



2021

وزارة الصحة الفلسطينية
Ministry of Health



Project Proposal

Improving the work environment at emergency
departments in the Ministry of Health, Gaza Strip

E-Mail: icd@moh.gov.ps

Tel: 00970 8 2826934

Fax: 00970 8 2826325

Project number	2021/102				Date:	23/08/2021	
Project name	Improving the work environment at emergency departments in the Ministry of Health, Gaza Strip				Applicant for the project	General Directorate of Hospitals	
Project duration in months	12 months			Type of project		Within the plan	
						Urgent	
Project field		Construction		Rehabilitation		Machines & Equipment	Therapeutic Services
		Consumables		Training and Scholarship		Operational Expenses	Others (Manpower)
Implementing body	Ministry of Health				Project Partners		
Beneficiaries	7 adult emergency departments in the Ministry of Health (Al-Najjar, European Gaza Hospital, Nasser medical complex, Al-Aqsa, Al-Shifa Medical Complex, Indonesian, Beit Hanoun)				Place of implementation		Ministry of Health
Estimated budget (USD)	\$803,520 (Eight hundred three thousand five hundred twenty dollars)						
Summary of the project (Overview of the project idea and requirements to solve current problem)	<p>The idea of the project is to contract with sufficient facilitators and security staff. Epidemiological studies have identified emergency departments (EDs) as high-risk settings for violence against healthcare workers. ED workers are thought to be at increased risk of violence due to several factors: increased numbers of patients and visitors using drugs, or having psychiatric disorders, presence of weapons, inherent stressful ED environment, open-access of the ED 24 hours a day, and the flow of violence from the community into the ED. In addition, many EDs today face overcrowding and prolonged waiting times for patients and visitors that add stress to those already having difficulty coping with their situations. In the Ministry of Health, there are 7 emergency departments in the Ministry of Health, with a total capacity of 139 beds, and they provide services for more than one million patients yearly. This high flow of patients leads to overcrowding and difficulty in health staff working and has a strong negative effect on employees and patients' satisfaction. So, this project is critical for improving the work environment in EDs.</p>						
Project justifications	<ol style="list-style-type: none"> 1. The need for organizing the flow of patients and their families at emergency departments. 2. The need to provide an appropriate and calm working environment for health staff in emergency departments. 						

<p>Project objectives</p>	<p><u>Overall goal:</u></p> <p>Improving the work environment at emergency departments in the Ministry of Health, Gaza Strip by contracting with facilitators and security staff.</p> <p><u>Specific objectives:</u></p> <ol style="list-style-type: none"> To contract with 136 facilitators and 80 security staff. To support emergency health staff in providing high-quality services. To decrease the overcrowding in emergency departments. To increase patient satisfaction on emergency services. To raise the satisfaction of emergency department staff. 																																																																
<p>Current indicators</p>	<ul style="list-style-type: none"> ❖ Overcrowded, uncontrolled flow of patients at emergency departments. ❖ The insufficient number of security staff at emergency departments. ❖ Absence of patient services facilitators at emergency departments. ❖ Difficulty in emergency staff work due to a large number of patients and companions visiting the emergency departments. 																																																																
<p>Expected indicators after implementing the project</p>	<ul style="list-style-type: none"> - Contracting with 136 facilitators and 80 security staff for emergency departments. - Ease of work for health staff at emergency departments. 																																																																
<p>Schedule of the main project implementation phases</p>	<table border="1"> <thead> <tr> <th rowspan="2">Stage</th> <th colspan="12">Duration (months)</th> </tr> <tr> <th>1</th><th>2</th><th>3</th><th>4</th><th>5</th><th>6</th><th>7</th><th>8</th><th>9</th><th>10</th><th>11</th><th>12</th> </tr> </thead> <tbody> <tr> <td>Preparation</td> <td style="background-color: red;"></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>Implementation</td> <td style="background-color: red;"></td><td style="background-color: red;"></td><td style="background-color: red;"></td><td style="background-color: red;"></td><td style="background-color: red;"></td><td style="background-color: red;"></td><td style="background-color: red;"></td><td style="background-color: red;"></td><td style="background-color: red;"></td><td style="background-color: red;"></td><td style="background-color: red;"></td><td style="background-color: red;"></td> </tr> <tr> <td>Evaluation and closure</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td style="background-color: red;"></td> </tr> </tbody> </table>	Stage	Duration (months)												1	2	3	4	5	6	7	8	9	10	11	12	Preparation													Implementation													Evaluation and closure												
Stage	Duration (months)																																																																
	1	2	3	4	5	6	7	8	9	10	11	12																																																					
Preparation																																																																	
Implementation																																																																	
Evaluation and closure																																																																	
<p>Budget breakdown</p>	<table border="1"> <thead> <tr> <th>#</th> <th>Item</th> <th>Qty.</th> <th>Salary (\$)</th> <th>Total cost</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Contracting with patient services facilitators</td> <td>136</td> <td>310</td> <td>505,920</td> <td>63%</td> </tr> <tr> <td>2.</td> <td>Contracting with security staff</td> <td>80</td> <td>310</td> <td>297,600</td> <td>37%</td> </tr> <tr> <td colspan="2">Estimated cost (\$)</td> <td colspan="2">\$803,520</td> <td colspan="2">100%</td> </tr> <tr> <td colspan="2">Total cost in words</td> <td colspan="4">Eight hundred three thousand five hundred twenty</td> </tr> </tbody> </table>	#	Item	Qty.	Salary (\$)	Total cost	Percentage	1.	Contracting with patient services facilitators	136	310	505,920	63%	2.	Contracting with security staff	80	310	297,600	37%	Estimated cost (\$)		\$803,520		100%		Total cost in words		Eight hundred three thousand five hundred twenty																																					
#	Item	Qty.	Salary (\$)	Total cost	Percentage																																																												
1.	Contracting with patient services facilitators	136	310	505,920	63%																																																												
2.	Contracting with security staff	80	310	297,600	37%																																																												
Estimated cost (\$)		\$803,520		100%																																																													
Total cost in words		Eight hundred three thousand five hundred twenty																																																															
<p>Sustainability of the project</p>	<ul style="list-style-type: none"> - The contribution of the Ministry of Health to secure the required security staff and facilitators directly or through other projects in the future. 																																																																
<p>Project monitoring & evaluation</p>	<ul style="list-style-type: none"> - Report of the applicant party on the efficiency of the project. - Follow up the periodic and final reports of the project. - Report on the impact of project implementation on relevant indicators before implementation. 																																																																
<p>Annexes</p>	<p>-</p>																																																																

Preparation & supervision	Project designer: Mr. Ahmed Alsufi		Director of projects preparation department: Dr. Hamza Abdeljawad	
Contact	Name:	Dr. Abdellatif El-Hajj	Job title:	General Director of International Cooperation and Projects
	E-mail:	icd@moh.gov.ps	Phone with country code:	00970 8 2826325