



Ali
Medical
ISO 9001:2015

NEWSLETTER

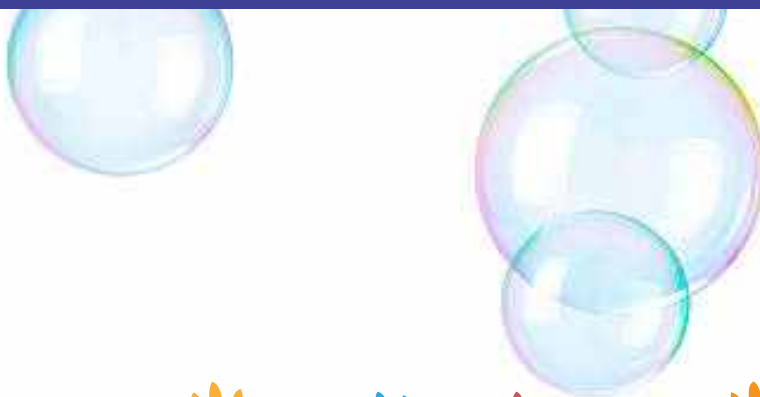
APRIL | 2019

Sha'ban



HAND HYGIENE DAY 2019

**CLEAN CARE
FOR ALL
IT'S IN YOUR
HANDS**



📍 Kohistan Road, F-8 Markaz, Islamabad. ☎ +92-51-8090200 📠 +92-51-8449944

📘 www.facebook.com/alimedical.org/ 🌐 www.alimedical.org ✉ info@alimedical.org

By: **Dr. Bilal Arshad Butt** - *Medical Director*

Keeping hands clean through improved hand hygiene is one of the most important step that we can take to avoid getting sick and spreading germs to others. Many diseases and conditions are spread by not washing hands. We can use hand sanitizers or simply soap and clean running water.

Hand hygiene celebrations officially started in 2008, by Global Hand Washing partnership. It is to increase awareness and understanding about the importance of hand washing which is an effective and affordable way to prevent disease and save lives.

Ali Medical Centre in collaboration with Pakistan Kidney & Liver Institute Lahore gathered on 4th May 2019 to embark this day with an aim to join hand together for continuous improvement in health care services.

The event comprised of Lectures, Poster Presentation and on spot activity to increase the awareness level of participants. The event was a big success by having leading Hospitals, Medical Colleges and Universities presence along with Consultants, Medical Students and Medical Professionals. This healthy number of Medical Professionals showed that all are keen to learn and improve the services.

Event was starred with Lectures by Dr Altaf (Medical Microbiologist, Head of Infection Control Committee PKLI, Lahore), Dr Ejaz Khan (Consultant Pediatrician, Head of Infection Control & Antibiotic Stewardship Program, Shifa International Hospital, Islamabad), Ms. Samina & Ms. Nawal (PKLI Infection Control Department), Dr. Monnet (Head of Nursing Shifa International), Dr. Nasim Akhtar (Consultant Infectious Diseases, Ali Medical Centre), Dr. Khaleeq uz Zaman (Consultant Neurosurgeon, Ali Medical Centre), Staff of Ali Medical Centre, Maryam Memorial Hospital, Shifa International Hospital, Kulsoom International Hospital, Riphah University, Students of Quaid e Azam University, Rawalpindi Medical University, Federal Medical & Dental College & Shifa Tameer e Millat University also attended the event.

I would like to convey my heartiest regards and special thanks to management of Ali medical center, Honorable Chairman Mr. Ali Raza Alvie, Worthy Chief Executive Officer Dr. Hassaan Ahmed Khan, Infection Preventionist Ms. Fuldisia Dilawar for organizing this event, and of course thanks to all organizers and participants who made this event possible.





Haemophilia is a rare condition that affects the blood's ability to clot. It's usually inherited, and most people who have it are male.

Normally, when you cut yourself, substances in the blood known as clotting factors combine with blood cells called Platelets to make the blood sticky. This makes the bleeding stop eventually.

People with Haemophilia don't have as many clotting factors as there should be in the blood. This means they bleed for longer than usual.

Symptoms of Haemophilia

The symptoms of Haemophilia can be mild to severe, depending on the level of clotting factors you have. The main symptom is bleeding that doesn't stop, also called prolonged bleeding.

People with Haemophilia may have:

- nosebleeds that take a long time to stop
- bleeding from wounds that lasts a long time
- bleeding gums
- skin that bruises easily
- pain and stiffness around joints, such as elbows, because of bleeding inside the body (internal bleeding)

When to get medical advice

See your GP if:

- you or your child bruises easily and has bleeding that doesn't stop
- you or your child has symptoms of joint bleeds – for example, tingling, pain, or stiffness in the joint, and the joint becoming hot, swollen and tender
- you have a family history of Haemophilia and you're pregnant or planning to have a baby

There's a small risk people with Haemophilia may have a bleed inside their skull.

Symptoms of this include:

- a severe headache
- a stiff neck
- vomiting
- a change in mental state, such as confusion
- speaking difficulties, such as slurred speech
- changes in vision, such as double vision
- loss of co-ordination and balance
- paralysis of some or all of the facial muscles



Tests and Diagnosis

Blood tests can diagnose Haemophilia and find out how severe it is.

If there's no family history of Haemophilia, it's usually diagnosed when a child begins to walk or crawl.

Mild Haemophilia may only be discovered later, usually after an injury or a dental or surgical procedure.

Treatments for Haemophilia

There's no cure for Haemophilia, but treatment usually allows a person with the condition to enjoy a good quality of life.

Genetically engineered clotting factor medicines are used to prevent and treat prolonged bleeding. These medicines are given as an injection.

In milder cases, injections are usually only given in response to prolonged bleeding. More severe cases are treated with regular injections to prevent bleeding.

Living with Haemophilia

With treatment, most people with Haemophilia can live a normal life.

However, you should:

- avoid contact sports
- be careful taking other medicines – some can affect your blood's ability to clot, such as aspirin and ibuprofen
- maintain good oral hygiene and have regular trips to the dentist

FREE MEDICAL CAMP

Free medical camp was organized by Pharmacy department, Ali Medical Centre on 28th April, 2019 in village Muslimabad, district Kohat.

Free medical camps are set up with a sacred aim to bring awareness amongst the underprivileged population of the country who have no access to basic healthcare services or knowledge about the diseases they are suffering from. Medical camps provide free medical advice, medicine to the unfortunate people and refer for specialized treatment or surgery whenever it is required.

The main purpose of this free medical camp was to provide free consultation, free assessment and free medicines to the needy patients. Following specialist were available to provide free consultations;

1. Skin specialist
2. Gynaecologist
3. Peads Specialist
4. Medical Specialist
5. Cardiologist

The team of 45-50 people from different departments i.e. Pharmacy, Nursing, MSA etc. have provided the best medical services to people. Approximate 2000 patients were examined in which around 1400 patients were female and remaining includes children and male patients. Most common complains of patients were: skin allergies, cough, joint pain, insomnia, metabolic issues in pediatric patients and some of gynaecological issues among female patients.

We obviously need to improve our failing healthcare system where costs are skyrocketing and the poor do not have the healthcare they need. Healthcare is a basic right of a human being which should be available for everyone and shouldn't be treated as a commodity only for those who can spend money to buy the services.

FREE MEDICAL CAMP

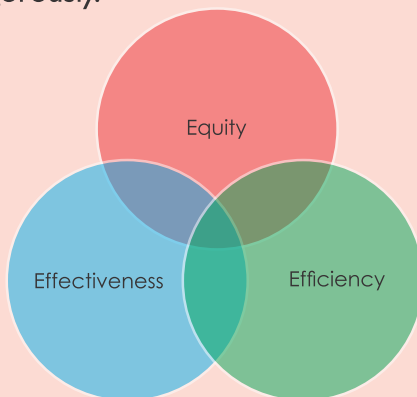


Evaluation of quality is an integral component of every healthcare organization. Different approaches and methods are implemented in organization to evaluate quality improvement methods. Different methods for evaluation are implemented for vigorous monitoring and then corrective actions are taken accordingly in case of non-conformance.

In response of increase in concern of people in healthcare quality, organizations are putting their efforts to not only in enhancement of quality but in evaluation of implemented methods which includes quality strategies, quality accreditation assessment and process reviewing. A team is dedicated for evaluation of these methods and to improve quality. Quality improvements initiatives are ubiquitous part of healthcare system due to actual and perceived gaps in quality of healthcare delivery. Such initiatives are subject to evaluation and when evaluation conducted this is done vigorously.



Amara Sundus
QA Officer



There are many question which may or are aroused in healthcare for impact of quality improvement methods. Do they work? How can they be improved? What is learnt from experiences? Effectiveness of different methods such as clinical or quality audits? Quality improvement methods are increasingly being used to aid dissemination of innovations in healthcare, serving a dual role of evaluation as well. AMC with regular intervals, evaluate the quality of care provided by an individual, team, or service where quality is taken to mean the effectiveness, efficiency, safety or patient experiences. We at Ali Medical Centre have implemented following activities and methods to evaluate the quality of health in our settings.

Internal Audit: Twice in a year internal audit is conducted by AMC Quality Management team with the help of managers. ISO QMS 9001: 2015 is taken as benchmark and performance of departments is determine, gaps are identified, causes are highlighted as Non Conformance, explanations are sought to look at ways of changing practice to improve performance. Moreover, the audit team recommend approaches based on the evaluation so that the processes could also be amended accordingly and to improve the quality.

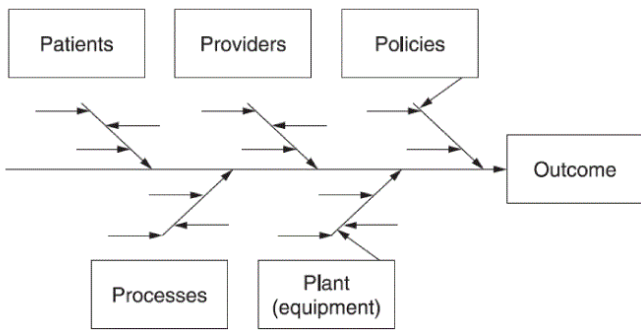
Surveillance Audit: A critical analysis of quality of care, services, use of resources and resulting outcome and all other healthcare processed. It is our attempt to determine and understand the detailed factors that led to care being outside the norm. It helps us determine 'how we are doing?' against established criteria and standards ('what should we be doing?') i.e., ISO QMS 9001:2015 through which performance and changes in performance can be measured ('have the changes we have made led to improvement?').

Plan, do, study, act (PDSA) cycle: is another mean implemented in AMC to investigate care processes while rapidly implementing evidence-based changes to processes of care, enabling changes to be spread more easily and effectively.

Outcome and impact of care: Surveys are conducted for evaluation not only for external customer but for internal customers as well. Analysis is shared with stakeholders and the workup for main outcome either positive or negative, the factors or conditions which appear to be critical in producing the outcomes is communicated.



Root cause analysis (RCA): is a specific type of significant incident or event analysis which aims to find explanations for adverse or untoward events through the systematic review of written and oral evidence to establish underlying causes. The analysis involves defining the problem, gathering evidence, identifying possible root causes and the underlying reasons for these and then deciding which causes are amenable to change. This leads to recommendations, the effect of which can be further evaluated. RCA of incidents is done using fish bone analysis.



Fish Bone Analysis

Ali Medical Centre has implemented activities to improve the healthcare quality which have greater consequence for patient safety and clinical outcome. An external review of organization by DAS Pakistan on ISO QMS 9001:2015 and PNAC ISO 15189:2012 is one good example of it.

Ownership of change is particularly important for healthcare professionals, such as doctors and nurses, who at the front line of care have the power to promote or subvert change. An understanding of internal strengths and challenges (weaknesses) as well as external opportunities and threats, together with individual and group drivers and barriers to change is critical to successful health services. Evaluation of quality improvement methods in AMC is taken to ensure that our aim of providing quality healthcare is being met, information is provide to service users, even healthcare providers and other stakeholders about quality of services being provided and finally to establish the basis for future improvements.

VENDORS RECOGNITION

Supply Chain Management department of Ali Medical Centre organized Vendor's Event & Aftar/ Dinner on 27/05/2019 at Islamabad Hotel to recognize and appreciate best services provided by vendors during 2018. This event is unique in health care industry especially in medical institutes and this would be an example which has set by Ali Medical Centre. Participated vendors appreciated this event and showed their commitment towards best services for future as well.



Best performers who secured 80% and above against best performing criteria were awarded in the recognition of their long term relationship and business volume with Ali Medical Centre.

“ The behavior of the staff was very friendly. The entire staff was very co-operative and nice. The atmosphere was good. We didn't face any sort of difficulty. Endoscopy staff Ghalia was very gentle and nice with the patient. ”

Rasheeda Begum

“ Excellent services by Doctors and paramedics for my ailing father. Well done for your brilliant customer services and professionalism. ”

Ahmed Nauman Anees

“ My son, Muhammad Mujtaba Israr has gone through endoscopy in Ali Medical Centre, operated by Dr. Satti and Ms. Ghalia (Endoscopy Assistant). I am satisfied with the procedure and staff. Ms. Ghalia professionally treated Mujtaba. ”

Muhammad Israr

“ Naeem Masih is very professional person & well mannered. He guided me properly which saved my time. I am very much satisfied with Ali Medical Centre services. ”

Cyril Walson

“ I found everyone here very much cooperative and vigilant regarding every service. Behavior of staff is extremely supportive. ”

Syed Jamshaid Hussain

“ We had a very pleasant experience and we are really happy with the services. Even the staff is really helpful. ”

Rizwana Tauseef

“ Today we are too much happy with the doctors of Ali Medical Centre as well as staff member Naeem Masih because they are all too much cooperative. ”

Uzma Arif

“ Rabia Khanum is a cancer patient hence very difficult to insert cannula. Mr. Arif and Miss Afsana did very good and wonderful job. Both were very co-operative and very professional. ”

Razzaq Abbasi

“ It is very good to visit Ali Medical Lab. Staff is very efficient (Mr. Shaheryar). ”

Zeeshan Faisal

“ The best services by ER, i ever visited. Thank you Ali Medical Centre. ”

Dr. Nazia Ali Khan

“ I came to Ali Medical for my pregnancy and found so many excellent people here. Its my third interaction with Ali Medical. So starting from the bottom line- Nursiung staff is excellent specially “Naveeda”. Then comes the doctor- Ma'am Fareesa- Excellent Gynaecologist Sir Ishfaq Naeem- Perfect peads doctor as my son was under his care. Overall I am 100% satisfied with the services ”

Rabbiya

Editorial Board

Patron: Ali Raza Alvie (Chairman)
 Chief Editor: Dr. Bilal Arshad Butt (Medical Director)
 Editor: Sohaib Ahmad Khan (Manager BD)