

**United Nations Development Programme**



**No. 8126**  
**October 31, 2022, Bishkek**

Dear Mr. Jongsu Yi,

**Subject: Quarterly report, July– September 2022**

The United Nations Development Programme (UNDP) in the Kyrgyz Republic presents its compliments to KOICA Office in Kyrgyzstan and has the honor to send you the Quarterly Report covering July-September 2022 on the “Support to COVID-19 Response Through Data-Driven Hotline-118” project.

Key actions completed within the 3Q quarter include commencing the 118-hotline call center in Chui Oblast. Hence, 118 hotline call centers in Bishkek and Osh city, and all 7 oblasts are operating and have responded to 23,431 calls.

Capacity building training of call center operators was held to equip the operators with in-depth medical knowledge and discussion with the Ministry of Health for introducing a chatbot through the website of the Ministry of Health is ongoing.

Based on hotline 118’s data analysis, hotline 118’s functions will be strengthened and expanded to provide consultations to the public about not only COVID-19 but also other health issues as a single window and the first point of contact in the health care system in the Kyrgyz Republic.

UNDP in the Kyrgyz Republic highly appreciates the invaluable support of the Republic of Korea in implementing the above project.

I avail myself of this opportunity to renew to you and your team the assurances of my highest consideration.

DocuSigned by:  
*Monica Rijal*  
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Monica Rijal

Deputy Resident Representative

**Attachment**

1. Narrative report
2. Progress report

**Mr. Jongsu Yi**  
**Country Director, KOICA Office in Kyrgyzstan**



*Empowered lives.  
Resilient nations.*

## **United Nations Development Programme Kyrgyz Republic**

### **Q3 QUARTERLY REPORT ON UNDP PROJECT: "SUPPORT TO COVID-19 RESPONSE THROUGH DATA-DRIVEN HOTLINE-118"**

**Quarterly Report**  
**“Support to COVID-19 Response Through Data-Driven Hotline-118”**

Donor: Republic of Korea

Main partner: Ministry of Health, Mayor office in the Bisgkeka and regions, Soros Foundation

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## 1. Summary

This report is based on the period of July - September 2022 results of the project implementation "Support to COVID-19 Response Through Data-Driven Hotline-118" (hereinafter referred to as Project).

The financial support of the project is done by the Government of the Republic of Korea through United Nations Development Programme Office in the Kyrgyz Republic for the project period from June 2022 to September 2022. During the reporting period, the following major activities were completed:

- The call-centre 118 in Chui Oblast, based at the Chui Oblast Family Medicine Centre, starts operating on 1 September 2022. This time gap occurred due to the beginning of the medical workers' vacations period and low staff interest due to low remuneration rates for the "operator" position;
- Chui Oblast Family Medicine Centre has been hand-covered with equipment in the form of laptops with Bitrix24 database, cloud PBX (3CX), monaural headset, and multifunctional device;
- Online meetings held with regional call centres 118 to discuss operational issues (uninterrupted service 118, regular mentoring, etc.), technical failures and solutions;
- Online training was organized through the ZOOM platform on 2 August 2022 with the support of the Bishkek Emergency Medical Service (103) to enhance the capacity of operators;
- A rapid survey process on vaccination of the population was launched through a survey by operators;
- Meetings were held with the Head of the Bishkek City Health Department on the interaction of the outpatient mobile service for Bishkek with the "Hotline 118"; with the Deputy Minister of Health for Digital Development and Head of the e-Health Centre to discuss the possibility of introducing a chat-bot through the website of the Ministry of Health of the Kyrgyz Republic, with the Kyrgyz State Medical Institute of Retraining and Professional Education (KSMIRPE) on the subject of cooperation to develop training modules and off-line training for operators;
- Meetings were organized with the expert on business analysis to describe the functionality of the chatbot with the Bishkek City Health Department, Ministry of Health, Soros Foundation Kyrgyzstan, call-centres operators, UNDP;
- Visits to the oblast level Family Medicine Centres in Karakol and Naryn were carried out to monitor the functioning of the service 118;
- On July 26<sup>th</sup> UNDP had a local news interview with Sputnik to promote 118hotline services in the regions.
- The total budget execution since the project began has reached 59%

## 2. Context and Analysis of hotline 118 data

The service “Hotline 118” has been fully operational since March 2022 in Bishkek city. The regions started functioning in June 2022, and the call-centre in Chui oblast resumed operations in September 2022. In total, there are 16 call-centres in family medicine centres deployed in the country, according to the administrative-territorial division:

Geographic location	Medical facilities	Number of operators
Bishkek city	Family Medicine Centres #1, #3, #5, #6	8 operators
Osh city	Family Medicine Centre of Osh oblast and Osh city	2 operators
Osh oblast		
Jalal-Abad oblast	Jalal-Abad Oblast Family Medicine Centre	1 operator
Batken oblast	Batken Oblast Family Medicine Centre	1 operator
Naryn oblast	Naryn Oblast Family Medicine Centre	1 operator
Issyk-Kul oblast	Issyk-Kul Oblast Family Medicine Centre	1 operator
Talas oblast	Talas Oblast Family Medicine Centre	1 operator
Chui oblast	Chui Oblast Family Medicine Centre	1 operator
Total		16

### **The situation with calls to hotline 118 in the period of January - September 2022**

#### **The total number of calls in Bishkek city is 22,256**

In January 2022, 15,095 calls were received

In February 2022, 3,133 calls were received

In March 2022 - 1,195 calls.

In April 2022 - 593 calls.

In May 2022 - 333 call.

In June 2022 - 270 calls.

In June 2022 - 335 calls.

In July 2022 - 688 calls.

In August 2022 - 417 calls.

In September 2022 (as of September 27) - 197 calls.

#### **The total number of calls to regional call centres is 1,175 (June – September 2022):**

Talas oblast - 84 calls.

Osh oblast - 62 calls.

Batken oblast - 124 calls.

Naryn oblast - 15 calls.

Jalal-Abad oblast - 862 calls.

Issyk-Kul oblast - 28 calls.

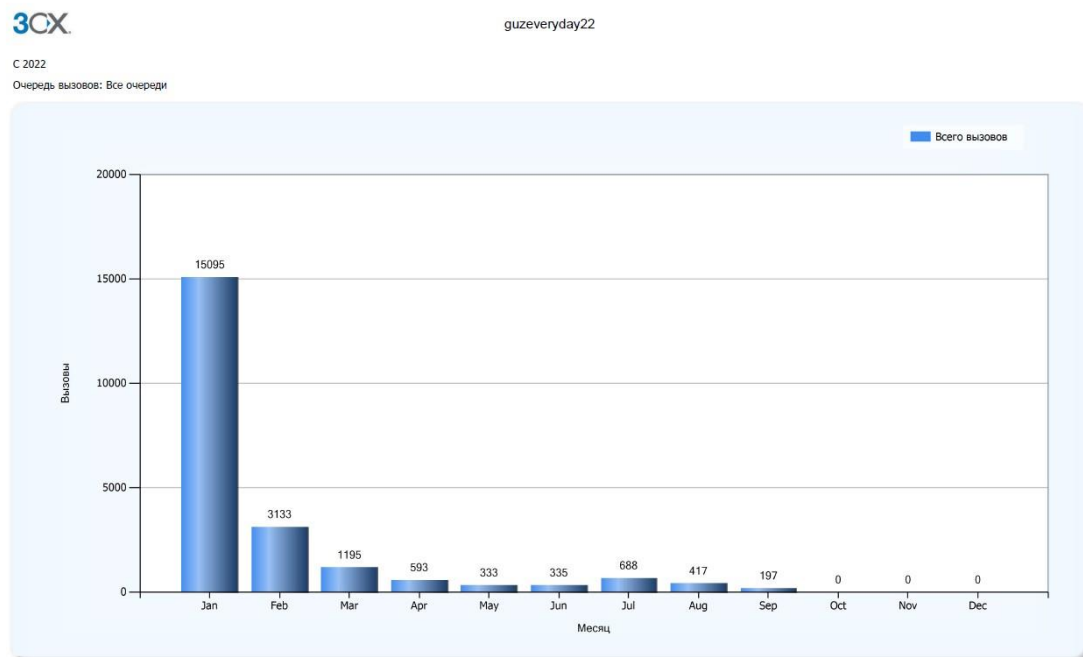
In Bishkek city, the main caseload was in the period from January to March, when more than 19,423 calls were received. This is due to a sharp increase in the incidence of disease in Bishkek and the country as a whole.

A slight increase in the number of cases nationwide was also reported in July 2022, which was due to a small seasonal increase in the incidence of COVID-19, a fact also noted by the Ministry of Health of the Kyrgyz Republic.

As of 27 September 2022, 2,628 people in Kyrgyzstan had been referred to family doctors since January 2022 and the data was registered in the electronic database Bitrix24. Consultative assistance was provided to those who applied.

At the moment there has been a decrease in the incidence of disease and, accordingly, a decrease in the number of referrals to the 118 HL.

### Graphic 1. Dynamics of calls for the whole period.



3CX Ltd.

Peaks are observed in January 2022 and July 2022.

According to the data obtained, there is a higher incidence in the younger population, which is obviously related to a more active lifestyle. The following age characteristics of patients were found.

**Table 1: Age**

Age	Number of patients
0-19	211
20-39	905
40-59	742
60-79	602
80-100	168

The highest number of appeals is registered in the Leninsky and Oktyabrsky districts of Bishkek city, which is most likely due to the faster response time and denser population.

**Table 2. Referrals to family doctors by districts**

District	Population	Referrals to family doctors
Leninskiy	201 626 (2009)	682
Pervomaiskiy	175 894 (2009)	401
Oktabrskiy	242 382 (2009)	780
Sverdlovskiy	231 801 (2009)	527
Regions	-	238

## Gender

Relative equality is observed in the distribution of gender of patients, with a slight advantage for women (51%).

### 3. Project summary and objectives

In this regard, the project “Support to COVID-19 Response Through Data-Driven Hotline-118 in the Kyrgyz Republic” started its implementation in January 2022. The followings are relevant information about the project.

Item	Detail
Goal	The project aims to the general public to ensure the protection of lives and livelihoods from the COVID-19
Output 1	Improved access to high-quality information for the general public on Covid-19-related issues.
Output 2	Efficient data collection and processing and analytical tools for public health interventions.
Output 3	Effective Public Response Center on COVID-19 Vaccination Deployed
Period	2021-2022(1 year)
Budget	Total 200,000USD
Project area	Bishkek, Osh city, Batken Region, Chüy Region, Jalal-Abad Region, Naryn Region, Talas Region, and Issyk-Kul Region
Donor	Government of the Republic of Korea
Implementing Partner	UN Development Programme
Government partner	Ministry of Health of the Kyrgyz Republic and Soros foundation.
Challenges	<p>In order to ensure further sustainability of 118 services in the fields, further discussion and with the Government and local authorities is required for the continuation of call centers.</p> <p>Due to frequent changes in the ministry (MOH) management from June to September period, there have been limited consultations and support from the ministry on stabling the chatbot with the updated answer trees. To this end, UNDP would envisage a no-cost extension for 3-4 months to ensure the planned activities will be delivered.</p>



#### 4. Monitoring procedure(during the reporting period)

Item	Purpose and Detail	Date
Quality Assurance	<p>The expert facilitator of the project regularly monitors the work of the 4 call centers in Bishkek city through visits to the FMCs, as well as regular calls to the “HL 118”. In addition, regular telephone communication with all regional operators is ensured. Any shortcomings of the operators are discussed and eliminated, and regular mentoring are held through internal channels (WhatsApp chats).</p> <p>On 27 July 2022, an on-line discussion of call-centres revealed that there is a need to make separation of call-centers in Osh City and Osh Oblast into decentralised services due to the technicalities of redirecting calls when converting from a digital connection to an internet connection. Signals coming to the gateways should be read based on telephone codes if these are city telephone lines, or from the nearest stations of mobile operators, determining the location of the caller. Thus, to correctly route calls from Osh City and the districts of Osh Province, these should be decentralized call centres, even if they are physically located in the same building.</p> <p>On August 6 and 15, 2022, Ms. Gulnara Isabaeva, SGKg programme coordinator, visited call-centres in Naryn and Issyk-Kul oblasts as part of a monitoring visit, discussing various issues with operators, mainly concerning technical difficulties associated with the installation of cloud PBX, which creates additional workload for operators in the form of keeping hard copies of call logs and subsequent transfer to the Bitrix24 database.</p> <p>Regular online and offline meetings between UNDP and implementing partner’s staff are held throughout the reporting period to progress the project activities and goals. Active electronic communication is in place to discuss issues of concern, find solutions, revisions in the Project implementation, etc.</p>	

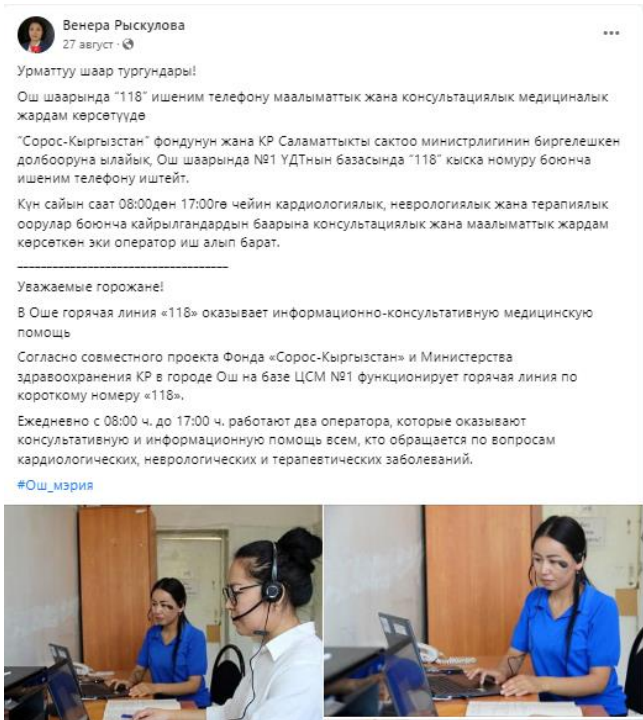

## 5. Findings

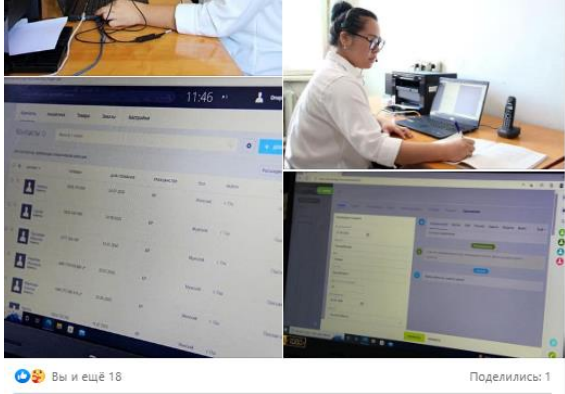
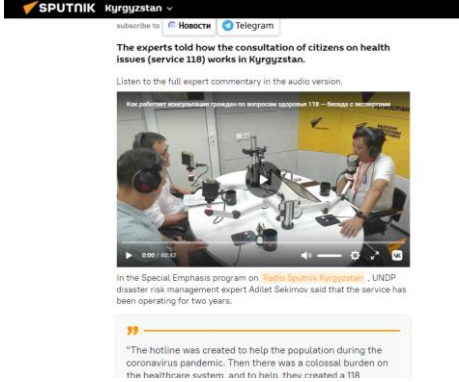
Item	Detail
Output 1.	Improved access to high-quality information for the general public on Covid-19-related issues.
Activity 1.1	Activity: Operationalization of the Hotline-118 for public health needs
Action 1.1.1	Analyze data from callers, Develop an answer tree with specific algorithms and responses on COVID-19 support, and Develop security protocols to protect callers' sensitive information.
Findings	<p>The expert facilitator collects information from existing operators and those who worked during the peak periods of the epidemic about the most frequently asked questions and calls from callers for further analysis on updating the question and answer tree, which is part of MoH Order 118 on the functioning of the call centre, as well as organising training for operators.</p> <p>Work on updating the order and questionnaire in the Bitrix system was hampered by a lack of support from the former Minister of health. Further delays were due to frequent changes in the ministry management from June to September period.</p> <p>A meeting is planned in the near future with the MoH management on the promotion of the expansion and functioning of HL 118.</p>
Action 1.1.2	Recruitment and training of operators;
Findings	<p>In Bishkek 8 operators started their work in 4 decentralized call centers based on FMCs #1, #3, #5, #6. There is a turnover of among operators, for example in FMC #5 there was a change of operators in July and August.</p> <p>In the regions the situation was much more difficult, as there is a shortage of qualified medical staff with higher education, who could work as operators. Existing experienced doctors, on the other hand, do not accept the low operator fees or do not want to leave their permanent place of work. In the regions, call-centres have resumed their work since June and Chui oblast since September 2022. In Issyk-Kul oblast, an operator had to leave the project for health reasons, after only 1 month of work, and there has also been a replacement operator there since July.</p> <p>On 27 July an online discussion was organized with all operators on the technical support and equipment of call-centres, and difficulties in the work of regional operators. The operators expressed an urgent need for more in-depth training on the different nosologies. The operators of all call-centres are normally connected via Whatsapp</p>

Item	Detail
	<p>chat, where all operational issues, peer-to-peer consultations, etc. are solved 24/7.</p> <p>On 2 August 2022, at the request of the operators, an on-line training on the ZOOM platform was organized with the support of the Bishkek Emergency Medical Service (103). Mr. Anton Beregovoy, an emergency physician, trained the operators on the following topics: increased blood pressure, acute coronary syndrome, acute cerebral circulation disorders, hyper- and hypoglycemic conditions, heat stroke, infectious fever, and dehydration in acute intestinal infections. Operators noted that the information received was very useful, however, face-to-face/off-line training would have been preferable, as due to technical failures in the regions, operators poor technical skills, large volume of material not all information can be conveyed in an accessible manner, especially working with the Bitrix24 database. In addition, the regional operators voiced a request to hold master classes based in Bishkek call-centres to provide a visual presentation of the work of experienced operators. It was also proposed to collect various case studies from call centres and to conduct case studies. Operators would like to have not only presentations and on-line consultations of mentors and the facilitator but also visual training manuals/modules to improve their quality of work.</p> <p>On 23 September 2022 a meeting was held with Ms. Venera Adylbaeva, Vice Director for Training and Treatment and Ms. Jarkyn Omurova, Dean of Family Medicine Faculty of the Kyrgyz State Medical Institute of Retraining and Professional Education (KSMIRPE) of the subject of cooperation on development of training modules on various nosologies and off-line training of operators. The KSMIRPE expressed interest in working together but asked to formalize this cooperation through the Ministry of Health of the Kyrgyz Republic by updating the order on the functioning of Hotline line 118. Updating the order has been difficult due to the lack of support from the former minister, and the change in the MoH management.</p> <p>A common communication channel between the operators and the expert facilitator has been opened via WhatsApp. The organized online training with the support of Bishkek Emergency Service (103) showed the need to organize off-line training for all operators with the development of quality training modules by the Kyrgyz State Medical Institute of Retraining and Professional Education (KSMIRPE), which will ensure the sustainability of the service in terms of continuous training of qualified personnel, as KSMIRPE will be able to provide training to operators regularly. In addition, participation in such training will allow medical workers to receive the necessary credit hours as part of the mandatory professional</p>

<b>Item</b>	<b>Detail</b>
	<p>development programme, which will increase their interest in training.</p> <p>The training is planned for Q4 of the project, as training modules are prepared by KSMIRPE.</p>
Action 1.1.3	Automating and standardizing the answers-trees on Covid-19 and vaccination; Implementing automatic call routing; Establishing new channels of two-way communication with public (Whats App and Telegram- i.e. Chat;)Integration of 118 and 112 Hotline dispatch call platforms and operate the hotline with automated answer-tree
Findings Findings	<p>The expert on the business analysis process for the preparation of the ToR for the development of the chatbot started work in September. This activity included meetings with all stakeholders.</p> <p>While discussing the possibilities of hosting the chatbot and its further promotion it was reported by the IT Specialist of the eHealth Centre under MoH that with the support of WHO and UNICEF a chatbot on COVID-19 has already been developed and it appears as a pop-up on the MoH website. However, when attempting to test it many bugs and limitations in its functionality were discovered. The MoH does not have information on the developers and physical location of the chatbot, nor does it have the right to administer the product. Work is currently underway with the eHealth Centre under MoH to clarify the above issues in order to make a decision on the placement of the planned chatbot for HL 118.</p> <p>The ToR for the call for tender has generally been developed and is being communicated on the subject of agreement between the MoH of the Kyrgyz Republic, the City Health Department and the expert</p>
Action 1.1.4	1.1.4 Procurement of office equipment/furniture for operators
Findings	<p>All planned activities for this task have been completed.</p> <p>For the call centers in Bishkek, the transferred furniture and equipment have been fully installed and put into operation.</p>

Item	Detail
	<div data-bbox="523 197 1102 636" data-label="Image"> </div> <p data-bbox="523 674 1469 748">liThe equipment was handed over to the call-centre in Chui Oblast in August.</p> <div data-bbox="523 786 1160 1258" data-label="Image"> </div> <p data-bbox="523 1301 1469 1720">It is worth noting that online discussions with the regions revealed that in Talas oblast the gateway - the device which converts the connection from digital to internet signal for the operation of the cloud PBX (3CX) - had failed. In Osh city, the gateway has been lost due to frequent changes in call-center location in 2020 - 2022. It should be mentioned, an additional gateway is needed for Osh oblast to separate Osh city and Osh oblast into independent call-centres due to technical features as well as further financial sustainability due to the separation of the republican and municipal budgets under the Budget Law.</p> <p data-bbox="523 1776 1469 2020">Thus, there was a need to purchase additional equipment in the form of three gateways, which had previously been purchased by the Swiss Reform in Medical Education Project. However, during the period of negotiating the project budget revisions with the UNDP office, the gateways were sold out. Due to the current political situation, logistics for the delivery of goods from the RF have become</p>

Item	Detail
	<p>complicated and the next batch of gateways will only be made available by the vendor in 3-4 weeks.</p> <p>There is a need in the trip of an IT specialist from MoH to all regions to ensure the proper functioning of the transferred equipment and software products, as well as at workplace training for operators on the proper use of the Bitrix24 database and the cloud PBX.</p>
Action 1.1.5	Conducting customer satisfaction surveys; Survey satisfaction of software usability by operators of Hotline 118 to optimize the system and use of one point of information; Produce recommendation to improve the system; Follow up action on recommendations
Findings	The ToR for the survey is developed and discussions with the survey company are ongoing. The survey will be completed in 4Q
Action 1.1.6.	Raising awareness on a national level about this service through general public survey information and outreach campaign;
Findings	<p>Ms. Venera Ryskulova, vice-mayor of Osh city for social issues, posted information on her Facebook page about the operation of the "Hotline 118" service in Osh city:</p> <div data-bbox="523 1048 1168 1765" style="border: 1px solid #ccc; padding: 10px;">  <p>Венера Рыскулова 27 август · 🌐</p> <p>Урматтуу шаар тургундары!</p> <p>Ош шаарында "118" ишеним телефону маалыматтык жана консультациялык медициналык жардам көрсөтүүдө</p> <p>"Сорос-Кыргызстан" фондунун жана КР Саламаттыкты сактоо министрлигинин биргелешкен долбооруна ылайык, Ош шаарында №21 УДТнын базасында "118" кыска номеру боюнча ишеним телефону иштейт.</p> <p>Күн сайын саат 08:00ден 17:00ге чейин кардиологиялык, неврологиялык жана терапиялык оорулар боюнча кайрылгандардын баарына консультациялык жана маалыматтык жардам көрсөткөн эки оператор иш алып барат.</p> <p>-----</p> <p>Уважаемые горожане!</p> <p>В Оше горячая линия «118» оказывает информационно-консультативную медицинскую помощь</p> <p>Согласно совместного проекта Фонда «Сорос-Кыргызстан» и Министерства здравоохранения КР в городе Ош на базе ЦСМ №21 функционирует горячая линия по короткому номеру «118».</p> <p>Ежедневно с 08:00 ч. до 17:00 ч. работают два оператора, которые оказывают консультативную и информационную помощь всем, кто обращается по вопросам кардиологических, неврологических и терапевтических заболеваний.</p> <p>#Ош_мэрия</p>  </div>

Item	Detail
	 <p>An information campaign on the Hotline 118 service will be carried out in Q4. Operators are currently being trained and learning how to use the database and provide adequate consultations to the population. In some regions, there are technical difficulties due to incomplete connection of the 118 lines, only through telephones.</p> <p>On July 26<sup>th</sup> UNDP had a local news interview with Sputnik to promote 118hotline service in the regions. (<a href="https://ru.sputnik.kg/20220726/vrach-sluzhba-konsultaciya-koronavirus-infekciya-rasshirenie-1066344903.html">https://ru.sputnik.kg/20220726/vrach-sluzhba-konsultaciya-koronavirus-infekciya-rasshirenie-1066344903.html</a>)</p> 
Output2	Efficient data collection and processing and analytical tools for public health interventions.
Activity 2.1	Providing timely and high-quality data collection and processing from Hotline-118 operation
Action 2.1.1.	Collection and process the data related to COVID-19 and vaccination with certain parameters from calls received by Hotline-118
Findings	Will be implemented 4Q 2022
Activity 2.2	Providing timely and high-quality data collection and processing from Hotline-118 operation
Action 2.2.1	Developing and providing relevant public authorities with comprehensive analytical tools and reports to improve public health policy measures that prevent and manage COVID-19
Findings	Will be implemented 4Q 2022
Output3	Effective Public Response Center on COVID-19 Vaccination Deployed Baseline 2021:

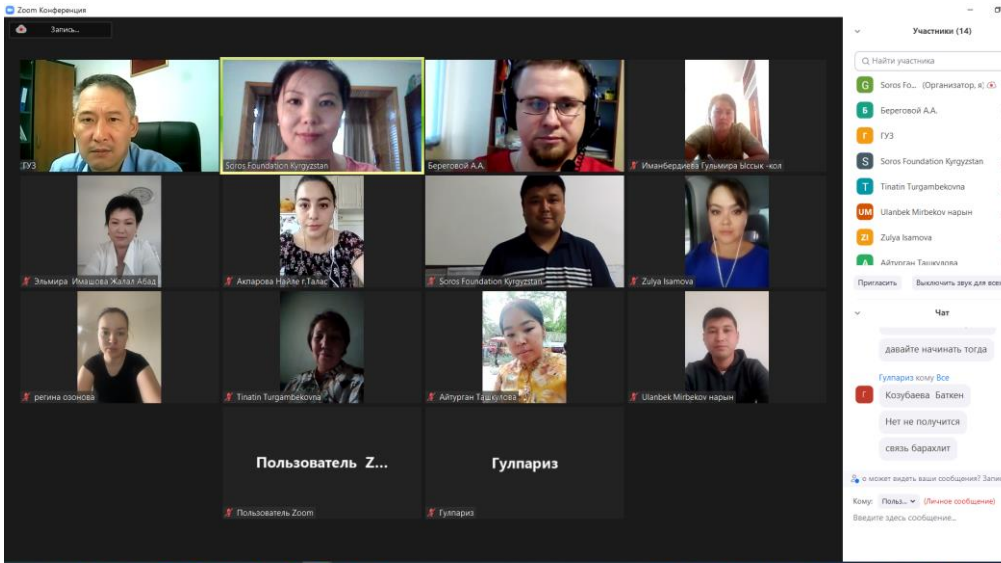
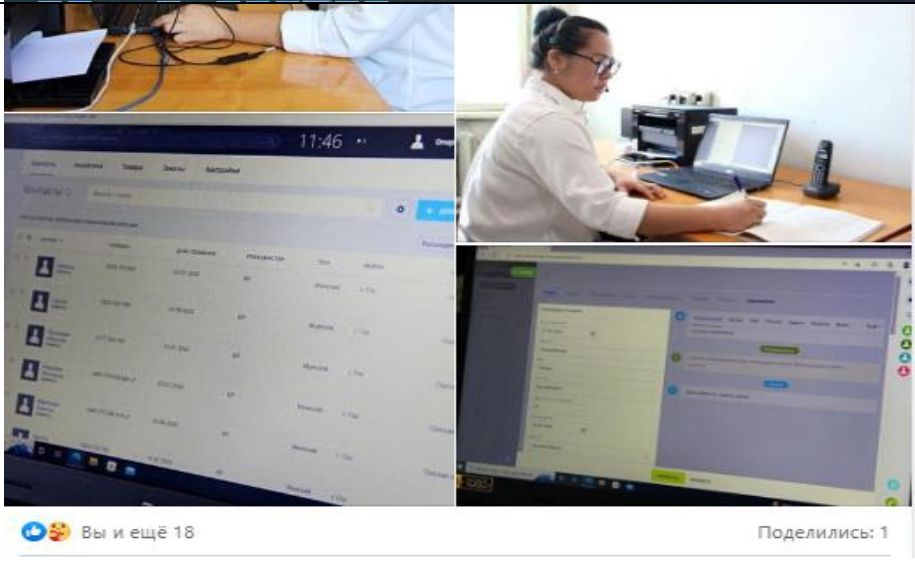

<b>Item</b>	<b>Detail</b>
3.1. Activity	Setting -up and operationalizing COVID-19 Vaccination Public Response Capacity within Hotline 118 to strengthen the public health measures.
Action 3.1.1	Collecting and analyzing data from callers around their attitudes on vaccines
Findings	<p>This activity is taking place with Action 1.1.1 under output 1, since analyzing data related to COVID-19 and vaccination could be collected and assessed together, also, developing answer trees for COVID-19 and vaccination-related inquiries could be done together.</p> <p>In August 2022, based on a preliminary agreement with UNDP, a questionnaire was developed to explore the opinion of those contacted about vaccination in relation to COVID-19 and uploaded to the Bitrix24 database for operator management. The data is still being processed and not enough has been collected for further analysis. Once the number of at least 100 completed questionnaires is reached, the pattern of responses will be analyzed, and a report will be provided.</p> <p>Questions the operators are asking:</p> <ul style="list-style-type: none"> <li>- Have you been vaccinated?</li> <li>- If yes, which vaccine did you receive?</li> <li>- Reasons for refusal?</li> <li>- Are you planning to take a vaccine?</li> </ul>
Action 3.1.2.	Developing specific algorithms and response trees, organized around FAQs to provide the public with timely and accurate information
Findings	This activity is taking place with Action 1.1.1 under output 1, since analyzing data related to COVID-19 and vaccination could be collected and assessed together, also, developing answer trees for COVID-19 and vaccination-related inquiries could be done together.



## 6. Conclusion

- With the activation of The call centre 118 in Chui Oblast in September 2022, all 2 cities and oblasts have access to Hotline 11. A total of 16 operators are working in the call centers.
- The majority of inquiries related to the provision of primary health care for various nosologies, vaccinations, psychological support to the population due to COVID-19 disease and the need for rehabilitation measures.
- It is necessary to organize offline training for all operators, including the organization of master classes by Bishkek operators to their regional colleagues on a peer-to-peer basis.
- In addition, there is an urgent need for MoH IT specialists to travel to the regions to ensure the proper functioning of transferred equipment and software products for the uninterrupted and efficient operation of call centres.
- In order to ensure further sustainability of 118 services in the fields, further discussion and with the Government and local authorities is required for the continuation of call centers.
- Setting up the chatbot in the MoH is being discussed and the eHealth Centre is being assessed to clarify the above issues in order to make a decision on the placement of the planned chatbot for HL 118.
- Due to frequent changes in the ministry (MOH) management from June to September period, there have been limited consultations and support from the ministry on stabling the chatbot with the updated answer trees. To this end, UNDP would envisage a no-cost extension for 3-4 months to ensure the planned activities will be delivered.

## 8. Achievement

Photo	Content
	<p>Online training on capacity building of operators.</p>
	<p>Work of operators</p>
 <p>SPUTNIK Kyrgyzstan</p> <p>subscribe to <a href="#">Новости</a> <a href="#">Telegram</a></p> <p>The experts told how the consultation of citizens on health issues (service 118) works in Kyrgyzstan.</p> <p>Listen to the full expert commentary in the audio version.</p> <p>Как работает консультация граждан по вопросам здоровья 118 – беседа с экспертами</p> <p>In the Special Emphasis program on <a href="#">Radio Sputnik Kyrgyzstan</a>, UNDP disaster risk management expert Adilet Sekimov said that the service has been operating for two years.</p>	<p>Promotion of 118Hotline through the radio interview</p>

