



ڈاکٹر ضیاء الدین ہسپتال NEWSLETTER

COVID-19 PANDEMIC SPECIAL EDITION

MAY'20 - AUGUST'20 | VOLUME 02 ISSUE 02



DR. ZIAUDDIN HOSPITAL ESTABLISHES 50-BED COVID-19 ISOLATION WARD AT KEMARI CAMPUS

As the coronavirus pandemic hit the world hard, there rose a dire need for isolation wards across the country. This is because the only way to control the contagion is to quarantine the infected and treat their symptoms in an effective manner.

During this time, to help the sick and infected of Karachi, Dr. Ziauddin Hospital established a 50-Bed COVID-19 Isolation Ward. This dedicated quarantine zone was formed at the Kemari campus and was introduced to the public with an inauguration that had in attendance the Chief Minister of Sindh, Syed Murad Ali Shah. During the event, the CM expressed his appreciation towards Dr. Ziauddin Hospital and commended the efforts that were put in to establish a dedicated ward for coronavirus patients.

Also present at the event was Dr. Asim Hussain, Chairman, Dr. Ziauddin Hospital. During the inaugural ceremony, Dr. Asim revealed to the press that the quarter was built within the Kemari campus since there was no other COVID-19 ward in the area. The 50-Bed Isolation Ward is equipped with the state of the art facilities to ensure premium quality patient care. This includes proper ICU and HDU's with ventilators, BiPAP machines, high flow oxygen nasal cannula and other modern equipment. The isolation ward also has video consultation Telemedicine Services.



VALUE ADDED MANAGEMENT DEVOTION AND CONSTANT MONITORING: THE BENEFITS FOR PATIENTS

Inspiration and co-responsibility with valued treatment are other recompenses for patients who feel more involved in their improvement and evolution. This motivation, together with the possibility of integrating a certain level of gratification, helps in effective therapies related to physical rehabilitation.

During this pandemic situation our department staff of rehabilitation sciences worked as front line combatants in all aspects – especially in our OPD, IPD and COVID-19 patient care and rehabilitation. We worked

throughout this pandemic to serve the community. Not only this, we also learned and applied international protocols, including how to deal with COVID-19 patients and keeping them out of stress. Also, we were a part of relevant training sessions and have obtained international certification.

A Remarkable Observation;

We have numerous benefits in early rehabilitation in critical care. With COVID-19 patients, the ICU team along with our rehabilitation team decided to start rehab as early as possible.

After starting physiotherapy in the ICU, our team found out that with help, patients could manage to sit on the rim of the bed or even take a few steps right after getting off a ventilator.

Our devoted physiotherapists helped



Proning in COVID Patients

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the admitted patients to the edge of the bed, assisted them to sit in a chair, and then stand up from a seated position. Tilting chairs and pulls were used to support the movement. Simple exercises were done to provide

vigour to patients in order to make them breathe a little harder. By providing useful relevant exercises - it was observed that it helped in strengthening the respiratory system, which made the patients happier.

By,
Shahid Bader
HoD Dept. of Rehabilitation Sciences
Dr. Ziauddin Hospital, North Campus

ONLINE IN CLINICS AN ONLINE WORLD

The purpose of visiting a doctor is to make sure we remain physically fit and address health issues at an early stage. However, this year COVID-19 completely changed this scenario and patients began avoiding the hospital to eliminate the risk of coming in contact with the virus.

As patients skipped their appointments, doctors became concerned that missing regular check-ups may prove disastrous for patients with unstable diabetes, hypertension and other similar conditions.

On the contrary, the need to stay at home was just as important. Therefore, Dr. Ziauddin Hospitals came up with a win-win solution which was safe and effective for all patients.

In April 2020, Dr. Ziauddin Hospitals initiated online consultations through which patients could interact with their doctors on an online platform. Over 45 doctors offered online services in a variety of medical and surgical special-

ties, as well as speech language therapy.

The success of the project can be assessed by the fact that in a time span of four months, over 400 patients had availed these services at Dr. Ziauddin Hospital, Clifton Campus.

Both patients and consultants appreciated this project which was spearheaded by the IT Department of Dr. Ziauddin Hospitals. A few setbacks were encountered occasionally due to loss of connectivity which were rectified immediately by on-site IT personnel. With the provision of home service for lab tests as well as medicine delivery, patients who availed these services got their requirements fulfilled by Dr. Ziauddin Hospitals within the comfort of their homes.

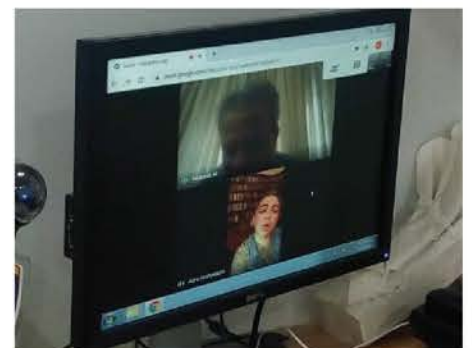
Even after the COVID pandemic ends, these online clinics can provide services to patients who are immobile, reside far away, or are travelling out of the city.

The process was simple and straightforward, the software used was free and easily downloadable and the consultants involved were experts of their respective fields.

Being able to speak to a specialist without going through a long commute and wait was a dream come true for many patients. All you need is an internet connection and your doctor will be with you.

Telemedicine is rapidly gaining popularity all over the world as these consultations are less time-consuming and cost-effective for patients. These online consultation clinics are evidence that Dr. Ziauddin Hospitals has embraced modern technology to expand its horizons and cater to patients all over the world.

By:
Dr. Sana Ansari
Manager, Quality Assurance



SUCCESSFUL COMPLETION OF SINDH HEALTHCARE COMMISSION CERTIFICATE

DR. ZIAUDDIN HOSPITAL, KEMARI RECEIVES PROVISIONAL LICENSURE FROM SHCC



Dr. Ziauddin Hospital, Kemari Campus has successfully received The Sindh Healthcare Commission (SHCC) certificate for providing services of COVID-19 Isolation Ward and PCR/Rapid Antibody Laboratory testing.

This was necessary because under Section 13 of the Sindh Healthcare Commission Act 2013; a healthcare service provider cannot provide healthcare services without being registered. The certification ensures the new services introduced operate

effectively, and that emphasis is placed on great patient care. The purpose was to raise the professional value and clientele of the hospital by achieving this certification.

Licensing also provides immunity to healthcare service providers from any suit, prosecution or other legal proceedings. It also protects employees of the Healthcare Establishments from harassment. With the SHCC certificate, the goal is to improve the services and maintain quality control.

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COVID-19 PATIENT CARE & MANAGEMENT

AT DR. ZIAUDDIN HOSPITAL,
NORTH CAMPUS



THE ADVISOR & CARE COMMITTEE

A team of COVID-19 Pandemic Management was formulated to treat, manage and care for the patients suffering with the illness.

At Dr. Ziauddin North Campus – Active since March 2020 – the Committee played a profound and reflective role in managing and caring for the COVID-19 patients, and to date, our heroes are playing their role.



The committee's main function is providing expert advice on the health-care needs, treatment and management of COVID-19 patients, including required accessibility for COVID-19 screening, prevention and healthcare at Dr. Ziauddin Hospital.

Members

- Dr. Inayat Ali Khan** – Consultant Neurosurgery, Director Medical Services & HoD Emergency Department
- Dr. Shireen Mansoor** – Medical Superintendent, North Campus
- Dr. Jameel Muqtadir** – Consultant, Infectious Diseases
- Dr. Syed Ali Raza** – Consultant and HoD Dept. of Internal Medicine Dept.
- Dr. Imtiaz Khalid** – Consultant, Dept. of Internal Medicine
- Dr. Tauseef Ahmad** – Consultant, Diabetology & Endocrinology
- Dr. Ali Abbas** – Consultant, Pulmonologist
- Dr. Fatima Ziana** – Consultant, Pulmonologist
- Dr. Lal Shahbaz** – Consultant, ED
- Dr. Shua Nasir** – Consultant, ED
- Dr. Qurat - Ul - Ain** – Consultant, Critical Care, ICU
- Dr. Kamran Hameed** – Consultant & HoD Radiology Dept.
- Dr. Mirza Yousuf Baig** – Consultant, Internal Medicine & Incharge CCU
- Dr. Jawairya Danish** – Deputy Medical Superintendent
- Dr. Faisal Afridi** – Consultant & HoD, Infection Control & Microbiology Departments
- Dr. Anila Kazmi** – Group Head Quality Assurance

NOTABLE DEDICATIONS

During the pandemic – we allotted 74 beds (including our critical care units) – with fully equipped facilities for COVID-19 patients.

Statistics;

- Total no. of COVID admitted

patients in North Campus – March to August 2020 were approximately 500. We successfully treated & managed above 400 cases.

- Our Clinical Laboratory Testing for COVID-19 patients via PCR was around 25,000.

MEET OUR HEROES AT THE FOREFRONT; HATS OFF.....A BIG THANK YOU!!

"A hero is someone who has given his or her life to something bigger than oneself"

They worked day in and out; exposed to the virus but fearlessly gave their best inputs for the best outcomes in patient care & management. A few got ill due to the infection, nevertheless got back on their feet to carry on the good work.

Our Department of Emergency Medicine (ED) Team

Led by our dauntless Leaders – Dr. Inayat Ali Khan Director ED and Consultant Neurosurgery and ED Consultants; Dr. Lal Shahbaz and Dr. Shua Nasir.



Our Medical/Doctors Team

Led by our awesome and committed leaders, Dr. Syed Ali Raza – Consultant and HoD Internal Medicine and Dr. Mirza Yousuf Baig – Consultant, Internal Medicine and Head CCU.



Obstetrics and Gynecology Team

Led by Dr. Rubina Hussain Chairperson of Obs and Gyn. She committed to supporting the delivery of high-quality women's healthcare in the context of COVID-19. Learning and supporting staff via trainings during the pandemic.



Departments of Surgery & Paediatrics Team

Led by insightful leaders; Surgery – HoD Dr. Shafiq-ur-Rehman with Assist. Prof.

and Dr. Arsalan and Sr. Registrar Dr. Fatima Zehra; Paediatrics – HoD Dr. M. Iqbal, Consultant Dr. Farhana Zafar and Sr. Reg. Dr. Lubna Khan.



Clinical Laboratory & Diagnostics Team

Led by our compassionate leader, Dr. Adnan Zubairi, and Group Director Clinical Laboratories, Radiology Department led by Dr. Kamran Hameed HoD, with Mr. Badar Ali Manager Radiology.



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Our Nursing and Infection Control Team

Led by our bold and courageous - Ms. Yasmin Siraj, HoD Main Nursing Dept. In coordination was Mr. Abdul Wahid, Nursing Manager with a strong support of our Infection Prevention & Control (IPC) Dept. led by the diligent leaders Dr. Faisal Iqbal Afridi HoD IPC & Microbiology with Ms. Farkhanda Haroon, Assistant Manager IPC.



Administrative Team Members

(In coordination with other Departmental Heads, who were active in managing the hospital, department staffs and patients;

Names; Mr. Zafar Rashid HoD House Keeping, Mr. Aziz Khan HoD Architecture & Civil Works, Mr. M. Baber GM Admin & HoD Front Office, Mr. Nehal Ashraf HoD GM Facilities & Engineering, Mr. M. Shakeeluddin P.S. to Mr. Chairman, Mr. Faisal Siddiqui HoD BME, Mr. Ahtasham Yousuf HoD Nutrition & Food Services, Mr. Akbar Ahmad CIO, Ms. Ruby Shabbir HoD MID, Ms. Samina Naushin Group HoD HR, Mr.

Ilyas Khan, Group Chief Pharmacist).

Led by the enthusiastic and highly spirited Madam - Dr. Shireen Mansoor, Medical Superintendent with our steadfast - Dr. Jawairya Danish DMS North Campus.



Department of Pharmacy Team Members

Led by our robust and caring leaders - Group - Chief Pharmacist Mr. Ilyas Dad Khan and Manager Mr. Imran Qureshi.



Engineering & Maintenance Services Team

Led by our ever-ready and devoted leaders; Mr. Nehal Ashraf, GM Group Maintenance & Engineering Dept. (Facilities), along with Mr. Arshad Bhatti

Manager.



Intensive Care Unit Team

Led by Dr. Ali Abbas and Dr. Quratul Ain - Effective and daring leaders.



Front Office Team

Led by our Passionate leader Mr. M. Baber, GM Administration and HoD Front Office.



DIET, FOOD & NUTRITION DEPARTMENT

UPDATES & HIGHLIGHTS

ADVANCEMENTS, MOODS AND APPRECIATIONS

We welcome our new Consultant/HoD Clinical Dietician and Nutritionist Ms. Azra Roohi, who has been working with us since 8 months at the North campus. She has an experience of 13 years, which includes her working nationally as well as internationally.

Here are some steps we took for the betterment and benefit of the organization and the patients

- A special ICU presentation regarding the importance of nutrition for our critical care unit.

- Planned and arranged the International Nutrition day events at Dr. Ziauddin Hospital in coordination with the department of Quality Assurance.

- Officials from the Dr. Ziauddin Hospital were invited to the Beacon House North Nazimabad campus to talk about the importance of nutrition in kids.

- Gave valuable input on the impact of proper nutrition in females on the International Women's Day at Dr. Ziauddin

Hospital 2020.

- Developed and introduced an Eid special menu for patients and sent best wishes cards with a meal to all hospitalised patients.

- Distributed Sheer Khorma (sweet dish) to the staff on the 1st day of Eid-ul fitr.

- Introduced and prepared an exceptional menu for COVID-19 patients with nutritional based counseling and care.

- Reviewed and formulated the lunch and dinner made for patients in order to develop a meal evaluation process that makes the system robust.

- Training and development; Mentorship of dietitian Internship programme.
- Birthday celebrations for department staff.

- Looking forward to start an exclusive Diet & Nutrition Clinic.

- Live talk on healthcare and lifestyle



on the Dr. Ziauddin Hospital Facebook page.

Food Services Department - what's new?

- Introduction of new Ala Carte at Café Zee - Live cooking hot and fresh.

- Started Food panda delivery services.

- Sindh Food Authority Affiliation.

Usually food served at hospitals is not relished by the patients. However, at present the healthcare industry has become aware of the importance of **nutrition care of the hospitalised patients**. Not only should the meals be timely and well managed, but there is also a need to serve food that the patients enjoy consuming. This is because sick people tend to lose their

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appetite and need nutrition to recover from diseases.

At Dr. Ziauddin Hospital, we are focusing on providing the best food services. This includes attainment of provisions to the elaboration of the menus, passing by the control of the

diets and the measurement of quantity, the quality of the dishes and their appearance, as well as maintaining perfect temperature of food until the time it is consumed. The professionalism and training of the personnel involved are the foundations of our success.



SWEET TASTE OF SUCCESS

"A smooth sea never made a skilled sailor" - Franklin Roosevelt

It is in times of adversity and difficulty that the actual strength, spirit and solidarity of the team is revealed. Getting through difficult times does not only complement the camaraderie, but also helps develop skills, abilities and talents which would never have been discovered in routine situations. The past few months have been rough for healthcare professionals everywhere. COVID-19 was a test no one was prepared for. However, doctors, nurses and all support staff continued to show their dedication to their field and maintained composure and control even in the most stressful situations.

Each and every employee of Dr. Ziauddin Hospital risked their health and safety when they left their homes daily. Some staff moved away from their families and preferred to stay alone rather than expose their loved ones to the deadly virus. Others put on a brave face while caring for their colleagues who were slowly succumbing to COVID-19.

In a collective effort, hospital SOPs were developed and adhered to.

Social distancing was practiced religiously and use of masks and gloves became a norm. The daily handshake was eliminated from the routine and hand sanitisers made their place in every pocket. We changed our world - not just for our safety but also for the safety of those around us.

Five months later, hospitals around Pakistan heaved a sigh of relief as the number of new cases slowly went down and continue to decrease even today. This achievement can be attributed to all the employees of the hospital. Therefore, the administration of Dr. Ziauddin Hospital, Clifton arranged a special treat for the staff.

On July 18th 2020, chocolate boxes were distributed to every department as a token of appreciation from the administration. Hospital staff was delighted to receive Ferrero Rocher chocolates as a surprise and appreciated this gesture wholeheartedly. The chocolates represented the sweet taste of success after a long strenuous journey. This short and sweet break was enough to refresh the spirits of our workers as we continue our mission and sail through more rough seas ahead.



INTRODUCTION OF ADVANCED COVID-19 TESTING AT DR. ZIAUDDIN HOSPITAL

The COVID-19 pandemic started in China but soon spread across the entire world. The only way to prevent this highly contagious disease was

early testing and prevention of transmission. As news of the pandemic started, it was imperative to procure accurate testing modalities to diagnose patients timely and help identify asymptomatic carriers.

On 5th March, the Department of Molecular Genetics at Clinical Laboratories of Dr. Ziauddin Hospitals launched Qualitative PCR testing of the novel coronavirus 2019. The test began to be performed daily with results being reported within 24 hrs. As the number of cases began drastically

increasing in Pakistan, the number of test requests increased as well. In order to cater to the needs of the community, the Department of Molecular Genetics began running multiple batches of PCR testing daily which involved recruitment of additional staff and procurement of supplies. Within a month, the department had to be in motion 24 hours a day in order to run all tests and provide results within the given due date. During the last five months we have performed above 24 thousand PCR tests and we have facilitated

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other hospitals also.

The presence of asymptomatic carriers was one of the hallmarks of this disease which also made it very difficult to identify among the community because people with no symptoms were not getting tested and subsequently transferring the infection to weaker members among their friends and families. Introducing a test which was quick, effective and less expensive was needed to encourage asymptomatic individuals at risk to get tested.

On 9th May, the Department of

Chemical Pathology at Clinical Laboratories of Dr. Ziauddin Hospitals launched the second test specially designed for surveillance of carriers and recovered individuals. The COVID-19 Serology (Ig G/Ig M) identifies individuals who have developed an immune response due to active infection or prior infection by an immunochromatographic method. This test was preferred by many physicians not only because of the cost, but also because the results were available within the same day.

The COVID pandemic has now ended in many countries including Pakistan

but the presence of this virus is still a threat. It is too early to predict the behaviour of this virus, therefore we need to be alert and continue taking precautionary measures against this deadly disease.

At this time, it is important to acknowledge the efforts of the Clinical Laboratories of Dr. Ziauddin Hospital. They responded quickly and timely to control the emerging pathogens and proved their commitment to patient care by working day in and day out to respond to the needs of the community.

THREE GENERATIONS BORN AT DR. ZIAUDDIN HOSPITAL

The photograph has three generations of the Baig family posing for the camera. Almost all of them were born at Dr. Ziauddin Hospital. In fact, two of the generations have also studied at Ziauddin University.



PANDEMIC WILL REWORK THE EVENTUAL FATE OF LEARNING & OD

Isn't it common among the majority of humans of all age cycles to want to get out of their daily routines? Most of the students hated their educational institutes, and employees disliked their repetitive work routine. Now when our wishes have come true, we want our disciplined routine back.

Alas, one thing we must learn here is, we must change to lead the change or else the change will change us - and indeed that is a rough and harsh process. Like Jack Welch, former CEO of General American said, "*Change before you have to*".

On the verge of laying-off the employees during the pandemic, it was organisational development (OD) professionals who stayed home while knowing it was their time to play on the front foot and strategise a way which could do the least damage to the business. But as per the conditions, staying home was essential. Perhaps as

things are getting better now, there rises an opportunity to redesign and reshape business models.

OD is the mystic paste that transforms the business's adaptability, responsiveness and resilience, despite a world that changes constantly. To some people, it is an idea they battle with to characterise or comprehend. By all accounts, this is the stage where OD skills come into play and many organisations have recognised this fact. They have restructured the processes and reporting lines, and have planned the digitalisation processes of technical and soft skills training.

However, has the senior management understood the differences OD has made? Plus, as the required developmental budgets come forth, will they be recognised? The simple concept of whether to place the budget constraints as expenses or investment can settle down the debate.

It is never too late to learn, relearn and unlearn, but when it comes to corporations, there are giants who can

take over the market by playing on their core strengths i.e. to identify when to innovate and when to imitate the habitual processes, products or services. Hence, if an organisation shows a delay in such decisions, they will struggle to keep their market. A few examples include brands such as up Nokia, Kodak, Blockbuster, IBM, Blackberry, Motorola, Compaq and the list goes on. Therefore, change is the need of the hour and the companies who are going to create solutions to the current crises the world is facing, will become new market leaders.

Like Philip B. Crosby, author of management theory has narrated; "*Slowness to change usually means fear of the new*". And corporations who operate with fear do not even operate. Hereafter, OD is the key to open the doors of revolution.

By:
Ali Hyder
Learning & OD Professional

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CREATING A RESILIENT AND RESPONSIVE CRITICAL CARE UNIT

Critical patients have complex clinical conditions which need to be managed effectively, safely, and in a timely manner. Hence, the field of Critical Care Medicine needs to advance with the changing times. Critical Care Medicine has progressed significantly in the past few years, leading to a revamp in the ICUs and CCUs of Dr. Ziauddin Hospital. The structures of these areas have been optimised, while the functions have been updated keeping in mind the current clinical guidelines, and recommended international protocols.

In this effort, **Dr. Madiha Hashmi** (FFARCSI - Clinical Fellowship in CCM, St. James's Hospital, Dublin, Ireland) joined Dr. Ziauddin Hospital in January 2020 and brought with her years of national and international experience in Critical Care Medicine. She served as the President of Pakistan Society of Critical Care Medicine for four years and is the founding President of Pakistan Sepsis Alliance. She is a recipient of the Global Sepsis Award and was elected to the Board of Directors of International Severe Acute Respiratory Infections Consortium (ISARIC).

Dr. Madiha is leading the Pakistan Registry of Intensive Care (PRICE) and is the founding CEO of SEARCH - a voluntary organisation to stimulate investigator lead research in critical care health issues (www.searchpk.org.pk). She has also been invited by WHO to be a part of the Sepsis Technical Expert Group, Guideline Development Committee to update WHO standard guidance for the clinical management of influenza infections and Expert Respiratory Panel for COVID-19.

After observing and understanding the dynamics of the ICUs of the Dr. Ziauddin Hospitals, Dr. Madiha initiated significant changes to further enhance patient care in critical care units of ICUs and CCUs of all three campuses. New policies and procedures were introduced to enhance the level of collaboration and coordination at a multi-disciplinary level throughout all phases of the patient's treatment.

Being a firm believer in teamwork, one of the first projects Dr. Madiha Hashmi undertook was establishing a Critical

Care Committee which incorporated clinical team members including physicians, nursing, pharmacy, infection control and administration. The committee provides a platform for discussions regarding the present challenges faced by the ICUs, and allows stakeholders to present their views in order to reach a consensus. Within a few months, the committee has reached several milestones with regards to reduction of visitor disturbance, clarity of communication with attendants and empowerment of staff.

Dr. Madiha's biggest achievement within the first few months was establishing four negative pressure rooms in the MICU of Dr. Ziauddin Hospital, Clifton Campus which saved numerous lives during the peak of the COVID-19 pandemic. Her efforts to combat the virus were recognised at a national level when the Health Services Academy of the Ministry of National Health Services selected Dr. Madiha Hashmi as Regional Coordinator of the BASIC (Basic Assessment and Support in Intensive Care) COVID-19 course.

The objective of this course was to train clinical staff on the rapid identification, stabilisation and initiation of life support in critically ill patients. The blended learning version of the course was held for doctors on 19th April 2020 at the Ziauddin Hospital Clifton campus, and on 6th June 2020 at the North Nazimabad Campus. More than a dozen of such courses have been held since then in various hospitals across the city, training nearly 200 doctors.

The first BASIC instructor course for nurses was held at Dr. Ziauddin Hospital, Clifton Campus on 28th July 2020 in collaboration with The Chinese University of Hong Kong and a Provider course for nurses is planned in August. Dr. Madiha's commitment to education is evident in all of her endeavours. One of the earliest projects she undertook responsibility for was Crash Call Monitoring where she trained doctors as well as nursing staff in order to review their competencies and ensure processes are compliant with current clinical guidelines.

Being at a faculty position at Ziauddin

University, Dr. Madiha Hashmi revived the MD Critical Care programme after several years. The purpose of the five-year-long training programme is to prepare doctors for a full-time career as intensivists and equip them with the knowledge, skills and attitude necessary to manage critically ill patients. The programme received a good response and had seven trainees join immediately - four of whom will be posted in the Clifton Campus, while the remaining will train at the North Nazimabad campus.

Although the Critical Care Units of Dr. Ziauddin Hospitals has made great strides since the beginning of the year, there are many projects left to unfold. Dr. Madiha is planning to introduce CRRT (Continuous Renal Replacement Therapy) which will improve the hemodynamic stability of dialysis patients. She also plans to collaborate with the IT team to link all three campuses of Dr. Ziauddin Hospitals through telemedicine, to synchronise protocols and ensure adherence to current clinical guidelines across the entire group.

Critical Care Medicine is a field which bears the burden of significant morbidity and mortality. Our doctors and nurses are constantly engaged in a battle against time and we are glad to have Dr. Madiha Hashmi at the front lines to guide, protect and keep the team's morale high.



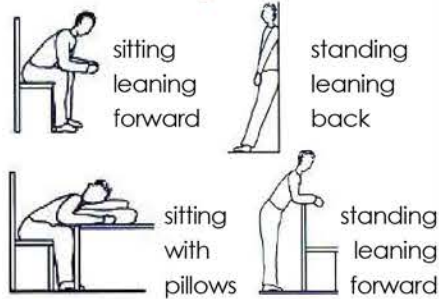
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POST COVID-19 PATIENT INFORMATION PACK HELPING YOU RECOVER & MANAGE YOUR SYMPTOMS (COVID-19) WE CAN BEAT IT

How might I feel after having COVID-19?

- Severe fatigue
- Ongoing breathlessness
- Muscle weakness
- Post-viral cough
- Difficulties with memory/confusion

Positions to manage breathlessness



Exercises to help manage your breathing

Breathing control

- Take a slow breath in through your nose
- Try to relax your shoulders and neck
- Allow the air to fill up from the bottom of your lungs to the top of your chest
- Breathe gently out through pursed lips (as if you were going to blow out a candle) to create space for the next breath in.

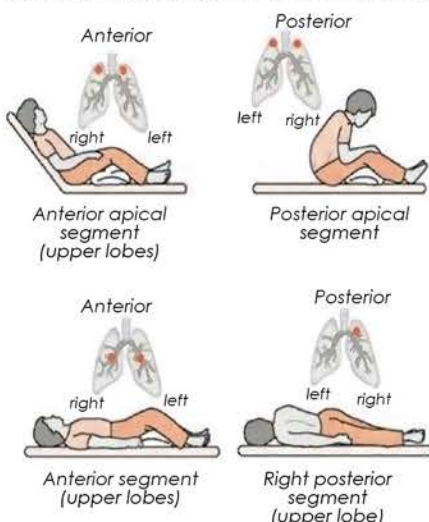
Pursed lip breathing



Managing your cough

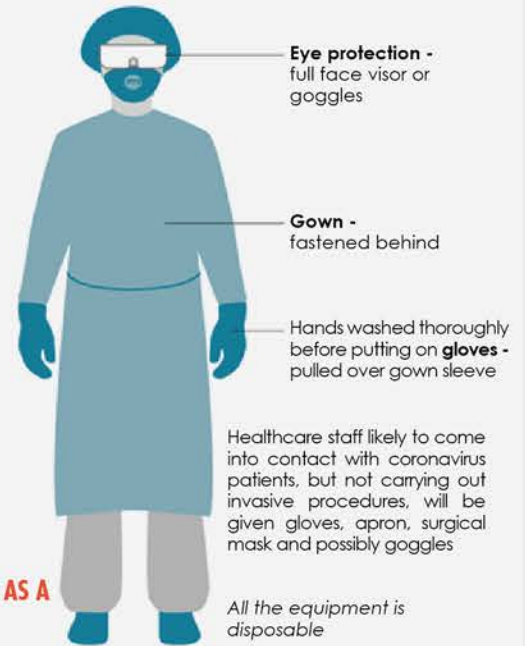
- Keep well-hydrated
- Steam inhalation
- Try lying on either side, as flat as you can. This can help drain the phlegm
- Try moving around; this will help to move the phlegm so that you can cough it out

Positions to help keep your chest clear



DEPARTMENT OF INFECTION CONTROL & PREVENTION ROLE DURING COVID-19 PANDEMIC

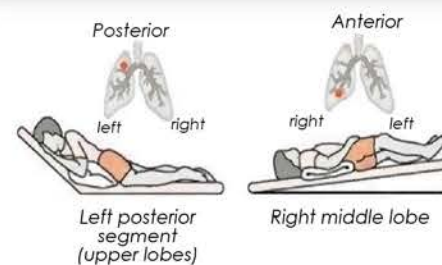
- Organised and conducted COVID-19 awareness training sessions.
- Prepared COVID-19 policy, posters and shared them with the entire hospital staff.
- Prepared and shared data and reports regarding COVID patients with top management daily.
- Daily reporting of COVID-19 Report with CORONA CELL Surveillance, Town surveillance Office and District Health Office (DHO).
- Worked on COVID-19 surveillance data
- COVID-19 statistics maintained and recorded.



ARE YOU FOLLOWING THE CORRECT SOP'S AS A HEALTHCARE PROVIDER?

Personal protective equipment for health staff handling coronavirus patients

Full protective gear given to staff carrying out procedures likely to generate coughing, such as inserting a tube to aid breathing.



Managing your diet

When our body is recovering from an infection it needs more building blocks (from **protein** foods) to repair and enough vitamins and minerals help the process.

Aim to have **3** hand size items from this **Protein** group daily.



Beans, pulses, fish, eggs, meat and other proteins. Eat more beans and pulses, less red and processed meat.

How can you get enough vitamins and minerals?

Aim to have **5*** handfuls from this **fruit and vegetable** group each day. Eat with the rainbow; different colours provide different vitamins and minerals.



*If this is difficult you may want to buy a daily multivitamin & mineral supplement; your pharmacist can advise you.

Social life, diversions & hobbies

When you've been seriously ill, you may feel differently about things and you may not want to do things you used to enjoy. You may:

- Not feel like seeing lots of people at once
- Find it difficult to concentrate
- Find it hard to follow a TV programme

But you may keep yourself fit by indulging in little hobbies like reading, listening to relaxing music, reciting prayers, performing exercise to release stress, call a friend to discuss on healthy topics etc.

Your concentration will get better and your memory will improve.



Smoking and COVID-19

- Smoking tobacco products increases risk of infection due to the harm caused to your immune system and lungs
- Smoking is linked with poorer outcomes in COVID-19
- Its never too late to stop.
- By stopping, you can see benefits within 24 hours

By,
Quality Assurance Department

EVENTS

INDEPENDENCE DAY CELEBRATIONS

AT DR. ZIAUDDIN HOSPITAL NORTH CAMPUS

A warm sunny Monday - happiness and songs in the air - marked the 73rd Pakistan Independence Day merriments at Dr. Ziauddin Hospital, North Campus. A wonderful afternoon set up the atmosphere with joy and patriotism; Dr. Ziauddin Hospital North Campus - Head Office - The Administration in coordination with outpatient and Quality Assurance Departments arranged a pleasant gathering on August 17, 2020.

It touched our hearts to see the team gather together as a nation in the Seminar Room, Oncology block. It's well said;

اس پرچم کے سائے تلے ہم ایک ہیں ہم ایک ہیں سانچھی اپنی خوشیاں

The celebration began with a flag hoisting ceremony by Dr. Asim Hussain, Chairman Dr. Ziauddin Hospital, followed by a cake cutting ceremony. The green and white mouthwatering cake was shaped like Pakistan's flag.

The air filled with delight, appreciation and applause as Dr. Anila Kazmi, Group Head Department of Quality Assurance shared a few strong lines in her welcome note...

"We should never forget the sacrifices made by our great heroes to bring us alive on the world map and to keep us motivated"

اے رہے حق کے شہیدوں، وفا کی تصویر
تمہیں وطن کی ہوائیں، سلام کہتی ہیں

The celebrations included; a cultural dance, comedy parody by our Nursing Department staff, and a video of our respective departmental Independence Day celebrations.

Dr. Asim Hussain, Mr. Chairman congratulated and wished everyone a happy independence day and also shared his views on how we need to keep up the pace by playing our individual roles with true devotion and commitment.

It was also an honour to have Dr. Zareen Hussain (Mrs. of Mr. Chairman), Madam Sabina Khalid, CEO Clifton Campus, Dr. Anoop, MS Clifton Campus Dr. Fahim Sheikh, CEO Kemari Campus and Ms. Farhana Tabassum, Principal Nursing College as our special guests. Their genuine and bright attitude made everyone's day.

Dr. Shireen Mansoor in her closing note, thanked everyone for making the event successful. The patriotic ambience will linger on in our memories for a long time.

The event ended in a sensational rhythm – as all the attendees stood up in respect and sang the national anthem with enthusiasm.

By:
Dr. Anila Kazmi
Group Head,
Quality Assurance

Let's not forget the following saying of Quaid-e-Azam Muhammad Ali Jinnah;



With faith, discipline and
selfless devotion to duty,
there is nothing worthwhile
that you cannot achieve.

یقین، نظم و ضبط، اور بے لوث لگن
کے ساتھ، دنیا کی ہر کوئی چیز
نہیں جو حاصل نہیں کی جاسکتی۔



And without any doubt, our institution – Dr. Ziauddin Hospital is one of the best examples of these words.



EVENTS

CELEBRATING

THE SPIRIT OF PAKISTAN

Quaid-e-Azam Muhammad Ali Jinnah gave our nation three principles to live by - Unity, Faith and Discipline. On the 14th of August, while celebrating the Independence Day, the staff of Dr. Ziauddin Hospital, Clifton campus adhered to these very golden words and took time out to celebrate the nation's independence. This was done without negatively affecting the work flow or compromising on patient care.

The campus also looked spectacular as the main lobby was decorated with green and white balloons. The entire place was buzzing with excitement as some dressed up in green and white, while others proudly pinned badges of Pakistan onto their shirts. Some were heard humming national songs while others decorated their departments with flags and banners. Patriotism was alive in every corner of the university.

During the lunch break, the Administrative team visited several departments to share the enthusiasm and encouraged the staff to participate in different activities. Some departments had one-dish parties, while others ordered delicious Pakistan-themed cakes.



The celebration of 14th August was so essential to the team because celebrating the Independence renews the solidarity of all Pakistanis – the kind of unity that goes beyond race, religion, class and creed. As a hospital, teamwork is essential to save the lives of our patients and these events and celebrations serve the purpose of strengthening our relationship and refreshing our brotherhood as we serve our patients with Unity, Faith and Discipline.

By:

Dr. Sana Ansari

Manager, Quality Assurance



INDEPENDENCE DAY CELEBRATIONS AT DR. ZIAUDDIN HOSPITAL KEMARI CAMPUS

This year's Independence Day was more special than the ones we have celebrated before. This is because in the year 2020, the coronavirus pandemic turned all doctors into warriors. Many working in the COVID ward fell sick and battled with the illness, however, the staff never lost hope and put their lives on the line for the people of Pakistan.

Hence, it's not a surprise that the staff of Dr. Ziauddin Hospital, Kemari Campus went all out to celebrate the Independence Day. In fact, a special event was organised to recognise the greatness of our nation.

The programme started with the National anthem, followed by motivational addresses regarding the

social responsibility we all must adhere to as dedicated citizens and employees. The speakers included Mr. Waheed ur Rehman, Chief Finance Officer (CFO), Dr. Ziauddin Hospital Group, Dr. Zahid Ali Faheem, Chief Operating Officer, Dr. Ziauddin Hospital, Kemari Campus and others. The speeches were followed by a cake cutting ceremony.



EVENTS

COV-Eid CELEBRATIONS ESPRIT DE CORPS



The COVID-19 pandemic began in March 2020 and changed the world for everyone, especially those in the field of healthcare. The following months were chaos. Doctors and nurses risked their lives to care for COVID patients, while the administration hastened to arrange PPE and develop necessary protocols. Despite the uncertainty and skepticism, the team at Dr. Ziauddin Hospitals kept holding the fort and boosted each other's morale.

This spirit of resilience was taken to a new level on Eid-ul-Fitr, when the HR Department of the Clifton Campus started a "Stay Home, Stay Safe" campaign which included contributions from all departments across the hospital.

Employees were asked to share a video or picture of their department's message to the community regarding the coronavirus pandemic. All the submissions were then compiled into a video which was shared inter-departmentally to showcase the ingenuity of our team. This campaign got the creative juices flowing and within a week, more pictures and videos started coming in - each with original and enjoyable content.

The Nursing Department shared a short skit emphasising the importance of

staying at home, while the OT Department held signs promoting the same message. The Maintenance and Telecommunication departments shared serious and sober Eid messages, while the department of Rehabilitation Sciences made their message enthusiastic and encouraging. The Nutrition & Food Services Department used props, while the Nuclear Medicine Department portrayed a traditional Eid scenario. The Housekeeping Department on the other hand, took the Eid celebration up a notch by distributing chocolates among the staff.

The HR Department compiled their messages and ended the video with a tribute to the Healthcare Heroes of Dr. Ziauddin Hospital, acknowledging their efforts and appreciating their resilience. After months of being apprehensive and troubled, this campaign provided an outlet for the hospital staff to relax. There was a buzz across the campus with staff exchanging craft supplies as well as creative ideas. After a long time, the team was seen laughing, and enjoying the day at work.

The pictures captured the spirit of how healthcare workers manage to smile in the face of adversity. The ability to tackle such problems will never cease to inspire the rest of us.

By:
Dr. Sana Ansari
Manager, Quality Assurance



DR. ZIAUDDIN
HOSPITAL
HOME SERVICES

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CONVENIENCE AND SAFETY
FOR EVERYONE

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DR. ZIAUDDIN
HOSPITAL
ESTD 1957

EVENTS

VENTURING INTO THE VIRTUAL WORLD

The Organisational Development section of the HR Department is committed to strengthening the workforce of Dr. Ziauddin Hospital in terms of skills, knowledge and personal capabilities. The objective is to ensure all staff members are given the opportunity to groom themselves and enhance their competencies in both personal and professional domains.

With the onset of the COVID-19 pandemic, all in-house gatherings came to a sudden halt. Social distancing was strictly implemented and non-essential meetings and trainings were consequently suspended for two months. During this period, the overall employee morale dipped, mainly because of COVID-induced anxiety, and because there was no outlet where employees could speak about their fears or discuss ways to reduce stress and paranoia.

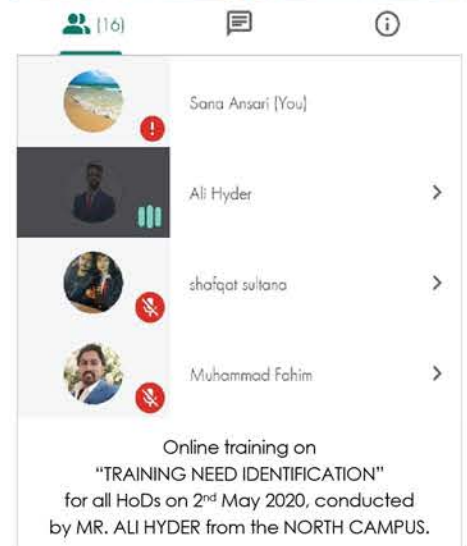
From June 2020, HR resumed training in both online and classroom platforms. With the help of the IT department, trainers from remote locations were connected and were able to cater to a wide audience across different campuses. The online experience

bridged the gap which was created by the coronavirus pandemic and helped employees share their thoughts and feelings with others going through a similar experience.

The OD team has recognised online training as an opportunity to take Learning & Development to the next level and increase the audience across campuses, not only for improving professional skills but also to strengthen inter-campus relations and facilitate brainstorming sessions to tackle problems frequently faced.

Many new and exciting ventures are being discussed at the moment which include the possibility of recorded sessions, online learning pathways and use of interactive interfaces to assess the effectiveness of trainings being conducted.

As OD introduces the staff of all of the Dr. Ziauddin Hospitals to the world of virtual learning, we look forward to developing the knowledge and skills of our staff, to build a competent and motivated workforce. This will help our organisation achieve the ultimate goal of service excellence.



NEW MEMBERS OF DR. ZIAUDDIN HOSPITAL IN KEMARI CAMPUS:

To expand the services offered and to provide quality healthcare all over Karachi, Dr. Ziauddin Hospital, Kemari Campus started the Pulmonology OPD from 3rd August, 2020. To ensure the provision of exemplary services, numerous new members joined the team of the Kemari hospital division. **Dr. Jagdesh Kumar**, MBBS, FCPS, DTCD has joined us as Consultant Pulmonologist for the said OPD and COVID Isolation Unit.

On the other hand, the Nursing Education Service (NES) introduced on 17th August, also required additional experienced members. Hence, it is with great pride that we announce this new

DR. ZIAUDDIN HOSPITAL INAUGURATE



NURSING EDUCATION SERVICES:

The profession of nursing is not an easy one. It requires education, knowledge, research, and the ability to empathise with patients. Since nurses have been at the forefront of healthcare and public health, it is essential to ensure appropriate training for those aiming to pursue a career in the field.

Hence, it is a matter of great pride for Dr. Ziauddin Hospital to formally inaugurate Nursing Education Services. Introduced in a session on August 17, 2020 at the Ziauddin Hospital Kemari campus, the symposium

in addition to the team. **Ms. Mehreen Amanali**, M.A (IR), PGC Nursing (UK), AHA & ENA Certified Instructor joined us as Assistant Manager Nursing & NES.

was attended by head nurses and other nursing staff of the units.

This event was important since the future plans of NES were shared with the staff

and the way forward was discussed. This included plans regarding daily training sessions and orientation programmes by HOD Clinical Services. The motive behind this initiative was to prioritise patient care and ensure the services we offer are the best in the city.

The topic of the first session held was "Introduction and Communication with Patients". The session highlighted the roles and qualities of good nurses, and also focused on how one can better communicate with patients.

Mr. Farrukh Abbas, MBA (UK), CIPD, PRINCE2, CHRP has also joined us from Dr. Ziauddin Hospital, North Campus as Manager HR at Dr. Ziauddin Hospital, Kemari Campus.

A GREAT MOTIVATOR CALLED 'RECOGNITION'

We often come across the word 'Recognition' daily, or at least something that depicts the same word. This could be in a different way or form, perhaps giving someone credit or appreciation. But when we approach the act of performance, recognition at times is bowled out - or I must say it is overlooked to some extent.

The word 'recognition' itself holds a very significant place in our life. For instance, when we look around, it surrounds us. It is the basic need of man and plays the role of psychological motivation. It is the value of identification, acknowledgement, and existence - leading to an utterly true concept, especially when it comes to behavioural consequences.

The word 'recognition' is a broad one, and if we look into it deeply, we will be required to buy more time in order to debate upon the various influencing characteristics it holds.

The point being highlighted in the momentum and according to the matter of interest is the question, is recognition really a great motivator? When we talk about an employee or staff working in an organisation; the answer is surely yes!

Employee or staff recognition is acknowledging a person's or team's actions, conduct, effort or any dealing that ropes the organisation's goals and values, and which has visibly been outside normal expectations.

To be effective at work, the management of an organisation needs to understand the psychology of graciously complimenting others for

their good work, finding positive ways and methods to apply the principles of employee recognition, and to encourage others to initiate it in their working relationships.

Appreciation is an essential human requirement. Employees react confidently when expressions of gratitude are made through recognition of their good work because it confirms that their work is valued. Correctly measured and well respected employee job performance will definitely reflect on job satisfaction, following a rise in productivity and a marked impact on further improvement of performance.

When we talk about the cost for including a recognition system in an organisation, it is quite minuscule, while on the other hand, the benefits are no doubt hefty if implemented successfully.

Here, the main concern, or rather a matter to be pondered upon is that at times the management just passes-by the word 'recognition'. Even if it is being tapped, the response is not amazingly charming. And eventually the turnout of performance slowly moves to the other direction, as the employee loses motivation and morale.

Surveys and researches have proven that staff recognition brings the benefit of instant and influential reinforcement of preferred behaviour, leading to set an example to other employees.

A simple and honest gesture like saying thank you to an employee's contribution can boost their morale. This is how easily recognition can blend into a

perfect system. The list of benefits of having such a system can go a long way - a few significant ones are; increased individual efficiency, thus pointing to the act of recognising desired behaviour which increases the repetition of the desired behaviour, and therefore, surges productivity. This is classic behavioural psychology. The armoured deeds and behaviour pattern of a well recognised employee will support the organisation's mission and key performance. These include:

- Having more employee satisfaction and fulfilment of work - leading to more time spent focusing on the job and less time complaining or being unreasonable.
- Higher loyalty and satisfaction scores from customers, either internal or external.
- Enhanced team working spirit.
- Retention of quality employees increases - lower employee turnover.
- Better safety records and fewer mishaps on the job.
- Lower unenthusiastic or negative effects such as absenteeism and stress, boredom etc.

So, if the word 'recognition' itself is given its due credit, and if its value is measured the way it should actually be, then we can hopefully see a better outcome in the working scenario and excellence in not only changing our work environment, but having proper matched behavioural attributes, better mutual understanding, less conflicts and above all, a peaceful ambiance at work.

By:
Dr. Anila Kazmi
Group Head, Quality Assurance

HEALTHY EATING AND LIFESTYLE; HEALTHY ISN'T A GOAL, IT'S A WAY OF LIFE

A WEBINAR AND SESSION

What we eat each day impacts our health and how we feel at the present and the future. Good nutrition plays a key role in helping us lead a healthy lifestyle. When combined with physical activity, our diet can help us reach and

maintain a healthy weight and reduce the risk of chronic conditions such as diabetes or heart disease.

However, upholding and having healthy eating habits doesn't have to



be hard. If we incorporate small changes into our daily habits, we can make a big impact on our eating pattern and create lasting, healthy eating habits.

EVENTS

A well-balanced diet offers all of the following:

- Energy to keep you active throughout the day
- Nutrients you need for growth and repair
- Helping you to stay strong and healthy
- Aid in preventing diet-related illness, such as some cancers

Keeping active and eating a healthy balanced diet can also help maintain a healthy weight.

In the same light, a webinar/session was conducted at Dr. Ziauddin Hospital, North Campus on July 29th 2020 – organised by the department of Quality Assurance in Coordination with the Nutrition and Food Department.



Dr. Tauseef Ahmed, Ms. Azra Roohi, Dr. Farhana Zafar & Dr. Jawairiya Danish

The session began with a talk by Dr. Tauseef Ahmed, Consultant Endocrinologist and Diabetologist at Dr. Ziauddin Hospital. He spoke on **appropriate diet and nutrition management in diabetics.**

The up to date diet for an individual with diabetes is based on concepts from clinical research, portion control, and personalised lifestyle changes. It cannot simply be provided in a diet sheet. The lifestyle adjustment supervision and support require a team effort, best led by an expert in this area; a diabetologist, a registered dietitian or registered dietitian nutritionist, or a referral to a diabetes self-management education programme that includes coaching on nutrition therapy. It's important to note that the nutrition

objectives for diabetes are similar to those that healthy individuals should try to incorporate into their lifestyle.

Speaking on **Supporting Children's Nutrition during the COVID-19 Pandemic;** Dr. Farhana Zafar Consultant Paediatrician, the Second Speaker of the session said;

"Many people are asymptomatic or pre-symptomatic (but can still transmit COVID-19) – including children. One study confirmed that 13% children are asymptomatic."

Children in general – present mostly asymptomatic, mild or moderate symptoms. Case fatality rate in China: <40 years: 0.2% and <USA: 0–54 years: 1%.

Nutrition Status of Children

- Undernutrition is associated with 45% of child deaths.
- Globally in 2019, 144 million children under five were estimated to be stunted (too short for age), 47 million were estimated to be wasted (too thin for height), and 38.3 million were overweight or obese.
- COVID-19 puts malnourished children at a high-risk of death and – for the

While the available evidence indicates the direct impact of COVID-19 on child and adolescent mortality to be very limited, the indirect effects on child survival stemming from strained health systems, household income loss, and disruptions to care-seeking and preventative interventions like vaccination may be substantial and widespread. According to a study covering 118 low- and middle-income countries by the Johns Hopkins Bloomberg School of Public Health, an additional 1.2 million under-five deaths could occur in just six months due to reductions in routine health service coverage levels and an increase in child wasting.



Millions of children are in danger of missing life-saving vaccines against measles, diphtheria and polio due to disruptions in immunization service. Polio vaccination campaigns have been suspended worldwide, setting back the decades-long effort to eliminate the wild virus from its last two vestiges, Afghanistan and Pakistan, and to tackle recent outbreaks of the vaccine-derived virus in Africa, East Asia and the Pacific. In addition, measles immunization campaigns have already been delayed in 24 countries and more will be postponed.

children who survive – poor growth, development and learning.

- Undernutrition makes children more susceptible to infection.

• They are more vulnerable because they rely on parents for daily feeding, care and support.

Finally Ms. Azra Roohi, Consultant Dietitian and the programme director at Dr. Ziauddin Hospital North Campus, shared her views on healthy eating and lifestyle.

The food we eat can affect our health and risk for getting certain diseases. To eat healthier food, we may require changing some of our daily practices. We also may need to change and modify some things in our surroundings. Our environment includes everything around us, like our home or the place we work.

We don't need to make enormous variations to eat healthier and we don't have to change our habits all at the same time. It's best to set small goals and change our habits a little bit at a time. Small changes can make a big difference in our health and lifestyle. It was a great session as the knowledge gained would surely be a guide in sustaining a good healthy lifestyle and eating habits.

By:
Dr. Anila Kazmi
Group Head, Quality Assurance

A TIME TO REJOICE

To have a change of atmosphere during to the pandemic is a blessing. The crouching blue skies were wandering here and there, creating a pleasing atmosphere. It was during this time that a wonderful luncheon and cake cutting ceremony was arranged by our Food

and Nutrition Department where Ms. Roohi took the lead. The scrumptious dishes in the buffet were accompanied with a cake cutting ceremony that charged up the mood and ambience, thus marking the Eid-ul-adha season.

By:
Ms. Nida Idrees
Sr. Manager Quality Assurance



COMMENTS

WORLD HEPATITIS DAY FIND THE **MISSING** MILLIONS...

To mark World Hepatitis Day, Ziauddin University organised an informative virtual seminar themed "Find the Missing Millions" in collaboration with Dr. Ziauddin Hospital. The purpose of the event was to raise awareness regarding hepatitis.

This was done by getting on board experts which included Dr. Nida Hussain, Pro Chancellor, Ziauddin University, and Physician Internal Medicine of Dr. Ziauddin Hospital; Dr. Zaigham Abbas, Gastroenterologist, Dr. Ziauddin Hospital, President Pakistan Society for the Study of Liver Diseases (PSSLD); Dr. Zahid Azam, Gastroenterologist, Dow University of Health Sciences, Vice President, Pakistan Society for the Study of Liver Diseases (PSSLD); Dr. S.M Qamar ul Arfin,

Gastroenterologist, Dr. Ziauddin Hospital; and Dr. Sohail Hussain, Gastroenterologist, Dr. Ziauddin Hospital.

While discussing various aspects of the virus, Dr. Nida Hussain added that hepatitis patients are at high-risk of catching COVID-19 because they have baseline liver damage. Therefore, it is crucial for

hepatitis patients to be extra careful during this pandemic and follow the rules of social distancing religiously.

The experts furthermore, discussed how the hepatitis epidemic can be controlled in Pakistan. According to the statistics, five major hepatitis types (A, B, C, D and E) are commonly found in Pakistan.

Unfortunately, a large number of people endure this infection in health-care settings without even being aware of it. The disease is known to be a silent killer because many patients remain undiagnosed and untreated for years before developing complications and dying.



Comments corner

"As we express our gratitude, we must never forget that the highest **appreciation** is not to utter words, but to live by them"

SHARING APPRECIATION FROM PATIENTS REGARDING THEIR ATTENDANTS AT THE **DR. ZIAUDDIN HOSPITAL**

PATIENT COMMENT CARDS NURSING DEPARTMENT

• **Room 22-A (Second Semi-Surgery ward); 14th – 16th July 2020**

"We are satisfied with your services. Thank you. Prayers for all the staff members and management"

• **Bed – III (General Medicine Ward); MM5 - 13th to 16th July 2020**

"Staff members Tasveer, Ambreen, Sara, Asif, and Ruby were really helpful and good at their jobs. Excellent Services."

• **Room 365 (Cardiac Ward); 23rd to 30th July 2020**

Overall satisfactory care in the cardiac ward. Special thanks and apprecia-

tion for **nursing staff; Tahira, Aashi and Humera.**

APPRECIATION OF OUR CONSULTANT;

An OPD patient made our day by giving us delightful feedback regarding **Dr. Tauseef Ahmad; Consultant Diabetologist and Endocrinologist at DZH;**

• "He is the best doctor. God bless you. May you always be happy and successful. Allah has given such a nice and wonderful doctor to Pakistan and if Allah gives us more doctors like him, Pakistan will benefit a lot. My mother's prayers are with Dr. Tauseef."

POSITIVE FEEDBACK ON OUR NUTRITION DEPARTMENT;

Ms. Azra Roohi, Head Dietician & Nutritionist

