INSPECTION OF DHQ / THQ HOSPITALS OF DISTRICT SIALKOT

BY

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i. DISTRICT HEAD QUARTER ALLAMA IQBAL MEMORIAL HOSPITAL
SIALKOT.

Date of visit 23-04-2009 at 08:15 AM.

1. Location is on Commissioner Road, Sialkot.
2. Sign / Direction Board of Civil Hospital was displayed.
3. DHQ Hospital was established in 1966.
4. Target Population is 3.5 Million.
5. DHQ Hospital has sanctioned bed capacity of 293.
6. Total area of DHQ is 29 Acres.
7. Dr. Muhammad Hassan, Medical Superintendent was not present in his office. Mr. Rasheed Ward Servant informed him about the visit of PHSRP and then M S joined us during round of hospital after 08:40 AM.
8. The Admin Block of hospital was portraying a deserted look, majority of the staff member including PA to M S, Head Clerk etc. was absent from duty as habitual late comer.
9. Accounts section of hospital was locked.
10. The offices of Dr. Fakhar Zaman Sheikh AMS and Dr. Mrs. Naveeda Najeeb AMS were locked.
11. The office of Dr. Muhammad Sarwar Ihsan (Medical Social Officer) was locked.
12. The offices of Dr. Kaleem ud Din Malik (Medical Specialist) and Dr. Mushtaq Ahmed Cheema (Medical Specialist) were locked.
13. Dr. Tariq Fazli (Cardiologist) did not mark his presence in the attendance register since 21-04-2009, although he was present on duty in his ward.

Medical Superintendent was requested to ensure the regular & proper marking of presence in attendance register on daily basis of all doctors and other staff.
14. The office of Dr. Capt. Muhammad Yaseen (ENT Specialist) and Dr. Javaid Qureshi of ENT Department was locked.
15. The office of Dr. Mian Muhammad Azhar (Orthopaedic Surgeon) was locked.
16. The office of Dr. Abdul Khaliq Basit (Surgeon) was locked.
17. There was nobody on duty in ECG Room for out door patients.
18. The office of Homeo Doctor Nazir Hussain was closed.
19. The office of Dr. Muhammad Arif (Principal Dental Surgeon), Dr. Khuram Shehzad (Senior Dental Surgeon) and Dr. Sayed Mohsin Abbas Kirmani (Dental Surgeon) was locked.
20. The office of Pathologist was closed. No one was on duty in the laboratory of hospital. Mr. Mazhar (N/Qasid) was busy in dusting / cleanliness.
21. Staff members responsible for issuing of OPD tickets to visiting patients were yet to reach and window / counter was locked. The patients were waiting for hospital staff.
22. The situation of cleanliness in the main corridor of hospital was worst. Garbage and solid waste was lying openly in this area where offices of M S, AMS, Specialists and other doctors were placed.
23. The office of Dr. Sahibzada Syed Masood-ul-Saeed, Children Specialist was locked.
24. Dr. S M Yousaf, APMO Paediatrics was also not present in his office.
25. The office of Dr. Ghulam Bari, Chest Specialist was closed.
26. The office of Dr. A Khalid Suleheri (MO) and Dr. Maqsood Ahmed Butt (MO) was empty and waiting for Medical and Paramedical Staff.
27. The office of Dr. Muhammad Nadeem Shafique (Urologist) was locked.
28. The office of Dr. Shahid Mahmood Diyal, Eye Specialist was locked.
29. Dr. Shamshad Ahmed Gill, Psychiatrist was not present in his office. His ward servant Nazir Hussain informed that Doctor Sahib was in ward. Then I visited the ward with ward servant, Dr. Shamshad Ahmed Gill was no more there.
30. Main Dispensary of the hospital from where the medicines were to be dispensed to the patients was locked.
31. The conditions of Children Ward were discouraging. Filthy Bathrooms with unpleasant smell, dirty bed sheets and un-cleaned ward was speaking a lot.
32. The situation of Female Surgical Ward was also not different from other portions of hospital. Un-washed dirty bathrooms without light and proper flush water tanks. Sewerage was choked. Dust & Solid Waste was lying in the ward. Duty incharge nurse informed that ward servant was yet to reach and sweeper came on duty after 08:30 AM.
33. The office of Dr. Asif Sajjad, Surgical Specialist was locked.
34. The Cleanliness and General Outlook of Emergency Department was also deplorable. Riyaz Masih Sanitary Worker started cleaning of ward after 08:45 AM when M S was on round with PHSRP team.

35. Duty CMO Dr. Zahid Munir of Emergency Department requested for separate X-Ray & ECG machine. He also asked for more Medical & Paramedical staff to ensure better care services.

36. Nineteen Senior Doctors i.e. Specialists, APMOs, AMSs were either late as habitual late comer or on unauthorized absence. They were Dr. Fakhar Amman Sheikh, Dr. Nusrat Naveeda, Dr. Javaid Wariach, Dr. Muhammad Rafique, Dr. Fiyaz Ahmed Khawaja, Dr. Muhammad Yousaf, Dr. Ijaz Ahmed Chattha, Dr. Mushtaq Ahmed Cheema, Dr. Abdul Khaliq Basit, Dr. Tuqeer Hussain, Dr. Mian Muhammad Azhar, Dr. Ghulam Bari, Dr. Shamshad Ahmed Gill, Dr. Zafar Iqbal Guman, Dr. Iram Shehzad, Dr. Javaid Riyaz Qureshi, Dr. Muhammad Shafique, Dr. Shahid Mahmood Diyal & Dr. Nadeem Shafique.

37. Thirteen Medical Officers / House Officers were also late / unauthorized absent from duty. They were Dr. Muhammad Suhail, Dr. Sabita Zaka, Dr. Ayesha Munir (absent since 22-04-2009), Dr. Waqar, Dr. Sidra Ghanzafar, Dr. Adina Qaiser, Dr. Umair Asmat Dr. Romain Ashar, Dr. Zeeshan Naizi, Dr. Ahmed ul Islam, Dr. Usama Tahir (absent since 21-04-2009), Dr. Sawera Javaid (absent since 22-04-2009) and Dr. Raja Zubia.

38. Twenty Eight other staff members of Paramedics including Dispensers, Technicians, Lab Assistants and Radiographers were also late / unauthorized absent from duty. They were Sayed Tayyab, Nabi Ahmed, Muhammad Rahat, Muhammad Azmal Butt, Kamran Khan, Zahid Akbar, Muhammad Nadeem, Asim Nazir, Rana Javaid, Mohsin Jameel, Shehzad Kaleem, Khalid Saddique, Abdul Qadous, Zubaida Tallat, Shugufta Bibi, Muhammad Arif, Muhammad Amjad, Mian Afzal Mahmood, Rafi Ahmed, Muhammad Ayub, Nisar Ahmed Butt, Muhammad Latif, Muhammad Mustafa, Sabir Hussain, Sami Ullah, Abid Hussain, Mahmood Akhtar (Tailor Master) and Mumtaz Jameela (LHV).

39. Dr. Muhammad Ayub, Incharge Blood Transfusion Department was on unauthorized absence till 09:08 AM when I visited his office alongwith Medical Superintendent.

40. During the visit of Medical Store of the hospital Zero Stock of some important and mostly required medicines like Pain Killers, Antibiotics and Flajyl was observed.
Antibiotic Tab, Antibiotic Capsules, Antibiotic Injections, ORS, Anti-emetic Inj. Inj Mannitol 20%, Inj Atropin, Anti-histamine Tab, Analgesic Tab, Iron Tab, Flajyl Tab & Anti-epileptic Tab were out of stock.

The physical verification of stock of medicines was conducted in the light of entries of Stock Register and Bin Cards, which revealed discrepancies. The performance of Two Pharmacist Miss Nida and Miss Naila was not satisfactory up to the extent of maintenance of medicine store and comprehensive physical verification of stock. M S was sensitized at the spot.

41. Poor Management was also obvious in the main Dispensary of hospital. During physical inspection of stock, shortage of medicine was observed, which reflected lack of dedication / interest on the part of store incharge Nabi Ahmed and Pharmacists, who were not regular and serious in maintenance of record regarding clinical audit of medicine store and dispensary.

42. Map of District, Updated Monthly Reports / Data regarding No. of visit of OPD during last month, No. of Deliveries conducted during last month & Slogan of the Day was not displayed in the office of M S.

43. Residential Area of DHQ Hospital was improper and insufficient.

44. Against Four Hundred & Seventeen posts of various categories, Ninety Four posts with following details were vacant:-
   PMO (2), PWMO (1), Chief Consultant (1), Senior Consultant (2), APWMO (3), Surgeon (1), Radiologist (1), Gynecologist (1), Anaesthatist (1), MO/WMOs (15), Hakin (1), Lab Tech (1), ECG Tech (3), Dental Tech (1), Computer Operator (1), Junior Clerk (1), Driver (3), X-Ray Attendant (1), Lab Attendant (1), Daftri (1), Dhobi (1), Ward Servant (15), Stacher Barear (1), Naib Qasid (4), Mali (2), Gate Keeper (1), Cook (4), Chowkidar (3) and Sanitary Worker (19).

Medical Superintendent was requested to make efforts for the recruitment against vacant posts and take necessary action as per policy and rules. He was of the view that hospital administration was under tremendous pressure because of unfilled posts. His special focus was on the shortage of Sanitary Workers due to which the sanitation / cleanliness conditions of hospital were deplorable.

45. During interaction with Hospital Administration, lower staff and general public, it was felt that various issues of hospital were needed to be attended regarding Requirement of Staff as per Yardstick of DHQ, Shortage of Staff, issue of Non-Sanctioned Wards including Neurosurgery, Orthopedics, Cardiology, Psychiatry, Burn Unit, Surgical-III and Trauma Centre.

46. Medical Superintendent requested that Health Department Government of the Punjab may be approached to consider the request of EDO (Health) Sialkot
regarding Provision of SNE required for proper functioning according to 400-Bedded Category-A for Allama Iqbal Memorial Hospital, Sialkot. It is pertinent to mention that said SNE according to new yardstick Category-A hospital was submitted by the MS to EDO (Health) Sialkot in January 2009 which was forwarded to Health Department, Government of the Punjab by EDO office in February 2009.

47. Public / Patients expressed their mistrust, dissatisfaction on the availability and attitude of MOs / WMOs in general and irrelevant response / lack of ownership on the part of Specialized Doctors especially.

48. Public Opinion about the availability of medicines was also unsatisfactory. The general impression about the hospital was very pathetic.