

Ali  
Medical  
ISO 9001:2015

# NEWSLETTER

1<sup>st</sup> Quarter , 2022

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## Continuous Quality Improvement at Ali Medical Centre

Prepared by:



Ali Medical Centre is ISO 9001:2015 certified organisation that is committed to continuous improvement and monitoring of its processes as well as professional development of its staff. 'Internal Auditors' training was arranged and conducted by Ali Medical's QIPS department.

### Internal Auditors Training:

Potential candidates were chosen based on their expertise and past experience effectively covering both clinical and non-clinical areas of the hospital.

The objective of this training was to build the foundations of a sustainable training exercise providing the trainees with a holistic overview of the knowledge and the skills that an internal auditor has to possess while conducting audits.

The training enabled the trainers to gauge effectiveness of Healthcare Quality Management System and compliance of all related applicable requirements by determining the conformity of the QMS with specified requirements including effective implementation.



### Internal Auditors during Group Exercise



### Certification Distribution by Chief Executive Officer to Internal Auditors



**Ms. Tehreem Asma**  
Supervisor Pharmacy

**Mr. Jawad Siddique**  
GM Administration

**Ms. Anees Rehman**  
Manager Pharmacy

**Mr. Muhammad Zahoor**  
Manager PCD



**Mr. Hassaan A. Khan**  
Manager HR

**Mr. Shakir Siddiqui**  
Manager MIS

**Dr. Sana Malik**  
Assistant Director

The 2019 novel coronavirus disease (COVID-19) has spread to more than 213 countries globally. Pakistan having borders and trade routes with China and Iran placed it at very high risk of receiving viral transmission. During initial days of this pandemic people were in denial of the disease, days passed and this virus penetrated into our cities, towns, streets then eventually made it into our houses. Everyone was directly or indirectly effected by it. Schools were shut, worship places were closed events were cancelled, and mortality/ morbidity rate was increasing ever day whereas medical supplies were short in markets due to travel restrictions worldwide.




Prepared by:



**Mr. Altaf Mushtaq**  
Coordinator MSA

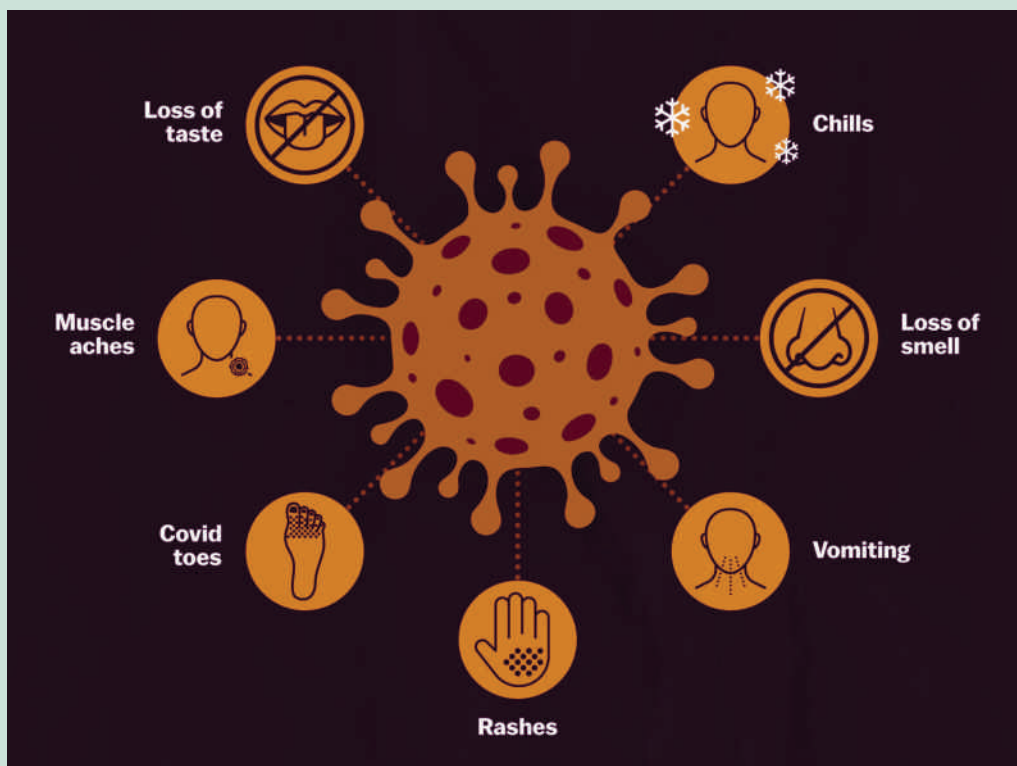
Dr. Hassaan Khan, CEO of Ali Medical Centre had a very practical approach to fight this pandemic, he immediately ordered to take all necessary precautionary and safety measures to protect our workforce. Only when our staff is well-protected then they can serve patients to their full potential. We were the first one to install walk-through disinfectant tunnel on our entrance along with COVID filtration point ensuring monitoring of every person entering AMC premises. Use of masks and sanitizer use was ensured and same protocol was followed inside the hospital too.

Hospital was divided into three zones:

-  Red: COVID Area
-  Yellow: Suspected Area
-  Green: Non-COVID Area

This approach gained trust of Non-COVID patients coming to hospital for other conditions, it also addressed fears of staff of possible cross-transmission making them feel safe while carrying on their duties. Due to these steps Alhamdulillah's till date no Mortality/morbidity reported among the staff working in Ali Medical.

Even though COVID figures have reduced significantly but the risk still remains so we are committed to peruse all required safety measures to ensure safety of all that use our premises.



## Miracles from Heaven

Baby was born via SVD to a G3P2 mother at 27 weeks of gestation due to premature labour with APGAR score of 5 and 7 & birth weight of just 1.06 Kg. Baby was immediately resuscitated in labour room with ambo bagging, followed by intubation for ventilator support and surfactant therapy.

Central lines were placed, inotropes and broad spectrum antibiotics were given. Baby remained on ventilator for 10 days and was gradually weaned off. Baby remained in NICU and fought for life but parents showed complete faith & trust in ALLAH and team of AMC Doctors worked hard day-in day-out to save this little angel. With ALLAH'S mercy and dedicated efforts of NICU Team baby made remarkable recovery and was discharged in a healthy condition after 4 weeks with weight of 1.5Kg.

Prepared by:



NICU team was overjoyed when the same cute little warrior 'ABAID AIZED SULTAN' came to Ali Medical to celebrate his first birthday with them. Entire department was very happy to see him and all enjoyed & celebrated this auspicious occasion with the piece of cake. Grown up little man is a living example of 'Miracles from Heaven'.

## Saving a Life

***“Only a life lived in the service to others is worth living.”----Albert Einstein***

It is said that life and death is in the hands of Almighty Lord but Allah has chosen us 'The doctors' to that carry out this noble task and help person out of despair. If a life is saved, it's all joy and beaming smiles for us but when we fail, its agony & promise of self-amelioration.

I want to share a CPR event that saved a life. It's all team work but one feels honored to be a part of such team that is working for this higher cause.

It was just a regular evening duty, and ER was busy as usual that we received this patient named Mr. Khalid Mehmood aged 71. He was suffering from hypertension with chest pain, diaphoresis and apprehension. ECG was immediately carried out leading to the diagnosis of ST-Elevation Myocardial Infarction (Anteroseptal Infarct). ACS protocol was initiated and Cardiologist Dr. Syed Naveed was immediately taken on board. After around 20 minutes, patient went into Cardiac Arrest, code blue was run stat, airways were secured, chest compressions were carried out, defibrillator was attached, the leads showed ventricular fibrillation. Epinephrine was given as per protocol, first shock was delivered & CPR process was repeated as per protocol & Amiodarone, Dopamine & Dobutamine fluids were given. Despite all efforts, patient had not revived and as a human nature goes, we started to lose hope, but our team leader Dr. Naveed Pirzada still believed we could do it and he kept on going. Usually CPR lasts for 40-45 minutes but we continued it for 105minute. At last, with Allah's will and our team's effort Mr Khalid's heart started beating. Patient was then shifted to ICU for necessary care and treatment.

With all bruised and muscularly sprains, we managed to save the patient Alhamdulillah. While going back home I had this smile and a content heart that I will never forget. I am blessed and thankful to my creator, who gave us this opportunity that we could bring a “big positive change” in someone's life.

May our institute and our team keep on serving Allah's creation with same dedication & enthusiasm.

Prepared by:



## One of the interesting cases dealt with in Ali Medical Centre

Being a doctor is one of the most interesting thing especially when you witness complete restoration of any human part.

In Feb 2022, a 59 years old male patient arrived in ER with an extensive degloving right foot and right big toe due to crush bone injury secondary to RTA. The patient was in bad condition on presentation and not much could have been done in initial management due to severity of the injury. An amputation was inevitable and the patient along with his family was prepared for such unfortunate occurring.

Prepared by:



**Dr. Bushra Tabasum**  
Assistant Registrar MSA



Ali Medical Centre is renowned for its competent surgeons whose skills when combined with the facilities that we provide ensures safe outcome and exceeds patient's expectations. In this case one of our Ortho-spine surgeon and our plastic surgeon teamed up to treat this patient. Considering, amputation might be the only choice but not until they have tried all other options.



Two hour surgery was performed including Wound Debridement, Lavage and K-wiring for toe. Their effort paid-off and with Almighty's will, not only patient's foot was not amputated but he was saved from potential lifetime disability. He was stabilised and taken good care of during the course of this stay here and was discharged after 5 days.

## Prof. Lionel Rostaing renowned renal transplant physician visit

Prof. Lionel Rostaing renowned Renal Transplant Physician, Head of Nephrology Hemodialysis Apheresis and Transplantation at Chu Grenoble Alpes, France visited Ali Medical Center in March, 2022. He was welcomed by Dr. Zahid Nabi (Transplant Nephrologist) and Dr. Hassaan Khan (CEO, Ali Medical Centre) along with AMC team members.

Dr. Sana Malik Assistant Director briefed Prof. Lionel about Kidney transplant program of Ali Medical with over 100 Kidney transplants successfully performed with 99.9% success rate. Prof. Lionel also visited Dialysis Unit, ICU, Operation theaters and transplant areas. Transplant team shared some clinical cases with him for general discussion.

Prof. Lionel also delivered lecture & useful information on BK Virus Nephropathy & HLA Mismatched Renal Transplants with AMC team that enhanced team's capabilities and knowledge.

Prof. Lionel appreciated Transplant program in Ali Medical and his presence was a motivational and honour for all team members.



# Cricket Gala 2022

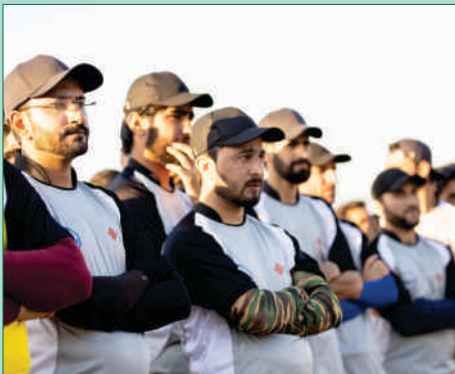
Ali Medical Centre arranges Cricket Gala every year and this was Season VII that was arranged in coordination with Bosch (our Gold Sponsor) at Punjab cricket ground on 27th February 2022. It was Ali Medical's in-house cricket tournament where employees from different departments competed against each other another along with our Gold Sponsor Team.

Prepared by:



**Ms. Wajiha Syed**  
Manager HR&D

During this events Executive guests from healthcare industry were also invited. It was a family event with free refreshments and Lunch provided to all that attended. There were five internal teams and one external team from Bosch.



It was one day activity which ended with Prize distribution ceremony in which trophies and cash awards were given to winner & runner up team as well as Man of the Match trophy. Gold Sponsor trophy was given to Bosch and supporting department trophy was given to Pharmacy Department for their role in organizing this event.

Certificates were given to most liked Player, most participating department and best consultant. Purpose of this activity was to bring all staff together, improve teamwork, increase coordination, strategise together, think of alternate options etc. Such events are more than just entertainment, they help in bridging communication and interaction gaps between employees, boosts team spirit and promotes teamwork within organization.





### **Asst. Prof. Dr. Arslan Shahzad**

*MRCP (UK), MRCPS (GLAGOW) FCPS (Gastroenterologist) European Specialty Examination Gastroenterologist & Hepatology (SCE) (UK)*

**Consultant Gastroenterologist/Hepatologist**

Dr Arslan Shahzad is working as Associate professor Gastroenterology and hepatology in PAF hospital Islamabad. He completed his MRCP (Medicine) from United Kingdom and has also done FCPS in Gastroenterology and Hepatology. He is competent in diagnostic and therapeutic endoscopy, colonoscopy and ERCP and has 10 research publications in the field of Gastroenterology and Hepatology. Dr. Arslan Shahzad is also competent in dealing with GI emergencies including upper GI bleed and liver complications like encephalopathy and variceal bleed.



### **Dr. Syeda Afshan Batool**

*Assistant Professor MCH PIMS, MBBS MRCOG (UK) FCPS (Pak) CHPE (SZABMU) Senior Clinical Fellowship (UK), ex-Registrar Russells hall hospital NHS trust UK*

**Consultant Gynaecologist**

Dr. Syeda Afshan Batool is a certified gynecologists and obstetrician based in Islamabad, Currently working as an Assistant professor at Mother and Child health center, PIMS. She possesses degrees of MRCOG (London), FCPS OBS/GYN (Pakistan), and CHPE (SZABMU) and Good Clinical Practice certification (LSHTM-London). She has done international fellowship training in United Kingdom and served as a senior clinical fellow at Russell's hall hospital and Corbett hospital, NHS trust UK. She has 16 years clinical experience with special interest in Uro-gynaecology and Subfertility. Dr. Afshan Batool has also won international awards for her research work in the specialty of obstetrics and gynecology. An empathetic and energetic consultant available at Ali medical hospital, the leading medical institution in Islamabad, to provide high quality evidence based treatment. She ensures round the clock availability for any concerns and queries of the patients under her care.



### **Dr. Muhammad Adnan**

*MBBS, FCPS (Ophthalmology)*

**Consultant Ophthalmologist**

Dr. Muhammad Adnan is an Ophthalmologist, Orbital and Oculoplastic Surgeon doing all general ophthalmic procedures with special interest in refractive surgery, having a good command over ophthalmic plastic reconstruction and other eyelid procedures. He deals with management of orbital diseases including Thyroid eye disease, orbital tumors removal and reconstruction of orbit along with management if fracture if orbital floor.





### Dr. Fahad Khalid

MBBS, FCPS Cardiology  
Consultant Cardiologist

Dr. Fahad Khalid, has joined Ali Medical Centre as a consultant Cardiologist and Physician. After completing his graduation from Ayyub Medical College Abbottabad, he has done FCPS Cardiology from AFIC/NIHD Rawalpindi. Currently he is working as Assistant Physician in FGPE hospital, Islamabad. His area of specialties are hypertension, Ischemic Heart disease, Valvular heart disease, Heart failure, Arrhythmias, Coronary Angioplasties, Pacemakers, Echocardiography, Nuclear scans, Stress Echos, Holter Monitoring, ETT and Heart diseases with all related conditions.



### Dr. Syed Wazahat Taqvi

MBBS, MRCS Ed. (UK), MCH (Ortho) UK, FEBOT (Fellow European Board Ortho & Traumatology) FRCS Ed. (Ortho) UK.  
Consultant Spine & Orthopaedic/Trauma Surgeon

Dr. Syed Wazahat Taqvi, after doing graduation from Rawalpindi Medical College, moved to UK. Where he had foundation training in UK and then moved on to Core Surgical training. He has done his Orthopedic registrar training in Manchester and Leicester UK, upon completion, did two spinal fellowships. Having fellowship of European board of Orthopedics and Fellowship of Trauma and orthopedic UK, his expertise are spinal surgery and orthopedic trauma surgery. He is the first spinal surgeon in twin cities trained in MIS and Navigated spinal surgery.

## Employee Motivation - Mobile phone Distribution

Ali Medical management strongly believes that employee motivation is key to its success so they are always on constant lookout for any opportunity that can help this cause. In March 2022, management decided to reward high performing employees with mobile phones. Nominations were provided by the head of departments keeping in view the most hardworking and dedicated team members. Six candidates were shortlisted by the higher management and they were rewarded with brand new smartphones by their heads in a ceremony arranged specifically for them.



Hamid Mahmood  
IT



Safarish Khan  
Operation Theater



Shumail Ahmed  
Nursing Admin



Muhammad Arshad  
Support Services



Bilal Tariq  
Account/Finance



Muhammad Nazeer  
Account/Finance

*“Everything was according to my expectations during checkup, professional staff. Good behavior of staff and doctors. Facilitation is higher than my expectation. Thanks to management. Special appreciation of mine and my family goes to Staff Asim. He gives me feeling of a family member and respect me a lot.”*

**Sosan**

*“Our patient was admitted last Sunday. It was an outstanding stay, specially the patient Mrs. Bachschi was very happy with the friendly environment of ICU+IPD2. She was not agreed to be shifted to room from ICU. Patient became healthy firstly because of doctors and then most honorable and valuable assets of hospital i.e. staff Hasina, Hazrat & Nadia.”*

**Ahmed Masood Bachschi**

*“Great staff and very helpful. Everyone was extremely alert, attentive, supportive and helpful all the time. Staff Athar, Sonia and Haseena looked after very well. They were very helpful. Keep it up.”*

**Ch. Altaf Hussain**

*“Loved the staff here and will recommend everyone who is looking for a good & caring staff and hospital.”*

**Farukh**

*“Highly satisfied, both Doctor Omer Qureshi and staff Ghaliya treated me very good. They have very good client management.*

- Excellent services
- Excellent patient handling
- Very humble and informative
- 100% satisfaction”

**Samra Jadoon**

*“I'm very happy and satisfied with staff & services received. I think Ali Medical Centre is the best hospital who look after their patients all over Pakistan. I'm very thankful to all Nursing staff specially staff Aziz & Ihtaram who were with us for last one week. They did their best. They are very kind, experienced and cooperative. May Allah give them best reward. Thanks once again.”*

**Shah Nawaz**

*“It was an excellent experience. Staff treats very well and is very experienced. It really feels like staying at home. Thank you so much for such an amazing service. Staff member names: Sonia, Fazlullah, Aziz, Hazrat Ali & Shakeela.”*

**Shabnam**

*“Fully professional services with exceptional medical care. Best doctors & nursing staff. Well done and keep it up.”*

**Amjad Aziz**

Ali Medical Centre started its own lab with the name of 'Ali Medical Labs' back in 2018. The beginning was modest with provision for only Chemical Pathology and Hematology tests. Later when pandemic started, PCR for COVID-19 was introduced in 2020. In the same year Microbiology Department was established and the lab started performing and reporting on routine cultures.

It was envisioned at the very start of the Laboratory service by the Chairman Mr. Ali Raza Alvie and CEO Dr. Hassaan Khan that we will have high standards in our lab and attain ISO 15189 Accreditation. Lab team took it as a challenge and started preparations to achieve this goal.

Prepared by:



**Miss Rabia Butt**  
Manager LAB

ISO 15189 accreditation is an international standard that involves an independent assessment of the medical laboratory that includes an examination of personnel qualifications and competence, equipment, reagents and supplies, quality assurance, and analytical, pre-analytical, and post-analytical factors. Pakistan National Accreditation Council (PNAC) under the Ministry of science and Technology is the only authorized body that grants this accreditation after a thorough process of detailed documentation, its true implementation and accessing competency of the staff.

Ali Medical Labs went through comprehensive stage-by-stage audit process and successfully proved our compliance and met all required standards. We were formally accredited by PNAC in December 2021. Ali Medical Laboratory was the 15th Medical Laboratory in Pakistan that has achieved this accreditation, which is valid for 3 years with annual surveillance audits in between. Our Scope of test is also vast which includes 53 parameters of Clinical Chemistry, Special Chemistry and Hematology.



Accreditation Certificate was formally handed over in the ceremony held in March 2022. This Ceremony was attended by Ms. Ismat Gul Khattak (DG PNAC), Mr. Ateeq Ur Rehman (Deputy Director General PNAC), Dr. Sami Saeed (Director Laboratory), Ms. Sameena Khurshid (Head of QIPS), Dr. Sana Malik (AD MSA), Ms. Wajiha Syed (Head of HRD) and Ms. Rabia Butt (Manager Laboratory).



All Participants of the event appreciated AM Lab Team and praised the tireless efforts of Mr. Babar Hameed Awan (GM Diagnostics) and Ms. Rabia Butt (Manager LAB) to achieve this milestone.

# Cochlear Implant

The cochlear implant (CI) has transformed the field of otology. Just 50 years ago, there were no effective treatments for deafness and severe losses in hearing. The development of the Cochlear Implant changed that completely and today most recipients of Cochlear Implants can live a normal life and communicate just as normal person does. Three types of conditions are generally treated by these implants.

- By Birth Hearing problem
- Nerve Damage Secondary to any trauma or disease
- Age Related Hearing loss



Prepared by:



**Mr. Altaf Mushtaq**  
Coordinator MSA

Ali Medical Centre is certified to perform Cochlear Implants by collaborating with Pakistan Bait-ul-Mall and Transparent Hands. Ali Medical Centre is the only private sector Hospital providing this facility to under privileged young kids under 5 years of age without payment. This life changing project became operational in November 2021, under supervision of renowned ENT Surgeon (Otolaryngologist) Dr. Jawad Ahmed.

Our Cochlear Transplant team of AMC include;



**Dr. Jawwad Ahmed**  
ENT Specialist and Implant Surgeon



**Dr. Sana Malik**  
Asst. Director MSA



**Mr. Sohaib Ahmed Khan**  
Manager BD



**Mr. Altaf Mushtaq**  
Coordinator MSA



Moreover, Ali Medical Centre has so far carried out 13 successful Cochlear Implants with around 50 cases already approved and sent to PBM for further processing.

Our first case was of Ms. Anaya Mohsin whose father does manual labour with very low socioeconomic status. Family was not able to afford any treatment let alone any transplant. With the help of Pakistan Bait-ul-Mall and Transparent Hands this 5 years old was successfully operated in Ali Medical was discharged after one day of routine observation and treatment. Family was very satisfied with surgery and left us with below note.



## Feedback of Patient's Father

"I'm very thankful to Ali Medical Centre that they collaborate with Government of Pakistan, PBM and transparent hands and make this possible for me to change my daughter's life.

As we are not able to go for Cochlear Implant because of too much charges of Cochlear Implant and procedure. With help of Ali Medical Centre my daughter is able to live a Healthy life with proper sense of listening and we are very happy with the services of Ali Medical Centre. We did not have to pay anything which is a big relief for a poor family".

## Editorial Board

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