



THE NATIONAL EMERGENCY MEDICAL SERVICE - NEMS



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On the 15th of October 2018, the National Emergency Medical Service (NEMS) started: a national network of ambulances coordinated to provide free-of-charge aid and emergency medical assistance in the prehospital setting, involving personnel trained in rescue, stabilization and transport of traumatic and medical emergencies.

The NEMS service, initially operational in Pujehun district, has progressively expanded throughout all 16 districts, becoming operative at national level on the 27th of May 2019. The project has been developed with the support of the Ministry of Health, in partnership with Regione Veneto and CRIMEDIM, and financially supported by the World Bank.



KEY FEATURES



Coverage: the entire population of Sierra Leone



A national Operations Centre (OC) established in Freetown



A NEMS office in each district



80 ambulances free of charge, dispatched all around the country



Free Emergency Number



Operational activities



1,600 among ambulance drivers, paramedics and OC operators have been trained since the beginning of the service. All staff receives continuous trainings: two rounds of refresher trainings, beyond the initial one, have already taken place.



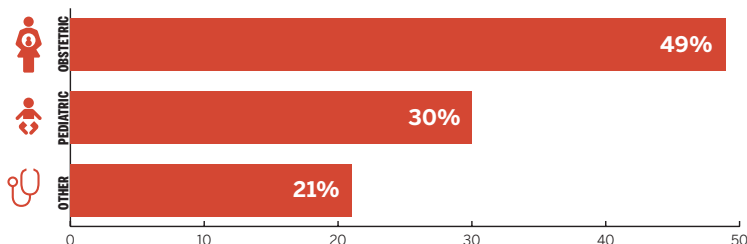
MONITORING

- Definition and update of protocols and procedures
- Continuous check and maintenance of the ambulances: fuel control, daily checklist for cleaning and medical materials
- Weekly and monthly reports on the status of the vehicles and on the ambulances' activities
- Monitoring of the road conditions and the status of the referral hospitals

TYOLOGY OF PATIENTS REFERRED

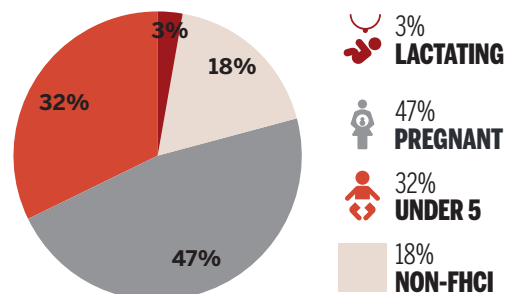
Missions complaints

Jun 2019-Jan 2020



Free Health Care Initiative (FHCI)¹

Jun 2019-Jan 2020



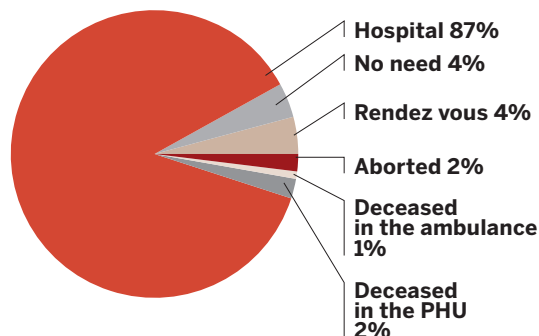
TIME OF THE AMBULANCE MISSIONS

PERCENTILE	Jan 2020		Jun 2019-Jan 2020	
	To hospital	To target	To hospital	To target
50°	01:40:25	00:34:11	01:43:10	00:37:53
75°	02:35:16	01:00:11	02:43:41	01:09:48

In January 2020, 50% of patients was reached in 34 minutes or less and referred to hospital in less than 1 hour and 40 minutes.

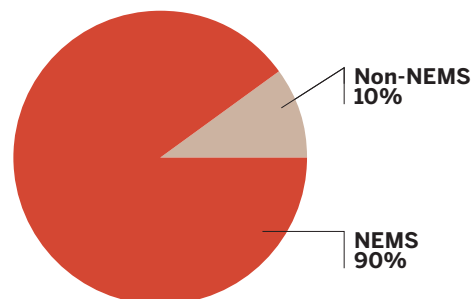
Outcome of the missions²

Jun 2019-Jan 2020



ARRIVAL METHOD³

	Jan 2020	
	NEMS	Non-NEMS
Tertiary Facilities	72%	28%
ODCH	79%	21%
PCMH	96%	4%
Connaught Hospital	48%	52%
Regional/ District Hospitals	94%	6%
Bo Gov. Hospital	99%	1%
Kabala Gov. Hospital	100%	0%
Kailahun Govt. Hospital	85%	15%
Kambia Gov. Hospital	98%	2%
Kenema Gov. Hospital	87%	13%
Koidu Gov. Hospital	87%	13%
Lungi Gov. Hospital	100%	0%
Magburaka Gov. Hospital	90%	10%
Makeni Gov. Hospital	83%	17%
Moyamba Gov. Hospital	100%	0%
Port Loko Gov. Hospital	97%	3%
Pujehun Gov. Hospital	100%	0%
UBC Hospital Mattru	92%	8%
Total	90%	10%



According to the data for January 2020, the NEMS referrals accounts for 90%. On the contrary, only 10% of the patients referred arrived with different methods (Non-NEMS ambulance, or other private transportations)

¹ Data from King's Sierra Leone Partnership database.

² "Deceased in the PHU": no referral due to the death of the patient before or at the arrival of the team on the scene.

"Deceased in the ambulance": missions where the patient died during the transportation to the hospital.

"Aborted": missions cancelled

"Rendez-vous": referrals requiring more than an ambulance to transfer the patient to the hospital.

"No need": emergency managed at the PHU level before or at the arrival of the ambulance and missions cancelled due to refusal of the patient or relatives.

³ Data from King's Sierra Leone Partnership database.

**«A DREAM COME TRUE:
CREATING A NATIONAL
EMERGENCY MEDICAL SERVICE
FROM SCRATCH, IN A COUNTRY
SEVERELY AFFECTED BY EBOLA
AND WITH THE HIGHEST
MATERNAL MORTALITY RATE
IN THE WORLD».**

DON DANTE CARRARO
CUAMM Director

**«WE HAVE WORKED ON
A LONG-LASTING SUSTAINABLE
MODEL FOR SIERRA LEONE,
THAT CAN BE MANAGED
AUTONOMOUSLY BY LOCAL
PROFESSIONALS».**

PAOLO ROSI
NEMS Chief Executive Officer

**«A LIFE-SAVING AND TIMELY
SERVICE WITH A KEY ROLE
ON THE LIVES OF SIERRA
LEONEANS, CHILD AND
PREGNANT WOMEN FIRST,
GREATLY INCREASING ACCESS
TO HEALTHCARE».**

HAWA LANSANA
OC Supervisor

KEY RESULTS ACHIEVED
(Oct 2018 – Jan 2020):

31,847 EMERGENCY
CALLS RECEIVED BY NEMS
OPERATIONS CENTRE

30,701 AMBULANCE
MISSIONS

26,919 PATIENTS
REFERRED

2,220,522 KM TRAVELLED
BY THE 80 AMBULANCES
DISPATCHED ACROSS
THE COUNTRY

1,600 NEMS PERSONNEL
TRAINED AMONG
AMBULANCE DRIVERS,
PARAMEDICS AND OC
OPERATORS

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