

IFHV

International Forum for
Health Volunteering
الملتقى العالمي للتطوع الصحي

— 23 - 24 october 2023 —



International Forum for Health Volunteering (IFHV)

Scientific Content and Presentations

Second Day



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recorded videos
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Second Seminar

Challenges of health volunteering in confronting chronic diseases



Dr. Mohammad Alfelali



Dr. Talaat Al Wazna



المجلس التخصصي
للجمعيات الصحية



Mr. Sami Alsuwat



التطوع الصحي
HEALTH VOLUNTEERING



Mr. Essam Al-Shammari Al-Ajami





د.محمد فيلاي
Dr. Mohammad Alfelali



د.طلعت وزنة
Dr. Talaat Al Wazna



د. أحمد الغزواني
Dr. Ahmed Gizwani



سعادة عصام الشامري العجمي
Mr. Essam Al-Shammari Al-Ajmi



“

A scientific background and experience are required for managing health initiatives.

Dr. Talaat Al Wazna

Specialized Council for Health Associations



“

We live in an era where the average lifespan increases, leading to an overlap between chronic diseases and aging-related diseases, and here comes the psychological role of the volunteer in adapting between these two concepts.

Mr. Essam Al-Shammari Al-Ajami

Zayed Giving Initiative



“

Since we started working in health volunteering, we have made sure that the Center's first strategic goal is to spread the culture of health volunteering.

Mr. Sami Alsuwat

Health Volunteering Center





Second scientific paper

The role of health volunteering in detecting and treating chronic diseases



Dr. Jassir Al Shehri



Mr. Meshari bin Dalilah



Dr. Sultan AL Zahrani



Ms. Kefa Alenazi

A woman wearing a black niqab is speaking at a podium. She is looking down at a tablet device. A microphone is positioned in front of her. The background is a blue wall with some text visible, including "an AL Zahrani".

“

Recently, the Kingdom of Saudi Arabia has witnessed an increase in early screening of breast cancer, the second most common disease. This progress is mainly due to the widespread improvement of health awareness, and the willingness of women to seek advice, undergo examinations, and receive treatment when needed.

Ms. Kefa Alenazi

Hayatt Breast Cancer Foundation



Prospects of activating volunteering in addressing chronic diseases

Ms. Kafaa Al-Arri Al-Anazi
Vice Chairman of Hayatt Breast Cancer Foundation in Arar



The Health Volunteer Center was established in 2019, which provided technical support through e-health by launching the Health Volunteering Platform. The Platform allowed all community segments to participate in health volunteer opportunities.

The Ministry's Health Volunteer Center seeks to promote Community Development and develop the Non-profit Sector, based on achieving the following strategic objectives:

Encouraging volunteering

Empowering non-profit organizations to achieve a deeper effect

Supporting growth of the Non-profit Sector



Breast Cancer

Breast cancer is the second most widespread cancer in the KSA out of the general proportion of all types of cancer in women, i.e., its proportion is approximately one-third. In recent years, the number of patients being diagnosed with it has begun to rise due to improvements in public health awareness and women in particular seeking counseling, screening and treatment.



The role of the Non-profit Sector in Health Volunteering to reduce the consequences and complications of Breast Cancer in the community:

Through the Health Volunteering Platform, an initiative has been taken based on strengthening primary prevention against breast cancer, by avoiding risk factors that increase the possibility of getting infected, and through secondary prevention and early detection with Mammogram for women.

The Breast Cancer Early Detection Initiative relies on 3 pillars on which the Association has worked to address Breast Cancer in the province and detect it in the early stages through:

First Pillar

This pillar has been achieved through the Association's programs and volunteers via the Health Volunteering Platform. This role focuses on breast cancer early detection through:

Delivering lectures by the Association's health practitioners (physicians) for women in community in general, through which the level of awareness and interest in early detection in the Province was observed.

Psychological and social counseling through volunteer opportunities on the Health Volunteer Platform, which contributed to supporting the infected person and her family (in the treatment stages - post-treatment stages - recovery stages).

Villages around the Province have been targeted to raise their awareness and educate them about breast cancer and the significance of early detection through male and female volunteers and active participation with the Province's Health Affairs and University.

Schools have been targeted with an educational program for high school (educational lectures) throughout the year, and coordination is underway to implement this program in various governmental and private sectors in the Province (the basis of the program is the Health Volunteer Platform).

Second Pillar

This pillar has been achieved through the Association's programs and volunteers via the Health Volunteering Platform. This role focuses on breast cancer early detection through:

This pillar can be achieved by providing mobile vehicles for early detection, and it has been included in the Association's projects for 2024. Work is currently being carried out in partnership with the Health Affairs in the private vehicle through volunteer opportunities between the two sides, as the Health Volunteering Platform and volunteers have contributed to raising awareness and then screening.

Third Pillar

Establishing Early Screening Centre:

It is among the Association's projects that have been approved and are being implemented. This pillar has been achieved in part through joint collaboration with Health Affairs and volunteers through the Health Volunteering Platform in the Province's Breast Cancer Early Detection Initiatives.

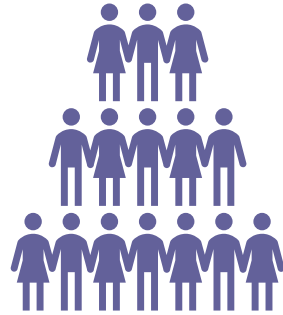
The most important possibilities for activating Health Volunteering for Early Breast Cancer Screening:

One of the most important possibilities is that opportunities come through the national volunteering platform, which ensures the quality of the opportunities and their proportionality to needs; hence, all health practitioners are willing to volunteer.

Women turn out to attend initiatives that encourage early detection in (Shopping Malls - Women and Children's Clinics - Public Education - Universities), which are in line with the Health System's initiatives in the National Transformation Program (NTP) and Vision 2030 (there is an existing initiative within the Health Sector Transformation Program that is concerned with raising awareness of the importance of preventing factors leading to cancer and under the supervision of the Saudi Health Council (SHC)).

Sponsorship of the Health Volunteer Award by the Minister of Health, and it is a recognition and gratitude from the Ministry of Health for all volunteer efforts.

The most important challenges facing Volunteering for Early Breast Cancer Screening:



Community-related
Challenges



Entity-related
Challenges



Volunteer-related
Challenges

The most important challenges facing Volunteering for Early Breast Cancer Screening:

- **Volunteer-related Challenges:**

Lack of knowledge of the significance of Volunteering.

Neglecting to carry out assigned responsibilities due to a feeling of non-obligation.

Underestimating Volunteering due to misusing its flexibility.

The most important challenges facing Volunteering for Early Breast Cancer Screening:

- **Entity-related Challenges:**

Absence of the department concerned with volunteer affairs.

Lack of adequate advertising about the entity, its activities and objectives.

Absence of volunteer training programs before they are assigned.

Lack of honoring volunteers and being limited to volunteer hours on the Platform.

The most important challenges facing Volunteering for Early Breast Cancer Screening:

- **Community-related Challenges:**

Low culture of community volunteering.

The mainstream thought in community is that volunteering only involves organization.

Most Important Recommendations:

Our beloved Kingdom was keen to promote the culture of Volunteering and empower non-profit sectors. Therefore, Volunteering was one of the key national transformation programs to achieve Vision 2030 by achieving the following five basic objectives:

Reaching one million volunteers by 2030 (this can be achieved by urging government, private and non-profit sectors to achieve an annual target).

Providing an appropriate environment for volunteering development.

Paying attention to International Volunteer Day and celebrating it annually.

Caring for and encouraging volunteers.

Diversity of business and volunteer opportunities.

Having ongoing initiatives throughout the year (that focus on awareness and education).



“

One of the prominent consultants has given us a great example of voluntary work when he decided to devote two days a week, from 8:00 AM to 04:00 pm, to treat patients and to spread the message of health volunteering.

Mr. Meshari bin Dalilah

Charity Health Society for Patients Care (Enayah)



جمعية عناية الصحية
Health Enayah Society

Healthcare services
at Enayah Poly Clinic and
ease of access to them

Contents

Introduction

First Section: An introduction to the Society

Second Section: Enayah Poly Clinic and ease of access to it

Third Section: Poly Clinic's Capabilities and Challenges

Objectives of the Scientific Paper

The scientific paper aims to achieve the following objectives:

01

Highlighting Enayah's leading experience in the Medical Complex and facilitating access to healthcare services for beneficiaries.

02

Introduction to Enayah's national role in achieving Vision 2030 with regard to social and healthcare investment.

03

Introduction to Enayah's methodology for health volunteering through volunteer consultant physicians at the Complex.



Significance of the Scientific Paper

The significance of this paper is highlighted in its proposed section, through transferring the rich experience achieved by Enayah at the Medical Complex by the consultant physicians who volunteer to treat patients, especially chronic diseases, and the ease of access to healthcare services for the Complex's beneficiaries.



Paper Preparation Methodology

01

A Mixed Methodology of quantitative and qualitative approaches was used in the process of preparing the scientific material.

02

Information was collected from basic and primary sources through official reports and digital dashboards in the Society and Medical Complex.

03

Information was collected from basic and primary sources through official reports and digital dashboards in the Society and Medical Complex.



Abstract

This paper addressed healthcare services at Enayah Poly Clinic and ease of access to them. The study aimed to shed light on Enayah's leading experience in recruiting consultant physicians who volunteer at Enayah Poly Clinic and their role in facilitating access to healthcare services for beneficiaries.

The scientific paper was prepared according to the mixed methodology of quantitative and qualitative approaches in the process of preparing the scientific material, and collecting information from basic and primary sources through official reports and digital dashboards at the Society and Medical Complex,

In addition to the diversity of information from quantitative information (statistics and figures related to health volunteering, etc.) and qualitative information (procedures followed in ease of access to the healthcare system at the Medical Complex and at the chronic disease consultation clinics in the Medical Complex).

The paper has been divided into an introduction, (3) sections, and a conclusion. In the first section, the paper addressed an introduction to Enayah Society and its career paths and outcomes from 2007 to 2022, and the extent to which its health objectives are compatible with Vision 2030 and the National Transformation Program, volunteering in the Society and the most important thing that distinguishes Enayah in volunteering. In the second section, the paper addressed Enayah Poly Clinic, statistics on volunteer physicians, their volunteer hours, and the economic value of their volunteer hours. It also addressed volunteer consulting clinics, the ease of access to their services for beneficiaries and the extent to which they are compatible with Vision 2030 in terms of providing healthcare services and ease of access to them in terms of the appropriate time and place, expansion of capacity, geographic distribution and financial expenses. In the third section, the paper addressed the capabilities that contribute to recruiting consultant physicians or beneficiaries to the Medical Complex. The paper also reviewed the most significant challenges facing the Medical Complex and the main recommendations and references.

We ask Allah to benefit from this effort, and for it to serve as development work programs that contribute to empowering the non-profit voluntary health sector.

First Section

An introduction to Health
Enayah society



Vision

The Kingdom's leading model for providing non-profit healthcare services.



Mission

Providing non-profit treatment services according to priority of need, and providing awareness and preventive programs for the community with complete professionalism and privacy.



Values



Objectives

Achieving the quality and improvement of healthcare services.

Developing relationships and partnerships with supporters and other entities and sustaining them efficiently and effectively.

Raising the professional competence of employees and moving towards job specialization.

Promoting and sustaining volunteering.

Achieving financial efficiency and heading towards sustainability.

Achieving efficiency and efficacy in public relations and media.

Internal organizational development and achieving excellence and local and regional competition.



Society's Path

Treatment Path

- Charitable Treatment
- Medical Centers
- Medical Supplies

Prevention Path

- Medical Campaigns
- Medical Convoys

Awareness Path

- Field Awareness
- Electronic Awareness

The local healthcare services are subject to the oversight of the National Center for Non-Profit Sector Development, and the supervision of the Ministry of Health.

Global healthcare services are subject to the supervision and control of the King Salman Humanitarian Aid and Relief Centre.

Enayah Society's Outcomes

From 2007 to 2022



9,936
Volunteers

Number of Volunteers



SAR 351,434,493

Actual cost of health services (after deduction)



SAR 702,972,173

Economic cost of health services (before deduction)



792,612
Beneficiaries

Beneficiaries of health services



409,096
Beneficiaries

Beneficiaries of events and activities



534
Events

Number of preventive events



SAR 13,485,597

Economic value of volunteering



126,600
Hours

Number of volunteering hours

Healthcare services at Enayah Society and Vision 2030

Based on the Vision 2030 of empowering a full and healthy life, enhancing healthcare services, improving the quality, and reinforcing its third objective which is the efficiency of healthcare services, as well as enhancing the prevention of health risks, the Society paid special attention to this blessed Vision, and sought to achieve its objectives through quality health programs and initiatives. Below are Enayah's most important contributions to achieving the Vision 2030's healthcare objectives.

Enayah's contribution to achieving the Ministry of Health's objectives for Vision 2030

Ministry of Health's objectives	Facilitate access to healthcare services	
Enayah's strategic objectives	Achieving the quality and improvement of healthcare services Creating quality healthcare programs and projects	
Enayah's contribution to achieving the Ministry of Health's objectives	Number of beneficiaries of treatment services 383,516	
Ministry of Health's objectives	Maximizing the quality of healthcare services	
Enayah's strategic objectives	Achieving the quality and improvement of healthcare services Establishing optimal standards in service speed and quality	
Enayah's contribution to achieving the Ministry of Health's objectives	The Society has obtained 16 quality certificates and awards in providing healthcare services	
Ministry of Health's objectives	Strengthening health risk prevention	
Enayah's strategic objectives	Achieving the quality and improvement of healthcare services Providing and improving preventive services and awareness programs	
Enayah's contribution to achieving the Ministry of Health's objectives	Number of preventive programs 534	Number of beneficiaries of preventive programs 409,096

Health volunteering Enayah Society

Based on Vision 2030 to increase the number of volunteers to one million, the Society has set this ambitious Vision among its priorities and strategic objectives. It has taken several measures to attract volunteers, and provided them with a motivating environment to work with. The number of volunteers from 2007 to 2022 was 9,936. Enayah is a distinctive healthcare society in health volunteering.



The most important things that distinguish Enayah Society in volunteering

01

Having specialized administration that sponsors initiatives, and trains and qualifies volunteers.

02

Providing healthcare volunteer opportunities according to community needs.

03

Implementing the international best practices for volunteering according to the Saudi National Standard.

04

It established a health volunteer club (Enayah Volunteer Club) to sponsor volunteer initiatives and raise their scientific and practical competence. The Society is accredited by the Saudi Commission for Health Specialties (SCFHS) to train and qualify volunteers in health volunteering.

05

Having a medical complex as a social investment, where optimal investment is made for volunteers.

06

It hosts the largest pool of volunteer consultant physicians at Enayah Poly Clinic to provide diverse medical services to beneficiaries, including chronic diseases.



Ministry of Health Award for Health Volunteering



National Volunteer Award



The Princess Seetah bint Abdul Aziz Award for Excellence in Social Work

Second Section

Enayah Poly Clinic and ease of
access to its services

Enayah Poly Clinic

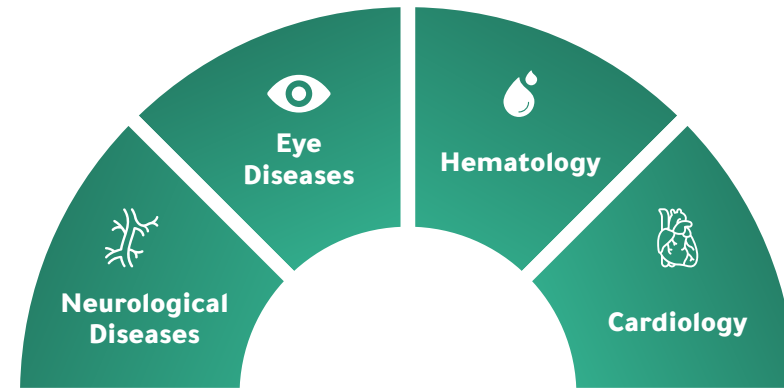
Enayah Poly Clinic is a social investment and a multi-disciplinary voluntary medical facility. It was established in 2010 in the Mi'kal neighborhood, and was developed and moved to its new headquarters in Al-Suwaidi neighborhood in Riyadh, where it was inaugurated by His Royal Highness Prince Faisal bin Bandar bin Abdulaziz Al Saud, Governor of Riyadh Province, in March 2018. The Complex includes a group of volunteer consultant physicians specializing in various medical fields.

Below are numerical statistics about the successive volunteer consultant physicians at the Complex and the number of their volunteer hours, as well as the economic value of their volunteer hours from 2018 to 2022:

Year	Volunteer consultants	Volunteer hours	Economic value	Number of beneficiaries	Number of consultative visits
2022	145	4,284	2,073,500	5239	1071
2021	138	3,636	1,997,200	5728	910
2020	115	2,036	814,400	3559	902
2019	122	3,297	1,318,800	5549	804
2018	111	2,630	1,052,000	5127	680

Volunteer Consulting Clinics

The volunteer consultant physicians provide all healthcare services to patients through the Complex's volunteer consulting clinics. The most prominent of such clinics is the chronic disease clinic, such as:



Below are the number of visits by volunteer consultants and the number of children and adults with chronic diseases during 2022 and 2021:

Name of the volunteer consulting clinic	2022		2021	
	Number of visits	Number of beneficiaries	Number of visits	Number of beneficiaries
Pediatric Heart Clinic	44	255	30	221
Pediatric Neurology Clinic	24	234	24	234
Adult Cardiology Clinic	127	888	153	1075
Adult Neurology Clinic	45	328	43	351
Hematology Clinic	6	21	7	24
Eye and Retina Clinic	52	799	49	457



The Complex's healthcare services and ease of access to them

Based on Vision 2030 to ease access to healthcare services for beneficiaries and enhance public health in order to achieve quality of life through the following:

**The appropriate
time and place**

**Expansion of
capacity**

**Geographic
distribution**

Financial expenses



Based on Enayah Society's strategic directions in providing the best healthcare services to beneficiaries, the Complex, through its regulations and mechanisms regulating its operations and activities, will facilitate beneficiaries' access to its healthcare services, and recruit qualified volunteer physicians who provide healthcare services with ease and quality, taking into account the following:

I: Service time and speed of completion

To ease and speed up access to the Complex's healthcare services, the Complex took the following procedures:

As for the beneficiaries:

1. Providing the service to them when they come directly to the Complex, or make an appointment through the following:
 - Direct phone call.
 - Contact the Complex via WhatsApp.
 - Registration via the website.The Consulting Clinics Coordinator then schedules an appointment with the Volunteer Consultant.
2. When the beneficiary visits the (permanent) specialized clinics and is in need of further investigation and advanced diagnosis, his case is referred to the Complex's volunteer consultants for follow-up.
3. Patients who need advanced diagnosis or surgeries are referred through Enayah's service provider partners in accordance with a cooperative agreement to provide advanced medical services to the patient with high quality and low costs.
4. Providing medications to patients via Wasfaty platform.



II: Increasing the Complex's capacity

The Society seeks to expand the circle of people benefiting from the Medical Complex, which contributes to increasing the capacity by more than 50,000 beneficiaries by increasing clinics and adding advanced diagnostic services. This will enhance the Vision 2030's objectives to facilitate access to healthcare services. To do so, lands adjacent to the Complex were purchased in order to expand its services.

III: Geographical distribution

The Society seeks to provide medical services to beneficiaries residing in the neighborhoods close to the Medical Complex. If the service is not available, they will be referred to the partners as needed, in addition to its endeavor to open new specializations after completing the expansion planned for the Complex.

IV: Providing services at the lowest cost

Through the Complex, the Society provides its medical services at an estimated lowest financial cost of 66% compared to the cost of treatment at commercial medical centers. The Society also contracts with specialized medical centers to provide advanced treatment services from the consulting clinics referred to them at the lowest costs and the highest quality. The number of medical centers reached 42 medical centers.

Third Section

Capabilities and Challenges

I: Beneficiaries

The most important capabilities that help attract beneficiaries to the Complex's consulting clinics include the following:

Having a group of distinguished volunteer consultants in the Kingdom

Variety of consulting clinics

Low financial cost (to cover administrative expenses)

A clear and flexible patient registration system

Availability of modern medical capabilities

II: Consultants

The main factors attracting volunteer consultant physicians to the Complex include the following:

A volunteer medical environment that is attractive to volunteer consultant physicians and is appropriate for their specializations

The availability of modern medical equipment

Constant contact and communication with the Complex

Having a digital medical system connected to clinics (which is currently being updated)

Ease of access to the healthcare system

Providing volunteer opportunities through the Health Volunteering platform

Ease of providing medications via Wasfaty website

The Medical Complex's interest in implementing protocols related to the Kingdom's Healthcare System

The most significant challenges at Voluntary Enayah Poly Clinic

Referring patients in need to Enayah's healthcare service provider partners to conduct further accurate examinations due to their unavailability in the Complex.

Increased demand for the consulting clinics and lack of fulfillment due to space constraints and limited area of the Complex.

Inability to accommodate new volunteer consultants due to the limited number of clinics in the Complex.

The Complex has a lab, but it needs to be expanded to increase the capacity of various test samples.

To overcome those challenges, the Society seeks, through an ambitious plan, to expand the Complex's buildings. The lands surrounding it were purchased to construct a building to increase the number of healthcare services and equip them technically and medically.

Recommendations

1

Increasing the Complex's volunteer opportunities, which will contribute to increasing and diversifying the medical services provided to beneficiaries.

2

Disseminating the experience of volunteer consultant physicians at Enayah Poly Clinic to non-profit health sector organizations.

3

Increasing the number of voluntary consulting clinics to accommodate the growing numbers of beneficiaries by expanding the Complex.

4

Increasing and diversifying the Complex's comprehensive examinations, which contributes to facilitating and speeding up the service provided to beneficiaries.

References

**Sustainability
Reports**



**Social Impact
Reports**



**Enayah
Publications**



**Enayah's Annual
Reports**



“

Our target has changed from focusing only on disease prevention to health education through programs such as the **“Health Coach.”** These programs aim to expand the patient’s awareness from getting care from a private doctor to the concept of cooperating with an integrated healthcare team.

Dr. Jassir Al Shehri

Derhum Weqaya Primary Health Care Charity
Society



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HEALTH VOLUNTEERING

Health Coach Program 2021

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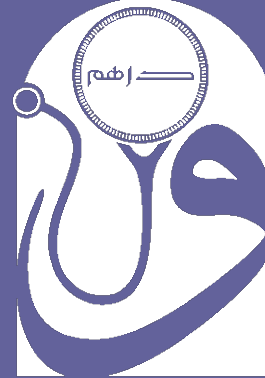
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Primary Health care charity Society



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Health Coach Program 2021



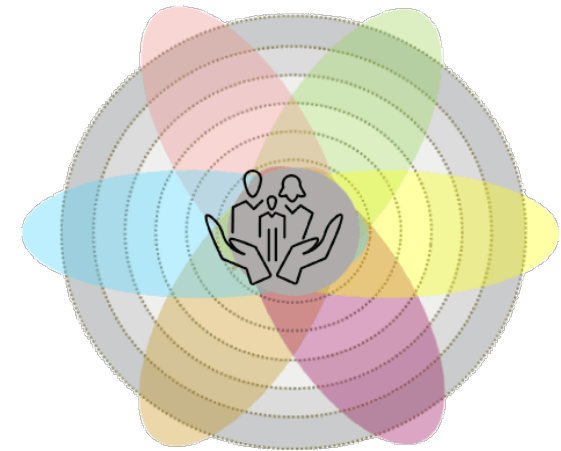
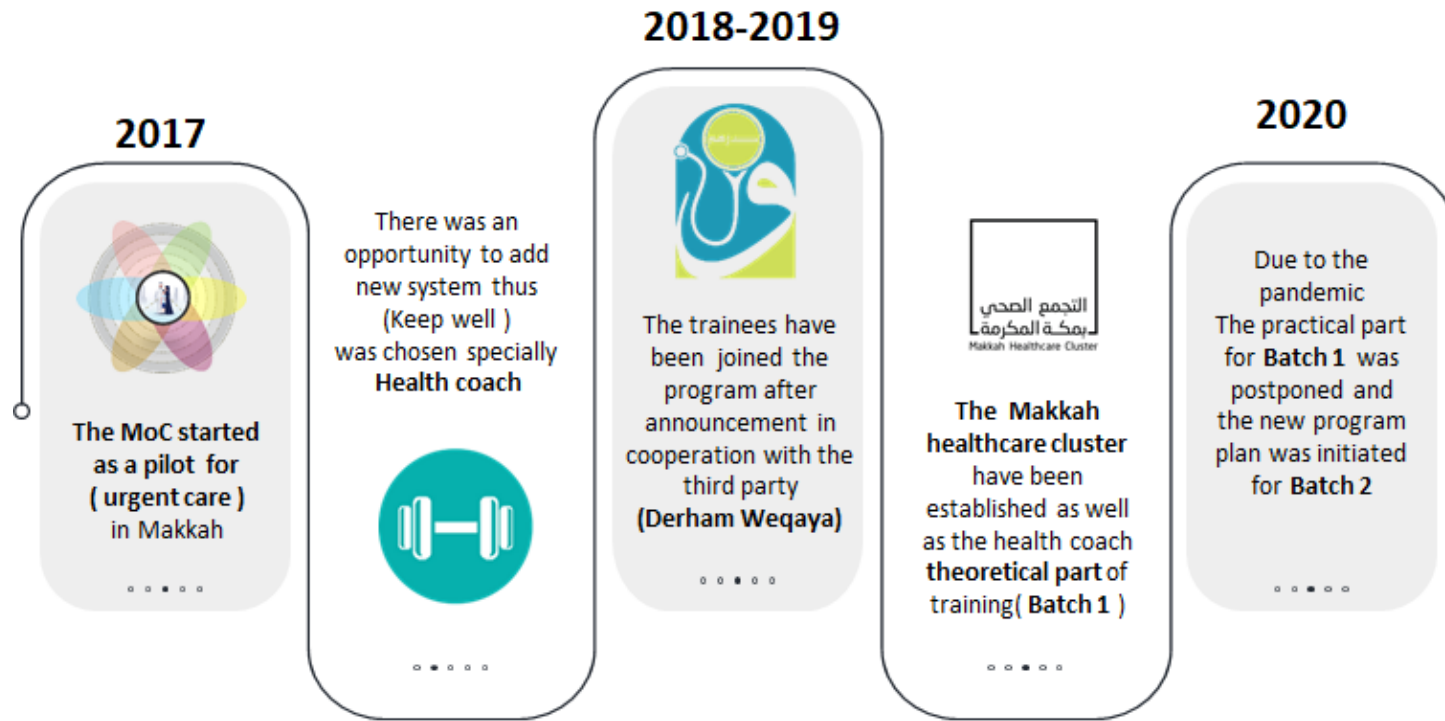
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Background



2018

2019

Keep Well

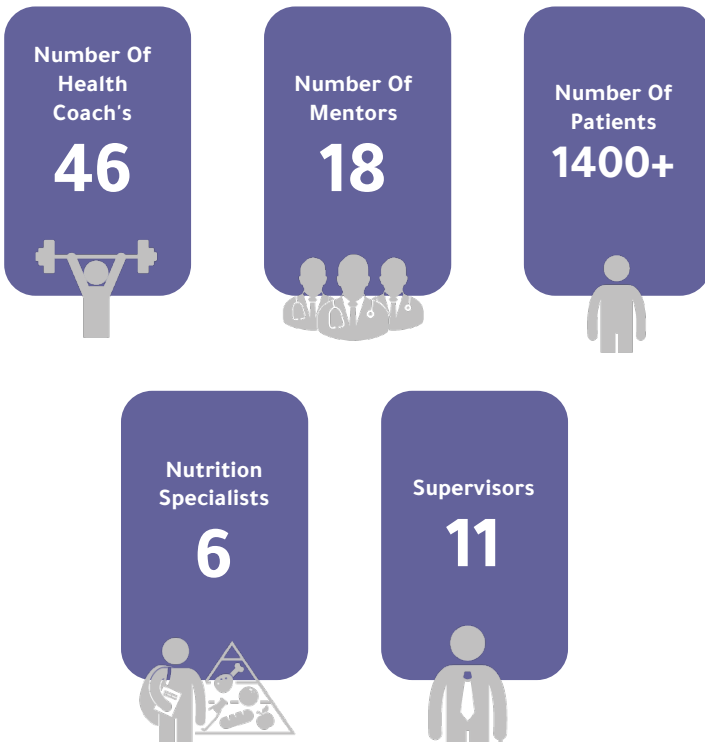
1.2. Develop New Health Coach Services Within The Cluster





Duration : 2019 - Oct 2021

Man Power :

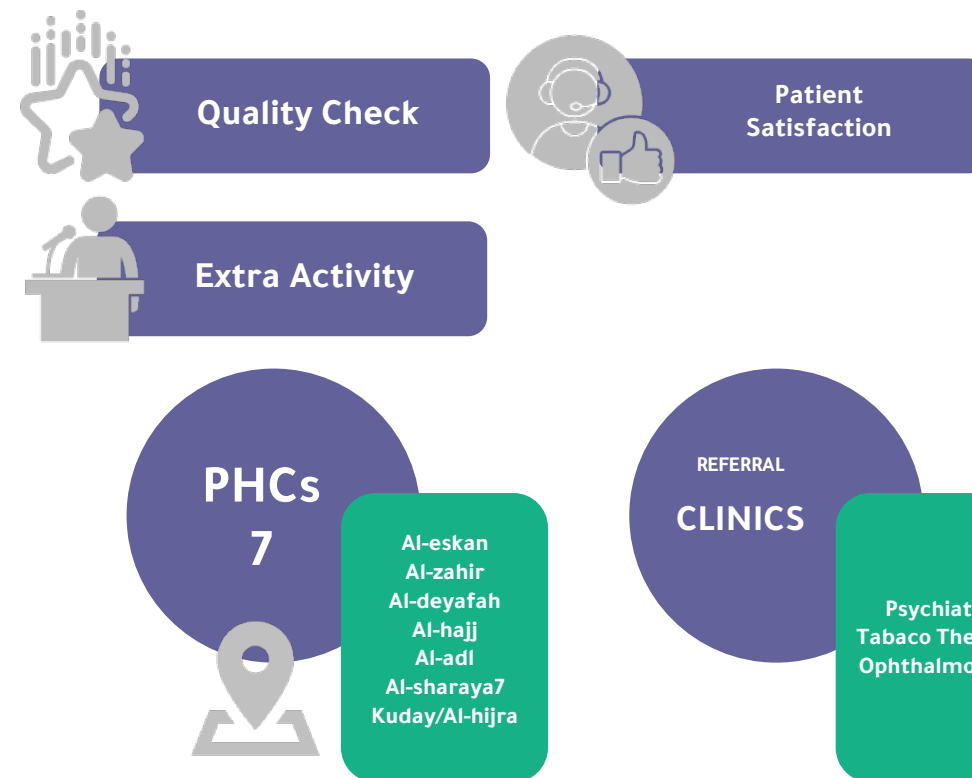


Executive Summary



Duration : 2019 - Oct 2021

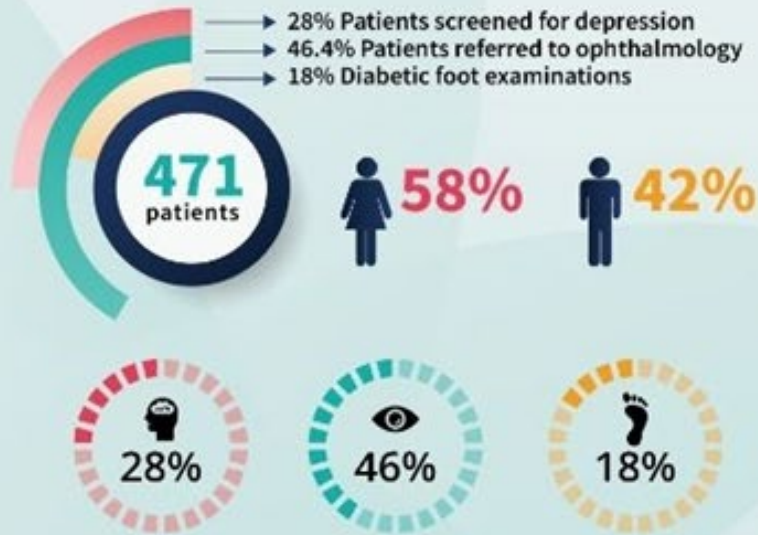
SERVICES AND TOOLS :





HEALTH COACH

BATCH 1 – KEY PERFORMANCE OUTCOMES



80%
Smoker patients referred
to smoking cessation clinics

238 patients 471



68.1%
Patients who improved
in HbA1c results

344 patients 471



52.3%
Patients who improved
in BMI measurements

Patients who Completed Coaching Program

Batch 2 KPIs / Results



Smoking Prevalence

9%



FEMALE
56.1%



MALE
43.9%

OF
PARTICIPANTS

977 PT.



Optha referral

37.5%



Foot examination

74.6%



HbA1C improved

66%





“

In the beginning of 2020, the Saudi Health Council focused on the most common educational priorities which is raising awareness about blood pressure, diabetes, high cholesterol, obesity, sports, and colon cancer in men and breast cancer in women.

Dr Sultan Al Zahrani

Athar Health Volunteering Society



Early screening is a model for the role of health volunteering in addressing lifestyle diseases

A Community Reassurance Campaign
Project (as a model)



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Introduction

Based on the experience of the ATHAR Health Volunteering Society, which is the first society specialized in health volunteering, it ranked first in the Kingdom in 2023 in the number of volunteers who were empowered, according to the report of the Health Volunteer Center for the first and second quarters, respectively. It was distinguished in innovating and implementing community health programs, including specifically Health community campaigns. It excelled in creating and implementing community health programs, specifically community health campaigns. Over 3 years, ATHAR Society has been wandering around the Riyadh province to provide its services based on community needs and in integration with the Ministry of Health's objectives and as a contribution to achieving the Kingdom's Vision 2030, in which we were keen to provide health services to those in need and for our community health programs to have an impact.

Summary of ATHAR's experience in field campaigns

1

Community Awareness Campaign 2020



It is the first community initiative during the COVID-19 pandemic to raise awareness about and prevent the virus, which was launched by ATHAR Society and adopted by the HRSD and MOH, and was circulated to all the Kingdom's provinces. The Main Committee's headquarters in the Riyadh was at the ATHAR Society's headquarters.

Total number of beneficiaries: 430,000

Total volunteers: 1,500

2

Community Care Campaign 2021



It is the second phase to support COVID-19 Vaccination Centers and contribute to increasing the number of vaccinators. It was launched by His Highness the Governor of Riyadh Province, and more than 14 vaccination centers were served.

Total number of beneficiaries: 326,000

Total volunteers: 2,000

3

Community Health Campaign 2022



It was the last phase of the pandemic period and focused on visiting beneficiaries at their homes and meeting their medical needs for medical and preventive equipment and screenings, and it was supported by Ehsan Platform.

Total number of beneficiaries: 296,000

Total volunteers: 3,000



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An overview of the Community Reassurance Campaign



It is a large-scale community health initiative that includes the three health intervention pathways: awareness, prevention, and treatment of the most common health problems that can be prevented through healthy community behavior and that directly threaten heart health (such as Hypertension, Diabetes, High Cholesterol, Obesity and Smoking).

This will be done through a campaign called “Community Reassurance,” which includes awareness campaigns, mobile and virtual preventive medical clinics, as well as specialized treatment programs under the slogan (Protect Your Heart).

Project Rationale

- Heart diseases are the first cause of death worldwide according to WHO statistics, and the death rate in the Kingdom caused by heart diseases is about 37% according to Ministry of Health statistics.
- Cardio-metabolic diseases (Cholesterol, Hypertension, Diabetes and Obesity), in addition to Smoking, are the main cause of heart diseases, which a decision by the Saudi Health Council was issued with the approval of the Custodian of the Two Holy Mosques in 2019 as priorities for awareness and education in the Kingdom.
- Integration with a number of the Kingdom's Vision 2030 objectives, and the objectives of Transformation Programs.
- Achieving a high community Return on Investment (ROI) in prevention compared to the treatment costs of disease costs of following up with them. It also reduces pressure on cardiac centers in hospitals.

Overall Project Objectives

- Contributing to providing (awareness, preventive and treatment) healthcare services to community members.
- Contributing to facilitating access to healthcare services by reaching the community in their locations.
- Contributing to achieving national preventive health indicators through basic biometrics.
- Contributing to improving the quality of healthy life through raising awareness and prevention levels among community members and increasing life expectancy.
- Creating a scientific database on chronic disease indicators that lead to heart diseases and can be prevented.
- Contributing to empowering volunteering by creating volunteer opportunities, increasing the number of volunteer hours, and increasing the impact and value of the alternative economic return from volunteering.



The Project's connection to the Sustainable Development Goals

Goal 3 (Good Health and Well-Being)

Enhancing the impact of health volunteering on community members and seeking to ensure that everyone enjoys healthy lifestyles to meet community needs and aspirations.

Goal 4 (Good Education)

ATHAR Society's empowerment of volunteers in education and training through their specialized volunteering to gain experience is one of its most important strategies.

Goal 17 (Partnerships for the Goals)

The world today is more interconnected than ever before. Improving access to goals is an important way to share ideas and achieve successes through building and activating partnerships.



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The Project's connection to the Kingdom's Vision 2030 Objectives



Health Sector Transformation Program

1. Facilitating access to healthcare services.
2. Strengthening prevention against health threats.

National Transformation Program

1. Empowering non-profit organizations to achieve deeper impact.
2. Encouraging volunteering.

Quality of Life Program

1. Promoting sports activities in the community.
2. Improving the quality of services provided in Saudi cities.

The Project's connection to the Ministry of Health's objectives

Improving the quality of reporting and rapid intervention systems in a timely manner.

Promoting integrated work among health facilities affiliated with the Ministry of Health and relevant entities to facilitate the workflow and speed up decision-making, which raises the standard of public health in the Kingdom.

Collecting information on the Kingdom's public health based on precise and consistent criteria.

The Project's connection to the ATHAR Society's strategic objectives

- Providing voluntary healthcare services;
- Providing a potential volunteer environment;
- Improving health volunteering practices;
- Enhancing the impact of volunteering on the community.



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Target Groups

The campaign targets 3 age groups:

Group 1: From 20 to 29 years old.

Group 2: From 30 to 39 years old.

Group 3: From 40 to 74 years old.

Main Project Sections

I: Targeted Awareness Program

A specialized health awareness program that focuses on preparing and disseminating health awareness material to all target groups.

II: Preventive Measurements Program

Measurement of preventive biomarkers of 7 variables for three age groups based on a health risk assessment matrix.

III: Therapeutic Intervention Program

The level of therapeutic intervention is determined based on the risk matrix.

Low Risk: Awareness Program is sufficient.

Medium Risk: Referred to virtual clinics.

High Risk: Referred for treatment based on eligibility for governmental, private or charitable treatment.

Main Project Sections



IV: Monitoring and Impact Measurement Program

- A digital program for analyzing results, classifying cases and following up on healthcare interventions for beneficiaries.
- The impact of medical interventions is measured 6 months to 1 year after the intervention date.

V: Scientific Research Program

Conducting a scientific research study on risk factors for heart diseases in the Kingdom of Saudi Arabia.

VI: Creating Volunteer Opportunities

Focusing on creating appropriate volunteer opportunities for health volunteers in all Project sections.



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Beneficiary Assessment Matrix based on Health Risk Scale (2-2)

Total Points (0-3): Low Risk

The beneficiary is educated and encouraged to maintain healthy habits and made aware of heart disease causes.

Total Points (4-6): Medium Risk

The beneficiary is educated and encouraged to maintain healthy habits and made aware of heart disease causes.

Total Points (7-10): High Risk

The patient is contacted and referred directly to specialized medical clinics in coordination with health clusters and bodies, or he/she is referred to a charitable treatment program if he/she is not eligible for treatment and is in need.

Elements of a Successful Project



- It intersects with one of the most important and major health issues in the Kingdom.
- Availability of a specialized administrative and medical team at ATHAR Society.
- Using the Project Management Methodology (PMP) and advanced technical monitoring techniques.
- Operating efficiency and low individual costs of accredited preventive programs.
- ATHAR Society's expertise and experience in implementing such programs.

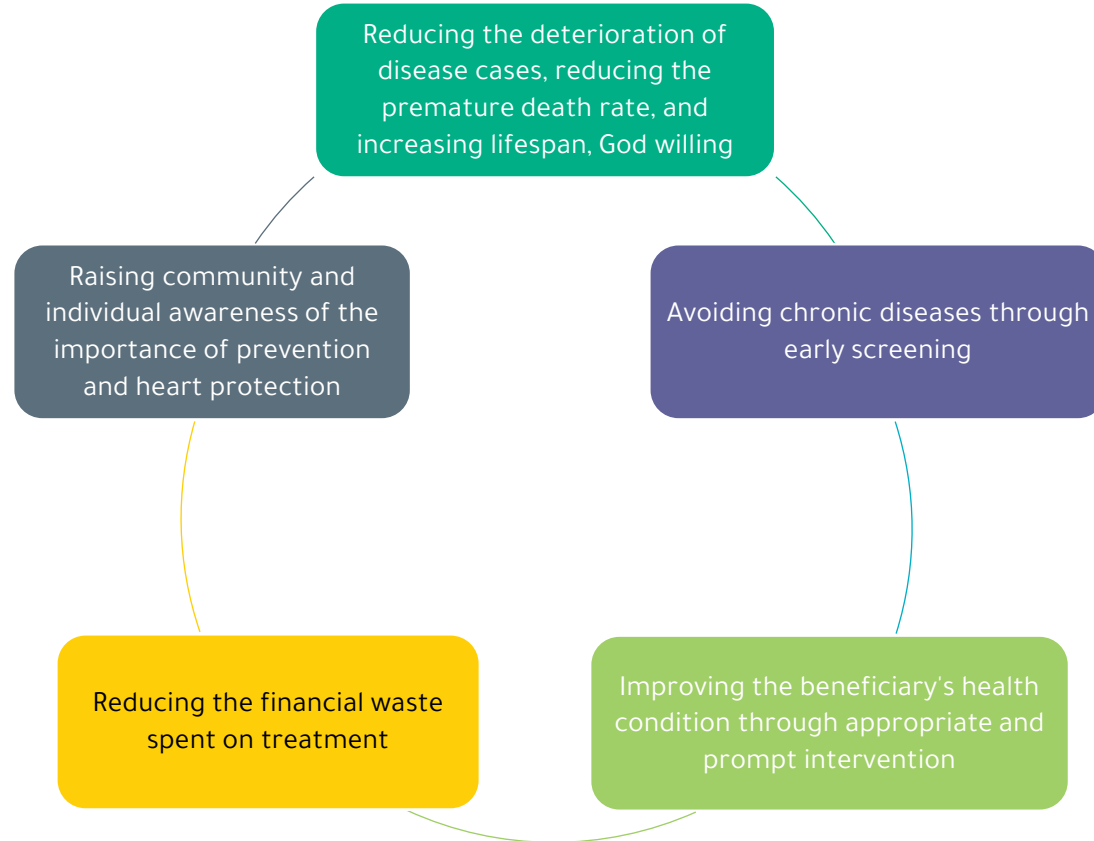
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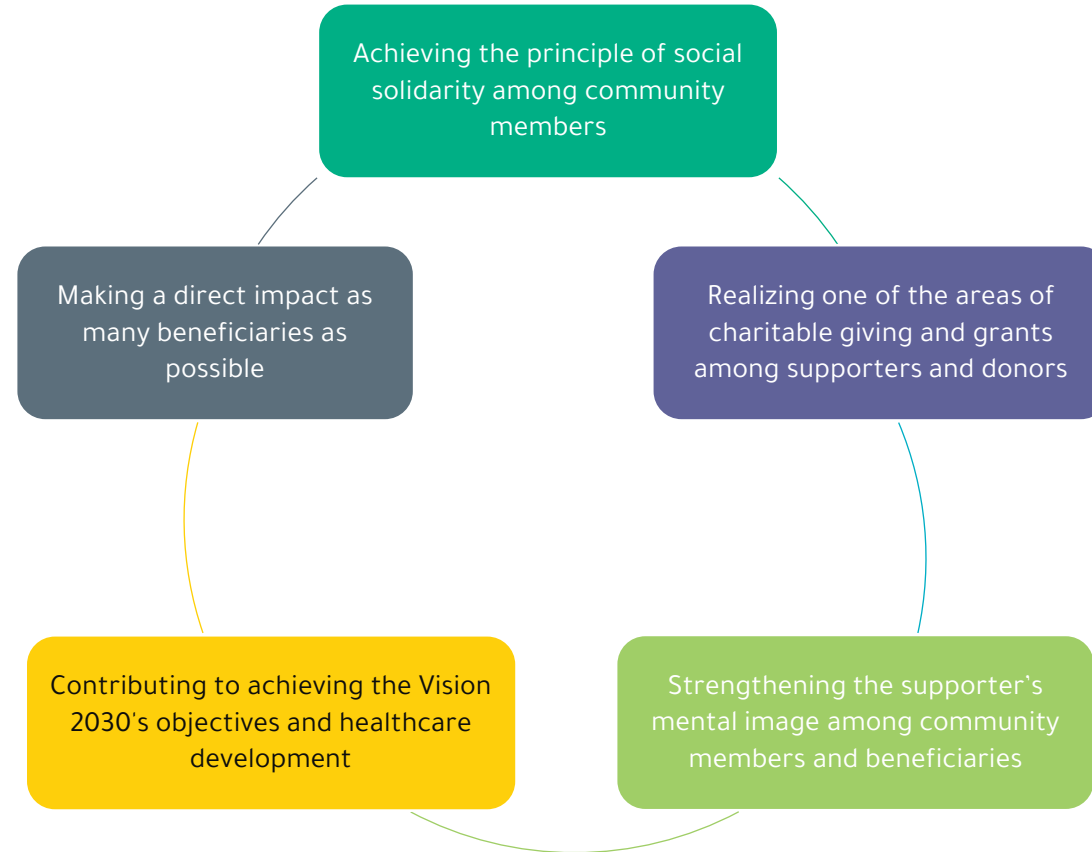


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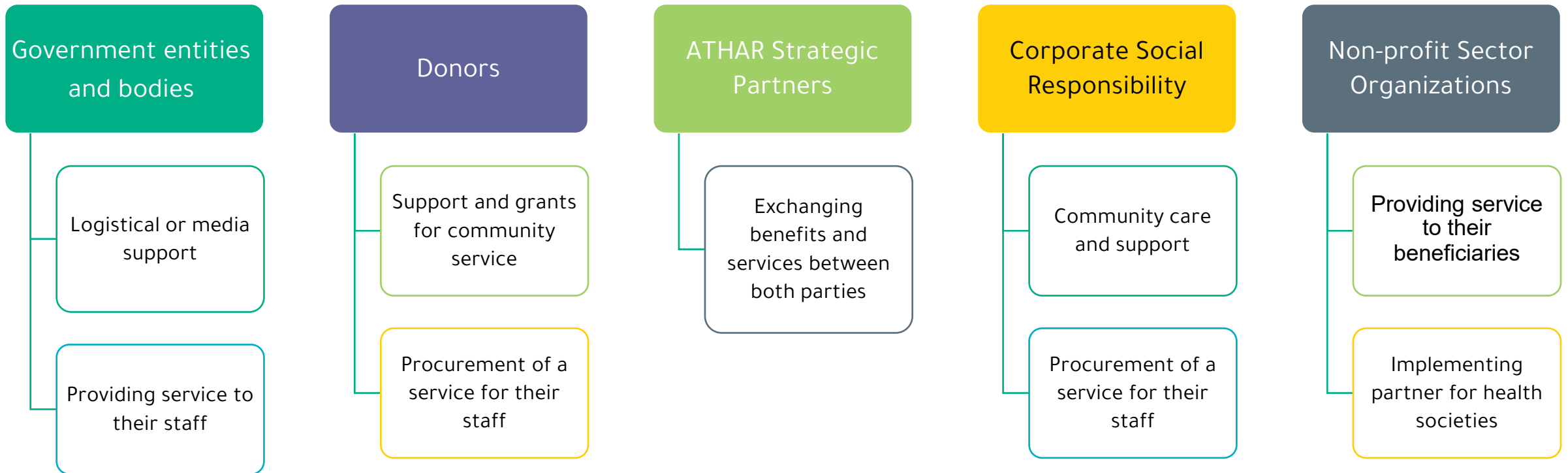
The impact on the Beneficiaries



The impact on the Volunteers



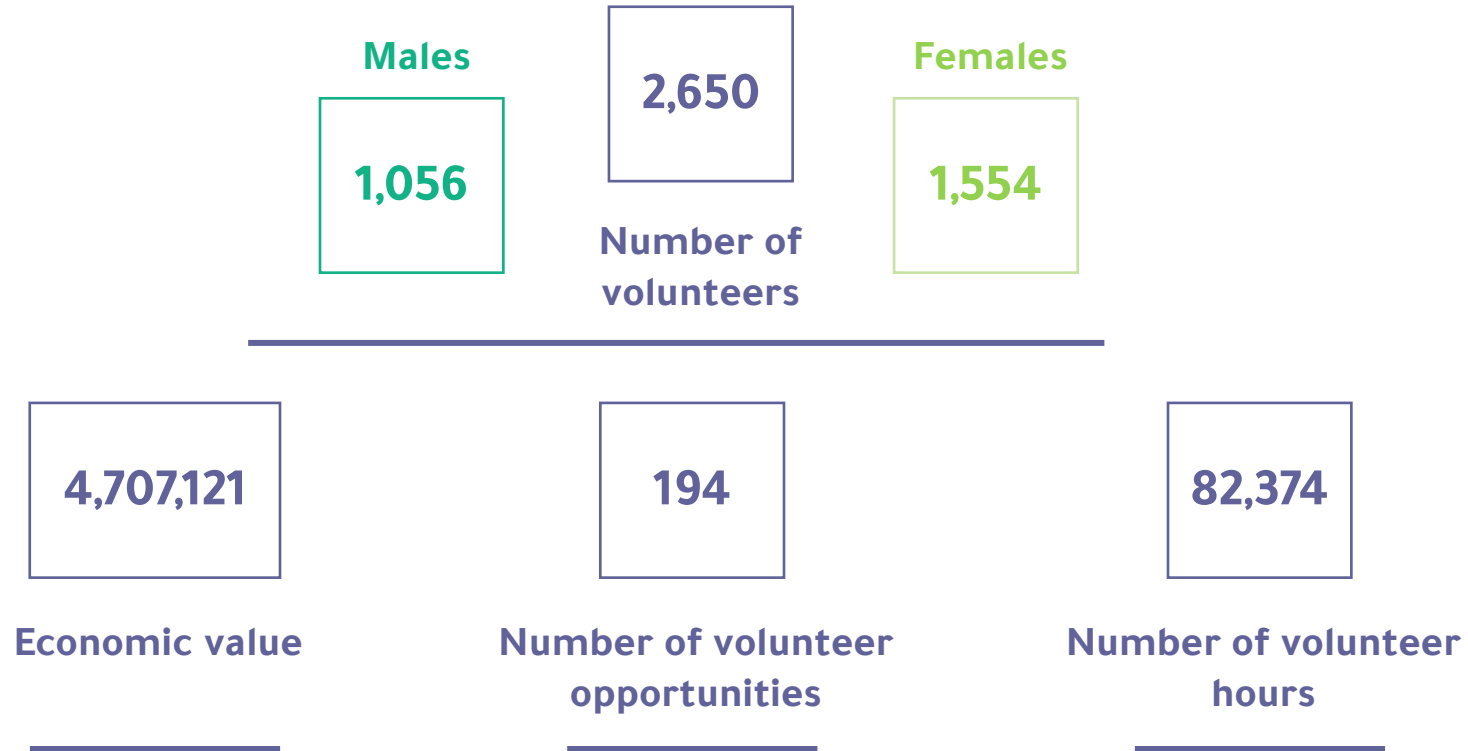
Partnership and Support Mechanism



Elements of a Successful Project



Statistics and figures for the campaign from Health Volunteering Platform



Elements of a Successful Project

(Number of Campaign Beneficiaries)



The most important Challenges and Obstacles

(At the Society level; and at the volunteer level)

The slow availability of adequate locations to provide services to the community, the lack of cooperation from certain entities, and the difficulty of working in open spaces such as parks.

Weak volunteer culture and lack of commitment among some volunteers.

High prices of medical supplies for screenings and lack of contribution by the Commercial Medical Sector.

Difficulty in transporting and storing screening tools

The inability of some volunteers to do volunteering due to lack of sufficient time.

The inability of some volunteers to carry out their assigned responsibilities due to a feeling of lack of sufficient qualification.

Lack of individuals' desire to volunteer in locations far from their place of residence.

Volunteering time conflicts with study and work time.

Lack of financial support to cover large campaigns in Riyadh province, and in all provinces.

The most important capabilities that helped in the success of the experience and campaign that were implemented:

Supporting supervisory and governmental entities.

Enhancing accumulated expertise through qualitative partnerships.

The quality of selecting campaign leaders and staff, whether volunteers or field supervisors.

Proper selection of implementation locations and method of providing services.

Promoting the culture of early screening and raising awareness of its importance in the community.

When designing campaigns, care should be taken to link them with the Vision 2023's objectives and healthcare indicators so that they are integrated in achieving impact.

Most Important Recommendations

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التطوع الصحي
HEALTH VOLUNTEERING

Recommending the establishment of a community health index that would be responsible for investigating non-profit health organizations under the supervision of MOH and with the assistance of health volunteers.

Expanding the experience and establishing partnerships to implement the Community Reassurance Campaign.


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Second Global Experience

Patients Helping Fund Society - Kuwait



Dr. Mohammed Al Sharhan

“

When we treat a patient, we do not only cure him, but we also rehabilitate and raise his awareness to improve his health status.

Dr. Mohamed Ahmed El Sharhan

Patients Helping Fund Society



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HEALTH VOLUNTEERING

The Second World Experience


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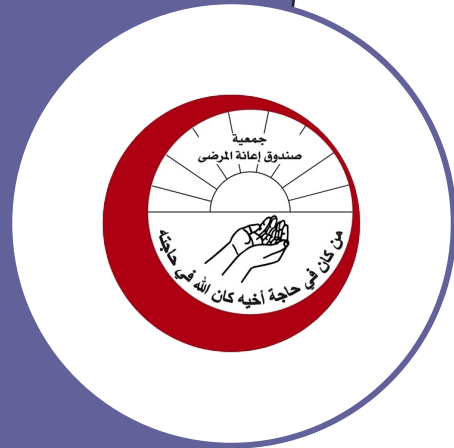
جمعية صندوق إغاثة المرضى

Patients Helping Fund Society

أول مؤسسة طبية خيرية تأسست في الكويت
عام 1979م على يد مجموعة من الأطباء الكويتيين

“The best of mankind are those who are most beneficial to others”

Prophetic Hadith



“The Fund” is the first charitable medical institution established in the State of Kuwait in July 1979 AD by a group of Kuwaiti physicians, corresponding to the holy month of Ramadan 1399 AH. It is based on helping needy patients, regardless of their nationality, religion, or sect. The Society's affairs are managed by a board of directors consisting of seven members.

Its giving has grown and its accomplishments have increased in comprehensive health development for various segments of community. The work began with simple aid of a few dinars and has now reached several millions spent on patients, primarily within Kuwait.

Objectives

- Helping patients whose illness has prevented them from seeking livelihood.
- Providing treatment and medical equipment and supplies for those who are financially unable to afford them.
- Helping patients whose treatment requires traveling abroad, in whole or in part.
- Contributing to extending financial and health aid to those affected by disasters outside Kuwait.
- Contributing to raising health awareness.





The headquarters of Patients Helping Fund at Mubarak Hospital in the mid-1980s



Patients Helping Fund Society



جمعية صندوق إعانة المرضى

لقد ارتكبت بلادنا في الطبقات وأنها الآن تسعى إلى معالجة
القضايا والنواحي التي أصبحت الآن تحلّق في الساحة
التي تخصّصت في العناية الطبية والأمان
مجلس الإدارة
السيد محمد

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مجلس الإدارة
السيد محمد

جمعية صندوق إعانة المرضى
Patients Helping Fund Society



مشروع
عمليات العيون (الكتركت)
مكافحة العمى
وعمليات العيون وإزالة
المياه البيضاء
تكلفة العملية
35 د.ك
www.phf.org.kw

Health is a state of complete physical, mental and social well-being, not merely the lack of disease or disability.

WHO

Medical Administration

Social Development
Administration

Awareness and Counseling
Administration

Women's Activism
Administration

Volunteering Office

External Project
Administration

Medical Administration

Therapeutic Aids

Behavioral Therapy

Dental Supplies

Infertility Treatment

Personal Care Supplies

Lenses/Glasses/Corneas

Hearing Aids/Cochlear
Implants

Providing medication

Prostheses

Kidney Dialysis

Cardiac/Valve Stents

Medical Equipment

Medical Administration

Diagnostic Aids

Laboratory Tests

Diagnostic Radiology

Medical Administration

Treatment Abroad

Equipment Reuse

Lump-Sum Monthly Subsidies

Medical Administration



Serial No.	Type of aid	Kuwaiti Dinar (KWD)	No. of beneficiaries	No. of aids
1	Cancer treatment	4203530	489	3084
2	Kidney patients	1673241	688	2783
3	Neuroinflammation medications	581587	333	2741
4	Immune diseases	545272	70	646
5	Hospital fees	518196	4272	7571
6	Ophthalmology	195519	819	1225
7	Permanent aid	166040	276	440
8	Patients with heart diseases	157338	703	1168
9	Medical devices	122401	590	879
10	Good loan	108000	37	37
11	Hearing and speech devices	89482	306	388
12	Medical supplies	69931	754	1848
13	Artificial joints and limbs	60928	65	70
14	General medicines	59649	333	1315
15	Diabetics	39843	386	1268
16	Treatment abroad	39604	18	32
17	Allergy medications	22440	10	53
18	Lung medications	17012	16	51
19	Behavioral therapy	11950	32	121
20	Other diseases	30038	75	115
	Total	8712001	10272	25835



Amount of patient aids



مقر صندوق إعانة المرضى في مستشفى مبارك في منتصف الثمانينات



1985

2023

SAR 1,500,000,000

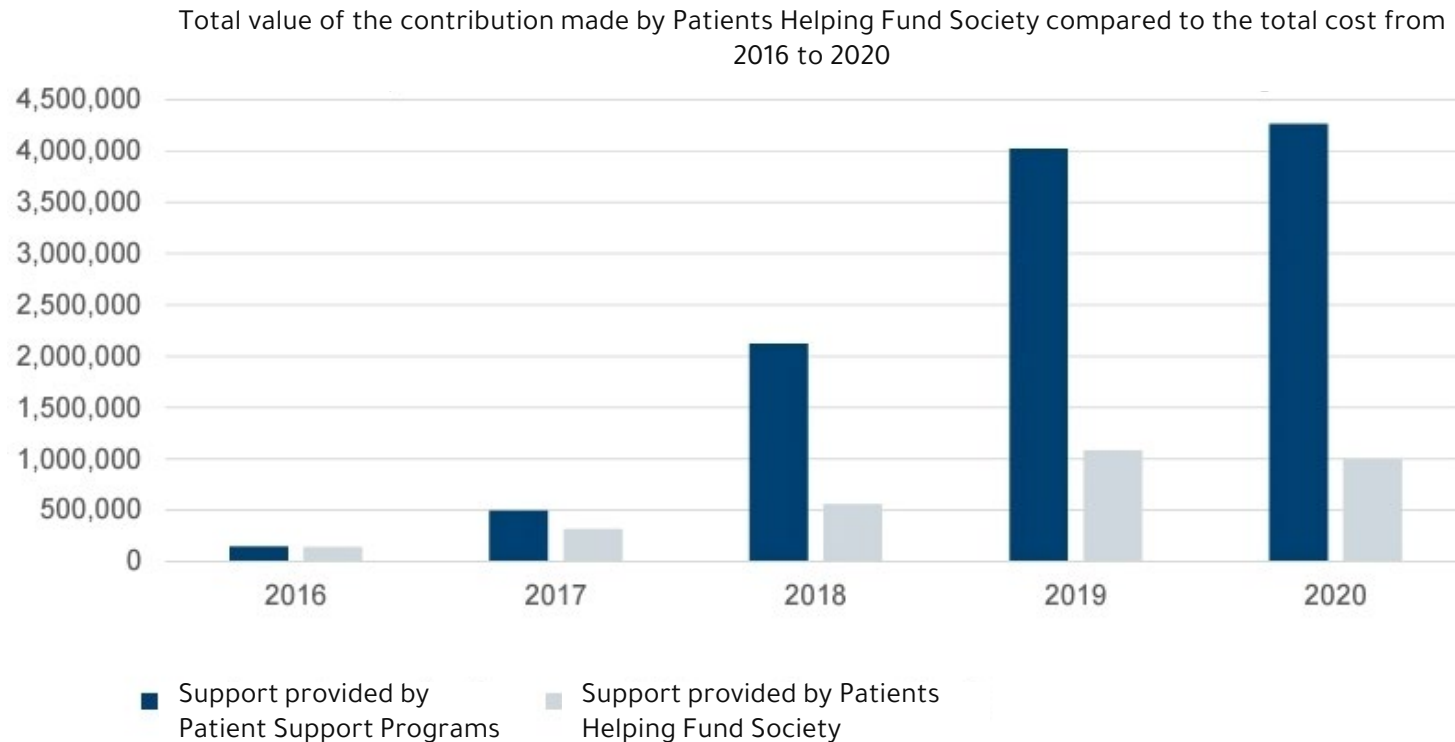
Challenge

- The Society's Mission aims to provide high-cost diagnostic and treatment services to indigent patients who do not have adequate health coverage.
- The budget is limited and patients are increasing.
- So we either reduce the cost or increase support.
- Alternative solutions ensure the sustainability of treatment for patients and help as many of them as possible.



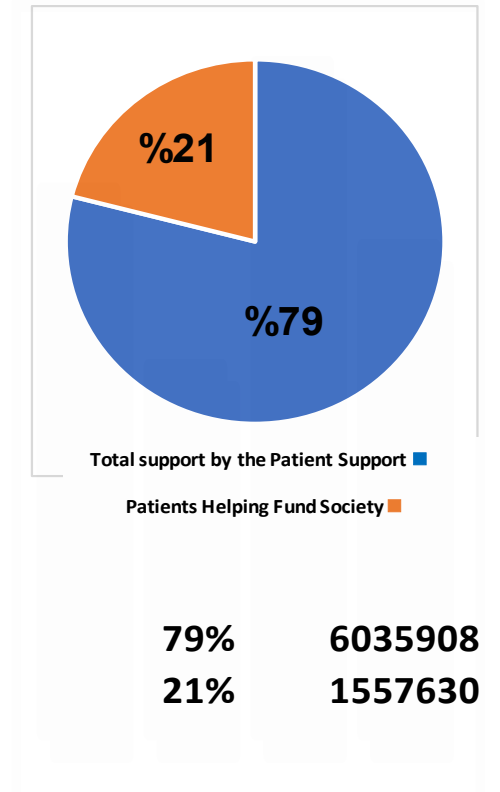
An analysis of the support provided to patients (2016-2020), and the number of patients benefiting from the Patient Support Program

The Patients Helping Fund Society's budget was rationalized after the partnership with AXIOS, as their participation rate in the cost of treatment for supported patients decreased from 97% in 2016 to 23% in 2020, which contributed to supporting a many-fold greater number of patients.



During 2022, the Patients Helping Fund Society provided support amounting to KWD 7,593,538 to patients registered in Patient Support Programs in partnership with AXIOS.

	Program	Company	Amount of support through Patient Support Programs	Amount of support provided by Patients Helping Fund Society
1	DAAM	Bayer	117010	34982
2	MUSANADA	Novartis	361316	247495
3	NESSMA	GSK	10753	4662
4	HAND IN HAND	Johnson	1230735	356777
5	REAYA	AstraZeneca	656824	66420
6	SAWEYAN	Eli Lilly and Company	287918	65635
7	ATTAA	Novartis	650046	99740
8	YAMK	Novartis	844350	247315
9	TADAMON	Pfizer	175066	50751
10	TAAWON	AbbVie	690960	176560
11	MUBASHER	Roche	1010930	20291
	Total		6035908	1557630
	Grand total		KWD 7,593,538	



The Impact of Patient Support Programs

- Rationalization of resource consumption of Patients Helping Fund, which provides the opportunity to support the largest number of eligible and needy patients in various programs.
- Enhancing innovation with the aim of excellence in providing healthcare services at the local and international levels.
- Sustainability of supporting patients in their treatment to achieve maximum medical benefit.
- Reducing the burden on patients who are able to bear a portion of the treatment costs.
- Patients' regularity in treatment and follow-up with them over the course of the treatment plan.
- Reducing the time required for eligible patients to start treatment.
- Achieving access to healthcare services for a greater number of people and contributing to strengthening Kuwaiti community as a healthier community by providing sustainable and innovative healthcare services.

Social Development
Administration
**Activities &
Events**



Social Development
Administration

Healthcare Educational Lectures



Social Development
Administration

Social projects



Addiction Club

Thalassemia Club

18 Clubs in Kids' Wards

Women's Activism
Administration
Kids Clubs



Women's Activism
Administration
**Educational
Lectures**



جمعية صندوق إغاثة المرضى
Patients Helping Fund Society



تدعوكم
جمعية صندوق إغاثة المرضى لمحاضرة بعنوان

أمراض القلوب

الأربعاء 20 سبتمبر 2023 12:00 مساءً

مستشفى العedan
في قاعة السينما - السرداب - بجانب عيادة السمع والنطق

Awareness and Counseling Administration

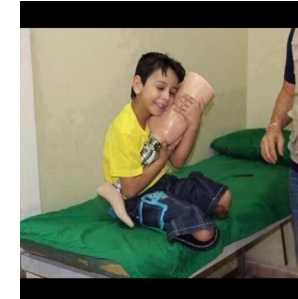


Volunteering Office

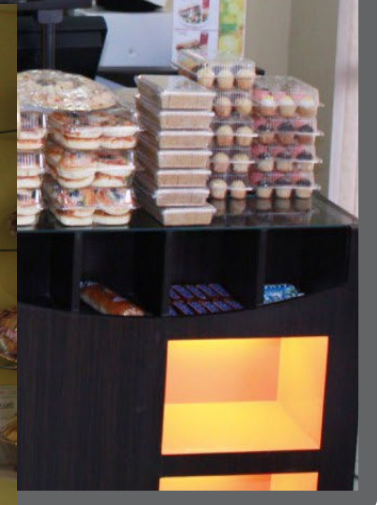


External Project Administration

Contributing to the establishment and equipment of charitable healthcare centers in Islamic countries, such as Renal Dialysis Centers in Bangladesh, Chad and Somalia, hospitals and healthcare centers in Sudan and Niger, providing medicines and medical equipment to several countries, as well as contributing to global relief efforts on behalf of Kuwait, the country of giving and benevolence, until the Society's aids reached 40 countries.



Resource Development





Third scientific session

The role of health volunteering in reducing complications
and improving the patient's quality of life



Ms. Edel de Buitleur



Dr. Hammadi Al-Rifai



Ms. Ghusun Ahmed Abu Salim

“

The slogan “**quality of life of people with chronic diseases**” reflects the individuals’ satisfaction and their ability to perform their daily activities in order to enjoy their lives.

Ms. Ghusun Abu Salim

Executive Director of Qader Association for Mental Health
Promotion

أَغصون أحمد أبو سالم
Ghusun Ahmed Abu



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— 23 - 24 October 2023 —




التطوع الصحي
HEALTH VOLUNTEERING

Mental Health Support Groups: A model for improving patients' quality of life


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جمعية قادر لتعزيز الصحة النفسية بتبوك
Qader Association for Mental Health Reinforcement in Tabuk

The significance of Community Volunteering

- There is no doubt that Volunteering is a pillar of our community, and it is an essential building unit in the edifice of the remarkable Saudi renaissance.
- Volunteering is also considered a pillar of our community, which is built on the basis of loyalty and compassion.
- Volunteering is: "something that an individual does on his/her own initiative, in terms of time, effort, money, expertise or information, without expecting a financial return."
- Volunteering areas vary from community-directed volunteer services to personal initiatives. It also leads to building relationships based on the combined efforts of the community.

The role of health volunteering in reducing complications and improving patients' quality of life:

- Developed countries care about the health of their citizens, and seek to provide a distinguished treatment experience that helps them recover or reduce the side effects of chronic diseases. Therefore, improving patients' quality of life, contributing to alleviating their suffering, and reducing the incidence of chronic diseases improve the quality of life of the patient and his/her family.
- Quality of life is a term indicating the level of satisfaction and general well-being that individuals feel in their life.
- Quality of life for people with chronic diseases: It indicates an individual's level of satisfaction, general comfort, and ability to carry out daily activities and enjoy life in general, despite having a chronic condition affecting their health. The quality of life of those people varies from one person to another depending on several factors, including the type and severity of the disease, and the extent of its impact on biological, psychological and social functions.

The impact of chronic diseases on the following quality of life aspects



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Physical aspects such as pain, mobility impairment, and constant fatigue;

Psychological and emotional aspects such as depression, anxiety, and low mood;

Social aspects such as social isolation and difficulties interacting with others.

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التطوع الصحي
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Improving the quality of life for people with chronic diseases

There are several actions that can be taken, as follows:

1. **Regular medical care:** People with chronic diseases shall adhere to regular medical follow-up with specialist physicians and follow the treatment plans prescribed for them.
2. **Managing symptoms:** Emphasis should be placed on managing disease-related symptoms by taking prescribed medications and practicing relaxation techniques and self-measures to relieve pain and fatigue.
3. **Self-care:** People with chronic diseases should take good care of themselves by eating a healthy food, doing appropriate physical exercises, and getting enough rest and sleep.
4. **Social support:** Social support from family, friends and community could be significant to improve the quality of life of people with chronic diseases.
5. **Education and awareness:** People with chronic diseases should strive to increase their knowledge of the disease and how to get along with it. Education and awareness can also help relieve anxiety and a sense of control, and enable people to make the right decisions regarding their healthcare. It is important for people with chronic diseases to collaborate with the healthcare team involved in their monitoring, and strive to enhance their personal and social skills to improve their quality of life.

The role of health volunteering in addressing chronic diseases



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Which aims to:

- Increase the disease acceptance rate and getting along with it;
- Reduce Psychological disorders associated with chronic diseases;
- Provide the patient with the necessary life skills;
- Integrate the patient into group therapy groups to reduce mental stress on him and exchange experiences.

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Actions taken to achieve the objective

Forming an integrated team consisting of (Physician - Psychologist - Physiotherapist - Nurse - ...) to provide the necessary medical and psychological support to the patient and his/her family.

Increasing the patient's and his/her family's insight into his/her illness, the medical treatments used, and their side effects.

Providing psychological sessions and then developing a treatment plan for each patient noted to have a psychological problem to reduce it.

Focusing on psychological support groups (participation in support groups can provide important social support to patients and help them address the psychological and social challenges associated with the disease).

Emphasis on the role and significance of Palliative Care.

Experience of (Be inspired Programme)



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Qader Association for Mental Health Reinforcement in Tabuk

in partnership with **King Fahd Specialist Hospital in Tabuk**, provided the “Be inspired” program for those with chronic diseases such as **Cancer, Diabetes, Renal patients, etc.**

This is to reduce adjustment disorders and the incidence of mental disorders they have through early diagnosis:

- psychological support
- providing psychological sessions, group therapy
- psychological forums in which patients share their successful experiences to each other.

The number of recipients has reached 120.



Supporting possibilities



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Preparing a highly qualified volunteer team;

The volunteer's awareness of the nature of volunteering and volunteer guidelines and procedures;

The presence of a supporting body (A prepared location - sufficient capabilities to provide support).

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التطوع الصحي
HEALTH VOLUNTEERING

Obstacles and Challenges



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Lack of supporting resources for the opportunity;

Volunteers' lack of commitment to the volunteer opportunity;

The patient's resistance to treatment and failure to collaborate with the volunteering team.

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Recommendations

- Conducting a training program to qualify the service provider volunteer team.
- Conducting a field survey to measure patients' needs and desired programs.
- Taking advantage of technical resources and activating psychological forums to share experiences.
- Preparing highly qualified specialist teams.

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A woman wearing a black niqab is speaking at a podium with a microphone. The background is a blurred image of a hospital room with medical equipment. The entire image has a blue overlay.

“

Home healthcare market is considered one of the fastest-growing markets worldwide. Its growth rate is expected to hit 14% by 2027

Dr. Hammadi Al-Rifai

Family medicine consultant

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HEALTH VOLUNTEERING

The role of health volunteering in providing treatment and following-up with patients with chronic

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Home Health Care and Quality Of Life Improvement

Dr. Hamadi A. AlRefaie

Consultant Family Medicine /Home Health Care

Board Member Of Saudi Scientific Home Health Care Society

Board Member Of Home Medical Care Association

Director Of Technical Affairs And Development

Home Health Care / Madina Health Cluster/Saudi Arabia

halrefaei@moh.gov.sa



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Content

- What is home health care?
- Why home health care?
- What is the benefit oh HHC?
- Model of quality of life
- Home Health Care and Quality Of Life Improvement
- Volunteering and quality of life improvement in HHC
- Recommendations



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Home health care services

Respiratory care and mechanical ventilation

TPN and IV therapy

Hemodialysis

Medical follow up

Nursing care



Home health care services

- Palliative care
- Enzyme therapy
- Psychiatric care
- Antenatal care
- Home hospital care

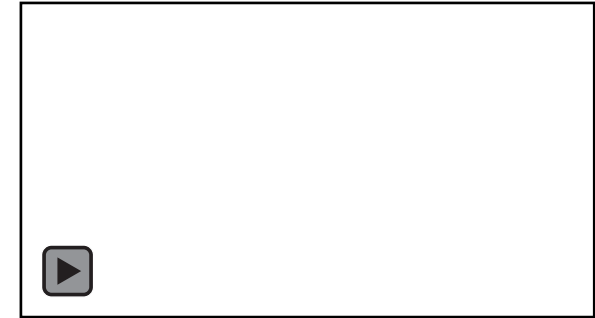


HOME HEALTH CARE

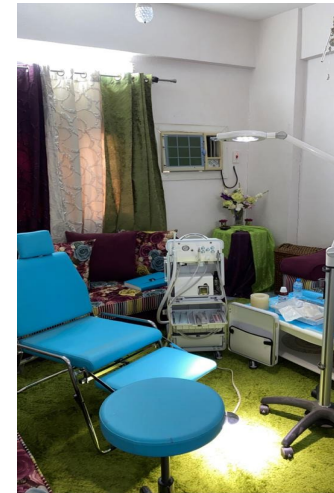
A comprehensive, regulated care by a multidisciplinary team of health care professionals at the patient's home



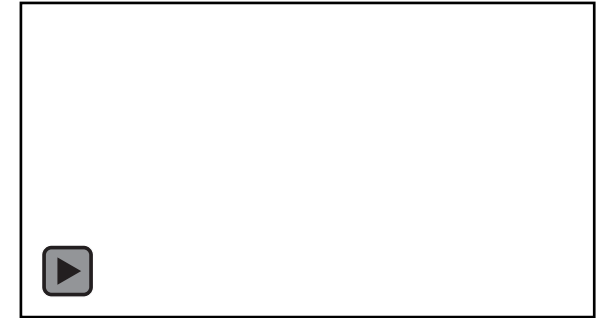
Comprehensive Health Care



- Comprehensive assessment for patient, caregiver and home environment
- Comprehensive care plan and medical management
- Nursing care
- Health education and caregiver training.
- Health promotion , safety and disease prevention(immunization)



Comprehensive Health Care



- Supported medical services: Dental, Nutritional care and Rehabilitation
- Social services
- Medical supplies and equipment
- Medication and nutritional supplements
- Hospital referral
- Hospital transportation (emergency and non emergency)





BENEFITS

Care Beyond Hospital Walls ???

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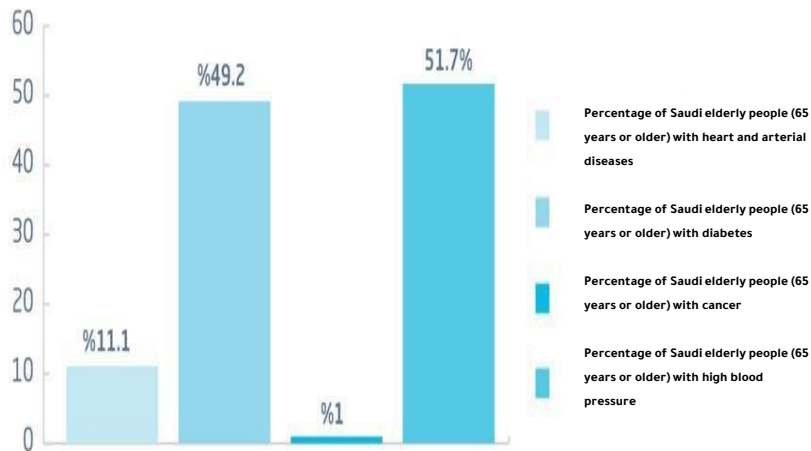

التطوع الصحي
HEALTH VOLUNTEERING



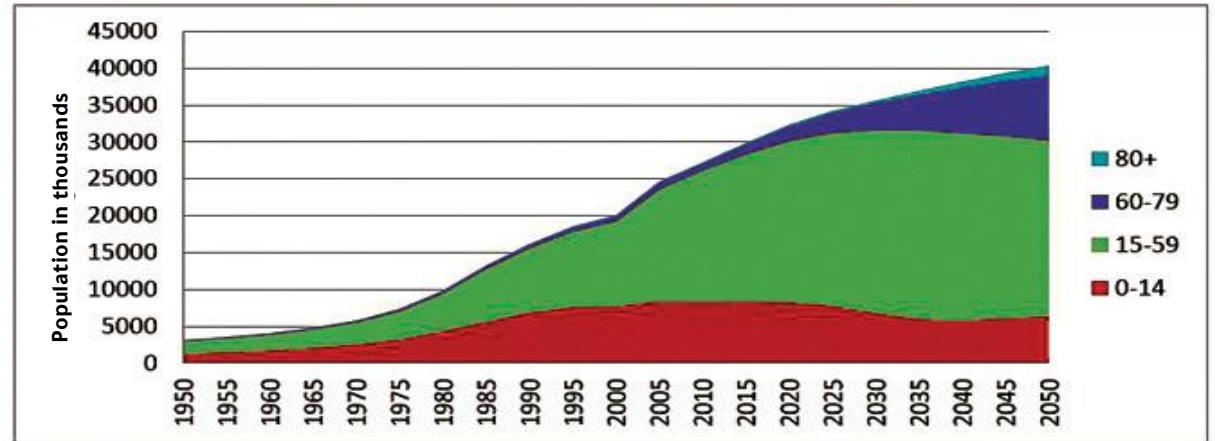
Importance of HHC in Health Care System

Chronic diseases:

74.1% of the elderly (65 years or older) of the total number of Saudis who suffer from **chronic diseases** in 2018.

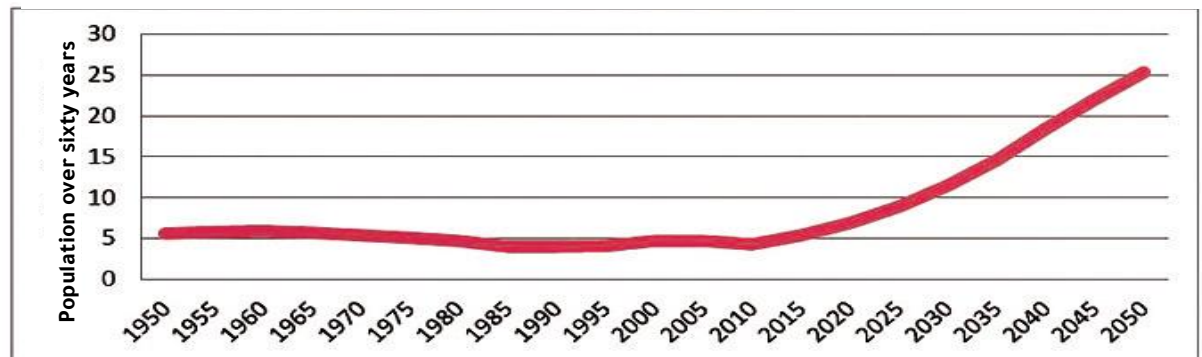


Population of the Kingdom of Saudi Arabia by age groups in thousands



Source: United Nations

Percentage of the population over sixty years



Source: United Nations

Importance of HHC in Health Care System

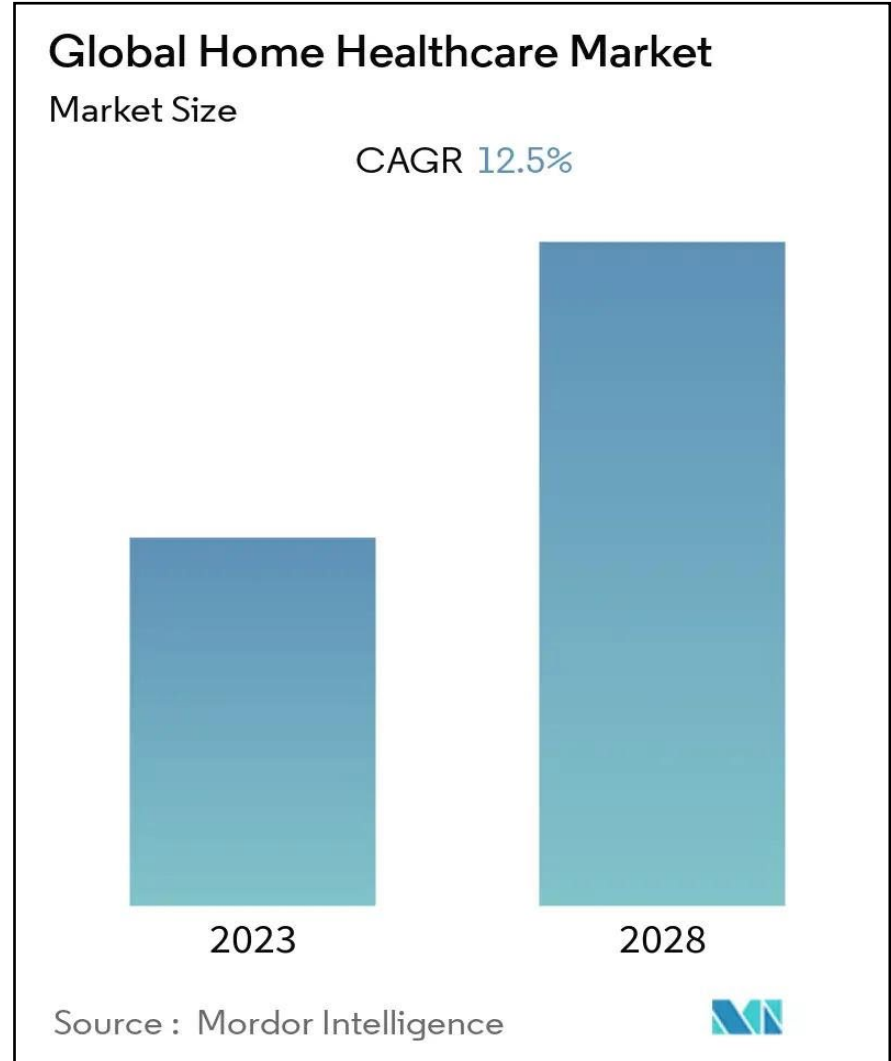
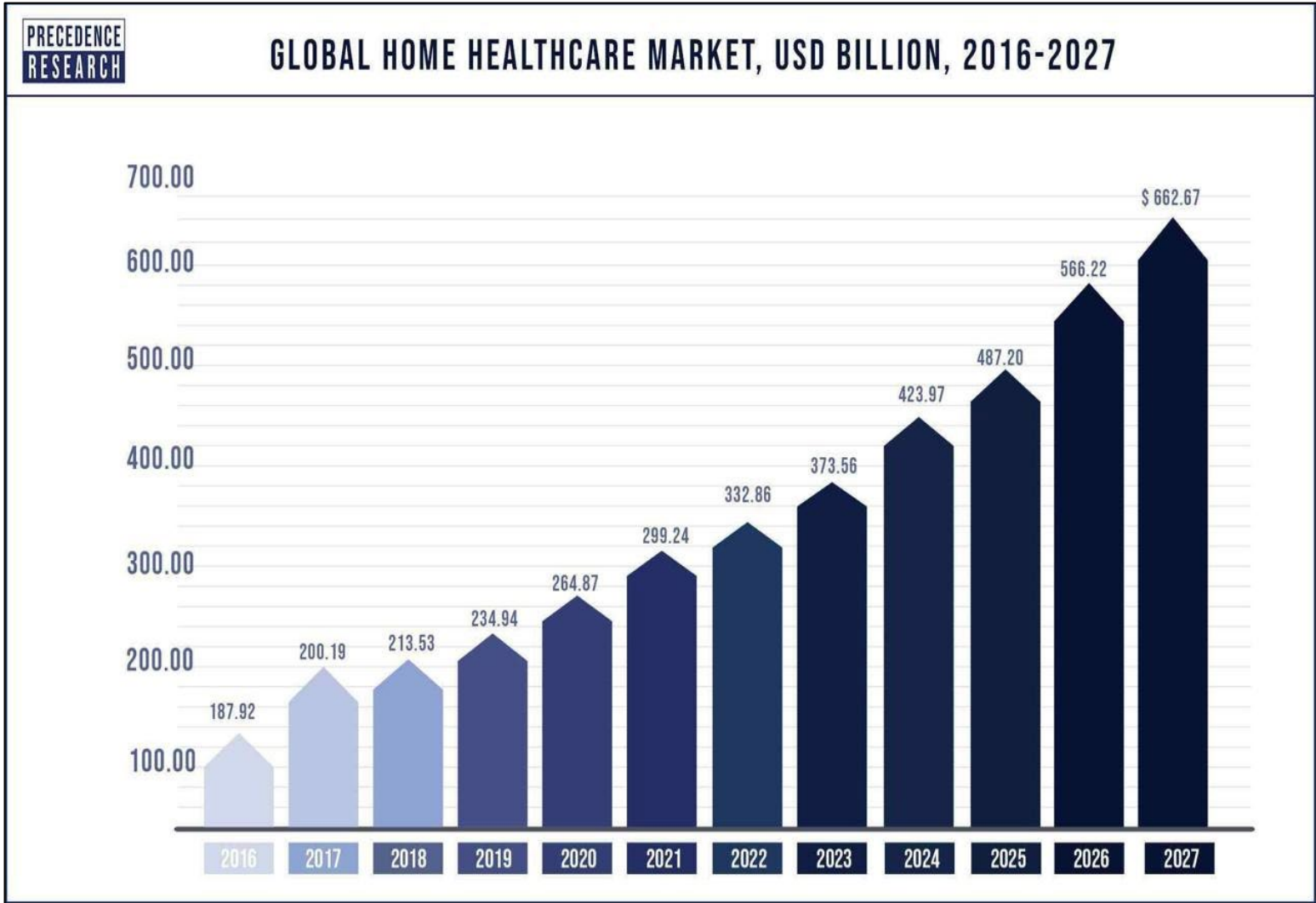
The growth of Home Healthcare Services is driven by many factors that preserve the patient rights for **Quality**, **Safety** and **Dignity**

- Demographical Changes
- Epidemiological Changes

High-cost
High-need population



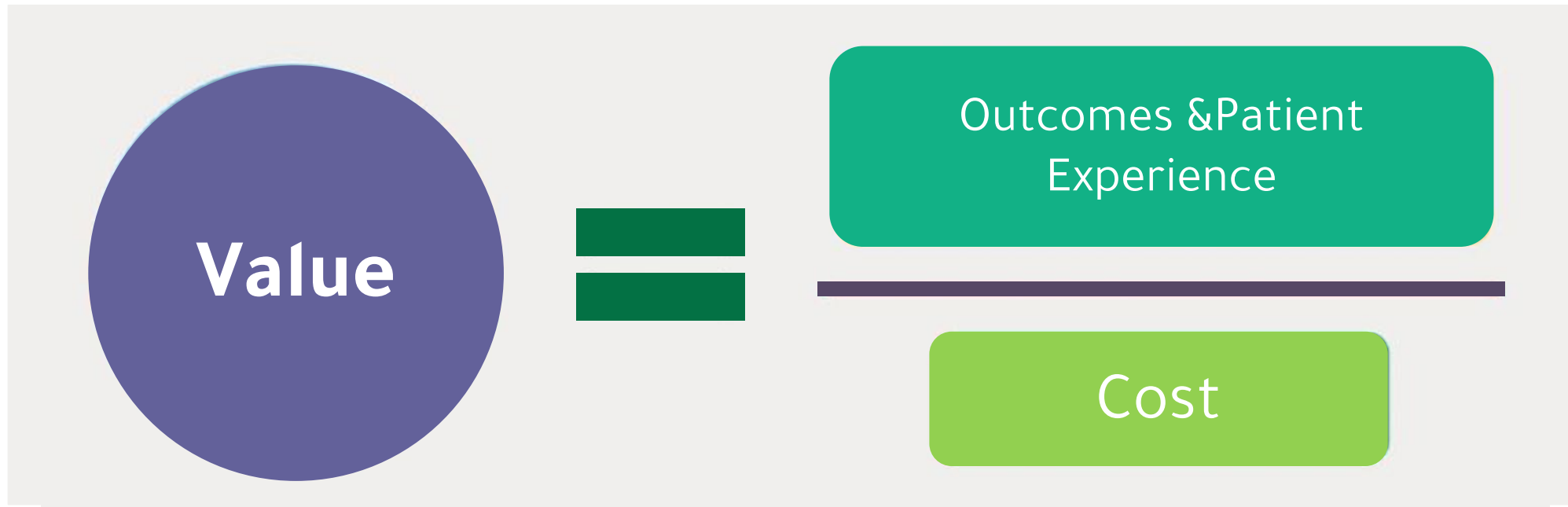
Home Healthcare Market to Expand by 14.2% By 2027





Home Health Care Model Improves Value

Home health care is an effective strategy that **improves** all three components of the value equation





Model Of Quality Of Life



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Home Health Care and Quality Of Life Improvement Researches and Evidence



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Home Health Care and Quality Of Life Improvement Researches and Evidence



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Home Health Care and Quality Of Life Improvement Researches and Evidence



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Model Of Quality Of Life



Integration Model for Quality of life improvement in HHC



Volunteering Supports Physical Wellbeing In HHC



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Medical Consultation

Speciality	No of home visits
Cardiology	292
Endocrinology	100
Geriatrics medicine	98
Pulmonology	122



Training and professional development

57

activities based on
medical education
hours

376

hours of continuing
medical education

12

activities in
cooperation with
other entities

8

other activities



Caregiver Training



Initiatives during COVID 19



Initiatives during COVID 19

Training course for home health care workers



Optical Sorting initiative for workers and visitors, patients, and companions



Voice and Audio Virtual Visits initiative



Car sterilization before and after visits



Stay at Home initiative for you and your country and we reach you



Volunteering Supports Social Wellbeing In HHC

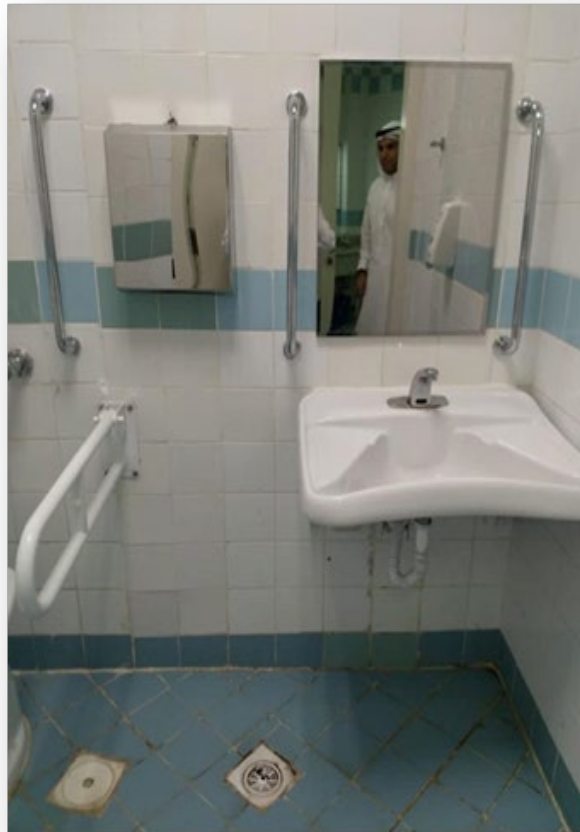


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Environmental safety





Volunteering and Environmental safety in HHC



Before



After

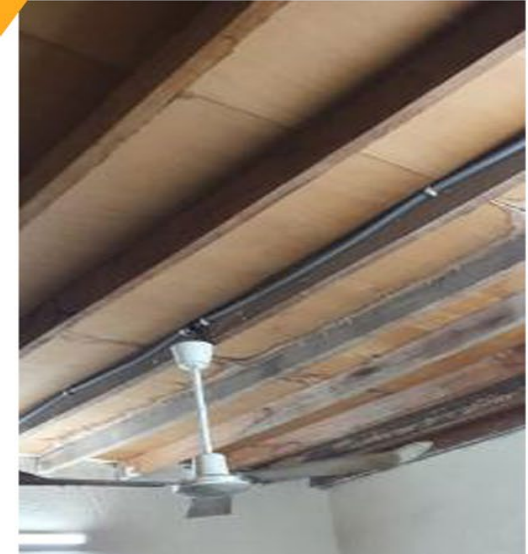


Volunteering and Environmental safety in HHC

After



Before



Volunteering Supports Spiritual Wellbeing In HHC



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تجمع المدينة المنورة الصحي
Al Madinah Health Cluster







Integration Model for Quality of life improvement in Madinah HHC



Volunteering initiatives 2022-2023

Initiatives	25
Volunteering hours	13,089
Volunteers	628
Consumers	8609

Volunteering opportunities in HHC 2022-2023

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التطوع الصحي
HEALTH VOLUNTEERING

opportunities	317
Volunteering hours	139,973
Volunteers	3,200
Consumers	108,705

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Volunteering fields contribute to improving the quality of life of home health care patients





Volunteering fields contribute to improving the quality of life of home health care patients



Common Volunteer Management Challenges

- Volunteers' recruitment
- Attraction and maintenance of volunteers
- Being unknown to people
- Few resources



Volunteer Empowerment: Recommendation

- Volunteers training programs
- Financial supports for volunteering programs
- Strategic planning for volunteering opportunities in HHC (workshops)
- Recruitments and Motivations programs for volunteers
- Supporting volunteering organizers
- Profit , nonprofit and governmental institute integration to support volunteering sustainability



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Thank you



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الجمعية السعودية العلمية
لِلرعاية الصحية المنزلية

Saudi Scientific Home
Health Care Society



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إيديل دي بويتلير
Ms. Edel de Buitleir

“

The value added by health volunteers is embodied in supporting health organizations and their staff. They work side by side with the nursing and administration teams. They also provide additional support for the patients and their families.

Ms. Edel de Buitleir

Senior Physiotherapist



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التطوع الصحي
HEALTH VOLUNTEERING

The role of health volunteering in supporting patients' families to reduce complications and improve quality of life


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Est. 5 million unpaid carers
in England & Wales

- Impact on finances

1 in 7 people are juggling
work and care

- Impact on health

1 in 3 NHS staff provide
unpaid care

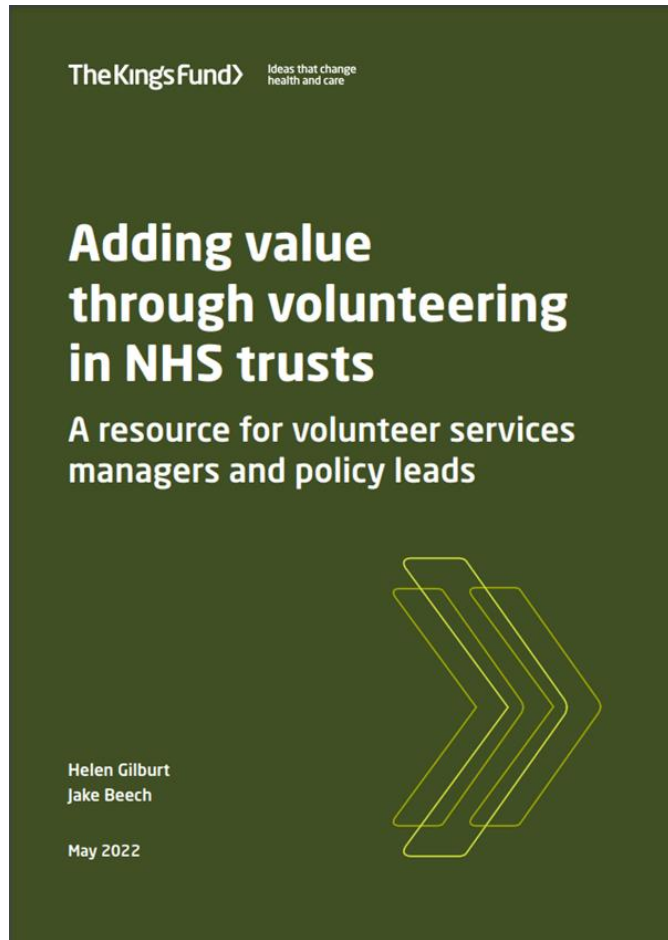
- Impact on employment

Between 2010-2020, 12,000
people became carers
every day in UK

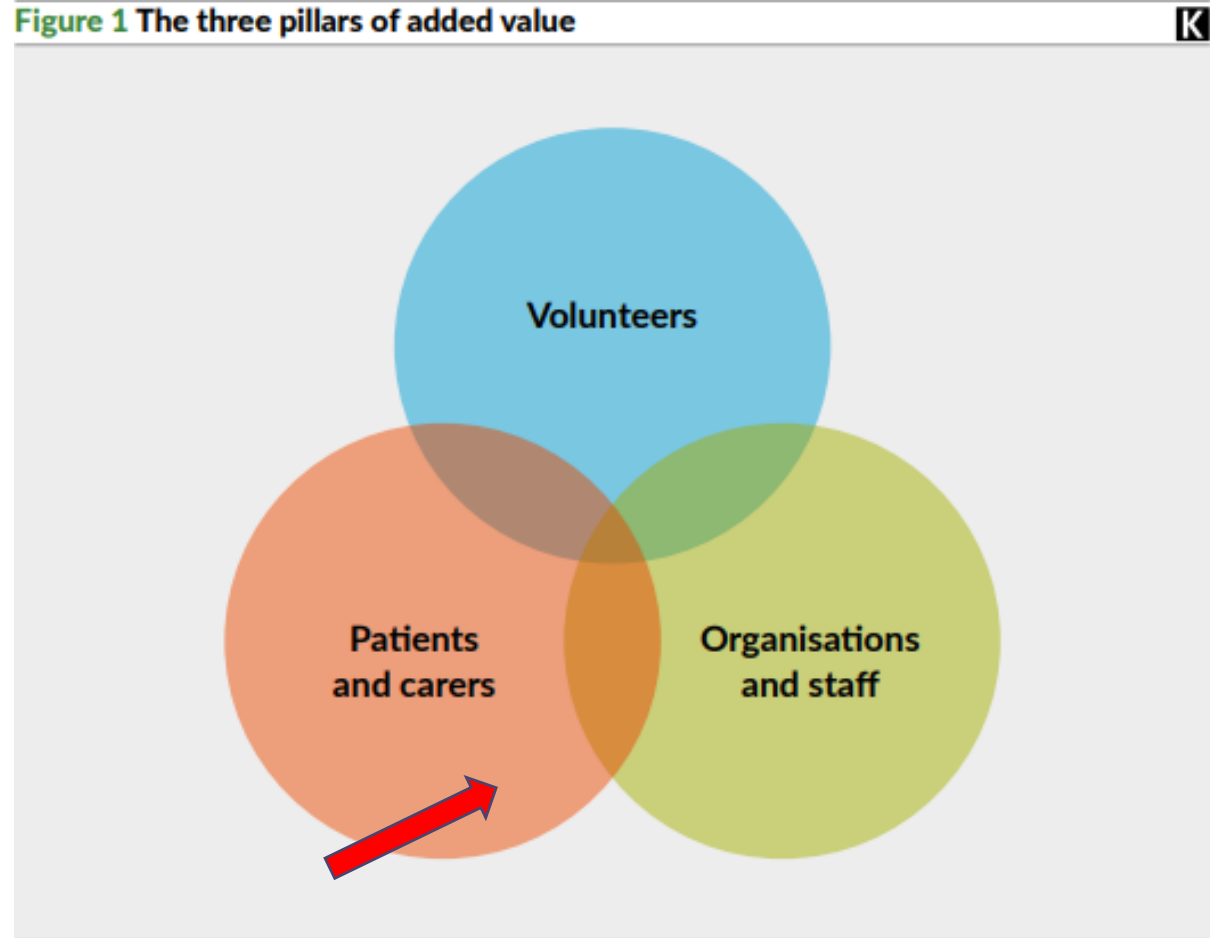
- Economic impact

What do patient's families do?

- Maintaining Self-Care
- Bathing
- Grooming
- Feeding
- Toileting
- Medication Management
- Socialisation
- Help with medical procedures
- Manual Handling
- Preventing Complications
- Dehydration
- Aspiration
- Constipation
- Pressure Ulcers
- Moisture Lesions
- Wandering
- Prevention of Falls



Volunteering can have an impact on the physical, emotional and mental health of patients and carers (Boyle et al. 2017)



The King's Fund
A resource for volunteer services managers and policy leads , May 2022

Health volunteering - reducing complications

Poor hydration and inadequate nutritional intake



Support with eating and drinking is directly linked with the patient's ability to recover and be discharged

High risk of falls



Support with mobilising

Vulnerability, anxiety and confusion



Support with therapeutic activities

Health volunteering - improve quality of life

Boosts wellbeing

Improves mood

Improves cognitive function

Unique value of the volunteer themselves rather than the activity they are doing.

Volunteers provide distinctive value in being able to speak up and 'go beyond the necessities', doing tasks that might otherwise not be done, including advocating for patients and families

Build relationships of trust and equality

Perceived improvements in the quality of care and greater family satisfaction with care

Saunders et al. (2019); Gilbert & Beech(2022).

Activity Clubs
for Non-
Ward Areas

Therapy
Dog
Volunteer

Administration
Support

**Great Ormond Street
Volunteering**

Hairdressing
and Beauty
Therapy

Massage
Therapist

Costume and
Super-Hero
Characters



Lopes-Junior et al. (2020) found that

“children and teenagers receiving treatment for acute or chronic conditions improve physically and emotionally after positive interactions that make them laugh and smile – leading to a reduction in stress, fatigue, pain and distress.”

‘For me, it’s simple. Spread a Smile is able to do things and help my daughter in ways that family and medical staff can’t. They lift her up with happiness and fun’.

Spread a Smile Impact Report 2023



- Establishing **best practice**
- Setting **standards** for assessment, outcome measures and management.
- **Collaboration** for research including peer support and opportunities for multi-centre trials.
- Providing **support network** and **training** for all therapists involved in facial rehabilitation.
- Improving **access** for patients to quality regional care following facial palsy.

- NHS pathways of care are poor or non-existent for this patient group and there are very few specialist services.
- Tackle mis-information online
- Support with Psychological Needs



Do you know someone...
Affected by Facial Palsy?

Did you know?
Facial Palsy UK run a Support Group for adults who live with facial palsy, from any cause. Family and friends are also welcome.

When? Sat 4th Nov 2023 (10am-12pm)

Where is it? The National Hospital for
Neurology and Neurosurgery

For full details including dates of upcoming meetings visit:
www.facialpalsy.org.uk/local-groups/
Or contact by e-mail: support@facialpalsy.org.uk or phone: 0300 030 9333

Over 100,000 people in the UK are affected by facial palsy, it can happen to anyone, young or old, at any time.

Contact Us:
Helpline: 0300 030 9333
E-mail: info@facialpalsy.org.uk

Facial Palsy UK provides people with the support they need and with your help we can change the lives of thousands of people affected by facial paralysis each year.

To find out more visit:
www.facialpalsy.org.uk

Facial Palsy UK
INFORM • SUPPORT • RESEARCH

Facial Palsy UK. Registered Charity Number 1148115 (England and Wales), SC045986 (Scotland).

Facial Palsy UK logo

Facial Palsy UK - Family Day Out



Daniel

- 11 years old
- Left side Facial Palsy after mastoidectomy in 2013 aged 1 years old
- Has been considering facial re-animation surgery since 2015
- Referred for physiotherapy in January 2023
- Attended the Family Day Out in August 2023

'Meeting other children with facial palsy has helped me with my confidence and self-esteem. I have decided that I'm happy the way I am and with the way I smile, and I'm proud of the progress I have made so far.'





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Thank you for listening

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