



Sindh Health Care Commission (SHCC)

Quality care for all

Newsletter

HOSPITAL

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CEO of SHCC, Dr. Ahson Qavi Siddiqi, Delivers Keynote Address at Hakim Mohammed Saeed's Death Anniversary Commemoration at Hamdard University

Dr. Ahson Qavi Siddiqi, Chief Executive Officer (CEO) of the Sindh Healthcare Commission (SHCC), was invited as a Chief guest at the occasion of the death anniversary commemoration of the renowned philanthropist and Hakim, Hakim Mohammed Saeed (Shaheed), at Hamdard University, Karachi.

In his keynote address he highlighted the achievement of illustrious life of Hakim Sb. and mentioned several diverse aspects of his life that has shaped and influenced the educational and health sector in the country. He emphasized the milestones achieved by Hamdard Foundation under the humble leadership of Late Hakim Mohammed Saeed (Shaheed) specially establishing a multipurpose university catering to the needs of the students of MBBS, eastern medicine, nursing, pharmacy and management sciences.

Additionally, the management of Hamdard University invited Dr. Siddiqi for a lecture on quality and safety in healthcare, which was attended by a large number of faculty members and staff of Hamdard University.



Dr. Siddiqi delivering lecture on quality and safety in healthcare at Hamdard University.

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Dr. Ahson Siddiqi was invited as Chief Guest at death anniversary commemoration of Hakim Mohammed Saeed (Shaheed) at Hamdard University.

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SINDH HEALTH CARE COMMISSION

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CEO of SHCC Participation in Pakistan Alliance for Post Abortion Care Conference

Dr. Ahson Qavi Siddiqi, CEO of the Sindh Healthcare Commission (SHCC), attended the recent conference organized by the Pakistan Alliance for Post Abortion Care. The conference, held to address critical issues in post-abortion care, saw Dr. Siddiqi's active participation, reaffirming SHCC's commitment to advancing healthcare standards in Pakistan. Dr. Ahson's presence underscored the importance of collaborative efforts in ensuring quality healthcare services for all.



Training of Health Care Establishments on notified healthcare standards

The Sindh Healthcare Commission (SHCC) is spearheading initiatives to enhance the quality of healthcare services across the province. Through rigorous training programs, development of comprehensive standards, and active participation in national and provincial forums, SHCC is revolutionizing the healthcare landscape.

During Oct – December quarter, 36 representatives from 34 clinics in Karachi division attended session on Standards for Clinics and **28 Hakeems** attended the training on standards for **Matabs**.

In Shaheed Benazirabad, the Directorates of Clinical Governance & Trainings facilitated the Directorate of Licensing and Accreditation in arranging a Registration Certificate Distribution Ceremony for newly registered healthcare establishments (HCE). DLA had conducted a Registration & Licensing drive in Sanghar district during September. The newly registered HCEs and applicants of provisional license were provided training on their relevant standards. Representatives of 30 clinics attended the training session at the office of DC Sanghar. The training of homeopaths was also initiated in Sanghar and 56 homeopathic clinics attended the training conducted by homeopathic expert.



These trainings were aimed at equipping healthcare establishments with the necessary tools to meet quality standards, where expert trainers provided detailed explanation of each standard and discussed the implementation issues through interactive question answer session. These sessions, led by expert trainers, fostered interactive discussions on implementation issues, garnering appreciation from attendees for the invaluable support provided.

DLA team initiated Registration Drive in Badin

The Directorate of Licensing and Accreditation (DLA) has taken proactive steps to ensure extensive registration and licensing of Healthcare Establishments (HCEs) in collaboration with district management. Inspired by the success of the registration campaign in District Sanghar, the DLA team recently met with the Deputy Commissioner of Badin to discuss district-wide implementation. DC Badin has also issued letters to the Assistant Commissioners in the district, seeking their assistance to help the DLA team reach the goal of complete registration of HCEs in their individual jurisdiction.

The DLA team, along with the CEO of the Sindh Healthcare Commission (SHCC), awarded the first Regular License to Bone Care Hospital in Hyderabad, OMI Hospital and Patel Hospital in Karachi. This acknowledgment ceremony was attended by numerous healthcare providers and stakeholders from Hyderabad and Karachi city.



Development of Quality Standards

SHCC's commitment to excellence is exemplified through the development of Minimum Service Delivery Standards (MSDS) for Clinical Diagnostic Laboratories and Dental Health Facilities. After meticulous consultation with stakeholders and technical experts, these standards were approved in December 2023 by Board of Commissioners (SHCC) in 62nd meeting of BoC held on 13th December 2023 which were then sent to the GoS for gazette notification. Once notified, the MSDS would be disseminated and trainings of HCEs imparted.



A consultation meeting was held on 18 December 2023, of relevant stakeholders on the draft of the MSDS for Family Planning. Key recommendations and comments of participants were recorded and incorporated to develop the final document which has been shared with stakeholders for final review and approval. SHCC appreciated the role of collaborating partners for sponsoring the event.



62nd meeting of BoC approved MSDS for Dental Health Facilities & Diagnostic Laboratories

Participation in National and Provincial Forums

SHCC's proactive engagement in national and provincial forums underscores its pivotal role in shaping healthcare policies and frameworks. From advocating for antimicrobial resistance strategies to contributing to the National Patient Safety & Quality of Care Framework, SHCC continues to be at the forefront of driving positive change.

The Directorate of Clinical Governance & Trainings represented SHCC at various stakeholder consultative meetings. During the Antimicrobial Awareness week, a dissemination event on the AMR Strategy for Sindh was attended. SHCC standards are facilitating the issue of AMR resistance by promoting ethical prescribing, promoting best practices in treatment and surveillance of Hospital Acquired Infections.

SHCC is a member of the Technical Working Group for Quality and Patient Safety. A meeting of TWG was held for development of the National Patient Safety & Quality of Care Framework in Pakistan. Key inputs were provided by SHCC team and group activity was carried out. SHCC facilitated the event by inviting the major hospitals' representatives for development of the document. WHO appreciated the active participation of SHCC members.

A Discussion Workshop was held by WHO on Oxygen Systems Policies in Sindh. A detailed discussion on Quality Assurance Policies and the National Guidelines for medical oxygen systems took place. Recommendations for improving the document were given by SHCC. Once the document is finalized, select standards for facility oxygen systems could be added to the SSDS for Hospitals to ensure implementation.

SHCC is a member of the Mental Health Task Force and in this regard, participated in the planning of Mental Health Rehabilitation of prisoners in the province. Under the leadership of Dr. Iqbal Afridi, this plan will initially be piloted in three jails of Sindh. Key recommendations for improving the quality of program and providing healthcare services to prisoners was appraised by SHCC.



IGP Sindh supports efforts to curb 'Quackery'.

Sindh Healthcare Commission SHCC Directorate of Anti-Quackery held a meeting with Honorable IGP Sindh.

Inspector General of Police Mr. Riffat Mukhtar Raja and Director Anti-Quackery Syed Zeeshan Shah met earlier in October, to discuss Provincial Law Enforcement Strategy for Anti-Quackery Operations in the province. Key Agenda points discussed during the meeting included increased operational support to SHCC by law enforcement agencies during field operations and better coordination with each other.

Matters related to illegal de-sealing and support for lodgment of FIR was also discussed on district levels. It was also suggested that a special police force be

constituted to solely work with SHCC to tackle the menace of 'Quackery'.

IGP was pleased to note the significant progress made on the SHCC HIV Outbreak Control Initiative and promised maximum possible support to SHCC in future.



Long-term Partnership between SHCC and HCEs

The Sindh Health Care Commission's Directorate of Monitoring and Evaluation partnered with Healthcare Establishments (HCEs) in three stages: introductory meetings, sharing check-



lists, and conducting monitoring visits. During this quarter, the M&E team visited the National Medical Centre (NMC) to share the checklist for disease surveillance and Minimum Service Delivery Standards. They also carried out comprehensive monitoring visits to Neuroclinic & Falij Care, Darul Sehat Hospital, and Tabba Heart Institute. The team reviewed and assessed randomly selected standards, collected relevant information and data, and provided

constructive feedback and recommendations to enhance the quality and efficiency of healthcare services.





CEO SHCC Dr. Ahson Siddiqi attended a National conference organized by AKUH on “Reimagining Treatment; Creating Optimal Patient Experiences with Integrated Smart Hospitals of the Future”. In addition to CEO, SHCC, Salim Hasham President KKM, Dr. Farhat Abbas CEO Health service AKU, Dr Abdul Bari President IHNN, and others were the speakers of the session.

SHCC hosted its Annual Strategy Summit on Anti-Quackery

SHCC Directorate of Anti Quackery hosted its Annual Strategy Summit in Hyderabad on 9th Dec 23 in Hyderabad .

Summit included a strategy workshop conducted by CEO-SHCC and Director Anti-Quackery, inviting SHCC Board and Anti-Quackery Teams from across the province. Forum discussions included discussion on the way forward strategy for the coming year.

Team Members of all six divisions were invited to participate and share their experiences and propose solutions. Valuable inputs were provided by all members for incorporation. The main objective was to oversee focal areas of improvement



including efforts to curb quackery with the help of partner stakeholders including District Administration and law enforcement agencies (LEAs).

Success stories were shared by team members with a focus on public awareness about quackery, accurate data collection on “quacks”, identification and mapping of ‘quack areas, law enforcement coordination and positive media support.

Directorate of Complaints Concludes Series of Hearings and Inspections Across Sindh

The Directorate of Complaints has successfully completed a comprehensive series of hearings and inspections spanning the months of October to December 2023. These initiatives aimed to address and resolve grievances while upholding stringent standards within the healthcare sector.

Throughout the specified period, a total of 11 hearings were conducted at the SHCC Head Office, addressing grievances brought forward by complainants. These hearings provided a platform for the fair and transparent resolution of complaints received, reflecting the commission's unwavering dedication to accountability and patient welfare.

The session paved a way for a successful two-way communication with the senior management with a commitment to ensure more stringent actions to reduce and eradicate ‘quackery’ in the province.



In the process of complaint resolution, the Complaints Directorate undertook 10 inspections across various health-care facilities, covering key regions including Karachi, Larkana, Khairpur, Naushero Feroze and Sukkur.

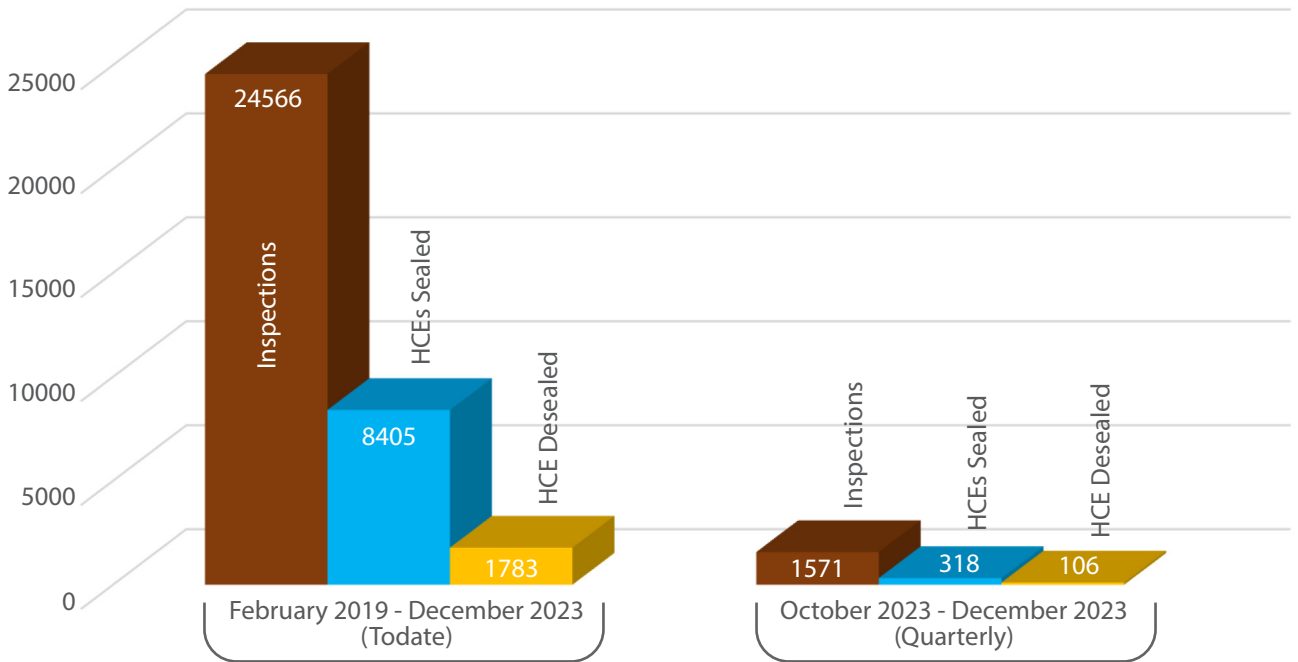
In further efforts to enhance accessibility five SHCC Complaint Desks were established during November at healthcare entities including Taluka Hospital in Moro, Sohail Trust Hospital and United Hospital Karachi, Lady Wellington



Hospital in Khairpur, and Sukkur Blood Bank in Sukkur. These desks served as vital channels for individuals to seek assistance, reinforcing the commitment to swift and effective grievance resolution.

Antiquackery Directorate:

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



Registration & Licensing Directorate:

(October - December 2023)

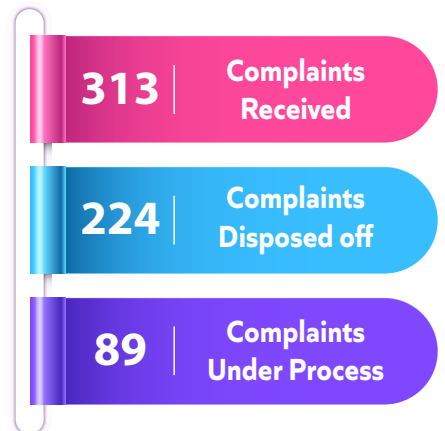
Total Applications received for Registration	472
Registration Certificates Issued	12959
Regular License Issued	33
Provisional Licence Issued	730

(2018 - December 2023) Statistics:

Private HCEs Registered	11500
Public HCEs Registered	1459
HECs Qualified For Regular Licence (Private)	30
HCEs Qualified For Regular Licence (Public)	03
HCEs Qualified For Provisional Licence (Private)	718
HCEs Qualified For Provisional Licence (Public)	12

Complaints Directorate:

(Upto December 2023)



Statistics Regarding Training of Healthcare Providers

	Hospital	PHC / Clinics	Tibb	Homeopathic	Total
October - December 2023	-	64	84	-	148
Total Training Conducted Todate	671	1811	826	953	4261