This report outlines the activities of Union of Health Work Committees (UHWC) during the period from January until December 2013. The report covers the activities of the various departments of UHWC in addition to the public, local and international activities carried out by UHWC throughout the year.

January – December

2013

Annual Report
# Index

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UHWC Board of Directors

1. Dr. Tayseer Al Sultan  
   Chairman
2. Dr. Bassam Abu Hamad  
   Vice chairman
3. Dr. Yousif Awadallah  
   Treasurer
4. Eng. Nizar Muhsin  
   Secretary
5. Mrs. Hala El-Qishawi  
   Member
6. Pharmacist Thulfaqar Swairgo  
   Member
7. Dr. Ahmad Al-Qudra  
   Member
8. Dr. Bassam Al Massry  
   Member
9. Lawyer Zuhair Eid  
   Member
UHWC Chairman Message

The year 2013 witnessed as the previous six years, injustice blockade unjust on Gaza Strip, which had a serious consequences on health sector; consisted of severe lack of medicines and medical disposables, spare parts, and frequent interruptions of power cut for long hours every day and a lack of fuel; in addition to the prevalence of poverty and high unemployment rates in the Palestinian society; these factors combined had a big role in increasing the financial burden on the Union of health Work Committees. Despite all factors aforementioned; we are still offering health and community services for our people, with high quality, at nominal prices commensurate with the economic situation in Gaza Strip, in addition to continuing to provide free health service for the poor and marginalized people without distinction of sex, color or religious belief or political background, based on our slogan “Health Service is a Right to Whoever Needs It”

We always keen to provide the health service with quality and high efficiency through building and developing the technical and administrative capabilities of employees; many employees were sent for training sessions abroad, in addition to holding a number of training courses and workshops inside Gaza Strip, as well as bringing qualified medical delegations from abroad with the aim of easing the burden of the high cost of complicated surgical operations and ease the burden of travel, and ease the burden of travel for our people, in addition to training UHWC medical staff. Health centers have been provided with up-to-date medical equipments for treatment and diagnosis.

As always we are working to strengthen the partnership with international and local institutions that are funding health and community projects which support the continuity of providing health and community services, and contribute in continuing the provision of free services to the poor and marginalized people.

Finally, many thanks for partner institutions, which have funded programs and projects of UHWC, and all those who contributed and support the continuity of provision of UHWC services, our thanks go to our colleagues and partners working in UHWC who work wholeheartedly and belonging to our leading organization to uplifted it to the highest levels.

Also our thanks and gratitude go to ex staff’ founders and previous members of the boards of directors since the founding of UHWC.

Dr. Tayseer Al Sultan
UHWC Chairman
Vision... Mission... and Slogan

Union of Health Work Committees (UHWC) is a grassroots; voluntary, non-profit, non-governmental, Palestinian organization was founded in 1985 to improve the health situation in Palestine through providing primary and secondary health care services, alongside with cultural and community services.

**UHWC Vision**

Believing in the value of life, and the right of every single person to have access to decent standard of health care, UHWC is working to have a comprehensive health system based on quality health development to enable and strengthen the health of Palestinian society, which is based on participation, equality and social justice, within the comprehensive and sustainable development of the Palestinian people. This is in order to achieve organization’s slogan “health service is a right to whoever needs it.”

**UHWC Mission Statement**

UHWC is a non-governmental, grassroots organization which provides comprehensive health services within the perspective of sustainable community development framework for all segments of Palestinian society, especially the poor and marginalized through health care centres and community programs. UHWC also contributes in related public and sectarian policies to achieve a comprehensive health system based on the International conventions of human rights.

**UHWC Slogan**

“Health service is a right to whoever needs it”
The report summarizes the activities of the Union of Health Work Committees (UHWC) during the whole year of giving ... and shows the primary and secondary services provided by UHWC through Al Awda hospital in the northern Gaza Strip, and health care and community services through the five health and community centers, distributed along Gaza Strip, in addition to the four cultural centers caring for children, adolescents and youth where which cultural and community services are provided.

Despite the lack of funding to the Palestinian Authority because of the redirecting the many donors their fund to the conflict countries in neighboring areas, which has greatly impacted the funding of NGOs in Palestine; However, we UHWC have been able to implement 14 projects during the year 2013, and complete 6 ongoing projects that was implemented in the year 2012, varied between health projects, community projects for women, cultural and community projects for children and youth, all aimed to improving the individual within the Palestinian community at health or social or cultural aspects.

The total beneficiaries from our Health, community and cultural services are 359,898 inhabitant, representing 21% of the total population of Gaza Strip according to Palestinian Central Bureau of Statistics 2013.

Moreover, the beneficiaries from Al Awda Hospital's services are 124,538 beneficiaries with an increase up to 8.1% comparing the last year, due to introducing new services that will facilitate and develop the work while maintaining the quality of services provided through the provision of various departments of up-to-date medical equipment for treatment and diagnosis in addition to recruiting qualified human resources in all disciplines.

Thus, the number of beneficiaries from the health and community services affiliated to UHWC is 169,010 beneficiaries.

Also our services targeted children, adolescents and youth through the cultural centers affiliated to UHWC, and the beneficiaries are 66,350 beneficiaries.

On the other hand, UHWC produced many news reports and news releases to cover the daily activities of UHWC, send appeals, and made cooperation with different media bodies, to inform the public about our services, and to highlight the implementing projects.
HR is the working force in UHWC different departments and centers for the provision of health, community and cultural services to our people. The following illustrations show the number of workers at UHWC centers.

Thus, UHWC statistics shows that the full time female work force are representing 64% of the total employees which are 117 employees.

Column Chart no. (2)
In the meanwhile, the working women at UHWC facilities represented 46% of the total employees.
Al Awda Hospital
Al Awda Hospital

Al Awda Hospital is the largest and most important facility for Union of Health Work Committees. It was inaugurated in April 1997 in the Northern area with a capacity of 53 beds to reach now 85 beds in total and can be extended to 100 beds in case of emergency.

The total beneficiaries of Al Awda Hospital in 2013 were 124,538 beneficiaries which represent 37% of the total population of Northern part of Gaza Strip who reached approximately 335,253 people, according to the Palestinian Central Bureau of Statistics in 2013. This represents an increase in the number of beneficiaries with 8.1% comparing with last year (2012).

Al Awda Hospital Services:

Also, Al Awda Hospital is considered one of the most Gynecology and Obstetrics provider in the Northern area, and the total deliveries for the year 2013 were 2,844 cases.

Benificatrices from Al Awda Hopsital 2013

The percentage of bed occupancy at Al Awda Hospital reached 86.5%, while the number of surgical operations carried out during the year 2013 (4470 surgery) varied between
medium and major operations shown in Column Chart No. (4)

The Pie Chart No. (5) shows the percentage of the normal deliveries and Cesarean Section (CS) from total deliveries, here were 2844 births during the year 2013
Primary Health Care Centers
**Primary Health Care Centers:**

Primary Health Care Centers Directorare is considered as one of the main departments which provide primary and secondary health services as well as community services through the following:

1. Al Quds Health and Community Center- Biet Hanoun
2. Al Luhiedan Health and Community Center- Jabalia
3. Al Awda Health Specialist Center – Gaza
4. Al Khayriah Health and Community Center
5. Al Awda Health Center-Rafah

The total beneficiaries from the Primary Health Centers’ services for the year 2013 were 169,010 beneficiaries, shown in the Column Chart No. (6):

The following charts will show the number of beneficiaries from each center as follows:

1. **Al Quds Health and Community Center-Biet Hanoun**

Al Quds Health Center was established in 1989 to serve around 45,351 inhabitants in Biet Hanoun. The beneficiaries from Al Quds Health services were 17,145 beneficiaries as shown below in the Column Chart No. (7):
2. **Al Luhiedan Health and Community Center - Jabalia:**

Al Luhiedan Center was established in 1989 in Jabalia Camp which considered one of the most crowded places. The center serves the inhabitants of Jabalia who are around 197,000 inhabitants. The number of beneficiaries from Al Luhiedan Center reached 56,591 beneficiaries as shown below in the Column Chart No. (8):

![Al Luhiedan Health Center Beneficiaries 2013](chart)

3. **Al Awda Specialist Health Center- Gaza:**

Al Awda Specialist Health Center was established in 2010 in Gaza city to serve the inhabitants of Al Shatee’ Camp and the near neighborhoods with a population of approximately 80,000 inhabitants.

The total beneficiaries from the center services were 16,196 beneficiaries as shown in the Column Chart no. (9):

![Al Awda Specialist Day Care Center Beneficiaries 2013](chart)
4. **Al Khayria Health and Community Center – Al Nussairat:**

Al Khayria Health and Community center was established in 1989 in Al Nussairat camp in the middle of Gaza Strip to serve the inhabitants of central region especially in Al Nussairat Camp which has a population of approximately 8,5615 inhabitants. The beneficiaries from the services of Al Khayria health center were 20,313 beneficiaries as shown in the Column Chart No. (10):

![Al Khayria Health Center Beneficiaries 2013](image)

5. **Al Awda Health Center- Rafah:**

Al Awda Health Center was established in 1989 in Rafah refugee camp in the south of Gaza Strip to serve inhabitants of Rafah city and camps which have a population of 210,166 inhabitants. The number of beneficiaries from services of Al Awda health center reached 58,764 beneficiaries as shown in the Column Chart No. (11):

![Al Awda Health Center Beneficiaries 2013](image)
Cultural centers for children, adolescents and youth
Cultural centers for children, adolescents and youth:

UHWC began in establishing cultural centers to serve in the first place children, adolescents, and youth based on the philosophy of UHWC that is “The health of individuals is not only measured in terms of physical (clinical), but also includes psychological, intellectual and cultural”. According to WHO, “Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.” And for developing and improving the quality of the provided services, the year 2013 witnessed specialization in working with different ages as the following:

1- 6-9 years: working to enhance educational values and implementing special projects in the centers.
2- 10-13 years: working to call for children rights and working with special projects.
3- 14-17 years: working through implementing workshops about life skills and community initiatives.
4- 18-25 years: working for preparing trainers in the psychological and social educational fields to work with children between 6 to 13 years.

UHWC Cultural Centers:

1- Al Quds Cultural Center for Children and Youth - Biet Hanoun.
2- Al Assria Cultural Center for Children and Youth - Jabalia
3- Al Khayria Cultural Center for Children and Youth - Nussiarat.
4- Rachel Corrie Cultural Center for Children and Youth - Rafah

66,350 beneficiaries have benefited from the cultural centers’ services through implementing 5,555 meetings varied between activities to develop talents in folklore, library, theater show, and coral.
Procurement and Projects
**Procurement:**

Continuing to the work cycle at UHWC, Procurement department has implemented many tenders, shown in the column chart no. (12)

![Column Chart for Procurement Tenders 2013](chart)

In addition to many Price Quotations for individual procurements to UHWC centers through Direct order procurements.

**Purchasing and Warehouse:**

It has been noticed that 2013 showed an obvious decline in the amount of donations to UHWC represented by 62% and an increase in procurement by 95% compared with the year 2012 with a noticeable improvement presented by 7% in Pharmacies sales (Medicine) to the public, and it has been noticed there was an increase in medication sales to UHWC Pharmacies represented by 5.3%.

**Projects:**

Despite of the difficulties in fund raising, UHWC has completed implementing 6 projects that started in 2012 in addition to implementing 14 new projects, as shown in the column chart no. (13)

![Column Chart for UHWC Projects 2013](chart)
### UHWC implemented Projects 2013:

<table>
<thead>
<tr>
<th>No.</th>
<th>Project</th>
<th>Duration</th>
<th>Location</th>
<th>Donor</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Public Achievement (10)</td>
<td>20/12/2012-30/06/2013</td>
<td>Al Assria Cultural Center - Jabalia, Al Quds Cultural Center – Biet Hanoun, Rachel Corrie Cultural Center - Rafah</td>
<td>Quakers</td>
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<tr>
<td>2.</td>
<td>Supporting and strengthening ENT health care services</td>
<td>15/01/2013-14/01/2014</td>
<td>Al Awda Hospital</td>
<td>DIPUTACIÓN FORAL DE GIPUZKOA - PAZ</td>
</tr>
<tr>
<td>3.</td>
<td>Improved provision of antibiotics needed in the Al-Awda Hospital in Gaza</td>
<td>21/01/2013-21/03/2013</td>
<td>Al Awda Hospital</td>
<td>Barakaldo</td>
</tr>
<tr>
<td>4.</td>
<td>Library Network in Gaza Strip</td>
<td>11/02/2013-31/12/2013</td>
<td>Al Assria Cultural Center – Jabalia</td>
<td>Tamer Institute</td>
</tr>
<tr>
<td>5.</td>
<td>Urgent contribution to the comprehensive community rehabilitation, with special focus on children protection, in Gaza Strip</td>
<td>11/02/2013-10/08/2014</td>
<td>UHWC 4 cultural centers</td>
<td>Creart</td>
</tr>
<tr>
<td>7.</td>
<td>Playroom at the Rachel Corrie Center</td>
<td>29/04/2013-31/08/2013</td>
<td>Rachel Corrie Cultural Center - Rafah</td>
<td>MECA</td>
</tr>
<tr>
<td>8.</td>
<td>Renovation of Al Assria tent</td>
<td>26/05/2013</td>
<td>Al Assria Cultural Center – Jabalia</td>
<td>Palestinian Solidarity Campaign (PSC)</td>
</tr>
<tr>
<td>9.</td>
<td>Developing the Endoscopy Unit at the Al Awda Hospital</td>
<td>1/06/2013-30/11/2013</td>
<td>Al Awda Hospital</td>
<td>Welfare Association</td>
</tr>
<tr>
<td>10.</td>
<td>Equitable Access to Diabetes Care</td>
<td>3 years (1/06/2013-31/05/2016)</td>
<td>Al Awda Specialized Health Care Center - Gaza and Victoria Hospital Jerusalem</td>
<td>WDF - DCA</td>
</tr>
</tbody>
</table>
Projects started in the year 2012, and continued in the year 2013:

<table>
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<tr>
<th>No.</th>
<th>Project</th>
<th>Duration</th>
<th>Location</th>
<th>Donor</th>
</tr>
</thead>
</table>
| 1.  | Reproductive Health Project                                               | 4 years (2011-2014)        | Al Luhiedan Health Center - Jabalia  
Al Awda Health Center - Rafah | VASCO - AECID - SI          |
| 2.  | Supporting and strengthening the emergency health care services to women (focusing on obstetrics and gynecological services) in Northern Gaza, occupied Palestinian territory (oPt) | Al Awda hospital – Jabalia  
Al Luhiedan Health Center – Jabalia  
To be extended until 2014/2/6 | AACID - PAZ               |
| 3.  | Building Capacity of 10 Volunteers in the Cultural Center                 | 4 UHWC cultural Centers    | 1/2/2012 – 31/1/2013                                                     | Creart                     |
| 4.  | Building Health Diagnostic Center                                         | Al Maqqousi Area           | 8 months                                                                 | UNDP                       |
| 5.  | Twinning project with Al Quds Health Center – Biet Hanoun                | 18/1/2012 – up-to-date      | Al Quds Health Center                                                     | Medical Center (Le Renfort) (Belgium) |
| 6.  | Ensuring the provision of health services in Gaza Strip                  | 1/10/2012 – 28/2/2013      | Al Awda Hospital                                                         | OCHA - HRF project         |
Projects that have been submitted:

15 projects have been submitted but not yet approved during 2013 for:
- Improving the services provided in Health, Community and Cultural aspects.
- Improving the medical equipments.
- Training the medical staff and the human recourse.
- Building and renovation of UHWC Buildings.
- Implementing projects for women, child and youth in the context of improving their physical and psychological health.

Public Relations:

The visiting delegations for the year 2013 were (19) Arabic and foreign delegations, with 25 visits during the year, to follow up implemented projects or to be introduced to UHWC for new cooperation that would improve the services provided to the public. In addition to some medical delegation who carried out complicated medical surgeries at al Awda Hospital. Moreover, a documentary fundraising film about UHWC has been prepared to raise funds, it was shown in Canada, and was uploaded on the website.

Visiting delegations to UHWC during 2013:

1- A delegation from MECCA
2- A delegation from AECID and SI
3- Michle Colman and Norma Tournier
4- European Union- Belgium
5- A delegation from MAP
6- A delegation from anti- imperialism party- France
7- A delegation from the Italian association Music for Peace
8- Stephen McKloskey from UNISON
9- A delegation from Unadeekom Association - Spian
10- A delegation from the Spanish Red Cross
11- A delegation from UNDP
12- A delegation from UNFPA
13- A delegation Global Gardens of Peace - Australia
14- An Italian delegation from the Italian General Consulate
15- A medical Moroccan delegation.
16- A delegation from Emmaus Fredriksdal förening - Sweden
17- A delegation from Oxfam Novib
18- A delegation from the Office of the Federal Republic of Germany+ KFW
19- A delegation from Augusta Victoria Hospital (AVH) in Jerusalem.

UHWC publishes its news, activities, annual and financial reports and announcement of tenders through the website www.gaza-health.com which has been updated during the last two months in 2013 to make it easier for visitors to access the required information where the website records 4864 visits during November and December 2013 knowing that the website is still under technical support, moreover the following table shows activities done to enhance the Public Relations work at UHWC:

<table>
<thead>
<tr>
<th>Radio, TV and media interviews</th>
<th>News reports and documenting events</th>
<th>News and brochures</th>
<th>Appeals</th>
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<tbody>
<tr>
<td>13</td>
<td>11</td>
<td>70</td>
<td>4</td>
</tr>
</tbody>
</table>

**Other Activities:**

- Attending “Writing Reports” training course
- Implementing lots of workshops and educational sessions in the health guidance with cooperation and partnership with local and international institutions, CBO's (women, youth and Kindergartens).
- Continuity of cooperation and coordination with Human Resource directorate at the Ministry of Health in sending the new graduated dentists for a one year training (residency).
- Continuity of the local Palestinian universities and different educational institutions to send their students for training inside UHWC health centers and Al Awda Hospital.
- Providing services to causalities at UNRWA summer games in all our centers and transferring the cases that needed surgeries to Al Awda hospital.
- Participation in training course to nurses at Al Awda Hospital in the tools that help in normal delivery and using the medical ball to facilitate the process of delivery.
- Attending a course in transferring blood in case of obstetric bleeding.
• Holding special courses for Popular Achievement project about analyzing and discovering the local communities and designing and implementing youth projects.
• A course about emergency services for women to focus on women services and delivery in supporting and enhancing emergency health services project with focusing on women services and delivery in south of Gaza strip funded by AACID through PAZ CON DIGNIDAD.
• A course about co-leading and women participation in political life with co-operation with Woman’s Learning Partnership (WLP).
• A course in NLP.
• A training course in project management in Netherland.
• A training course about infection control through supporting and enhancing the access to health services in emergency case project in north of Gaza strip funded by Diputación Foral de Bizkai through PAZ CON DIGNIDAD.
• 4 training courses about educated games and violence alternatives for volunteers in CBO’s using art as a Psychological support funded by AECID through Creart.
• A training course about the Reproductive and sexual health in Combating Gender Based Violence and Promotion of Sexual Reproductive and Political Rights of Palestinian Women (oPt)” Project Funded by AECID through SI.
• Participating in an educated lecture for the Global Health Day main subject in 2013 (high blood pressure) in co-operation with Maan Developmental Institution.
• Participation in a workshop about ترشيد استهلاك الصرف للموظفين.
• Participating in a workshop for collecting and analyzing the employees’ information.
• Participating in a workshop for exchanging experiences and training in advocating within the program of sexual and productive women health services.
• Participating in a workshop titled “Gender Based Violence».
• Participating in a discussion titled by « Woman’s right in live» with the Office of the High Commissioner for Human Rights and the Palestinian Center for Human Rights in cooperation with the United Nations Children’s Fund.
• Participating the team leaders of “Sexual and productive women health services program in training about «leadership». This training is considered as one of the program activities.
• Holding two training sessions about first aid and emergency related to delivery care within the project to strengthen emergency health services for women in the northern Gaza Strip.
• Courses in subjects related to prenatal care, and maternal anemia, infections and symptoms of pregnancy and preparation for delivery, and postnatal care.
Despite the surrounding difficult circumstances facing UHWC work resulting from tightening of the imposed Blockade on Gaza Strip, and bad economic conditions in addition to the lack of funding for NGOs in the Palestinian territories... However, the crews of UHWC are working relentlessly for the betterment of the health services provided to our people... and achieving the principle of our centers reaching to high standards of quality... still we at UHWC are in need to broaden the base of donors and bring new funding to be compatible with the requirements of the public for our services..

Also, the power cuts for long hours made us always in need of making fuel available to enable us provide health services around the clock. We also need to develop and update our medical equipments, make spare parts available for them, and maintain them regularly, to be able to continue providing the comprehensive health services.

Due to the great demand by the beneficiaries at our centers, we are in constant need of medicines and medical consumables in order to respond to public needs and offer comprehensive health services and be ready to cope with emergency situations.

We at UHWC cannot continue to provide the services without qualified human resources, who regularly need to build their capacities by attending training courses to improve their skills in order to reach higher levels.
Partners, Friends and Supporters