Open Hospitals in Syria
Project Background

- The project started from an initiative of H.E. Cardinal Mario Zenari, Apostolic Nuncio in Syria, who, together with Msgr. Giampietro Dal Toso, Secretary of the former Pontifical Council Cor Unum (now Dicastery for the Service of the Integral Human Development), on the occasion of a meeting with the Syrian bishops in Beirut in June 2016, considered it primary and crucial to find a tangible way to give relief and aid to the Syrian population exhausted by war.

- The most recent estimates (OCHA data) say that 13.5 million Syrians are in need of aid, and 11.5 million of them have no access to health care; 40% of these are children.

- The healthcare institutions still operating are forced to an effort that often exceeds their actual available resources, impoverished by various factors: insufficient skilled staff due to massive emigration, lack of medicines and supplies caused by the international embargo, damage to infrastructure and shortage of state contributions among others.
Project Background

- The project started from the observation that three hospitals depending on catholic institutions (Saint Louis Hospital in Aleppo; French Hospital in Damascus; Italian Hospital in Damascus), with the capacity to offer high-level services in all medical specialties, were not utilized in all their potential even the need for care of suffering people is very high, due to the financial barrier faced by Syrian poor population.

- Card. Zenari has involved the catholic congregations and, along with the Dicastery for the Service of the Integral Human Development, has charged AVSI to provide technical support, while the Gemelli Polyclinic Foundation will contribute as a scientific and healthcare partner offering training and financial support.
# The Hospitals

<table>
<thead>
<tr>
<th>The Italian Hospital in Damascus</th>
<th>The French Hospital in Damascus</th>
<th>The St. Louis Hospital in Aleppo</th>
</tr>
</thead>
<tbody>
<tr>
<td>o Was founded in 1913 and is managed by the Salesian Sisters Daughters of Mary help of Christians</td>
<td>o Was founded in 1905 and is managed by the Company of Daughters of Saint Vincent of Paul</td>
<td>o Was founded in 1905 and is managed by the Sisters of Saint Joseph of the Apparition</td>
</tr>
<tr>
<td>o The hospital has 55 beds and employs 26 physicians and 54 nurses</td>
<td>o The hospital has 104 beds and employs 47 physicians and 139 nurses</td>
<td>o The hospital has 60 beds and employs 18 physicians and 44 nurses</td>
</tr>
</tbody>
</table>
The objectives

- The project’s objective is to support the improvement of the psycho-physical conditions of the most vulnerable populations in Aleppo and Damascus by enabling access to the health care services supplied by the 3 private hospitals involved. The project has a duration of 3 and half years, starting from July 2017 to December 2020.

- The first project Objective is to improve quantitatively and qualitatively the healthcare services provided to vulnerable people by the hospitals involved. It is expected to provide free of charge hospital and outpatient services to at least 50,000 vulnerable patients.

- The second objective is to improve the structural conditions of the three hospitals, through three main line of activities:
  - The upgrade of the medical equipment available and information system, justified by the increase of activity in the hospitals (activity already funded)
  - The training of the hospitals’ staff medical and/or administrative and managerial staff.
The results achieved from November 2017 to April 2019

- 3 Social Offices has been set up, to receive medical treatment requests and identifying the patients most in need to ensure that they will be prioritized to get free access to the medical treatments

- Over 20,789 medical services have been provided free of charge (surgical operations, diagnostic tests, common diseases treatments, outpatient treatments)

- The quality of the health care has increased thanks to the installation of modern health equipments

- The occupancy rate of the hospitals has increased

- the installation of a new IT system and the related training of the administrative staff is foreseen in the next period
Open Hospital
Data Analysis and Statistics

Period November 2017 - April 2019
Nov 2017 – Apr 2019 – people interviewed, admitted and refused

Proportion of people admitted and not admitted over the total interviewed

82% People admitted
17% People not admitted

Total admitted: 20,789  Total not admitted: 4,349

Proportion admission per hospital

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Interviews</th>
<th>People admitted</th>
<th>People not admitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>French Hospital Damascus</td>
<td>8,425</td>
<td>7,167</td>
<td>1,078</td>
</tr>
<tr>
<td>Italian Hospital Damascus</td>
<td>10,910</td>
<td>9,250</td>
<td>1,660</td>
</tr>
<tr>
<td>French Hospital Aleppo</td>
<td>5,963</td>
<td>4,372</td>
<td>1,591</td>
</tr>
<tr>
<td>Ospedale Francese di Aleppo</td>
<td>8,425</td>
<td>7,167</td>
<td>1,078</td>
</tr>
<tr>
<td>Ospedale Italiano di Damasco</td>
<td>10,910</td>
<td>9,250</td>
<td>1,660</td>
</tr>
<tr>
<td>Ospedale Francese di Damasco</td>
<td>5,963</td>
<td>4,372</td>
<td>1,591</td>
</tr>
</tbody>
</table>

Comparison of admissions per hospital

0 2,000 4,000 6,000 8,000 10,000 12,000

French Hospital Damascus  Italian Hospital Damascus  French Hospital Aleppo

Interviews  People admitted  People not admitted
The total number of medical services provided free of charge in the three hospitals, during the period November 2017 - December 2018, were **20,789**.
**Trend of medical services by typology**

**Consultation**: medical consultation by the specialist doctor.

**Free clinic**: free general consultation mode for all patients, available in the Italian hospital and in the French hospital in Aleppo.

**Surgery**: surgery

**IP (Inpatient care)**: hospital treatment with admission.

**Diagnosis**: X-ray, TAC and laboratory analysis among other
Nov 2017 – Apr 2019 – Distribution of medical services by typology per hospital

Overall distribution of medical services per category

- Consultation: 12%
- Free Clinic: 33%
- Surgery: 22%
- IP: 6%
- Diagnosis: 26%

French Hospital in Damascus:
- Consultation: 1164
- Free Clinic: 1719
- Surgery: 3536
- IP: 756
- Diagnosis: 7175
- TOTAL: 9254

Italian Hospital in Damascus:
- Consultation: 1303
- Free Clinic: 1983
- Surgery: 2013
- IP: 152
- Diagnosis: 3803
- TOTAL: 9011

French Hospital in Aleppo:
- Consultation: 44
- Free Clinic: 901
- Surgery: 356
- IP: 1865
- Diagnosis: 7175
- TOTAL: 4607

Overall distribution of medical services per category:
- Consultation: 12%
- Free Clinic: 33%
- Surgery: 22%
- IP: 6%
- Diagnosis: 26%
Nov 2017 – Apr 2019 – Patient distribution per gender over the total and per hospital

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>French Hospital Damascus</td>
<td>2609</td>
<td>4558</td>
</tr>
<tr>
<td>Italian Hospital Damascus</td>
<td>3445</td>
<td>5805</td>
</tr>
<tr>
<td>French Hospital Aleppo</td>
<td>1951</td>
<td>2421</td>
</tr>
</tbody>
</table>

Gender Proportion:
- Male: 39%
- Female: 61%
Nov 2017 – Apr 2019 - Age groups distribution

French Hospital Damascus Nb.  | Italian Hospital Damascus Nb.  | French Hospital Aleppo Nb.

- 0\5: 153, 63, 130, 45, 289, 363, 1657, 3427, 862, 1023
- 6\10: 133, 66, 130, 45, 289, 363, 1657, 3427, 862, 1023
- 11\14: 130, 66, 130, 45, 289, 363, 1657, 3427, 862, 1023
- 15\18: 152, 73, 130, 66, 289, 363, 1657, 3427, 862, 1023
- 19\25: 289, 128, 289, 66, 289, 363, 1657, 3427, 862, 1023
- 26\35: 363, 698, 289, 128, 289, 363, 1657, 3427, 862, 1023
- 36\50: 3015, 698, 363, 698, 3015, 698, 1657, 3427, 862, 1023
- 51\70: 3427, 698, 363, 698, 3015, 698, 1657, 3427, 862, 1023
- >71: 1023, 1023, 1023, 1023, 1023, 1023, 1023, 1023, 1023, 1023

2% 3% 3% 5% 9% 13% 23% 40%
Nov 2017 – Apr 2019 – **Focus children and youth: comparison among the hospitals**

- **French Hospital Damascus**: 568
- **Italian Hospital Damascus**: 1314
- **French Hospital Aleppo**: 267

![Bar chart comparing hospital statistics](chart.png)

- **0\5**: 25%
- **6\10**: 29%
- **11\14**: 21%
- **15\18**: 25%
# Medical equipments purchased and installed

<table>
<thead>
<tr>
<th>Name of the Hospital</th>
<th>First Round – Done</th>
<th>Second Round – Ongoing</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Item</td>
<td>Item</td>
<td>USD</td>
</tr>
<tr>
<td></td>
<td>USD</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>French Hospital in Damascus</strong></td>
<td>BDM &amp; Echocardiography</td>
<td>R&amp;F Room</td>
<td>380,000</td>
</tr>
<tr>
<td></td>
<td>157,500</td>
<td>Anaesthesia machine and site preparation</td>
<td>50,000</td>
</tr>
<tr>
<td><strong>TOTAL FRENCH DAMASCUS</strong></td>
<td>157,500</td>
<td></td>
<td>430,000</td>
</tr>
<tr>
<td><strong>Italian Hospital in Damascus</strong></td>
<td>Endoscopy + Gimmi</td>
<td>Operation Table, Anaesthesia machine, beds, monitors and</td>
<td>225,044</td>
</tr>
<tr>
<td></td>
<td>219,776.40</td>
<td>others accessories</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL ITALIAN DAMASCUS</strong></td>
<td>225,113.30</td>
<td></td>
<td>450,157.30</td>
</tr>
<tr>
<td><strong>French Hospital in Aleppo</strong></td>
<td>Ultra Sound + Camera + Scialtic + Gaz du sang</td>
<td>Biliary Endoscope</td>
<td>32,150</td>
</tr>
<tr>
<td></td>
<td>99,399.60</td>
<td>Endoscopy Surgery Equipment</td>
<td>35,500</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Artificial Respirators</td>
<td>167.904</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Orthopaedic ang general surgery equipment</td>
<td>88.616</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Scialytic lamp and Camera for Operation Room</td>
<td>18,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Infusion Pumps</td>
<td>13,335</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Laboratory Equipment</td>
<td>35,760</td>
</tr>
<tr>
<td><strong>TOTAL FRENCH ALEPPO</strong></td>
<td>101,382.57</td>
<td></td>
<td>391,265</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>483,995.87</td>
<td></td>
<td>1,046,309.00</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>1,530,304.87</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Total budget, approved contributions and costs incurred

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total budget (phase I and II)</td>
<td>16.138.955,73 euro</td>
</tr>
<tr>
<td>Total approved contributions</td>
<td>11.251.504,28 euro</td>
</tr>
<tr>
<td>Total costs incurred</td>
<td>6.067.670,00 euro</td>
</tr>
<tr>
<td>Total contributions to find</td>
<td>4.887.451,25 euro</td>
</tr>
<tr>
<td>Costs to be incurred for: patient assistance, salary bonus per hospital staff, IT equipment and training, social offices staff, coordination and support, monitoring and evaluation</td>
<td></td>
</tr>
</tbody>
</table>
Open Hospital
Qualitative assessment of medical services provided

Period November 2017 - April 2019
Patient Survey – Results on health status

A Patient Survey was conducted among a sample of patients treated in the last six months of 2018. The goal of the survey was to evaluate the impact of the project considering two factors: a) the percentage of patients whose health improved or were cured after receiving the treatment; b) to rate the satisfaction both with the medical services and the social offices.

Considering all the patients interviewed, 72% stated an improvement of their health status or declared to be completely cured after the treatment received.

Considering the stationary treatments (surgeries and/or hospitalization days), 82% stated an improvement of their health status or declared to be completely cured after the treatment received.
Patient Survey – Results on the level of patient’s satisfaction

Regarding the satisfaction with the medical services, the vast majority declared to be satisfied (90%) or very satisfied (6%).

In relation to the social offices, three main aspects were evaluated:

a) kindness and respect from the staff;

b) clearness of the information provided and;

c) response time.

Overall, the satisfaction with the social offices is extremely positive, with 90% patients very satisfied and 7% satisfied, and a residual 2% and 1% not completely satisfied or not satisfied respectively.
Open hospitals: the donors 1/2

The project, sponsored by the Dicastery for the Service of the Integral Human Development, is financed by:
Open hospitals: the donors 2/2

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A questi finanziamenti si aggiungono: la Conferenza episcopale coreana, le donazioni di privati e imprese italiane e i contributi raccolti attraverso il 5x1000
"Mounira was going to school. I remember that day I had a premonition of what would happen. " Abdallah, 24, is sitting next to his sister as he tells that afternoon three weeks earlier in Aleppo, Syria. "We heard a big bang. When I arrived at the explosion site, I found my sister lying on the asphalt, wounded. The missile had fallen less than 8 meters from her. She was lucky ".

After the accident, Mounira was operated on the arm at the St. Louis of Aleppo. She was treated free of charge thanks to the Open Hospitals project.

Mounira, wounded in war, and her brother Abdallah Maghrebi, St. Louis hospital, Aleppo
In the period between November 2017 and April 2019, over 20,789 medical care services have been provided to patients identified as poor in the three hospitals.

Among the many praiseworthy initiatives promoted by you, I would like to mention the great work this year to support the return of Christian communities to the Nineveh plain in Iraq, and the health care provided to so many poor people in Syria, in particular through the project "Open Hospitals".

Address of the Holy Father Francis to the participants at the working meeting on the crisis in Syria and the neighboring countries
Vatican City, September 14 2018