



NEWSLETTER

ISLAMABAD HEALTHCARE REGULATORY AUTHORITY
GOVERNMENT OF PAKISTAN

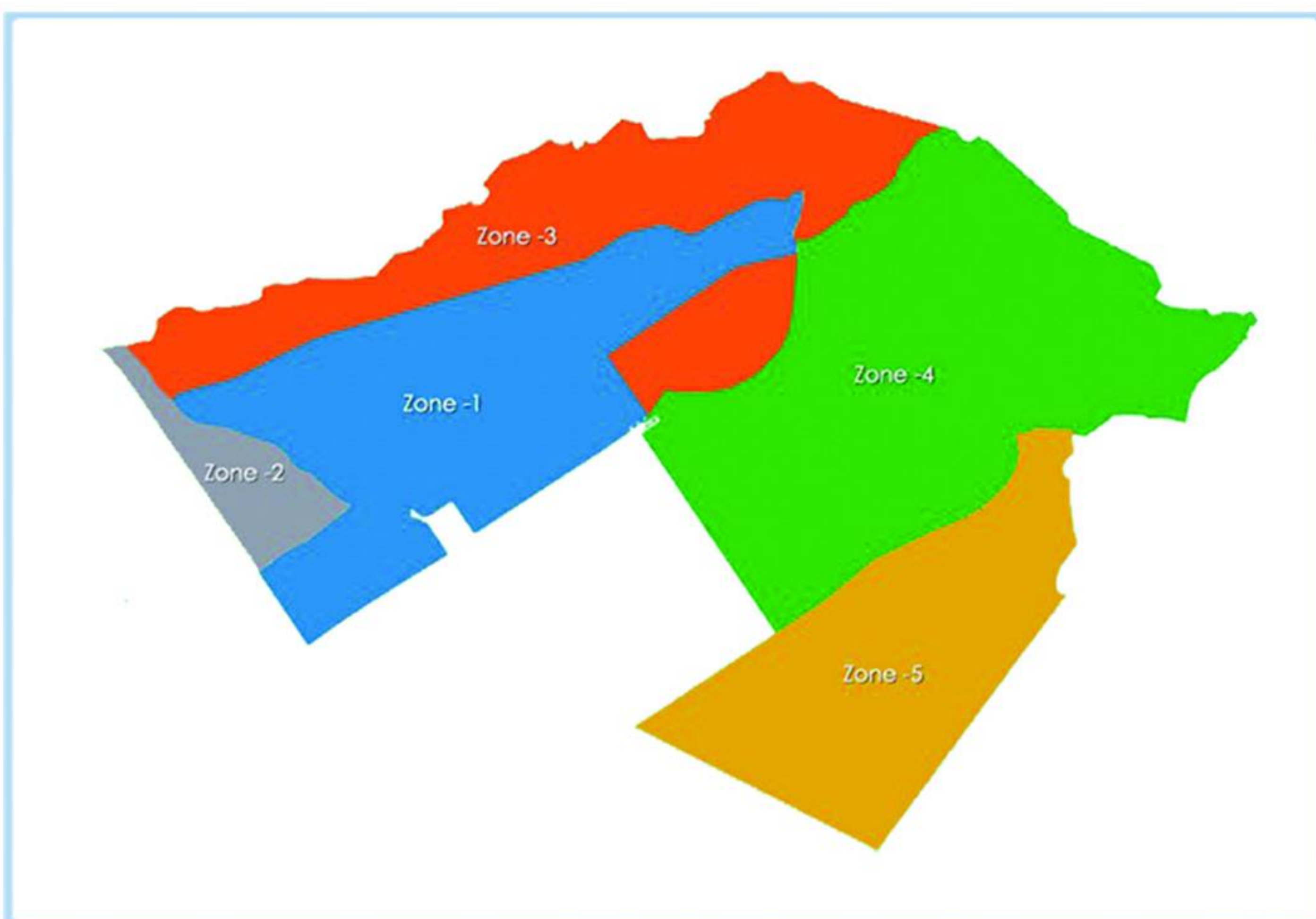


DIGITAL- MAPPING OF HCEs

IHRA FIGHT TO CURB QUACKERY

IHRA is committed to providing quality healthcare services in Islamabad. The first challenge in this regard was to keep a database of all healthcare establishments (HCEs) in Islamabad. For this purpose, Islamabad Capital Territory was divided into five different zones and IHRA inspection teams started a mapping survey to identify the total number of healthcare establishments in the Capital Territory of Islamabad. 360 HCEs have been identified in this quarter (July-September'21) including General Practitioners, Specialists, Dental Clinics, Homeopaths, Hakeems, Hospital, Maternity Homes, Specialized Laboratories & Collection Points, Rehabilitation centers and other facilities provided by public and private healthcare service providers.

Like many other occupations in Pakistan, medical profession is also penetrated by unqualified and unprofessional people. The irony is that these fake people in medical profession deal directly with safety and well-being of people. Quackery is rampant not only in rural but also urban areas of Islamabad and quacks operate in both the mainstream and alternative treatment methods. Quackery is manifested in different forms including performance of surgeries by un-trained people, medical treatments by indigenous practice, unqualified medical professionals practicing medicine and surgery. Islamabad Healthcare Regulatory Authority (IHRA) has decided to start a massive campaign against quackery in the capital with the support of the District Health Office and Islamabad Capital Territory (ICT) Police to stop this illegal practice. In Islamabad Capital Territory around 5,000 quacks have been working illegally and playing with the health of innocent people as per estimates. After digital mapping, the authority will have an exact number of quacks functioning in the capital. Only legal medical practitioners would be allowed to open clinics in the capital after registration with IHRA. IHRA inspection teams conduct visits to personally monitor the standards of health facilities in the capital besides completing routine assessments. Steps will also be taken to ensure that formal or informal and public or private healthcare services to the citizens of the capital are at par with the international standards to further internationally recognise these services. There would also be an ongoing monitoring process as these healthcare setups will be regularly monitored even after giving license while the authority will also assess their standards at the time of renewal of license.



Islamabad Map - Five Zones



Islamabad Healthcare Regulatory Authority
DMLC Building (PRCS), 2nd & 3rd Floor, Sufi Tabassum Road,
H-8/2, Islamabad

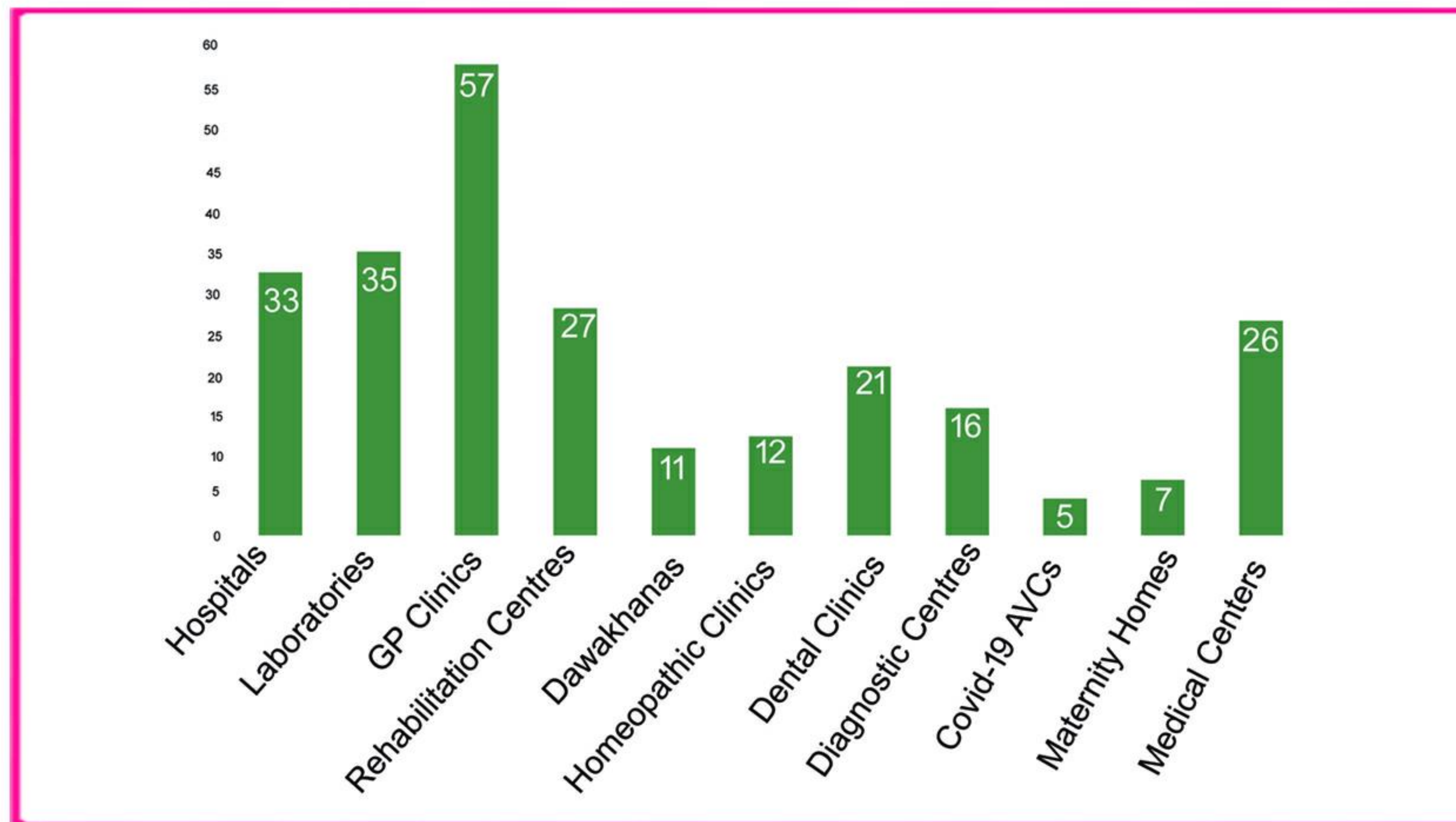


(92-51) 9199-902
www.ihra.gov.pk
communication@ihra.gov.pk



INSPECTION

250 Inspection visits of healthcare establishments were carried out during this quarter (July, August & September), 98 HCEs were served with notices for non-compliance with IHR Act 2018 and 28 HCEs services were suspended.



Facility - wise Inspection Data (July - Sept 2021)



MEDICAL TOURISM INITIATIVE

Medical Tourism in Pakistan has remained an untapped opportunity. Lack of regulations and infrastructure remain biggest hurdles in promoting medical tourism in the country. Islamabad being the second beautiful capital of the world has the potential to emerge as a hub for seeking medical treatments for people across the world. Ministry of National Health Services, Regulation & Coordination is working closely with all the key stakeholders nationally and internationally to help give Medical Tourism a sustainable start. In order to make Medical Tourism a reality, the Government of Pakistan has introduced Medical Visa. The issuance of Medical Visa will be restricted to a list of hospitals of Islamabad Capital Territory identified by IHRA. In this regard, IHRA with the directions of the Ministry has initiated process of finalizing the list of hospitals for the medical tourism initiative.



DENGUE PREVENTION AND CONTROL

Dengue viruses are spread to people through the bite of an infected *Aedes* species mosquito. Almost half of the world's population, about 4 billion people, live in areas with a risk of dengue. In Pakistan, dengue is triggered during the post-monsoon season (20th September-5th December). Keeping in view the increase in number of Dengue affected population, IHRA has been actively engaged in coordinating DENGUE ACTIVITIES of the HCEs of Islamabad Capital Territory. IHRA focal person for Dengue regularly attends the Dengue prevention and control meetings held at the M/o NHSRC. IHRA will be actively engaged in awareness campaigns as well as capacity-building of healthcare professionals for prevention and control of dengue.

Total Dengue cases (Jan - Sept) : 673



CEO IHRA Dr. Quaid Saeed along with DG PNAC Dr. Ismat Khattak met Federal Minister for Science and Technology, Shibli Faraz .



COMPLAINTS

Complaints Unit has been established for receiving, managing, and resolving complaints of patients or their family members and to improve the quality of healthcare systems, services and outcomes. The purpose of the complaints directorate is to ensure the rights of patients and that Healthcare establishments (HCEs) are well-maintained in view of the rules and regulations directed by IHRA. The complaints received at IHRA are the source of direct information about the problems being faced by the public from healthcare systems and services. The authority investigates any medical negligences related to hospitals, labs, tibb, homeopathic clinics, matabs, home-based services, ambulatory services, slimming centers, and other healthcare establishments providing services in the capital territory. Issues including negligence, inattention, delay, incompetence, inefficiency, administrative irregularities, abuse of power, any act of omission or commission, incorrect action or failure to take any action, foresee and take comprehensive precautionary measures against possible mishaps, failure to provide information, investigate, failure to reply, misleading or inaccurate statements, inadequate liaison, corrupt behavior, incorrect or illegal administration of a drug to a patient or client, an incorrect or incomplete entry in a document or violation of human rights, etc. can be reported. Citizens can submit their complaints directly by visiting IHRA official website <https://ihra.gov.pk/complaints/>. Complaints against different HCEs or medical negligences can also be reported at Prime Minister's Performance Delivery Unit (PMDU).

Total Complaints received at PMDU

155

Total Complaints resolved by IHRA

155

REGISTRATION

Under Section 21 & 22 of the IHR Act 2018, it is mandatory for all healthcare service providers to apply for registration and licensing of their respective healthcare establishments. There is a well-defined and transparent process for the registration of Health-care Establishments and registration forms can be downloaded from IHRA official website.

Total applications received

662

Provisionally Registered

375

Letters sent for missing documents

287

WORLD PATIENT SAFETY DAY

World Patient Safety Day is celebrated on 17th September each year to advocate all stakeholders in the healthcare system to work together and share commitment to improve the patient safety. IHRA will train the staff of all hospitals, institutes, centers and laboratories phase- wise on how to raise the standard of their respective facility.

WORLD HEPATITIS DAY

World Hepatitis Day is celebrated on 28th July, the theme this year is 'Hepatitis Can't Wait'. As per reports around 325 million people live with Hepatitis across the world, with more than 1.1 million lives lost each year to Hepatitis B and Hepatitis C and 70,000 to Hepatitis E. Pakistan has one of the highest prevalence of the disease in the world, however there is lack of national initiative to raise public awareness on hepatitis. IHRA aims to fill this gap by launching awareness campaign regarding modes of transmission, diagnosis, prevention, and treatment at the grassroots level.

REGISTRATION PROCESS

Step
1

Registration form is submitted

Step
2

Registration fee is submitted

Step
3

Scrutiny of documents is done

Step
4

Assessment of attached documents

Step
5

Evaluation of documents

Step
6

Issuance of Registration Letter

 **Islamabad Healthcare Regulatory Authority**

DMLC Building (PRCS), 2nd & 3rd Floor, Sufi Tabassum Road,
H-8/2, Islamabad

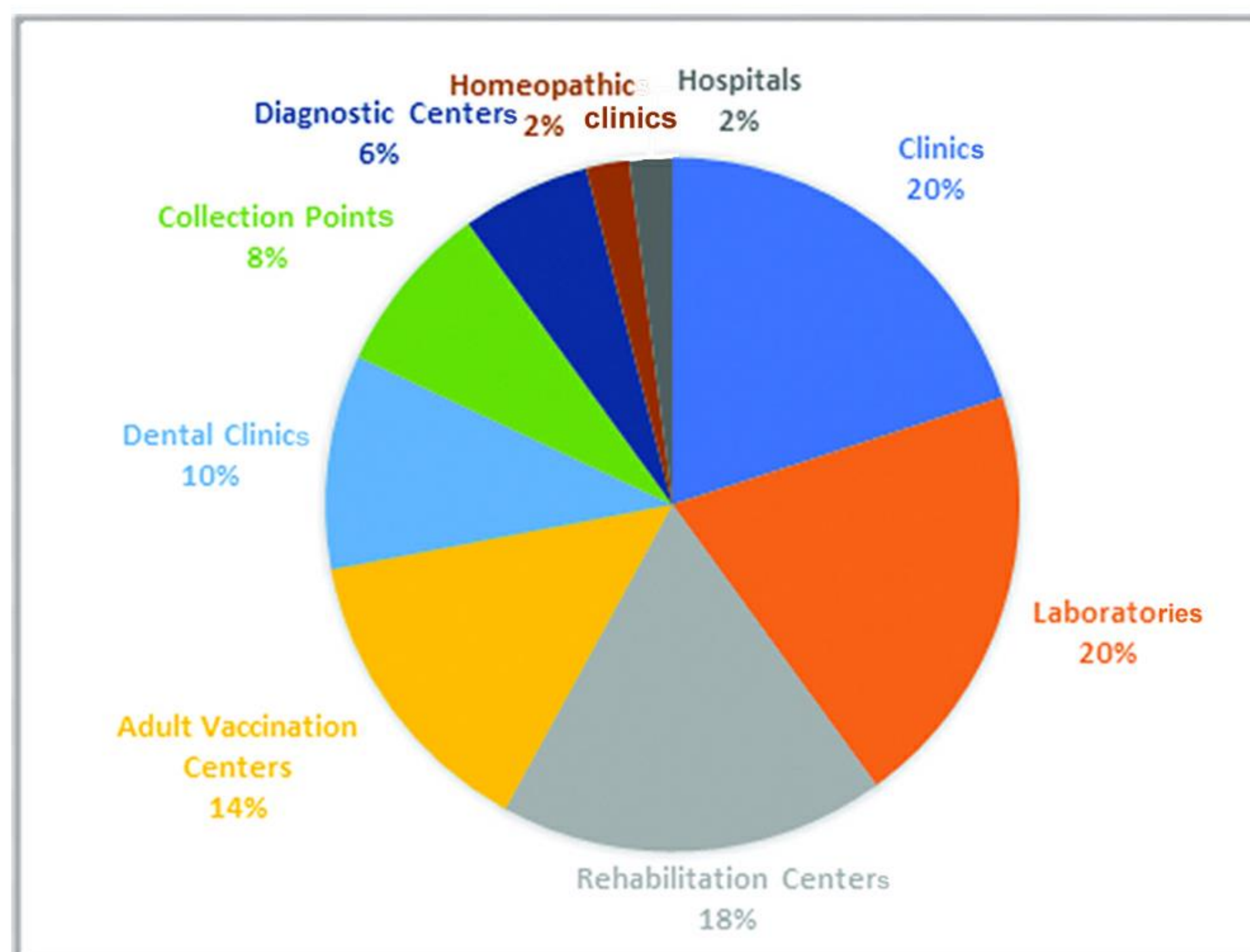


(92-51) 9199-902
www.ihra.gov.pk
communication@ihra.gov.pk



MONITORING & EVALUATION

To ensure quality and efficacy, M&E department developed online Monitoring & Evaluation portal for documentation of monitoring visits. M & E team also gets response of focal persons of healthcare establishments on inspections visits and different issues concerning HCEs to share with management and concerned departments as feedback loop. M&E department carried out 50 monitoring visits to Clinics, Laboratories, Adult Vaccination Centres, Rehabilitation Centres and Dental Clinics.



Facility-wise Monitoring Data (July - Sept 2021)

TECHNICAL COMMITTEE MEETING

Meeting of the Technical Committee was held at IHRA Secretariat under the chairmanship of Dr. Quaid Saeed to discuss national and international best practices in healthcare and to ascertain minimum service delivery standards for the assessment of healthcare establishments of Islamabad. The participants of the meeting included Dr. Shahzad Ali Khan (Vice Chancellor, Health Services Academy), Dr. Hassan Oroj (Director General, Health Services CDA), Ms. Ismat Gul Khattak (Director General, Pakistan National Accreditation Council), representatives from WHO, and departmental heads of IHRA.



UPCOMING EVENTS

- Advocacy events, workshops and conferences
- Capacity building trainings for Healthcare establishments and healthcare professionals.



CEO IHRA, Dr. Quaid Saeed in a consultative meeting with Parliamentary Secretary, Dr Nausheen Hamid and WHO Representative in Pakistan Dr. Palitha Mahipala.



Islamabad Healthcare Regulatory Authority

DMLC Building (PRCS), 2nd & 3rd Floor, Sufi Tabassum Road,
H-8/2, Islamabad



(92-51) 9199-902
www.ihra.gov.pk
communication@ihra.gov.pk

