



ڈاکٹر ضیاء الدین ہسپتال NEWSLETTER

OCTOBER'19 - DECEMBER'19 | VOLUME 01 ISSUE 02

CELEBRATING

WORLD QUALITY DAY AT DR. ZIAUDDIN HOSPITAL NORTH CAMPUS



and symptoms in treatment and precautions.

Dengue:

A total of 19,296 dengue positive cases have been confirmed as of 2 October 2019 and more than 30 deaths were reported in September based on Federal Disease Surveillance and Response Unit from Field Epidemiology and Disease Surveillance Division – National Institute of Health (NIH), Islamabad.

Congo Fever:

Crimean-Congo Hemorrhagic Fever is an infection caused by Crimean-Congo Hemorrhagic Fever Virus (CCHFV), a Nairovirus belonging to the Bunyaviridae family. It is a zoonosis – an animal disease that can spread to humans – chiefly affecting wild animals and domestic livestock. Humans become ill with CCHF when they are bitten by infected ticks or when coming into contact with infected animal blood or tissues.

In Pakistan Dengue fever and Dengue hemorrhagic fever are fastest emerging arboviral infections since 2005. During 1995 to 2004, only 699 dengue cases and 6 deaths were reported from three districts in the country while, these numbers have been theatrically increased.

Naegleria:

Infections can happen when polluted contaminated water enters the body through the nose. Once the amoeba enters the nose, it travels to the brain where it causes primary amebic meningoencephalitis -PAM (which destroys brain tissue) and is usually lethal. Infec-

tions usually occur when it is hot for prolonged periods of time, which results in higher water temperatures and lower water levels.

The Key Note Speaker , Dr. Inayat Ali Khan , Director Services & Consultant Neurosurgeon and Experts Panelists , Prof. Ejaz Ahmad Vohra, Consultant Medicine & Director PGME , Dr. Ali Abbas , Consultant Pulmonologist & HoD Critical Care Unit , & Dr. Farhana Zafar , Consultant Pediatrician shared their important views on seasonal infections and it's management. Each acute infectious disease has its own seasonal window of incidence, which, importantly, may vary among geographic locations and differ from other diseases within the same location. Finally the saying- **"Prevention is better than Cure"** was the Catch of the day.

The Second session was a workshop on **Hand Hygiene Importance and practices** – we had two Facilitators – Ms. Farkhanda Haroon , Assistant Manager infection control Department North Campus and a Guest Ms. Farhana Tabassum Siddiqui , Consultant Infection Control Nurse - Sindh Health Commission Care Specialized Trainer.

CDC's Clean Hands Count campaign intentions are to improve healthcare provider adherence to hand hygiene recommendations, address myths and misperceptions about hand hygiene, and empower patients to play a role in their care by asking or reminding healthcare providers to clean their hands again and again .

Few important points of the discussion:

- Alcohol-based hand sanitizer kills most

This year's theme: 100 years of quality

World Quality Day is designed to spot out the contributions of quality professionals across the globe. It is a good opportunity to celebrate the accomplishments our team and organization.

Department of Quality Assurance arranged two sessions marking the day of Quality measures and practices.

Focusing on Quality and Infection Prevention: Partnering for Improved Outcomes

Infection prevention and control (IPC) is a scientific approach and practical key designed to prevent harm caused by infection to patients and health workers. It is grounded in infectious diseases, epidemiology, social science and health system strengthening. IPC occupies an exclusive position in the field of patient safety and quality universal health coverage since it is pertinent to health workers and patients at every single health-care encounters, especially while dealing with patients.

Our day started by a session on "Seasonality of Infectious diseases" on Thursday, 14th November, 2019.

Talking on infectious Diseases like - Dengue, Congo Fever, and Naegleria fowleri, Dr. Jamil Muqtadir our Consultant Infectious diseases shared important points – the disease etiology, sign

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of the bad germs that make you sick and is the preferred way to clean your hands in healthcare settings.

- Alcohol-based hand sanitizer does not kill C. difficile, a common health-care-associated infection that causes severe diarrhea. Patients with difficile

should wash their hands with soap and water and make sure their healthcare providers always wear gloves when caring for them.

The take home message given by both facilitators was proper hand washing is an essential thing and it is the talk of all

infection control forums these days; (WHO CDC & others), by doing so we can be safe and keep our family and community safe as well.

By:
Dr. Anila Kazmi
Group Head, Quality Assurance

ZELT | ZIAUDDIN ENGLISH LANGUAGE TEST

English Language Development (ZELT) is a sequel of Nursing Orientation Programs as Dr. Ziauddin hospital believes in strengthening its back bone; personally and professionally. Therefore, this program will make its nurses effective and productive workers who have the ability to think critically in the light of recent researches and developments in the field of Nursing; health and sciences. It is a program through which nurses have to go through the diagnostic test and then after completion of program, they appear in the progressive test in order to achieve the set international standards of Dr. Ziauddin hospital. However, Dr. Ziauddin hospital has taken an initiative to screen the candidates before joining the hospital. Therefore, it is important for the candidate that one should have

certain command over English Language skills as per the criteria set by Dr. Ziauddin Hospital.

Pakistan community would like to pay heartiest gratitude to the **President of Pakistan, Dr. Arif Alvi** who declared **2019** as a **Year for Nurses**. Therefore, Dr. Ziauddin hospitalss put step forward and started this special program for Nurses who have been associated with the organization and have proved themselves the most beneficent, dedicated and above all committed to their noble profession.

By:
Noreen Sharafat
ELD Facilitator



IN MEMORY OF MS. SHABANA MUSHARRAF



All telephone operators connect calls from one person to another, but it is only a few operators who are able to make a connection so strong that they are remembered long after the call ends.

Shabana Musharraf joined Dr. Ziauddin Hospital, Clifton Campus as a telephone operator in April 2004. Her communication skills were as vibrant as her personality and her witty remarks soon became her trademark. She prided herself on knowing everyone

within the hospital and amazed others by her insight, her experience and her integrity with regards to the organization. Shabana was an example of strength, determination and hard work. Even while facing difficulties in her personal life, she carried on with a smile, always hopeful and always grateful.

Shabana underwent a surgical procedure in August 2019 from which she did not recover. During her illness, there wasn't a day when we didn't pray for

her and at the time of her demise there wasn't a dry eye in the house.

She may not be among us anymore but Shabana will always be remembered at Dr. Ziauddin Hospital, Clifton for her bright and bubbly nature, for her sincerity towards her work and most of all for having the inexplicable capability of connecting with others in the most endearing way.



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EVOLVING HIGH SKY IS THE LIMIT

The purpose of creating a new department is to provide a structure that increases the ability of a team of individuals in planning, problem solving and decision making. Dr Ziauddin Group of Hospitals is developing a new department where Dr. Shahzad Yar Khan joined the hospital as Deputy Manager Business Development, he says: When I ask what Business development is? I'm likely to get just as many answers...as

"Business development is sales," some will say, concisely.

"Business development is partnerships," others will say, vaguely.

"Business development is hustling," the startup folks will say, evasively.

Lacking any concise explanation of what business development is all about; we need to seek to unite the varied forces of business development into one comprehensive framework. And eureka, for I have found it the Grand Unified Theory of business development:

"Business development is the creation of long-term value for an organization from customers, markets, and relationships."

There is elegance in simplicity, but perhaps this definition leaves you wanting more. At its heart, business development is all about figuring out how the interactions of those forces combine together to create opportunities for growth. But a theorem requires a proper proof, so let's break that statement down:

Long-Term Value

First, what do I mean by "long-term value?" In its simplest form, "value" is cash, money, the lifeblood of any business (but it can also be access, prestige, or anything else a company seeks in order to grow). And there are plenty of ways to make a quick buck for you or your company. But business development is not about get-rich-quick schemes and I-win-you-lose tactics that create value that's gone tomorrow as easily as it came today. It's about creating opportunities for that value to persist over the long-term, to keep the floodgates open so that value can flow indefinitely. Thinking about business development as a means to creating long-term value is the only true way to

A WARM WELCOME TO DR. SHAZMA KHAN

ASSISTANT PROFESSOR AND CONSULTANT NEUROPHYSICIAN



Dr. Shazma Khan did her Internal Medicine residency from Dr. Ziauddin Hospital, followed by Neurology training from the Aga Khan University Hospital until December 2016. Immediately after clearing her FCPS in Neurology, she joined Dr. Ziauddin Hospital in April 2017 as a Neurophysician and was soon awarded the title of Assistant Professor by Ziauddin University due to her academic interest and performance. Dr. Khan had already secured a fellowship position during her Neurology training in 2016 and received dual schol-

arship for her fellowship, one from the international Movement Disorder Society (MDS) and the other from Pakistan Society of Neurology (PSN). She then left for a year-long clinical fellowship in Parkinson's Disease & Movement Disorders (PDMD) at the National Neuroscience Institute, Singapore (October 2018-19). Dr. Khan has recently been selected by the Movement Disorder Society (MDS) to represent Pakistan at international forum and to promote PDMD education in the country. She now stands among the very few sub-specialized Neurologists in Pakistan.

Dr. Ziauddin Hospital is pleased to have her back since November 2019 as an Assistant Professor and Consultant Neurophysician as well as Movement Disorder Specialist and appreciates her zeal towards patient care and Neurology training.

succeed in consistently growing an organization.

Customers

The "customers" portion of the definition may be slightly more obvious – customers pay the bills. They are the people who pay you for your products and services, and without them you won't have any business to develop. But not everyone is a natural customer for your business. Maybe your product doesn't have the features I'm looking for. Maybe your product is perfect, but I don't even know your company sells it. Or maybe you're not reaching me because you're not knocking on my door.

Markets

That's because customers "live" in specific markets. One way to understand markets is by geography - if I only focus on selling in Pakistan but you reside in London, then you are currently unavailable to me as a customer as I do not currently reach the European market. But customers also "live" in markets that are defined by their demographics, lifestyles, and buying mindset. Identifying opportunities to reach new customers by entering into new markets is one important gateway to unlocking long-term value.

Relationships

And then there are "relationships." Just as the planets and stars rely on gravity to keep them in orbit, any successful business development effort relies on an underlying foundation of strong relationships. Building, managing, and leveraging relationships that are based on trust, respect, and a mutual appreciation of each other's value is fundamental to enabling the flow of value for the long-term. Relationships with partners, customers, employees, the press, etc. are all critical to the success of any business development effort and as such they demand a bold-faced spot in any comprehensive definition of the term.

So, is business development actually called sales? Is it partnerships? Is it all about hustling? Well, frankly, yes. It's all of the above and as we'll see it's much more. It's a complicated and fascinating discipline that deserves a clear understanding, so that we can marvel at the beauty of a well-done deal as much as the stars.

By:

Dr. Anila Kazmi

Group Head, Quality Assurance

GLIMPSES

THE ERA OF INFORMATION TECHNOLOGY "INDISTINGUISHABLE FROM MAGIC"

ACCOMPLISHMENTS OF NORTH CAMPUS

On top of safety & security, we at times are probably wasting quite a time looking for a patient's file or record. Rather than searching through filing cabinets, huge rooms full of papers, or even off-site storage, here would say that going paperless would provide us with one central location for all files. One central location for all files would mean a major increase in efficiency as well as productivity. Besides we do see the accuracy in improvement for those that have gone 100% paperless. Going paperless eliminates the risk of human error or disaster to a great extent as well.

One great vision of Dr. Ziauddin Hospital moving towards paperless, and we are already half way there.

Sharing few online landmarks here:

NURSING NOTE

Dr. Ziauddin Hospital North Campus Starts "Nursing Note- a "click at a blink" Now all our medical / health records are being documented online. Our nursing team is vigilant in working on the newly introduced system which provides an accurate reflection of nursing assessments, changes in patient conditions, care being provided and relevant information (a form designed by our Quality Assurance, Nursing and Administration Departments) to support the clinical team to deliver outstanding care and services.

DISCHARGE SUMMARY

It was a matter of concern previously that discharge process took a long time as the patient's financial settlement needs to be cleared from various departments before their exit. Taking these physical barriers in mind, our administration took an initiative and with the help of IT department redesigned the discharge process in such a way that as soon as consultants advises for the discharge of the patient, the assigned nurse marks the patient discharge in the system, this gets reflected in all the departments including laboratory, pharmacy, radiology, and food services. All departments have to clear the patient within next 20minutes. The discharging Doctor makes the online discharge and within minimal time

patient gets discharged - thus at present our patients & attendants are quite happy and satisfied with the system.

UNIT DOSE SYSTEM

A unit-dose - UDS (unit-of-use) drug distribution system is in place for all dosage forms to provide patient-specific, individually packaged medications, which minimizes nurse drug product issues (e.g., cutting in half) in order to arrive at the correct dose prior to administration.

On the way towards digitalization and putting one gaining a step ahead towards the paperless environment, Dr. Ziauddin Hospital North Campus has started generating online request of drugs to the Pharmacy with the help of an In-house software of UDS. The project started from one unit and gradually has extended covering our entire inpatient setup. Recently IV antibiotics have also been included, so we are facilitating the end users to generate all our drug request through one software.

DIET MANAGEMENT SYSTEM

Dr. Ziauddin Hospital is amongst one of those few hospitals where diet management system is online now. Here our doctors and the nutritionists work together for the betterment of our patient ailment. We provide the required nutritive value to the patients according to their diagnosis, this helping us in improving the health status for early recovery.

A PAPERLESS EMERGENCY DEPARTMENT; DREAMS COMING TRUE

Emergency department is one of the strongest areas in terms of Patient's management - providing quick care and treatment. As Emergency Department is the front face of the hospital, Ziauddin North administration has worked on further improvement of services, also making it a role model where from the patient's registration till discharge processes and actions all are just on a click and synchronized without delay.



MAKING LIFE MORE RELAXED - A touch and it's there for You

CONSULTANT'S ROTATIONAL PLAN -

Dr. Ziauddin Hospital, North Campus has recently added their consultant's rotation plan on the Intranet - Portal of the hospital. All the departments of the hospital have the access to view it. This new entry facilitates in making management easier and reliable; accessible as Consultants on Call Schedules.

SMS ALERT FOR CONSULTANTS

As soon as the patient gets admitted in the hospital, the attending Consultant get SMS alert of the patient's admission under his / her services.

It enables consultants to easily and timely get information of a new patient on board, on the contrary accessibility of patient is more easier and this system also aids in effective communication between the duty doctors and the consultants.

PACS SYSTEM

With the help of IT Department PACS system has been introduced which facilitates the users and the hospital in transporting the image from the radiology department to all the wards so rapidly that before the arrival of the patient its images are uploaded on PACS and the Concerned Consultants can start the treatment without any delay.

By:

Dr. Anila Kazmi

Group Head, Quality Assurance

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BREAST CAMP EVENT

According to an article published in Journal of Pakistan Medical Association, Pakistan has the highest rate of breast cancer among Asian countries. These alarmingly high statistics demand attention and the subsequent development of strategies for early detection and prevention of this deadly disease.

Women all across the world are advised to perform self-breast exams at regular intervals to check for lumps. Any suspicious nodule identified should be given serious clinical attention to confirm whether it is a malignancy or not. Unfortunately, many women do not pay heed to this advice and often get diagnosed only after the disease has progressed.

In accordance with Breast Cancer Awareness month, the Surgery department of Dr. Ziauddin Hospital, Clifton arranged a free breast check-up camp for women on Sunday, 27th October 2019.

The OPD was reserved only for breast check-up from 11am to 3pm, so that the patients could visit the clinic and have a consultation with the breast

surgeon in a timely manner with maximum privacy, minimal waiting and no cost at all.

Multiple departments collaborated for this project. The surgeons, Dr. Nida Wahid Bashir, Dr. Bushra Sherazi and Dr. Nadia Haroon supervised the event whereas the team of resident doctors, nursing staff, receptionists and even porters helped to ensure the process was organized and systematic.

A special feature of the Breast Camp was subsidized diagnostic imaging which included a 50% discount on mammography and ultrasound throughout the month of October 2019.

A total of 65 patients registered for the Breast Camp within a few hours and after consultation with surgeon, patients who required diagnostic imaging were directed towards the Radiology Department. 17 patients availed discounted mammography whereas 7 patients underwent breast ultrasounds at subsidized costs through this community event.

The entire Breast Camp, including free consultation and subsidized imaging, was yet

another attempt by Dr. Ziauddin Hospitals to serve the non-affording patient population. These events are crucial for women at early stages of cancer and may be their only opportunity to avail reliable and affordable healthcare services.

By:
Dr. Sana Ansari
Manager, Quality Assurance



PATIENT SAFETY WEEK

17TH SEPTEMBER 2019
TO
30TH SEPTEMBER 2019

This year, for the first time in its history, the 72nd World Health Assembly endorsed the establishment of a special "Patient Safety Day" which is to be celebrated on 17th September every year. The objective of establishing a special day to focus on Patient Safety was to raise awareness about issues which impact patient safety and work together to develop strategies to keep patients safe from all sorts of preventable harm.

Working in accordance with this WHO initiative, the Quality Assurance Department of Dr. Ziauddin Hospital, Clifton Campus planned an entire week around the theme of Patient Safety from 17th September to 24th September 2019.

The goal was to include the maximum number of staff from all hospital departments in the Patient Safety activities. For this reason, the timeline was extended and Patient Safety Day turned into a week-long activity of fun and learning.

Multiple departments collaborated with the Quality Assurance department for this event. Representatives from the Infection Control, Nursing and Fire Safety department were at the forefront quizzing staff on International Patient Safety Goals, Hand Hygiene and Fire Hazards. Special consideration was taken to ensure the questions were in accordance with the caliber of the staff in question. Those who successfully passed 2 out of 3 challenges were



awarded a special badge which read "Patient Safety Is My Responsibility".

The message of Patient Safety was shared with patients as well. Along with

EVENTS

Hospital Administration, event organizers played games with the patients & shared gifts and goodie bags with them. Staff activities went on as scheduled and the event closed with a record-breaking number of 439 internal participants!

The Grand Finale of Patient Safety Week was celebrated on 30th September 2019 at Abul Hassan Jafferey Auditorium. The 2 hour long event was focused on employee engagement as staff performed a funny skit and participated in an interactive



Kahoot quiz which included the entire audience. The highlight of the afternoon was the in-house video competition, which showcased the staff's perceptions towards Patient Safety in a light, refreshing manner.

On a more serious note, Dr. Faheem Shaikh, Chief Operating Officer of Dr. Ziauddin Hospital, Kemari Campus gave an informative talk on the important components of Patient Safety and identified hazards which have to be taken seriously to avoid accidents.



Overall, the first Patient Safety event celebrated at Clifton Campus was a massive success as almost 45% of total hospital staff participated in the activities. All departments and all shifts were included and hospital staff returned with positive feedback, feeling motivated and eager to play their role in Patient Safety.

By:

Dr. Sana Ansari

Manager, Quality Assurance



INFECTION PREVENTION WEEK

International Infection Prevention Week was initiated by APIC (Association for Professionals in Infection Control) in the 1980s and is celebrated globally in the month of October.

The Infection Control department of Dr. Ziauddin Hospital, Clifton Campus joined in the celebrations this year and spread awareness about the importance of Infection Control protocols and how each healthcare worker can play his or her role to achieve our goal of reducing healthcare associated infections.

The theme of this year's celebration was "Vaccines are Everybody's Business" and as the flu season was just around the corner, the Infection Control team focused on educating hospital staff about the importance of the flu vaccine as well as providing the actual vaccine at subsidized costs for hospital workers.

Throughout the week, different departments were targeted to ensure there was maximum participation from all areas. Nursing staff were given hands-on training on IV cannulation with a simulator while Housekeeping

staff were trained on the correct methods of cleaning and disinfection. There were activities during these sessions and participants whose knowledge and skills were above the rest were awarded with gifts to keep their morale high and set an example for others.

On the 15th of October, Global Handwashing Day was celebrated with full enthusiasm. Instead of inviting participants to the activity, the Infection Control team took the activity to the departments in the form of a Hand Hygiene Cart. The cart, decorated with hand hygiene flyers and messages, was appreciated by all. Departmental staff knowledge about Hand Hygiene practices was assessed and those who got all the answers correct became the hospital's Hand Hygiene Champions through the award of gold medals from their Head of Departments.

The week ended with an educational session on the 22nd of October in Abul Hasan Jafferey Auditorium of Ziauddin University. Prominent speakers who have considerable experience of

VACCINES
are everybody's business
13TH OCTOBER 2019 - 22ND OCTOBER 2019

Infection Prevention and Control were invited from around the city. Dr. Ali Faisal Saleem from Aga Khan University Hospital gave an educational session on Typhoid Vaccinations where as Mr. Aftab from Indus Hospital discussed the dangers of rabies and strategies to curb this deadly problem in Karachi.

In the field of Infection Control, practices and protocols need to be continually reinforced to ensure staff remains updated about new techniques and technologies which are implemented globally. The Infection Control Department uses these events as a platform to spread awareness and remind all hospital staff about their role in breaking the chain of infection and keeping patients safe.

By:

Dr. Sana Ansari

Manager, Quality Assurance



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SINDH

ENVIRONMENTAL PROTECTION ACT (EPA) Team Inspects Dr. Ziauddin Hospital, Clifton Campus



Clinical waste, generated from hospitals, is a potential source of infection and disease for the community, whether in terms of solid, liquid or gaseous waste products.

In 2014, the EPA (Environmental Protection Act) laid down standards to ensure all biohazardous waste is being stored and disposed safely,

without the risk of transmitting infections to the workers or the community.

On 4th November 2019, an official team of auditors visited Dr. Ziauddin Hospital, Clifton for a surprise inspection

of facilities with respect to compliance with EPA standards. The 4 member inspection team took a tour of the hospital premises which included the patient-care units as well as the Clinical Waste Storage Area. During their audit, they asked hospital staff about the current practices and protocols and checked compliance through on-site inspections.

Manager, Infection Control and Deputy Manager, Housekeeping were at the forefront of the audit and assisted the inspection team with their queries and comments.

The audit team was satisfied with the

facilities and supporting documentation shared by the hospital management.

By:
Dr. Sana Ansari
Manager, Quality Assurance



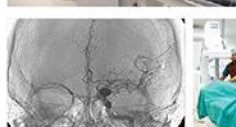
NEWSLETTER LAUNCHING CEREMONY AT DR. ZIAUDDIN HOSPITAL, NORTH CAMPUS SATURDAY, 23TH SEPTEMBER, 2019



Editor newsletter Abul Hasan Usmani presenting the first copy of the newsletter to Chief Executive Dr. Ammad Hussain. Medical Superintendent Dr. Shireen Mansoor is also seen in the picture beside others.



DEPARTMENT OF
INTERVENTIONAL
RADIOLOGY



SERVICES AVAILABLE
UNDER INTERNATIONALLY
QUALIFIED FACULTY



EVENTS

MEDICAL INFORMATION DEPARTMENT

1. A MILESTONE ACHIEVED

Dr. Ziauddin Hospital North Campus Starts ICD -10 coding for In & Out patients.

A group of people from MID North Campus - led by the Team leader, Senior Manager MID, Ms. Ruby Shabbir got trained on the International Classification of Disease ICD – 10 Coding systems.

ICD-10-CM/PCS code sets will enhance

the quality of data for:

- Improved data for epidemiological research (severity of illness, co-morbidities) – to assist our research department.
- Measuring outcomes and care provided to patients- Quality Indicator and Measurements.
- Making clinical decisions – Provide Better Treatment and Providing Quality Care & Management of Patients.

- Identifying fraud and abuse – strengthen our systems.
- Designing payment systems/processing claims – Having a more enhanced business outlook & strong Database
- Tracking public health conditions (complications, anatomical location) – In Future for a smooth functioning of Patient Care.

2. "FOOT CARE A HEALTHY PRACTICE"

Having diabetes, nerve damage, circulation problems, and infections can lead to serious foot problems, precautions and care is required to maintain healthy feet.

A Foot Care Clinic is now operating at Dr. Ziauddin Hospital OPD since two months and is working in coordination with our respective Consultants , especially our Diabetologists & Endocrinologists Dr. Nida Sajid & Tauseef Ahmed & Neurology Team headed by Dr. Bashir .A. Soomro, Orthopedics and Interventional Radiologists. Managing diabetes and maintaining a healthy lifestyle helps keeping our feet healthy it, includes:

- regular medical exams, including foot checks at every visit and checking -ABCs (A1c, blood pressure, and cholesterol)
- monitoring blood sugar daily
- regular exercise
- eating a balanced diet rich in fruits and vegetables

By following a good foot care regimen we can prevent serious foot problems.

Unique Diabetic & Endocrine Outpatient Clinic

The Diabetes & Endocrine Clinic provides patients access to a multidisciplinary team, including endocrinologists, diabetes educators, pharmacist and a nurse practitioner. The goal is to reassure patients to receive early specialty care and education – getting them on the right roadway with their diabetes management before returning them to their primary care physicians for ongoing management. The Diabetes Clinic offers both individual and group diabetes education for patients and their families.



FOOT CARE ASSESSMENT CAMP



3. RELEASE OF INFORMATION COUNTER NOW ACTIVE AT OPD NORTH CAMPUS

Release of information (ROI) in health-care is critical to the quality of the continuity of care provided to the patient. It also plays an important role in billing, reporting, research, and other functions. This facility assists all the Patients in their Documents

(issuance of duplicate reports / summaries, Emergency certificate, Medical certificate, Fitness certificate, Travel certificate), Management & Verification of (clinical documents/ financial bills). This counter is dedicated for ease of patients.



4. PATIENT SAFETY DAY

WE FEEL BECAUSE WE CARE

As we all know that Patient Safety week started from the 17th Sep 2019 – World Patient Safety Day" and everyone is talk about it every now and then.

In the same light Dr. Zaiuddin Hospital



Outpatient Department at North Campus arranged a delightful session for all the outpatients and their attendants. The Hospital Health Care Professionals, Consultants, Doctors, Nurses and others talked, shared their views on Patient Safety and Care. For patients, discount coupons on blood

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tests, valid for nearly a week was provided.

The session included interesting and heartening activates like "Shoot a Photograph" and "Do you know your Personality", which were made the atmosphere enjoyable, we could see



patients and their attendants joining and participating enthusiastically.

Such activities are meant to release the impeding burden on the minds of the patients and give them a moment to relax and feel free, thus diverting their stresses, which can cause safety



related problems.

Finally, it was a pleasure to have the Hospital Administrative Heads and Representatives giving a positive comment, sayingSuch events make a difference and give a strong sway and influence.



5. IF WE COULD GIVE EVERY INDIVIDUAL THE RIGHT AMOUNT OF NOURISHMENT AND EXERCISE, NOT TOO LITTLE AND NOT TOO MUCH, WE WOULD HAVE THE SAFEST WAY TO HEALTH. HIPPOCRATES

Over the past several eras, health care transformations and reorganization has made more focuses on nutritional care. The rising population, increasing rates of diet-related chronic disease, and the rapid pace of change are also placing significant stress on the health system. At the same time, there has been growing focus on patient-centered upkeep and value-based health care, as hospitals

are ever more attentive to their impact on patients and families, staff, communities, the health system, the environment, and society at large.

In the same context, many suggestions as well as recommendations from patients and families were forwarded for having a tasteful time being spent while waiting in the OPD. Finally the vision placed to live; North campus

OPD takes on the voyage to have a little diligence of indulgence towards nutrition and health.

A tuck shop for our patients and families opens at OPD floor. The little shop is filled with caloric blossoms and we see patients and families keeping their taste buds active as they wait for their turn to be checked up.

6. HEALTHCARE SERVICES AT YOUR DOOR STEP

At times we hear people saying "going to the hospital gets tough", "Hospitals are scary", and "I simply don't have the energy to visit the OPD ", does this sounds familiar? Such phrases are being used by people all around and everywhere ... Well, not any longer - Home Medical Support & Care has transformed the healthcare sector.

We bring the some of the best medical services to your doorstep. Next time, you are on a quest for a medical

professional. Just choose Dr. Ziauddin hospital home services.

We have started door to door facility of Physiotherapy and Laboratory services making life easier, especially for all the people who hate the hassle of travelling and visiting the hospital, waiting in long queue and others.

By:
Ruby Shabbir
Senior Manager MID



ESTABLISHMENT OF AN HSE COMMITTEE AT DR. ZIAUDDIN HOSPITAL, CLIFTON

In September 2019, a HSE (Health, Safety & Environment) Committee was established at Dr. Ziauddin Hospital, Clifton Campus to provide a forum to discuss risk of work-related illnesses and injuries.

The HSE Committee will review work hazards and develop strategies to increase awareness of health and safety issues among both employees and HoDs for a safer and healthier work environment.

Under the supervision of COO and MS, the HSE Committee

will include representatives from various departments including Nursing, Infection Control, Fire Safety, Radiology, Laboratory, Housekeeping and HR. All stakeholders will give their input regarding existing biological, environment and radiological hazards and provide



suggestions on how to reduce these risks within the hospital premises.

First meeting was held on 2nd September in which hazards of mercury spills were discussed and it was decided to provide Mercury Spill Kits to all clinical departments.

Next meeting will be held in January 2019.

By:
Dr. Sana Ansari
Manager, Quality Assurance