



ڈاکٹر ضیاء الدین ہسپتال NEWSLETTER

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INAUGURATION OF ENT CLINICS AT DR. ZIAUDDIN HOSPITAL, CLIFTON CAMPUS AN EXCELL-ENT WAY FORWARD

welcomed Dr. Mubasher Ikram as Head of Otorhinolaryngology and has awarded him the responsibility to further improve facilities and services provided by the department.

ment of the hospitals including Dr. Nida Hussain (Pro-Chancellor, Ziauddin University), and Ms. Sabina Khalid (COO, Dr. Ziauddin Hospital, Clifton).

Otorhinolaryngology, commonly known as Ear-Nose-Throat or ENT services, is a unique field in which doctors care for both children and adults, in both acute and chronic conditions, and manage patients in both clinical and surgical settings.

Although infections are commonly encountered in the ENT service, a variety of patients seek help from the otorhinolaryngologist which include those suffering from cancers, hearing loss, sinus problems, sleep apnea, voice disorders and many more.

Dr. Ziauddin Hospital, Clifton Campus

One of the first initiatives was the establishment of a new ENT Clinic equipped with the latest equipment and facilities for efficient and effective treatment of patients. Technical staff, with the appropriate knowledge and skills needed for ENT procedures, have also been hired so that the team remains coordinated at all levels.

A new ENT clinic was inaugurated at Dr. Ziauddin Hospital Clifton to improve the ambience for both patients and doctors. Dr. Asim Hussain (Chairman, Dr. Ziauddin Hospital) did the honor of inaugurating the new clinic on 7th January 2021 in a ceremony which was attended by all the senior manage-

Under supervision of Dr. Mubasher Ikram, two new otorhinolaryngologists namely Dr. Rahim Dhanani and Dr. Muhammad Wasif have also joined the ENT team and begun their journey with training and education of the clinical staff. The objective is to further strengthen practices and ensure patient management is in accordance with current clinical protocols. Hospital Administration is thrilled to have these new additions to the ENT services and is confident that the future of Otorhinolaryngology at Dr. Ziauddin Hospitals is in safe hands.

By
Ms. Sana Kanwal
Deputy Chief Medical Information Officer



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INAUGURATION OF OTORHINOLARYNGOLOGY DEPARTMENT AT DR. ZIAUDDIN HOSPITAL, NORTH CAMPUS

Otorhinolaryngology incorporates clinical and surgical services regarding Ear-Nose-Throat commonly termed as ENT. It represents the quality care facility of Dr. Ziauddin Hospital in treating chronic and acute diagnosis related to the field of Otorhinolaryngology.

Otorhinolaryngologist provide health care to treat various Infection outbreak of ENT and can facilitate the patient to cope up with some severe and chronic conditions such as loss of hearing, Sleep apnea, otitis media, tonsillitis and many more.

Department of Otorhinolaryngology at Dr. Ziauddin Hospital, North Campus is providing comprehensive and coordinated care to the patient of head,

neck, ear, nose and throat. The expertise of the department really pushing the optimal care of the patient under the supervision of Dr. Mubasher Ikram.

To enhance the quality of the care, recently some new initiatives have made by the administration. A new ENT clinic setup has been introduced at Dr. Ziauddin Hospital, North Campus with modern technology and all advance and essential equipment.

This highly facilitated ENT clinic setup inaugurated by Dr. Asim Hussain (Chairman, Dr. Ziauddin Group of Hospitals on January 5th 2021. Senior management Dr. Shireen Mansoor, Dr. Abbas Zafar, Ms. Samina Nausheen, Ms. Ruby Shabbir, Mr. Muhammad



Babar along with other HODs were also the part of the event to promote the growth of Otorhinolaryngology services and support the idea of innovative and advance care.

The Department of Otorhinolaryngology recently have been joined by Dr. Rahim Dhanani and Dr. Muhammad Wasif as the new addition in the team. They are contributing with their skills and experience to build a coordinated team which provide best clinical and surgical care. The vision of the department is to run deep with advance care and facilitate all kind of ENT services at their best.

By
Ruby Shabbir
Senior Manager MID



COVID - 19 VACCINATION DRIVES A CHALLENGE BUT A HOPE

MONDAY 5TH APRIL 2021, Dr. Ziauddin Hospital North Campus launched the COVID-19 vaccination for our community. Our fully equipped vaccination center coped with a large number of people wanting to get themselves vaccinated. Comfortably seated at the vaccination center, on sunny days -the hospital catered approximately above 500 registered individuals who were given their first dose via a smooth process. They would be coming in for the second one after 21 days. We can say that the COVID-19 vaccination is a high hope in contributing to have a way towards shifting out of this phase of the pandemic. Without vaccination, many scientists consider that natural herd immunity would not have been enough to restore the society to

its normal status quo and that it would have resulted in life-threatening casualty as experienced earlier. The Vaccination call have surely echoed around as an essential trend many are opting and for it.

Acknowledging the Dedication & Congratulating the North Team in having the Covid - 19 Vaccination Center function smoothly:

Administration - Dr. Shireen Mansoor - MS North Campus & Dr. Jawairiya Danish

Pharmacy - Mr. Ilyas Dad Khan, Chief Pharmacist

Biomedical Engineering - Mr. Faisal Siddiqui, Group HoD & Team

Maintenance & Engineering - Mr. Nehal Ashraf, Mr. Azizullah Khan & Team

Front Office Team

Quality Assurance - Dr. Anila Kazmi, Group Head

Doctors & Nurses Assigned for the Vaccination

I.T. - Mr. Mobeen Aslam & Team
Marketing - Mr. Murtuza Ahmed, Mr. Noman Ghayas and Team.

By
M. Babar
GM Administration,
North Campus



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ESTABLISHING ONCOLOGY SERVICES AT CLIFTON CAMPUS *Another Feather in the Cap*

With over 40 years of experience in Hematology and Oncology, Prof. Tariq Siddiqui is one of the pioneers of oncology in the country. He established the cancer facility of Dr. Ziauddin Hospital in North Nazimabad in 1997 and has now focused his attention on developing the cancer clinics at Dr. Ziauddin Hospital, Clifton Campus.

In January 2021, Dr. Reena Kumari joined the Oncology team as a full-time oncologist for Clifton Campus and since then she has dedicated her time to the care of both inpatients and outpatients suffering from various cancers. In collaboration with the chemo-pharmacy of North campus, patients are provided with the required chemotherapy immunotherapy and are monitored by nurses trained in the

care of oncology patients.

Being one of the few oncology facilities in the area, many cancer patients were happy to turn to Dr. Ziauddin Hospital, Clifton because not only did it save them from the long and tiring commute to the other side of the city, but it also was a reliable organization with established experience in oncology services.

Since its initiation, many patients have enrolled themselves in the cancer treatment provided at Dr. Ziauddin Hospital, Clifton campus. These patients include those diagnosed with breast cancer, lung cancer, leukemias, lymphomas as well as patients suffering from CNS tumors and cancers of the genitourinary and gastrointestinal tract. After multiple sessions of chemotherapy and immunotherapy targeted therapies, these patients are satisfied with the level of care and are continuing their therapy here.

The affiliation with Ziauddin University and the other campuses of Dr. Ziauddin

Hospital is an added advantage as having a multi-disciplinary team strengthens the quality of care and ensures all aspects of the treatment regimen is following current clinical guidelines and international standards. Tumor Board meetings are held regularly in which consultants from the departments of Medicine, Surgery, Pathology and Radiology discuss the cases with the oncologist and recommend the best mode of treatment for the patient.

The clinics at Dr. Ziauddin Hospital is the first step and future plans include the establishment of a specialized Oncology Pharmacy as well as Radiotherapy facilities at Clifton Campus. Cancer patients require special attention and the oncology team at Clifton Campus is committed to provide their patients with the optimal level of care, both physically as well as emotionally.

By
Dr. Reena Kumari,
Consultant Oncologist



ESTABLISHMENT OF COVID VACCINATION CENTER AT CLIFTON CAMPUS

The Covid pandemic of 2020 will be recorded in history as a global challenge for the healthcare industry. Front line workers, hospital administrators and support services have spent the entire year fighting this disease, both on a personal and professional level. Their only hope was the promise of a vaccine which would provide immunity and allow everyone to return to their normal way of life.

Prayers were answered and in February 2021 the first batch of Covid vaccine was shipped to Pakistan and vaccination of frontline healthcare workers was officially commenced.

Dr. Ziauddin Hospitals saw this as an opportunity to assist the Government of Sindh in this valuable initiative and showed their interest in establishing an official Vaccination Center at Clifton Campus.

Work began straightaway and a special facility was created to cater to

people requiring vaccinations. The facility consisted of separate areas for pre-vaccination, vaccination and post-vaccination procedures and designated nursing staff and doctors were trained on vaccination protocols according to international guidelines.

Government officials from Sindh Healthcare Commission and DG Health Office inspected the facilities and checked all areas including vaccination storage area and AEFI area (Adverse Effect Following Immunization). The inspection went smoothly and Dr. Ziauddin Hospital, Clifton Campus was authorized to procure the Russian Sputnik vaccine for sale to the general public.

The doors of the Vaccination Center opened on Saturday, 3rd April and the turnout was spectacular with over 200 citizens getting vaccinated on the first day itself. Workflow remained smooth as multiple registrations and vaccination counters were set up and the waiting area was made comfortable

with carpets and air-conditioners.

Being one of the few healthcare institutions which are offering Sputnik vaccine, Dr. Ziauddin Hospitals will be remembered as one of the front-line hospitals who volunteered to provide vaccines and showed their commitment to protecting the community from the dangers of the Covid-19 virus.

By
Dr. Syed Zia Uddin
(Assistant Manager, QA))



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HEART-TO-HEART CONVERSATION WITH **PEDIATRIC CARDIOLOGIST** **DR. NAJMA PATEL**

With over 20 years of experience in pediatric cardiology, Prof. Najma (MBBS, FCPS, FSCAI, FACC) is one of the pioneers of pediatric cardiology and has performed over 2000 cardiac interventions including valvuloplasties, balloon dilation & stenting and device closure surgeries.

In February 2021, Prof. Najma Patel joined Dr. Ziauddin Hospitals as Consultant Pediatric Cardiologist and has taken upon herself the responsibility of improving and expanding services for congenital heart disease patients in both the adult and pediatric population.

Prof. Najma has been affiliated with Dr. Ziauddin Hospitals as a visiting consultant for more than a decade and is aware of the organization's commitment to growth and provision of comprehensive services across all medical and surgical fields. She will be visiting all three campuses of Dr.

Ziauddin Hospitals for OPD clinics but will be performing procedures in Clifton campus only.

The administration is expecting an influx of pediatric cardiology patients after the addition of Prof. Najma and plans are underway to expand the Cath Lab, procure specialized pediatric cardiology equipment and hire technicians who are trained and experienced in pediatric cardiology procedures.

Having considerable experience in Pakistan, Prof. Najma is aware that many patients' families are unable to afford surgical care in private hospitals and therefore she has discussed the feasibility of introducing welfare services for under-privileged patients so that every deserving patient gets the opportunity to avail her consulta-

tion and surgical expertise.

Pediatric cardiology is a rapidly growing field in Pakistan and there is a lot of scope for young doctors. Post-graduate training for interested doctors can be established in collaboration with Ziauddin University and will give the hospital a competitive edge over the other teaching hospitals.

Prof. Najma is looking forward to bringing about a positive change in the hospital through her services, but at the same time she is cognizant of the fact that change takes time. She believes in patience and persistence and is confident that all the improvements she has planned will come to life in the near future.

By
Dr. Sana Ansari
Manager, Quality Assurance



Comedy FOR THE CARE-GIVERS

The healthcare industry is known to have one of the highest rates of stress and depression and the Covid pandemic in the past year has taken those statistics to a new peak. Dealing with grief, pain and suffering all throughout the year, healthcare workers are always eager for a chance to relax and laugh off their worries.

The Marketing Department of Dr. Ziauddin Hospital in collaboration with Supermed.pk paid a tribute to the Healthcare Heroes of the Covid pandemic by arranging a performance by stand-up comedian Akbar Choudhry on Tuesday, 13th April 2021.

An aerospace engineer by qualification, Akbar Choudhry is a renowned comedian in the Karachi set-up and has considerable experience as a talk show host on TV channels and YouTube. He is part of a comedy troupe called LOL-walay and has performed all over the country and is considered a pioneer of stand-up comedy in the region.

The comedian warmed up the crowd

with his jokes on pharmacists, Covid vaccine and involved the audience by interviewing them. He related funny scenarios of everyday experiences like visiting the mosque and getting stuck in a traffic jam, which made the crowd laugh out loud. The audience enjoyed the jokes thoroughly, especially when GM Administration, Mr. Saad Moin Khan, joined in and included some internal jokes which made the crowd laugh even harder.

The one hour session was attended by staff from all departments of the hospital and included both junior and senior staff. This was the first time a comedian was invited to perform at Dr. Ziauddin Hospital and it was the first time many of the guests had a chance to attend a live stand-up comedy show. One of the guests stated that "This was a memorable event and there should be more such events throughout the year."

By
Aiman Jawaid
OD Officer



INSTALLATION OF ENT UNIT

AN ESSENTIAL UNIT TO DIAGNOSE AND TREAT PATIENTS WITH ENT DISORDERS

The ENT department is comprising of a dedicated group of highly trained ENT surgeons, medical doctors, nurses and technicians. Their expertise is built on the world-class medical experience coupled with state-of-the-art medical equipment and technology to prevent, detect, and treat a broad range of ENT disorders.

Initially, The ENT Clinic was comprised of basic necessities and limited tools available to run general OPD, where cases under local anesthesia have to

be referred in the operation theatre for further care that creates extra load on OT as well long waiting time for the patients.

The ENT Unit is state of the art and modernized equipment equipped with endoscopy camera, monitor, and flexible endoscopes along with headlight in order to provide diverse patient care under one roof. Now, patients are treated on ENT Unit easily rather than referring to the OT resulting better patient care satisfaction.

Most of these patients are treated on ENT Unit through the outpatient consulting clinics and/or day care surgery, although there may be exceptions where patients have to be admitted and stay overnight.

By
Mr. Muhammad Saad Alam
Sr. Biomedical Engineer,
Kemari Campus



DEPARTMENT OF QUALITY ASSURANCE

TAKES A DIFFERENT MOVE TOWARDS ACTUAL OUTCOMES; A RESEARCH BASED QUALITY PROJECT

EMOTIONAL DISTURBANCES THE HEALTHCARE EXPERTS SUFFERED DURING INITIAL VIRUS ATTACK OF COVID-19

The world is facing the threats of Wuhan virus/ Coronavirus since December 2019. The origin of this diseases was from Wuhan city of China. Total 219 Countries and territories around the world have reported 14.5 million confirmed cases of the coronavirus COVID-19 and a mortality rate of more than 3 million deaths till April 2021. Pakistan is on 31st position in the list of most affected countries with COVID-19 - 784,108 confirm cases and death of 16,842.

This highly contagious disease has badly affected the economy of whole world and social life of most of the peoples has been restricted to

social media only due to lockdown. The pandemic has become a leading cause of high rate of depression and anxiety now days, but the most affected group is the healthcare experts of hospitals because they are in direct contact of Covid-19 patients.

Department of Quality Assurance, Dr. Ziauddin Hospital North Campus conducted a study to evaluate the depression and anxiety in healthcare workers and the results of this study indicating that 69 % healthcare has minimal anxiety level, 14% has mild anxiety, 10% has moderate anxiety, and 7% has severe anxiety. The level of anxiety is high in female (55%) as compared to male (45%). No association has been observed among anxiety level with working shift, marital status, socioeconomic status, co-morbid and availability of Personnel Protective Equipment (PPE).

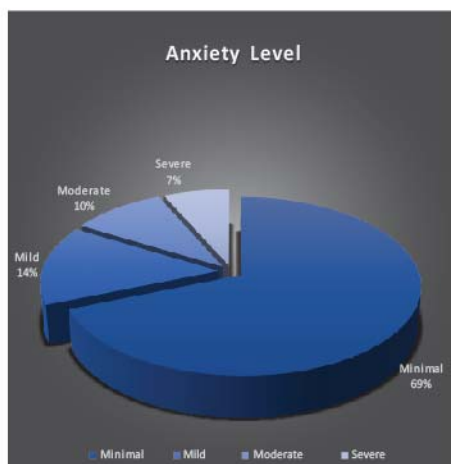
Increasing level of anxiety can affect work performance and behavior of the healthcare workers with their patients that may affect the satisfaction level of patients. It is recommended to arrange regular sessions of stress management like "How to cope with your depression and anxiety" and



trace the severe cases who need treatment to increase their work performance.

At Quality Assurance Department we are now focusing on different aspects of Quality projects – which would be research based, thus having evidences in assisting us to improve the quality work and bringing in implementation in lines of the PDCA Cycle - Plan, Do, Check & Act cycle.

By
Salva Arshad
Assistant Manager
Department of Quality Assurance



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HALCYON™ INNOVATION IN RADIATION THERAPY FOR BETTER CANCER CARE

Dr. Ziauddin Hospital has introduced yet another machine in its Radiation Oncology department with the state-of-the-art technology. Varian Halcyon has been acquired which has been engineered to revolutionize clinical workflow and enhance virtually every aspect of image-guided intensity modulated radiotherapy and/or Volumetric modulated arc therapy (IGRT/IMRT/VMAT). The motive behind installation of this machine is: wide access of better cancer care with radiotherapy for the local people and faster treatment with newest technology targeting the tumor well with saving the critical organs by the complications of radiotherapy. We have successfully started to function in March 2021 with a total of now 3 machines including 2 machines with advanced technology. Following are the features of this modern machine:

- High Quality of Care
- The New Generation Dual-Layer Multi-leaf Collimator (MLCs):
- Fast Delivery of High-Quality IMRT and RapidArc/VMAT Radiotherapy:
- Operational Excellence: Optimized, Simplified, Expedited Care:
- Human-Centered Design: Maximizing Patient Comfort and Clinician Confidence:
- Better Patient Safety features
- Improved experience of Clinical staff

Halcyon is designed to achieve the high-quality care by optimizing rapid image-guided IMRT and RapidArc® radiotherapy. Every patient will receive treatment characterized by a high level of clinical quality in terms of dose conformity and low dose to organs-at-risk because of following

attributes that work synergistically. The machine's speed, which enables the use of more FIELDS or ARCS within a normal treatment time slot. A streamlined workflow whereby 100% of treatments are image-guided to reduce uncertainties in patient setup. (IGRT). Cone-beam CT imaging can be completed in 17 seconds. Since the MV imager is always in the beam's path, you do not waste any time deploying it; and this, too, speeds up treatment. As an extra measure of quality, the MV imaging dose is included in treatment plan optimization."

Halcyon features a patented dual-layer multi-leaf collimator (MLC) that has been optimized for modulated treatments. It can move twice as fast as traditional MLCs to support the gantry rotation speed and the high dose delivery rate of the system's 6 MV FFF beam, allowing excellent modulation for high-quality treatments. The faster gantry rotation speed, MLC speed, and high dose delivery rate is carefully synchronized making Halcyon ideal for delivering efficient IMRT and RapidArc® radiotherapy. Additionally, the ultrafast imaging and simplified integrated workflow gives us a path to adaptive therapy.

Many factors contribute to making Halcyon a transformative new system with the potential to impact the overall economics of cancer care. SmartConnect™ remote servicing. Every Halcyon system is SmartConnect enabled, so that Varian personnel can perform diagnostic and support services remotely, via network connection. This will reduce the machine down time & help to avoid the unnecessary treat-

ment gaps (prolong treatment gaps reduced the chances of cure) which usually frequently occurs in other LINACS.

Halcyon was designed to enhance patient comfort. The couch descends low to the ground for easy loading and unloading. The system features a spacious, 100-centimeter diameter bore with integrated ambient lighting, designed to contribute to patients' comfort and relaxation. The couch and gantry are powered by linear brushless motors so that machine motions are smooth and virtually silent, even during acceleration and deceleration. The integrated couch-mounted camera travels with the patient, who is always at the center of the large image that appears on the treatment console. An enclosed gantry will prevent any chance of collision with the patient, and collision detection technology will pause treatment or motion in the rare instance when a patient bumps the wall of the bore.

Halcyon was also designed to improve the experience of the clinical team. Simplified and standardized treatments can be completed in just a few consistent steps that are signaled by a "follow the light" workflow. With the innovations in this new technology platform, the system will deliver high quality Halcyon treatments that empower clinicians to care for many more patients. We expect this system to provide a pathway to adaptive radiotherapy as well as opportunities for research into new treatment protocols."

By:
Dr. Shabbir Hussain
Medical Oncologist



IMMUNOTHERAPY: INNOVATIVE WAY TO KILL A KILLER

The concept of immunotherapy has been around for a long time. A century

ago, a physician known as William Coley noted that some patients, when infected with a bacterium, appeared to fight off their cancers. The theory behind immunotherapy is that your immune system already knows how to fight cancer. Just as your body is able to identify, label, and mount an immune response against bacteria and viruses that invade it, cancer cells may also be

tagged as abnormal and eliminated by the immune system. However, cancers sometimes figure out how to outsmart the immune system and protect themselves; this is the basis of immunotherapy, it actually helps in boosting the body's immune system in identifying and targeting the cancer cells.

While there are many different types of

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immune cells and molecular pathways that result in the removal of cancer cells, the "big guns" in fighting cancer cells are the T-cells (T lymphocytes) and natural killer cells (NK cells). Immunotherapy works directly or indirectly to enhance the activity of these cells which in turn work against the cancer cells.

Immunotherapy has been used in cancer treatment since previous time with the use of BCG vaccine as part of local therapy for urinary bladder cancer. Different types of immunotherapy work in different ways. Some immunotherapy treatments help the immune system stop or slow the growth of cancer cells. Others help the immune system destroy cancer cells or stop the cancer from spreading to other parts of the body. Immunotherapy treatments can be used alone or combined with other cancer treatments. These treatments include non-specific immunotherapies like Interferon and Interleukins, which have been used for treatment of multiple cancers like urinary bladder cancer, multiple myeloma, blood cancers and others.

The other types of immunotherapies that are now being used commonly in multiple tumor sites are the immune checkpoint inhibitors (ICI). This all started with its use in disease like Malignant Melanoma in the early 2000 with Ipilimumab that targeted the CTLA-4 pathway. Later on other ICI like Pembrolizumab and Nivolumab which are called the PD-1 Inhibitors evolved and were used in Lung tumors and other sites. Now recently other agents have come which were the PDL-1 inhibitors of which Atezolizumab is the prototype.

These were initially being used in metastatic disease but their indication has been proven in curative cases as well. In-fact immune checkpoint inhibitors are the only immunotherapies being used extensively for treating cancers. Other types of immunotherapies include the Oncolytic Virus therapy and the CAR-T therapy, which are approved in some tumors.

Immunotherapy is being developed extensively and within the next decade or so, every patient afflicted by cancer will be treated with medicines that heighten their immune responses, in conjunction with traditional medicine if required. But there is still very little data on the efficacy and tolerability of these new drugs on the Pakistani population as the immune system is greatly shaped by our diet and the microbes that therefore live in our intestines. The goal of employing more immune system-empowering drugs is to make cancers less deadly, and perhaps even allow for cancer lesions to be controlled entirely by the patient's own immune system by making them chronic instead of fatal. Compared to traditional forms of cancer medicine like chemotherapy and radiotherapy, immunotherapy produces much fewer acute side effects. But still immunotherapy has its own immune related side effects that are managed commonly by steroids.

Checkpoint blockade therapies are especially useful in treating head and neck as well as lung cancers because smokers have mutations on tumour cells. Other than lung, melanoma, lymphomas and solid tumors can be treated as well. These therapies have become the

front line in treating Liver cancers as well. Recently the ESMO (European Society for Medical Oncology) had reported the first modest immunotherapy success against triple negative breast cancer, a horribly aggressive disease found primarily in younger women, which has stubbornly resisted previous treatment options.

The Oncology department at Dr. Ziauddin Hospital, North Nazimabad was the 1st Private Oncology Centre in Karachi and had started functioning in 1997. We had later established our state-of-the-art Cancer Centre and Radiotherapy department in 2014 after which we had started all the modern treatments like Immunotherapy and Radiation treatments such as 3D-CRT and IMRT. Immunotherapy like Nivolumab and multiple targeted therapies for various indications like Lung Cancer, Kidney Cancer, Head and Neck Cancer; Uterine Sarcoma and Hodgkin's lymphoma had been used since then. Furthermore after the approving indication of immunotherapy in Triple negative breast cancer we also have started Atezolizumab in these patients. We have immense pleasure in informing that 2 of our patients who were continued on immunotherapy for 2 years were declared free of disease (Complete Clinical Response) on response evaluation with PET imaging. Currently we are also receiving patients with specific requirement of immunotherapy and we cater around 4-5 patients of immunotherapy per month along with all other targeted therapies and chemotherapies.

By,
Dr. Shabbir Hussain
Medical Oncologist

DEPARTMENT OF NURSING EDUCATION SERVICES (NES) TAKING A LEAD ROLE IN CERTIFICATION TRAININGS FOR NURSES

In the 21st century, nursing practice confronts various demands such as the uplifting numbers of elder patients and critically ill patients, increasing health-care expenses, increasing shortage in nursing staff and nurse educators and a shift in the age of the nursing workforce. To adjust to the swiftly changing advancement in healthcare settings i.e. continuous progressions in education, medicine, technology and research our nurse educators must frequently measure and review teaching-learning strategies and programmes adopted to prepare new professional nurses. To improve the nursing skills and update knowledge, our NES is playing an important role.

Recently a strategic move taken by the

NES Department has given our nurses the opportunity to brush up their knowledge and skills; its stimulus would surely shine high in the coming times. A quarterly training planner for a group of nurses of different specialties and age groups is now present and the first nursing batch has completed the set of training modules which include soft skills as well as technical skills. During the training sessions of the first batch, we saw our senior nurses taking keen interest in preparing case presentations after thorough review of nursing literatures.

Thanks to our Department of Quality



Assurance who proposed and initiated the essence of having our NES Training Programme certified by Ziauddin University - that is providing credit hours for the training sessions. This initiation has given a boost and value to the

trainings, bringing in an inspirational element. Another strong benefit is that it is a convenient and cost-effective way to train nurses as they have an opportunity to obtain a recognized certification in a short period of time when compared to attending a conventional certification programme.

By
Aneela James
Manager NES, North Campus

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THE ART OF AUDITING; A COMPLEX ATTRIBUTE EVALUATION OF THE ORGANIZATION AND EFFECTIVENESS OF AUDITS

The term "Audit" is derived from the Latin term "Audire" meaning "to hear", because in olden times auditors listened to the oral reports of responsible officials to owners or those having power, authority and confirmed the precision of the reports. Over the years the role evolved to verify written records as an important step.

Before 1840; the previous practices of auditing although not well documented, present proof for the existence of auditing. Auditing was found to be present in the ancient civilization of China, Egypt and Greece in the form of ancient checking activities. The inspection activities found in ancient Greece appear to be closest to the present day auditing.

The first chronicled auditors were the spies of king Darius of ancient Persia (522 to 486 B.C.). These auditors acted as "the King's ears" checking on the behavior of provincial satraps (a provincial governor in ancient Persia).

At present we have performance audits which refer to an independent inspection, scrutiny of a programme, function, operation or the management systems and actions of a governmental or non-profit entity to evaluate whether the entity is achieving economy, efficiency and effectiveness in the engagement of available resources. The inspection plan is objective and systematic, generally using structured and professionally adopted methodologies.

Talking of Healthcare Performance

Audits, we are focusing on evaluation and improvement of quality of care provided to the patients, looking into the elements which are of vital importance in the daily clinical practice while managing our health care related policy, planning and even financing. So matching in the same trend we have developed different tools of Performance Audits.

At Dr. Ziauddin Group of Hospital we have Performance Audits in the form of ISO 9001: 2015, Quality Management



System, Internal & External Audits - catering both the Clinical and Non Clinical dimension of service & care, the Sindh Healthcare Commission & PMDC (formerly) audits - focused mainly on clinical aspects - and broadening the scope ; ISO 15189 Medical laboratories Internal & External audits. The requirements for quality, competence and performance are based on international standards that specifies the requirements particular audits as mentioned above.

We are in the process of having and



developing our clinical audit which would consist of measuring a clinical outcome or a process, against well-defined standards set on the principles of evidence-based medicine in order to identify the changes needed to improve the quality of care.

Conducting an audit has always been a call for a challenge, it is a part of the continuous quality improvement process with evidence based approach that focus on specific issues, different aspects of health care and clinical practices and services. Auditing is an instrumental tool, while internal audit may not have always been supposed to have an adding value to organizations beyond checking a regulatory box, it can play a vital role in overall operational development. Internal Audit have become a significant part of proactive, forward-thinking stance of any organization so there is strive for continuous process improvement while seeking to lessen organizational risks. The more stronger our internal audits are, the more we take the pleasure securing good marks in the external audits. The punch is to have open mindsets regarding internal audits, looking at it as a call for success, so having good managing and operating systems in an organization.

By,
Dr. AKazmi
Group Head,
Department of Quality Assurance

DR. ZIAUDDIN HOSPITAL
HOME SERVICES

**DR. ZIAUDDIN HOSPITAL OFFERS
CONVENIENCE AND SAFETY
FOR EVERYONE**
<https://homeservices.ziauddinhospital.com/>



ONLINE CONSULTATION CLINICS



AT-HOME LAB TESTS



PHARMACY HOME DELIVERY



DOMICILIARY SERVICES

WORLD WOMEN'S DAY 2021

**"Take criticism seriously, but not personally.
If there is truth or merit in the criticism,
try to learn from it. Otherwise, let it roll right off you."**

- Hillary Clinton (American Politician)

Women of the world wish for and deserve an equal future which is free from stigma, stereotypes and violence. They look towards a future that's justifiable, nonviolent, with equal rights and chances for all. In reaching there, the world needs women in those areas where decisions are being made.

"Women in leadership: Achieving an equal future in a COVID-19 world," is the theme for International Women's Day - 8 March, 2021. The day was celebrated in the light of the incredible efforts by women and girls around the world in modeling out a more equal future, also giving out to gratitude to those women who recovered from the COVID-19 pandemic.

As per UN Understanding:

Women are also at the forefront of the battle against COVID-19, as front-line and health sector workers, as scientists, doctors and caregivers, yet they get paid 11 per cent less globally than their male counterparts. An analysis of COVID-19 task teams from 87 countries found only 3.5 per cent of them had gender parity.

Women's full and active contribution and leadership in all areas of life drives a wonderful development in nearly all fields – either it being Science, Art, Engineering, Management & so many more. Yet, women are still understated in public life and decision-making, as revealed in the UN Secretary-General's recent report. Women are Head of the State or Government in 22 countries, and only 24.9 per cent of national parliamentarians are women. At the current rate of progress, gender equality among Heads of Government will take another 130 years.

At Dr. Ziauddin Hospital the World Women's Day was celebrated in high moods, where our hospital female nurses were made to feel special. We had competitions & debates, role modelling activities, speeches, art & craft contest. The Medical Superintendent Dr. Shireen Mansoor, Group Head Human Resource Ms. Samina Naushin, Senior Manager MID Ms. Ruby Shabbir and Head Nursing Department Ms. Yasmin Siraj played the role of a Judge quite spontaneously,

while Dr. Anila Kazmi Group Head of the Dept. of Quality Assurance and Dr. Jawairya Danish, Deputy Medical Superintendent gave out the winners of the competition wonderful gifts. All participants had a special take away kit to make them remember and feel that women are important not only in our hospital but also in the society.

Here is how our North Campus Hospital women in a Leading role feel and want to share their understanding as being a potential part of the Hospital Management:

Messages On International Women's Day



Dr. Aijaz Fatima
Trustee
Founder DZH Group

The most important thing one woman can do for another is expand her sense of actual possibilities.



Dr. Shireen Mansoor
Medical
Superintendent

Every Woman should dream big while pursuing a career. With passion, confidence and above all a spark of positivity, I am sure that she would succeed in every step that she takes.



Ms. Samina Naushin
Group Head Human
Resource

Silence & Smile are two powerful tools. Smile is the way to solve many problem & silence is the way to avoid many problems.



Dr. Anila Kazmi
Group Head Quality
Assurance

Being a woman of class means to focus on elegance, dignity, confidence and above all having a strong determination to rise high with faith and honesty in all walks of life.



Dr. Jawairya Danish
Deputy Medical
Superintendent

Women come before men, along with the man, in fact men actually come from a woman Adam can be paired with the one like him but GOD created women to complete this world Women are stronger than their own imagination, it's just a matter of belief.



Ms. Ruby Shabbir
Senior Manager
Medical Information
Department

The patience to listen, the willingness to understand, the power to care, a heart that can share, that is what makes you the most beautiful being of this universe. The world is swindle, but dwindle your challenges with your wit. Be Fearless and conquer the world.



Ms. Syeda Noor
Manager Pharmacy

"Every man needs a woman when his life is a mess, because just like the game of chess – the queen protects the king".



Ms. Yasmeen Siraj
Nursing Manager

If I am a daughter then I am mercy, if I am a sister then I am like a prayer, if I am a wife I am peace of soul. If I am a mother then I am like heaven if I am a friend then I am confidential



Ms. Sidra Nasim
Senior Dietitian

Let your motives change the world, but don't let the world change your motives

By,
Ruby Shabbir
Senior Manager
OPD / Medical Information Department

EVENTS

Tracheostomy WORKSHOP

A tracheostomy is a life-saving procedure which involves making an insertion into the trachea (windpipe) of the patient to help with breathing. Tracheostomies are performed on patients with obstruction due to trauma, neurological injury or when weaning off a ventilator. It is usually a long-term procedure and requires effective nursing care to ensure the tracheostomy site remains open and infection-free.

Dr. Mubasher Ikram, who has recently joined Dr. Ziauddin Hospitals as HoD of Otorhinolaryngology, recognized the need for reinforcing tracheostomy care protocols and clarifying any doubts which the junior medical staff may have. Keeping this objective in mind, Dr.



Mubasher collaborated with the Continuing Professional Education Department of Ziauddin University and arranged a specialized workshop on Tracheostomy on Saturday, 10th April 2021. Medical staff from both the Clifton and Kemari campuses were invited to the session and the audience comprised not only of doctors and nurses but technicians and other paramedical staff also attended, making a total of over 70 participants.

In the first half of the session, the ENT consultants gave talks on various aspects of tracheostomy care. After the refreshment break, Dr. Mubasher and his team divided the participants into two groups, the doctors were trained by Dr. Wasif and Dr. Rahim whereas Dr. Mubasher took personal responsibility for educating and demonstrating tracheostomy maneuvers for the nursing staff. Special mani-



kins were used so that all participants get hands-on experience in tracheostomy protocols.

Nurses were given detailed instructions on many topics including method of suctioning, cleaning and handling a dislodged tracheostomy tube.

Dr. Anoop Kumar (Medical Superintendent of Clifton Campus) appreciated the organizers for arranging such an informative session which will definitely enhance the level of care in tracheostomy patients.

Participants were pleased to receive Certificates of Attendance and looked forward to having more such workshops in the future.

By
Joel Stephen
Staff Nurse



WHO Session on DISEASES REQUIRING SURVEILLANCE

WHO has defined Influenza like illnesses (ILI) as an acute respiratory infection with measured fever of $\geq 38^{\circ}\text{C}$ and cough with onset within the last 10 days. Severe Acute Respiratory Illnesses (SARI) can be defined as an acute respiratory infection with measured fever of $\geq 38^{\circ}\text{C}$ and cough with onset within the last 10 days and requires hospitalization whereas Acute Flaccid Paralysis (AFP) occurs in a child <15 years of age with sudden onset of paralysis or muscle weakness due to any cause.

Influenza virus infections substantially contribute to global morbidity and mortality. Every year, globally 3 to 5 million individuals suffer from severe influenza, leading to 250 000 to 500 000 deaths. Influenza occurs throughout the year in Pakistan with seasonal peaks during the winter season from December to February affecting all age groups and gender.

Considering this as a serious cause of morbidity, Department of Infection Prevention and control of Dr. Ziauddin

Hospital Clifton campus organized a session on Surveillance of vaccine preventable diseases in collaboration with WHO team members on 17th Feb, 2021.

Session was conducted by WHO officers Dr. Liaquat and Dr. Ramesh who informed the audience about the potential dangers of these conditions and the efforts taken by WHO and the government to reduce morbidity and mortality. Moreover, the availability of vaccines has made it even more easier to stay safe from these conditions and all health workers should join hands to educate the community about the importance of timely vaccination and protection from these illnesses.

Clinical staff from all departments was invited and the turn-out was more than the expectations of the organizers. Audience included consultants, residents, nursing staff as well as technical staff from Operation Theatre. The session was overall interactive and informative and the question-answer session clarified many doubts which the guests had regarding these diseases.

Having an organized method of surveillance is the first step to identifying these conditions timely so that we can not only help the patient but also play a

part in protecting the community from the unnecessary spread of influenza like viruses.

By
Ms. Samina Barkat
Manager,
Infection Control



EVENTS

EMBRACING CHANGE

A SESSION ON ACCEPTANCE AND CREATING POSITIVE PERCEPTION

According to HBR, academics, managers, and consultants took more than three decades to understand that transforming organizations, and to make them adopt any sort of change is the most difficult task to work upon. Observing the strong resistance towards change, Organizational Development Department came up with a training session on portraying a positive viewpoint for the enhancement of change adaptability among the people.

Change is abstract and difficult, but



the actual issue is to make people agree on the same factors which influence transformation initiative the most. If you will ask five individuals to come up with one critical factor for the success of the initiatives, you will probably get five different factors. It is because people have their own unique point of views.

Bringing about a big change demands a lot of effort. Therefore, the most crucial part in embracing change is to make people understand the difference between leading the change (adaptability) and forced to change (adoptability). It is a matter of choice, which is not only influenced by personality but it has other external factors as well (age, gender, and experience).



To be a growth oriented individual, it is necessary to become a change affirmative person. Remember that,

To improve is to change, to be perfect is to change often.

- Winston Churchill -

By

Bushra Nasim

OD Associate



Biomedical Engineers FRONTLINE WARRIORS IN COVID-19 PANDEMIC

Dr. Ziauddin Hospital, Kemari is offering 15 bedded Isolation Units for COVID 19 patients including 5 beds each for Intensive Care Unit, High Dependency Unit, and Special Care Unit. These isolation units are fully equipped with modernized and top notch medical facilities such as electronic beds, ventilators, BiPAP/CPAP machines, high flow nasal cannula, ECG machines, cardiac monitors, defibrillators with 24Hrs Oxygen supply, crash carts with lifesaving medicines and all other obligatory equipment.

The role of Biomedical Department during COVID-19 Pandemic is very crucial in providing quality care with the support of modernized medical equipment. The Biomedical Engineers are well qualified and trained in the quality standards of

ISO 9001-2015. With their continuous efforts and technical expertise, they have provided exceptional support in the establishment of COVID -19 Isolation Unit and are available 24 hours to reassure smooth operation of the Isolation Unit. The Biomedical Engineers are also providing hands on skills and regular trainings to the medical staff including doctors, nurses and technicians for managing patients with high tech biomedical equipment.

The COVID 19 pandemic has completely changed the face of Biomedical Engineering by highlighting unseen professions in the medical field that not only support hospitals in providing quality healthcare services & saving people lives timely to keep smile on the patient's face and their loved ones.

By

Mr. Junaid Shah
Assistant Manager
Quality Assurance,
Kemari Campus



EVENTS

ROLE OF DR. ZIAUDDIN HOSPITAL IN PAKISTAN LIFE SAVERS PROGRAM

The "Pakistan Life Savers Program (PLSP)" is a youth skill building and empowerment program that will train 10 million people in Cardio Pulmonary Resuscitation (CPR) and Bleeding Control.

On the 15th February 2020, PLSP was launched, as healthcare organizations and government partners signed MOUs to train citizens in the life-saving skills of CPR and bleeding control.

Dr. Ziauddin University Hospital is the key partner of PLSP and for achievement of PLSP vision and mission, the Ziauddin Hospital management is actively liaise with other healthcare organizations including The Aga Khan University Hospital, Tabbah Heart Institute, Edhi Foundation, Mukhtar A. Sheikh Hospital, NICVD, Dow University of Health Sciences, Shaheed Mohtarma Benazir Bhutto Trauma Centre, Jinnah Postgraduate Medical College, The Aman Foundation, Rescue 1122 and FRIP.

Dr. Zahid Ali Faheem, Chief Operating Officer of the Kemari Campus, served as the focal person to coordinate with PLSP secretariat for the planning and implementation of the activities accordingly. However, the top leadership of the Dr. Ziauddin Hospital and Ziauddin University is also involved as Dr. Nida Hussain, Pro Chancellor signed a MoU on the 15th February 2020 and stated in the launching ceremony as:

"You don't need to be a superhero to save a life, no one can predict when an emergency medical situation will happen, however knowing how to respond to and deal with them can be a learned skill and can be critical in saving someone's life."

Dr. Nida Hussain

For smooth running and operation of the program, the PLSP secretariat developed sub-committees with the involvement of key stakeholders of their partner's healthcare organizations. Dr. Ziauddin University Hospital represents following members of the sub-committees:

- Curriculum Development Committee - Dr. Shua Nasir (Assistant Professor Emergency Medicine – North Campus) Dr. Mohammad Aqil (In charge – Accident and Emergency – Kemari Campus)
- Monitoring & Evaluation Committee - Dr. Zahid Ali Faheem (COO – Kemari Campus) and Mr. Junaid Shah (Assistant Manager - Quality Assurance, Kemari Campus)
- Innovation & Technology Committee - Dr. Zahid Ali Faheem (COO – Kemari Campus)
- Operations Committee - Dr. Mohammad Aqil (In charge – Accident and Emergency – Kemari Campus)

Dr. Ziauddin Hospital and Ziauddin University launched its first pilot training of PLSP on 27th Feb 2021 and trained 70 health staff by PLSP Master Trainer Dr. Mohammad Aqeel (Incharge – Accident and Emergency), Ms. Sherol Mona (Nursing Manager) and Ms. Rizwana Mukhtar (Nursing Supervisor) under close supervision of PLSP secretariat. To date the hospital management of Kemari Campus have conducted 4 training sessions and trained about 70 medical staff and non-medical staff including 5 Doctors, 5 nursing staff, 5 Security guard, 10 MID staff, 20 House-keeping staff, 5 Front Office Staff, 4 Radiology Staff, 10 Porters, 5 Aya, and 1 Biomedical Engineer.

To make our goal a reality of training ten million Pakistani citizens in Lifesaving skills, we look forward to extending our partnership with education and health system across Pakistan and abroad.

By

Dr. Zahid Ali Faheem
Chief Operating Officer,
Kemari Campus
&
Mr. Junaid Shah
Assistant Manager
Quality Assurance,
Kemari Campus



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EVENTS

DOCTOR'S APPRECIATION CEREMONY

While the Covid-19 pandemic will be remembered for being one of the worst attacks on healthcare, it was also a time when clinical staff proved their integrity and displayed their solidarity with their institutions and their profession.

The first Covid positive patient was admitted to Dr. Ziauddin Hospital, Clifton in March 2020 and since then the hospital has served over 500 patients, of which 70% recovered and went home safely. In the midst of global hysteria, the doctors were at the forefront of the battle against the pandemic, where they were not only trying to keep up with rapidly changing WHO and CDC guidelines but were also facing extreme mental stress from their patients' families as well as their own.

The Administration of Dr. Ziauddin Hospital, Clifton Campus acknowledged the role the doctors in handling the pandemic. Therefore on 20th March 2021 a special ceremony was arranged to appreciate the efforts and dedication of all the doctors involved. Doctors from the departments of ER, ICU, Surgery & Medicine were invited to celebrate their efforts and share their experiences.

The former Head of MICU, Dr. Ashok Kumar was not able to physically attend the event and joined on video call to participate in the celebration.

In his welcome note, Medical Superintendent appreciated the efforts of the doctors but also emphasized the importance of team work and applauded the commendable support of all clinical departments including the Nursing, Infection Control, Laboratory, Radiology and Rehabilitative Sciences departments.

HoD, Psychiatry Dr. Imran Bashir Choudhry spoke about the effect of



PRACTICE, TRAINING & KNOWLEDGE TOWARDS CARE OF PERIPHERAL INTRAVENOUS CANNULA AMONG NURSES

In today's intricate health care settings, nursing career and the level of patient care provided – apart from the formal nursing education also depends on the aptitude of daily performance and to obtain best results we need to focus more on relevant regular trainings. A nurse can always extend knowledge and improve skills by attending and/or participating in nursing seminars, workshops and sessions. Our Nursing Department keeps this in mind and is very keen in arranging useful workshops for Nurses.

A workshop on Management of IV Dressing was conducted for our Nurses on Feb 16 2021. The aim of the workshop was to provide an update. The hands on workshop was full of knowledge and nurses were seen busy practicing the relevant procedure. Intravenous (IV) cannulation is a common procedure performed by nurses in every hospital and closely linked with the risk of nosocomial infections if standard care is not provided. IV site dressings are intended to stop the introduction of microorganisms at the IV insertion site, which can lead to blood infection, and to help to stabilize IVs to prevent micro-movements, which can lead to phlebitis. The workshop ended well, as the nurses moved out of the seminar room with smiles on their faces; this showed their enthusiasm to

perform their best while caring for patients.

By,
Ms. Yasmin Siraj
Nursing Manager
Dr. Ziauddin Hospital
North Campus



Covid on mental health and the increasing incidence of burn-out in physicians. Some of the Internal Medicine residents who were posted in the Covid wards shared the challenges they faced during the first wave of the Covid pandemic and how they got through with each other's support and consideration.

The ceremony rekindled memories and emotions as a short video was played, which was a compilation of random moments from the past year, caught on camera. Dr. Aamir Ashraf moderated the event and called the

various departments to receive their certificates from Top Management of the hospital.

The event ended on a high note as the guests left with more motivation to continue their fight, as the Covid pandemic is not over yet, and the clinical team needs to continue working with the same enthusiasm and energy.

By
Dr. Aamir Ashraf
Assistant Medical Superintendent



EVENTS

MOVING BEYOND BOUNDARIES EXPANDED PROGRAMME OF IMMUNIZATION; DR. ZIAUDDIN HOSPITAL WORKING IN COLLABORATION WITH EPI TO FIGHT AGAINST DEADLY DISEASES

Immunity is the state of protection of our body, shielding from infectious disease, it is the body's way of preventing disease. Children are born with an immune system composed of cells, glands, organs, and fluids situated throughout the body. The immune system identifies germs that enter the body as "foreign invaders" (called antigens) and produces proteins called antibodies to fight them.

The Expanded Programme on Immunization (EPI) was launched in Pakistan in 1978 its aim was to protect children by immunizing them against childhood tuberculosis, poliomyelitis, diphtheria, pertussis, tetanus and measles. Later, with the backing of development associates, a number of new vaccines e.g. hepatitis B, haemophilus influenzae type b (Hib) and pneumococcal vaccine (PCV10) were introduced in 2002, 2009 and 2012, and inactivated polio vaccine in 2015, respectively.

As the EPI moved ahead, its expansion created waves and many EPI centres are now active and working for the good cause. Our national immunization programme has contributed to a meaningfully decline in childhood morbidity and mortality due to vaccine preventable diseases. Commonly a child needs 5- 6 visits during

the first year and one visit during the second year of his/her life to complete the vaccination with 6 visits against 9 dreadful diseases.

In the same light Dr. Ziauddin Hospital is in Collaboration with EPI Pakistan and looking towards having more EPI centers in the near future. For attaining excellence at any level there is a need to have well trained staff; with same intentions, EPI Pakistan conducted a two days' workshop (Jan 14, Feb 18, 2021) on Immunization at Ziauddin Hospital North Campus – having relevant participants of all the other hospital campuses attending it.

For staying tuned, and managing the data & vaccination process (Immunized patient record) EPI Pakistan has an Android Phone App - Zindigi Mehfooz (Safe Life) which important aim is to increase enrollments in Expanded Program on Immunization (EPI), reducing loss to follow-ups and improve timeliness of follow-ups.

Both the training sessions had a lot to offer update and educate. Our Hospital Vaccination Centers (all campuses) staff have been given an Android Cell phone with a special SIM card/ number, thus being a part of Zindigi Mehfooz EPI programme networking system.



World Health Day 2021 LET'S BUILD A FAIRER, HEALTHIER WORLD FOR EVERYONE DR. ZIAUDDIN HOSPITAL HOLDS LIVE TALK SHOW

Having good health is essential for the happiness and well-being of humans and it contributes to prosperity in living. It is well said "health is wealth" - this catch goes way back but still many people tend to have a careless attitude towards health. Here is where the World Health Organization (WHO) steps in to make a significant impact by laying emphasis on the worth of Health. The month of April each year marks the celebration of World Health Day. From its initiation at the First Health Assembly in 1948 and since taking effect in 1950, the celebration has intended to create mindfulness of a specific health theme to touch upon a priority area of concern for the World Health Organization.

Dr. Ziauddin Hospital, joined hands with the WHO for the noble cause.

Department of Quality Assurance arranged & organized a live talk show; which included dedicated expert panelists from different fields of Medicine and Health Care – they discussed, advised and shared their views on how to live a healthy life. The talk show focused on health equity related matters, as per the theme of 2021- also briefing on how our health-care providers are managing health issues - especially during the COVID-19 pandemic. As we are aware that the pandemic have brought patchy impacts worldwide, this raises the responsiveness to perhaps enduring inequities in living and working circumstances which could affect people's health outcomes; one punch concern of the talk show was having the absence of avoidable and unfair differences in



health.

We had with us Dr. Prof. Haris Rashid Chairperson of Department of Surgery, Dr. Inayat Ali Khan, Head of Emergency Medicine, Consultant Neurosurgeon & Director Medical Services, Dr. Shama Chaudhry Associate Prof. Obstetrics & Gynaecology, Dr. Syed Ali Raza, Assistant Prof. & Head of Medicine, Dr. Farhana Zafar Assistant Prof. Paediatrics, Ms. Sidra Nasim Sr. Manager Dietetic & Food Service and Mr. Shahid Bader Manager Rehabilitation Sciences / Physiotherapy.

For World Health Day our panelist also shared messages for the public through our social media platforms.

Here is a message from
DR. PROFESSOR HARIS RASHID SHEIKH,
CONSULTANT LAPAROSCOPIC SURGEON,
CHAIRPERSON GENERAL SURGERY

EVENTS

Dr. ZIAUDDIN HOSPITAL:

"Health is the most valuable asset of life. It is a full time Commitment. For providing the best healthcare services we have to focus on study and research, while practicing medicine & our attention should be on improving health and health care equity for people worldwide. As a part of the Healthcare Management Team, my advice is to work on global health initiatives both in medical and non-medical disciplines; only then we would be able to handle and tackle health challenges"

The Talk show took off with a captivating ambience, the audience with smiles on their faces enjoyed the multi-dimensional World Health Day event. The event became livelier when the programme anchor Dr. Jawairya Danish, Deputy Medical Superinten-

dent, in her candid style shared a sensational remarks during anchoring the show – saying it's time to take hold of our health which is secondary to style In today's modern world.

The bouncer of the Talk show was the announcement of the Winners of Different Categories Competition – initiated by the Department of Quality Assurance, taking place for the very first time at Dr. Ziauddin Hopsital North Campus. A week prior the declaration day – World Health Day - the after enthusiastic wave was on, we saw our doctors, staff all busy in voting for the best candidate. After the analysis and evaluation the results were announced; the seminar room roared in excited applauses:



Categories & Winners:

WORLD HEALTH CHAMPION'S 2021

1. BEST DOCTOR COUNSELLOR

Winner

DR. ISHRATULLAH KHAN

Runner Up

BEST COUNSELLOR RESIDENT

DR. AYESHA AKHTER - Medicine Dept.

BEST COUNSELLOR – RMO

DR. ADEEL - Emergency Medicine Dept.

BEST COUNSELLOR ER

DR. MUHABAT KHAKE - Emergency Medicine Dept.

BEST COUNSELLOR REGISTRAR

DR. SHAN UL HAQ - Medicine & Allied

BEST COUNSELLOR RESIDENT ICU

DR. IRSHAD ANWAR

2. BEST DISCHARGE - IPD PATIENT SUMMARY OF THE MONTH (DOCTORS) WINNER

DR. ASIM KHAN - CCU RMO

Runner Up

DR. FARAH ZAIDI - Paeds Dept.

DR. OWAIS SHAHID - Medicine Dept.

DR. OBAID UR REHMAN - Surgery Dept.

DR. ASAD ALTAF - Emergency Medicine Dept.

DR. HIBA SIDDIQUI - Oncology

3. BEST/USER - E-PRESCRIPTIONS IN OPD (DOCTORS) - LAST 3 MONTHS

DR. RUBINA HUSSAIN - Chairperson Obs & Gynae Dept.

DR. INAYAT ALI KHAN - Head of Emergency Medicine

DR. SUMBUL NASIR - Head of Dialysis Dept.

4. BEST NURSING NOTE ONLINE OF THE MONTH (NURSING) WINNER

MS. NAZNEEN - Incharge Second General

Runner Up

MS. JABEEN ARA - GIT

MS. SILVIA SARWAR - Paeds Ward

MS. WASEELA BANO - Oncology

5. BEST MANAGED WARD OF THE MONTH (NURSING)

Winner

Emergency Medicine

Runner Up

Surgical ICU

Paeds ICU

6. BEST SUPPORTING DEPARTMENT DURING (NON CLINICAL) DURING COVID – 19 ERA

Winner

Administration Department

Runner Up

Medical Information Department

Audit Department

RISING STAR

Dr. Hamza Iqbal

House Officer - Department of Surgery

Emerging Department

Vaccination Center

Special Award on Best Performance

Ms. Tahira Rafiq

Ward Incharge - Oncology Nursing

The Winners had a lot to take home for remembrance; a special gift, certificate and a chocolate box. As the day ended we could hear whispers of appreciation all around. The spectators, visited the World health Day stall, and enjoyed themselves sipping their fresh juices and strawberry shake; indeed a delightful time with happiness in the air –thus making the world health Day a huge success.

By,

Dr. Anila Kazmi

Group Head

Department of Quality of Assurance

EVENTS

APPRECIATION EVENT FOR COVID-19 HEROES

MANY TOPICS LINED UP ONE AFTER THE OTHER.



"A time to look back with admiration, a time to look forward with anticipation".
Dr. Ziauddin Hospital celebrated, a week of Awards & Appreciations brought to life by the Administration & Department of Quality Assurance engaging the deserving and making a way to the spotlight for our people who contributed most- giving best care and providing devoted service during the Covid – 19 Pandemic.

The honors were given category wise, on separate days (April 5, 6, & 12 2021); accordingly for:

- Doctors: Consultants, Registrars: Post-graduates & House Officers,
- Nurses & Paramedics.
- Head of the Department, Clinical & Clinical Supporting Departments.
- Staffs Clinical & Non-Clinical (including our security guard, Transport / ambulance staff, porters).

Each Day had a different story to tell:

• Doctors Appreciation Day

Understanding concern better than honour, practice responsibility better than business.

• Nurses Appreciation Day

Providing care with the heart, with gentility and not by strength.

• Head of the Department
Taking actions towards a legacy, thus inspiring others.

• Hospital Staff

Proving the aptitude for bringing in the hospital's vision to reality.

Dr. Ammad Hussain, Chief Executive Dr. Ziauddin Group of Hospitals gave away the Awards on the Doctors Appreciation Day. Speaking on the occasion he said inside health facilities worldwide, many workers' lives were and are at stake. As they continue their lifesaving work, during the last year of the Covid-19 pandemic, being one of the worst times in history and even at present, it is an honor to show them gratitude and sheer recognition.

On other days we had our the Medical Superintendent Dr. Shireen Mansoor, along with GM Administration Mr. M. Baber & the Group Head, Department of Human Resources Ms. Samina Naushin giving away the Certificates and Awards to the Heroes of Covid – 19 Pandemic.

The Award giving Ceremony had its pleasant charm, a spark - lively ambience. The honest efforts in organizing the whole week events resulted as a positive stand out. The spirit of being valued was felt around, as the Covid 19 Heroes, during each session - were seen eagerly seated waiting to receive their Award, and upon getting it, we saw the smiles on their faces, and could feel the sensational move around.

Without a doubt this event would not be possible without the following: Dept. of Quality Assurance, Ms. Ruby Shabbir (Sr. Manager MID), Mr. I.D. Khan (Chief Pharmacist) and the dedicated team members.

By,
Dr. Jawairya Danish
Deputy Medical Superintendent
Dr. Ziauddin Hospital, North Campus



EVENTS

WORLD IMMUNIZATION WEEK | VACCINES BRING US CLOSER

The COVID-19 pandemic is a disturbing reminder of the commotion caused by diseases we cannot prevent. We are thankful to vaccines, so we now perhaps have a way of ending this pandemic and to reestablish our lives. But we're not settling for a return to normal, as normal was never good enough for millions of children around the world.

In all confusion and situation - No child should die from preventable diseases and we won't stop until that's a reality.

The world immunization week was held on April 30, at North Campus – Paediatrics Department in collaboration with EPI – Expanded Programme of Immunization. It was a hybrid session – Webinar Cum Live Seating Seminar. Our Hospital Speakers, Consultants of Paediatric Department- Dr. Prof. M. Iqbal Head of

Department, Dr. Farhana Zafar, Assistant Professor, Dr. Abdul Malik, highlighted on Importance of Child Immunization, and its myths, and the impact of Covid -19 vaccination. Our Guests Speakers from EPI Sindh; Dr. Juman Bahoto Project Director shared the Statistics of Vaccination done in Pakistan / Sindh, while Dr. Taiq Masood, Senior Immunization Advisor spoke on the Vaccine preventable diseases, he said shared that childhood disease are still a major cause for the high infant and child mortality rates in Pakistan. Evidence suggested that for best attaining the EPI goals there is a need to focus on adequate perfor-

mance in the areas of service delivery, programme management, monitoring and evaluation, logistics control, human resources management and financing, as well as community health-seeking behaviors and other demand-side issues, he was seconded by Mr. Suneel Raja EPI communication specialist.

"Overall it was an informative Seminar and well spent time – the take home message being "We should promote the use of vaccines to protect people of all ages in all regions of the world against vaccine preventable diseases."



Reported By:
Department of Quality Assurance &
Paediatrics Department

EVENTS

Let's Refresh & Inspire | **STRUCTURED TRAININGS, CONTINUOUS MEDICAL EDUCATION (CME) SESSION, EVENTS & AWARENESS PROGRAMMES**

Training presents a principal prospect to expand the knowledge base of all employees. An employee who obtains the essential training is better able to perform the job well. He/ She becomes more aware of his /her specialty / field

required practices and proper procedures for basic tasks.

We take the privilege to arrange, organize and conduct such sessions & trainings which can also build the

employee's confidence to have a stronger understanding of the hospital needs and the responsibilities of job. This confidence gained pushes our employee to perform even better and think of new ideas that would assist to excel. Employees who feel valued and challenged through training opportunities may feel more satisfaction toward their jobs.

AT A GLANCE; EVENTS CONDUCTED JANUARY TO APRIL 2021			
S.NO	EVENTS /SESSION /WEBINAR	PROGRAMME DIRECTOR/ COORDINATOR	DATE
1	CME - WORKSHOP RADIOLOGY SERIES 1	DR. INAYAT ALI KHAN DIRECTOR MEDICAL SERVICES & HEAD OF EMERGENCY MEDICINE DEPARTMENT-DZH	09/01/2021
2	EXPANDED PROGRAMME ON IMMUNIZATION (EPI) FULL DAY TRAINING SESSION / WORKSHOP	DR. ANILA KAZMI GROUP HEAD DEPARTMENT OF QUALITY ASSURANCE	14/01/2021
3	CME: PARKINSON'S DISEASE: FUNDAMENTALS OF DIAGNOSIS & MANAGEMENT ONLINE ZOOM MEETING, APPROVED & ENDORSED BY THE INTERNATIONAL MOVEMENT DISORDER SOCIETY (MDS)	Dr. Shazma Khan Fellowship Parkinson's Disease & Movement Disorders (Singapore) Assistant Professor Neurologist Movement Disorder Specialist	28 /01/2021
4	CME; MANAGEMENT OF CHILDREN WITH COVID - 19 ONLINE WEBINAR & LIVE SESSION PAEDIATRIC DEPT. DZH IN COLLABORATION WITH PPA PAKISTAN PEADIATRICS ASSOCIATION	DR. FARHANA ZAFAR ASSISTANT PROFESSOR PAEDIATRICS- DZH	06/02/2021
5	ATTAINING GROWTH AND SELF ACTUALIZATION SESSION DEPT. OF SURGERY	DR. HARIS RASHID CHAIRMAN, DEPARTMENT OF SURGERY PROFESSOR OF SURGERY - DZH	09/02/2021
6	MANAGEMENT OF IV DRESSING NURSING SESSION	MS. YASMIN SIRAJ NURSING MANAGER-DZH	16/02/2021
7	CME - WORKSHOP ON RADIOLOGY SERIES 2	DR. INAYAT ALI KHAN DIRECTOR MEDICAL SERVICES & HEAD OF EMERGENCY MEDICINE DEPARTMENT-DZH	20/02/2021
8	COVID-19 IN PREGNANCY OBS & GYNAE SESSION	DR. RUBINA HUSSAIN CHAIRPERSON DEPT. OF OBSTETRICS & GYNECOLOGY-DZH	23/02/2021
9	ERS SATELLITE CONFERENCE LIVE TELECAST 2021	DR. SYED ALI ABBAS CONSULTANT PULMONOLOGIST-DZH	01/03/2021
10	ANEMIA IN PREGNANCY NEW NICE GUIDELINE OBS & GYNAE SESSION	DR. RUBINA HUSSAIN CHAIRPERSON DEPT. OF OBSTETRICS & GYNECOLOGY-DZH	02/03/2021
11	CME- PRESENTATION ON ECG INTERPRETATION HANDS ON PRACTICE WORKSHOP ON CARDIOLOGY	DR. INAYAT ALI KHAN DIRECTOR MEDICAL SERVICES & HEAD OF EMERGENCY MEDICINE DEPARTMENT-DZH	13/03/2021
12	GERD MANAGEMENT SESSION DEPT. OF MEDICINE & ALLIED	DR. SHIREEN MANSOOR MEDICAL SUPERINTENDENT-DZH	23/03/2021
13	OXYTOCIN REGIMEN FOR LABOR AUGMENTATION, LABOR PROGRESSION, PERINATAL OUTCOMES OBS & GYNAE SESSION	DR. RUBINA HUSSAIN CHAIRPERSON DEPT. OF OBSTETRICS & GYNECOLOGY-DZH	30/03/2021
14	COVID 19 APPRECIATION DAYS <ul style="list-style-type: none">• DOCTORS DAY• NURSES DAY• HEALTH CARE WORKERS	DR. ANILA KAZMI GROUP HEAD DEPARTMENT OF QUALITY ASSURANCE-DZH	05/04/2021 06/04/2021 12/04/2021
15	CME- BASIC LAPAROSCOPIC SURGERY WORKSHOP	DR. HARIS RASHID CHAIRMAN, DEPARTMENT OF SURGERY PROFESSOR OF SURGERY – DZH & DR. RUBINA HUSSAIN CHAIRPERSON DEPT. OF OBSTETRICS & GYNECOLOGY- DZH	07/04/2021
16	WORLD HEALTH DAY A LIVE TALK SHOW	DR. ANILA KAZMI GROUP HEAD DEPARTMENT OF QUALITY ASSURANCE- DZH	08/04/2021
17	WORLD IMMUNIZATION WEEK SEMINAR	DR. FARHANA ZAFAR ASSISTANT PROFESSOR PAEDIATRICS DZH	30/04/2021

COMMENTS



JANUARY TO APRIL 2021

**'DON'T WORRY ABOUT BEING A STAR,
WORRY ABOUT DOING GOOD WORK
WITH HONESTY AND DEDICATION
THE REST WILL BE THE RETURN'**

PATIENT COMMENTS CARD NORTH CAMPUS

• (Covid – 19 Ward, Medicine);

Ms. Razia, Ms. Ambreen, Ms. Ruby, Staff Naseem, Staff Imran, Staff Arsalan, Staff Tafseer are back - bone for Dr. Ziauddin Hospital. May Allah bless you all.

• (Gastro & Internal Medicine);

Do more than more efforts for more improvement. May God give you a lot of success stay blessed always thanks to Dr. Sohail and Dr. Ali.

• (Paeds. Consultant, Ward);

As far as profession concern better than Agha Khan. Emergency care and treatment is outstanding. The best ICU in our city. We are inspired by Dr. Farhana Zafar

• (Nephrology);

Dr. Sumbul is a very cooperative and intelligent. She is best with her team. God bless you all.

• (HoD, Registrar Paediatric Ward);

Overall excellent services provided by hospital specially nursing staff and Dr. Iqbal & Dr. Lubna.

PATIENT COMMENTS CARD CLIFTON CAMPUS

• Patient Sana Wasim (Zone C - 3022);


01 February 2021

Outstanding service, doctors and other support staff

• Patient M. Ibrahim Alam (Zone B - 3015);

07 February 2021

Good experience with Dr Shams as



ZIAUDDIN UNIVERSITY

**77TH EMERGENCY
OBSTETRICS
& NEONATAL
CARE
(EMNOC)**

DAY

27TH, 28TH & 29TH MAY 2021

TIME


09:00 AM - 03:00 PM

VENUE

EDUCATIONAL BLOCK,
ADJACENT TO ONCOLOGY HOSPITAL,
DR. ZIAUDDIN HOSPITAL (NORTH CAMPUS)

FACILITATOR

PROF. RUBINA HUSSAIN
DR. NIGAR SADAF
DR. SHAMA CHAUDHRY
DR. SHAZIA SULTANA
DR. REHANA YASMEEN



FOR REGISTRATIONS

FOR THE 76TH EMNOC WORKSHOP ON APRIL 3RD, 9TH AND 10TH 2021

DR. ALMAS FARHAN

0333228468, 021-35862937 EXT. 2267 / 2268 | 09:00 AM TO 04:00 PM | cme.desk@zu.edu.pk

always. Nurses on duty were all very nice.

• Patient M. Akbar (Zone D - MMW 3);

09 February 2021

Bless all doctors.

• Patient Banoo Hasham (Zone E - 4021);

30 January 2021

Your nurses are top of the line and very caring and very professional.

• Patient Ilham fatima (Zone C - PGW 5);

03 March 2021

Mujhay apni bachchi ko yahan la kar bahut tasalli hoi. Bahut achcha staff aur doctor hay yahan par.

• Patient Rabia Kamran (Zone C - Cub 1);

22 March 2021

I'm very happy with Dr Mehreen and team. Very good performance

PATIENT COMMENTS CARD KEMARI CAMPUS

• Saif ur Rehman (Room MS-103);

Excellent services. The nursing staff is well trained.

• Shehral (Room Peads-104);

Cleaning is good, all the staff is cooperative and the behavior of doctors is very nice.

• Mumtaz (Room Pvt-201 Deluxe);

Nursing staff is extremely caring & friendly. Physiotherapist does their work in friendly environment.

• Aiden (Room Pvt-101);

All the staff i.e. Nurses, doctors are very cooperative.

• Afshan (Room peads-108);

Dr.ziauddin hospital is a good hospital. All the staff.