



Sindh Health Care Commission (SHCC)

Quality care for all

# Newsletter

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## Introduction of the Regulatory Framework for Allied Healthcare Services is a need of time. Dr Khalid Shaikh.

Allied healthcare professionals, including aestheticians, physiotherapists, optometrists, chiropractors, speech therapists, nutritionists, behavioral/psychological counselors, and others, have been operating without a structured regulatory framework, raising concerns about patient safety and the quality of care provided. Dr. Khalid Shaikh, Chairperson of the SHCC Board, has reaffirmed the SHCC's commitment to healthcare excellence. He pledged support to the federal health ministry during the 59th Board meeting in Karachi, expressing the commitment to collaborate on developing tailored regulatory councils for allied healthcare services.

Dr. Shaikh also mentioned that the SHCC plans to strengthen its collaboration with the Department of Health, Government of Sindh, to accelerate the registration process for all public healthcare facilities. This was the first meeting of the third board of SHCC. The meeting was attended by the members of BoC including Dr. Abdul Ghafoor Shoro, Dr. Ghulam Rasool Shah, Dr. Mirza Ali Azhar, Prof. Sameer Qureshi, Prof. Shoaib Gangat, Dr. Sajjad Siddiqui and CEO SHCC, Dr. Ahson Qavi Siddiqi.



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SINDH HEALTH CARE COMMISSION

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## The Government of Sindh notified Dr. Khalid Hussain Shaikh Chairman Board of Commissioners, SHCC for the period of three years.

The Department of Health, after approval of the cabinet government of Sindh notified Dr. Khalid Hussain Shaikh as Chairman, Board of Commissioners, SHCC for three years from 2023 to 2026. Dr. Shaikh is a well-known healthcare professional. He has devoted an impressive three decades of service to the Government of Sindh and assumed diverse roles at top management including Special Secretary, Department of Health, EDO-Health Karachi, MS Liaquat University Hospital Hyderabad, DHO Sukkur and others.



CEO SHCC, Dr. Ahson Qavi Siddiqi attended 02 day workshop on Development and implementation of National Vision / Framework and Provincial Strategies for Hospitals sector hosted by World Health Organisation (WHO) in Islamabad.

## SHCC has a major role in the provision of quality healthcare services in Sindh. Dr. Saad Niaz

The role of the Sindh Health Care Commission is very critical in the provision of quality health services in the province of Sindh. Dr. Saad Niaz caretaker health minister of health shared his views during his meeting with the Chief Executive Officer, SHCC Dr. Ahson Qavi Siddiqi, and his team. Dr. Niaz was of the view that empowered SHCC is requirement of current time. SHCC was established to oversee the healthcare system in Sindh, hence SHCC must ensure its role in the field.

Dr. Ahson Siddiqi provided a comprehensive overview of the SHCC's objectives and responsibilities and challenges faced by SHCC team in ensuring and implementing quality healthcare service delivery in the Sindh Province.



## Patient Safety and quality services are the beauty of SIUT. Dr Ahson Siddiqi

SIUT is very well known for its unbiased quality services. SIUT should minimize the medical risks during treatment for patient safety, this was stated by Dr. Ahson Qavi Siddiqi, CEO SHCC, during his lecture as a Guest Speaker at the Sindh Institute of Urology and Transplantation (SIUT). The lecture was focused on the importance of Patient Safety and the key practices to be followed in healthcare facilities.

The lecture was attended by more than 100 team members including the management team, technical staff, doctors, paramedics, and students. Dr. Ahson Siddiqi emphasized that Healthcare professionals and support staff should take diligent steps during the treatment by keeping the patient's safety in mind. He offered that the SHCC technical team will provide assistance to the SIUT team for their capacity-building.



## Robust system to digitalize the healthcare establishment of Sindh in our next plan. Dr Khalid Shaikh.

Karachi: The Sindh Health Care Commission (SHCC) will introduce a robust system to digitalize the healthcare establishments of Sindh, as stated by Dr. Khalid Shaikh, Chairperson of the SHCC Board, during the 60th Meeting of Board held in Karachi. Recognizing the pressing need to adapt to contemporary demands, the members of the Board unanimously agreed on the imperative to introduce cutting-edge technology to enhance the functionality of SHCC. The meeting was attended by other members of the Board including Dr. Ghulam Rasool Shah, Dr. Abdul Ghafoor Shoro, Dr. Mirza Ali Azhar, Prof. Shoaib Gangat, and Dr. Sajjad Siddiqui. In the meeting, Dr. Ghafoor Shoro convener Anti-Quackery Committee (AQC) updated that the AQ committee reviewed de-sealing applications that fulfilled the prescribed formalities. The Committee made decisions based on the individual circumstances, imposing penalties totaling Rs. 4.2 million for all 64 HCEs. Dr. G Rasool Shah convener Accounts and Finance Committee presented the budget estimates for FY 2023-24. The Board has decided to start the immediate renovation of state-of-the-art conference and training room, equipped with audio and video systems and start in-house training for cost-effectiveness.



*President Pakistan Society of Health System Pharmacists Dr. Latif Sheikh presenting Pharmacy Standard Manual to CEO, SHCC.*



*National Consultation on Curriculum for Patient Safety 12 July 2023*

## Najeeb Khatian won the Recognition Award by AQ Directorate

Under the Reward & Recognition Award program by the Directorate, Najeeb Khatian Assistant Director Anti-Quackery won the award for the current quarter. He was successful in receiving this award in recognition of his outstanding performance especially streamlining the financial process of the Directorate. He has successfully resolved the long pending issues and helped the field teams for smooth functioning.



## SHCC has continued to provide training under Capacity Development Programs for Health Facilities

SHCC is focused to ensure the highest quality of care, every registered health facility and conduct mandatory training on the relevant quality standards set forth by the Sindh Healthcare Commission. CEO, SHCC advised for refresher training sessions, which had been provided to teaching hospitals, to ensure SHCC commitment to continuous quality improvement and to enhance their readiness for the licensing process.

The Directorate of Clinical Governance and Training conducted hands-on training sessions for representatives from Fatima Hospital, Baqai Medical University (BMU), Karachi, and Syed Abdullah Shah Institute of Medical Sciences (SASIMS), Sehwan. The training empowered them to conduct self-assessment of their facilities using the Sindh Service Delivery Standards (SSDS) for Hospitals. The positive feedback received from the Vice-Chancellor of BMU and the Director of SASIMS emphasized the value of these sessions in embarking on a journey of quality improvement.



## Actions of SHCC team left positive gesture in eradication of quacks from Sukkur division: Commissioner Sukkur

Quackery is menace to society it should be stopped at any cost. This was stated by Mr. Ghulam Mustafa Phul Commissioner Sukkur during the meeting with Anti-Quackery team hold at Commissioner Office at Sukkur. In the said meeting Mr. Zeeshan Shah, Director Anti-Quackery, SHCC shared the Inspection and Enforcement operations conducted by SHCC teams in Sukkur, Ghotki and Khairpur District during the quarter.

Commissioner was pleased to know about the continuous efforts of SHCC Anti-Quackery team where a heavy number of quack clinics were sealed as per law under section U/S 39(G&H) of SHCC Regulations 2017. Director Anti Quackery thanked the Commissioner for his constant support to SHCC with a request for enhanced law enforcement support for field activities via DC & SSP Office in District Ghotki, due to the sensitive law and order situation in some parts of the district. It was agreed that the Commissioner Office will issue further directives to all Deputy Commissioners to help support SHCC to combat the menace Quackery under the HIV Outbreak Control Action Plan.



CEO SHCC attending a meeting chaired by Health Minister Dr. Azra Pechuho for review of National Health Support Program (NHSP) implementation in Sindh.



CEO SHCC at DUHS attended a session to discuss quality care standards implementation in Sindh.

## Task Force has been notified to combat HIV and quackery in Larkana Division

A high-powered meeting was called by the Minister of Health, GoS to discuss the follow-up and updates after the HIV outbreak at Ratodero. The meeting was chaired by the Director General Health, and attended by key stakeholders, including the Commissioner Larkana Division, CEO-SHCC, Director Anti-Quackery, District Health Officers, SBTA, CDC, WHO, and Deputy Commissioners. It was decided to notify the task force and take an instant action to cut down on the rising cases of HIV in Larkana, Jacobabad, Kashmore, Qamber, and Shikarpur Districts.

It was further decided that the SHCC team would lead the task force while the representatives from the district government, district health office Larkana, and law enforcement agencies would be part of the team. The task force would take drastic actions to reduce HIV in affected areas in a massive 12-week operation and seal the establishment of Quacks identified under Section U/S 39-I(H) of the SHCC Regulations. In the last quarter, 947 Inspection and Enforcement (I&E) visits were conducted by the task force and sealed the clinics of quacks where found.



## Facility readiness checklist has been finalized for the National Health Support Program (NSHP) with support World Bank.

Sindh Healthcare Commission played a key role in the implantation of the National Health Support Program (NHSP) supported by the World Bank in Sindh. SHCC team under the Directorate of Clinical Governance and Training finalized the Readiness Checklist for Essential Maternal and Newborn Care in primary healthcare facilities. The checklist was developed in collaboration and agreement with the Technical Working Group after a thorough review of available monitoring tools and standards. This document will help to assess the readiness of healthcare facilities and provide the baseline of the project.



## SHCC team was trained in First Aid and Emergency Response

Under the capacity development program for the employees of SHCC, the Clinical Governance & Training team collaboration with Hilal e Ahmer (Red Crescent) organized a one-day First Aid and Emergency Response training in Karachi. In this training, twenty-two team members of SHCC including the directors, deputy, assistant directors, and support staff participated and were trained to manage emergency health situations and emergency response.



## SHCC issued advisories for Typhoid, Marburg, and Cholera

In the wake of recent reported cases, the Directorate of Clinical Governance issued advisories on typhoid, Marburg virus, and acute watery diarrhea/cholera. The team of SHCC has also continued its monitoring of the issued advisories and shared updates with the health department GoS. The SHCC team also participated in a coordination meeting of stakeholders called by CDC Sindh. SHCC team continued their support to private hospitals for data recording and sharing with the competent forums.



## Complaint Desks were established at various private hospitals to strengthen the complaint mechanism

In a bid to streamline the complaint process and facilitate timely resolutions of patient's complaints, the Directorate of Complaints established eleven Complaint Desks at various healthcare facilities including Fatima Hospital in Gadap, Asian Institute of Medical Sciences (AIMS) Hospital in Hyderabad, Tasneem Clinic & Maternity Home, Fozia Medical Centre in Karachi and others. These desks provide a direct channel for patients and their families to receive assistance.

In the last quarter, the Complaint Directorate carried out a total of 15 inspections, including 6 in Karachi, 3 in Hyderabad, 2 in Daur, 1 in Badin, 1 in SBA, and 1 in Nausherhroferoze as part of the investigation process. The inspections have been conducted at Murshid Hospital, Al-Zainab Clinic, Shamsi Hospital, Asim Clinic & Medical Centre, Sehat Medical and Trauma Centre, Indus Hospital & Health Network and others. The inspection team submitted a detailed report with findings to the hearing committee for further decisions.

The process of complaint hearing was continued and SHCC conducted 15 hearings at its Head Office in Karachi to address the complaints of various patients. These hearings ensured to provide a chance for both parties and review the investigation reports. The Complaint Committee comprised of external experts decided the complaints cases on merit and submitted them to the Board of Commissioner, SHCC for further decisions.



## Ten healthcare facilities of the Sukkur division qualified for the Regular and Provisional License

After the detailed process of training, inspection, and validation of services, only ten health facilities of the Sukkur division successfully qualified for regular and provisional licenses issued by SHCC. Licenses were distributed in the ceremony held at Sukkur, where Dr. Altaf Hussain Khawaja the Director Licensing & Accreditation, SHCC, and Deputy Director Inspection Dr. Saima Memon bestowed the licenses to the successful healthcare providers.



## SHCC believes in long-term partnerships with licensed healthcare establishments: Dr. Mehtab

The SHCC team under the Monitoring & Evaluation (M&E) directorate continued its support to various Healthcare Establishments (HCEs) licensed with SHCC. In the last quarter, SHCC team visited Dr. Ziauddin Hospital, Clifton and North Nazimabad, Agha Khan University Hospital, Indus Hospital & Health Network (IHHN), Memon Medical Institute Hospital, Begum Akhtar Rukhsana Memorial Trust Hospital, Medicare Cardiac Hospital, United Hospital, Dow Dental College, Taj Medical Center, Fatamid Foundation and Neuro clinic & Falij Care.

The primary objective of these visits was to explore a long-term and mutually effective partnership. These visits marked a significant step in strengthening the collaboration between SHCC and the HCEs, with the intent of improving healthcare services and outcomes. The SHCC teams discussed the Key Performance Indicators (KPIs) for HCEs and shared the mechanism of recording and reporting.



*Medicare Cardiac Hospital*



*The Agha Khan University Hospital*

## Healthcare establishments can not provide services without registration with SHCC by virtue of law: Dr. Altaf Khawaja

Director Licensing & Accreditation, Dr. Altaf Hussain Khawaja and his team conducted an awareness session at Ghulam Mohammed Mahar Medical College Hospital Sukkur & at Khairpur Medical College Hospital. The objectives of the awareness session was to acquaint the healthcare providers with the scope, healthcare establishment's registration & licensing process, and update progress/performance & challenges faced by SHCC. The awareness session was largely attended by Hospital and college management committees, all department heads, house officers, postgraduate students & medical students.



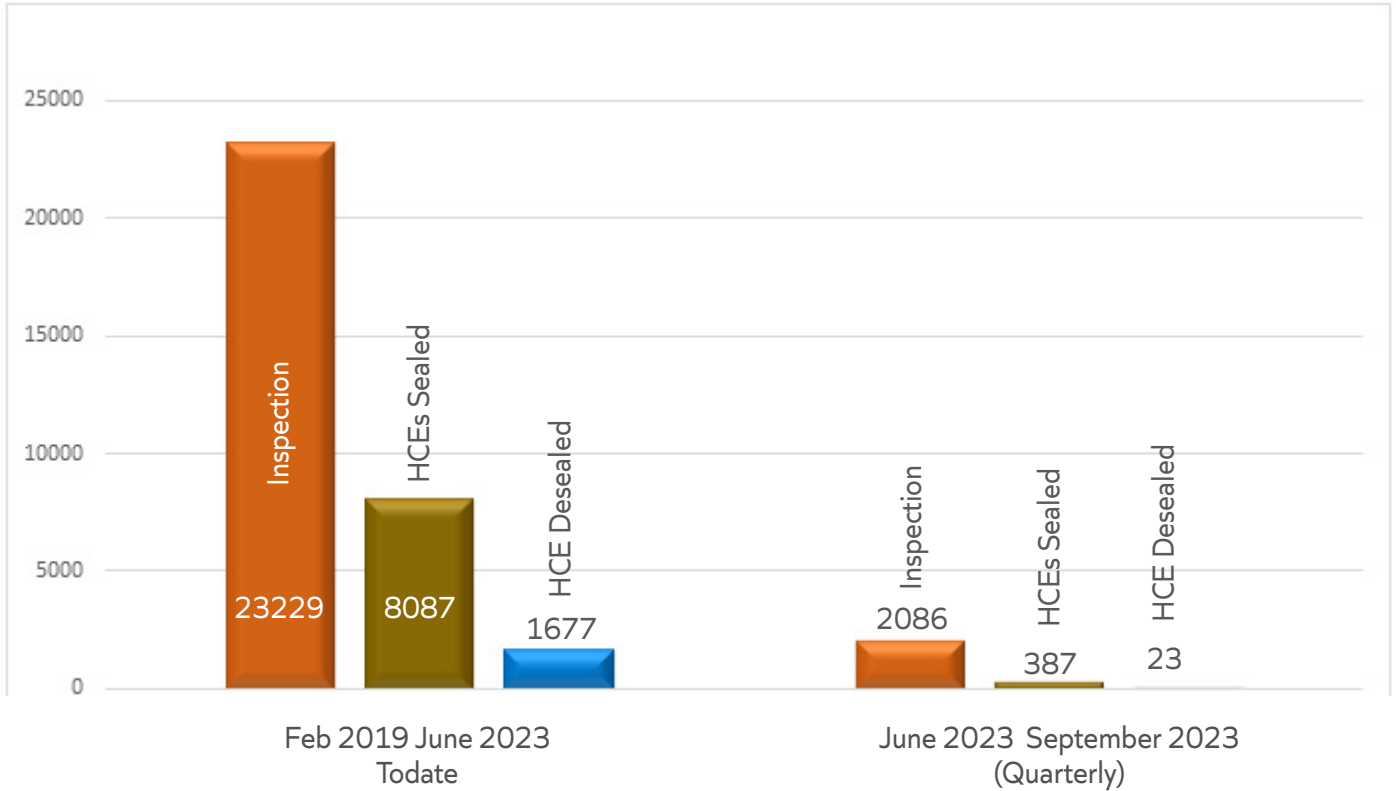
## SHCC team launched a registration drive in Sanghar

SHCC team with the help of the Deputy Commissioner and District Health Officer launched a three-day registration drive in Sanghar district. The drive was meant to ensure the maximum registration of healthcare establishments (healthcare facilities)/healthcare providers in Sindh Province. This campaign was led by Dr. Zubair Soomro Deputy Director Inspection with the support of Mr. Sajjad Ahmed Assistant Director & Mr. Arshad. The team has conducted various awareness sessions with healthcare providers regarding the process for registration and licensing. The unwavering support of District management especially by the Deputy Commissioner and District Health Officer during this campaign helped SHCC to achieve positive outcomes.

The drive brought impactful results, 90 HCEs applied for provisional licensee while 55 HCEs applied for registration.

## Antiquackery Directorate:

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



## Registration & Licensing Directorate: (July - September 2023)

Total Applications received for Registration	234
Registration Certificates Issued	204
Regular License Issued	08
Provisional Licence Issued	30

### (2018 - September 2023) Statistics:

Private HCEs Registered	11340
Public HCEs Registered	1431
HECs Qualified For Regular Licence (Private)	26
HCEs Qualified For Regular Licence (Public)	03
HCEs Qualified For Provisional Licence (Private)	633
HCEs Qualified For Provisional Licence (Public)	12

## Statistics Regarding Training of Healthcare Providers

	July - Sep 2023	Total Training Conducted Todate
Hospital	-	669
PHC / Clinics	-	1747
Tibb	-	742
Homeopathic	32	953
<b>Grand Total</b>	<b>32</b>	<b>4111</b>

## Complaints Directorate:

(Upto June 2023)

Complaints Received

302

Complaints Disposed off

219

Complaints Under Process

83