Assessment of Preparedness and Response at the Emergency Department of Muhimili Orthopaedic Institute (MOI), Dar es Salaam, Tanzania.

Sufficient capacity in emergency preparedness and response is a key to effective health services especially during major emergencies. As such, knowledge of emergency preparedness and response capacity of major health facilities is important as a basis for both improvement and capacity development of the health care facilities. This study was carried out to analyses emergency care service status and improvement needs at Muhimpili Orthopedic Institute (MOI) in Dar es Salaam, Tanzania with a focus on emergency preparedness and response aspects. With MOI being a premier emergency health service provider, this study was meant to provide valuable insights into needs and options for improving emergency preparedness and response capacity at health care facilities. The data and information for this study were obtained mainly through review of documentary sources from MOI, interviews, questionnaire surveys, physical observation, and physical surveys and investigations. Questionnaire surveys involved mainly emergency case victims and their care givers while interviews involved mostly staff involved in emergency care service provision at MOI. The profile of patients provided with service at MOI emergency department is similar to the profile on the general public both in terms of gender and age distribution. This implies that the services provided by MOI are for the general public rather than a certain age or gender group. On the whole, MOI can handle emergencies even thought it has human and material resource deficiencies which impact on its performance. Handling of emergencies at MOI follows the standard TRIAGE categories. MOI emergency department has successfully handled several emergency cases in the past, including the case of building collapse in Kisutu area in Dar es Salaam city. MOI emergency department has almost all categories of human and materials resources needed for its basic emergency handling operations, but the resources are not enough, especially in terms of quantity relative to needs. Despite concerted efforts expended, many clients are not satisfied with services which are being offered at MOI. The overall conclusion from this study is hat MOI Emergency Department handles an overwhelming amount of emergency health care service leading to an obvious need for improvement. Improvements are required in terms of deployment of human resources, material resources and financial resources.

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