Zambia ratified the UN Convention on the Rights of Persons with Disabilities (UNCRPD) in 2010. The government has mandated the Zambia Agency for Persons with Disabilities (ZAPD) to provide and coordinate physical rehabilitation services, to advocate for the rights of persons with disabilities, and foster their social and economic inclusion.

The government is investing increasingly in the physical rehabilitation sector, particularly in the four main regional rehabilitation centers, as part of a national plan on the improvement of health services. Its national development plan for 2017-2021, which is currently in progress, aims to include persons with disabilities in all its programs and to prioritize the mainstreaming of disability into various sectors. It has also started to conduct a national disability survey to better understand and assess the gaps in services.

The center for prosthetics and orthotics of the University Teaching Hospital (UTH), managed by the Ministry of Health (MOH), has received assistance successively from MoveAbility and the ICRC since 1996.

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**KEY FACTS & FIGURES - 2018**

1. **POPULATION**
   - 17,094,000\(^1\)

2. **PERSONS WITH DISABILITIES**
   - \(~340,000\(^2\)**

3. **CAUSE OF DISABILITIES (MOBILITY, SELF-CARE, VISION)**
   - Malnutrition, Accidents, Infectious Diseases, Non-Infectious Diseases, Congenital Diseases (acquired at birth or during uterine development, as a result of either hereditary or environmental influences) and Others (including ageing)\(^3\)

4. **UN CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES (UNCRPD)**
   - 2010\(^4\)

5. **HUMAN DEVELOPMENT INDEX (HDI)**
   - 158/188

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**MOVEABILITY’S PARTNERS IN ZAMBIA**

- Ministry of Health (MOH)
- The University Teaching Hospital (UTH)
- Zambia Federation of Disability Organizations (ZAFOD)
- Zambia Agency for Persons with Disabilities (ZAPD)

\(\text{\*Presented in alphabetical order}\)

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\(^{1}\) Source: World Bank data
\(^{2}\) Source: https://medium.com/@socialbeings/disability-in-zambia-81302b467d5b
\(^{3}\) Source: Central Statistical Office
\(^{4}\) Ratification of the UNCRPD
THE VOICE OF A WOMAN

After a difficult childhood, marked by hospital stays and physical rehabilitation sessions, Agnes Manda fulfilled her dream when she began a career as a prosthetist and orthotist at the age of 19. Her path and the challenges she went through made her want to fight, but above all to help persons with disabilities.

Agnes was born with a congenital lower limb malformations on and above the foot. Until the age of 5 she lived with this malformation and was moving as best she could. In 2002, she underwent an amputation of the lower limb at Saint Francis Mission Hospital in Katete in the Eastern Province and received her first prosthesis. Until then, Agnes went through a lot of physical, but also psychological suffering, especially because of the mocking eyes of others. When she was fitted with this first prosthesis, thanks to a donation, she was finally able to start moving and doing things like other children of her age.

First, she was taken care of at the Leonard Cheshire homes, in the Eastern District. But the center was too far from home, and Agnes continued her treatment at the Zambian Italian Orthopaedic Hospital, which is now known as Saint John Paul II. She received eight different prostheses that followed her growth, which allowed her to always remain comfortable.

The last prosthesis she received was made at the University Teaching Hospital (UTH), where Agnes participated in an interview on the quality satisfaction assessment, conducted by MoveAbility, UTH and the Zambian Agency for Persons with Disability. She explained that, thanks to the prosthesis and the support she received, she was able to follow a normal school curriculum and reach the point she is at today. She adds that she is an active and sociable person and that she wears her prosthesis more than 10 hours a day and that it goes very well.

Currently, Agnes is working as a volunteer at the prosthetic and orthotic center of the UTH and wishes to pursue her career in this field. “I would like to be the best in my area of expertise and prove that a woman with a disability can succeed. I would also like to be fulfilled personally and have a family while continuing my fight to ensure that the voices of persons with disabilities are heard”, she concludes.

OUR APPROACH IN ZAMBIA

WORKING WITH THE AUTHORITIES

MoveAbility will continue to work with the MOH and other key stakeholders – the ZAPD, local service providers and training institutions – in developing the physical rehabilitation sector in Zambia, primarily through the creation of a national platform. Our enhanced interaction with the MOH and other actors involved in the platform will promote the development of policies and plans for the sector. For instance, we will coordinate with the ZAPD the collection of feedback from beneficiaries of physical rehabilitation services and include these insights to the platform’s activities.

SUSTAINING THE DELIVERY OF GOOD-QUALITY SERVICES

In line with the MoU and its comprehensive activity plan – to be developed in 2019 – we will continue to support local service providers in ensuring that they provide good-quality services and that people working in the physical rehabilitation sector have opportunities to hone their skills. With material and technical support, we will help the UTH and other centers to implement tools to measure quality and patient satisfaction, and work on our recommendations to improve their services. For example, a resident technical officer will be hired to assess and collect data on patient-satisfaction from four public centers.

To ensure the sustainability of services, MoveAbility will organize training sessions or provide scholarships to students and physical rehabilitation professionals; we will continue to support the efforts of the University of Zambia to offer degrees in prosthetics and orthotics. Key staff from the UTH will participate in training on the Essential Management Package (EMP) in Rwanda in 2020.
MAIN ACHIEVEMENTS

NATIONAL PLAN
MoveAbility and the Ministry of Health (MOH) signed a memorandum of understanding – aligned with the WHO rehabilitation strategy – for the period of 2018–2020; the document covers cooperation in several areas, including the creation of a national platform for physical rehabilitation.

EDUCATION AND TRAINING
In 2018, together with other organizations, we supported the University of Zambia in developing a business plan for a school that will offer a bachelor’s degree in prosthetics/orthotics.

QUALITY OF SERVICES
We assessed the services at the UTH, and provided the center with recommendations for improvement.
Staff in physical rehabilitation centers were trained in specialized topics, such as measuring gaps in the quality of services through beneficiary-feedback surveys and technical assessments.
At various public physical rehabilitation centers, we donated computers, installed patient management software and trained staff in its use.

ACCESS TO SERVICES
To support the activities of the University Teaching Hospital, we donated raw materials and other supplies; some of these will be also distributed to three regional public physical rehabilitation centers.

BENEFICIARY STATISTICS 2016–2018

PEOPLE WHO RECEIVED SERVICES FROM OUR PARTNERS

<table>
<thead>
<tr>
<th>Year</th>
<th>Prostheses</th>
<th>Orthoses</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>176</td>
<td>105</td>
<td>281</td>
</tr>
<tr>
<td>2017</td>
<td>250</td>
<td>104</td>
<td>354</td>
</tr>
<tr>
<td>2018</td>
<td>469</td>
<td></td>
<td>469</td>
</tr>
</tbody>
</table>

BREAKDOWN OF PEOPLE WHO RECEIVED SERVICES

<table>
<thead>
<tr>
<th>Year</th>
<th>0–15 years</th>
<th>15–43 years</th>
<th>43+ years</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>29%</td>
<td>39%</td>
<td>28%</td>
</tr>
<tr>
<td>2017</td>
<td>13%</td>
<td>32%</td>
<td>26%</td>
</tr>
<tr>
<td>2018</td>
<td>29%</td>
<td>32%</td>
<td>26%</td>
</tr>
</tbody>
</table>

ASSISTIVE DEVICES PROVIDED BY OUR PARTNERS

<table>
<thead>
<tr>
<th>Year</th>
<th>Prostheses</th>
<th>Orthoses</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>22</td>
<td>105</td>
</tr>
<tr>
<td>2017</td>
<td>30</td>
<td>104</td>
</tr>
<tr>
<td>2018</td>
<td>108</td>
<td>271</td>
</tr>
</tbody>
</table>

1 Services include: prosthetics and orthotics, physiotherapy, other rehabilitation services and consultations.
The final beneficiaries data as reported by the partners in the field.
2 As reported in October 2018, extrapolated to year end.
OBJECTIVES AND EXPECTED IMPACT FOR 2019-2021

By the end of the reporting period covered by this document, in 2021, we aim to have contributed to the following objectives:

**NATIONAL PLAN**
- A national rehabilitation platform – composed of various local stakeholders – is established and recognized by the authorities, by 2019
- The platform works to further develop the physical rehabilitation sector, through the implementation of WHO Rehabilitation Support package, and develops a strategic plan for rehabilitation by 2020

**EDUCATION AND TRAINING**
- People working in the physical rehabilitation sector such as prosthetists and orthotists develop their capacities to provide good-quality services; those aspiring to work in the sector pursue physical rehabilitation studies

**QUALITY OF SERVICES**
- By 2019, tools for measuring the quality of services, such as beneficiary-feedback sessions, are rolled out in three centers; the University Teaching Hospital (UTH) takes into account the assessments made of its services while planning for its annual activities
- Physical rehabilitation centers deliver good-quality services, and adopt a multidisciplinary approach in the provision of their services

**ACCESS TO SERVICES**
- The Zambia Agency for Persons with Disabilities (ZAPD) and the Zambian Red Cross Society identify and refer persons with disabilities in need of treatment
- The Zambian Paralympic Committee is reactivated and registered with the appropriate sports federations and associations

**MANAGEMENT CAPACITIES**
- Key senior staff at the UTH and other physical rehabilitation centers hone their leadership skills through the Essential Management Package (EMP) training presented by Management Sciences for Health

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1 The budget is indicative and is subject to income received.