

**EXERCISE 4 – MANAGING OPERATIONAL INFORMATION  
INFORMATION FROM THE FIELD**

Print this document and cut each piece of information (1-5). Then include all pieces inside the file you will give to participants in INJECT 1.

**1**

The nurse supervisor at the health clinic cannot attend the EMT staff meeting this evening. She left some notes about daily activities, to share with the team.

- Continuing programmed activities at the clinic
- A new doctor and nurse started working yesterday, after a day of induction training. They seemed well adapted to the work today
- The autoclave broke down this afternoon. Only 3 sets for minor surgery available for tomorrow
- Last tetanus vaccine in stock used today
- Patients complaining about the heat in the waiting area today, only a small part is covered from the sun
- People queuing at the toilet (we have only one functioning!). Also, patients seem not to be using the handwashing point
- The nurses are asking for certificates of the training we provided, it seems important for motivation and retention
- We are receiving lots of patients with psychological care needs but identifying gaps in some of the staff capacities to deal with it
- As you know I am returning home next week, any information about my replacement?

**2**

Email from Hiking Hospital:

*Dear colleagues,*

*Please be aware our hospital is currently working over its capacities and we envision it will be difficult to take referrals from your hospital in the following days. Also, consider some of our patients requiring follow up consultations in the following days may reach your clinic, since we don't have capacity for such load of outpatients. We advise you to communicate with the EMTCC and MoH for indications about future referrals and any other issues.*

*Best regards,*

*Hiking Hospital director*

**3**

Some notes on the board at the EMT resting area:

- Need to keep this area cleaner and tidier. Everyone needs to cooperate!
- Complaints about the size of the meals - not enough food while working so hard
- LOGISTICS: Be aware one of the 2 cars available for the team broke down today. Reparation is planned for tomorrow
- Welcome to Martin, our new admin colleague

**4**

Last week, as requested by the EMTCC, we sent a group of 3 EMT staff (1 doctor, 1 nurse, 1 logistician) as a mobile team to cover a hard-to-reach area towards the west (Chakra region). They have had problems with communication means in the last 2 days and we have now receive a text message from them:

*Concerned about the access to water in this area. Estimated water available: 10 litres per person/day.*

*Also worried about returning to the EMT base tomorrow due to the state of the road. We reached the area by car but the state of the roads have deteriorated since we arrived and we are not sure we can pass through now. Logistic support required.*

**5.**

Message from the security focal point in the team:

We are missing the contact numbers for some of the team members, please update the list with your name and phone number! Ensure you are reachable all the time.

#### **CONTACT LIST**

Name

Phone number