

Ali
Medical
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NEWSLETTER

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CONTENT

- World Quality Day 2018
 - Cricket Gala
 - Menopause
- Free Medical Camp
- Neonatal Resuscitation Program
- 3rd International Conference on Patient Safety
 - Emergency Codes
 - Star Performer

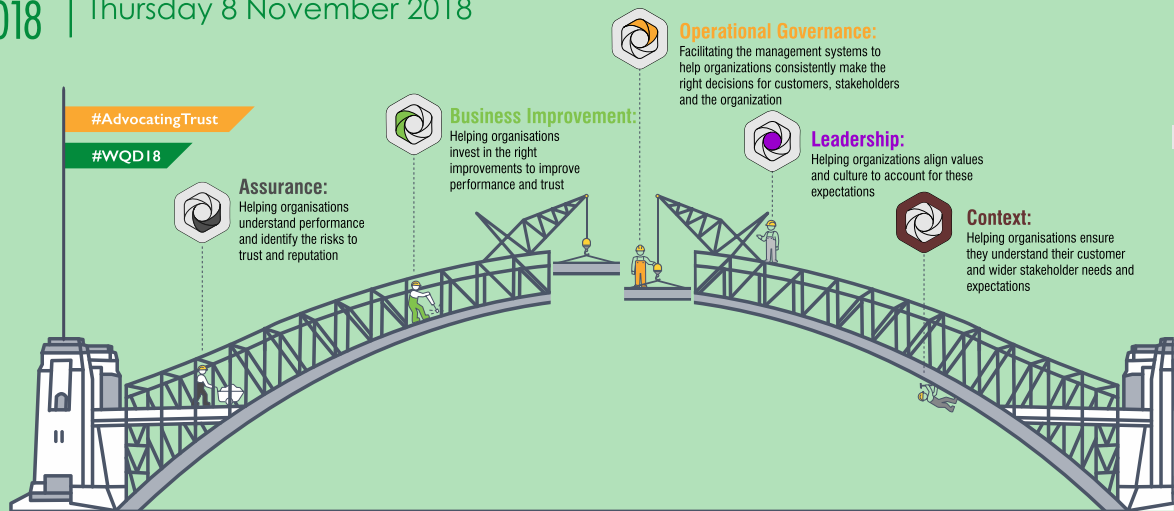
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Quality day is celebrated on Thursday 8th November around the world. This day is celebrated to enhance the awareness among all stakeholders working in organizations for their organizational growth. The day was created by the Chartered Quality Institute (CQI), a professional organization based in London. The year 2018 has a theme stating- **“A QUESTION of TRUST”**.

Trust is well-earned artefact of every industry, and can easily be shattered in a moment. TRUST is an important key factor for creating efficient and effective environment of providing care among healthcare team and customers seeking care in healthcare organization. In healthcare organizations, as there are circumstances of uncertainty so trust builds a strong relationship among customer and healthcare providers.



In healthcare industry, it is considered that personal emotions have a direct correlation on trust, where vulnerability and uncertainty can increase or decrease a patient inclination to trust their healthcare providers. When applying trust in healthcare industry there are few elements of competence that are recognized by patients, reinforcing their trust and confidence in the providers. Not only healthcare industry, but other industries around the globe are operational for enhancement of their organizational growth by continuously improving quality of product and delivery of services by implementing International standards like ISO, JCIA, which is improving trust of customers. For instance, in Pakistan, in case of emergency people call for EDHI ambulance for prompt response, as they have put their trust and have firm believe that they will act in their best interest.

In healthcare trust is imperative. Most of the time when people are in hospital they feel vulnerable and seek for answers. Customers in healthcare organization put their blind trust on the team of providers, as it is necessary in order to support them and provide the best care for the best outcome possible. Trust allows for openness with family members who are involved in care of customer, and if they are unable to trust healthcare team and they will shut down and not value the information they are being given.

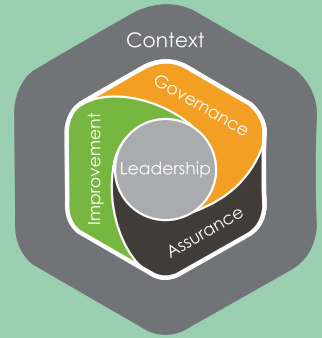
Health is one most important asset. It take trust to allow someone to perform intervention that will affect their precious health. Healthcare providers build trust with their patient by building healthy life styles that is recommended for the customers seeking care. As customers of healthcare, have trust on saying of providers, and by serving as example for the customer, we as healthcare team build credibility that we truly know and behave in the benefits of proactive wellness. Healthcare providers are impacting lives of others, and when it comes to lives of human being trust is one major factor and seekers should be able to trust on provider that you have their best interest at heart and you will be their advocate because it could mean the difference between the life and death for them. In a relationship between healthcare provider and seeker trust is an essential element and a healthcare team should be able to build it, by consistent commitment to customer in order to obtain better outcome.

Trust in healthcare can be developed by building rapport with customers by following:

- Respectfully call them by their names
- Listen actively
- Offer follow up calls or surveys
- Remain calm and friendly
- Offer appropriate greetings and closure
- Establish a working relationship with patient

Ali Medical Centre is pursuing on framework suggested by CQI and quality professionals considered their responsibility to ensure that stakeholders trust is earned and maintained by:

- **Context:** AMC survey on patient satisfaction and experience survey helps to ensure needs and expectations of stakeholders, and create a wider scope for improvement of services and trust-building.
- **Leadership:** AMC top management in association with managers and stakeholders provides a culture of quality care enforcing implementation of set standards.
- **Governance:** Top management of AMC with stakeholders of committees of hospital is striving to make the right decisions for customer, to build their firm trust on organization.
- **Assurance:** Continuous monitoring of performance of internal customers by observation and analysis, AMC is striving to mitigate the risk of mistrust.
- **Improvement:** By training and development of internal customers, AMC is striving to enhance trust of customers on care providers.



In Ali Medical Centre Quality department in association with all other departments of hospital provides the skillful framework which ensure the best and consistent delivery of quality care to customers. An affirmation structure of hospital enables the department to comprehend operational hazard, and an enhancement system to alleviate it and make strides.

CRICKET GALA 2018

Ali Medical Centre participated in Cricket Gala 2018 held on October 21, 2018 at Punjab Cricket Ground Islamabad organized by Kulsum International Hospital. Other participants were Maroof International Hospital, MEDICSI and Dr. Akbar Niazi Teaching Hospital.

It was a well-organized event and all participated teams fought well with sportsman spirit to claim the title. Kulsum International Hospital won the final by beating Maroof International Hospital.



“Menopause” is a natural stage in a woman’s life and part of an ageing process. Menopause is the beginning of a time when natural periods stop and her ovaries run out of eggs and stop producing eggs.



Dr. Ambreen Naveed Haq
MBBS, MCPS, FCPS, MPH (Liverpool UK)
Consultant Obstetrician and Gynaecologist

Menopause happens around 50 years of age or later, the symptoms may be noted for years when a woman stops her periods for 12 months. Each woman is different and will respond to menopause in her own way, both physically and emotionally – to the changes it brings. Sometimes before the onset of menopause there is a stage which is called Peri-menopause, this can last for over 3-5 years. Sometimes women may experience some of the following symptoms at this stage.

TYPES OF MENOPAUSE

Menopause can be classified into three major types as described below:

Natural Menopause

Menopause happens around 50 years of age or later, the symptoms may be noted for years when a woman stops her periods for 12 months.

Surgical Menopause / Induced Menopause

As the name suggests it is state of menopause due to surgical removal of ovaries or use of medication.

Pre- Mature Menopause

Menopause can occur earlier in some women and if it happens before 40 years it is known as Premature Menopause or premature Ovarian Insufficiency (POI). It can happen due to surgical removal of ovaries, radiation or chemotherapy and sometimes there may be a family association. The diagnosis of premature ovarian failure can be extremely distressful if the childbearing has not been completed. However in order to prevent women from psychological and physical distress associated with premature diagnosis of menopause Hormone replacement therapy is recommended, to help with symptoms as well as prevention of cardiovascular disease and osteoporosis.

SYMPTOMS

These can be divided into short and long term health issues tied to Menopause:

SHORT TERM

1. Change in menstrual cycle
2. Hot flushes and night sweats
3. Headaches or dizziness
4. Vaginal dryness
5. Urinary symptoms
6. Difficulty sleeping
7. Mood swings
8. Memory problems
9. Loss of interest in intimate relationships
10. Weight gain



LONG TERM

The reduction of estrogen is linked with Menopause has been tied to a number of health problems that become more common as women age.

After Menopause, women are more likely to have:

1. Osteoporosis
2. Heart disease
3. A poorly working bladder and bowel
4. Greater risk of Alzheimer's disease
5. Poor skin elasticity (Increased wrinkling)
6. Poor muscle power and tone
7. Some weakening in vision, such as from cataracts (clouding of the lens of the eye) and macular degeneration (breakdown of the tiny spot in the center of the retina that is the center of vision)

TREATMENT OPTIONS

If you are experiencing from any of the above symptoms, please do not suffer in silence, make an appointment and seek help.

A general overview of treatment options is as below:

HORMONE REPLACEMENT THERAPY (HRT)

(Please consult a gynaecologist with special interest in Menopause treatment)

- Alternative Medication to HRT
- Exercise
- Yoga
- Herbal
- Anti-depressant medication

FREE MEDICAL CAMP

Free medical camp was organized by Pharmacy department, Ali Medical Centre on 14th October to celebrate World Pharmacist Day 2018 at SUMMA KARRAGA village district Abbottabad.

Free medical camps are set up with a sacred aim to bring awareness amongst the deprived population of the country which has diminutive access to basic healthcare services or knowledge about the diseases they are suffering from. So, 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.

The free consultation has been provided by following specialties:

1. Skin specialist
2. Gynaecologist
3. Paeds Specialist
4. Medical Specialist

The team of 30 personnel from different department i.e. Pharmacy, Nursing, MSA etc. has provided the best medical services to people. Ali Medical team provided services to more than 700 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.



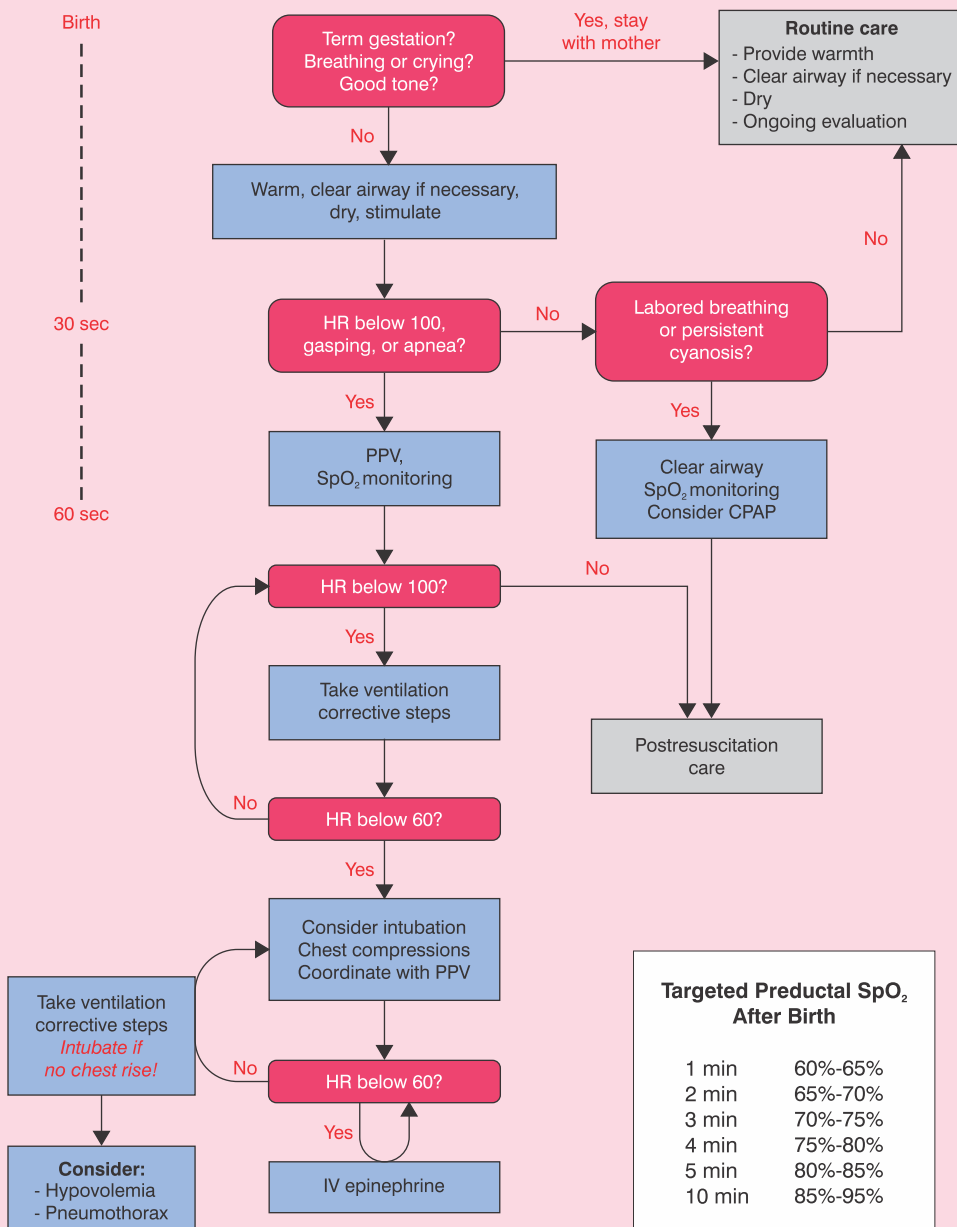
The Neonatal Resuscitation Program® (NRP®) course conveys an evidence-based approach to care of the newborn at birth and facilitates effective team-based care for healthcare professionals who care for newborns at the time of delivery. NRP utilizes a blended learning approach, and hands-on case-based simulation/debriefing that focus on critical leadership, communication, and team-work skills.

Nursing department has made a goal to certified 100% of Nursing staff and Medical staff certification in NRP specially in NICU, Labour room & ER.

The purpose of this certification is to achieve the standards and maintain quality in hospital as only qualified health care providers can provide NRP, as it requires the ability to manage the babies' airway, initiate IV access, chest compression, and understand emergency pharmacology.

NRP session conducted in collaboration with NICU team lead by Dr. Isfahaq Naeem (Neonatologist) through presentation and Demonstration. Certificates were distributed to the participants.

Through the following algorithm all the content was covered.



“From knowledge to Improvement”

Ali Medical Centre, participated in the 3rd International Conference on Patient Safety, held at CMH Medical College Lahore, organized by Riphah International University on November 4, 2018 where seven employees of AMC representing different departments (Ms. Muneera Johar and Mr. Allauddin from Nursing, Ms. Wajiha Saeed from HR, Dr. Anees and Dr. Naila from Pharmacy and Ms. Asma Mughal from QMD) remained part of the event in the leadership of Medical Director Dr. Bilal Arshad Butt.



Allauddin

Asst. Manager Nursing





It was a whole day workshop on the said topic where top leaders of Pakistan and from across the world gathered and shared their relevant knowledge, expertise and experiences. "From knowledge to improvement" has been the theme of this year conference where a declaration comprised of seventeen clause has been set know as, "**Lahore Declaration on Patient Safety**".





Ali Medical Centre has been one of the lucky institution, getting an opportunity of representation, where Ms. Muneera Johar and Mr. Allauddin spoke about the role of nursing in patient safety, and Dr. Anees and Dr. Naila represented AMC in poster competition. This was only made possible by the hectic struggle of Medical Director Dr. Bilal Arshad Butt, along with the great support of Chairman Mr. Ali Raza and CEO Dr. Hassan Khan.



Indeed it has been a wonderful exposure, where the international speakers shared evidenced based practices regarding patient safety and told about the modern technologies used in their countries for incidents reporting related to patient safety and moreover the intellectual debates of scholars highlighting gaps in patient safety journey was quite valuable . I am sure this would be quite beneficial for us in improving our system as far as patient safety is concerned.

EMERGENCY CODES

Code	Type of Emergency
Blue	 Medical emergency
Pink	 Infant/Child abduction
White	 For a combative person
Red	 Emergency due to fire incident

Code	Type of Emergency
Yellow	 Chemical/Nuclear contamination
Orange	 Casualties influx from external disaster
Green	 Emergency situation that requires evacuation of building or a specific area
Black	 Bomb threat/Terrorism

Emergency Extensions 333 & 312

STAR PERFORMERS OF 3rd QUARTER 2018



Name	Department	Designation
Syed Jawad Raza	Support Services	Support Services Assistant
Nixon Paul	Maintenance & Repair	HVAC Technician
Muhammad Safer Khan	Food & Nutrition Services	Cook Helper
Zeeshan Haider	Support Services	Painter
Mazhar Mehmood	House Keeping	Janitor
Umair Ahmed Khan	Medical Staff Affairs	Coordinator
Zaheer Ahmad	Laboratory	Front Desk Officer
Misbah Rauf	Operation Theater	OT Technician
Rafaqat Maqsood	Radiology	Coordinator
Muhammad Attique	Accounts/Finance	Accounts Officer

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