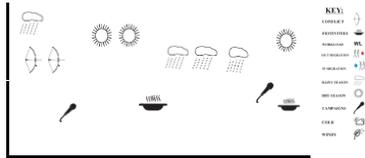


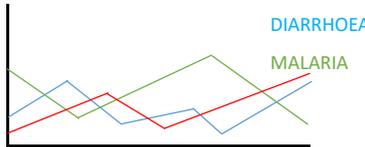
SURGE APPROACH - OVERVIEW

STEP 1: Understand your catchment area

1 Seasonal and events calendar (Tool 1)



2 Trends analysis (Tool 2) SAM



****Consider at a minimum the last year****

STEP 2: Understand your capacity

1 Complete a capacity review (Tool 3)

H.S. B.B	How was the situation in normal and peak times?	Gaps?
Leadership & Governance		
Service Delivery		
Human resources		
Health Information		
Medicines & essential supplies		
Financing		
Community		

2 Discuss what would be a NORMAL & MANAGEABLE workload

STEP 3: Set thresholds

1 Agree on thresholds - cut-off points (Tool 4)

	Thresholds
NORMAL	
ALERT	
SERIOUS	

Refer to the definitions

Alert - internal reorganisation

Serious - external support needed

2 Review regularly

STEP 4: Define surge actions

1 Discuss and agree on surge actions for each phase (Tool 5)

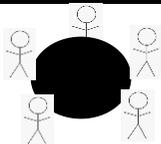
Surge Action Plan	Action	Cost	Resp.	Agreed
NORMAL				
ALERT				
SERIOUS				

Refer to Resource 4: catalogue of surge actions

2 In normal phase:

- Consider what you could do ahead of an expected peak period (preparedness);
- Routine activities should be included in the annual health facility plan.

STEP 5: Formalise commitments



- 1 Meet with key stakeholders:** Health facility staff, district health team, community representatives, partner organisations, etc. Agree who can do what.
- 2 Update surge action plan** Who is responsible? What was agreed?

STEP 6: Monitor

1 Seasonal and events calendar (Tool 1)



2 Common child illness trends (Tool 2)



3 Number of consultations vs. thresholds (Tool 2)



Tool 6: Monthly monitoring

STEP 7: Take action

If a threshold is crossed or there is significant change in the situation requiring action:

- 1 Call a meeting/communicate:** with key stakeholders to inform them of the situation and agree on actions to be taken
- 2 Trigger actions:** as per the agreed action plan
- 3 Ongoing review of situation:** stop any ongoing actions once situation stabilises

STEP 8: Reflect

Integrated with routine health facility monitoring and evaluation:

- 1 Monthly:** Has there been a change in capacity? General situation? Increase or decrease in consultations? Stakeholders?
- 2 Post surge evaluation:** Once the situation stabilises and the surge actions are stopped --> Reflect on the response, what went well/what could have been better? (Resource 5)