



Sindh Health Care Commission (SHCC)

Quality care for all

Newsletter

HOSPITAL

Quarterly

CLINIC

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ACCESS

HOSPITAL

CLINIC

World Bank agreed to support SHCC for system strengthening through up-coming projects for Sindh.



Kanako Yamashita -Allen Senior Health Specialist (Task Team Lead) of World Bank with her team visited SHCC office and had a meeting with SHCC management. During her visit, she shared that Bank is in process of launching new projects of healthcare improvement in Sindh. She said the bank acknowledges the role of SHCC and will provide all necessary support in system

strengthening. Bank is providing support to Sindh Government in PP projects; therefore, they were interested in supporting SHCC in all required areas for better outcomes. Dr. Ahson Qavi, CEO, SHCC stated that we are open to collaboration with development partners and he emphasized that in the current scenario of the healthcare sector, it is difficult to overcome diverse challenges as a single entity. More than 60% of people of Sindh are approaching private sector for health provision where SHCC plays a very critical role, we must take care of these patients and help them to receive quality healthcare services.

Ms. Jenna Olson, Program Advisor at Pathfinder and her associates met with SHCC team & discuss the different avenues of future collaboration and showed interest for supportive activities.



Editorial Board
Sameen Zaidi
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Adeel Rehmat

More than 200 Healthcare Establishments included in Regulation Network after massive Registration Drive in Sindh

SHCC continued Registration drive throughout the Province of Sindh during the last week of December 2022. During the drive, teams of the Registration Directorate visited Healthcare facilities across the province and conducted awareness sessions with healthcare providers for the registration process. The activity brought positive results and more than 200 additional HCEs' were registered with SHCC in different categories.



SHCC Anti-quackery Directorate held Reward & Recognition Ceremony

Syed Zeeshan Ali Shah Director-Anti-Quackery distributed awards and certificates to the best performers in categories of best Team Player, Service Champion, Inspection and Enforcement, Stakeholder Management, and Compliance. Addressing the event, Director Anti-Quackery said R&R awards were a great opportunity and it will trigger healthy competition among the teams.



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SINDH HEALTH CARE COMMISSION

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Continuous improvement in quality of health services is a need of time; Dr. Ahson Qavi



(From L to R) Dr. Quaid Saeed, CEO, Islamabad Healthcare Commission, Dr. Nadeem Akhtar, CEO, KPK Healthcare Commission, and Dr. Ahson Qavi Siddiqi, CEO, Sindh Healthcare Commission

CEOs also shared the financial constraints faced by Commission and their experiences to overcome these challenges.

Healthcare Commissions must play their assigned role in the provision of better health services at all healthcare establishments and their continuous quality improvement is need of time, these views were shared by Dr. Ahson Qavi Siddiqi during the second consultative meeting of the coordination forum of all Pakistan Healthcare Commission at Islamabad. The meeting was convened to discuss challenges related to the quality of care in the health sector and the role of Commissions in providing technical assistance. The meeting was attended by Dr. Ahson Qavi Siddiqi, CEO, Sindh Healthcare Commission, Dr. Nadeem Akhtar CEO KPK Healthcare Commission and Dr. Qaid Saeed CEO Islamabad Healthcare Commission.

Compliance with standards is a prerequisite for attaining a regular license; Director Licensing & Accreditation, SHCC

Sindh Health Care Commission would issue a regular license to only those hospitals which submit the compliance report fulfilling the standards. All hospitals which applied for the regular license must achieve the required score, as stated by Dr. Altaf Khawaja, Director of Licensing & Accreditation during the meetings with the management of private hospitals. The management of Isra Medical University, Hyd. Indus Medical College & Hospital, Tando Mohammad Khan, and Mohammad Medical College Mirpurkhas met with SHCC leadership to discuss the requirements to qualify for a Regular License. Dr. Khawaja further said that SHCC will provide all technical support and training on the standards and hospitals should come forward and invest in the quality improvement process. The meetings were attended by Vice Chancellors, MS, DMS, and Department Heads of the above universities, where they ensured their commitment towards quality service in their respective hospitals.



November 03, 2022: Director of Licensing & Accreditation Dr. Altaf Khawaja awarded the license to Management of ISRA University.



December 14, 2022, SHCC awarded Provisional License to Indus Medical College Hospital Tando Mohammed Khan.

views during the Seminar "Discussion on Issues of Mental Health in COVID-19" conducted by Sindh Mental Health Authority at Karachi. Dr. Khawaja added that after COVID-19 and recent floods in Sindh, there was a rise in mental health cases. He stressed the importance of counseling and proper treatment of mental illness by the qualified professionals. Dr. Mahesh Kumar Malani, Special Assistant to Prime Minister, while addressing the seminar shared that an economically compromised country is unable to bear these disasters resulting in a negative impact on the personal lives of individuals. Muhammad Sohail Rajput, Chief Secretary, Sindh shared that the Government of Sindh is very serious about mental health issues and taking the right steps in the right direction.



Video recording and collection of evidences are the basic element to establish legal cases against quacks: Zeeshan Shah

Directorate of Anti-Quackery -SHCC conducted staff training session through a series of Training and Development (T&D) at SHCC Divisional Headquarter offices (DHQs) in Sindh. These sessions, titled as 'documentation process for sealing a healthcare establishment', were conducted by Deputy Directors and Assistant Directors of the related offices. Addressing the sessions Syed Zeeshan Shah, Director, AQ highlighted that quacks were taking advantage of inadequate evidence during legal process. It is important that field teams would collect and record all the relevant evidences, this would help the Commission to strengthen the process of legal cases against quacks. In these sessions External Medical Experts (EMEs) were also trained regarding documentary requirements, filling the sealing memorandums and warning notices.



COVID-19 and floods invoked serious Mental Health problems in Sindh; Dr. Karim Khawaja

COVID-19 brought several challenges including mental health, which is one of the leading problems as a result of the Pandemic. Dr. Karim Khawaja, Chairman Sindh Mental Health Authority shared his

Healthcare Providers of JPMC and other hospitals were trained regarding SHCC Standards.

Directorate of Clinical Governance and Trainings conducted numerous training sessions on the SHCC standards for the healthcare providers and managers of Health Care Establishments (HCEs). These trainings were aimed at increasing technical expertise of participants to comply with the quality standards as notified by the government and implement in their facilities. Separate special session was conducted for the executive team comprising of senior leadership of the Jinnah Postgraduate Medical Centre (JPMC) to create the ownership of quality improvement actions. The trained participants were aimed to play the role of master trainers for their institute (JPMC) and to prepare the HCE for the inspection of regular license. The managers and service providers of 83 GP clinics and 27 homeopathic clinics of Karachi division participated. These trainings focused on the Sindh Service Delivery Standards (SSDS), guidelines for Infection Prevention, including disposal of Medical Waste.



SINDH HEALTHCARE COMMISSION
Quality Care for All
Training of JPMC Team by Sindh Health Care Commission
on Service Delivery Standards for Hospitals*
at Najmuddin Auditorium JPMC
30th November 2022



Patients must know their right to complaint, an educated patient plays role of whistleblower to improve the health systems; Dr. Bhutto



An ideal complaint mechanism is a positive tool for the improvement of healthcare systems. It is basic right of patient to know when, where and how to register complaint regarding medical negligence / maladministration, when they get aggrieved due to such action of healthcare establishment. Dr. Faiza Erum Bhutto, Director Complaints while addressing the awareness sessions shared that educated patient is whistleblower for

such occurrences. SHCC Complaints Directorate is custodian of all health-related complaints. It is primary responsibility of all HCEs to establish complaint redressal mechanism at their hospitals and to guide patients to approach SHCC, if they are not satisfied. SHCC team held awareness sessions at St. Elizabeth Hospital Hyderabad and Hussain Lakhani Hospital Karachi, where medical, paramedical and technical staff of those Hospitals attended these awareness sessions.

Glimpses of Field Activities



SHCC Submitted Annual Report 2021-22 to Secretary Health, GoS

In pursuance of SHCC Act, Directorate of Monitoring and Evaluation has timely submitted the performance and progress Annual Report (2021-22) to Secretary Health Department, Government of Sindh and also uploaded on SHCC website for wider dissemination.

SHCC Launched Easy Payment Submission Process Through NBP

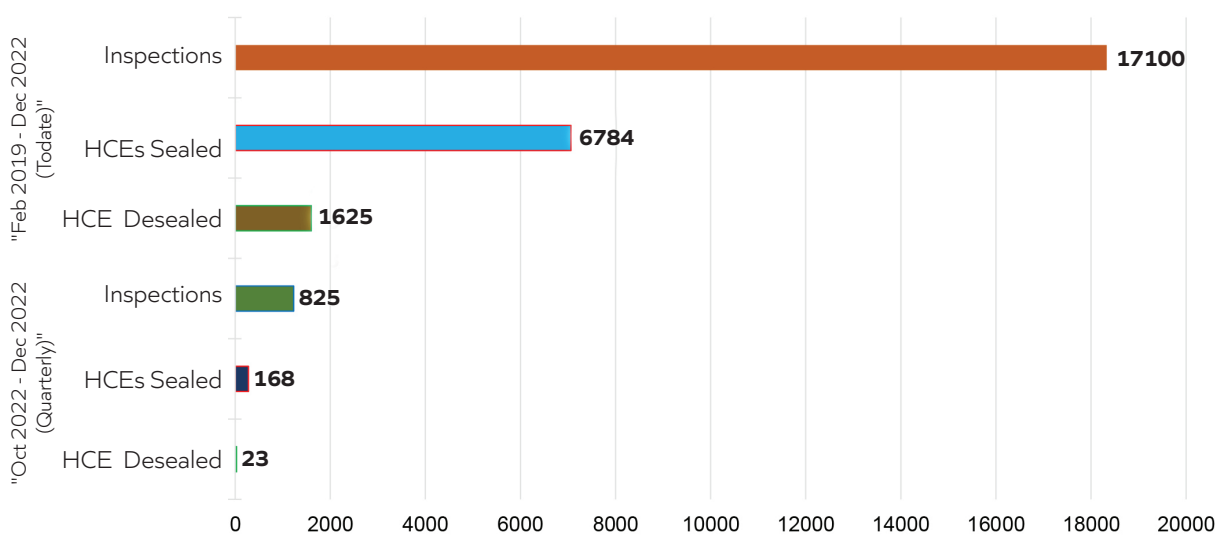
SHCC has entered in an agreement with NBP to facilitate all healthcare providers/ clients to deposit payable amount to SHCC through bank Challan (in triplicate) in any branch of NBP across the Sindh.

The challan forms can be collected from SHCC Head Office, DHQs, all branches of NBP and also printed from SHCC website (www.shcc.org.pk). Prior to this arrangement, all clients have to submit due amount through bank/ demand draft, which was reported as hectic process.

SHCC PERFORMANCE UPDATE

Antiquackery Directorate:

Number of HCEs Inspected, Sealed and Desealed by Directorate of Antiquackery



Registration & Licensing Directorate:

(October - December 2022)

Total Applications received for Registration	230
Registration Certificates Issued	222
Regular License Issued	3
Provisional Licence Issued	28

(2018 - 2022) Statistics:

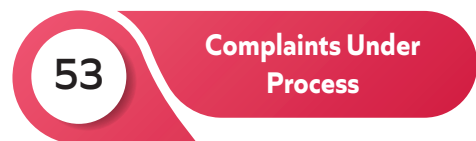
Private HCEs Registered	10,920
Public HCEs Registered	1,264
HECs Qualified For Regular Licence (Private)	9
HCEs Qualified For Regular Licence (Public)	1
HCEs Qualified For Provisional Licence (Private)	545
HCEs Qualified For Provisional Licence (Public)	12

Statistics regarding training of healthcare providers

	October - December 2022	Total training conducted todate
Hospitals	1	640
PHC/Clinics	83	1457
Maternity	-	127
Tibb	-	678
Homeopathic	82	828
Grand total	166	3730

Complaints Directorate:

(Upto December 2022)



Health Tips for Diabetics

Eat Wisely

1. Divide your food portion in two equal sizes.
2. One portion should comprise of vegetables and fruits.
3. Other portion should comprise of whole grains and healthy protein.
4. Minimize refined grains such as white rice and white bread, from which fiber has been removed.
5. Choose healthier protein sources, such as fish, poultry, and beans.
6. Use healthy cooking oils such as olive oil, sunflower or Canola.