
3.3. Logistics, security & program support

3.3.1. Services and resources produced

IN SYRIA, Field Ready provided urgent healthcare facility support following the devastation caused by the earthquake. This helped to overcome supply chain difficulties in getting new medical devices into Syria, while simultaneously improving local capacity and availability of medical spare parts, software fixes and specialized training for healthcare and technical support staff.

Field Ready conducted a Rapid Needs Assessment through on-site visits, and it identified the need to swiftly restore critical services and improve healthcare access in the earthquake affected regions of northwestern Syria. The resulting project focused on supporting the restoration of medical equipment and capacity across nine healthcare facilities in the region. Activities included:

- Hiring and onboarding engineering and technical staff to support the medical device repair and maintenance in the field hospitals identified in northwestern Syria
- Collecting, repairing and returning broken devices from the healthcare facilities
- Training healthcare and technical staff on how to operate and maintain the repaired devices
- Conducting follow-up checks on the devices six weeks after their return

The project was designed in consultation with Field Ready's pre-existing network of partners and agencies in the region. Field Ready has been operating in northwestern Syria for a number of years, and has built up a network of humanitarian organizations with whom it consulted for the design of this project. In total, the Rapid Needs Assessment identified eight different organizations, including both local and international actors, who were engaged in support via the nine healthcare facilities. Consultation with these organizations helped Field Ready to identify healthcare needs and entry points for their team to operate.

Furthermore, Field Ready's needs assessments actually fed into the response strategy of clusters operating in northwest Syria. After completing a successful first phase, Field Ready went on to conduct a second needs assessment, as part of a successful request for a cost extension, to increase the number of medical devices repaired. This second assessment was then disseminated to a range of humanitarian organizations working in northwest Syria and helped inform the response strategy of both the health and early recovery clusters.

3.3.2. Effect on the response

IN SYRIA, Field Ready had clear and demonstrable results on the capacity of local healthcare facilities to provide healthcare to the earthquake-affected population. This included:

- Restoring 67 critical medical devices that had been broken, and were used to provide medical services to earthquake-affected population groups
- Locally manufacturing 27 essential spare parts for the broken devices
- Training over 50 healthcare staff in the capacity to operate medical devices, thereby improving their safe and proper use
- Training over 35 technical staff at healthcare facilities in how to diagnose and fix issues arising with the devices in the future.

In total, it is estimated by Field Ready that over 33,000 individuals benefitted from the improved healthcare capacity generated through the repaired devices and associated technical support capacity. Staff at the healthcare facilities supported these claims, arguing that the support of Field Ready was the only factor in restoring service to these individuals at this time. It was noted that importing such devices through cross-border delivery was not an effective or efficient approach, and that without Field Ready's support, healthcare centers would not have been able to request replacement devices on a case-by-case basis, as is offered by Field Ready.

In addition, Field Ready's work helped healthcare facilities to focus budget expenditure on life-saving supplies. Local healthcare organizations noted that Field Ready's support allowed them avoid spending money on new and costly equipment where repair by Field Ready was an option instead. This was then translated into increased expenditure on life-saving supplies that increased their capacity to serve people in need of medical assistance.