



ڈاکٹر ضیاء الدین ہسپتال NEWSLETTER

SEPTEMBER'20 - DECEMBER'20 | VOLUME 02 ISSUE 03



RECERTIFICATION AUDIT 2020 ALL HOSPITAL CAMPUSES ACHIEVE SUCCESS IN THE ISO 9001:2015

CONGRATULATIONS WITH GRATITUDE

Our ISO certificate is valid for three years after the initial issue date of the certification. Recertification involves us to undergo an audit similar to the initial auditing process without the need for a stage one audit.

This audit evaluated the same capacities as surveillance audits of all our campuses, but during this audit there was a deep look into the holistic and global

consequences of our implementation strategy as per the ISO standards. It reviewed the entire processes and systems from the beginning to the end. The recertification audit also investigated the commitment to continual improvement, and after a tough audit week we heard news of victory.

Thanking all the campuses and team members for putting in their best performance and getting a positive result with success.

Our Hospital ISO 9001:2015 Certified Internal Auditors and Quality Assurance (QA) staff played an important role in performing regular internal audits, assisting and developing new ways

and trends for improving the hospital quality management system and services. It is due to their hard work, efforts and dedication that we successfully completed the past certification tenure without major shortfalls.

SALUTATIONS & A HEARTFELT GRATITUDE

Meet our Hospital Quality Assurance Team working with full enthusiasm, busy in creating a rhythm and beat in producing a sensational move to provide positive outcomes when it comes to Quality Management System of the hospitals.

If everyone is moving forward together, then success takes care of itself.

Henry Ford

OUR ISO 9001:2015 CERTIFIED AUDITORS



DR. SANA ANSARI

Manager Quality Assurance & Heading QA Department at Clifton Campus
A leading & tremendous role in managing the QA Department at Clifton Campus



MR. MEHFOOZ UR REHMAN

Head of Department Engineering & Maintenance, Clifton Campus



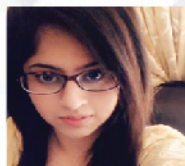
DR. JAWAIRYA DANISH

Deputy Medical Superintendent, North Campus



MS. RUBY SHABBIR

Senior Manager Medical Information Department



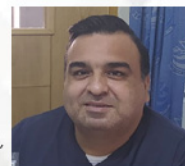
MS. NIDA IDREES

Sr. Assistant Manager, QA



MR. JUNAID SHAH

Biomedical Engineer Assistant Manager QA, Kemari Campus



MR. ABDUL WAHID

Manager Nursing Department – North Campus

QUALITY ASSURANCE TEAM MEMBERS



MS. RABIA ZEHRA

Ex. Assistant Manager QA (worked with QA Dept. for 5 years – now not with the hospital but has played an important role at the North Campus QA Department especially during the three years of ISO 9001:2015 new certification of all 3 Campuses and in the Internal & External Surveillance Audits during that tenure).



MR. SYED ZIAUDDIN

QA Assistant Manager - Clifton Campus



MS. SALVA ARSHAD

QA Assistant Manager – North Campus



MR. SHAHZAIB KHAN

HR Executive (Was given an additional role as QA Executive. He played a valuable role in the external surveillance and internal audits of the hospital).

By
Dr. Anila Kazmi
Group Head,
Dept. of Quality Assurance

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CLIFTON CAMPUS INTRODUCES NEW LEAD AUDITORS FOR ISO 9001:2015

ISO 9001 is defined as the international standard that specifies requirements for a quality management system (QMS). Organisations use this standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements. All campuses of Dr. Ziauddin Hospitals achieved ISO 9001:2015 certification in 2017 and have been maintaining the certification since then through annual surveillance audits.

In 2017, ten Dr. Ziauddin Hospital employees were trained to be Internal Auditors which helped the hospitals prepare and train others for upcoming audits. Last month, another batch of employees achieved the Lead Auditor status through SGS International which is a multinational organisation for trainings and audits. This certification holds international credibility as they are certified by the International Registry of Certified Auditors (IRCA) and Chartered Quality Institute (CQI) in UK. This training was conducted from

December 21st to December 24th from 9 am to 5 pm and included classroom sessions as well as activity-based learning. The trainer was Mr. Faizan Ahmed who is a seasoned auditor and trainer and has been a regular external auditor at Dr. Ziauddin Hospitals for the past three years.

During the course, the participants were given hands-on knowledge and skills to perform first, second and third-party audits of quality management systems against ISO 9001:2015. They were taught the roles and responsibilities of the lead auditor in planning, conducting, reporting and following up on a quality management system audit, with special emphasis on the healthcare industry.

Participants for this training were hand-picked by top management and were given financial assistance after the signing of a bond to ensure return on investment. After four grueling days and a lengthy written examination, the following executives of Dr. Ziauddin

Hospital, Clifton are looking forward to becoming IRCA-certified Lead Auditors of ISO 9001:2015.

1. Syed Zia Uddin (Asst. Manager, QA)
2. Dr. Aamir Ashraf (Assistant MS)
3. Ms. Komal Sohani (Manager, Nursing)
4. Ms. Sadaf Hafeez (Manager, OT)
5. Ms. Sana Kanwal (DCMIO)
6. Mr. Muhammad Khalid (Deputy Manager, Private Billing)
7. Mr. Aamer Wilson (Manager, Front Office)

The participants were glad to be selected for this training and will further train other hospital executives so that the quality team of Dr. Ziauddin Hospitals gets stronger and is able to move upwards and onwards toward achieving new quality certifications and accreditations for the organisation.



Bakery - A SWEET & SAVOURY SUCCESS

"Stressed is desserts spelled backwards" and its true not just in the linguistic sense but also figuratively as sugary snacks are commonly used as comfort food to reduce anxiety experienced in stressful situations. The smell of fresh baking is enough to get most people salivating and the taste of fresh baking satisfies even the strongest food critics.

Food services at Dr. Ziauddin Hospital,

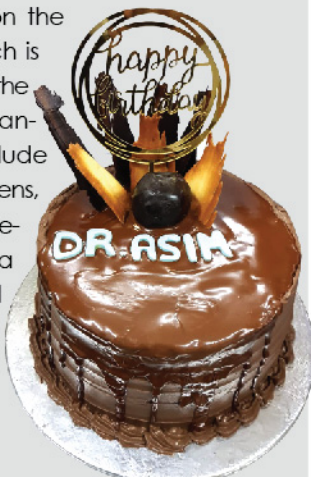
Clifton began as a hospital cafeteria but rapidly gained popularity as not only the patients but also the attendants, visitors, hospital staff and university students spread word of the flavoursome food.

The variety of meals served kept increasing rapidly and so did customer satisfaction. Catering orders started coming in and soon the FSD team was handling large meetings, conferences

and even personal parties in a professional capacity without compromising on quality or taste.

The most recent addition to the FSD services at Clifton Campus is the bakery. A state of the art bakery has been constructed on the fifth floor which is equipped with the latest baking ranges which include convection ovens, deck ovens, bread slicer and a commercial dough mixer.

Just like any other form of



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art, only an artist can utilise the tools to create perfection. The artist in this case was Mr. Muhammad Mukhtiar who was hired as the Pastry Chef in October 2020. Mr Mukhtiar brings with him considerable experience in baking both sweet and savoury snacks and is in charge of designing a mouth-watering menu for his customers.

Since the initiation of the new bakery, sales have gone up as customers are queueing to try out the new products. The variety includes products like croissants and hot buns. Every item is appetising in its own way, some present with

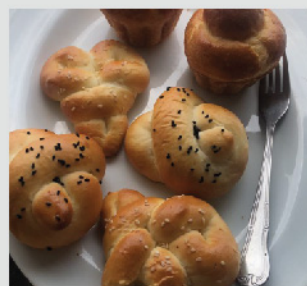
spicy seasonings while others tantalise the taste buds with fruity flavours.

This is just the start of the journey of the DZH Bakery. The success of this initiative has encouraged the management to plan for further expansion which may include home deliveries and opening up of a food outlet for in-house dining.

In today's time, when everyone is on the go, munching on snacks is considered a quick and cost-effective replacement of elaborate meals, and the DZH Bakery is geared to serve their customers scrumptious snacks, leaving

them with a full stomach and a relaxed mind.

By
Ms. Munazza Saeed
(Food Safety Technologist)



EMERGENCY DEPARTMENT *Team Appreciation Day*

APPRECIATING AND CELEBRATING THE EFFORTS AND POSITIVITY OF THE STAFF DURING THE COVID-19 PANDEMIC

The Emergency Medicine staff carries a huge accountability on their shoulders, especially during this pandemic. To keep up with the trying times and to cater to different patients who have been infected, our Emergency Department has been broadly reconfigured into streams to separate patients more probable to have COVID-19, from those less likely.

However, handling the COVID patients is not an easy task and our staff are doing their best in treating, caring and managing those who have been admitted. To boost the morale of our ER staff which includes doctors and paramedics of all three campuses, a Staff Appreciation Day was organised at Dr. Ziauddin Hospital, North Campus.

Held on 12th September 2020, the

event had in attendance Dr. Inayat Ali Khan HoD of Emergency Medicine, Dr. M.Z. Jillani, Director Emergency Medicine Training Programme & Dr. Shireen Mansoor Medical Superintendent North Campus. The afore mentioned individuals presented our ER heroes with a souvenir and Certificate of Appreciation – an act that brought smiles on their faces.

The special day was complimented by inspirational and motivational discussions, talks and feedback shared by Dr. M.Z. Jillani, Dr. Inayat Ali Khan, Dr. Abbas Zafar (Dean Health Science & HoD Dept. of ENT), Dr. Syed Ali Raza (HoD of Dept. Medicine), Dr. Sumbal Nasir (HoD Dept. of Nephrology), Dr. Ali Abbas (Consultant Pulmonologist), Dr. Anila Kazmi (Group HoD Dept. of Quality Assurance) and Mr. Abdul Wahid (Nursing Manager).

At the moment, we have no idea what lies ahead of us; therefore, healthcare facilities and especially emergency departments need to be prepared for tough times ahead. This is a step Dr. Ziauddin Hospital's Emergency Medicine Department has already taken as we are equipped with the state of the art unit, as well as dedicated leaders and team members. Nevertheless, there is always room for advancements, thus the management is always focused on providing the best healthcare standards.



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NEARING EXCELLENCE IN NEURO PHYSIOLOGY

Neurophysiology is a subspecialty of neurology that focuses on the diagnostic functioning of the nervous system, using electrophysiological procedures like EEG, EMG/NCS, Evoked Potential, Sleep studies and Intraoperative Monitoring services. The Clinical Neurophysiology Department of Dr. Ziauddin Hospital, Clifton recently changed leadership and welcomed a new HoD of Neurophysiology, Mr. Mustafa Khan, who has considerable experience in both national and international settings.

Mr. Mustafa identified the short comings of the existing set up and redesigned processes to enhance efficiency and quality of the department. The impact of this change is evident in the departmental KPIs which show a 10% improvement in maintaining waiting times under 30 minutes and 5% reduction in rescheduling due to inappropriate pre-test instructions. Another achievement is that the rate of timely reporting of all neurophysiology procedures rose from 90% in 2019 to 99% in 2020.

The major strategies implemented by Mr. Mustafa Khan include a revision of the appointment schedule to increase slots per week and procedures with special instructions were manually controlled to reduce no-shows and rescheduling.

A technologist was assigned to liaison with clinics for accommodating walk-in patients on the same day and an

in-house structured Clinical Neurophysiology Training Programme was developed and implemented for BS MT Neurosciences students and onboarding new team members. Most importantly, all staff was motivated through cross-training to enhance inter-departmental coordination and team work.

Clinical research and studies are essential for the advancement of any department and the Neurophysiology department's dedication to quality was further strengthened when their study on "Sensitivity of Interference Pattern Analysis in Diagnosis of Myopathy in Patients with Suspected Myasthenia Gravis" was accepted for poster presentation at the International Forum of BMJ on Quality and Safety in Healthcare (IH) in December 2020.

Alongside this, two clinical research papers were also accepted. The first was on Appropriate Electrodiagnostic Approach for the Diagnosis of Myopathy and the other was named Data Analysis and Trends of prevalence and occurrence of Epilepsy.

Mr. Mustafa's plans for uplifting the department are far from complete. He is now prepared to focus on revenue generation by introducing Single Fiber EMG, Autonomic Testing and Comprehensive Intraoperative monitoring by next year.

Another lofty goal held by the team is Neurophysiology Laboratory International Accreditation with American Board (ABRET) which has been started and is expected to be completed by the 2nd quarter of 2021.

The pace at which the Neurophysiology Department has progressed within the past few months is inspirational. It is an indication of their commitment to continually strive towards betterment in quality and patient care.

By
Dr. Sana Ansari
(Manager, Quality Assurance)



FUTURE CHANGES; HEROES ON CALL

The attitude and prospects for jobs in bioengineering is very positive nowadays. With an aging population and a rising focus on healthcare concerns, the call for more sophisticated medical equipment and procedures along with a need for more cost-effective care delivery is high and, bioengineers are

the ones who will be leading one vital dimension of healthcare in the near future.

Bioengineers are remarkable professionals. Over and over again, they are needed to connect the traditional engineering skills with medical applications, working hand-in-hand with healthcare experts including physicians, nurses, therapists, and technicians to resolve a wide range of glitches.

They are involved in designing instruments, devices, and software to develop new procedures that solve clinical problems. Bioengineering is in line with many of the modern, groundbreaking

healthcare techniques that are commonly needed today, such as ultrasound, MRI, other imaging techniques, and the development of artificial hips, knees, and other prosthetic implants.

During the recent era where the stranger called coronavirus is making uncalled entries – there has been a global concern due to a shortage of available ventilators which are required for breathing support. For many patients critically ill with COVID-19, a ventilator could be a matter of life or death.

Biomedical engineers at Dr. Ziauddin Hospital play a vital role in managing

GLIMPSES

these breathing devices and ensuring they are compatible. Additionally, ventilators are quite difficult to be managed - this being due to their unique structure and programming, and here again we should not forget the importance of our Biomedical Engineering Department

and the engineers who have been performing heroic roles during this pandemic by saving lives.

By
Dr. Anila Kazmi
Group HoD, Dept. of Quality Assurance



ZIAUDDIN FAMILY PARK A BREATH OF FRESH AIR

A healthy lifestyle is the best medicine. Not only does it help physical health, but also has a positive impact on the mental and emotional well-being of an individual. Exercise is an integral part of a healthy lifestyle but many of us don't exercise regularly due to the lack of availability of space or equipment. We spend our days cooped up in air-conditioned offices and homes, away from nature and fresh air.

To counter these issues, the Rehabilitation Sciences department of Dr. Ziauddin Hospitals recently inaugurated the Ziauddin Family Park, located across the street from the Clifton Campus.

The facility is open from 9 am to 8 pm daily, and aims to cater to both home-based and working professionals. It not only offers physiotherapy, occupational therapy and regular gym services to patients and the public, but also has an outdoor walking track surrounded by a perfectly green manicured lawn, making it the ideal place to refresh the body and mind.

Patients undergoing neuro-rehabilitation are frequent visitors of the gym and are managed by qualified physiotherapists. Neuro-rehabilitation focuses on helping patients with neural injuries like patients with stroke, multiple sclerosis, Parkinson's disease, etc. Both male and female physiotherapists and occupational therapists are present to assist the patients in performing a range of exercises with the ultimate goal of reducing physical impairment and reliance on mobility aids.

On the other hand, the gym membership at the facility is also gaining popularity as it offers state of the art equip-

ment and personal fitness trainers for those who opt for customised training plans. Multiple treadmills, exercise bikes, elliptical machines, power benches and dumbbells of varying weights are available which are used under supervision of trained therapists. Clients too, can use the equipment at their own pace or join groups for indoor and outdoor fitness sessions.

The Ziauddin Family Park is evidence of Dr. Ziauddin Hospital's commitment to providing facilities which promote a healthy lifestyle for the community. While other campaigns or CSR events last a day or a week, the Ziauddin Family Park has been established as a permanent feature of Clifton and will always remain a safe zone to recharge our mental and physical health.

By
Dr. Sidra Khan
Assistant Manager, Rehabilitation Sciences



BUILDING A BURNOUT STRATEGY

Most of us tend to consider a burnout as an individual issue. A problem that is resolvable by "figuring out how to say no," do more yoga, adapt better breathing methods, and rehearse flexibility. The list of self-improvement goes on. However, according to research being conducted, the aforementioned points aren't solely responsible for resolving employee burnout.

In fact, opting for these methods, yet continuing to work in a quickly advancing work environment might be hurting one mentally, and not aiding the fight. As perceived by the World Health Organization (WHO), the responsibility regarding who curbs the burnout has moved away from the person experiencing it. Pioneers observe: It's currently on you to construct a burnout procedure. Leaders take note: It's now on you to build a burnout strategy.

By
Ali Hyder
Learning & OD Professional



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BASIC LIFE SUPPORT TRAINING FOR HEALTHCARE PROVIDERS AT DR. ZIAUDDIN HOSPITAL

Basic Life Support (BLS) is a level of first-aid resuscitation that can be used in emergency conditions until patients are placed into the care of medical professionals. BLS procedures can be used when patients look as if they are choking, drowning, unconscious or suffering from cardiac arrest. Having knowledge of the appropriate steps in providing BLS can be the difference between life and death.

We feel delighted to share that Dr. Ziauddin Hospital North Campus has taken the initiative to start the in-house training programme on basic life support for doctors and nurses. This had been planned to enable all the clinical staff do provide basic life support in case of emergency. The programme has been divided into two phases. During the first phase, the clinical staff is trained and certified for BLS expertise, whereas in the subsequent phase, all the non-clinical staff are asked to get the BLS certification so that they can manage acute emergencies at homes too.

The project started in the latter half of the year with two trainers, Mr. Abdul Wahid (Nursing Manager) & Dr. Mirza Yousuf Baig (Consultant Internal Medicine and Incharge CCU). Our Nursing Education Department of North Campus lead by Miss Aneela Ayaz with the support of our Administration Department - Dr. Jawairya Danish, Deputy Medical Superintendent are the chief contributors/facilitators of the programme.

We are happy to say that by the end of this year we have trained 207 staff







ZIAUDDIN UNIVERSITY

PSYCH LIVE WEBINARS

LIVE ON FACEBOOK

 /zuedu

DATE & TIME
SATURDAY, JANUARY 30, 2021
04:00 PM (PST)

IMPACT OF COVID-19 ON MENTAL HEALTH

INTERNATIONAL SPEAKERS
DR. AFZAL SIDDIQUI
MBBS MRCPsych CONSULTANT PSYCHIATRIST
CAMDEN PRIMARY CARE MENTAL HEALTH NETWORK LONDON
DR. PIA GHOSH
MBBS MRCPsych CONSULTANT PSYCHIATRIST
EATING DISORDERS VINCENT SQUARE,
CENTRAL & NORTH WEST LONDON TRUST

MODERATOR
PROF. DR. RUBINA HUSSAIN
F.C.P.S., F.R.C.O.G

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members out of 375, including doctors. The coming year will be more active as we have planned more aggressive trainings in the form of short certified courses in different technical fields, covering all the behavioural, technical and managerial aspects.

The impact of BLS training is quite significant on the general approach of our Clinical Management. Our nurses and doctors have become more sound in practical management and the general feedback of our patients has also improved.



By
Dr. Jaweria Danish
Deputy Medical Superintendent,
North Campus



EVENTS

HAND WASHING DAY ACTIVITY WASHING AWAY GERMS AND STRESS

According to WHO, hand hygiene is the most important measure to prevent the transmission of harmful germs and stop the spread of health-care associated infections. Hand Washing Day is annually celebrated on 15th October and this year warranted extra attention as hand hygiene has been established as an integral part of the global war against the

each other in a fun and light-hearted manner.

In accordance with hospital SOPs, gatherings of staff were to be strictly avoided to reduce the risk of transmitting the virus. Keeping this in mind, the Infection Control team at Dr. Ziauddin Hospital, Clifton improvised the plan and instead of



participated in this activity and took the opportunity to display their knowledge and skills related to hand washing and related topics. Prizes were awarded according to the accuracy and confidence of the participants to encourage them to continue learning and practically implementing what they learn with the same enthusiasm. COO, Medical Superintendent and senior consultants joined in the activity to show their support for the activity and the cause.



COVID-19 virus.

Hand hygiene is the backbone of Infection Control policies and its importance is constantly being strengthened by training sessions for all hospital departments as well as strict monitoring and reporting during surveillance audits. Although this is a constant feature of patient safety protocols, Hand Washing Day is a day in which the whole crew gets together to reinforce what they have learned throughout the year and encourage



inviting hospital staff to the activity, decided to take the activity to the staff.

A multi-functional Activity Cart was designed which served as a portable platform for quizzes, prizes and a lot of excitement. The cart was decorated with balloons and caricatures of the hospital staff and created a buzz as it was wheeled from one department to another.

Both clinical and non-clinical staff



Events such as these are a tool for employee engagement. It strengthens the spirit of healthy competition as all staff members come forward to test their skills and luck. It provides an incentive to achieve more in-depth knowledge of their field. Most importantly, it gives a chance for staff of every cadre to join in and feel like they are a part of the team.

By
Farzana Aslam and Babar Ahmad
Infection Control Officers



SESSION ON IMPORTANCE OF INFORMED CONSENT IN MEDICAL PRACTICE

The practice of obtaining informed consent has its history in medicine and biomedical research. Discussions of disclosure and justified nondisclosure have played a significant role throughout the history of medical ethics, but the term "informed consent" emerged only in the 1950s. Serious discussion of the meaning and ethics of informed consent began in medicine, research,

law, and philosophy only around 1972.

Informed consent is an integral component of good medical practice. Many researchers have investigated measures to improve the quality of informed consent, but it is a communication which still remains a challenge. It has an essential clinical and legal dimension of specialty medical care.

Dr. Inayat Ali Khan, the session facilitator shared and laid emphasis on the legal and ethical implications for the doctor's practice towards keeping up

with the professional attitude. Different case studies were shared and discussed to build a stronger system and patient management.



EVENTS

SESSION ON INTERNATIONAL PATIENT SAFETY GOALS

SEPTEMBER
24, 2020

SAFETY IS NOT EXPENSIVE, IT IS PRICELESS...

As healthcare providers, it is imperative we put ourselves in the shoes of our patients. Just imagine for a minute that you have been admitted to the emergency department under observation. Probably you didn't even get to choose the hospital, and are concerned and terrified about your current situation. These feelings are aggravated when you come to know the institution to which you have been admitted is unsatisfactory in quality and patient safety.

Your first fear now is; will I be ok? Your second thought is, will this hospital be a cause of more harm than good?. Unfortunately, this notion is a reality for limitless patients. As best stated by the World Health Organization (WHO), "There is now overwhelming evidence that significant numbers of patients are harmed from their healthcare either resulting in permanent injury, increased length of stay (LOS) in hospitals and even death." *According to The Leapfrog Group, a staggering 440,000 people die every year from preventable errors in hospitals.*

We need to enhance the quality of care we provide to our patients, as once they come to our hospital, they

comfortable is our first and foremost duty. When these patients leave the hospital, they should not only be physically healthy but also mentally fit. **"Take care of the Patient and everything else will follow."** - *Thomas Frist M.D.*

Culture, values & ethics are no small things to build or change, but a good initiative is that our hospital's leadership and management embraces patient safety and all related parameters. In the same light, the Department of Quality Assurance have made it mandatory to conduct regular sessions on patient safety for our doctors, nurses and paramedics and one such move was the session conducted for our emergency medicine doctors.

Speakers & Topics:

*Identifying patients correctly

Dr. Inayat Ali Khan,
Director Services - DZH, HoD ER &
Consultant Neurosurgeon

*Effective Communication - Techniques to corresponds in the best ways

Dr. Anila Kazmi,
Group Head, Dept. of Quality Assurance

are our
guests and
keeping
them safe
and



*Management & Safety of High - Alert medications

Dr. Jawaiya Danish,
Deputy Medical Superintendent

*Ensuring Safe Surgery; Practicing time out in the O.T.

Dr. Inayat Ali Khan,
Director Services - DZH, HoD Dept. of
Emergency Medicine & Consultant
Neurosurgeon

*How to have an infection-free hospital environment; reducing the risk of healthcare associated infections - HAIs

Ms. Farhana Tabassum
Infection Control Practitioner
Principal College of Nursing

*Patient fall is avoidable, and preventable; managing cases of fall

Mr. Abdul Wahid
Manager Nursing Dept.

OPPORTUNITIES FOR MAKING A DIFFERENCE

Training & Educating goes a long way

HIGHLIGHTS OF SESSIONS ORGANISED BY THE DEPARTMENT OF QUALITY ASSURANCE

A) SESSION OF OBSTETRICS & GYNAECOLOGY

1. ROLE OF CALCIUM IN PREGNANCY

SEPTEMBER 22, 2020

Speaker, Dr. Sumaiya Yaya, Senior Resident (Obs/Gyn,DZH) shared an important element;



Dietary counselling of pregnant women should encourage sufficient calcium intake through locally available, calcium-rich foods.

WHO recommendations: In populations with low dietary calcium intake, daily calcium supplementation (1.5 g-2.0 g oral elemental calcium) is recommended for pregnant women to reduce the risk of pre-eclampsia.

2. URINARY INCONTINENCE

NOVEMBER 10, 2020

Speaker, Dr. Shahnaz, Senior Resident (Obstetrics/Gynaecology, DZH) told the participants that Urinary incontinence - the loss of bladder control is a common and often uncomfortable problem. The severity ranges from infrequently leaking urine when a person coughs or sneezes, to having an urge to urinate that's so sudden and strong that one is not able to reach the toilet on time. The problem often transpires more as people get

older and urinary incontinence becomes unavoidable. For most people, simple lifestyle changes or medical treatment can ease the distress or stop urinary incontinence. If the incontinence disturbs daily activities, one should not hesitate to visit a doctor.

B) CME ACCREDITED MANDATORY SESSIONS FOR THE DEPARTMENT OF EMERGENCY MEDICINE & CLINICAL DEPARTMENTS

- Programme Director
Dr. Inayat Ali Khan,
Consultant Neurosurgeon,
HoD Emergency Medicine & Director
Medical Services
- Arranged & Organised by the
Department of Quality Assurance



EVENTS

AIRWAY MANAGEMENT WORKSHOP

For ER, Surgery & Surgical ICU doctors

OCTOBER 31ST, 2020

PROGRAMME FACILITATORS:

Dr. Durriya Raza Consultant Anaesthesiology HOD Surgical ICU, DZH

Dr. M. Suleman, Guest Consultant Anaesthesiology, National Medical Center

"When it comes to the care of our critical patients, we should understand that we are living in a critical moment of history"

Growth in healthcare costs, competition and updated parameters are prompting healthcare providers from a variety of disciplines to define their practice in quantifiable ways. This is also true for anaesthesia, emergency medicine and surgical ICU, particularly for airway management, which is one of the most discussed topics where life-threatening problems and consequences are frequently seen.

The aim of defining the importance of airway management guidelines,

perhaps could be just like trying to answer questions from the famous drama Hamlet, so it may have to be discussed in a 'legendary way', through Sir William Shakespeare's humour or else have them be practiced again and again. The workshop served as a platform for practice & practicing, while depicting & explaining few important hands-on drills and exercises.

Talking on the issue of airways, it is a matter of urgency for injured patients. It is essential to open and clear the airway to allow free access of air to the distal endobronchial tree. Manual methods of opening the airway were discussed in details. Numerous methods for establishing definitive control of the airway as well as the associated devices currently available to maintain controls were discussed and described during the training session.



ORTHOPAEDIC SKILLS WORKSHOP

FOR EMERGENCY MEDICINE CANDIDATES

HELD ON 21ST NOVEMBER, 2020

Programme Director

Dr. Naseem Munshi

Assistant Prof, & Consultant Orthopaedics

When severe injuries occur, there is no time to waste. Rather than waiting days or weeks to be seen by the doctor or rushing to the emergency

room only to be referred back to your orthopedist, why not consider an orthopedic urgent care unit. Whether the injury was suffered on-the-job, at home, or on the playing field, being seen at an orthopedic urgent care can be a very cost-effective, appropriate and suitable solution to an injury.

ER doctors need training in the function and form of human bones, muscles and joints. They have to be well versed in injuries to these struc-

tures so they are better prepared to diagnose and provide treatment. Visiting a specialised Emergency Medicine Unit will provide a diagnosis via on-site imaging such as X-rays, and treatment in the same day. Thus, to be convinced with the management care and treatment and having the best skilled doctors in orthopedic management in the Emergency Department plays a significant role. The workshop aimed to strengthen the skills of our Emergency Medicine Residents in specialised field of orthopaedics



EVENTS

WORLD QUALITY DAY 2020

CREATING CUSTOMER VALUE

WHY CARE ABOUT QUALITY?

To prosper we have to cope up with managing and caring for patients and operational management. This will not only heighten the institution's trademark and reputation, but it will also safeguard the hospital against risks, thus increasing proficiency and boosting profits. This will assist in progression. By the end of the day, we will find ourselves making hospital staff and customers happier.

An Interactive session was conducted at Dr. Ziauddin Hospital on world Quality Day 2020. The Guest Speaker Mr. M.Z.

Ghori, Principal Auditor & Tutor Arham Global, FZC, UAE shared their views and experience on **"SHAPING QUALITY THROUGH IMPROVEMENT TOOLS"** – an indirect connection to the theme of Quality Day 2020 **"Creating Customer Value"**.

The session touched upon areas which would succeed in firming up people's roles and their confidence in knowing that they are truly a part of the future where challenges of quality management will no longer exist.

At Dr. Ziauddin Hospital, we, at present are in the state fine-tuning our qualities and culture to meet our customers' requirement. Our verification and assessment plan furthermore, is assisting us in monitoring performance and recognising risks, thus, helping us focus on improvement when it comes to operation management.



THE THREE LUCKY DRAW WINNERS ON WORLD QUALITY DAY 2020



Ms. Aitadal Rameez,
Sr. Nuclear Medicine Technologist,
Nuclear Medicine



Mr. Syed Alamdar Hussain,
Linen store
Incharge



Mr. Syed Ziauddin,
Assistant Manager
Dept. of Quality Assurance

WORLD QUALITY MONTH COMPETITION QUALITY CHAMPIONS OF THE YEAR 2020

The Department of Quality Assurance held a Department Notice board competition for the quality month in November 2020. The objective of the

competition was to spread enthusiasm and a sense of teamwork, networking, and understanding the use of noticeboards.

In total 27 departments from all three campuses participated. We had six judges from which 4 were internal (from each campuses) and 2 were external.

EVENTS

TOP 10 NOTICE BOARDS



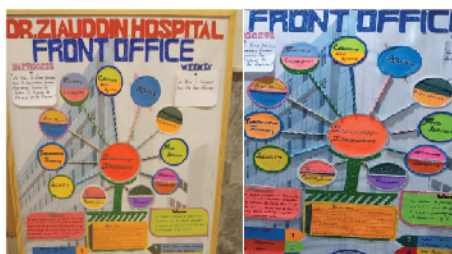
#01
Department: Administration
Campus: North | Score: 77



#02
Department: FSD
Campus: North | Score: 73



#03 (Tie)
Department: Human Resource
Campus: North | Score: 65



#03 (Tie)
Department: Front Office
Campus: North | Score: 65



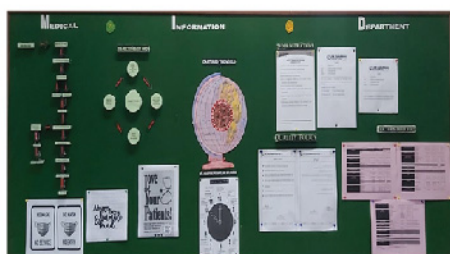
#04 (Tie)
Department: Infection Control
Campus: North | Score: 60



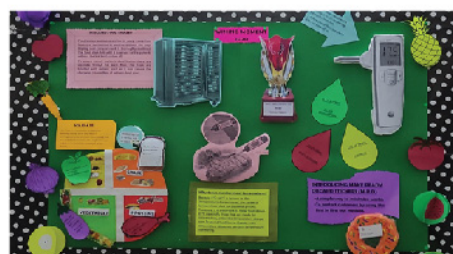
#04 (Tie)
Department: Maintenance
Campus: Clifton | Score: 60



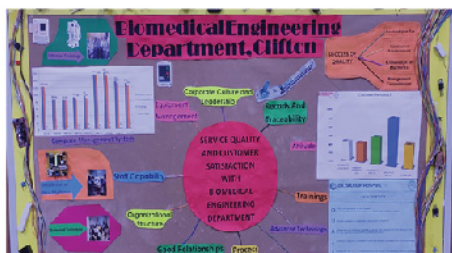
#05
Department: Nursing
Campus: Clifton | Score: 55



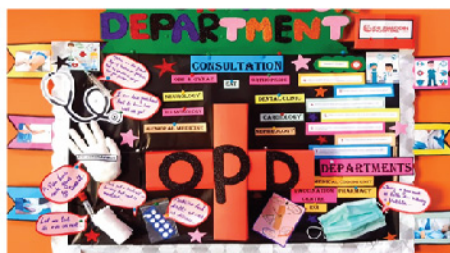
#06
Department: MID
Campus: Kemari | Score: 53



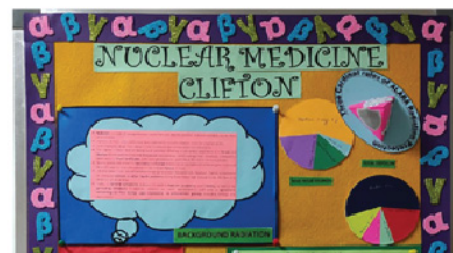
#07
Department: Nutrition & Food Services
Campus: Clifton | Score: 52



#08
Department: Biomedical Engineering
Campus: Clifton | Score: 50



#09
Department: MID
Campus: North | Score: 48



#10
Department: Nuclear Medicine
Campus: Clifton | Score: 47

WORLD PATIENT SAFETY DAY 2020

COVID-19 is not only causing chaos in the lives of patients, it has also trampled the lives of caregivers and a multitude of healthcare professionals who are at the frontlines of this battle, all across the world.

WHO Says that

The COVID-19 pandemic has unveiled huge challenges and risks for health workers who are globally facing healthcare associated infections, violence, stigma, psychological and emotional disturbances, illness and even death. Furthermore, working in stressful environments makes health workers prone to errors which can lead to patient harm. Therefore, the World Patient Safety Day 2020 theme is:

Theme:

Health Worker Safety: A Priority for Patient Safety

Slogan:

Safe health workers, Safe patients

Call for action:

Speak up for health worker safety!

Pakistan is increasingly feeling the pressure of COVID-19 cases as we steadily ascended this steep in the upward swing of the curve to wherever its peak may be. So in these stormy times at the Dr. Ziauddin Hospital, our doctors, nurses and the other ancillary department heads & staff are doing their best in the crisis. They are confronted with much more than they trained for, or perhaps even signed up for.

We are proud of our doctors and nurses who are committed to give the best care & treatment to our patients, not worrying of their safety and moving forward in the line of duty - especially during this Pandemic.

Keeping these thoughts and goodwill in mind, the Department of Quality Assurance expressed heartfelt recognition of the noble work of all the hospital Doctors/Consultants and Ancillary Department Heads & Team members to remind them that their work is valued.

EVENTS

The staff was honoured by being given an Appreciation Certificate for their dedication in patient care and management. This heartiest recognition took place for a week and played a valuable role in patient safety day's 2020, theme – **“Speak up for health worker safety”**.

Remarks & Feedback: Some consultants commented;

- The act of concern was very nice indeed and recognising the doctors gave a very positive feeling and was

satisfying.

- This move was done for the first time at Dr. Ziauddin Hospital and it created a valuable impact. She (the consultant) further said that she felt proud as she shared her appreciation certificate with her family members & relatives.
- In times of commotion, it was a wonderful feeling
- A great idea & a great way to show concern!

It is true that when employees and

their work is valued, their satisfaction and efficiency rises and they are driven to maintain and improve their good work.

Gallup studies show employee recognition is the key factor influencing employee engagement, and therefore organisational performance.

We made it an unforgettable day and week for all our consultants and paramedics, and Ancillary/Support Team Members!



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EVENTS

PATIENT SAFETY WEEK

EDUCATION, ENCOURAGEMENT, ENTHUSIASM

Patient Safety Day is celebrated globally each year to emphasise the integral role of safety in patient care and to remind all hospital employees that patient safety is everyone's responsibility.

17th of September marked the official Patient Safety Day and continuing with the tradition, the Quality Assurance team of Dr. Ziauddin Hospital, Clifton involved patients and staff in fun activities. Patients enjoyed playing games with the team and were excited to receive gifts on behalf of the Administration. The nursing staff and doctors also participated happily and appreciated the team's efforts to lift up their spirits.

After this event, Patient Safety activities continued with an inter-departmental competition to reinforce the guidelines of International Patient Safety Goals, Infection Control and Fire Safety protocols in a fun and enjoyable way. Departments were divided into four categories according to their educational background. All the nursing zones were put together in the Nursing Category. The Technical Category included departments with paramedical staff like Laboratory, Pharmacy, Radiology, whereas the non-clinical category included departments such as HR, Marketing and Supply Chain. A special category of Support Staff was designed especially for the Housekeeping, Maintenance and Porters so that they also got a chance to win the trophy.

The competition was designed on Kahoot so that the team with the fastest response rate was declared the winner, without any risk of biasness. A total of 38 teams participated in a fast-paced and result-oriented competition. Each category had two finalists who were to battle it out in the Grand Finale in front of all HoDs and the Administration.

On the Grand Finale, all managerial staff were invited to share their departmental achievements with regard to safety as well as to encourage the teams participating in the final quiz competition. A special certificate of achievement was presented to all those departments who had shown their commitment to the hospital during the COVID pandemic.

The event ended on a positive note with everyone participating in the Grand Finale. Patient Safety is a team effort and these events are arranged to educate the staff about safety protocols as well as to appreciate them for their dedication. The five day event to commemorate Patient Safety Day across the hospital has become a tradition of Dr. Ziauddin Hospital and we hope to continue with this activity in the coming years as well.

By:
Syed Zia Uddin
(Asst. Manager, Quality Assurance Department)



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AT-HOME LAB TESTS



PHARMACY HOME DELIVERY



DOMICILIARY SERVICES

COMMENTS

DEPARTMENT OF INTERVENTIONAL RADIOLOGY

Interventional radiology is a radiology specialization involving a range of imaging and correcting medical procedures. Interventional radiology encompasses minimally invasive diagnostic and surgical techniques. Instead of traditional (open) surgery or keyhole (laparoscopic) surgery, interventional radiologists use needles, tiny instruments like plastic tubes and catheters to diagnose and treat ailments in the most minimally intrusive ways as possible. They use imaging procedures like X-Rays, MRI's and ultrasounds to perform image-guided surgeries by entering a needle in a vein or an artery.

Several treatment procedures have been made easier through interventional radiology. This method is used to treat, block or remove tumors. It is also used to clear blockages in blood vessels and is often accompanied by procedures like balloon angioplasty to clear any obstruction and open up the vessels. Cancer cells and tumors in the

liver, which previously required major surgery, can now be burnt through this modern technique. Interventional Radiology is not only used for tumors but also plays a vital role in limb salvage for diabetes patients who face the risk of amputation. Even patients who complain about an irregular fistula benefit through this procedure.

Interventional Radiologists may be surgeons, radiologists, vascular surgeons or neurosurgeons who have completed a fellowship in interventional radiology. More and more medical practitioners are leaning towards interventional radiology as a form of treatment because of the many benefits it has compared to traditional surgery. Some of them include;

- Minimally Invasive
- No incision
- No Sedation
- No scaring
- Faster Recovery
- Less Pain
- Reduced Risk
- Being admitted is not necessary



Interventional Radiology has many advantages when compared to the traditional open surgeries. Interventional radiology causes less pain, is minimally invasive, less blood loss, faster recovery, minimal or no sedation required and it has a very low chance of infection.

Although every surgical procedure has risks involved, Interventional radiologists use the latest technology for advanced imaging and this helps in reducing the risks as much as possible. The needles, tubes, and catheters are inserted using guided imaging and so are precise, minimally invasive and safer.

Comments corner

STARS OF THE MONTH NOVEMBER 2020

DON'T WORRY ABOUT BEING A STAR,
WORRY ABOUT DOING GOOD AND HONEST WORK AND
THE REST WILL COME BACK TO YOU!

PATIENT COMMENT CARDS

- Patient Khansa (CF-2);
10th – 11th November 2020
Pretty much satisfied with Dr.Gohar, so humble and helping.
- Patient Saima (LR);
15th November 2020
Staff is very good, especially Dr. Jahan Ara.
- Patient Aneesha Tahir (118);
21st November 2020
Sister Farhat was very kind and efficient. Nurse Sylvia has been very cooperative, empathetic and immediately available.
- Patient Ayesha (102);
26th November 2020
Dr. Ifra was hard working; all nursing

- staff was cooperative. Dr. Iqbal was helpful too; over all the services can be made better. Thanks to all staff of Dr. Ziauddin Hospital.*
- Patient Dr. Sumaia;
12th November 2020
Staff Nazia, Sumbal, Inat and Sabra were very nice.
- Patient B/O Sabiha (NICU);
November 2020
Nursing staff is good and caring and very much cooperative and sister Sadaf is very kind.
- Patient Haseena Begum;
20th – 24th November 2020
Found excellent service by staff and faculty and specially staff members Sherah and Jabeen.

- Patient Najma Khatoon (F4);
9th – 14th November 2020
Nursing staff Sherah, Gul, and Monica are excellent.
- Patient Urooj Salman (GWF-2);
21st – 24th November 2020
Excellent service is nursing and staff members. Sonia was memorable.
- Patient Badruddin;
23rd November 2020
Attendant nurse Roohi is excellent. She is very fair with her job and very helpful to the patients. A-one.
- Patient Shakeela begum (220-B);
12th – 26th November 2020
Staff nurse Gulshan is very humble and caring. Shakeela aunty's prayers are with her. Patient is very happy with her work.

