

About DICE:

Doctors Worldwide Improving Care in Emergencies

The DICE programme is a 9-month training programme that aims to bridge the gap between primary care and secondary care by providing hands-on clinical supervision and training for Bangladeshi doctors, nurses and medical assistants who are regularly managing acute or life-threatening conditions within 24/7 Primary Healthcare Centres (PHCCs).

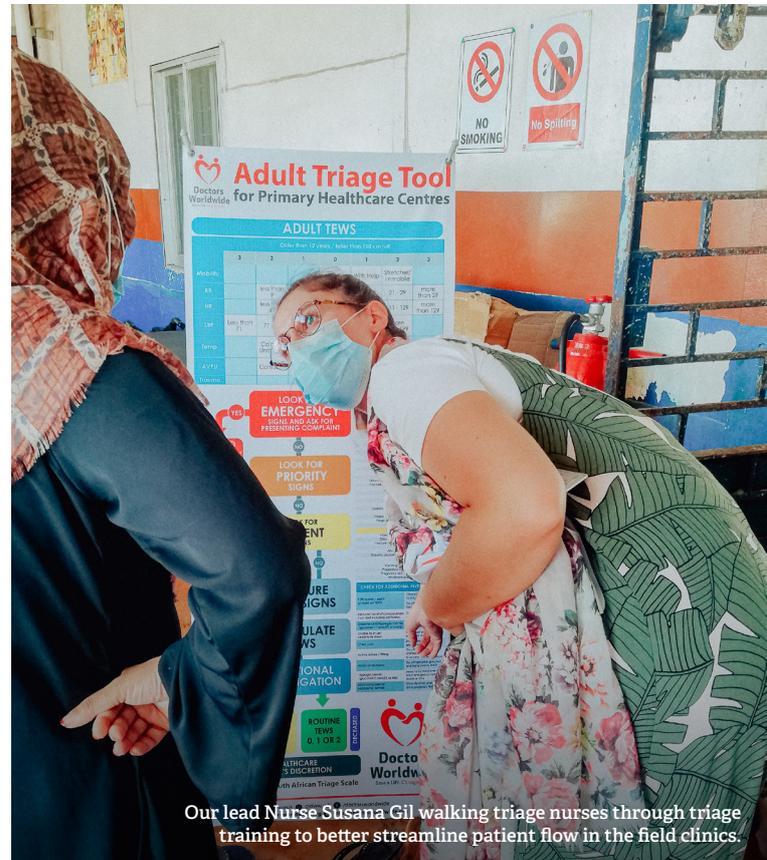
Since April 2020 with the support of IOM, we have been developing the emergency care infrastructure and delivering weekly training on emergency care at 4 x 24/7 PHCCs and an additional 6 Health Posts (HPs).

Through the 9-month DICE programme training and mentorship, we strengthened the emergency care available in the camps whilst strengthening the primary care interface to improve the quality of care overall.

DICE's Focus:

Over 30 Emergency Medicine topics were delivered with skills-based training to save critically ill or injured patients including:

- Neonatal life support
- Trauma support
- Obstetric emergencies
- Basic life support
- Paediatric life support
- Advanced life support
- A to E scenarios



Our lead Nurse Susana Gil walking triage nurses through triage training to better streamline patient flow in the field clinics.

“DICE has taught me how to deal with health emergencies in low resource settings. Serving in health emergencies with the available assets has become easier after receiving training from the DICE course.” - DICE Participant



“The DICE programme in short aims to improve the quality of acute patient care and to preserve and protect human dignity by investing in training, mentorship, and health systems strengthening to the local healthcare providers in a crisis response. By building trust between communities and healthcare through better care, our participants will be leaders in the Bangladesh health response for years to come.” - Georgia Venner, Project Manager Doctors Worldwide.



This Year DICE Achieved:

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42 Comprehensive Training Sessions (117 Hours)
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61 Participants
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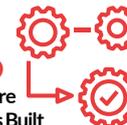
229,500 Patient Consultations Benefited
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10 Primary Care Clinics Benefited
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13 Quality Improvement Projects (QIPs) Generated By Participants
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74 Midwives/Doctors From 42 Clinics Attended The Obstetric Emergencies Conference
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32 Medical Experts To Build The DICE Teaching Programme
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5 Medical Experts Deployed To Teach The Programme In-person
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16 Acute Care Protocols Built
- Scientific Conference**
Showcasing Participants Quality Improvement Projects

Key impact from field visits and mentorship include:

Emergency care: A total of 90 staff from all service categories were trained on Basic Life Support. In addition, a standardised and streamlined model for a resuscitation room was designed to enable optimal care for emergency patients presenting to any of the PHCs.

Triage: After triage mentorship, wait time was reduced from 2+ hours to 20 minutes and screening for flu symptoms was carried out by a nurse to better assess patients as soon as possible.

Primary care: Significant mentorship and observation was dedicated to critical chronic disease patients to provide better long-term care, including the implementation of new NCD registries and follow up patient cards.

Maternal health: Midwives and relevant staff who see maternal health patients were given comprehensive on-site training in our new postpartum hemorrhage protocol to save lives.

Patient referrals: Significant observations and recommendations were made to improve the referral process in the field clinics and reduce transfer times for urgent and complex cases to tertiary care centres.

13 Quality Improvement Projects (QIPs) were identified, examples include:

Creating and implementing a visual aid for stages of cervical dilatation

Devising protocols to standardise treatment for common primary care presentations

Creating and implementing patient held records for chronic disease monitoring

Patient dignity and respect

Reformed emergency room
Short and easy referral pathways

Patient satisfaction

Non-communicable disease corner

Safe deliveries

To date, the impact of the DICE Programme has led to:

- Improved quality of patient care and clinical governance in Primary Health Care Centres (PHCCs) through mentorship and health system strengthening focusing on emergency care.
- Significant improvement in triage and patient flow through training and recruitment of Rohingya volunteers in healthcare facilities to assist staff and communication.
- Sufficient stocking of essential medicines for acute care needs in primary care clinics.
- Improved patient flow and reduction of patient wait times through comprehensive triage training to healthcare workers responsible for patient intake in targeted clinics.



Our lead Emergency Medicine specialist Dr James Hayton debriefing with our DICE participants after patient consultations in the field through our workplace-based assessments in a large and very busy primary care clinic.



“The DICE Programme is a comprehensive systems strengthening project to improve the delivery of Emergency Care in the Primary Healthcare Centres (PHCCs) of the Rohingya Camps. These PHCCs form the health focal point for both the Rohingya community and the host community, who until recently, have very little access to quality healthcare. Even though DICE does have a profound effect on the humanitarian health sector of Bangladesh, its implications reach far deeper for the nation as a whole. It is the first programme of its kind in the entire country that delivers all the essentials of emergency care to all categories of clinical care providers. I am sure that its success will be a catalyst for the introduction of Emergency Care as a new medical specialty in Bangladesh. - Dr Mir Saaduddin Ahmad, MBBS, MRCS, MRCEM, FRCEM, DICE Training Programme Director.



Our Training Programme Director Dr Mir with Professor Dr Kay Mohana delivering a training session on the paediatric triage tool.

Protocols Developed by Doctors Worldwide:

- Protocol for systematic triage that ensures patients are seen in order of acuity
- Protocol for initial approach to ABCDs (airway, breathing, circulation, basic neurologic function)
- Protocol for volume resuscitation of children and adults
- Diabetic ketoacidosis (DKA)
- Asthma exacerbation
- Protocol for post exposure prophylaxis for healthcare workers
- Neonatal Resuscitation
- Fluid Management
- Postpartum Hemorrhage
- Anaphylaxis
- Patient privacy & safety
- Significant event analysis
- Tachycardia
- Bradycardia
- Eclampsia in Maternal Patients
- Adult Cardiac Arrest Algorithm for Primary Healthcare Hospitals



“As a Clinic Manager, I have noticed a significant positive change within my other clinical staff who also participated in the DICE program that is highly beneficial for our services.”
- DICE Participant



“We have a great opportunity to develop the emergency health care provision for the Rohingya and the surrounding host population in Cox’s Bazar. If this training can demonstrate improvement, it can potentially be utilised to inform major changes in other areas in Bangladesh. With a large population and underdeveloped primary care services, the outcomes of the training can inform policy changes/recommendations. We are hopeful that this project can develop into a landmark piece of work which can change the face of emergency medicine in Bangladesh, which currently does not exist.” - Monowara Gani, CEO Doctors Worldwide.

- Creation of 16 easy-to-use protocols focusing on acute care management (see next page).
- Empowerment of 5 Dignity Champions (a key healthcare professional who will act as a focal point for training and quality initiatives in each clinic) to ensure patient privacy and dignity in primary care clinics is improved and monitored.
- One additional primary care clinic that sees an average of 1,500 patients per week, (of which, 50-75 are maternal health patients), was fully rehabilitated (outside and inside structure, emergency medicine stocks, triage desk and patient flow) to serve patients better and support healthcare staff.



Dr Andrene Hamilton our lead Obstetrics and Gynaecology specialist teaching over 40 healthcare professionals (medical doctors, midwives, and nurses) in our comprehensive Obstetrics Emergency training session.



Doctors Worldwide

Save a Life. **Change a Life.**

 www.doctorsworldwide.org

@dwwuk  /doctorsworldwide 

info@doctorsworldwide.org  @dww_uk 

Doctors Worldwide is a specialist medical charity based in the UK. Our mission is to support and collaborate with local communities in order to build and sustain quality healthcare services in both development and emergency settings. Over the last 19 years we have delivered over 95 medical projects, responded to 13 humanitarian crises and worked in 25 different countries. Together we have impacted more than 3 million lives and counting. Access to quality healthcare is not a privilege, it is a human right, and we work towards making that a reality, especially for the most vulnerable communities.

In partnership with:



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