

Dr. Ziauddin Hospital Trust

Advancing Healthcare, Elevating Excellence, Transforming Communities, and Inspiring Generations

Comprehensive Overview of Achievements and Strategic Vision



Reflecting on a Year of Innovation & Growth The 2021 Annual Report highlights the key milestones, achievements, and future initiatives undertaken by Dr. Ziauddin Hospital Trust to advance healthcare excellence. The past year has been marked by significant expansions in medical services, facility enhancements, and advancements in digital healthcare solutions. Despite the challenges posed by the global health landscape, our commitment to patient care, innovation, and accessibility has remained steadfast.



Commitment to Quality Healthcare & Patient-Centered Services

At Dr. Ziauddin Hospital, our dedication to delivering high-quality healthcare services continues to drive our growth and development. Over the past year, we have introduced new medical technologies, expanded our clinical departments, and reinforced digital transformation efforts. By implementing advanced treatment protocols, facility upgrades, and professional training programs, we are continuously improving patient safety, service delivery, and operational efficiency.



Future-Driven Healthcare Expansion & Digital Transformation

Looking ahead, our focus is on expanding specialized medical departments, integrating cutting-edge digital healthcare solutions, and strengthening community outreach programs. With the development of new interventional radiology services, expansion of hospital infrastructure, and advancements in medical research, we aim to create a more accessible and efficient healthcare system that meets the evolving needs of our patients and communities.

Major Programmatic Achievements

Licensing & Accreditation: Ensuring Excellence & Compliance

Maintaining the highest standards of quality and regulatory compliance is central to our mission. In 2021, all Dr. Ziauddin Hospital campuses successfully completed the Surveillance Audit for ISO 9001:2015 Certification, reaffirming our commitment to upholding international best practices and rigorous healthcare standards. This certification reflects our dedication to enhancing patient safety, strengthening quality management systems, and ensuring continuous operational excellence.



By adhering to globally recognized healthcare protocols, we continue to provide structured, efficient, and patient-centric medical services. This achievement not only validates our stringent quality control measures but also reinforces our mission of delivering safe, effective, and world-class medical care across all hospital campuses. Moving forward, we remain focused on further optimizing healthcare processes, integrating advanced quality management frameworks, and exceeding industry benchmarks in patient safety and service excellence.



Medical & Clinical Advancements

Establishing a Cutting-Edge Otorhinolaryngology (ENT) Department for Comprehensive Care

We proudly inaugurated a state-of-the-art Otorhinolaryngology (ENT) Department at DZH North, marking a significant step forward in our commitment to specialized healthcare excellence. This department is dedicated to providing comprehensive, coordinated, and patient-focused care for a wide range of head, neck, nose, and throat conditions, ensuring that individuals receive expert diagnosis, treatment, and rehabilitation under the supervision of highly skilled ENT specialists. Equipped with advanced diagnostic tools, minimally invasive surgical techniques, and innovative therapeutic interventions, the ENT Department offers cutting-edge solutions for conditions such as hearing disorders, sinus complications, voice and speech issues, balance problems, and more. With a focus on precision, innovation, and patient well-being, this department aims to enhance treatment outcomes, improve recovery times, and provide a seamless healthcare experience.

Establishment of a Comprehensive COVID-19 Vaccination Center

In response to the global pandemic, we launched a fully equipped COVID-19 Vaccination Center at DZH North, ensuring safe, efficient, and accessible immunization services for the community. With a streamlined process, strict safety protocols, and a dedicated medical team, the center played a key role in accelerating vaccine rollout and safeguarding public health.

Revolutionizing Cancer Treatment with HALCYON Radiotherapy

We introduced HALCYON, an advanced radiotherapy system, in our Oncology Radiation Department, setting new standards in cancer treatment precision and patient safety. This state-of-the-art technology enhances IMRT and RAPID Arc/VMAT Radiotherapy, ensuring more effective treatment with reduced side effects and faster recovery times.

Advancing Head & Neck Surgeries Across All Campuses

With the onboarding of renowned specialist Mubashir Ikram and his team, we have expanded our Head & Neck Cancer treatment services. Offering major tumor excisions and reconstructive procedures, we continue to lead in oncological and reconstructive surgeries, delivering specialized, high-quality care to our patients.



Modernizing Patient Facilities with Extensive Renovations for a Superior Healthcare Experience

At Dr. Ziauddin Hospital, we continuously strive to improve patient care, comfort, and overall healthcare experience. In line with this vision, we have undertaken major renovation projects across key areas of our hospital. These include significant upgrades to the Dexa Room, Waiting Area ETT, Private Rooms, and Neuro & Gastro General Wards at North Campus.

With these modern renovations, we have created an environment that is not only more comfortable and aesthetically appealing but also technologically advanced and hygienic. Patients now experience improved infrastructure, upgraded medical facilities, and an enhanced healing atmosphere that prioritizes their well-being and recovery. Our aim is to provide an unparalleled hospital experience that meets international healthcare standards while ensuring patient safety, convenience, and satisfaction.



Improving Accessibility with State-of-the-Art Patient Lifts for Seamless Mobility

Recognizing the importance of mobility and accessibility within the hospital, we have successfully installed modern patient lifts at North Campus. These lifts are specifically designed to accommodate patients with mobility challenges, ensuring a smoother, faster, and safer movement across hospital floors.

With this development, we have not only enhanced patient convenience but also optimized workflow efficiency for hospital staff and caregivers, enabling them to provide quicker and more effective medical assistance. Our commitment to patient ease and hospital accessibility remains a top priority, and this addition marks another step towards a more patient-centric healthcare environment.



Enhancing Pharmacy Services for Affordable & Easily Accessible Medications

At Dr. Ziauddin Hospital, we firmly believe that affordable healthcare is a fundamental right, not a privilege. To make essential medicines more readily available and cost-effective, we have undertaken the complete renovation of the Outpatient Pharmacy at the Oncology Building.

With this transformation, we have expanded the range of essential medicines, offering a wider selection at discounted rates. This ensures that patients from all economic backgrounds have access to high-quality medications without financial burdens. The renovated pharmacy is now more efficient, well-stocked, and patient-friendly, guaranteeing that everyone receives timely access to the medications they need for their treatment and recovery.

Through these initiatives, we continue to uphold our commitment to providing affordable, accessible, and high-quality healthcare services for all.



Digitalization & Process Automation: Transforming Healthcare Operations

Streamlining Patient Services with Digital Innovations

Our unwavering commitment to hospital automation and digital transformation has led to the successful implementation of Service Appointment Systems, Voyager PACs/RIS at Clifton, and real-time Dashboard Reports. These groundbreaking initiatives have significantly enhanced efficiency, accuracy, and the overall patient experience, ensuring that healthcare services remain more accessible, streamlined, and highly responsive to patient needs. Through these digital enhancements, we continue to redefine hospital workflows and patient engagement, reinforcing our dedication to excellence in medical service delivery.

Expanding Automated Healthcare Systems for Enhanced Patient Safety

We have strategically expanded our Unit Dose System (UDS) and Clinical Management System (CMS) across multiple hospital campuses, revolutionizing medication management and patient safety protocols. These advanced automated systems play a crucial role in optimizing medication distribution, improving prescription accuracy, and significantly reducing potential risks associated with manual handling. By leveraging technology-driven automation, we are ensuring safer, more effective, and error-free medical treatments, contributing to enhanced patient care and healthcare efficiency.



Accelerating Diagnostic Services with Advanced Lab Machine Integration

To provide faster and more precise diagnostic services, we have successfully integrated state-of-the-art lab machines with our hospital management system, dramatically reducing turnaround times and improving diagnostic efficiency. Our cutting-edge diagnostic infrastructure empowers our medical professionals with timely and highly accurate medical assessments, ensuring better clinical decision-making and improved patient outcomes. This integration not only enhances the speed and accuracy of medical testing but also establishes a new benchmark for excellence in laboratory services, reinforcing our mission to deliver exceptional, patient-centric healthcare solutions.



Training & Educational Initiatives: Advancing Medical Knowledge

Continuous Medical Education (CME) for Healthcare Excellence

We conducted various CME activities and professional training sessions, including workshops on radiology, immunization programs, COVID-19 management in children, and advanced surgical techniques.

Developing Administrative & Leadership Capabilities

Our training programs extended beyond clinical education to include administrative workshops, leadership training, and awareness campaigns, such as World Health Day and World Immunization Week.

Strengthening Interdisciplinary Learning & Collaboration

Encouraging cross-departmental knowledge-sharing, we hosted interactive learning sessions among obstetrics, gynecology, and family medicine departments, promoting evidence-based medical practices and continuous skill development.



Community Outreach & Public Health Initiatives: Promoting Preventive Care

Raising Awareness Through Measles & Rubella Vaccination Programs

As part of our public health commitment, we conducted vaccination awareness programs in local schools, educating communities about preventive healthcare measures.

Introducing Life-Saving Training Through the Pakistan Life Saving Program (PLSP)

In collaboration with AKUH and other Karachi hospitals, we launched Pakistan's first pilot training on CPR and Bleeding Control, equipping participants with life-saving emergency response skills.

Financial Contributions to the Community: Ensuring Affordable Healthcare

We remain committed to providing cost-effective healthcare services by offering low-cost OPD consultations, hospitalization discounts, and subsidized diagnostic services. These financial aid initiatives, reviewed by the Financial Aid Committee, ensure that patients in need receive quality medical care without financial barriers.

