



CNEWA - Pontifical Mission

the papal agency for Middle East relief and development

P.O. Box 6495, Amman 11118, Jordan • Tel.: +962 (6) 464-9240, Fax: +962 (6) 464-9282 • pm.amman@pontificalmission.jo

Final Report to Caritas Committee, OESSH Netherland

Projects' title: 1) M1001 - Mother of Mercy Clinic – Medicines, Laboratory Supplies and Medical Devices for Mother and Child Clinic in South Zerqa

2) M3367 – Computer programs and new computers for Mother of Mercy Clinic in South Zerqa

Applicant Name: CNEWA/Pontifical Mission

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Task and position: Ra'ed A. Bahou, Regional Director

Accomplishments:

So far this year, up-till end of October 2019:

The clinic has served over 12,542 patients: Jordanians 11,162, Palestinians 151, Syrians 247, Bangladeshi 202, Egyptians 133, Iraqis 88, Burma patients 71, Pakistanis 72, and the rest are from Sudan, Turkey, Ukraine, Sri Lanka, Lebanon, and Thailand...

The two Doctors used the Ultrasound during the same period was for around 6,162 patients, and the breast manual examination performed for 184 women.

The total number of infant and children served were 3,174:

The new registration of infant and children was 286

Return for infant and children was 649

Infant and children who received vaccination 1,933

Children who had sessions with the social worker 122

Yearly examination of the students at the Latin school 184

The accomplishments this year varied due to the support received from OESSH, which was not only in the number of patients but also in the updates they have accomplished in the clinic's units as following:

1) At the registration unit:

Due to the urgent request of the Health Department in Zarqa, the clinic has to meet their demands by purchasing three different computer programs. At the registration unit, they purchased and installed new data entry program. It was under trial for some time until the company could fix and meet all requirements easily and accordingly. Now, the data entry program is responding to all queries the government needs and more... The clinic benefits from this update, and improves its work as well.

They have done many new updates on the data entry program such as taking full information about the patients; their full name, nationality (a requirement to the health department in order to find out exactly the type of help that they provide for immigrants), date of birth, address, job title. They have also added some information for vaccinations, which can be for both infants and for general patients who have not received their vaccinations as babies, in order to issue a vaccination card for school uses for example. White cards for numbering, they have bought laboratory registration



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papers, which were updated to have all the tests included in one type of forms instead of three types.

Due to some patients' vulnerability and poverty, the clinic continues to provide its services without charges, even though fees are very humble amount, but too many patients received the best services for only limited amount of money or for free. ***At the registration unit, around 1,725 patients served with discounts reached an amount of US\$5,367.***

2) At the preparation unit:

This year, there is a marvelous change in this room like purchasing the pediatric weight machine. Before, they used the manual machine, which is hard to use for babies, and it was not accurate as the new one. The new length meter device is also easier to use and gives accurate measurements. In addition, of taking base line data and health history of patient by taking vital sings (body temperature, blood pressure, pulse and breathing, and height for adults), answering patients' questions, and improve their health wellness by giving patients health education. For babies and children they observe assess growth and development of pediatric patient, they also take their body temperature and weight. Finally, new toys for the preparation room to reduce the tensions of children. In addition, the electronic blood pressure device was purchased, it is very practical and gives accurate readings.

The clinic did not purchase the other two devices: Thermometer (digital temperature measuring, and the Ear Suction Cleaner (Wax Vacuum). The sisters informed us that, they would like to slow down, after Christmas and the New Year; they would like to evaluate the need with the staff again, because they may need other type of devices or what they have is enough for time being.

3) At the Laboratory:

The lab continues to be one of the best in the area; on 30/1/2019, a committee of Directorate of Public Health in Zerqa visited the Lab to check over works' progress, and how they are following the standard of health instructions. The Directorate's committee found that the clinic works according to their instruction and even more, so, they expressed their thanks and gratitude to the laboratory, and described as excellent work. Proud to receive such compliment and appreciation from them.

The total number of the Clinic's laboratory tests during the year 2019 up till October was 5128 tests, while the unavailable tests, which was performed in the outside Laboratory, upon an agreement between them was 877, it is a good solution for the poor patients to have modest discounts.

Also, at the Laboratory there were ***2,174 patients benefited from the clinic's discounts that reached an amount of US\$13,891***

As mentioned before, the laboratory old computer and program are not suitable any more, and since they completed with the two other programs, now, it's time to install the Lab computer and program, which is considered very complicated that they are a little bit late, but they have been promised to receive by the end of this current year 2019. The program will be tested for a while to be sure that this is the suitable program that will support the work of the lab and other units as well.

N.B. Most of the lab tests of urinary show that too many females - girls, women, and pregnant women, suffer from Urinary Tract problem - infections and usually treated by antibiotic, in addition to health education. Also by the stool analysis, many were diagnosed with Ameba, treated by Nidazol, and health education.



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Laboratory supplies from 01/01/2019 to 31/10/2019

	Name of test	Kit	S1 bottles	S2 bottles
1	Asot	1Kit*40 unites	/	/
2	Bilirubin	/	2 bottles*10ml	2 bottles*40ml
3	Blood Group (anti A)	1 bottles*10 ml	/	/
4	Blood Group (anti B)	1 bottles*10 ml	/	/
5	Blood Group (anti D)	1 bottles*10 ml	/	/
6	Calcium	/	2 bottles*10ml	2 bottles*40ml
7	CBC (clenac)	2 bottles* 5 L	/	/
8	CBC (detergen)	2 bottles* 1 L	/	/
9	CBC (isoton)	2 bottles *20 ml	/	/
10	Cholesterol	/	5 bottles*10ml	5 bottles*40ml
11	Creatinine	/	5 bottles*10ml	5 bottles*40ml
12	CRP	1 kit*40 unites	/	/
13	ESR strips	1 boxes*100 strips	/	/
14	ESR tubes	1 boxes* 25 tubes		
15	Glucose (FBS)	/	10 bottles*10ml	/
16	H.Pylori	5 boxes*40 strips	/	/
17	H.pylori (stool)	1 box*25		
18	Hb	27 boxes*50 micocuvettes	/	/
19	HBA1C	9 boxes*20 unites	/	/
20	HDL	/	4 bottles*10ml	4 bottles*40ml
21	LDL	/	4 bottles*10ml	4 bottles*40ml
22	Pregnancy Test (Blood)	3 boxes*50 strips	/	/
23	Pregnancy Test (Urine)	7 boxes*50 strips	/	/
24	RF	1		
25	SGOT	/	1 bottles*10ml	1 bottles*40ml
26	SGPT	/	1 bottles*10ml	1 bottles*40ml
27	Stool Analysis (slides)	14 boxes*50 slides	/	/
28	Stool Analysis (cups)	14 boxes*100 cups		
29	Stool Analysis (cover slides)	14 boxes*100 cover slides	/	/
30	Stool Analysis (normal sline)	2 bottles*100 ml	/	/
31	Stool Analysis (wooden stick)	14 boxes*100 wooden stick	/	/
32	Triglycerides	/	5 bottles*10ml	5 bottles*40ml
33	Urea	/	4 bottles*10ml	4bottles*40ml
34	Uric Acid	/	1 bottles*10ml	1 bottles*40ml
35	Urine Analysis (urine cup)	27 boxes*100cups	/	/
36	Urine Analysis (slides)	27 boxes*100 slides	/	/
37	Urine Analysis (cover slides)	27 boxes*100 cover slides	/	/



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38	Conecal tube	18 bags* 500 tube		
39	Calibrator		4 bottles* 3 ml	
40	Control normal		4 bottles*5 ml	
41	Control high		4 bottles*5 ml	
42	Cuvette	4 box *100		
43	Zero water	100*6 L		
44	Combur 3 test	60 boxes* 50 strips	/	/
45	CBC normal control		4 bottles*2ml	
46	CBC Ab normal control		4 bottles*2ml	
47	lancets	25 box*100 lancets		
48	Edta tube	25 box*50 tube		
49	Plane tube	9 box* 100 tube		
50	PT, PTT tubes	1 box* 50 tube		
51	Alcohol	2 bottle* 20 liter		
52	Haematokrit-Kapillaren	30 boxes*100 strips	/	/
53	Hirschmann	4 boxes* 2 peaces		
54	Syringes 3 ml	25box *100 syringes		
55	Syringes5 ml	25box *100 syringes		
56	Syringes10ml	10 box* 100 syringes		
57	Gloves	25 box*50		
58	Cotton	90 roles		



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4) Vaccination unit:

The clinic staff attended and reported on meetings with the Jordanian Ministry of Health, and learned about vaccines and new studies, new discussion about vaccines.

Clinic created sheets of information, hanging them on the vaccines fridge about all vaccines they provide: name of vaccine, code number, where they are kept...

On 14/1/2019, an official representative from the Directorate of Health in Zarqa visited the clinic, she was introduced about how the clinic give the vaccinations, save them, and all steps followed, as well as the records of the quantities of vaccines received and used from the health department. She was impressed with the work of the clinic.

5) At the Pharmacy unit:

It was very important for the pharmacy to add new software system, which contains the following sections:

- Drugs: this section is to add the new drugs, update them, receive them, and disburse them to patients.
- Warehouse: add and update warehouse.
- Medical measurements: add and update used medical measurements.
- Reports: export reports about drugs, their quantities, and the daily sales.

The clinic is very pleased with this new system due to its main characteristics:

Modern User Interface

User-friendly methods to enter, retrieve, and update data

The new system has resolved all problems of the old one

It has an easy way to export reports anytime with more details

Thanks be to God and to the Knights of the Holy Sepulcher, Netherland, in addition to the new program, the clinic managed to add several new medications to the pharmacy. It was very important for a patient to receive complete health services, which include all medicines needed in good prices, discounts and free due to their vulnerability; **1,435 beneficiaries received a total amount of support US\$4,566.**

The pharmacy had a total number of 111 types of medicines as in the following lists:

List of the new medications added to the Pharmacy in 2019:

#	DRUG NAME	Quantity
1	ANALLERG 4 MG TAB	1000
2	AZI-ONCE 30 ML	70
3	CLARITT 500 MG	32
4	CUDERM CREAM 50 ML	50
5	DAROXIME 500 MG	126
6	DEXAMETHASONE INJ 8 MG	100
7	EASY FLEX CREAM	40
8	FLAGYL SUSP	29
9	FLUCOVER 150 MG	200



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10	HEMONOR CREAM	50
11	HI DEE 50,000 IU	39
12	MASTRELLE FLORA PLUS VAG CAP	32
13	MAXI GENE BAKING SODA DOUCHE	43
14	MAXI GENE INTIMATE	25
15	MENOPACE	30
16	MOTILAT 10 MG	24
17	NOVERA 20 MG	84
18	SAMIXONE 1 G ING	30
19	SITCOM 100 MG	15
20	WINHERB CREAM 20 ML	7
21	ZYNOLEV 500 MG	32
22	PANTODAR 40 MG	12

List of all medicines available in 2019:

#	DRUG NAME	Quantity at store as @ December 2018	Quantity purchased in 2019
1	ADOL CHILD SUPP	91	120
2	ADOL CHILD SUSP 5 ML	103	0
3	ADOL INFANT SUPP	194	120
4	ADOL TAB	191	135
5	ALERXEM M.D NAS.SPRAY	27	0
6	AMINOR 5 MG TAB	28	130
7	AMOCLAN 156 SUSP	4	0
8	AMOCLAN 625 MG TAB	80	70
9	ARIALLEG 0.5 MG SYRUP	107	0
10	APISAL E/N DROPS	53	125
11	AZOMYCIN 200	100	0
12	CEFIM 100 MG 30 ML	3	220
13	CEFIM 100 MG -60 ML SUSP	54	0
14	CEFIM TAB 400 MG	101	235
15	CEFODOX 200 MG TAB	37	0
16	CEFOVEX 500 MG	195	0
17	CIPROFARM 500 MG	171	0
18	COFEX 150 ML SYRUB	7	150
19	COLI -URINAL	288	120
20	CYC-CONTROL	26	0
21	DERMACORT CREAM	186	120



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22	DEXAMETHASON 4 MG ING	178	200
23	DICLOPAN ING 3 ML	84	200
24	DUPHASTONE 10 MG TAB	25	0
25	DIOSPER TAB	61	0
26	FAST H-CURE 15 GM	40	0
27	FERROGLOBINE CAP	40	60
28	FERROUS GLOUCONATE TAB	64	70
29	FINALLERGE SYR	157	0
30	FLAMAZINE CREAM	22	54
31	FLATIDYL TAB	43	65
32	FOLIC ACID	140	0
33	GINDOXI 2.5 G VAG SUPP	69	0
34	HERBANACAP	11	0
35	IBUGESIC SUSP 100 ML	65	0
36	IBUMOL 400 MG	245	0
37	JULMENTINE 457 MG 70 ML	16	0
38	L-CET ORAL SOLUTION 100 ML	31	0
39	LANACIN 150 MG	179	0
40	L-CET 5 MG TAB	253	0
41	LANSOPRAL 15 MG	59	70
42	LEVOTOP 500 MG	12	0
43	LIBLAB COUGH SYRUB 100 ML	84	200
44	LIBLAB SUPP	29	0
45	MEBTALIN TAB	65	70
46	MEGAN OINT	14	0
47	MICOVER 400 VAG.OVULES	0	150
48	MYOGESIC TAB	60	60
49	NIDAZOLE 200 SUSP	13	0
50	NOVEPAM 1.5 TAB	82	123
51	NOVEPAM 3 MG TAB	0	65
52	ORAMAX 150 MG CAP	113	0
53	OROTIX 120 MG	18	280
54	OSTEOCARE TAB	32	60
55	OTOCOL EAR DROP	27	75
56	OVA MIT TAB	61	0
57	PANBICORT 40 MG ING	395	220



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58	PANCOPAMIN AMP	177	1500
59	PANDERM CREAM 15MG	159	0
60	PENAMOX 1G CAP	19	110
61	PERFECTILE CAP	18	30
62	PREGNA RITE	64	170
63	PRISOLINE E/N DROPE	74	58
64	PROCTO-GLYVENOL 400MG SUPP	14	25
65	PROCTO-GLYVENOL CREAM 30G	13	0
66	PROTOGYN 500MG 12 TAB	61	0
67	PROTOGYN 4 TAB	69	160
68	RAMLAC SYR 300ML	30	0
69	REMYCIN CAP	84	220
70	RIABAL 30MG TAB	0	60
71	SERODASE 5 MG	33	125
72	SUPRAX 100 SUSP	145	0
73	TOBRACIN EYE DROP	0	30
74	TOBRAZONE EYE DROP	10	98
75	TOPIDIC CREAM 15MG	37	0
76	ULTRALINC 600MG VIAL	185	260
77	VERTIZINE 75MG CAP	71	60
78	VITADAD D3 1000 IU	62	0
79	VITADAD D3 50000 IU	117	0
80	VOLDIC K TAB	201	0
81	VOLDIC 1% EMULGEL 30G	49	0
82	VOLDIC 12.5MG SUPP	89	0
83	VOMINORE TAB	56	62
84	YANOLA CAL	27	0
85	YANOLA IRON	23	0
86	YANOLA PREGNA	116	0
87	ZITHRAVA 250MG	25	115
88	ZOMAX 15ML	41	140
89	ZYNOVATE CREAM	70	0



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6) Counseling and social work:

Receiving various individual cases: children, adolescents, youth, elderly, married women and school students.

Concerning the problems' types, the clinic's staff mostly dealt with:

- Behavioral problems in children: aggressive, stubbornness and obedience, shyness, and problems of school adaptation
- Psychological disorders: mild depression, anorexia, anxiety, panic attacks
- Marital problems: poor communication, lack of respect, infidelity, economic problems
- Parents' problems with regard to pedagogical methods with children, especially children with (aggressive behavior, shyness, involuntary urination, jealousy, delayed pronunciation). And adolescents problems (academic achievement, frustration, low self-esteem, cell phones addiction, tantrums, increased sensitivity, threat of suicide as well), and the elderly (illusions of illness, fear of death, psychological isolation)
- Staff has dealt with some classroom behavioral problems for students at the school clinic
- There were also very few cases of substance abuse, which referred to a doctor to get treatment
- Counsels for few cases of Iraqi and Syrian refugee patient

In some cases, the counseling worked in cooperation with the doctor, when the condition needed medication as well as psychotherapy, such as depression and obsessive-compulsive disorder that required medication. Also, in dealing with obese cases, giving the necessary nutrition advice to maintain a healthy weight, in addition to psychological support and encouragement.

As part of the social work is to hold preventive awareness lectures on a daily basis, about variety of topics: health education, diseases and prevention, awareness of pregnant women, tips on pregnancy and diseases related to pregnancy, and the risks of neglect of health, and neglect of periodic doctor visits. Awareness of common pediatric diseases, and methods of prevention, especially hygiene. Staff also focused on awareness of Breast Cancer for girls and women. Awareness of mental health and disorders, awareness of the importance of mental health, as it is no less important than physical health, and methods of dealing with children at home and school.

In order to clear the subjects and attract the attention, the clinic used illustrational materials such as:

- Motivational posters and phrases, hang them on the walls with motivational and mental health phrases
- Used the screens in the clinic to display awareness videos for the clinic's clients (health awareness and psychological awareness), and constantly replay the videos.
- Preparation of scales and tests, which is related to mental and behavioral disorders to be used in the diagnosis of individual cases (depression scale, ADHD scale for teachers and parents, and a case study model to modify the behavior of children).
- Dealing with the school in the guidance and counseling for students and teachers, and conducted an awareness lecture for teachers on methods of modifying the behavior of children, and the phenomenon of bullying in schools, and how to deal with it.

At the end, we would like to mention that the clinic usually receive and treat in winter season too many cases with cold and flu, the appropriate medication is given, in addition to health education.



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During the scholastic year, upon agreement between the Latin School and the Clinic, groups of students of different levels visited the clinic, they tour and explore the health units, to learn more about how vaccination, how to take the blood pressure, seeing the germs by telescope... This helps both teachers and students who will understand their lessons practically not only theoretically, in addition to other benefits for the higher levels, who are planning for their future career. The clinic also received and trained a number of fresh graduates and University students. They trained them at the lab, the pharmacy, the preparation unit...

Concerning staff development, on Monthly Basis, a lecture for the staff is prepared and given by one of the staff about different topics, for example, Sr. Habeba talked about dialogue, the concept of human dialogue, its objectives, polite discussion, how to dialogue with patients... and there were more discussions among the staff, exchanged experiences... In addition, the clinic allows their staff to attend workshops, trainings, meetings, lectures related to their job, held by either public or private sectors.

Finally yet importantly, *the total amount spent (as free of charge, and discounts) on the poor and vulnerable patients, up- until end of October 2019 has reached US\$23,824*

CNEWA-PM Amman office received the following amounts:

1) M1001 EUR 22,000 = US\$24,816

2) M3367 EUR 7,000 = US\$ 7,836

Total received EUR 27,000 = US\$32,652

Expenses as at 31 October 2019:

Description	US\$
1) M1001	
Medicines	15,469
Laboratory supplies	8,742
Examination Tools:	
* Electronic blood pressure – sphygmomanometer	2,323
* Digital device for measuring length and weight	
Sub Total	26,534
2) M3367	
Three computers (hardware and monitor) and three software for the:	
* Registration unit	2,120
* Laboratory	2,717
* Pharmacy	2,120
Sub Total	6,957
Total	33,491



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