

ZAMBIA FLYING DOCTOR SERVICE



# NEWSLETTER

*Issue # 4*

July- December 2024

## **Presidential Priorities in Action**

***ZFDS Enhances Maternal Health Across Rural Zambia***



*In this edition*

***Over 170 thousand rural lives  
access medical care in 2024.***



**Mrs Luyando Mbilika Shimalukwe**  
**Director Legal Services & Corporate Affairs**

## **Dear Reader,**

It is an Absolute Pleasure to welcome you to the New Edition of the Zambia Flying Doctor Service as we end the Year 2024.

Our mission is to provide cost-effective, quality, and efficient aero-medical services in remote, rural and hard-to-reach areas and other parts of the country in order to combat human diseases and save lives”

We celebrate the talented, driven, brave, happy, and friendly people at ZFDS who ensure that we remain fully up-to-speed in the developing health sector for a healthier nation. We remain steadfast in its commitment to ensuring that all Zambians, regardless of their location, have access to quality healthcare.

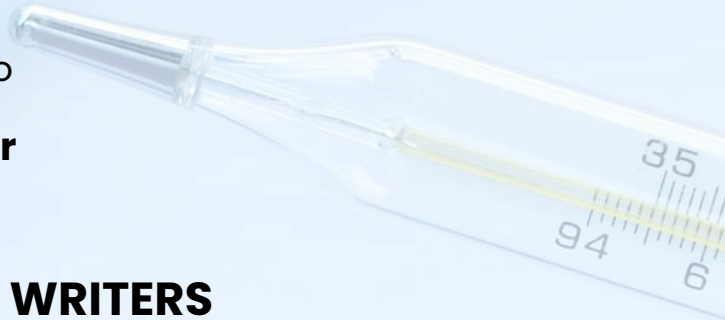


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# Foreword

As you are aware the Zambia Flying Doctor Service (ZFDS) is a statutory body under the Ministry of Health. 2024 has been a year of significant progress, marked by a renewed commitment to our core mission: delivering essential healthcare to the most remote and underserved corners of our nation.

It is clear for all to see that we have rehabilitated our static centres to a world-class level for both infrastructures as well as the quality of health services provision which has increased our internal income generation.

The introduction of specialized medical services, such as urology, obstetrics and gynaecology, surgery, and Orthopedics at our static centres exemplifies our commitment to providing high-quality, comprehensive care.

The year under review has seen us open a brand new diagnostic hub to provide additional services and house the dental lab with state-of-the-art equipment, the optical lab & the ear nose & throat (ENT) lab. Kenneth Kaunda Aeromedical Center has been fully actualized with full Nhima accreditation.

In the realm of medical services, I am proud to report that we conducted 80 impactful medical outreaches, reaching an impressive 174,197 individuals across our nation.



**Dr. George Ng'uni**  
**Chief Executive Officer**

These outreaches have proven valuable in delivering both routine consultations and specialized care directly to the heart of communities. Our teams traversed the breadth of Zambia, extending a lifeline of healthcare to rural and often isolated populations.

In total, our medical team has seen a total of 174,197 patients, the team also visited 463 medical facilities in 80 districts during outreach, providing essential healthcare services. We successfully executed 80 outreach programs and 95 critical medical evacuation missions for the Ministry of Health, ensuring timely access to life-saving care for those in dire need.



01

# Institutional Development



# A MOTHER'S HOPE IN RURAL ZAMBIA



In Luampungu village, Sesheke District, 21-year-old Ethel (not real name), a mother of two and eight months pregnant, faces a daunting decision.

Living 110 kilometers away, she must camp at a local health facility with her mother and young children for safe childbirth.

The journey takes two days on foot, and hiring an oxcart costs K300. Ethel shares a cramped shelter with four other expectant mothers, creating a sense of solidarity as they navigate the anxieties and joys of impending motherhood. Compounding Ethel's challenges is the ongoing drought affecting the region, which makes it difficult to find enough food.



The women often rely on wild fruits, known as mungongo, to supplement their meager diets. Most have never accessed scan services due to a lack of transport to the District Hospital. Ethel's story highlights the resilience of women in rural Zambia, who face significant barriers to accessing healthcare while remaining determined to ensure their families' well-being.

The Zambia Flying Doctor Service (ZFDS) recently implemented specialized medical services, including ultrasounds for expectant women, aligning with the Presidential Delivery Unit (PDU) initiative to enhance maternal healthcare. The PDU focuses on improving healthcare delivery for mothers, strengthening health infrastructure, increasing skilled birth attendants, and raising awareness about maternal health.

Despite the maternal mortality rate decreasing from 398 to 252 per 100,000 live births between 2013 and 2018, Zambia still exceeds the Sustainable Development Goal of 70 by 2030.

ZFDS has expanded access to radiology services, conducted routine outreach programs. Their initiatives also include refurbishing shelters and opening airstrips in remote areas for quicker transport during emergencies.

Collectively, these efforts aim to reduce maternal mortality and improve health outcomes for mothers and their babies, addressing both immediate healthcare needs and long-term systemic challenges.





## ZFDS WINS "MOST E-TRANSFORMED & INNOVATIVE PUBLIC INSTITUTION" AWARD



At the 2024 Africa Public Service Day Commemoration, the Zambia Flying Doctor Service (ZFDS) received the prestigious award for the "Most E-Transformed & Innovative Public Institution."

The event, held in Ndola, focused on digital transformation in public service, and ZFDS' cutting-edge innovations stood out.

ZFDS showcased two digital solutions: the Aero Ambulance and Virtual Doctor applications. These tools aim to bridge the gap between rural healthcare needs and service delivery, providing patients with the ability to access critical medical services from remote locations.

*"Our goal is to leverage technology to reach more people and provide timely medical interventions,"* said ZFDS ICT Lead, adding that the applications will revolutionize healthcare delivery in Zambia, particularly in underserved regions.

The 2024 theme for Public Service Day in Zambia focuses on innovation, reflected on the need for continuous improvement in public service delivery through new ideas and technologies.

This emphasis on innovation is vital for several reasons:

**Adapting to Change:** The Public sector faces evolving challenges that require innovative solutions. By promoting creativity and technological advancement, public institutions can better respond to the needs of citizens and improve service delivery.

**Enhancing Efficiency:** Innovation can lead to more efficient processes, reducing costs and improving the quality of services. Implementing new technologies can streamline operations and facilitate better communication between Government and citizens.

**Driving Economic Growth:** Innovative Public services can stimulate economic development by providing a conducive environment for businesses to thrive. Improved services can enhance the overall investment climate, attracting both local and foreign investments.

**Fostering Inclusivity:** Emphasizing innovation encourages the development of services that are accessible to all citizens, including marginalized communities. It supports the creation of solutions that address social inequalities.

**Building Resilience:** The COVID-19 pandemic highlighted the importance of adaptable and resilient public services. Innovation enables governments to prepare for future challenges and respond effectively to crises.

Overall, the focus on innovation during the Public Service Day commemoration underscores the commitment to improving public sector performance through new ideas and technology, ensuring that services meet the evolving needs of society.



02

## Stakeholder Relations





# ZFDS PARTNERS WITH WCFCB TO REVOLUTIONIZE WORKER HEALTHCARE



On 30th October, 2024, the Zambia Flying Doctor Service (ZFDS) and the Workers Compensation Fund Control Board (WCFCB) formalized a transformative partnership through an MOU signed in Ndola, marking a significant step toward enhancing healthcare services for Zambia's injured workers.

This MOU sets a framework for collaboration, aligning with the Presidential Delivery Unit (PDU) priorities to improve access to healthcare, ensure resource efficiency, and promote cross-agency coordination for better service delivery.

The MOU contains several key commitments:

**1. Enhanced Emergency Medical Services:** ZFDS will provide WCFCB with prioritized air transport and emergency medical response for workers in remote and hard-to-reach areas, especially during the rainy season when access is severely restricted. With government recapitalization, ZFDS is now set to receive two helicopters by January, marking a critical upgrade in service capability.

**2. Rehabilitation and Follow-up Care:** Beyond emergency response, ZFDS will support the rehabilitation of workers who have suffered injuries. This aspect of the MOU ensures a continuity of care, with an emphasis on physical and psychological rehabilitation for affected individuals. The partnership will thus bridge gaps in worker healthcare, ensuring long-term support and recovery.

**3. Medical Outreach and Health Education:** ZFDS, in collaboration with WCFCB, will conduct health outreach programs and workshops focused on workplace safety and injury prevention. These initiatives will be held across various provinces to raise awareness and provide preventive healthcare services for workers.

WCFCB Commissioner, Mr. Patrick Siampwili, highlighted the board's commitment to compensating and supporting workers who may otherwise be overlooked.

"This partnership allows us to respond to the government's call for agency collaboration to ensure our injured workers get timely, quality healthcare," he said. "By working with ZFDS, we can improve the standards and scope of care for our beneficiaries, supporting both emergency and long-term needs."

During the signing, ZFDS CEO Dr. George Ng'uni emphasized that the MOU coincides with ZFDS's recapitalization efforts, which enable the organization to implement a three-tier transportation model using caravans, helicopters, and drones. He acknowledged the strong support from President Hakainde Hichilema and multiple ministries in revitalizing ZFDS to fulfill its mandate after more than two decades.

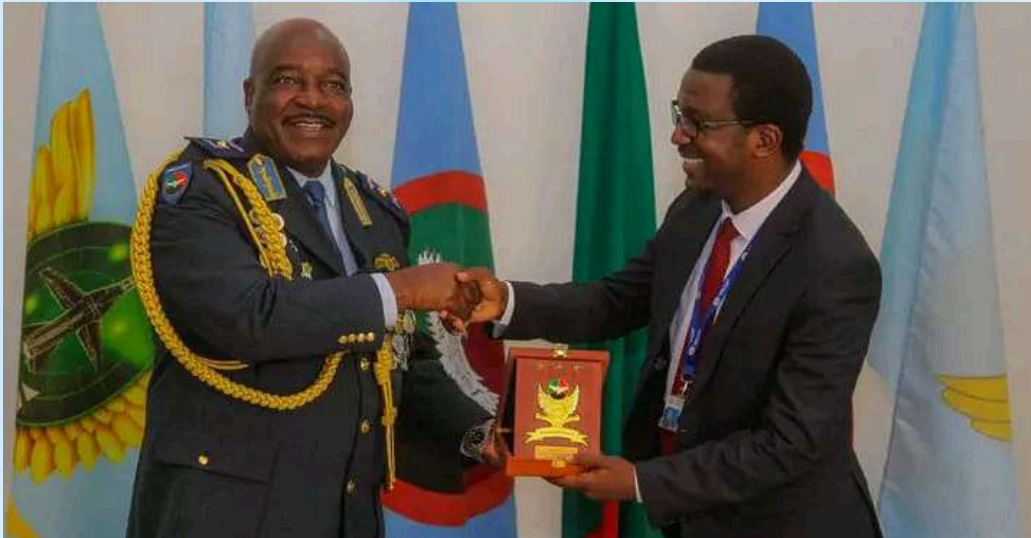
This collaboration represents a significant alignment with national priorities, contributing to equitable healthcare access, improved service delivery, and enhanced quality of life for Zambia's workforce.

The PDU recognizes this initiative as a model of effective inter-agency cooperation, benefiting workers across Zambia, particularly in rural and underserved regions.





## ZAF, ZFDS JOIN FORCES TO IMPROVE HEALTHCARE ACCESS IN REMOTE AREAS



### Story courtesy of ZAF PR Unit

The Zambia Air Force (ZAF) Commander, Lt Gen Oscar Msitu Nyoni, has called for strengthened ties with the Zambia Flying Doctor Service (ZFDS) as both institutions execute a similar mandate of augmenting government efforts in delivering health care services to far flung areas of Zambia.

Lt Gen Nyoni was speaking when the Zambia Flying Doctor Service Chief Executive Officer, Dr George Ng'uni and management paid a Courtesy Call on him today, 07 November 2024.

Lt Gen Nyoni thanked the ZFDS management for the cordial relations that have enabled the two institutions to collaborate on Medical Evacuation tasks whenever called upon.

And Dr Ng'uni stated that the purpose of his visit was to engage ZAF on possible areas of further collaboration as ZFDS builds capacity to conduct Medical Evacuation and Medical Outreach programmes in remote areas that have limited access to specialised health care services.

Dr Ng'uni disclosed that ZFDS has since 2022 steadily increased the number of Medical Evacuations and Outreach from two to three in a year to currently around eight activities in a month.

The Zambia Air Force has so far attached several pilots to ZFDS since the two institutions signed a Memorandum of Understanding in January 2023.



## ZFDS CEO APPLAUDS ACC'S INTEGRITY TRAINING FOR FLYING DOCTOR SERVICE



**Dr. George Ng'uni**  
**ZFDS CEO**

### ZFDS CEO Praises ACC Integrity Training

The Zambia Flying Doctors Service (ZFDS) CEO, Dr. George Nguni, commended the Anti-Corruption Commission (ACC) for conducting integrity training for the ZFDS Integrity Committee.

The five-day training focused on corruption prevention and accountability in public service.

Dr. Nguni emphasized the importance of ethical conduct, stating, "Trust and integrity are crucial in healthcare." ACC Acting Regional Manager, Mr. Joshua Kakoshi, highlighted the role of Integrity Committees in combating corruption.

ZFDS Director of Legal Services, Mrs. Luyando M. Shimalukwe, who chairs the Committee, pledged to continue promoting a zero-tolerance policy on corruption.

In Zambia, integrity training is mandatory for government institutions to combat corruption and promote accountability.

This training aims to enhance accountability, promote ethical behavior, prevent corruption, strengthen governance, build public trust, and facilitate capacity building within public institutions.





# ZFDS AND USAID COLLABORATE ON CERVICAL CANCER SCREENING



The fight against cervical cancer took a significant step forward through the collaboration between USAID and ZFDS, with a focused initiative on cervical cancer screening at ZFDS James Lawless AeroMed Medical Centre in Northrise.

This program forms part of a larger effort to create scalable models for cancer prevention across Zambia.

Cervical cancer remains the leading cancer among Zambian women, especially those aged 15 to 44.

Through screenings conducted every Thursday, the ZFDS aims to offer early detection and preventive treatments to significantly reduce these numbers.

The partnership with USAID enables ZFDS to provide life-saving screenings, focusing on early detection, which is key to beating this preventable disease.

Bijoux Sangasile, the Family Planning/Reproductive Health/Maternal, Newborn, and Child Health (FP/RH/MNCH) Coordinator at the Ndola Hub for USAID Zambia Integrated Health, has raised alarm over the health risks associated with traditional sexual enhancers, particularly their links to cancer.

In an interview, Sangasile highlighted that many of these enhancers, often marketed to boost libido and sexual performance, contain herbal ingredients that have not undergone scientific safety testing. Notably, the use of "kankanda," a local herbal remedy, has been reported, but without regulation, users may unknowingly consume harmful substances that pose cancer risks.

Additionally, some enhancers include steroids or steroid-like substances, which can significantly increase the risk of liver cancer and other malignancies with prolonged use.

The unregulated manufacturing processes often lead to contamination with dangerous chemicals such as heavy metals, raising further health concerns.

Cultural practices surrounding the administration of these enhancers can also lead to unsafe methods, including injections, which may increase the risk of infections associated with cancer. Sangasile emphasized that the cultural stigma surrounding sexual health discussions often pushes individuals toward these traditional remedies, perpetuating reliance on potentially harmful products.

Moreover, these enhancers can contribute to risky sexual behaviors, which increase the likelihood of sexually transmitted infections (STIs), including HIV—a known co-factor for several cancers, such as cervical cancer.

As Zambia continues to grapple with cancer risks related to traditional practices, Sangasile advocates for increased public awareness and education about the dangers of these enhancers. Promoting evidence-based sexual health practices is essential to mitigate these risks and improve overall health outcomes in the community.

## FOUNDING MEMBER DR. COLLINS MACKENZIE RETURNS TO ZFDS TO REFLECT ON ITS GROWTH



He described how the Zambian Government worked to establish and staff hospitals on the Copperbelt and rural regions, with ZFDS created to extend medical care to underserved communities. Reflecting on his experiences in the late 1960s, Dr. Mackenzie highlighted some of ZFDS's early accomplishments. The organization's first medical flight took place in 1965, and by 1970, a radio communication network and 14 airstrips had been established. During his tenure, ZFDS treated over 96,000 patients annually and transported nearly 900 critical cases to Chiwala Hospital for specialized care, with patients receiving sustained support until they were able to reunite with their families. Dr. Mackenzie noted that, at the time, Zambia had no medical school, and ZFDS depended on doctors, nurses, and other medical personnel from overseas to fulfill its mandate.



On November 7, 2024, Dr. Collins Mackenzie, along with his wife Ms. Christine and daughter Dr. Amelia Mackenzie, visited the Zambia Flying Doctor Service (ZFDS) headquarters in Ndola. Dr. Mackenzie, who served with the ZFDS from 1969 to 1970 shortly after its establishment, returned to honor the service's legacy and witness its growth since his tenure. He is currently based in Maryland, USA. The Mackenzie family was warmly welcomed by ZFDS members of staff and management. Dr. Mackenzie shared memories and insights from his time with the organization and to reflect on the pioneering vision that continues to drive ZFDS's mission. Dr. Mackenzie recounted the service's beginnings, explaining that ZFDS was founded in 1965 through the collaborative efforts of Dr. David Kaunda and Dr. James Lawless, supported by the United States and Irish governments.



During their visit, the ZFDS team offered the Mackenzie family a tour of its facilities, highlighting the organization's ongoing expansion and development since its inception. Dr. Mackenzie expressed deep appreciation for the service's commitment to its original mission of providing vital healthcare to rural communities, honoring the legacy he helped to build nearly six decades ago.





# 03

## Medical Corner

Over 170 thousand Lives access medical care in  
Rural Zambia in 2024



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# Our Routine outreach cycle





# NG'ANGA BILONDA HOSPITAL: A NEW DAWN FOR RURAL HEALTH



The Zambia Flying Doctor Service (ZFDS) has assumed management of Mwansabombwe Level One Hospital, renaming it Ng'anga Bilonda Hospital in honor of the first Mwata Kazembe.

This significant step underscores ZFDS's commitment to improving healthcare access in rural and hard-to-reach communities. In July 2024, the Ministry of Health (MOH) entrusted ZFDS with the management of the hospital

After months of meticulous preparation, the facility is now fully operational. The Service has fully operational maternity wing aiming to reduce maternal mortality and ensure safe deliveries in line with the Presidential Delivery Unit (PDU) initiative.

The hospital will provide a comprehensive range of services, including emergency care, medical evacuations, and strengthened community outreach programs.



# NG'ANGA BILONDA HOSPITAL INDUCTION



In December 2024, ZFDS conducted an induction workshop for all hospital staff to foster a positive work culture and streamline operations. The workshop covered a wide range of topics, with presentations from various departments including Medical, Legal, Finance, Human Resources, Security, and Audit.

Dr. George Ng'uni, Chief Executive Officer (CEO) of ZFDS, emphasized the importance of individual accountability and teamwork in achieving success.

The renaming and operationalization of Ng'anga Bilonda Hospital mark a significant milestone.

ZFDS is committed to working closely with the local community, healthcare partners, and the Ministry of Health to make this hospital a beacon of hope and exceptional healthcare in the region.



# OVER 170 THOUSAND LIVES ACCESS MEDICAL CARE IN RURAL ZAMBIA IN 2024

## *MEDICAL OUTREACH PROGRAM REACHES NEW HEIGHTS*



In 2024, the Medical Department achieved remarkable milestones, delivering healthcare to even the most remote corners of Zambia.

Through 80 impactful outreaches, we reached 174,197 clients, proving our commitment to accessible healthcare for all. These outreaches went beyond routine consultations, providing specialized care to address critical health concerns. Our teams visited 80 districts and 463 healthcare facilities, ensuring no community was left behind.

From the Copperbelt to Muchinga, we worked tirelessly to bridge healthcare gaps and improve the lives of Zambians.

Key achievements include:

- 174,197 patients received vital medical care.
- 80 successful outreaches conducted nationwide.
- Enhanced access to specialized healthcare services.

Looking ahead, we are strengthening partnerships to elevate our services.

The anticipated Memorandum of Understanding with the Workers Compensation Fund Control Board (WCFCB) will be a game-changer. Through this collaboration, we aim to procure helicopters, revolutionizing our outreach efforts by ensuring timely access to healthcare for remote communities.

These accomplishments are a testament to the dedication of our healthcare teams and the invaluable support from traditional leaders, communities, and partners.

As we embrace innovation and collaboration, we remain steadfast in our mission to build a healthier Zambia, where quality healthcare is a right, not a privilege.

Together, we are transforming lives and ensuring no one is left behind.



## A LANDMARK MEDICAL OUTREACH IN LUAPULA PROVINCE



For the first time in history, villagers from twelve districts across Luapula Province, including Mwansabombwe, Kawambwa, and Samfya, had access to specialized medical care at Zambia Flying Doctor Service's (ZFDS) Ng'anga Bilonda Hospital.

The week-long outreach during the last week of October, 2024, in collaboration with Eye Care for Zambia, a UK-based charity, brought much-needed healthcare services to some of Zambia's most underserved communities.

In rural Zambia, specialized healthcare is often out of reach, with many having to travel long distances to urban hospitals or go without care altogether. But for the first time, ZFDS brought a team of specialists directly to the region. The medical team provided a range of essential services, including eye screenings, cataract surgeries, general surgeries, gynecological services, and diabetic eye care.

A highlight of the outreach was the restoration of sight to a 19-year-old male from Mutwame Village, who had struggled with cataracts since childhood.

His condition, which had forced him to abandon his education, was treated through a successful cataract surgery.

With his vision restored, he is now eager to return to school and pursue his dreams.

Over the course of the week, 39 cataract surgeries were performed, marking the first-ever cataract operations in Mwansabombwe.

The medical team also treated hundreds of other patients with eye-related issues, as well as providing essential services in gynecology and general surgery.

In addition to eye care, ZFDS's efforts extended to life-saving general surgeries. In the quiet village of Lufubu, a 21-year-old woman who had been silently suffering from a massive ovarian cyst was finally given a second chance at life. After months of uncertainty, the ZFDS team successfully removed the cyst, weighing over 6.5 kilograms, restoring her health and bringing peace to her worried family.



This medical outreach exemplifies ZFDS's commitment to providing accessible, high-quality healthcare to Zambia's most remote areas, transforming lives with compassionate care.

The community's response was overwhelming, with more than 2,000 people benefiting from the specialized care.

This outreach is a step forward in ensuring that even Zambia's most rural communities have access to the healthcare they deserve.



04

# Aviation Corner



**A LIFELINE IN THE SKY :  
AVIATION DEPARTMENT SUPPORTS  
HEALTHCARE & COMMUNITY DEVELOPMENT**

# A LIFELINE IN THE SKY

## AVIATION DEPARTMENT SUPPORTS HEALTHCARE & COMMUNITY DEVELOPMENT



Imagine being in a remote village, hours away from the nearest hospital, someone is facing a life-threatening emergency. This is where the Zambia Flying Doctor Service (ZFDS) truly shines.

Recently, ZFDS answered a desperate call for help. A devastating road accident near Chavuma left five young football players critically injured. Facing a race against time, ZFDS swiftly mobilized. Within hours, our aircraft transported these young athletes to specialized care in Lusaka, significantly increasing their chances of survival.

This rescue mission exemplifies ZFDS's vital role. In 2024, our dedicated team conducted 65 outreach programs, 51 emergency medical evacuations for the Ministry of Health, and 13 private medical missions. We logged over 657 flight hours, ensuring our aircraft remain in top condition for every mission. But the numbers tell only part of the story.

Behind every flight lies a human story of hope, resilience, and the unwavering commitment of our team. ZFDS is more than just an aviation service; we are a lifeline, connecting communities and bringing hope to those in need. As we look ahead, we remain dedicated to saving lives and improving the health and well-being of all Zambians.





# MEDICAL OUTREACHES

## ZFDS ACHIEVE SURGICAL MILESTONES IN RURAL OUTREACH

Notable surgical milestones achieved through specialized outreaches conducted in 2024.

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**Saving a Boy After a Crocodile Attack:** In Serenje, ZFDS surgeons performed life-saving surgery on a 12-year-old boy who survived a crocodile attack, stabilizing his severe leg injuries and ensuring his recovery.



**Removing a 9kg Tumor:** In Nakonde, a 24-year-old woman burdened by a massive tumor received a life-changing mastectomy, restoring her health and hope.



**Restoring Sight and Hope:** In Mwansabombwe, a 19-year-old boy regained his vision after cataract surgery, allowing him to return to school. The outreach also recorded 39 successful eye surgeries, a first for the district.



**Orthopedic Excellence in Katete:** ZFDS surgeons performed 77 orthopedic procedures, addressing severe trauma cases and advocating for road safety and motorbike protective gear.



**Addressing Vesicovaginal Fistula (VVF) in Chinsali:** A 29-year-old woman received specialized care for VVF after 14 years of silent suffering, marking a new chapter of hope and healing.



# Medical Evacuations

## SAVING LIVES THROUGH TIMELY MEDICAL EVACUATIONS

In 2024, the Zambia Flying Doctor Service (ZFDS) conducted 95 critical medical evacuations for the Ministry of Health.

These life-saving missions transported patients with severe injuries and illnesses from remote locations across Zambia to specialized hospitals in major cities like Lusaka.

These evacuations demonstrate ZFDS's vital role in providing timely and life-saving medical care to individuals in remote and underserved areas across Zambia.

### **Mother's Life Saved:**

A pregnant mother with severe head injuries after a motorbike accident was successfully evacuated from Kasempa District and underwent emergency surgery in Lusaka.



### **Spinal Injury Evacuation:**

A patient with a spinal injury was swiftly evacuated from Kaoma District to UTH for critical care.



### **Former Minister Airlifted:**

Following a serious road accident, former Minister Dr. Chishimba Kambwili was airlifted from Kasama to Lusaka for specialized treatment.





## **HIS ROYAL HIGHNESS CHIEF MWATA KAZEMBE ALLOCATES LAND FOR AIRSTRIP CONSTRUCTION IN MWANSABOMBWE DISTRICT**



In a landmark decision for Mwansabombwe District, Luapula Province, Mwata Kazembe of the Lunda people has allocated land for constructing a new airstrip. This development is part of Zambia Flying Doctor Service's (ZFDS) commitment to enhance healthcare access following their recent acquisition of Mwansabombwe Level One Hospital, now Ng'anda Bilonda Hospital.

The airstrip aims to ensure quicker patient transport, especially for expectant mothers facing complications, aligning with ZFDS's mission to improve maternal healthcare services in rural Zambia.

By establishing airstrips across remote areas, ZFDS envisions a healthcare network that reduces maternal and neonatal mortality rates and enhances access for vulnerable populations.

### **Aviation's Essential Role in Rural Healthcare**

Aviation is crucial for delivering emergency healthcare in rural Zambia, where access is often hindered by poor road infrastructure.

Air transport allows medical personnel, supplies, and emergency support to reach underserved communities quickly. This mode of transport is life-saving for patients requiring urgent care and ensures remote clinics are stocked with essential medicines and equipment.

Recognizing aviation's impact, the Government continues to invest in aviation infrastructure, reinforcing its role in making quality healthcare accessible to all Zambians.

The new Mwansabombwe airstrip marks a promising step toward connecting remote communities with essential health services.



05

## STAFF WELLNESS AND DEVELOPMENT





## ZFDS CHAMPIONS ENVIRONMENTAL RESPONSIBILITY



The Zambia Flying Doctor Service (ZFDS) has joined Zambia's "Keep Zambia Clean, Green, and Healthy" national campaign, demonstrating its commitment to environmental responsibility.

Every last Friday of the month, ZFDS staff actively participate in community and workplace clean-up activities. These initiatives not only promote a cleaner environment but also foster a strong sense of teamwork and employee engagement.

"These clean-up efforts are more than just about tidiness," says Mr. Edward Msoni, ZFDS Head Human Resource and Administration

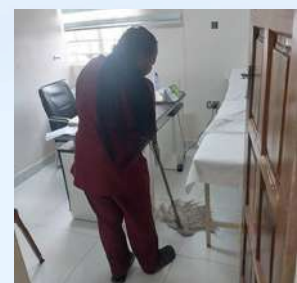


**Mr. Edward Msoni**  
Head Human Resource & Administration

"They emphasize personal responsibility and contribute to a more productive and fulfilling work environment. A clean and organized workspace boosts morale and enhances employee well-being."

This initiative aligns with ZFDS's broader wellness policy, demonstrating the organization's dedication to improving the health and well-being of both its staff and the communities it serves.

### ZFDS employees participating in cleaning exercise





## THE TEAM BEHIND ZFDS'S AEROMED HOSPITALS AND HEAD OFFICE CLEANLINESS



While doctors and nurses often receive praise for their life-saving roles, behind the scenes, there is another group of dedicated individuals whose contributions are equally vital: the general workers who keep Zambia Flying Doctor Service's hospitals and headquarters running smoothly. At the ZFDS head office and Aeromedical centers, these workers ensure that every corner is spotless, maintaining a safe and hygienic environment for both healthcare professionals and patients.

From cleaning hospital wards to keeping the administrative offices tidy, their hard work plays an essential role in the quality of care provided.

### The Backbone of Operations

These workers begin their day long before anyone else arrives. At the crack of dawn, they sanitize the operating rooms, polish the hallways, and ensure that every patient's room is clean and welcoming. Their commitment ensures that doctors and nurses can focus on their medical duties without worrying about cleanliness.

"Without them, the environment wouldn't be as conducive for healing," one healthcare worker stated. "They create the foundation for our work."

#### Working under Pressure

The pressure on general workers in healthcare environments is immense, especially during busy periods like medical outreach programs and emergency situations.

Their work doesn't go unnoticed, as the quality of care in ZFDS hospitals would be compromised without their tireless efforts.

The COVID-19 pandemic highlighted their crucial role in infection prevention. In times of crisis, these workers were at the frontline, ensuring that the facilities remained safe for both staff and patients, often risking their own health.

### Dedication Beyond Duty

It's more than just cleaning; it's a sense of responsibility. As one of the employees put it, "I don't just see it as cleaning floors or surroundings—I know that I am helping to prevent infections and making sure that doctors and patients have a clean, safe space." says Nelly Banda. Their humility and hard work is indispensable.

As we walk into a ZFDS hospital or the headquarters, we are greeted with an environment that fosters healing, productivity, and professionalism—thanks to these quiet heroes.

Recognizing and celebrating their commitment is essential because, without them, none of the life-saving work done by ZFDS would be possible. We love and appreciate them.



# 06

## TRADITIONAL CEREMONIES





# Integrating Culture and Healthcare:

## The Role of Medical Outreaches at Traditional Ceremonies



The Zambia Flying Doctor Service (ZFDS) understands that true healthcare goes beyond medicine.

It is about building trust and understanding within communities. That is why we embrace traditional ceremonies, transforming them into vibrant hubs of health and well-being. These joyful cultural gatherings offer a unique opportunity to connect with underserved populations on their own terms.

We bring essential healthcare services – vaccinations, check-ups, health education – directly to the heart of their communities. By meeting people where they already are, we build lasting relationships and foster a deeper understanding of their healthcare needs. This approach not only improves access to vital services but also strengthens the bond between the ZFDS and the communities we serve.



**H.E President Hakainde Hichilema  
at Chakwela Makumbi ceremony -  
Chongwe**



**ZFDS offering free medical services at  
chakwela makumbi traditional  
ceremony**



**ZFDS CEO Dr. George Ng'uni greeting Her  
Royal Highness Chieftainess Nkomeshya**



**His Royal Highness Chiti Mukulu  
Ukusefya pa Ngwena**



**His Royal Highness Chief Nkambo  
Katanino Ceremony**



07

# Corporate Social Responsibility



# COMMUNITY FIRST:

## ZFDS's Commitment to Corporate Social Responsibility

The Zambia Flying Doctor Service (ZFDS) demonstrates its commitment to Corporate Social Responsibility (CSR) through impactful community outreach programs. Through these initiatives, ZFDS strengthens its bond with communities, fostering trust and making a lasting positive impact.

In 2024, key activities included:



### Oral Health Campaign

Raising awareness and providing preventive dental care to vulnerable communities



### Supporting Families in need

ZFDS offers aid to parents of a baby evacuated for specialized care from Mungwi District, Northern province to Arthur Davison Childrens Hospital..



### Eye Screening services

Improving Vision and quality of life through eye examination & distribution of free glasses to the needy.



### Clothes Distribution

Supporting the dignity and well-being of the less privileged in rural and remote areas .



### Community health support

Archbishop Phiri commended ZFDS's CSR policy noting its positive impact on community



# Photo Focus





# ZFDS REFLECTS ON TRANSFORMATION DURING YEAR END DEVOTION



The year 2024 closed with a moving reflection at the James Lawless AeroMED Hospital in Northrise, Ndola. Zambia Flying Doctor Service (ZFDS) staff gathered, a wave of gratitude washing over them as they honored the service's remarkable journey.

*"We almost lost ZFDS in the 1980s," shared Mr. Musuwila Meleka, a Senior Dental therapists, his voice filled with a hint of disbelief. Political disturbance and severe funding cuts threatened to shut us down. We faced months without pay, yet our commitment to the mission never wavered."* Mrs. Hilda Simulambo Aircraft Chief Inspector, described a stark contrast between the past and present.

*"Back then, we worked in dilapidated buildings, the 'greens' of the hospital we see today was only visible during the rainy season,"* she recalled.

Today, the transformation is awe-inspiring.

Chief Executive Officer (CEO) Dr. George Ng'uni expressed heartfelt appreciation for the staff who weathered the storms.

*"You are the heart and soul of ZFDS,"* he declared. *"Your dedication, your sacrifices – like that of Mrs. Masumba's husband who lost his life in service – will forever be remembered."*

As the gathering concluded, a sense of shared purpose filled the room.

ZFDS, once teetering on the brink of collapse, now stands as a beacon of hope, a testament to the unwavering spirit of its people. Looking ahead, the service embarks on a new chapter, inspired by the legacy of its pioneers and driven by an unwavering commitment to serving the people of Zambia.



# ZFDS SHOWCASES ACHIEVEMENTS AND FUTURE PLANS



The Zambia Flying Doctor Service (ZFDS) held its end-of-year press briefing on December 31, 2024, in Ndola, highlighting key achievements and future plans.

## Major Investments and Expanding Access

ZFDS emphasized the impact of the K167.75 million recapitalization approved in April 2024, which funded the acquisition of two Bell 212 helicopters, ambulances, motor vehicles, fuel bowzers, and a bus. CEO Dr. George Ng'uni noted these assets would enhance aeromedical services, particularly in remote areas.

ZFDS Ng'anga Bilonda Level 1 Hospital in Mwansabombwe is being fully operationalized to serve as a specialized surgical camp for Luapula and Muchinga Provinces, with airlifted doctors and patients. Mobile hospital trucks will extend medical services to rural areas at no cost.

## Strategic Partnerships and Human Capital Development

ZFDS partnered with the Workers Compensation Fund Control Board, Liberty Health Insurance, and Medlink Insurance to expand access to healthcare. An Aeropharmacy was opened in Mpongwe to improve access to medicines. Additionally, six medical doctors and four nurses received sponsorship for specialized training.

## Vision for 2025 and Beyond

Plans include increasing medical outreaches from 26 to 50 annually, expanding rural surgical camps, deploying drones for medical supplies, launching digital emergency response services, and completing all recapitalization-related procurement.

ZFDS expressed gratitude to President Hakainde Hichilema, the Government, the Ministry of Health, and other key stakeholders for their continued support.



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