

The Nandi Hills Jeep Line Handbook

Revised Oct 2011

The Nandi District

The Nandi District belongs to the vast Rift Valley Province and is situated 300 km northwest of Nairobi between Kisumu and Eldoret (see map). Province capital is the far away situated Nakuru on the road A109 from Nairobi via Eldoret to Uganda. The Nandi District was formerly subdivided into Nandi North and Nandi South Districts, but in 2008 a further subdivision has taken place, so that now four districts have been formed., Nandi North, South, East and West. The new organization, however, has not been administratively finalized. Nandi Hills is the administrative centre of Nandi South District. Kapsabet is the district capital in Nandi North District. The population of the four districts is over 600 000.

Nandi District is high altitude, steep hillsides and very beautiful, green countryside with small villages seen over the valleys. Because of the altitude (Nandi Hills 2400 meters) the climate is cool - a sweater is nice to have in early mornings and late evenings - but when sun comes it rapidly gets warm. Tea, roses and coffee are important cash crops (together with tourism the major export incomes for the country) but one also finds usual tropical crops like maize and at lower altitudes bananas, sugar cane, etc. Large eucalyptus woods are grown to provide firewood for drying of tea. Long rains come during March - June and small rains during November - December. During these periods malaria is prevalent.

The population is Kalenjin, mainly the Nandi tribe, one of the medium sized ones of Kenya. Total population of the country is estimated to be 38 million and the annual population growth rate is 3.2%. Eldoret is very much the focal point of development in western Kenya. The town is rapidly growing and has a university, Moi University, named after the previous president, Daniel arap Moi.

Shopping of vegetables, fruit, milk, flour, washing powder and also furniture and cooking utensils, etc. can be done in Kapsabet and most other services may also be provided (post office, bank, police, pharmacies). In Eldoret and Kisumu there is a greater variety of goods, and refrigerated items are available. Change of money at local banks is not recommended. Service is slow, and a commission of 5% can be expected. A better way is to have a VISA card that could be used for withdrawals at the ATMs (bankomat). There are presently at least two ATMs available in Kapsabet, one of them close to the C.I.T. The main "supermarket" in Kapsabet, Kapsile has a limited supply of refrigerated items, but no frozen food. Stock up in Kisumu or in Eldoret at the weekend. The road to Eldoret, which formerly took 45 minutes, now takes more than an hour since the first half of the road has deteriorated and presently is in a very poor condition. The trip to Kisumu takes one hour 45 minutes.

There are several banks in Kapsabet, among others National Bank (opp. the turn-off to the short road to CITC) and Kenya Commercial Bank, near the hospital. Both have ATMs.

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The District Commissioner in Kapsabet appreciates a courtesy visit on your arrival to introduce yourself and another visit at departure to inform on your experiences.

How to reach the area, airport and transport

Most doctors arrive in Nairobi early in the morning. The Rotary Doctors coordinator Hand&Soul International (HSI) – Henry and Agnes Mugweru or the Rotary Doctor driver (Orina) will meet you at the airport. The onward flight to Kisumu or Eldoret is usually in the morning. The flight takes just between 40-50 min. and light refreshments are served onboard. The plane will take you over the Great Rift Valley. One of the staff will meet you at the airport.

If you have relatives or friends who want to visit you in Kapsabet, please ask them to arrive on weekends, so you can pick them up yourself. Our coordinator Daniel Muruka cannot help with this. Please contact Rotary Doctors in Sweden for further information.

People to work with and their roles

HAND & SOUL INTERNATIONAL

Hand & Soul International (HSI) is an NGO based in Nairobi that represents Rotary Doctors Sweden in Kenya. Address: P.O. Box 11947, 00400 Nairobi.

Phone: +254 (0) 733 41 88 24

- Henry Mugweru is the country coordinator. Phone: + 254 (0) 722418824, e-mail: hmugweru@yahoo.com, henry@handandsoul.org
- Agnes Mugweru is the HR administrator. Phone: + 254 (0) 722466203 e-mail: agnes@handandsoul.org

Henry and Agnes are responsible for the management and administration of the Rotary doctors' programmes in Kenya. You will therefore be in contact with them regarding financial issues and reports. They are also responsible for logistic issues, for example meeting doctors at the airport, transfers, assisting with hotel accommodation at request.

DANILE MURUKA

Daniel Muruka is the coordinator in western Kenya for Rotary Doctors. He is registered nurse and lives in the Doctors' house compound.

He can always be reached by his mobile phone. The number is +254 (0)722 46 06 00 and +254 (0)734 89 68 34. E-mail: healthforrural@yahoo.com

Daniel is the overall responsible coordinator for all the jeep-lines in Western Kenya and can assist in all kind of issues regarding your work, such as information regarding the health system and treatments in Kenya, referrals, working routines and issues regarding the jeep-line team.

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JACINTA KARIMI.

She is a registered Nurse and licensed by the Nursing council of Kenya. She is the assistant regional coordinator. You will not work with her everyday but once in a while.

Her Roles include;

1. Responsible for special programs (spring protection/education programs)
2. Procurement of drugs from meds, controlling the pharmacy.
(Applicable in Siaya only)
3. Assisting the doctors in the field with the patients.
4. A stand by HIV counselor/driver.

THE GOK NURSES.

The RDS Nandi has been working with GOK nurses. There has been an agreement with the Dmoh and DPHN that the RDS would get GOK nurses in the nearest medical facility near to our clinics to do immunization. These nurses are paid a daily allowance of 400ksh per working day by the regional coordinator, therefore doctors are advised NOT make any arrangement outside this agreement.

The roles/responsibilities of the government nurses include

1. Providing immunization services.
2. Providing antenatal clinics services.
3. Providing F/P
4. Health education
5. Assit the doctor when neccessary.
6. Assist with dispensing of drugs if need be.

(the use of a nurse as a translator is to under utilize the knowledge she /He has on the above)

TRANSLATORS

Translators will continue to be the responsibility of the health committees (read more about the health committees further down). The doctors should not make their own arrangements in this matter.

When referring patients, remember that a government hospital is always the cheapest place for the patient even though they have to pay for each separate service.

THE HIV COUNSELORS.

One trained counselor Julius Keter , is giving education and information on STD, and HIV/AIDS to the patients of the doctor. Since many doctors are not familiar with pre- and post test counselling of suspected HIV/AIDS patients in this culture, we recommend referral of these patients to them. (If a patient after counselling is willing to be tested, the HIV counselor obtains the blood and the test is done at the clinic using rapid testing kits, Determine as a first test and if positive a second test is done using unigold). If a patient is HIV positive there is now a possibility of being enrolled in ART centers which are close to them after discussion with the HIV counselor.

Role/ responsibilities.

1. Offering HIV testing and counseling services in the field.
2. Helping the HIV positive with referral plans.
3. Educating the patients on various health issues.
4. Writing report.

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5. Procuring HIV consumables

NB Julius also helps with dispensing of drugs.

DRIVER

There is no drive for the Nandi jeep line, therefore doctors drive themselves.

While doing this please take note of the following.

1. The expiry of the road license sticker.
2. The next millage for the next car service so that we can have the car serviced in time.
3. If you are not sure the car is functioning well contact the regional coordinator Daniel for advice.

Cooperation with Ministry of Health

The Jeep Doctor Line is a joint venture between Rotary Doctors and the Medical District Authorities (MOH's office). The director of all the health services of the district is the District Medical Officer of Health. Our closest collaborator is the District Public Health Nurse, who is in charge of all services pertaining to our clinics. You will find the District Health Nurse and the DMOH at the MOH office.

Every incoming jeepdoctor should pay a visit to the DMOH's office, who has his office inside Kapasabet District Headquarters not far from the CITC compound where the Rotary Doctor's house is located.

The activities of the Rotary Doctors in Nandi, have been moved to Nandi North where we have more clinics now, four out of the five are in Nandi North. It is also important to note that we have only five clinics site which are visited weekly.

The DMOH Dr. Agrey Keny (who is currently out of the country) the District public health nurse Mrs. Emily Kurgat and the District Public Health officer Mr Luka Kanda have been very helpful in finding the new sites in Nandi North. It is important to pay them a visit at the Mosoriot Rural Training Hospital.

The Doctor's House in Kapsabet

The Nandi Hills doctor's house in Kapsabet town is situated at an altitude of approx. 2000 m which gives a climate of cool nights and nearly always clear mornings but hot days. The people living here are Kalenjins. **The Doctor's house** is clearly marked **no 3** within **the compound of CITC** (Christian Intermediate Technology Centre). This is a kind of polytechnic school founded by a German Christian organization in 1994. It was later taken over by Anglican Diocese of Eldoret, but financial difficulties stopped further development. C.I.T.C. has now been affiliated to Moi University. The manager of CITC, our landlord, is Mr. Robert Sugut. He has a house just behind the Doctor's House.

The address is: Rotary Doctor, c/o CITC, P O Box 891, Kapsabet, Kenya
Tel + Fax (internationally +254-53-52552 or locally 053-52552.)

Being located inside a compound guarantees a certain amount of security and we do not need our own night watchman. The CITC night watchman switches on and off the

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security lights on all buildings which makes it convenient if the doctors go away for the weekend, for example.

The House

The house is a modern style bungalow with a lovely view across a valley and a proper verandah. The house is compact with plenty of built-in cupboards for storage, including for the drugs. The medicines are now stored in two cupboards (each with its own lock) with practical shelves and in a place well lit up.

There are two small bedrooms. In each are two beds- one big single bed and one of normal single size. There are impregnated bednets. There is a built in wardrobe and a cupboard with shelves in each room. In the cupboard is a small built-in lockable safe. The bathroom is modern style, i.e. a basin, a shower and a toilet.

The kitchen is small but light. There is however a walk-in store (larder). Equipment is a stove which is both electric and gas. The oven is electric. The fridge has a small freezer compartment. There is also an electric kettle and a toaster. A microwave oven has been added.

The sitting room cum dining-room has a mini fireplace and faces the verandah and pretty view across the small garden. All rooms in the house are light and airy. Do you like to have a fire when you come home in the evening, please tell the house-maid and she will arrange it. Please pay direct to her for the firewood. Don't forget!!

Communication

Each doctor will have a mobile phone for communication. We request you to maintain that line for ease of reaching you. For internet connection there is modem in the house, please check with the housekeeper.

House Staff

RUTH, Jelagat the housekeeper, came with us from Doctor's House in Nandi Hills. She is an excellent cook and keeps the house spotlessly clean. Purchases of fruit, vegetables and other locally available items are handled by Ruth, with household money supplied by the doctor. Water supply is good and electricity is normally available, but one must be prepared for power failures from time to time. CITC provides a gardener to keep weeds and bushes under control.

To get away

RONDO RETREAT in Kakamega Rainforest is only 30 km from Kapsabet on the Kakamega-Kisumu road. An easy and pretty drive and it is clearly signposted on the right. From the run-off it is only 9,7 km to the lodge. Lake Baringo and Lake Bogoria can also be visited at weekends if you are able to leave early on Fridays.

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Culture shock

When you go to new places, such as a new country, you often enter a culture that is different and even contradictory from the one you left. You may encounter unfamiliar clothes, weather and food but more important different values that for example define the way people look at health and decision making within the family. You may find yourself struggling to adapt, understand or act in your new surroundings. Dealing with the differences can be unsettling that is though part of adjusting to and understanding a new culture.

Several things that may be done differently from the way they are done back home;

1. Jambo (meaning how are you) is a common word to catch your attention.
2. Hand shakes are common in Africa
3. People, especially the women, don't maintain eye contact. This should not be construed to mean that they have something they are hiding from you
4. Hugging is not very common except in the bigger towns.

Some supplementary equipment to bring

A torch can be bought cheaply and mosquito ointment as well, but it is wise to bring Mygg A. Medicines can usually be bought much cheaper in Kenya than in Europe. Reading glasses are sometimes supplied by Swedish Rotary clubs, and some doctors have brought toothbrushes. Pens for schoolchildren are a popular gift. Do not forget to bring your own stethoscope.

About the Jeep

1. Description, equipment, instruments

The car is a Ford Ranger, very comfortable to drive. It is excellent on rough roads, and there is ample room for drugs and equipment.

There is a 4-wheel-drive when required which means that you can get through on very slippery roads after heavy rains. The jeep is intended for official business. Use by other persons or visitors are not allowed. If you are using the jeep and will leave the Kapsabet area it should be agreed upon with the Jeep Doctor Coordinator. The Jeep Doctor is responsible for the jeep and the Rotary Doctors pay for fuel, oil and repairs. When used for private purpose the doctor is charged USD 3 per 10 km, which has to be paid to HSI before leaving Kenya.

When you are driving yourself, be careful, the traffic is aggressive and unpredictable. Beware of the matatus (local taxi buses), they may over-take you at a high speed and then suddenly brake heavily for an emerging passenger at the road side! The traffic is particularly dangerous during the dark hours. If you aren't an experienced Kenya driver don't ever drive after darkness. Vehicles often lack one or all front or rear lights. Some heavy truck drivers keep to the middle of the road when meeting other vehicles. Broken down trucks or buses may be left on the road for a couple of days before they are removed. You have to expect almost anything could happen. It is not permitted to turn on the head lights before 6.00 p.m. (the warning for an emergency journey), this is probably the only way to get stopped by the police officers.

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After heavy rains the murrum roads get very slippery. Be careful that the car does not slip sideways on dangerous passages. If you are hesitant, please take advice of assisting personnel or the Jeep Doctor Coordinator.

You will need your national driving license as well as the international one for driving in Kenya.

2. Service of the jeep and register the mileage counter

There is a journal kept in the jeep. Destination, time, distance, business/private, mileage should be noted as well as costs for petrol, service and repairs. Please confirm with the manual and mileage counter when service is needed. You will be advised by the Jeep Doctor Coordinator where to bring the car for service.

The car service is done in kisumu by the CMC.

3. About locking the car

The jeep must have the alarm on when not in use. Don't ever leave anything of value in the car, not even bags from the supermarket. In that case the risk for burglary greatly increases.

Kapsabet Hospital

This hospital in Nandi North District was built in 1925 but has been upgraded over the years. It serves a population of 600.000. It has 158 beds and in the out-patient clinic 90 patients are seen per day on average. Recently, a specialist in ophthalmology has been added to the staff, so that a local alternative to Sabatia Eye Hospital now exists.

There is an X-ray department, and a pediatric ward apart from male and female wards. Recently an Aids-counseling department was established. All scans have to be referred to Eldoret Hospital. The District is also served by two sub-district hospitals: Nandi Hills Hospital with 120 beds, a general hospital with wards for male patients, female patients, pediatric patients and maternity patients. There are no laboratory facilities. In addition, there is the recently built Chepterwai in the northern part of the District.

The staff consists of Medical Officers (=Doctors). They are assisted by Clinical Officers (three years of medical school training), nurses, nurse aids and subordinate personnel. Within the district are also health centres and dispensaries where nurses and sometimes clinical officers are working. In all community nurses are organized by matron. Nurses are authorized to make and to treat patients.

Sabatia Eye Hospital

This eye hospital is situated 60 km west of Nandi Hills and 72 km from Siaya. It was opened in December 1996 and has a catchment area population of 5 million. It is a private hospital sponsored by Christoffel Blindel Mission (CBM) in Germany. Approx 30% of the hospital's running costs comes from patient fees. The hospital has 32 beds

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and perform 2000 operations per year plus another 2000 mobile operations of which the majority are cataract operations. A team from Sabatia Hospital also perform operations in South Sudan several times a year. The patient pays a 50 Shs examination fee plus 60 Shs for eye drops, whereas a cataract operation costs 3.500 Sh. Operations are performed Monday – Thursday, tel. 056-45008.

Working Routines

1. Places to visit, distances, patient frequency

All the Jeep Doctor's clinics are at the periphery of the district where people have difficulties to get to the hospital. Some of our clinics are dispensaries with a residing nurse. The clinics are subject to changes according to number of patients, collaboration with the Clinic Committees and travelling distances.

2. Collaboration with the Clinic Committees

Clinic Committees have been established to improve collaboration between the doctor and his/her team and the local clinics and community. The Clinic Committees consists of 10-14 members elected with a chairman, a secretary and a treasurer and they meet on a monthly basis. They are responsible for planning and monitoring the mobile clinic. We have experienced that a representative clinic committee is of fundamental importance for adequate patient frequencies and a good performance at the clinics.

Connected to the committee are 2-3 volunteers/clinic who are assisting the doctor in the daily work with registration, translation and others. Some of these are trained CHW (community health workers) some are just members of the committee. It is of utmost importance that the selected volunteers have a good knowledge in speaking and understanding English. If possible they should work with the doctor on a rotation basis in an attempt to bring in as many CHW as possible for mutual exchange of knowledge and experience.

The TOT (trainer of trainer) are supporting and supervising the work of the clinic committee and the CHW. The two TOTs in each clinic area should be the counterparts for the doctor in health issues. You will find the names of the TOT in the weekly timetable.

The main tasks for the local Clinic Committee are:

- to find suitable place for the Doctors reception
- arrange for translators
- to make sure that the clinic is well equipped with examination couch, curtains and so on for isolation (privacy)
- to arrange for practical service for the doctor, including serving tea
- to use their money (KES 10 per patient) in order to improve the facilities around the reception, for instance the equipment, clean water and build latrines
- to limit the number of patients to 60 per day in order to achieve satisfactory health care to the patient
- The Health Committee is only allowed to receive maximum 60 x KES 10
- If the number of patients seems to be higher than 60 it is the duty of the nurse to make priorities in the queues – if necessary with permission from the Doctor

3. Using Poverty Fund

The purpose of the poverty fund is to support patients unable to pay for transportation to hospitals, in some emergency situation, or for necessary drugs. It cannot be used to cover long-term needs, or hospital stays. The Poverty Fund is at the Jeep Doctors disposal. When a patient cannot pay for the treatment at one of the clinics or when he/she is brought into hospital the Poverty Fund may be used. It is a very difficult task to judge who really needs the fund money. In Kenya most people are poor. The per capita income is only USD 394. When really required, people very often manage to raise some money within the extended family system. For a second opinion you may confirm with the Assistant Chief, the Village Headman or your own staff.

The Jeep Doctor accounts for the poverty money to the Holsbybrunn office.

The poverty fund is a combined poverty- and medicine-fund in the jeep-relay activity and shall so remain. If other costs should arise owing to the Doctors handling of the case, the Doctor himself has to pay for these. If you are doubtful, please contact HSI.

- **The jeep-Doctor has to perform his/her service with available resources.**
- **If necessary the Doctor can refer patients to hospital. The poverty fund can then be used to pay the transport, but is not intended to pay the hospital-care.**
- **The main task for the RDB is "to do little for many"**

If the Rotary Doctors cannot do anything for the patient, he or she does not have to pay. When patients are asked to come back for a review, this should also be free of charge.

4. Medicines, bookkeeping

Rotary Doctors charges KES 50 per patient for consultation and drugs of which sum KES 10 goes to the local Community Health Fund, the latter being handled by the local health committee.

Half an Exercise Book (32 pages) is used for clinical notes, as a medical record (patient book). These should be supplied by the local health committee. **Of course no patient is refused treatment if unable to pay!** In this context it should be remembered that the Out-Patient-Department of Kapsabet Hospital charges KES 100 for just the examination, the cost for drugs is added!

In Nandi Hills the doctor will order the drugs on his/her own from MEDS. When ordering please kindly use the MEDS ordering template which is available electronically (NOTE – check that the template does not contain previous order when starting to fill it in). If not sure or if you have questions, contact Jacinta 0729 673 828 or Henry/Agnes for assistance.

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5. Clinical guidelines

Ministry of Health has published the “Clinical Guidelines” as a manual for medical services at health centers and dispensaries. This should also be a manual for our work.

It is advisable that all Jeep Doctor Lines use the same procedures and prescribe the same drugs. To update the jeep manual on the medical work will be the next step. For this the Jeep Doctor’s help is needed as well as cooperation with the local authorities.

6. Local administration

The governmental administration under the Office of the President is as follows:

<u>Area</u>	<u>Head of Office</u>	<u>Head of Services</u>
Province	Prov.Commissioner (PC)	Provincial Medical Officer (PMO)
District	District Commissioner (DC)	Medical Officer of Health (MOH)
Division	District Officer (DO)	Clinical officer (nurse health centre)
Location	Chief	Community nurse (dispensary)
Sub-Location	Assistant Chief	TOT, VHC
Village	Village Headman	CHW

At a Sub-District Hospital or a Missionary Hospital you will find a Medical Officer In-Charge acting as head physician. Junior to MOH and MO In-charge are Medical Officers (full doctors), Clinical Officers, Nurses, Nurse Aids and subordinate staff.

At the local level there are:

TOT = trainer of trainers in health issues

VHC = village health committee

CHW = community health worker

7. Training of Staff and Volunteers

An improved health situation and an adequate medical treatment are the main goals of the Rotary Doctors. It is very important that all doctors are engaged in teaching and training of patients and staff in health and medical care. Use all available means to convey knowledge and report on the situation in the general report you will supply to Rotary Doctors Sweden.

Notes on teaching and training of the Rotary Doctors.

- Rotary Doctors are asked to teach and train local staff in subjects of interest to the doctor in question
- Rotary Doctors are asked to give health education to patients when ever possible

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- Rotary Doctors are asked to teach the CHW in the outreach clinics to improve their knowledge and skill

During your service in Kenya you can be asked to help in the teaching and training programme/courses, the jeep doctor coordinator might discuss this with you.

Public holidays in Kenya.

On these days the staff and doctors will not visit the clinics.

New year's day	1st January
Easter	Universal
Labourday	1st may
Madaraka day	1st June
Mashujaa day	20th October
Jamuhuri day	12th December

Routine for Changing Rules of the Handbook

A doctor who wants to change rules may contact the Coordinator in Nairobi or the head office in Sweden. Closing clinics or opening new ones have to be agreed on with the MOH and the HQ in Sweden.

New rules have to be confirmed by HQ in Sweden before applicable. This means that the Handbook shall be observed until decision is made to change it. However, the decision could be made within a couple of days.

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Additional information regarding hotels:

There is now a very nice hotel in Kapsabet:
EDEN SPRING HOTEL.

- It is five months old.
- Very clean and in a quite environment.
- Has a swimming pool.
- Has conference hall.
- Has a gym (200ksh) per session

ACCOMMODATION (BED AND BREAKFAST)

1. SINGLE ROOM- 2900KSH
2. SINGLE DELUX-3,200KSH
3. DOUBLE ROOM- 4,200KSH
4. TRIPLE ROOMS- 5,100KSH
5. TWIN ROOM- 4,200KSH
6. EXECUTIVE – 6,500KSH

TRANSPORT.

Pickups and drop off on request to town, airport etc.

DISTANCE.

About 800m from the doctors house.

Along the Kapsabet Eldoret road, on the left side just slightly after passing Kapsabet High School.

BOOKING.

Can be made on line

EDEN SPRING HOTEL

P.O.BOX 33-30300

KAPSABET –KENYA.

PHONE +254 20 239 4949

+254 713 449 499

+254 733 448 449

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