be required to make a call to the call center giving details of the patient and the nature of the emergency.
- The details of the location of the patient will be given for ease of access to the patient.
- The call center will notify both the driver and the Para-Medic who will accompany the driver to receive the patient.
- The patient will be transported to the nearest health facility which has appropriate medical capacity to handle the case.
- Transport will also be provided on the advice of a Clinician in case where the patient requires to be referred to another health facility for specialized treatment.

SUSTAINABILITY

To ensure sustainability of this initiative, adequate budgetary provisions will be availed in the county budgeting process.

Other income generating activities will be explored in the county.

A periodical analysis will be undertaken to assess the sustainability of the programme.

PERSONNEL

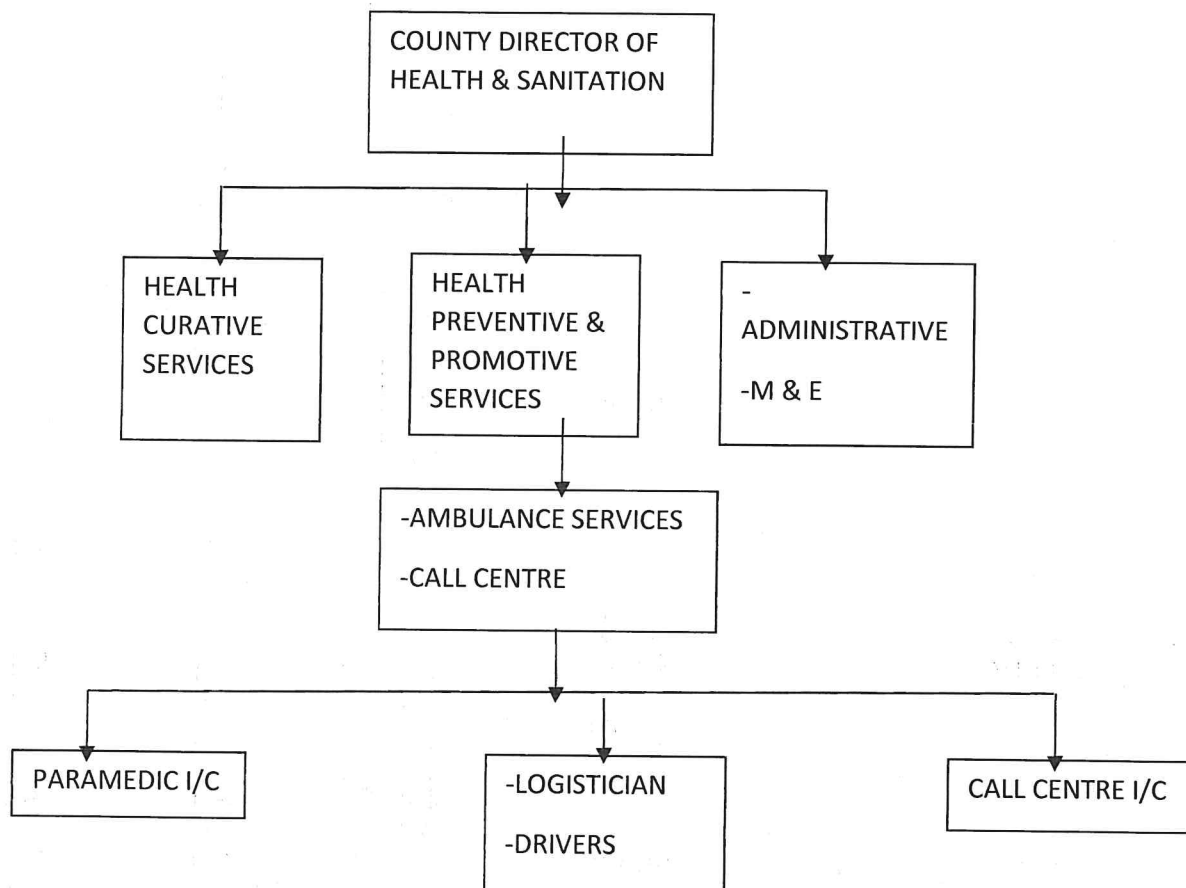
The following personnel will be recruited for this initiative:

- Para Medics to man the call center and to provide emergency health care in the ambulance
- Ambulance drivers
- ICT Administrator and ICT officers to man the call center
- Logistician /fleet manager

Key stake holders-

| | STAKEHOLDER | ROLE |
|----|-----------------------------------|---|
| 1 | Hospitals/Health facilities | Provide medical care |
| 2 | Para medics | Respond to calls, offer emergency care |
| 3 | Drivers | Picking of patients, maintenance of vehicles |
| 4 | County Government | Provide funding and policy guidelines |
| 5 | Communication Commission of Kenya | Licensing of the frequency of the Call Center |
| 6 | County Commissioner | Overall security coordination |
| 7 | Police administration | Security for the ambulance and personnel |
| 8 | National Government | Policy guidelines |
| 9 | Other Ministries | Provision of specific services |
| 10 | Public | Recipient of emergency health services |
| 11 | Red cross | Disaster preparedness response |
| 12 | ICT officers | To man the call center |
| 13 | Private Sector | Private Public Partnership |
| 14 | Fleet Manager | Coordination and fleet maintenance |
| 15 | Insurance Companies | Insure the ambulances and patients |
| 16 | Local leaders | Link between service provider and Community |
| 17 | Community Health workers | Link between service provider and Community |

(B) AMBULANCE ORGANIZATIONAL STRUCTURE



LEGAL AND REGULATORY FRAME WORK

The county government will come up with a legal frame work to address the likely legal issues that may emerge in the provision of the ambulance services. In the meantime, there is need to adhere to the existing legal and regulatory framework.

MANAGEMENT OF AMBULANCE SERVICES

A Management board should be established to run the emergency ambulance services as an autonomous entity. The role of the board is to raise funds and oversee the running of the emergency ambulance services. The Board will also provide an oversight role for the ambulance services.

RESOURCE MOBILIZATION

The board should establish budgeting modalities, inter-sectoral corroboration and linkages. They should also source for donor funding both locally and internationally. There should also be an inter-county collaboration so as to raise funds.

MURANG'A COUNTY GOVERNMENT

DEPARTMENT OF HEALTH & SANITATION

ALL CORRESPONDENCE TO BE ADDRESSED
THE COUNTY SECRETARY

Ref: MCG/COH/VOL11/103



County Hall,
P.O Box 52—10200,
Murang'a, Kenya
Telephone 060-2030271
Email: info@muranga.go.ke/health@muranga.go.ke
Web: muranga.go.ke

Date: 23rd January, 2023

**CHIEF OFFICER - PUBLIC WORKS
MURANG'A COUNTY**

**RE: REQUEST FOR BQs & DRAWINGS FOR PROPOSED KENOL, MARAGUA,
MATHIOYA AND KANDARA HOSPITALS**

Reference is made to a letter dated 17th January 2023 (Ref No. MCA/HEALTH//C/2022-23/VOL.1/11 requesting the above documents.

Kindly provide the same for further submission to the Assembly Committee on Health Services on or before 27th January 2023.

**CHIEF OFFICER
HEALTH & SANITATION
MURANG'A COUNTY**

**DR. JAMES GITAU
CHIEF OFFICER HEALTH & SANITATION
MURANG'A**

**CC
CECM - HEALTH AND SANITATION**

