

The  
**SPILLEMODEL**  
RETROSPECTIVE & VISION





**Medical Center Spille (MCS) is a pilot project of the Swiss Foundation for Innovation (SF+I) aiming to create a model for a comprehensive primary health care service in a rural area accessible to everyone without distinction.**

The project has been implemented in Spille, a coastal village of the Kryevindh Commune in the Kavaja district. Spille is located 14 km from Kavaja-Rrogzhina road segment.

Upon the request of the community and the support from Commune of Kryevindh, SFI built a medical center which was opened in 2003. At the time the medical center was built, the infrastructure was very poor. The unpaved road and lack of public transportation service



(bus would come only once a day) were a significant hindrance for the project's implementation and growth. The overall state of medical services in the rural areas left much to be desired. With the medical personnel's motivation in decline, the major demographic movements toward urban areas and the massive immigration of people made it difficult to employ qualified medical personnel for a medical center located in a remote village.

However SFI succeeded in finding committed doctors and nurses and helped train them in family and emergency medicine issues.

Besides the difficulties in finding the right medical personnel, this project's implementation has been quite a challenge, especially into three main areas:

- population's cultural attitude towards medical care;
- pre-hospital emergency coverage;
- the minimization and prevention of drowning and near drowning cases during summer season.

In this view point during these years, MCS is focused in creating a pilot model in which the family medicine and first aid are interlaced.

Today the Medical Center covers an area with a population of 10,000 inhabitants with the health care service.

Its Medical Service is based upon a socioeconomic policy which guarantees a primary health care service for all and with no distinction. The Center offers the full cycle of Family Medicine services:

- medical consultations;
- various medications;



- lab analysis (complete blood, urinalysis and glycaemia);
- ECG;
- Ultrasound;
- X-ray.

Apart from working in the Medical Center, health-care providers perform in-home medical visits for the terminal patients, as well as organizing awareness and preventions campaigns, and health screenings in schools and kindergartens. Only during 2013, our medical staff served to 4,330 patients and 2,863 children were screened.

In 2006, the ground ambulance service, emergency medical unit, and the helicopter landing area were added to the Medical Center. This combination is one of a kind considering its location into a rural area in Albania, as the center does not belong to the hospital

system. The emergency service has covered the medical emergencies throughout the area and has provided patient transportation to the nearest hospitals.

Furthermore, the Medical Center serves as training facility for physicians and nurses in the area of primary health care and emergency medicine. These trainings have been expanded during the years and have been offered to the medical personnel and emergency departments of state hospitals.



*An article extracted from "Shqip", one of the main Albanian newspapers, of date September 18, 2010, stating "Spille - A Medical Model".*



### Project's key successes

- A guaranteed medical service for all;
- High quality medical care;
- Creation of comprehensive Family Medicine, which includes Emergency Service;
- Community's awareness and education on various health issues;
- Creation and empowerment of a new mentality regarding medical issues.

### Factors influencing success

- The request of the community in having this Medical Center and their continued support in maintaining its work;
- The adaption of Swiss Family Medicine Model to the context of an Albanian rural area;
- Support from senior representatives of health institutions;
- Exchange of experience with foreign specialists;
- Training of general physicians in handling medical emergencies by local and foreign specialists;
- The two culture' synergies union: intellectual freshness of the Albanians and the Swiss practicality and accuracy.

### Project's challenges and their solutions

#### *Main challenges:*

- Continuous immigration of the medical personnel and/or their desire to work in larger urban centers.
- Lack of physicians specializing in family medicine;

- Lack of awareness or misinformation of the members of the community regarding various health issues;
- Exclusion of non-public health-care centers from the public Health Insurance System (HIS) Health Legislation.

#### *Overcoming the challenges:*

- Continuous investment in the new and motivated physicians;
- Providing satisfying and productive work conditions;
- Exchange of experiences with foreign specialists and experts;
- Awareness campaigns for the community as well as screenings in schools;
- SFI's fundraising to overcome the exclusion of non-public health centers from the public Health Insurance System (HIS) Health Legislation.

Although the staff trainings to handle the emergencies have been successful, there is still the need for an extended emergency service in the local area, especially during the summer season where the number of population from 10,000 goes up to 25,000 due to seaside tourism. This is a time where the number of various injuries increase, especially near-drowning cases.

Throughout the Spille Medical Center's successful implementation as a primary health care model, the project has been supported by voluntary donations. In this frame, our objective is the further empowerment of the project and its self-sustainability.





## **SFI and Prehospital Emergency**

### **Objective**

As we analyze the performance of the project through the years and the actual needs of Albania, Swiss Foundation for Innovation will continue to develop this model and expand its activity, especially in the area of pre-hospital and clinical emergencies.

Since 2007, in the frame of continuous education, SFI trains health professionals for prehospital emergencies. In addition, SFI in cooperation with ERA (Emergency Response Albania) is establishing a model of Pre-hospital Emergency Services in rural areas, which will expand into three main services: Emergency Unit, Ambulance Service and Water Rescue.

The model will serve as an example to be multiplied nationwide.

### **Emergency Unit**

In emergency medicine time is crucial! Thus, the Emergency Room is a very important link of our lifesaving service chain, where a fast and professional treatment is provided.

Teamwork is one of our strongest points, thus the treatment of the patient is based on a good and professional collaboration between our ambulance team and the Emergency Unit Medical staff.

### **Ambulance and paramedical staff**

We believe there are three key factors of vital importance in emergencies: time, professionalism, and





devotion. That's why for us emergency response means more than a simple transportation of patient.

Giving the right and immediate medical assistance on scene prevents secondary damages and minimizes recovery operation problems.

*"Saving lives and preventing further damage"* is the simplified motto of our emergency response.

### **Psychological Assistance**

The accidents often cause a heavy psychological state to the patients and his relatives; sometimes even the medical personnel can suffer a psychological trauma known as critical incident stress. Thus, SFI pays as significant attention to the psychological care for certain situations and prepares the emergency personnel for critical incident stress.

### **Lifeguards, Spille – a new model**

Until 2013, SFI has covered the coastal area with the ambulance service. In 2014, considering the growing number of drowning cases, SFI in cooperation with ERA has established the Lifeguard Service in the beach area of Spille.

The Spille model is one of its kind, as it contains all the security elements required in a beach area: promotion of healthy practices during summer season, placement of lifeguard towers on specific areas of the beach, the surveillance and patrolling of the beach area, provision of on scene first aid, and the coordination of operation between lifeguards, ambulance team and the medical staff of Medical Center in Spille. The whole rescue operation is coordinated via radio communication.





A significant number of vacationers come to the beach of Spille each year. Their growing number increase also the need for more security on the beach.

To increase the security on the beach and prevent drowning cases, SFI in cooperation with ERA, put a lifeguard service in the area.

In a distance of 10 meters apart there are two surveillance towers equipped with the necessary lifesaving tools and warning flags to inform the vacationers for the state of security while on sea water. Their position near the seashore contributes to a better surveillance and minimizes the time of giving the first assistance in the case of an incident.







The first moment of medical assistance is crucial for the patient's life and prevention of his secondary damages. Thus, the lifeguard service includes another important element: Mobile First Aid Unit, which is a unit of medical care, placed near the lifeguard towers. The primary purpose of the lifeguards is to prevent drownings and water related injuries. To be as efficient as possible our lifeguards are continuously trained in rescue swimming and first aid. They are not just simply passive surveyors of the swimmers, but they are vigilant in identifying any sign of danger. They also offer continuous counselling to the vacationers on beach safety as well as promoting the beach safety rules.



Lajmërimi	Rregullat	Flamujt
Me rastin urgjencë	Te siguruar në det*	për lajmërues*
<b>068 2 112 112</b> 068 20 66 7 66	Urgjencë në det: 112 Në det, siguria është më e rëndësishme se kurrë. Për të siguruar veten dhe të tjerët, duhet të respektohen rregullat e sigurimit në det.	<b>Flamuri i kuq</b> Kjo flamur tregon për gjendje të rrezikshme dhe kërkohet ndihmë e menjëhëre nga autoritetet kompetente. Nëse keni këtë flamur në plazh, kjo tregon se kërkohet ndihmë e menjëhëre nga autoritetet kompetente.
<b>CFARE?</b> Tëpërparimisht në qytet ka rrezikun.	Mos shko në det nëse nuk jeni të sigurt për veten tuaj dhe për të tjerët. Mos shko në det nëse nuk jeni të sigurt për veten tuaj dhe për të tjerët.	<b>Flamuri i verdhë</b> Kjo flamur tregon për gjendje të rrezikshme dhe kërkohet ndihmë e menjëhëre nga autoritetet kompetente. Nëse keni këtë flamur në plazh, kjo tregon se kërkohet ndihmë e menjëhëre nga autoritetet kompetente.
<b>KU?</b> Përdoruesit e veturave të reja në qytet dhe në zonat e rrezikuara nga ndotja e ajrit dhe të tokës duhet të jenë të kujdesshëm dhe të sigurt për veten tuaj dhe për të tjerët.	Mos shko në det nëse nuk jeni të sigurt për veten tuaj dhe për të tjerët. Mos shko në det nëse nuk jeni të sigurt për veten tuaj dhe për të tjerët.	<b>Flamuri i gjelër</b> Kjo flamur tregon për gjendje të rrezikshme dhe kërkohet ndihmë e menjëhëre nga autoritetet kompetente. Nëse keni këtë flamur në plazh, kjo tregon se kërkohet ndihmë e menjëhëre nga autoritetet kompetente.
<b>KUR?</b> Tëpërparimisht në qytet ka rrezikun.	Mos shko në det nëse nuk jeni të sigurt për veten tuaj dhe për të tjerët. Mos shko në det nëse nuk jeni të sigurt për veten tuaj dhe për të tjerët.	<b>Flamuri i zezë</b> Kjo flamur tregon për gjendje të rrezikshme dhe kërkohet ndihmë e menjëhëre nga autoritetet kompetente. Nëse keni këtë flamur në plazh, kjo tregon se kërkohet ndihmë e menjëhëre nga autoritetet kompetente.
<b>KUSH?</b> Jeperi informacion mbi personat e identifikuar gjatë vizitës, gjatë vizitës dhe përveç tyre.	Mos shko në det nëse nuk jeni të sigurt për veten tuaj dhe për të tjerët. Mos shko në det nëse nuk jeni të sigurt për veten tuaj dhe për të tjerët.	<b>Flamuri i kuq</b> Kjo flamur tregon për gjendje të rrezikshme dhe kërkohet ndihmë e menjëhëre nga autoritetet kompetente. Nëse keni këtë flamur në plazh, kjo tregon se kërkohet ndihmë e menjëhëre nga autoritetet kompetente.
<b>SAP?</b> Jeperi numrin e shprehjeve të personave të identifikuar.	Mos shko në det nëse nuk jeni të sigurt për veten tuaj dhe për të tjerët. Mos shko në det nëse nuk jeni të sigurt për veten tuaj dhe për të tjerët.	<b>Flamuri i zezë</b> Kjo flamur tregon për gjendje të rrezikshme dhe kërkohet ndihmë e menjëhëre nga autoritetet kompetente. Nëse keni këtë flamur në plazh, kjo tregon se kërkohet ndihmë e menjëhëre nga autoritetet kompetente.



### **The Training Center for Multiple Aspects of Emergency Medical Care and Technical Rescue**

In its Emergency Response Albania program the Swiss Foundation for Innovation has established the Training Center for Multiple Aspects of Emergency Medical Care and Technical Rescue, with its facilities in Tirana, Peza and Spille. The Training Center in Spille focuses more on water rescue trainings whereas the Training Centers in Tirana and Peza on land- and air rescue. The trainings are practice-oriented and are associated with exercises upon a lifelike scenario.

The concept and curriculum are based on the best experiences from Europe and USA regarding the emergency response and on an educational model compiled by SFI exclusively for this purpose. All the trainings are adapted to the Albanian context and are continuously enriched by the lessons learned from practical exercises out in the field.

The trainings and seminars for health professionals are fully accredited by the National Centre of Continuing Education for health professionals, an institution of the Albanian Ministry of Health. Since 2007, our centers facilitate the trainings of young and motivated physicians, mainly those of emergency departments and state hospitals. Internship courses are offered for the students of medicine during summer season.

Swiss Foundation for Innovation (SFI) and Emergency Response Albania (ERA) cooperate with the state and private structures and aim to empower the existing structures, as well as, creating innovative models to increase the standards.

In July 2014, SFI and the Ministry of Health signed a cooperation memorandum in the field of Emergency Medicine, aiming to further deepen the cooperation, in order to empower the health system by improving the delivery of pre-hospital and hospital emergency care.





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