

THE PHC GAZETTE

14th Edition July – September 2021



» Governance Updates

During the reported period, the PHC Board of Commissioners convened at multiple occasions, held a total of 6 meetings, including 1 meeting each of the Budget, Finance and Audit Sub-Committee and the Human Resource Sub-Committee and three meetings of the Complaint Management Sub-Committee. Final draft of the HR Regulations was revised and recommended by HRSC for publication in the official gazette.

Total 35 case reports were presented to the CMSC which after hearing the concerned parties, finalized recommendations for the decisions to be pronounced by the BOC. The L&ASC approved total 144 HCEs (Category I, II and III) were approved for the award of regular license. The 69th Meeting of the Board of Commissioners (BOC) was held on 9th September, 2021. BoC reviewed the architectural layout of the new PHC Head-office building. Chief Architect, C&W Department Punjab, also attended the meeting to explain the layout in detail and after detail deliberation, the BoC principally approved the said layout.



Meeting with PMA Officials

PMA and the PAFP are amongst the important stakeholders and the PHC management had always been forthcoming and keen to continue consultation with them on the issues

related to the enforcement of PHC regulatory framework provided under the PHC Act 2010 for improving the quality of healthcare services in Punjab. The meeting, held on 1st July, 2021, was in continuation of the earlier meeting held by the CEO with the leadership of the PMA and PAFP in June 2021, where in, the CEO had apprised that PHC was of the firm view that enforcement of the regulatory framework had to be uniform across the Public and Private sector without any discrimination. The CEO had further affirmed that the PHC would ensure continuing dialogue process with all the stakeholders for taking consensus based decision as far as possible. In another meeting held on 16th September, 2021, with Pakistan Medical Association/Pakistan Academy of Family Physicians, the draft of MSDS for CAT II C HCEs was discussed and finalized with consensus.



Meeting with PNAC

The Director General Pakistan National Accreditation Council, Islamabad, Ms. Ismat Gul Khatak visited the Punjab Healthcare Commission on 15th July, 2021 and held detailed discussion with PHC senior management on the issues concerning regulation of healthcare service provision especially the clinical laboratories.

The honorable Chairperson Punjab Healthcare Commission, Prof Dr. Attiya Mubarak Khalid, chaired the meeting and the Chief Executive Officer, PHC highlighted that the standards for the clinical labs

prescribed by the PHC cover the whole range of organizational functions including the support services as well as the areas relating to test analysis, reporting, Biosafety and Biosecurity etc. The PHC management apprised the DG PNAC of the issues faced by the labs in terms of implementation of Internal and External Quality Assurance (IQA and EQA) Programmes and the reporting system practiced by them.



Meeting of the Pricing Committee notified by the DRAP

On 26th August, 2021, the Director Clinical Governance represented PHC in the 2nd meeting of the Pricing Committee notified by the DRAP, pursuant to the orders dated 20th March 2018 of the Supreme Court of Pakistan for recommending prices of the Cardiac Stents and Life Saving Medical Devices (LSMDs). The meeting was presided over by the Chairperson of the Committee Major General (Rtd) Azhar Kiyani and attended by the members including officials of DRAP representatives of the Provincial Healthcare Commissions. The Committee considered various options and the concerns raised by the vendor of cardiac stents and LSMDs. The meeting decided that the vendors will present their grievances in writing within two weeks. The DRAP will finalize and notify registration of the cardiac stents as well as the negative list of the stents as recommended by the NICB.

PHC seals illegal Drug Addiction Treatment and Rehabilitation Centre

The Punjab Healthcare Commission on 12th August, 2021, sealed an illegal Drug Addiction Treatment. A joint action was taken by the district administration, health department, police and other concerned departments, 80 inmates were evacuated and admitted to the Drug Addiction Treatment Centre of the Punjab Institute of Mental Health (PIMH), of the government of Punjab. All the patients were subjected to through medical examination and screening including diagnostic tests done by experts of the respective fields and complete medical records were documented.

While briefing the media, Chief Executive Officer PHC Dr Muhammad Saqib Aziz informed that all illegal drug treatment and rehabilitation centers will be closed down, and strict action will be taken against their owners. Only those centers will be allowed to function, which are registered with the PHC and completely implement various regulatory requirements.



Launch of project `ONE Health` in Punjab

On 12th of August, 2021, the Additional Director, Clinical Governance and Organizational Standard, attended an Awareness Seminar on `One health` organized by Policy and Strategic Planning Unit, Primary and Secondary Healthcare Department and sponsored by the USAID, held at Fatima Jinnah Medical University. By taking a "One Health" approach, USAID is

working to understand and address connections between biodiversity, food production, and human health. The Chief Guest, the Minister Specialized Healthcare and Medical Education Department and the Primary and Secondary Healthcare Department, Punjab, Dr Yasmin Rashid apprised the participants that in a changing world One Health vision will have to be adopted.

The Director PSPU, Dr Shagufta Zareen, highlighted the philosophy and objectives of the theme One Health and informed that The One Health Project is being launched in Punjab as per vision of Prime Minister of Pakistan.

Meeting with steering committee for prevention and control of Hepatitis in Punjab

The Additional Director, Clinical Governance and Organizational standards participated as PHC's representative in the 11th meeting of steering committee for prevention and control of Hepatitis in Punjab under the Punjab Hepatitis Prevention and Control Programme, held on 1st July, 2021. The meeting was apprised that Hepatitis clinics will be established in 22 hospitals, managed by the Punjab Employees Social Security Institution (PESSI), across Punjab. Moreover, such clinics will also be established in all 43 prisons of Punjab covering a population of almost 52,000 inmates.

It was highlighted that the real challenge is the administration of Hepatitis B birth doses as almost 2.8 million Hepatitis Birth doses have been procured by Expanded Program for Immunization (EPI) in the FY 2021-2022 for vaccination of newborns against Hepatitis B within 12- 24 hours of birth. The meeting was apprised that an app for blood donors, named as "Blood Bank plus" has been developed, by Hepatitis Control Programme Punjab with the support of MIS Team of USAID/Chemonics and HISDU. All 170 registered blood banks of Punjab have been communicated login and password details and linked with care/ referred facilities.

MoU signed by the Punjab Healthcare Commission and Institute of Public Health(IPH)

The Chairperson PHC, Prof Dr Attiya Mubarak Khalid and the Chairman IPH Board of Management Lt General (Rtd) Khalid Maqbool signed MOU, earlier on 15th August 2021 by the IPH and the PHC at Lahore. Both the parties agreed to enter into a voluntary agreement regarding the training of Medical Professionals/Hospital Administrators/ Nursing Leaders on the Quality Assurance in provision of healthcare services through PHC Regulatory Framework and implementation of the MSDS. The PHC undertook, facilitation and provision of technical material including, but not limited to, MSDS Reference Manuals, guidelines and Scoring Matrix. Pursuant to this MOU, a meeting was held at the PHC Head office, on 17th September, 2021, Dr. Zarfishan Tahir, along with her team, discussed the possible way forward in order to make the MSDS training as part of public health education programme. The Director Clinical Governance along with Additional Directors and Deputy Director, apprised that the programme should cover broader aspects of hospital management and infection prevention and control programmes.



MSDS Refresher Training for the Clinical/ Admin staff of the Nishtar Hospital Multan

The Directorate of CG&OS conducted a 3-day refresher training session for the senior clinicians and managerial staff of the Nishtar Hospital at Multan on 24th August, 2021 to 26th August, 2021. The session covered the implementation of the MSDS, an orientation on undertaking self-assessment by the HCE Staff, the survey process and scoring methodology and also included group work for developing MSDS Implementation Plan. Total 32 participants attended the session and they are expected to act as master trainers and facilitate training of rest of the Hospital Staff.

National Medical Tourism

Government of Pakistan has embarked upon Economic Outreach Initiative (EOI) that aims at mapping opportunities of earnings foreign exchange and import substitution coupled with required action to realize the potential. As part of EOI, Medical Tourism is identified as one of the key sectors that require concerted efforts at national level. Ministry of national Health Services Regulation & co-ordination (MNHSR&C) is leading on this initiative.

PHC is paving the way for international patients to avail premium treatment by monitoring and implementing higher standards of practice and liability laws which will lead to the development of building trust and confidence among foreign patients providing assurance of their wellbeing. Pakistan has emerged as a strong contender for a new and lucrative medical tourism industry but ensuring the safety of foreigners and improving the perception of Pakistan internationally will be a necessary step in developing Pakistan's medical tourism industry. In a series of virtual meetings held in July, August & September, 2021, it was highlighted that a new medical visa category is introduced and medical tourism portal is under progress and there is ongoing engagement with expat Pakistani physicians to promote national medical tourism. A new

web-portal has been developed, which provides complete information of all the hospitals empaneled for Medical Tourism in Pakistan.

The website provides a link for the users, which is directed to the main website of the Hospital showing detail of all the procedures and treatment facilities being offered by them. It was recommended to the CEOs and senior management of the empaneled Hospitals, to offer maximum facilitation to the medical tourists looking for treatment opportunity in Pakistan.

Dengue Expert Advisory Group Meeting

The CEO and the senior management, PHC, have been regularly attending meetings of DEAG, a forum comprising of experts from various fields of medicine notified by the Specialized Healthcare & Medical Education Department Government of the Punjab for rendering advise to the Government on technical issues related to Dengue. It was emphasized that private hospitals showing zero cases must enhance their reporting activities. Appropriate reporting of cases and its geotagging is necessary for timely case response and prevention of this epidemic.



Orientation Seminar on Service Delivery Standards for Midwifery/Family Planning Services

The Punjab Healthcare Commission and the United Nations Fund for Population (UNFPA) joined hands for creating awareness amongst the private sector healthcare establishments (HCEs) and the healthcare service providers (HCSPs) for provision of information, counselling and Family Planning services to their patients /clients. The PHC team conducted a series of

seminars on divisional level for dissemination of the MSDS for Midwifery Clinics from June to August, 2021.

Seminar for Dissemination of MSDS Midwifery Clinics		
Date	No. of Participants	District
16-06-21	33	Bahawalpur
17-06-21	46	Multan
17-06-21	25	Dera Ghazi Khan
01-07-21	33	Okara
14-07-21	29	Sargodha
30-07-21	20	Rawalpindi
31-08-21	35	Lahore

The last seminar of the series was conducted on 31st August, 2021, jointly by the PHC, Population Welfare Department and United Nations Population Fund (UNFPA). The seminar was chaired by Chairperson Board of Commissioners PHC Prof Dr Attiya Mubarak Khalid, while Chief Executive Officer PHC Dr Muhammad Saqib Aziz, Provincial Secretary Population Welfare Department Muhammad Masood Mukhtar and Technical Specialist, UNFPA, Shoaib Ahmed Shahzad were present as well. Prof Dr Attiya Mubarak, while appreciating the stakeholders for developing the MSDS and ensuring their implementation, said the PHC was the first to develop such set of relevant standards, and now the other provinces are following the footsteps of the Commission. She highlighted that the majority of complaints, received by the Commission, are regarding cases of medical negligence in the field of gynecology and obstetrics. Masood Mukhtar believed that the increase in population had drawn heavily on resources of the country, and awareness was a must for controlling the population. While appreciating the PHC for the orientation seminars on MSDS, Shoaib Shahzad also underlined the need for taking steps to control the population and bring awareness among the masses.



Implementation Of CCL Standards & Best Practice Guidelines 2017

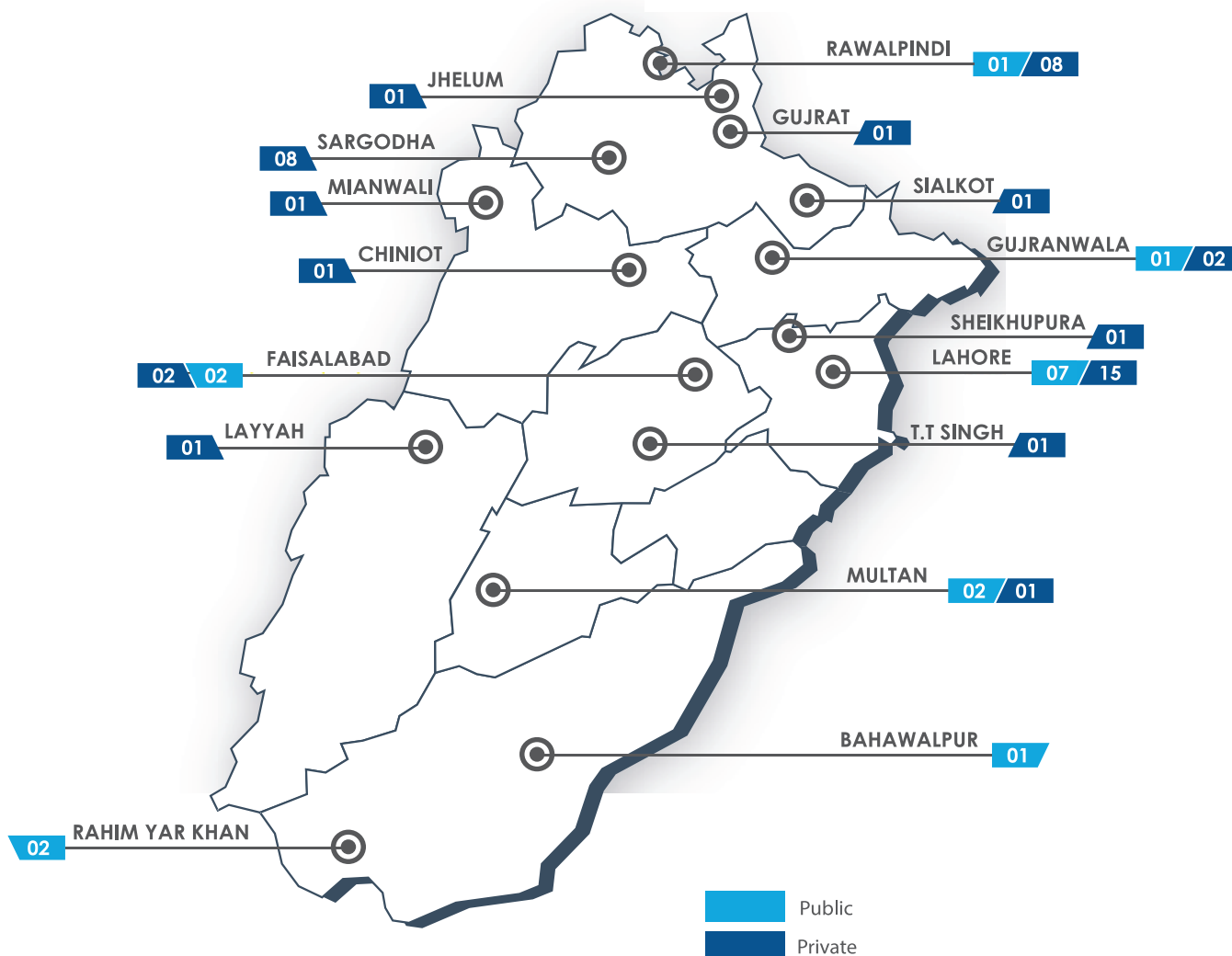
As per the mandatory requirement set out in the CCL Standards and Best Practices Guidelines, 2017, Punjab Healthcare Commissions is mandated to register all the Cath Labs upon their accreditation by the National Interventional Cardiology Board (NICB). The PHC, therefore reiterated its earlier instructions and communicated CCL Standards and Best Practice Guidelines, 2017 for implementation to, as many as 15 public sector and 44 private HCEs having Cardiac Cath Labs.

The Punjab Healthcare Commission also developed a comprehensive implementation guidelines and scoring matrix based on the key parameters

included in the CCL Standards and Best Practices Guidelines, 2017, for assessment of compliance by the Cath Labs. The PHC also corresponded with NICB and PSIC as per the Supreme Court Orders. The PSIC sought applications through an advertisement from all cardiac Cath Labs for credentialing of Cath lab operators, earlier in July. It was communicated to all the HCEs with operational Cath Labs to apply for registration of Cath Lab and credentialing of Cath lab operators with the PSIC, as PSIC is responsible for credentialing of all the Cath Lab Operators based on Training & Practice Pathway as prescribed in the Guidelines/ Standards & Best Practice Guidelines 2017.

The Chairman NICB also constituted the Accreditation committee comprising of NICB nominees in order to start with the assessment of the Cath Labs in Punjab. The PHC also presented with an Inspection plan, to be executed in the months of September and October by team of assessors including a nominee of NICB and an inspector of PHC. Total of 16 Cath labs were inspected in the month of September, another group of 42 Cath Labs are also included in the plan, to be expected in the month of October, 2021.

Cardiac Cath Labs Functional in Punjab



TAC approves MSDS for psychiatric and addiction treatment and rehabilitation centres

Technical Advisory Committee (TAC) of the Punjab Healthcare Commission on 15th Sept, 2021, has approved the minimum service delivery standards (MSDS) for the psychiatric and addiction treatment and rehabilitation centers, held at the PHC Head Office, Lahore. The Meeting was presided by the Convener TAC Prof Dr Muhammad Ashraf Nizami. Prof Nizami applauded the TAC for developing the MSDS, and appreciated its members for extensive consultations on the draft of Standards. Besides deliberating on the draft, the TAC members also commended the PHC for its role in developing the MSDS and ensuring the regulatory framework.

The CEO PHC informed that developing standards for Psychiatric and Addiction treatment and Rehabilitation Centres was imperative, as complaints of maltreatment and exploitation in such facilities are rampant and the Commission had earlier raided such facilities and rescued the inmates. He hopes that once these standards are finalized, implementation of the same will be instrumental in improving the prevailing situation where no standards are in force.



Online Orientation Sessions for Matabs in September, 2021

As part of the policy decision of the PHC Board of Commissioners, taken in View of the COVID pandemic, the PHC team continued conducting online sessions for orientation of the healthcare service providers on the respective categories of the MSDS. On line orientation sessions as detailed below were organized for dissemination of MSDS for the Matabs practicing Tibb under the UAH Practitioners Act 1965:

Online Orientation Sessions for Matabs		
Date	Participants	District
2-Jul-21	37	Chiniot
16-Jul-21	35	Kasur
29-Jul-21	27	Kasur
5-Aug-21	35	Mianwali
13-Aug-21	52	Rawalpindi
20-Aug-21	28	Sheikhupura
27-Aug-21	54	Jhang
10- Sept-21	29	Muzafargarh
17-Sept-21	20	Kasur
24-Sept-21	19	Layyah

PHC is ensuring best treatment facilities for dengue patients

The Punjab Healthcare Commission is ensuring the provision of the best treatment facilities to the dengue patients in all hospitals of the province, and their contingency plans are ready and in case a need arises, their capacities stand enhanced to accommodate more patients. The Punjab Healthcare Commission is making continuous efforts to provide best treatment facilities to patients and requisite arrangements have been ensured in all hospitals besides enhancing their capacities to treat more patients.

This Chief Executive Officer Punjab Healthcare Commission Dr Muhammad Saqib Aziz, during a surprise visit to Doctors Hospital and National Hospital on 30th September, 2021, along with Director Licensing and Accreditation and

Commission's inspection teams inspected the arrangements for treating the dengue patients, and urged the Hospital management to enhance capacities of the healthcare establishments in case patients' inflow increases. While expressing his satisfaction with the arrangements made, the CEO PHC directed the hospitals' administration to further improve the existing arrangements.



Responding to Covid 19

Since the beginning of the Covid-19 pandemic in Pakistan, the PHC has been undertaking efforts to mobilize the private sector to meet the high demand for Covid-19 testing. In line with this, during the month of July, the Commission conducted a total of 6 special Covid-19 inspections at private laboratories to ensure that the laboratories offering the PCR test met all the required quality and biosafety parameters. At the same time, the PHC's Covid-19 Control Room continued to function; with staff monitoring and coordinating the management and reporting of Covid-19 patients and overseeing the implementation of the PHC's directives in this regard, specifically in the private sector. Staff at the Covid-19 Control Room work to ensure that details regarding the availability of hospital beds, ventilators, etc. are updated and accurate; private laboratories performing PCR tests are reporting both positive and negative cases on a daily basis; and private hospitals are entering data and information of all admissions, discharges and deaths on the Dashboard in a timely manner.

» Progress Overview (July- September)

Registration and Licensing









 Registrations: 1,023
  Provisional Licenses: 1,698

Total Numbers (2012-21)

Registrations 64,976

Provisional Licenses 50,185

Inspections

-  Pre-Assessments of HCEs: 100
-  Regular Inspections: 133
-  Covid-19: 61
-  Vaccination Centers: 3
-  Dengue: 16
-  Other (Special Assignment): 3
-  Assessment of CATH Labs: 29
-  Patient Safety Area: 31

Inspections
379

Total Inspections (2013-21) **34,411**

Complaint Management

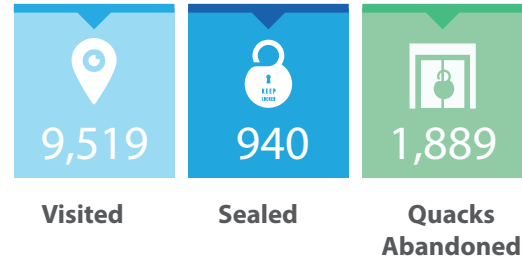
 Complaints Registered: 138
  Complaints Disposed: 46

 Expert Opinion Taken: 41
  Hearings Conducted: 204

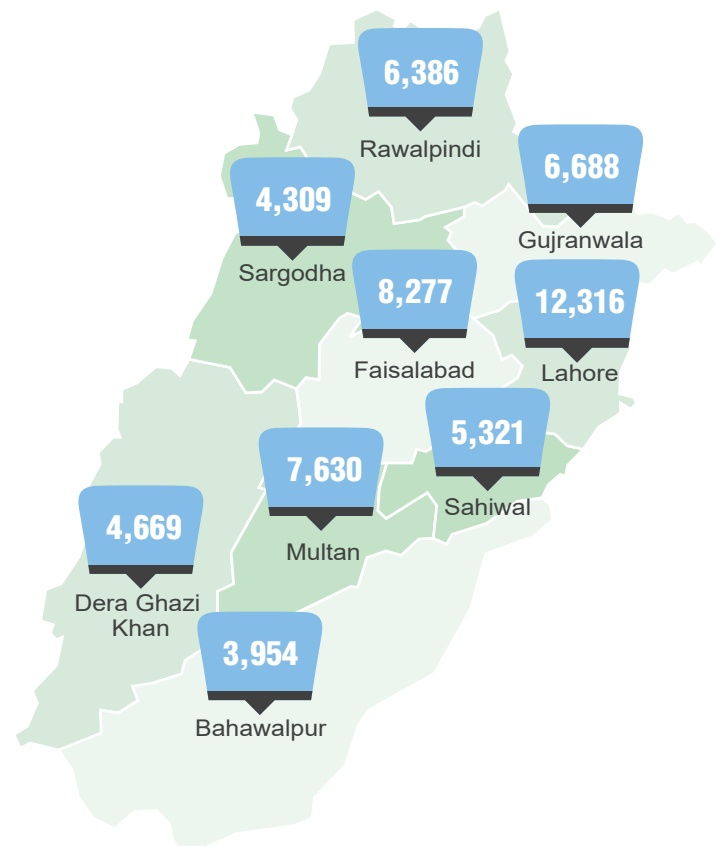
Total Complaints (2012-21) **2,436**

Anti-Quackery

Anti-Quackery Activities



Anti-Quackery Action: Division-Wise Breakdown of Sealed and Abandoned Quackery Outlets (2015-21)



Total Fine Imposed (since 2015)

800.33 Million PKR

Total Quackery Outlets Sealed (2015-21) **34,348**

Total Quackery Outlets Abandoned (2015-21) **25,524**

Awareness and Advocacy

PHC seals illegal drug treatment and rehabilitation centre

Shifted 80 'imprisoned' inmates to the Punjab Institute of Mental Health

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اہم اطلاع

عوام الناس کو اطلاع دی جاتی ہے کہ پنجاب ہیلتھ کیئر کمیشن کے دفاتر صرف ملتان، راولپنڈی اور لاہور میں واقع ہیں۔ جن کے پتے یہ ہیں

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www.phc.org.pk

PHC's crackdown on quacks in 9 cities

62 illegal treatment centres sealed

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DEAG FORM- R (GPs) for reporting of the DENGUE cases

The Punjab Government has developed DEAG FORM- R (GPs) for reporting of the Dengue cases in addition to 'Dengue GP Application'. Please download the application from Google Play Store and report online or download DEAG FORM- R (GPs) from the DEAG website https://deag.punjab.gov.pk/system/files/DEAG-Form-R%20for%20Gps.pdf?overlay-context=download_links

Fill this form and submit it to the CEO DHA of your respective districts within **24 hours** of receiving dengue patient to enable the Health Department for taking preventive measures.

www.phc.org.pk

عید مبارک

Eid al Adha Mubarik

May the blessings of Allah be upon you and your family always.

DENGUE GPs mobile application

The Punjab Government has launched the 'Dengue GP' application. Please download the app from Google Play Store, register your clinic and start reporting immediately to enable Health Department for taking preventive measures.

www.phc.org.pk

/Punjab Healthcare Commission

شہر اور مشاغات میں اتھارٹی کے مضبوطی نہ درک سے انسانی زندگیوں کو خطرے میں۔

ذہنی مریش اور نشے کے ہادی فراہمی صحت کے معیارات منظور۔۔۔!!

PHC_Punjab

@PHC_Punjab Jul 15 While carrying out a crackdown on quacks, the Punjab Healthcare Commission has sealed another 62 quackery centres in nine cities. Among the closed down centres, 38 were of those quacks, who were working as family physicians

@PHC_Punjab Aug 30 Orientation Seminar on Service Delivery Standards for Midwifery /Family Planning Services underway in Lahore #phc #qualityhealthcare

SAFE MATERNAL AND NEWBORN CARE

World Patient Safety Day 17 September 2021

For World Patient Safety Day, 17 September 2021, WHO urges all stakeholders to "Act now for safe and respectful childbirth" with the theme "Safe maternal and newborn care". Approximately 830 women die every day from preventable causes related to pregnancy and childbirth. In addition, around 6700 newborns die every day, that comes out to 4.7% of all under-5 deaths. Moreover, about 2 million babies are stillborn every year, with over 40% occurring during labor.

TOLL FREE 0800 00 742

HELPINE

Punjab Healthcare Commission
185, Ahmed Block, New Garden Town, Lahore, Pakistan
Telephone: 042-99333161-68
www.phc.org.pk info@phc.org.pk
/PunjabHealthcareCommission

@PHC_Punjab Aug 13 The Punjab Healthcare Commission on Thursday has sealed an illegal drug treatment and rehabilitation centre after evacuating 80 'imprisoned' inmates to the Punjab Institute of Mental Health.

@PHC_Punjab Sep 16 Technical Advisory Committee (TAC) of the Punjab Healthcare Commission on Wednesday has approved the minimum service delivery standards (MSDS) for the psychiatric and addiction treatment and rehabilitation centres.

OBJECTIVES OF WORLD PATIENT SAFETY DAY 2021:

- Raise global awareness on the issues of **maternal and newborn safety**, particularly during childbirth.
- Engage multiple stakeholders and adopt effective and innovative strategies to improve maternal and newborn safety.
- Call for urgent and sustainable actions by all stakeholders to scale up efforts, reach the unreached and ensure safe maternal and newborn care, particularly around the time of birth.
- Advocate adoption of best practices at the point of care to prevent avoidable risks and harm to all women and newborns during childbirth.

Major role is played by the healthcare service providers who can help making informed choices about birthing options and having access to safe maternal and newborn care.

MATERNAL SAFETY

The major complications that account for nearly 75% of all maternal deaths are:

- Severe bleeding (mostly bleeding after childbirth)
- Infections (usually after childbirth)
- High blood pressure during pregnancy (pre-eclampsia and eclampsia)
- Complications from delivery
- Unsafe abortion

NEWBORN SAFETY

Monitoring maternal and newborn health during the postpartum period is critical. The risk of death is highest for newborn babies: 75% of all neonatal deaths occur during the first week of life. Timely detection and management of symptoms have shown to reduce maternal and newborn mortality and morbidity.

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