



## The developments of the Socio-Medical Services Department at Imam Sadr Foundation

### 1- Digitization of Centers and Development of Technical Programs:


Over the years, the technical programs have evolved through successive steps as follows:

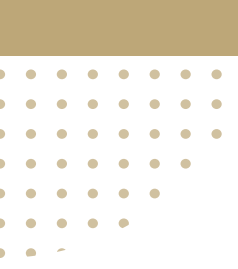
- In 2002, an electronic program for medication management was adopted. It aimed to regulate the distribution of medications between the main center and its branches, control stock, as well as monitor purchases, sales, and donations, with the ability to issue various reports and invoices.
- In 2015, emphasis was placed on the continuous updating of medical records and the supervision of pharmacists to ensure proper prescription practices in beneficiary files.
- In 2016, labels were placed on medicine boxes in four health centers (Siddikin, Ayta Chaab, Deir Seryan, and Chehabiyeh) to provide patients with all the necessary information on how to take their medications.
- In 2020, the Ministry of Public Health introduced and approved a new information system called "PHENICS" to create a centralized database and directly connect all centers to it. Data collection and transmission between centers are now done via the Internet. The first phase of this implementation began at Chehabiyeh center in 2017.

### 2- Membership in the Network of Primary Healthcare Centers Accredited by the Lebanese Ministry of Public Health:

The essence of primary healthcare is to provide care for individuals based on their health needs, without being limited to specific diseases. Primary healthcare ensures that individuals receive comprehensive care, from guidance and prevention to treatment.

For a center to join the network of accredited primary healthcare centers, its services must include health awareness, child immunization, environmental health, proper nutrition, reproductive health, essential medicines, and care for both communicable and non-communicable diseases.





In 2003, Chehabiyeh Center joined the network of primary healthcare centers accredited by the Lebanese Ministry of Public Health. Subsequently, four other centers within the department gradually joined, including the Kfarhatta, Deir Seryan, Siddikin, and Ayta Chaab centers.

### **3- Implementation of International Healthcare Quality Standards:**

- **ISO 9000 Quality Management Standards:**

In 2002, the ISO 9000 standards were implemented to adopt practical and scientific methods aimed at achieving quality management in health centers. This involved enhancing administrative systems in general and digitizing the file system, as well as improving human resources through continuous training and capacity development.


- **Canadian Accreditation Program in collaboration with the Ministry of Public Health (MOPH Accreditation Canada International Program):**

- o In 2015, comprehensive healthcare quality standards (317 standards) were implemented in some centers. These standards targeted areas such as good governance, safety and risk management, infection control, evidence-based clinical guidelines, and the information system, among others. إدارة الإنتانات do you mean Sepsis?

- o In 2015, the Deir Seryan Center received an "Advanced" grade in the final results of the Canadian accreditation.

- o In 2018, Chehabiyeh Center also received an "Advanced" grade in the final results of the Canadian accreditation.

- o In 2023 and 2024, updated standards aligned with the International Society for Quality in Health Care (ISQua) were adopted in accreditation programs implemented at primary healthcare centers, particularly at the Siddikin Center, which achieved an "Advanced" grade in the Mock Survey.





#### **4- Integration of Mental Health into Socio-Medical Services:**

The Socio-Medical Services Department at Imam Sadr Foundation is committed to implementing its mental health programs to provide the highest level of mental well-being and care for all segments of the local community, regardless of age, background, or nationality. This initiative falls under the National Mental Health Program of the Ministry of Public Health.

The department delivers high-quality therapeutic and preventive mental health services, adhering to human rights standards and the latest scientific evidence to ensure the best interventions. A primary focus is on developing a sustainable system supported by a specialized mental health and psychosocial support team within their primary healthcare centers.

#### **5- Spinal Cord Injury Rehabilitation Project:**

This project is the fruit of a collaboration between Imam Sadr Foundation and the Norwegian Aid Committee (NORWAC). Its main objective is to provide necessary treatment and rehabilitation to help spinal cord injury patients regain vital functions. The project significantly improves the quality of life of these patients and is exclusively implemented at the Derdghaiya Center.

This project has witnessed continuous development, as follows:

- The establishment of a new occupational therapy center specializing in the treatment of patients with special needs and children with learning difficulties.
  - In 2016, the center was upgraded with additional medical equipment, the hydrotherapy service was discontinued, and a special treatment room for pediatric patients was introduced due to a significant increase in their numbers.
  - In 2017, three team members received specialized training on spinal cord injury rehabilitation at the Sunnaas Rehabilitation Hospital in Oslo, Norway.
  - That same year, the Norwegian team conducted advanced training sessions on spinal cord injury care, in collaboration with the “Mousawat” organization.
  - Agreements were made with the Lebanese German University (LGU), the Islamic University, and Phoenicia University to provide training for physical therapy, speech therapy, and public health students in the socio-medical centers.
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