Inter-Agency Referral Analysis

Report covering January - March 2021 (Q1 2021)
Health

This analysis provides an overview of referral trends across all sectors, and in such a way informing the understanding of people's needs in order to stregthen the humanitarian response in Lebanon. The Inter-Agency Referral Analysis is designed to foster greater efficiency of referral pathways and contains recommendations for improved coordination and access to services for vulnerable communities. It guides sectors in the identification of any gaps and blockages in the response, and contributes to the discussion on how to respond to the affected populations, as well as how people's needs are changing with the current context.
This dashboard presents data compiled from two data sources: Inter-Agency Referral Monitoring System (developed by the Inter-Agency Coordination) and Referral Information Management System (RIMS, developed by the Danish Refugee Council). It is a product of collaboration of partners in the field, the Danish Refugee Council, UNHCR and the Inter-Agency Coordination.

Total number of Referrals to All Sectors	**31,392**
Total number of Referrals to Health	**3,883 (12% of total)**

Results Analysis

The volume of referrals to health services decreased by 7% in Q1, yet, it still constituted around the same proportion of the overall number of referrals to all services (12%). Governorates with the highest volumes of health referrals included North (27%), Akkar (24%) and Mt Lebanon (21%).
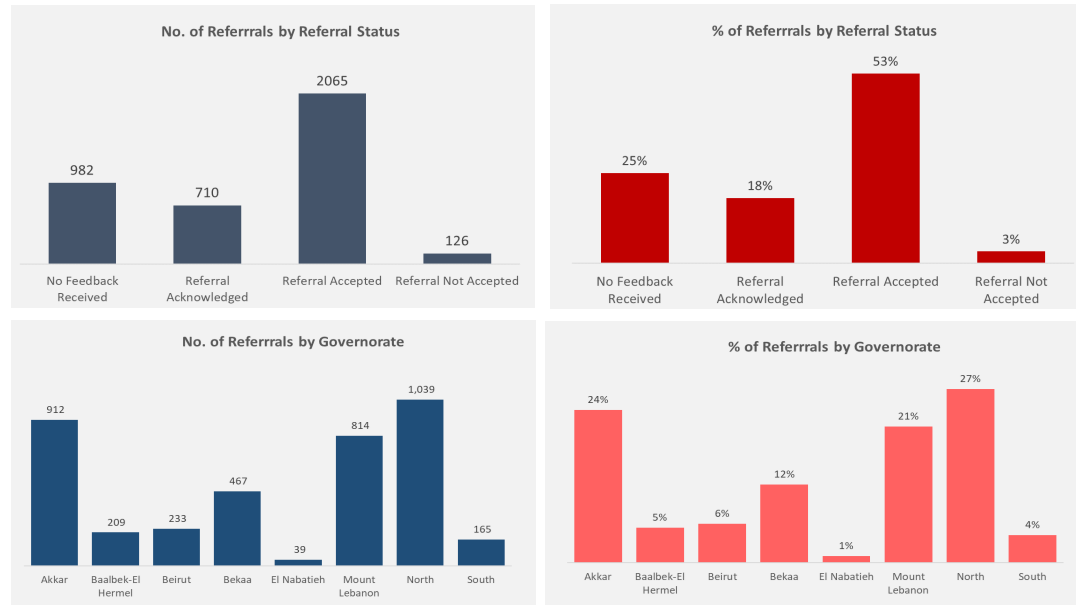
While the proportion of health referrals not receiving any kind of feedback increased in Q1 (25%, up from 14% in Q4), the rate of referrals accepted has improved, reaching 53% in Q1 (up from 43% in Q4). Governorates with the highest health referral volumes also had some of the highest acceptance rates, including Akkar (76% accepted) and North (53% accepted). Improvement in acceptance rates was also registered in Beirut (46%, up from 17%).

Referrals for health services were made from a variety of sector partners, including Protection, Child Protection, Education, SGBV and Livelihoods, in line with Q4. While most health referrals were for Syrians, referrals for vulnerable Lebanese were also made, in Beirut constituting over a half of referrals. In terms of age profiles, while most health referrals were for adults, a significant proportion was also created for children (0-17), and elderly beneficiaries (60+) were also included. There was no discernible pattern among the male-to-female ratios of referrals across regions.

In terms of response speeds, around two thirds of referrals were acknowledged within the timeframes stipulated by the Minimum Standards (48h for regular- and 24h for fast track referrals), marking a positive trend. In terms of the time needed to close a referral, around two thirds of health referrals were closed within the stipulated timeframes (14 days for regular- and 24h for fast track referrals), with delays being experienced in Mt Lebanon and the South.
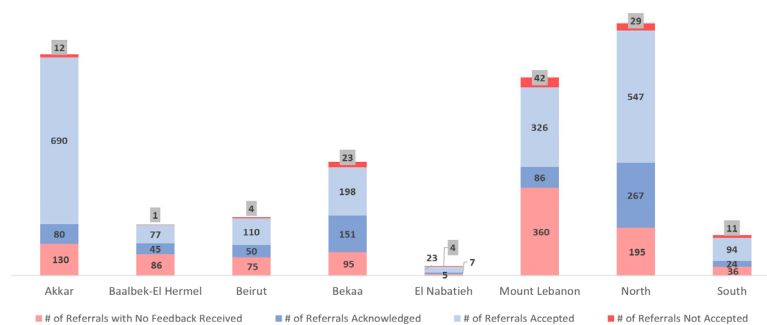
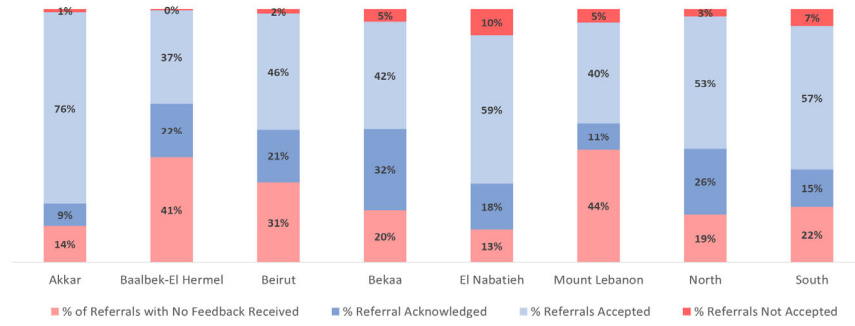## IA Referrals:
Overall Response to Referrals to Health

No. of Referrrals by Referral Status

% of Referrrals by Referral Status

No. of Referrrals by Governorate

% of Referrrals by Governorate

IA Referrals:
Response Rate to Referrals to Health by Governorate

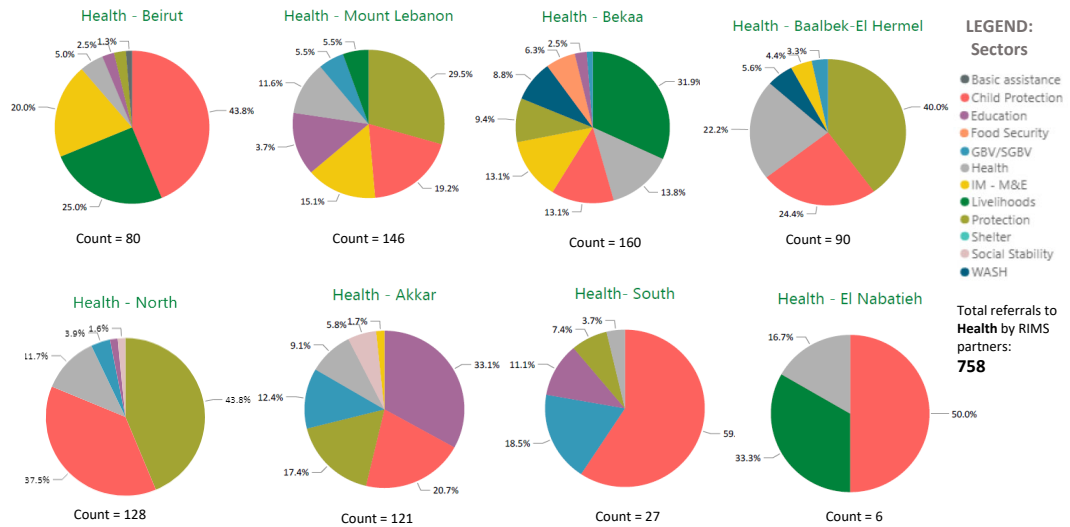### No. of Referrals according to Status Category per Governorate

% of Referrals According to Status Category per Governorate

	Akkar	Baalbek-El Hermel	Beirut	Bekaa	El Nabatieh	Mount Lebanon	North	South
% Referrals Not Accepted	1%	0%	2%	5%	10%	5%	3%	7%
% Referrals Accepted	76%	37%	46%	42%	59%	40%	53%	57%
% Referral Acknowledged	9%	22%	21%	32%	18%	11%	26%	15%
% of Referrals with No Feedback Received	14%	41%	31%	20%	13%	44%	19%	22%

■ % of Referrals with No Feedback Received   ■ % Referral Acknowledged   ■ % Referrals Accepted   ■ % Referrals Not Accepted
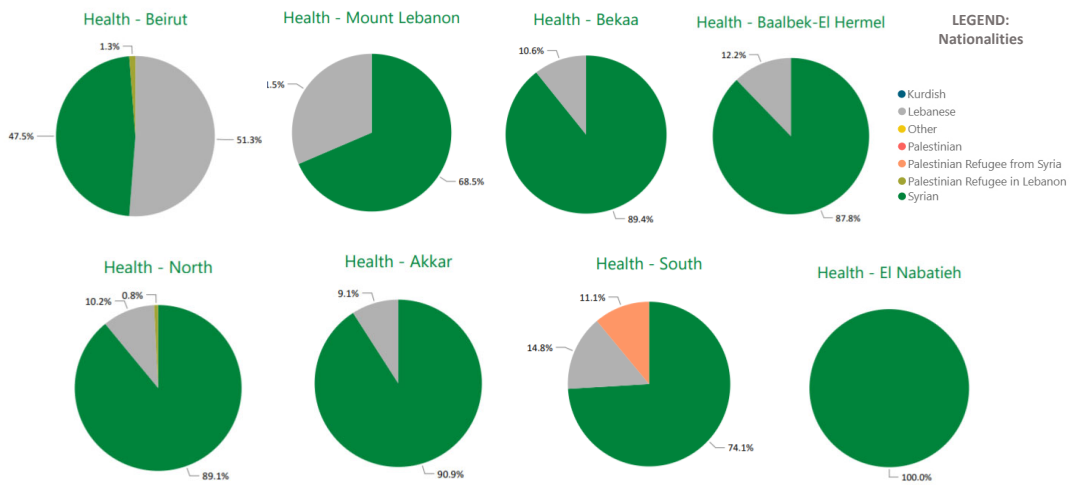
Partners who reported (IA Referrals): ABAAD, ACF, ACTED, Al-Fayhaa, Ana Aqra, AND, AVSI, Borderless NGO, Caritas Lebanon, DRC, GVC, Humedica, IMC, INARA, Intersos, IOCC Lebanon, IRC, KAFA, Magna Lebanon, MEDAIR, Mercy Corps, NEF, NRC, Nusaned, ODA, PCPM, Plan International, PU-AMI, Red Oak, RESTART Lebanon, RET Liban, RI, RMF, SAFADI, SCI, SHEILD, SIF, Solidarités, TdH-It, TdH-L, WCH, WRF, WVI
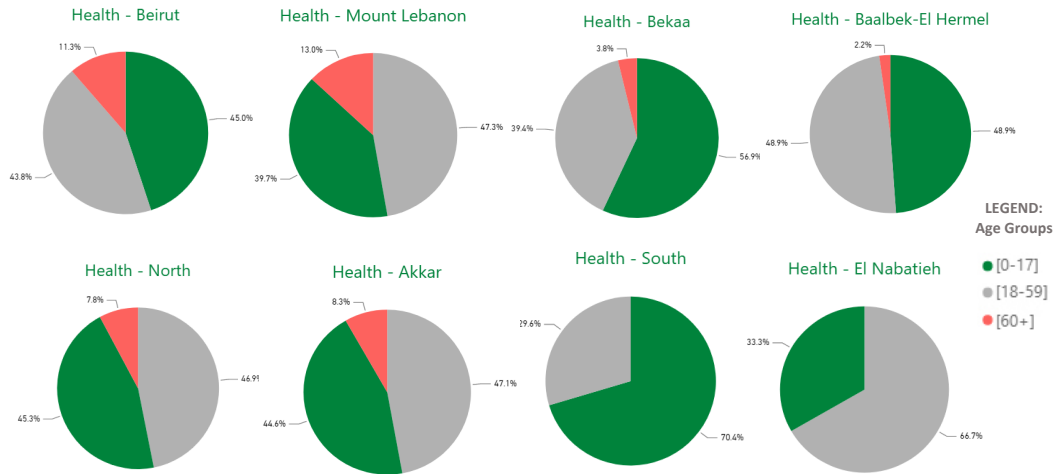
RIMS data:
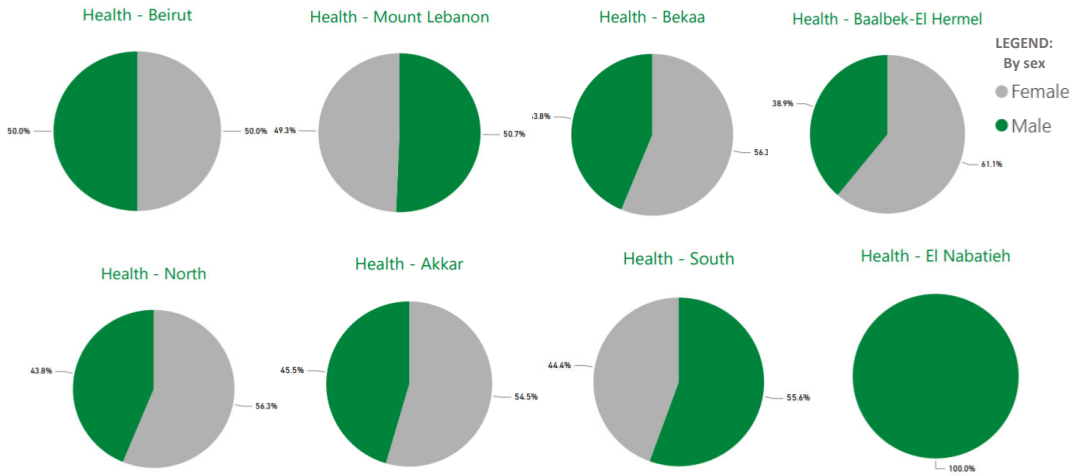**Percentage and Number of Referrals to Health by Sector and Governorate**

LEGEND: Sectors
- Basic assistance
- Child Protection
- Education
- Food Security
- GBV/SGBV
- Health
- IM - M&E
- Livelihoods
- Protection
- Shelter
- Social Stability
- WASH

Total referrals to **Health** by RIMS partners: **758**

RIMS data:
Percentage of Referrals to Health by Nationality and Governorate

LEGEND: Nationalities
- Kurdish
- Lebanese
- Other
- Palestinian
- Palestinian Refugee from Syria
- Palestinian Refugee in Lebanon
- Syrian

RIMS data:
Percentage of Referrals to Health by Age Group and by Governorate

Health - Beirut
11.3%
45.0%
43.8%

Health - Mount Lebanon
13.0%
47.3%
39.7%

Health - Bekaa
3.8%
39.4%
56.9%

Health - Baalbek-El Hermel
2.2%
48.9%
48.9%

Health - North
7.8%
46.9%
45.3%

Health - Akkar
8.3%
47.1%
44.6%

Health - South
29.6%
70.4%

Health - El Nabatieh
33.3%
66.7%

LEGEND:
Age Groups
- [0-17]
- [18-59]
- [60+]

RIMS data:
Percentage of Referrals to Health by Sex and by Governorate

Health - Beirut
50.0%
50.0%

Health - Mount Lebanon
49.3%
50.7%

Health - Bekaa
43.8%
56.3

Health - Baalbek-El Hermel
38.9%
61.1%

LEGEND:
By sex
- Female
- Male

Health - North
43.8%
56.3%

Health - Akkar
45.5%
54.5%

Health - South
44.4%
55.6%

Health - El Nabatieh
100.0%

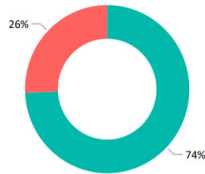### Speed of Health referrals in Beirut

41%
59%

Speed of Health referrals in Mount Lebanon

34%
66%

Speed Categories
- On Time
- Not On Time

Speed refers to the time that it takes for the receiving agency or internal focal point to acknowledge receipt of the referral. It is measured by the number of days from when the referral was sent, to when it was received by the receiving agency or internal focal point. Referrals considered on time are referrals responded to within 24 hours for fast track referrals and 48 hours for normal referrals as per the Referrals Minimum Standards.

Speed of Health referrals in Bekaa

26%
74%

Speed of Health referrals in North

48%
52%

Speed of Health referrals in South

39%
61%

Speed of Health referrals in El Nabatieh

33%
67%

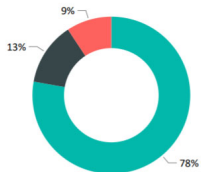### Timeliness of Health referrals in Beirut

25%
75%

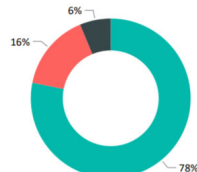### Timeliness of Health referrals in Mount Lebanon

14%
16%
70%
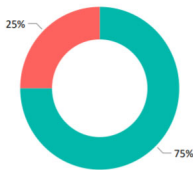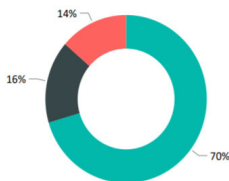
Timeliness Categories
- 0 to 14 days
- 15 to 30 days
- 30+ days

Timeliness refers to the total time that it takes to complete the referral process. It is measured by the number of days from when the referral was sent, to when it received a final status (Accepted/Not Accepted). Referrals considered on time are referrals receiving a last status within 24 hours for Fast Track referrals and 14 days for Normal referrals as per the Inter-Agency Standards for Referrals.
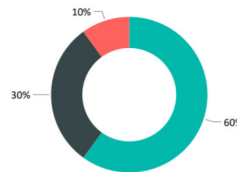
Timeliness of Health referrals in Bekaa

9%
13%
78%

Timeliness of Health referrals in North

6%
16%
78%

Timeliness of Health referrals in South

10%
30%
60%

Timeliness of Health referrals in El Nabatieh

25%
75%