

# ANNUAL REPORT 2015



**ISLAMIC INTERNATIONAL MEDICAL COLLEGE TRUST**  
**RAILWAY GENERAL HOSPITAL, RAWALPINDI**

**Westridge Rawalpindi**

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## *Introduction*

The affiliation of Pakistan Railway Hospital with the Islamic International Medical College Trust since 1998 has Alhamdulillah completed 17 years of successful journey. This public-private partnership has set a unique precedent to serve nation. IIMCT during this span has upgraded PRH by addition of hospital departments, large team of highly qualified consultants and addition of state of the art equipments to make PRH an excellent teaching hospital to the standard of recognition by Pakistan Medical and Dental Council (PM&DC) and College of Physicians and Surgeons of Pakistan (CPSP) for undergraduate and post graduate medical education.

The developments and the up gradation of PRH remained a continuous activity throughout this period of affiliation with IIMCT which enabled the hospital to achieve a reputable slot amongst the contemporary healthcare institutions of Rawalpindi/Islamabad. Alhamdulillah the hospital is now a renowned teaching hospital of the city.

The hospital in all sphere of its activity upkeeps the Islamic ethical values in line with the mission of organization to provide best healthcare facilities to Railway entitled patients and general population of the area.

IIMCT-PRH maintained its tradition of achieving excellence during the year 2015 as well. An overview of hospital services during year 2015 is presented below which includes summary of major events and achievements. Continuous hard work of staff, faculty and management has led the hospital on the way to achieve its core target of providing best quality healthcare. The cooperation of Railway administration to achieve this end deserves admiration. The patient care standards registered corresponding improvements alongside.

## Hospital Departments

➤ General Medicine

➤ General Surgery

➤ Ophthalmology

➤ Dental

➤ ICU

➤ NICU & PICU

➤ Orthopedic Surgery

➤ Anesthesia

➤ Burn Unit

➤ Pediatrics

➤ Gynecology & Obstetrics

➤ ENT

➤ Dermatology

➤ Emergency

➤ Psychiatry

➤ Pathology Laboratory

➤ Radiology

➤ Physiotherapy

## Specialist Clinics

➤ Diabetic Clinic

➤ Pain Clinic

➤ Speech Therapy

➤ Thalessemia Clinic

➤ Skin Laser

## OT Specialties

➤ Laparoscopic Surgery

➤ Phaco Surgery

➤ C-Arm facility

➤ TURP Urology

➤ Hip Replacement Surgery

## Physiotherapy

➤ Hot packs

➤ Infra red

➤ Wax therapy

➤ Electrical Stimulation

➤ TENS, Software Diathermy

➤ Traction unit

➤ Speech Therapy



The Clinical departments are headed by the following members:

<b>Prof. Dr. Samiya Naeemullah</b> MBBS; Diplomat of American Board (Paeds) FAAP, FCPS (Pak), BCPS (Bangladesh)	Head of Paeds Department
<b>Dr. Brig.(R) Muhammad Farooq Khattak</b> MBBS, FCPS	Head of Medicine Department
<b>Prof. Dr. Fareesa Waqar</b> MBBS, FCPS	Head of Gyane & Obs Department
<b>Prof. Dr. Khalid Farooq Danish</b> MBBS, FCPS	Head of Surgery Department
<b>Prof. Brig (R) Dr. Ahsan Ahmad Alvi</b> MBBS, M.Phil, FCPS	Head of Pathology Department
<b>Prof. Dr. Sohail Iqbal Shiekh</b> MBBS, M.S. (Ortho), Dip. in Orthopedics	Head of Ortho Department
<b>Dr. Lt. Col (R) Mansoor ul Haq</b> MBBS, FCPS	Head of Anesthesia Department
<b>Prof. Dr. Aneequallah Baig</b> MBBS, FCPS	Head of Ophthalmology Department
<b>Dr. Brig (R) Sher Muhammad Malik</b> MBBS, FCPS	Head of ENT Department
<b>Assistant Professor Dr. Ahsan Farooq</b> MBBS, FCPS	Head of Radiology Department
<b>Dr. Nadia Waqas</b> MBBS, FCPS	Head of Dermatology Department
<b>Prof. Brig(R) Dr. Wahid Baksh Sajid</b> MBBS, MCPS, FCPS	Head of Psychiatry Department
<b>Assistant Professor Dr. Abdul Ghafoor Sajjad</b> BSPT, PP-DPT, MS-OMPT	Head of Physiotherapy Department

## *Hospital Services*

### **Faculty**

A large number of highly professional consultants in various disciplines including female surgeons are working in different departments of hospital to provide best health care to the patients. It includes:

Consultants	IIMC-T
Professors	16
Associate Professors	11
Assistant Professors	16
Specialists	1
Senior Registrars	5

In addition to the mentioned above professionals, a dedicated team of Medical Officers, Post Graduate Trainees, House Officers, Dentist, Physiotherapists and Pharmacists along with a well qualified team of nurses and paramedical staff, are striving to deliver best health care to their patients. Detail is as under:

Administrative, Medical & Para Medical Staff	IIMC-T
Registrar / Medical Officers/PGTs/Hos	109
Dentist / Clinical Pharmacists	02
Staff Nurses	59
Administrative Staff	22
Admin Support Staff	63
Medical Technicians	22
Medical Support Staff	17
Security Guards	21
Housekeeping Staff	35
Ward Servant/ Ayas	50



## Health and Support Services



24 Hour Emergency Department Services



Intensive Care Unit (ICU) equipped with Ventilators and other facilities



Neonatal Intensive Care Unit (NICU)



OPD Pharmacy

- Pediatrics ICU equipped with highly sophisticated equipment
- 24 hours Labor room facility
- Four Operation Theaters with modern equipments
- Central Oxygen Supply System
- Fully automated Pathology Lab

### General Services

- Four Ambulances
- Private Rooms
- 160 KVA Generator for continuous Electric Supply
- Five Generators for OT, ICU , Labor room etc
- Tube well
- 25000 Gallon underground water
- Masjid
- Cafeterias
- Health Promotion Department



### *Patients Work Load July 2014 – June 2015*

A large number of Railway and other patients visited IIMCT-PRH in 2014-15 for indoor and outdoor treatment in all specialities. The summary data of patients is mentioned below, which shows the tremendous workload of hospital which is providing round the clock patient care.

DEPARTMENT	PATIENTS
Outpatient Department	254113
Admissions	7888
X-rays	15707
Ultrasound	14018
Laboratory Tests	401013
Surgical Procedure	2397
Deliveries	1026



The department wise breakup of outdoor patients and admissions for the year 2014-15 is mentioned below:

DEPARTMENTS	OUTDOOR PATIENTS
Emergency	43219
Medicine	38290
Surgery	16731
Railway OPD	19297
Gynae/Obs	20617
Peads & NICU	23577
Eye	17232
Dental	12208
Dermatology	11934
ENT	8812
Orthopedics	13348
Psychiatry	1462
Minor OT	7516
Physiotherapy	7275
Peads ER	12595
<b>TOTAL</b>	<b>254113</b>

Data of Indoor patients in various disciplines during year 2013 is mentioned below:

DEPARTMENTS	INDOOR PATIENTS
MEDICINE	1227
SURGERY	1286
GYNAE/OBS	2270
PEADS & NICU	1809
EYE	320
ENT	135
ORTHOPEDICS	409
ICU	432
<b>TOTAL</b>	<b>7888</b>





Data of Surgical procedures carried out in various disciplines during year 2014-15 is appended below:

DEPARTMENTS	MAJOR SURGERIES
SURGERY	872
GYNAE/OBS	820
ENT	148
EYE	288
ORTHO	269
<b>TOTAL</b>	<b>2397</b>

### *Performance Review of HR Department*

The hospital Human Resource department is tasked with job of inducting suitable professional persons for smooth conduct of hospital functioning. In addition professional development and training is essential responsibility of HR department to promote working standards of all workforce of hospital. Following activities were conducted by the department in 2014-15.

#### **INDUCTIONS 2014-2015**

Total inductions from July-14 to June-15 including Faculty and Administrative staff:  
**136**

#### **TRAININGS:**

Training and professional development of workforce is an essential requirement in any dynamic organizations, for which HR Department IIMCT-PRH organized various training activities for its staff during year 2014-15. A glimpse of HR training activities is appended below:

<b>1.HIMS Power Users Trainings</b>	<b>2.First Aid Training</b>
<b>3.Awareness Session On Traffic Rules</b>	<b>4.HIMS Training Sessions for all Users</b>
<b>5.Time Management</b>	<b>6. Stress Management</b>
<b>7. Positive Thinking</b>	<b>8.Religious Lectures</b>
<b>9. Preparation for success in the hereafter</b>	<b>10. Concept and implementation of an Islamic Hospital</b>

<b>11. Ramadan Study Circle</b>	<b>12. Islamic Principle of management in medical sciences</b>
<b>13. Performance Management System</b>	<b>14. Lecture on Seerat un Nabi</b>
<b>15. Communication Skills</b>	<b>16. CR-PACS</b>
<b>17. Infection Control Practices</b>	<b>18. Emotional Intelligence</b>
<b>19. Blood transfusion</b>	<b>20. Time Management</b>
<b>21. Post-Partum Hemorrhage</b>	<b>22. Hygiene protocol</b>
<b>23. Effective team Building</b>	<b>24. Evacuation &amp; Emergency Exit Plan</b>
<b>25. Vital Sign &amp; Protocol-ISO-2008</b>	<b>26. Protocol Of Surgical Care &amp; Dressings</b>
<b>27. Injectable Routes</b>	<b>28. Blood transfusion</b>
<b>29. Disinfection and Sterilization</b>	<b>30. ISO Implementation</b>
<b>31. Ward Servant Training Module</b>	<b>32. Nursing protocol</b>
<b>33. Training session Of Staff Nurses</b>	<b>34. CR Training Session</b>
<b>35. Waste Management</b>	<b>36. Basics of ECG</b>
<b>37. Critical nursing Care</b>	<b>38. Post Operative Care</b>
<b>39. Quality Management Representative</b>	<b>40. Regarding Dispensing &amp; Compounding</b>
<b>41. Islaah-e Nafs</b>	<b>42. TB DOTS</b>

#### **CONTINUOUS MEDICAL EDUCATION:**

Training Programs for nursing and paramedical staff were conducted to improve professional and technical skills of staff. Training was imparted on following day to day techniques related to patient care:

▪ Care of critical patients	▪ Nursing care of Bed Ridden Patients
▪ Care of diabetes mellitus	▪ Pre & Post-Operative Patient Care
▪ Bio medical training	▪ CPR Techniques
▪ Nursing care of unconscious patients	▪ Neonatal nursing care
▪ Liver cirrhosis	▪ Nursing care of asthmatic patients
▪ Nursing care of drainage tubes	▪ Nursing in pediatric resuscitation
▪ Patient Care in Labor Room	▪ Nursing care of new born babies
▪ Ethical and Moral training	▪ Medical store procedures
▪ Basic ECG Learning	

#### **SEMINARS AND WORKSHOPS**

Workshops and Seminars were arranged by the concerned departments for senior faculty members and PGTs/MOs for the enhancement of their professional skills for the improvement of patient care services in the hospital.



## *Major Additions in Medical Equipment*

The patient care services received a marked boost in 2015 as well, like the preceding years by addition of following electro medical equipment in the inventory of hospital.

- ENT Head Light
- ENT Hand Piece for Micro motor
- Retinoscope
- Cataract Surgery Set
- Crash Cart Trolley
- OTO Scope for ENT
- OTO Scope for Paeds
- Pulse Oximeter
- Fully Automated Electric Beds for ICU
- Anesthesia Machine
- CR System
- Patient Transfer Trolley (Hydraulic)

## *Major Additions, Renovations and Up gradation of Hospital*

The developmental activities to improve patient care facilities are a permanent feature at IIMCT PRH. To further upgrade patient care in 2014-15, following developmental and renovation activities are in progress in the hospital.

- Renovation of Ground Floor/ Marble Strips Fixing
- Renovation of Reception
- RCC Roof of OPD



- Renovation & Extension of ICU
- Purchase of New Fully Equipped Ambulance
- Renovation of OT/ Semiprivate Rooms/ Wash Rooms/ Emergency Dept
- Gas Heaters for Different Wards

## Financial Review

The affiliation of PRH with IIMCT has benefitted Railway patients by providing better healthcare delivery, but it has also resulted in marked financial relief to Railway in terms of saving of expenditures which would have cost millions of rupees to Railway for providing such healthcare services.

**Expense of IIMCT-PRH during Financial Year 2013-2014** **213.15 M**

**Direct Financial Benefits to Pakistan Railway (July 2014-May 2015)** **200.76 M**

## PMDC Visit









## *Performance Review of Health Promotion Department*

### **Patient's Satisfaction**

IIMCT has established health promotion department in PRH for facilitation of Railway patients during the medical attendance at PRH. The department guides the patients and works for addressing and solving problems of patients so that their satisfaction in hospital care services is attained.

The Health Promotion Department (HPD) is striving to rectify all the complaints of Indoor and Outdoor patients. The department conducts daily OPD and bed to bed rounds to ensure proper rectification of patient's problems. Patients are also evaluated at the time of their discharge from hospital by inquiring complaints and also their valuable suggestions are sought for improvement of treatment services at hospital.

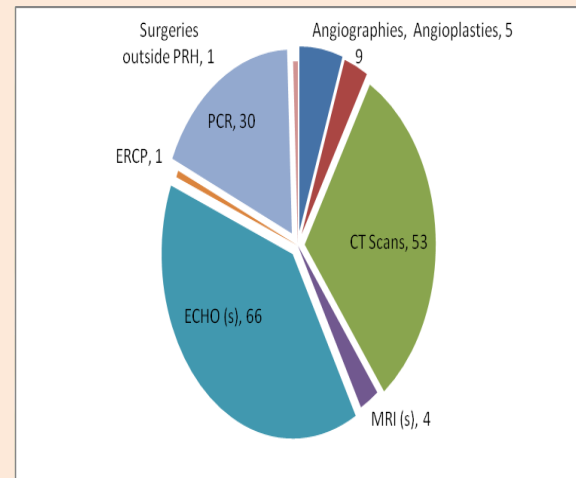
### **Referrals for the Specialized Advanced Treatment**

The Railway entitled patients are given all possible treatment facilities available within the hospital premises, however being a general hospital sometimes the patients are



referred to other reputed healthcare institutions for Cardiac Surgeries/Procedures at AFIC, MRIs and CT Scans at reputable diagnostic centers and advanced laboratory tests from AFIP etc. The details of procedures and treatment facilities provided to Railway patients from other healthcare centers are as under




Out Referrals	Statistics
Angiographies	9
Angioplasties	5
Ct scans	53
MRI (S)	4
Echo (s)	66
ERCP	1
PCR	30
Surgeries Outside PRH	1
<b>Total</b>	<b>169</b>



## Deployment and Implementation of HIMS

The management of Islamic International Medical College Trust (IIMCT) believes that the access of high-quality, accurate and reliable role based information at all levels is required for efficient health care delivery. Therefore, an integrated Hospital Information Management System (HIMS) is being implemented at IIMCT-Pakistan Railway Hospital, Rawalpindi.

*The broad objectives of Hospital Information Management System (HIMS) are to:*

-  *Improve patients' care through rationalization and validation of healthcare processes*
-  *Improve administrative, financial controls and revenue management*
-  *Provide reliable and valid information to management and operational managers for strategic, operational and administrative decision making*

customized and employed Hospital Information Management System (HIMS) to fulfill health care needs of its clientele, thus increasing ability of physicians, healthcare

professionals and managers to access and use the right information for the patients that will lead to marked improvement of patient care.

## Deployment

All praise and thank be to Almighty Allah (SWT), the phase-I of HIMS has been deployed comprising the following modules, on 2014-15 at IIMCT-Pakistan Railway General Hospital:

- User Management and integration with HRIS
- Patient Registration and Clinic (consultant) Management
- Physician Portal ('Diagnostic Management System)
- Laboratory Information Management System (LIMS)
- Radiology Information Management System (RIMS)
- Patient Billing Management System
- Dashboard and Business Intelligence (BI) Report and integration with Oracle BI tool.

Following is the current status of HIMS Implementation as of 30<sup>th</sup> May 2015.

(Business Processes)		IIMCT-PRH
Patient Registration		100%
Admission Management (Outdoor* , Indoor)		100%
Billing Information System		100%
Physician Portal: Computerized Physician Order Entry (CPOE) (M.E: Presenting complaint and diagnoses)	OPD	54%
	IPD	83%
Bed Allocation w.r.t. Actual Admissions	IPD	91%
Radiology Information System (RIS)	X-Ray	87%
	USG	81%
Laboratory Information System (LIS)		84%

## **Physician Portal (Computerized Physician Order Entry –CPEO)**

The physician portal and associated modules were deployed 2014-15. At present, the following mandatory elements of physician module are being implemented:

- Presenting Complaints
- Diagnosis (provisional or final)
- Pathology, Radiology investigations and procedures, where applicable

## **Ordering of Pathology, Radiology investigations and hospital procedures by physician portal**

Now all required pathology, radiology investigations and hospital procedures are being ordered by physician in physician portal and efforts are in hand to convert to total paperless environment in current year.

## ***Implementation of Total Quality Management Practices***

The leadership of Islamic International Medical College Trust (IIMCT) is always working for the improvement of quality standards of healthcare services being provided to Railway patients. In order to achieve this end the leadership of IIMCT started a project to define, establish and implement the Total Quality Management (TQM) practices in conformity with international standards at IIMCT-Pakistan Railway Hospital. Since the ISO 9001:2008 is a critical building block of Total Quality Management therefore the healthcare delivery system of IIMCT-PRH was assessed against the international quality management standard i.e. ISO 9001:2008 to determine the gaps. The broad objectives of Total Quality Management are to:

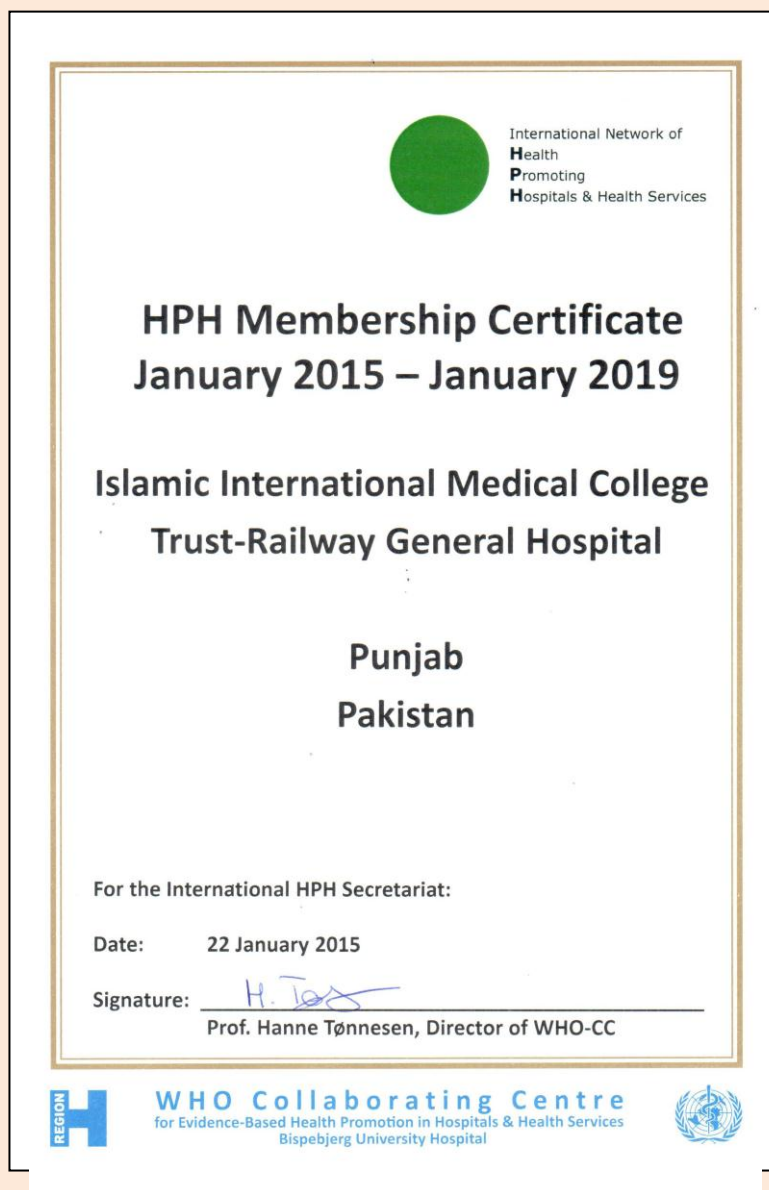
- 🌿 Assess the healthcare delivery processes of the hospital according to the quality standard ISO 9001:2008 and guidelines of Joint Commission International Accreditation (JCIA) to identify the opportunities for improvement.
- 🌿 Design and implement the procedures and protocols in accordance with the requirements of ISO 9001:2008 and Joint Commission International in order to ensure the provision of quality and cost-effective healthcare services to our valuable patients and stakeholders.



- ✎ Achieve the optimal level of patients and stakeholders satisfaction through the delivery of quality healthcare services that meet the unique requirements of each patient.

Project: ISO 9001:2008 Certification					
Site: IIMCT-PRH					
Task ID	Core Tasks	Duration	Start Date	End Date	Status
ISO 9001:2008 Certification for IIMCT-PRH		187 days	2-Sep-13	7-Aug-14	54%
1	Gap Analysis				Completed
2	Submission of Inception and Capability Report				Completed
3	Steering Committee and Implementation Teams				Completed
4	Preparation of Quality Mission Statement				Completed
5	Process Mapping Grids / Process Flow Charts				Completed
6	Preparation of Quality System Manual				Completed
7	Preparation of Procedures, Protocols, records	58 days	20-Dec-13	11-Mar-14	64%
	Stage-II				
8	Review and Approval of Procedures	28 days	14-Feb-14	25-Mar-14	15%
9	Selection of Internal Auditors and Training	12 days	26-Mar-14	10-Apr-14	
10	Implementation of QMS	19 days	11-Apr-14	7-May-14	
11	Training of Internal Auditors (2nd session)	7 days	8-May-14	16-May-14	
12	Pre-Certification Internal Audit	11 days	19-May-14	2-Jun-14	
13	Corrective & Preventive Measures	20 days	3-Jun-14	30-Jun-14	
14	Selection and Submission of dossier for certification	9 days	1-Jul-14	11-Jul-14	

<b>TQM Initiatives</b>	<b>Update</b>
HPH	Membership completed, Certificate received, and implementation of HPH manual is in process.
ISO Certification	Third party audit date has been received at the end of July 2015.
BFHI	Policy formation is in the final Process, Lactation nurse has been assigned, Pamphlets and banners sent for printing, almost 1000 patients have received education on breast feeding.
PSFHI	Portion will be covered in HPH, ISO 9001-2008 and MSDS. However, the group discussion for understanding the requirement is under discussion.
MSDS	PDD has been prepared, Published on PMU server, while approval is under process.



## Community Work

Free Medical Camps for general and Railway population is the permanent activity since years by IIMCT-PRH. Doctors from all the departments of hospital participate in these camps. Patients requiring further treatment are referred to the hospital and all the services available in the hospital premises are provided free of cost to these



patients. In this year Hospital participated in 7 medical camps in collaboration with Riphah Social Welfare Department, IIMCT Al Mizan. 1500 patients were examined, given medicine and referred to the hospital for further management during 2014-15. PRH doctors and paramedical staff participated in following medical camps:

### **Medical Camps**

- Jabber Darwaish Village, Rawat, Isbd/Rwp
- Missa Kaswal village, Gojar Khan Rwp.
- Islamabad Sports Complex, Pakistan
- Bait-ul-Mal Sweet Home students/children's.
- IIMCT-PRH hospital (one day Pain Clinic)
- Village Tootnia, Usman Kahttar, Taxila
- Village Mohra Bakhtan, Tehsil Kaller Saydan, Rwp/Isbd".



### **Thalasaemia Patients:**

176 Thalaseemia patients have been treated free of cost in IIMCT-PRH during the year 2014-15.

**03 School Health Programs** were also done in collaboration with RSWD in which around 700 students were examined.

**02 Health Awareness College Lectures** were done covering Dengue Fever.

FM Radio Program "**Sehat Aap Ki**" is started in which our all Clinical Consultants appear.

**First Aid Training Sessions** for City Traffic Police Wardens were done in collaboration with RSWD.



## Conclusion

IIMCT-PRH is striving to provide quality healthcare, to achieve quality standards of care for Railway patients and general population, blending modern technology with validated standardizing health care processes. The staff is dedicated to provide customer satisfaction with dedication and zeal. Insha'Allah every coming year will see the hospital step ahead in its mission.