

AKHUWAT

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Dr. Shamsh Kassim-Lakha, S.I., Awarded "Hilal-i-Imtiaz"



Dr. Shamsh Kassim-Lakha, H.I, S.I. being awarded the "Hilal-i-Imtiaz" by President Musharraf.

For his ongoing, invaluable contributions to education and health care in Pakistan, Dr. Shamsh Kassim-Lakha, President, AKU has been recognised once again by the President of Pakistan, who has awarded him the "Hilal-i-Imtiaz". This prestigious award was formally conferred upon President Kassim-Lakha on Pakistan Day, March 23, 2003.

The Hilal-i-Imtiaz is one of the highest civil awards that

recognises excellence of service in a particular discipline; its conferment follows the award of the Sitara-i-Imtiaz for the President of AKU in 1999. It is indeed a matter of immense pride and joy for all AKU faculty and staff, not least because it reaffirms AKU's position as an innovative leader in education and healthcare in the country. We congratulate Dr. Kassim-Lakha on receiving this national recognition. ■

Prof. Dr. Mohammad Khurshid, Awarded "President's Pride of Performance"



Dr. Mohammad Khurshid being awarded the "Pride of Performance" by President Musharraf.

For his immense contributions to medical education and research, Prof. Dr. Mohammad Khurshid has been awarded the "President's Pride of Performance" by the Government of Pakistan. This prestigious civil award was formally conferred upon him on Pakistan Day, March 23, 2003.

Dr. Khurshid joined the Aga Khan University in 1985 as Chair, Department of Pathology and Professor of

Pathology and Medicine. He was promoted to his current position of Medical Director & Associate Dean, Clinical Affairs in 2000. He is known for his significant contributions in the development of Haematology in Pakistan and has played a leadership role in curriculum development both at undergraduate and postgraduate levels. We congratulate Dr. Khurshid on receiving this national recognition. ■

AKUH's Transition to New ISO Version

The Aga Khan University Hospital embarked upon the ISO journey in 1997-98, when six departments volunteered for certification, which was successfully accomplished in February 1999.

This effort, besides getting appreciation from all, including the Board of Trustees, motivated the remaining departments to acquire the same certification according to ISO 9002:1994 standards. After 15 months of challenging period and timeless efforts, AIB Vincotte of Belgium awarded AKUH the certificate in May 2000 with three-year validity. In the interim, 4 surveillance audits have been carried out at approximately seven months intervals.

In December 2000, the International Organization for Standardization (ISO) published its third revision of standards ISO 9001:2000, applicable from January 2001, first of which was published in 1987 and the second in 1994. New standards have been developed after reviewing many other international bodies including Joint Commission International standards, European and Australian standards for Quality. The basic difference between the previous and the current standard is that the 1994 version was inclined towards manufacturing industry, clauses of which had to be interpreted for a service organization such as ours, whereas in the new standard, this deficiency no longer exists as it includes elements of patient rights, customer satisfaction, customer feedback and surveys, environment, control of monitoring and measuring devices, continuous improvement, resource management etc.

Since the validity of AKUH certificate is until June 2003, the new standards will be enforced at the time of re-certification, due in June this year. Preparation for this has already started. Departments or Divisions do not have to prepare separate documents for JCIA and the ISO new version. Most of the documents that have been prepared for JCIA will meet ISO's needs but will only require record for conformance or evidence. Similarly, many of the entries of the previous documents can be continued as is.

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Dr. Riaz H. Qureshi promoted as Chair, Department of Family Medicine



Dr. Riaz H. Qureshi

Dr. Riaz H. Qureshi has been promoted Chair, Department of Family Medicine effective January 1, 2003. He is also the first Professor of Family Medicine in Pakistan and has been awarded for significant contributions to the field of Family Medicine.

Dr. Riaz Qureshi has done MBBS from Dow Medical College, Karachi in 1966; a Diploma in Tropical Medicine & Hygiene from London in 1968; and a Diploma in Child Health from London in 1972. He was also awarded

Membership of the Royal College of General Practitioners from London in 1977 and Fellowship of Royal College of General Practitioners from UK in 1993.

His previous experience includes a senior partnership in Family Practice in UK for 14 years and a number of Hospital positions in UK. He has also worked as a Senior Consultant and Clinical Tutor at Riyadh Armed Forces Hospital, Saudi Arabia before joining AKU in 1994. We congratulate Dr. Riaz Qureshi on his promotion. ■

Dr. Hizbullah Shaikh, Appointed Professor and Chair, Department of Pathology and Microbiology and Director, Clinical Laboratories



Dr. Hizbullah Shaikh

Dr. Hizbullah Shaikh has been appointed Professor and Chair, Department of Pathology and Microbiology and Director, Clinical Laboratories.

Dr. Shaikh did his MBBS from Liaquat Medical College, Jamshoro. His postgraduate qualifications include MRC Path, FRC Path and a Diploma in Cytopathology from the Royal College of Pathologists, London. Dr. Shaikh brings with him rich experience of over 30 years in UK, Kuwait and Pakistan.

He has previously been associated with the Department of Pathology at AKU from 1986 to 1993. Dr. Shaikh's last appointment was as Consultant/Honorary Senior Lecturer, Histopathology and Cytopathology at King's College Hospital, London. We welcome Dr. Shaikh to AKU. ■

Fundraising for Patient Welfare



Tina Sani performing at the musical evening.

The AKU Faculty and Staff Resource Development Committee organized a musical evening on February 08, 2003, to raise funds for Aga Khan University Hospital's Patient Welfare Programme. Tina Sani, the famous vocalist and the renowned and versatile artist Anwer Maqsood presented a spectacular combination of ghazals and wits to an enthralled audience of more than 700. The event was held at the AKU Sports and Rehabilitation Centre.

Speaking on the occasion, Dr. Shamsh Kassim-Lakha, S.I., H.I., President, AKU lauded the generosity of donors and well-wishers of the Hospital who had participated in the programme, and assured them that their contributions would go a long way towards assisting the financially challenged patients.

Dr. Gaffar Billoo, Chairman of the Fund Raising Committee and Chair, Department of Paediatrics also spoke on the occasion and highlighted the objectives of the Patient Welfare Programme. He briefed the audience on the mode of utilization of funds for patient welfare and about the sources of these funds. He further stated that the Hospital supports the needs of financially challenged patients through income from endowments, through revenues, surpluses of the shops managed by the volunteers, sale of greeting cards, and contributions made by satisfied patients, parents of students, faculty and staff. He said so far more than Rs. 900 million has been spent by AKUH on financial assistance to patients. The guests appreciated the excellent arrangements made for the programme. ■

British Council Special Commendation Worldaware Business Award 2002

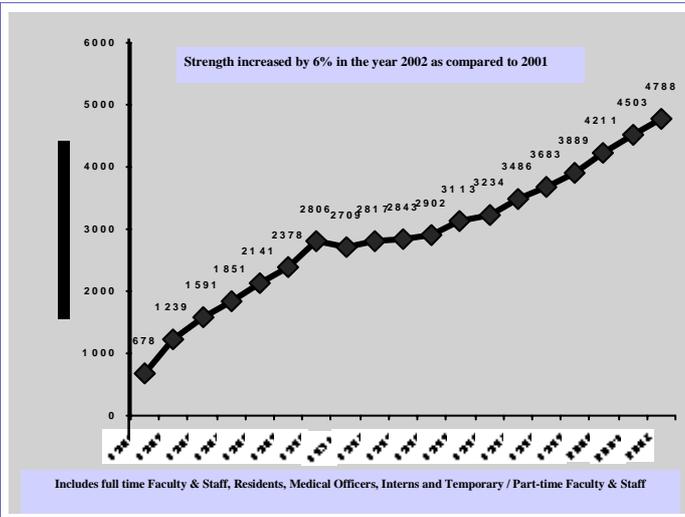
The Aga Khan University, Centre of English Language (CEL) received the British Council Special Commendation Worldaware Business Award 2002, in recognition of its contribution to "the effective transfer of English language skills and knowledge" to those nursing students who lack proficiency in English due to their disadvantaged background.

Apart from these students, the Centre also provides English language support to female students doing their diploma and degree in nursing, enabling them to access higher education in the country and abroad. CEL also reaches out to teachers and students from Central Asia and refugees from Afghanistan who are given intensive English language training, so that they are better able to serve their own communities here, in Pakistan, as well as bring about change when they return to their home country.

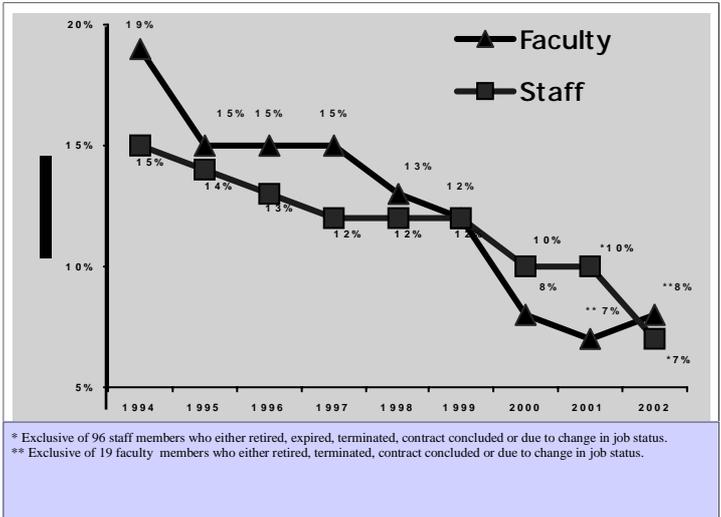
The aim of the Worldaware Business Awards, which started in 1989, is to recognize the vital role which commercial activity plays in supporting economic and social progress in developing countries of the world. Commending CEL for its 'all-round good work', the judges rated its services as 'a first-class example of the means and benefits of transferring English language skills'. ■

Human Resource Statistics - 2002

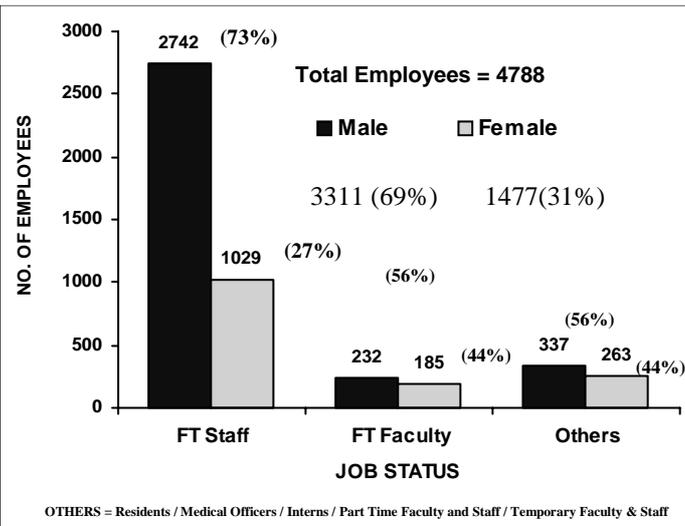
STRENGTH OF EMPLOYEES 1984 to 2002



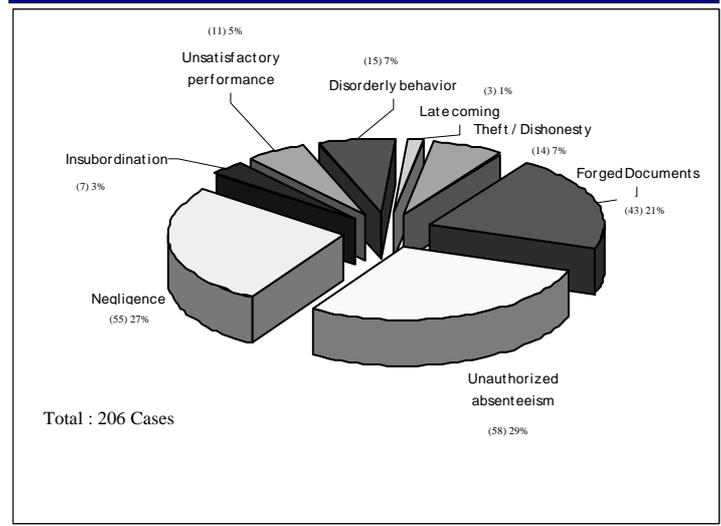
YEAR-WISE TURNOVER FULL TIME FACULTY AND STAFF



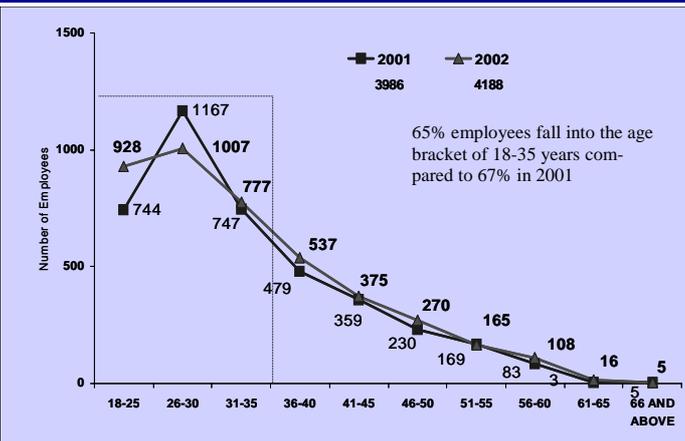
GENDER WISE BREAK UP OF EMPLOYEES



MAJOR MISCONDUCTS / INCIDENTS (OFFENSE WISE)



AGE WISE BREAK UP OF FULL TIME FACULTY AND STAFF COMPARISON OF 2001 AND 2002



KEY STATISTICS

KEY STATISTICS	YEAR 2002 (Rs. in Million)
Out Patient Medical Expenses <i>(inclusive of Rs. 1.6 million availed through direct charge system)</i>	17.06
Inpatient Medical Expenses Incurred (85%) (Approx)	53.09
Unavailed Casual and Sick Leave Encashment (approx)	5.9
Employees Old Age Benefits Contribution by the Institution	8.3
Premium paid for Group Life Insurance & Personal Accident Insurance for faculty and staff (approx)	8.9
Overtime Cost Incurred (approx)	18.9
Faculty / Staff availed Personal Loan Number of employees availed 399	8.7
Faculty / Staff availed Provident Fund Loan Number of employees availed 780	31.0
Faculty / Staff availed Car Loan Number of employees availed 32	6.7
Major Misconducts / Incidents handled by Personnel	206 cases

Best Practice Milestones

Under the leadership of Mr. Hakim Ali Khan, Director Maintenance and Lt. Col. Salim Ur Rehman, Manager, Safety & Security the Safety Committee is working with zeal and enthusiasm to conform to the requirements of Joint Commission International (JCI) Standards. This effort was acknowledged by Mr. Bruce Frederick, team leader of Joint Commission surveyors' team, in the closing meeting during their visit to AKUH for pre-assessment in May 2001, wherein the concluding remarks, Mr. Frederick stated that the level of preparation of AKUH on the Facilities and Management Systems (FMS) Chapter was extremely professional. Besides his encouraging comments, Mr. Frederick was also impressed with the policies, procedures and their level of implementation and record keeping and took with him a number of samples relating to Maintenance Division and Safety & Security Department.

We have now been informed by Mr. Cherie Ulaskas, Manager, Joint Commission Resources that from the samples that Mr. Frederick submitted as good practices, and which are implemented at AKU, the policy on Facilities Inspection and its check list has been approved by the Joint Commission Resources as **best practice**. This will now be used as a guide by the Commission for those organizations, preparing for accreditation or looking for further improvements.

We congratulate the entire team of the Safety Committee, members of Maintenance Division and Safety & Security department on this great achievement, who are becoming role models for other departments of AKUH, preparing for the JCI accreditation. ■

Strategic Planning Workshop

With a need to highlight the importance of the strategic planning process a full day workshop for health care leaders was organized on Strategic Planning by the Training and Organizational Development Department. Three iterations of the same workshop were held on January 31, February 1 and February 15, 2003 respectively. A total of 107 participants attended the workshop.

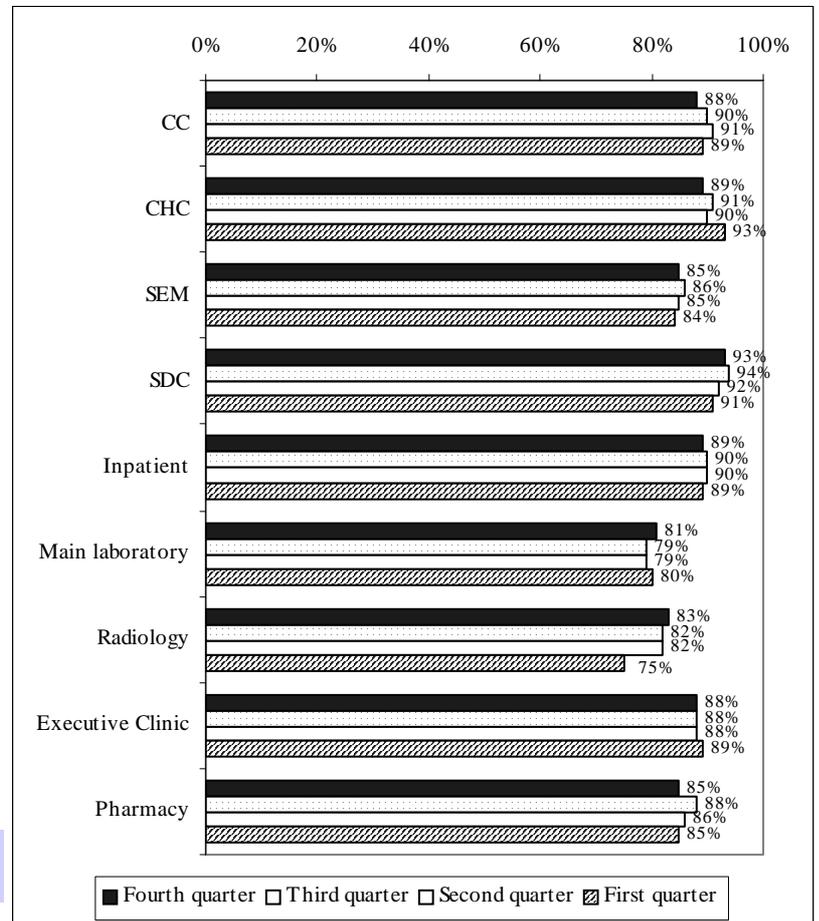
The workshop was conducted by Dr. Jamshed Khan from the Lahore University of Management Sciences and was a requirement of the Health Sciences Centre Committee which is presently involved in the strategic planning process. ■



The Strategic Planning Workshop in progress.

Patient Satisfaction Surveys – 2002

Average satisfaction ratings for the fourth quarter of 2002 against the third, second and first quarter of the same year are given below:



JCIA Survey Process

AKUH is currently preparing itself for Joint Commission International's (JCI) accreditation by the last quarter of 2003. The JCIA survey process comprises of a survey team, composed of an administrator, a nurse, and a physician. The length of the survey will depend on the scope and volume of services that the organization provides and generally varies from two to five days.

The survey team is composed of an administrator, a nurse, and a physician. The length of the survey will depend on the scope and volume of services that the organization provides and generally varies from two to five days. An Opening conference, which is generally limited to 30 minutes, will review and confirm the tentative survey agenda.

Document Review

The survey team reviews documents that will orient them to the way the hospital functions. These documents focus on the hospital's performance and includes committee minutes, reports of measurement and assessment activities, reports to medical staff, hospital committees, and the governing body and by-laws, planning documents, and other evidence of performance.

Interviews with Hospital Leaders

Surveyors interview hospital leaders early in the survey to see how the senior leaders work together to plan, design, implement, and improve patient care services. Other interviews examine the specific roles played by hospital administration, by medical staff and nursing

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Change from Quaternary Ammonium Compound to Sodium Hypochlorite



Quality Circle in Clinical Laboratory saved Rs. 35,748 by changing disinfectant from Quaternary Ammonium Compound to Sodium Hypochlorite. ■

Leadership Development Workshop

A six day Leadership Development Workshop was organized by the Training and Organizational Development Department for senior faculty and staff to enhance their leadership potential. The workshop was aimed at building capacity from within the institution so that the existing faculty and staff mix is able to cater to the additional needs emerging with the fast paced growth of the Institution. A total of 25 participants attended the course.

The course was facilitated by a team of professionals from AKU and one from Lahore University of Management Sciences. The participants covered modules on Leadership Roles and Responsibilities, Strategic Planning, Operations Management, Conflict Management, Quality Management, Financial Management, Marketing Management, Information Management and Human Resource Management. ■

Delays in Echo Reporting



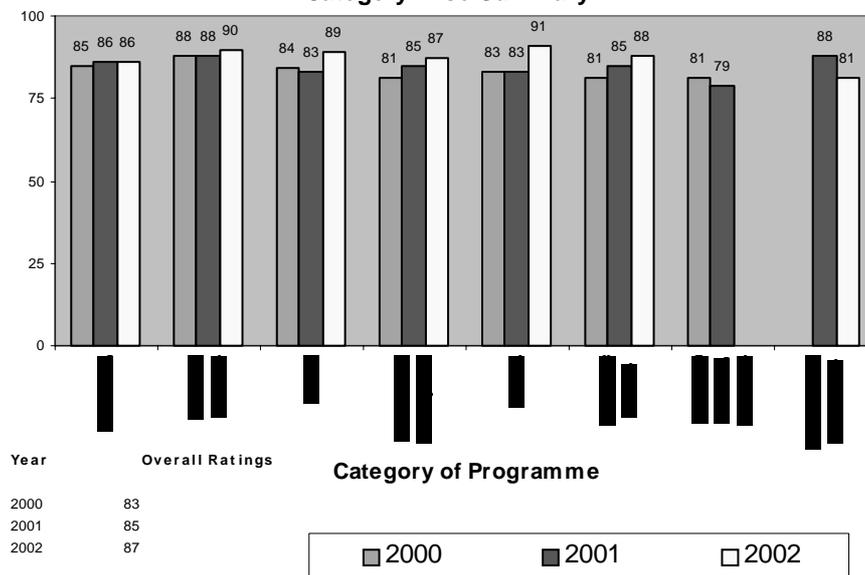
Quality Circle in Cardiopulmonary Diagnostic Services managed to increase the turnaround time of Echo reports dispatched within 5 working days from 43% to 83%. ■



Participants of the Leadership Development Workshop.

Customer Satisfaction Survey Report

Training & Organizational Development Department Customer Satisfaction Ratings Category Wise Summary



The Aga Khan University (AKU) believes in continuous learning and provides its employees with the opportunities to grow personally and professionally through various departments.

Training & Organizational Development Department (T&OD) is one such department, which is responsible to cater to the needs of over 5000 employees working at Aga Khan University. T&OD designs and conducts trainings to enhance managerial effectiveness of faculty and staff by bringing about change in their knowledge, skills and attitude.

The impact of training is regularly evaluated to analyze the effectiveness. The responses and feedback of employees is compiled and appropriate actions are taken in order to improve the quality of the programmes. Below is a graphic representation of the average customer ratings for the year 2002 against 2001 and 2000. The main reason for the improvement in training is the implementation of over 500 suggestions which we receive from participants every year. ■

Face to Face with Mr. Sherali Ferozali Razwani Director Finance

How would you describe yourself?

Basically I am a simple person who lives his life with a vision embedded to it.

Most notable achievement to date:

Creating harmony and a caring atmosphere within the Finance Division and my appointment by His Highness the Aga Khan as the Chairman of Shia Imami Ismaili Conciliation and Arbitration Board for Pakistan.

Your Strengths:

My faith is my utmost strength and the second is my family.

Personal goal:

To be prudent in my performance, ready to accept challenges, work for the betterment of institution and for the community as a whole.

Professional goal:

To ensure Finance Division is looked upon as a partner to AKU regarding all ventures and initiatives and is regarded as being helpful to the organization, faculty and staff. It is, but, perceived differently.

Hobbies:

Reading newspapers, watching social and political talk shows, taking a walk and playing Table Tennis and badminton.

Favorite Food:

Lassan Key Ladoo made by my wife. ■

Your Family:

I have a very understanding family. My wife is an M.Sc in home economics and is teaching as an Assistant Professor. I have four children, Sabina, who is an MBA, Naeem, doing his BCS 3rd semester, Shyrose, is in higher secondary school and Abid, who is in grade VI.

Your philosophy in life is:

To live life in a complete and balanced way in which internal satisfaction and happiness of my family is always there. To be helpful to others in whatever way one can.

What do you fear the most?

To indulge in politics and self-ego.

What motivates / inspires you?

New and innovative ideas that are practical and doable.

The one talent you wish you had:

Sing a song with melody.



If one were to ask your wife to describe you in one sentence what would she say?

A polite, caring and understanding husband, but too engrossed with office and community commitments.

What upsets you?

People who lie and support the wrong doers.

Views on Pakistan:

Pakistan is a great country. It is the stepping stone behind all that we are today. This country owes us our loyalty and each one of us should make sure to give that to her. With the change in governance demonstrated by state, if sustained, we will become a prudent country in the Muslim Ummah and around the world.

Best moment of your life:

When I qualified my Cost & Management Accountant Examination (ICMA) in 1974 and got my Fellowship.

What gives you the greatest pleasure?

When my children excel in what they do, be it academic, extra curricular or social work.

What do you really like about AKU?

AKU started from scratch with a vision to do things differently to contribute to health, education and welfare of people. Ever since its establishment, it has never backed out, nor compromised on its integrity and never lost sight of its vision despite the obstacles that time brought.

Your experience as Director Finance:

My job is challenging and exciting. I have not restricted myself to finance only. We play the role of a partner to the institution; contribute financial and managerial help in academic and programmatic expansion activities in the institution. We are trying to create the atmosphere of financial discipline for sustainable growth among the Faculty and Staff.

Message to AKHUWAT readers:

Always remember, be true to yourself and others around you. And never forget the aspect of religion in your life, as it is the real source of power and happiness.

Take ownership of the task assigned to you and be vigilant to the progress as well as constraints that occur outside AKU as well. ■

Department Profile — Cardiopulmonary

Early diagnosis of cardiac diseases plays a vital role in the treatment of heart problems. It not only provides the guidelines to doctors for deciding the course of treatment for their patients, but also gives prior warning to the patients for improving their lifestyle and taking preventive measures for minimizing the risk of heart attack.

The Aga Khan University Hospital offers state-of-the-art cardiopulmonary diagnostic services with special emphasis on promptness of service and accuracy of results. Cardiopulmonary diagnostic services started functioning in December 1985 with a view to provide diagnostic services to all outpatients and inpatients. Following are the most commonly performed tests available at the Cardiopulmonary department:

Resting Electrocardiogram (ECG)	Pacemaker Clinic	Ambulatory ECG (Holter) Monitoring
	<p>This is a unique service provided by the department for the benefit of patients who require permanent pacemakers. When the heart does not generate electrical impulse, necessary for the functioning of the heart, a pacemaker which is a sophisticated electronic device is attached to the heart. A regular check-up is important to ensure that the pacemaker is functioning effectively. ■</p>	
<p>The ECG is the most commonly performed cardiac (heart) test. This test is commonly used for basic evaluation of the heart by placing electrodes on the limbs and chest. The electrodes transmit signals to the ECG machine, which produces a graph indicating the status of the heart. Approximately 10,530 patients visit this department every year. ■</p>	Stress Echocardiogram	<p>Ambulatory monitoring is done to record a patient's ECG for a prolonged period of time. The purpose of ambulatory monitoring is to look for evidence of problems that are not apparent when a standard ECG is performed. In this test, continuous ECG recordings are obtained from a device worn by the patient. It is suitable for patients with symptoms like palpitations, giddiness or fainting spells. Approximately, 25 patients visit this section every month. ■</p>
Transesophageal Echocardiogram		Exercise Tolerance Test (ETT)
<p>TEE is done when we can not get adequate information about heart with transthoracic echo. It is performed by passing a tube through patient's mouth into the food pipe which is very close to the heart. By using ultrasound waves, which are not felt and are harmless, a motion picture is made of the patient's heart. This motion picture is recorded on videotape. ■</p>	<p>A Stress Echo is a non-invasive test and is performed under doctor's supervision. There are two forms of Stress Echocardiogram. If you are able to exercise vigorously on a treadmill, an exercise echocardiogram will be performed. The second method of stressing the heart is with administration of special medication intravenously that simulates exercise. This test helps the doctor to evaluate the supply of blood and oxygen to the heart. If the patient has had a heart attack before, it can also tell whether some heart tissue is still viable in that area. It also evaluates the irregular heart rhythms, exertion, and how quickly the heart recovers after exercise. ■</p>	
Pulmonary Function Test (PFT)	Adult / Pediatric and Fetal Echocardiogram	<p>Exercise tolerance or treadmill test is the most common, low cost stress test used to assess the response of the heart to increased workload. This test is done while you walk on a treadmill. During the test, an electrocardiogram records the electrical activity of your heart. Approximately 2,600 patients visit this section every year. ■</p>
	<p>In this procedure, images of the heart are obtained through ultrasound to diagnose and manage heart diseases in the adult, fetus, newborns, infants and children, and are recorded on a videotape which is studied by the Cardiologist. Approximately 5,200 patients visit this section annually. ■</p>	Training Programme
<p>Pulmonary function testing (PFT) is one of the basic tools for evaluating a patient's respiratory status. It is also used for pre-operative evaluation, managing patients with known pulmonary disease, and quantifying pulmonary disability. It offers services for Spirometry, Bronchodilator Reversibility, Lung Volumes and Transfer factor. In addition, facilities for pulse oximetry and six minute walk test are also available. Approximately 1,950 patients visit this section annually. ■</p>	Training Programme	<p>The Department offers basic and advanced training programme for non-invasive cardiology technologists that varies from 6 months to 24 months. A six-month training programme is also offered in the area of pulmonary function tests. Currently there are 12 fully trained technologists working in different areas of cardiopulmonary department. All the reports are provided to the patients within 3-4 days. ■</p>

Proud to Announce

Health Information Management Services Appreciation Evening 2002



The Health Information Management Services (HIMS) Team

Health Information Management Services celebrated its 11th Appreciation Evening on Wednesday, February 26, 2003, at the AKU auditorium. Dr. Col. Rashid Iqbal Khan, Administrator Kidney Centre, was the Chief Guest on the occasion. Other guests included our DG & CEO AKUH, Medical Director, Dean FHS, Chairman, HIMS committee, Clinical Chairs, Sr. Directors, Directors, HIMS Committee members and Department Heads.

The programme commenced with the recitation of verses from the Holy Quran, followed by the welcome address by Dr. Wasim Jafri. Mr. Aslam Jindani, in his speech highlighted some of the accomplishments of the department and praised the HIMS team for its outstanding performance. Dr. Col. Rashid Iqbal Khan also highlighted the importance of health information in healthcare.

An ingenious plan was implemented to actively involve the audience in the ceremony. Enclosed welcome notes were handed over to the guests along with eight lucky slips mentioning department achievements for 2002. These achievements were then highlighted on screen and the lucky winners were called on the stage to receive their gifts.

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Congratulations to...

Dr. Syed Mairajuddin Shah, Manager CME and FHS Administration, for passing the Certified Quality Manager (CQMgr) Examination of the American Society for Quality (ASQ). Presently there are only six CQMgrs in Pakistan.

Mr. Amir Rajani, Senior Health Information Officer II, Health Information Management Services for successfully earning the Registered Health Information Technician (RHIT) credential. He was sponsored by the Institution for the programme. Only few Pakistanis hold this credential.

Mr. Talat Azad, Tutor, Special Needs, AKU-IED for being awarded Gold Medal and Certificate of Merit (first position) in M.Se (Masters in Special Education) from the Karachi University

Syed Shahzad Ahmed, Boiler Operator in Maintenance, for being awarded M.Phil degree in Geography. He has also achieved post graduation diploma in Public Administration as well as Boiler Engineer class 1 from Ministry of Industries in 2002. Shahzad is one of the three persons who has qualified as Boiler Engineer, Class 1 from Sindh. ■

Commitment through Innovative Thinking

Mr. Salim Bharmal of Maintenance has suggested ways for saving more than Rs. 1.0 million to the Institution. All the suggestions were implemented after a detailed study by a team of Engineers in the Division. His dedication and commitment has not only earned him laurels from the Director Generals but his continuous outstanding achievements have made him Senior AC Mechanic from a Helper since 1984.

Mr. Hameed Hassan Ali Dhanani, Administrative officer, AKU-IED, has taken great initiative in getting AKU-IED an exemption with respect to sales tax and income tax on its electricity bills. This exemption has been obtained on the basis of a general exemption to AKDN institutions some time back. This will result in savings to the institution of Rs. 500,000 per year.

Online transfer of Lab Reports Using Internet – AKUH Clinical Laboratories with the help of IT Systems has implemented the system of transferring lab reports over a secure connection using Internet. As a result, original lab reports of patients are now being printed directly in all Phlebotomy Centers as well as in all Stat Laboratories across Pakistan. As soon as the reports are ready in the main Lab Karachi, they are transmitted via Internet to respective Collection Points all over Pakistan where they can be printed immediately. This service has helped in reducing turn around time at least by one day for all 39 Phlebotomy centers across Pakistan. Ms. Siddiqua Maniar and Mr. Ahmer Hassan from Clinical Laboratories while Mr. Azfar Saeed and Mr. Asad Abbas Rizvi from IT Systems were the key members whose hard work and commitment made this online transfer possible.

On-line Exit Checklist – The process of obtaining clearance for settlement of dues by employees leaving the Institution has been improved and simplified, by introducing the 'On-line Exit Checklist'. As a result our departing employees have been saved from the hassle of physically visiting and obtaining clearance from 10-12 departments. ■

Cardiology and Cardiac Surgery Appreciation Evening

The Combined Cardiology and Cardiac Surgery appreciation evening was held for the second running year on Friday, February 21, 2003 at the Aga Khan University Sports and Rehabilitation Centre, Pool Side.

The programme was a real success, as it was not only attended by the eminent cardiologists from the city but major Corporate Clients and Heart Club members were also invited to participate in the Appreciation Evening. Tokens of appreciation were presented to the Corporate Clients and Heart Club members for their valuable input and services to the cardiology programme.

Dr. Khawar Abbas Kazmi and Dr. Shahid Ahmed Sami gave a brief presentation on the cardiology programme. Mr. Nadeem Mustafa Khan and Prof. S. M. Rab also addressed the gathering.

Best performance awards were distributed among faculty, fellows and staffs of Cardiac Programme. These awardees were those who had received the highest score in the balloting (30%), input from the faculty (35%), and unit incharges (35%). Training certificates were also given to the Cardiopulmonary Technologist who completed their training during the year 2002.

The programme concluded with a vote of thanks and dinner, followed by a musical programme by Rahim Shah, the popular singer of Pakistan. This programme was enjoyed by everyone. ■

Quote

Whatever you do, do it in the best way you can.
- Daily Inspiration by J.P. Vaswani

Housekeeping Department celebrates 16th Pride of Performance Award Ceremony



Housekeeping Department with Mr. Nadeem Mustafa Khan, Mr. Hakim Ali Khan & Mr. Deedar Ali N. Punjwani.

The 16th Pride of Performance Award ceremony of Housekeeping Department was held on December 20, 2002 at the AKU Auditorium. The event was organized to recognize and award outstanding performance in terms of quality of work, attendance, punctuality, professional competency and honesty.

Mr. Nadeem Mustafa Khan, chief guest on the occasion distributed 3 Merit certificates and 10 commendation letters to the staff based on their outstanding performance during the year 2001.

Outstanding Performance (in order of merit)

Ms. Nasreen Rani, Housekeeper, II
Mr. Riaz Boota, Housekeeper II
Mr. Younus Yousof, Housekeeper I

Honesty Certificates (in order of merit)

Mr. Arif Sardar, Housekeeper I, recovered valuables worth Rs. 8,000
Mr. Santosh Naji, Housekeeper I, recovered valuables worth Rs. 7,000
Mr. Bishan Kumar, Housekeeper I, recovered valuables worth Rs. 5,000

During the year 2001, 82 Housekeeping staff found valuables worth Rs. 97,770 working at several locations at AKU. Based on the value of the items returned, 13 employees were awarded certificates for their act of honesty. Certificates for 1st, 2nd and 3rd position for honesty were distributed by Mr. Robert (Rafiq) J. Noon, Campaign Director, and rest were distributed by Mr. Hakim Ali Khan, Director Maintenance. The function ended with refreshments at the poolside. ■

World Jamboree

Karim Ashraf, Secretary in the President's Office was nominated by the Pakistan Boy Scouts Association to attend the 20th World Scout Jamboree in Sattahip, Thailand from 28 December 2002 to 7 January 2003. Karim, who is working as District Joint Secretary, Ismaili District Boy Scouts Association, Karachi, was a staff member of a scouts contingent: 45 scouts and 8 leaders from Pakistan. The World Jamboree, held every four years, was attended by more than 24,000 scouts - girls and boys, leaders and staff from 147 countries and territories. Opened by the Crown Prince of Thailand, the event with a theme of 'Share our World, Share our Cultures' offered a very busy programme of activities with lots of fun opportunities to develop new skills, make new friends, and to help people in nearby communities. Karim actively participated in discussion groups and workshops at Scout Leaders level, besides regular administrative support to the Pakistan contingent. ■

First Regional Professional Development Teachers' Forum

The Professional Development Centre, East Africa, in collaboration with AKU-IED and Aga Khan Education Service (AKES) in East Africa held the first regional Professional Development Teachers' (PDT) Forum in Dar-es-Salaam, Tanzania from January 31 to February 1, 2003.

The forum brought together 40 participants and was a follow-up to an earlier meeting held in Entebbe, Uganda on 11 November 2002. The purpose of this forum was to bring together all stakeholders involved in the work of PDTs, discuss issues arising from PDTs work in the PDC and in the schools and to chart a way forward in terms of future roles of PDTs in the school and the PDC.

The forum was planned and structured as a two-day semi-academic forum. Four papers were presented on expectations of various stakeholders from PDTs. Presenters included PDTs, AKES, PDC/IED, and Government. Two other papers outlined the implications of regionalization of AKES in East Africa and the internationalisation plans of the AKU-IED. ■

Refresher Course for Operating Room

A Refresher course was held for the staff of Operating room, Surgical Day care, Labour Room, and Aga Khan Hospital Nairobi, Kenya. This course was conducted for the very first time in the history of AKUH Operating Room.

This four-month programme concluded in December 2002 and consisted of 122 hours, both practical and theoretical.

The purpose of this programme was to provide staff with a standard platform to refresh their knowledge by providing them updated information and help them develop their professional skills through their experiences.

The programme highlighted basic anaesthesia care for patients in Operating room, basic care for Post Operative Anaesthesia Recovery and emphasized on enhancing teamwork between staff of Operating Room, Recovery and Anaesthesiology. ■

Universal Children's Day

The Child Health Interest Group celebrated "Universal Children's Day". An awareness program on "Child Sexual Abuse" (CSA) was organized jointly by the Child Health Interest Group and Non Government Organization of Lawyers Human Rights and Legal Aids (LHRLA).

Jacoline Sommer, Chair of the Child Health Interest Group welcomed the guests and highlighted the importance of "Universal Children's Day". She said that this is the day to recognize the basic dignity and rights of children.

Dr. Gaffar Billoo, Chair, Department of Paediatrics and Chief Guest, emphasized the need to continue the efforts to bring awareness among people. He pointed out that a multidisciplinary approach is mandatory to deal with this problem effectively.

Dr. Ayesha Mihnaz, Associate Professor, Dow Medical College, speaking on this event stated that few years ago CSA was taboo to discuss but now is the time to accept the reality and to find out ways to combat this heinous crime. Ms. Arusa Lakhani, Senior Instructor, AKU-SON, said that nurses can perform a vital role in providing psychological support to the victims. Dr. Zeenat Essani, Director, Institute of Child Health stressed the doctors to have a suspicious eye for a child who comes with vague history of illness. Mr. Zia Awan, lawyer and President of Human Rights, shared the available legal support for the victim on the condition to report the case. The event concluded with a panel discussion. ■

Happenings

Dinner to honour the Donors of the Oncology Services Building



Audience at the Oncology Services' Donor Recognition Ceremony.

On February 01, 2003, a ceremony was held to honour and recognize the donors of the Oncology Services Building at AKU. This much needed facility will have state-of-the-art comprehensive services to diagnose, combat and treat cancers through most modern techniques. Out of the total cost of Rs. 456 million, an amount of Rs. 240 million is to be funded through donations consisting of 48 units of Rs. 5 million each. Of this, more than 40 units amounting to over Rs. 200 million have already been pledged by a cross section of multinational, national and local companies and individuals.

The event was attended by donors to the proposed facility as well as some key members of the corporate community. Dr. Shams Kassim-Lakha, *H.I. S.I.*, speaking on the occasion, acknowledged the generous support of donors to the new building as "a prime example of philanthropy in action". Dr. Shaista Masood Khan, Professor, Department of Surgery and Chief of General Surgery gave a moving presentation on "Cancer and cancer treatment in Pakistan", which was highly appreciated by the audience. Mr. Shaukat Aziz, Advisor to the Prime Minister for Finance, Revenue, Economic Affairs, Planning, Development and Statistics, Government of Pakistan, who was the chief guest on the occasion, stated that a partnership between Pakistan's public and private sectors is the most effective way of fighting poverty. He further stated that the Oncology Service Building was a very valuable addition to AKUH, and

acknowledged the generosity of all donors, whose contributions would bring high quality, comprehensive care to cancer sufferers in Karachi as well as in the rest of the country.

The construction of the facility will begin shortly and is expected to be completed in two to three years time. The 27,000 square feet Oncology Services Building will offer cutting-edge diagnostic and treatment services, as well as training and research programmes. ■

English Language Programme for Syrian Inspectors at AKU-IED

AKDN, through AKU-IED, has decided to work closely with the Ministry of Education, Syria to design some professional development programmes for improving practices of English language Inspectors to enable them in assisting teachers in English language teaching and enhancing learning process at the classroom level.

This was initiated by AKU-IED through conducting a



Participants of the workshops along with Dr. Robert Baker, Dr. Muhammed Memon and other faculty members.

Certificate in Education (English Language) from December 9, 2002 to January 31, 2003 for 20 Syrian Inspectors and teachers. The overall aim of the programme was to help inspectors in English in re-conceptualizing their role as pedagogical leaders and to equip them with relevant strategies for providing maximum professional support for English language teachers in classroom setting in Syria. ■

Quote

Look up, not down. Look forward, not back. Look out, not in, and lend a hand. *Leadership with a Human Touch*

Asthma Awareness Programme

Asthma is a serious public problem through out the world. According to the World Health Organization (WHO) estimation, up to 150 million people in the world are suffering from this disorder and every year 180 thousand people die due to this diseases.

In order to counteract this perturbing problem, an Asthma Awareness Programme was held at the Aga Khan University Hospital on Thursday January 16, 2003.

The programme was organized by Ms. Farida Dattoo, Head Nurse, Community Health Centre and Ms. Mehrunissa Kabani, Register Nurse, Consulting Clinics and was facilitated by Pulmonologists and nurses of the Consulting Clinics.

Dr. Javaid Khan, Professor, Department of Medicine, highlighted atmospheric pollution, increased exposure to tobacco smoke and changes in dietary habits as some of the major reasons for the alarming rise in the number of Asthma cases in Pakistan.

Ms. Khurshid Khowaja, Director, Nursing Services, emphasized on the need for trained and specialized Asthma nurses in Pakistan. She further highlighted the need to educate patients on the appropriate use of inhalers. The programme was concluded with a panel discussion. ■

Open Learning at AKU-IED

Open Learning Courses offered at AKU-IED is based on the goals of increased flexibility in learning and increased access and independence for learners. These courses may be conducted on campus or by distance education, where students are provided with learning materials to study in flexible learning mode. The main benefit of distance education is, that it gives people in remote communities or those who face job and family restrictions equal access to quality education. AKU certifies these courses in the same manner as face-to-face courses.

Lately two M.Ed. electives were offered through Open Learning mode on *Inclusive Education for Children with Special Needs* and *Environmental Education* and Distance Education Certificate in Education course in *Environmental Education* started in December 2002 and is currently underway with students in various parts of Pakistan, Central Asia and East Africa. A course on *Information and Communication Technologies for Educators* is expected to be offered by April 2003. For more information log on to website, <http://www.iedolu.net>. ■

Happenings

Workshop on Infection Control



A session to enhance the practical applicability of the participants during the workshop

A 6-hour workshop on Infection Control was held on Saturday, February 22, 2003. The purpose of the workshop was to review policies related to infection control and on the practical applicability of infection control in Recovery room. The programme focused on how to develop an insight among the staff to create a safe

environment for patients including the skill of suctioning, dressing and hand washing.

Participants included staff from Recovery Room, Operating Room, Surgical Day Care and students from AKUSON. ■

Working Group for Women (WGW) AKU Celebrated International Women's Day

Working Group for Women this year organized three programmes to celebrate the International Women's Day. The purpose was to create awareness about different roles played by women, how they can achieve success in their career as well as in their family and how to fight against the evils in society. A positive message was conveyed that for empowerment of woman, the man's role as a partner and supporter is essential.

The first programme was held on February 28, 2003 with the name "Hidden Talent", organized by the house keeping staff on the theme "I am a woman". It was largely attended and whole heartedly applauded.

A second programme was held on March 10, 2003 "Heart to Heart Talk" with successful career women on "How you reached where you are today" On the panel were Ms. Anita Ghulam Ali, former Minister, Ms. Mehtab Akber Rashidi, Secretary Information Govt. of Sindh, Dr. Yasmin Amarsi, Dean School of Nursing, AKU, Ms. Talaat Tayabji, Director Marketing and Public Affairs, AKU, Ms. Khushbakhat Shujaat, compare and Educationist and Ms. Haseena Moin, T.V Drama writer. The show was conducted by famous T.V compere Saniya Saeed.

The third and last programme was a play titled "Bari" by Ajoka Theatre held on March 21 and 22, 2003, in collaboration with NGO WAR. ■

AKHUWAT Committee

Chair

Navroz H. Surani

Members

Afroz Ali Merchant

Faisal Siddiqui

Firdous Jahan (Dr)

Hussein Hassanali Haji

Novera Shamim

Tanveer N. Noorani. ■

Asjaeen Masooma

Farah Kaleem

Gulzar S.Lakhani (Dr)

Nafisa Dossa

Shamim S. Nayani

Workshop on Staffing Model

A workshop on Staffing Model was organized by the T&OD Department for the management staff to create an awareness regarding staffing, with respect to the Joint Commission International Accreditation (JCIA) requirement. Two iterations of the same workshop were held on February 7 and 10, 2003. A total of 60 participants attended the workshop.

The workshop focused on the importance of having a staffing model for each department and the next steps in developing of such a model. A real life example of the staffing model implemented in the nursing services was also shared by the Director Nursing. ■

Tribhuvan University Rector Visits AKU-IED



Dr. Shamsh Kassim-Lakha, Dr. Robert Baker and Dr. Muhammad Memon share views with the Nepali team.

Professor Prem Raj Pant, Rector of the Tribhuvan University in Kathmandu, Nepal, accompanied by University's Registrar visited AKU-IED on December 10, 2002. The Director of AKU-IED, Dr. Gordon MacLeod, Director AKU-IED, and Dr. Muhammad Memon, Head of Professional Programmes of AKU-IED, warmly welcomed them.

The Nepali team was given a short presentation on AKU-IED and its current and future programmatic and research activities. They were informed that the purpose of AKU-IED's programmes was to enable participants to reconceptualise their role as reflective pedagogical leaders and practitioners for enhancing the quality of education in their own context.

Professor Pant was inspired by AKU-IED's innovative approach to teacher education programmes and reflected that Nepal could benefit from AKU-IED experiences in the area of teacher education and educational leadership and management. He showed interest in sharing resources and indigenous knowledge between both the institutions so that they could benefit from different experiences. They also participated in a meeting, chaired by AKU President Dr. Shamsh Kassim-Lakha S.I.,H.I., Dr. Gaffar Billoo and Dr. Muhammad Memon were designated liaison persons for exploring networking between AKU and Tribhuvan University. ■

New Projects and Dedications

Khimji Building



The **Khimji Building** for Cardiac Services will be fully commissioned in May 2003 along with the relocation of the Central Sterile Services Department (CSSD), while conversion of the existing coronary care units (CCU) to Coronary Intensive Care units (CICU) and some minor changes to the existing operating theatres on first floor will be completed by October 2003.

This Building named after the Khimji family, who donated \$3 million for the programme, houses three operating rooms, 16 CCU, teaching rooms, and ancillary facilities such as, on-call rooms for doctors, staff

Women's Residences



The structure works of the **Women's Residences** were completed last November and finishing works are in progress. A complete mock-ups of both the single rooms and studio apartment were completed in March. All the remaining 138 rooms and 12 studio apartments will be completed with similar finishes. ■

Faculty of Arts and Sciences

The physical facilities planning of **Faculty of Arts and Sciences**, planned to be constructed on 560 acre site just outside Karachi, started in July last year. The project site is located on the Link Road connecting the Super and National Highway, about 50 Kilometers North East of the AKU's Stadium Road Campus. This area has been designated as "Educational City" by the Sindh Government. A facilities planning consultant from USA, Dober Lidsky Craig Associates, was appointed to provide the space plan for the facility. This Space Plan will be an essential tool for the Architectural Firm for master planning, architectural and engineering design. The Board of Trustees in its meeting in April 2003 will review the space plan and select an Architectural Firm. The facility is planned to be completed in July 2007 for the first session to begin in October 2007. ■

Power Generation Plant



The **Power Generation Plant** as seen above was commissioned on March 31, 2003. The power plant houses two 1.5 megawatt natural gas powered generators along with two standby diesel generators, 1.0 megawatt each. The plant is now operational supplying economical power to over 60% of the campus. ■

Other Construction News

The design work of the **Oncology Services Building** was awarded in March for completion in October 2003. The tenders will be floated in November for award of the construction contract this year. The building is scheduled for commissioning by November 2005.

Planning for future facilities and utilities projects is a continuous process and currently the **Laboratory Building** and **Office Building** are in their initial design phases.

Construction of the **AKUH Clifton Medical Services** building is proceeding at a fast pace. The building is expected to be completed on schedule by September 2003 and will be commissioned by October 2003. ■

Phlebotomy Station



A **phlebotomy station** at Saddar was completed in record time. The new station in the same neighborhood was completed in less than 6 weeks against a normal time of 20 weeks. Construction staff worked round-the-clock thus avoiding loss of revenue due to closure of the facility. Ms. Siddiqua Maniar, Manager Clinical Laboratories performed the ribbon cutting ceremony on January 27 and Mr. Aslam Jindani, Director Outpatient, Diagnostic & Offsite Service, gave away certificates to those who made it possible to

Squash Tournament 2003



Winners of the squash tournament.

The AKU Faculty & Staff Sports and Recreation Committee in collaboration with the Sports & Rehabilitation Centre organized its first ever Squash Tournament 2003. A total of 20 participants registered for the Tournament. The Tournament started on February 22, 2003 and was organized on a knock out basis, best of three games. The semi-finals were held on February 23, 2003 and were played between Dr. Kamran Hameed,

Consultant, Department of Medicine and Dr. Asad Saeed, Consultant, Department of Medicine and Dr. Ahsan Ahmad, Research Fellow, Department of CHS and Dr. Haroon-ur-Rashid, Instructor, Department of Surgery. The Semi-Finals were won by Dr. Asad Saeed and Dr. Ahsan Ahmad.

The Final match was played on February 28th, 2003 between Dr. Asad Saeed and Dr. Ahsan Ahmad. Dr. Riaz Qureshi, Professor and Chair, department of Family Medicine and Convener, Faculty & Staff Sports and Recreation Committee was the Chief Guest. It was a best of five game and was won straight by Dr. Ahsan Ahmad by scoring 15-12, 15-7 and 17-16.

The winner and runner-up shield was distributed by Dr. Riaz Qureshi to the finalists. ■

1st Inter School/Collegiate Basketball Tournament 2003



The captain receiving the winning trophy from Dr. Robert Baker.

The AKU Sports Centre organized its 1st Inter School/Collegiate Basketball Tournament 2003 from January 27, 2003 to February 02, 2003 at the Sports Centre Gymnasium. Ten Teams from reputable Institutions: St. Michael's Convent School, Beacon House School (Jubilee Campus), Aga Khan Higher Secondary School, The Lyceum School, The International School, DHA Public School (O&A Levels) K.N. Academy, Foundation Public School, Shahwilayat Public School and Aureole High School participated in the tournament. The objective to hold this event on a school level was to give the youth an opportunity to have access to the AKU Sports Centre facilities.

The opening match was played between The Lyceum School and Shahwilayat Public School. Dr. Farhat Abbas, Acting Dean, Aga Khan University Medical College inaugurated the tournament. The final match was played on February 02, 2003 where DHA Public School (O&A Levels) beat The Lyceum School by 11 points and lifted the AKU Sports Centre Inter School/Collegiate Basketball Trophy.

The Chief Guest Dr. Robert Baker, Provost, The Aga Khan University presented the Winning Trophy. Individual prizes were also distributed to all the finalists' team members. Mr. Riaz Akbar Contractor, Manager Sports Centre presented souvenirs to the Tournament Technical Officials and thanked the school teams for their enthusiastic participation. ■

Forthcoming Activities

April 2003
Snooker/Billiard

May 2003
Tape Ball Cricket Tournament

June 2003
Table Tennis Tournament

Sports Injury Clinic



Management of knee injury at the Sports Injury Clinic

The Advance Rehabilitation Services at Sports Centre serves for better health and fitness through their cardiac, neurological, orthopedics and fitness programme. Now in collaboration with Orthopedist and Nutritionist it is offering a modern and progressive Sports Injuries Clinic, catering for sports injury prevention and rehabilitation.

The clinic, through the use of latest equipment offers a wide range of therapeutic exercises and a multitude of modalities to help patients return to an active and healthy lifestyle enabling them to play sports again.

Sports Injury Prevention Programme

New sports medicine techniques are allowing a sensational come back by athletes from all kinds of injuries. An exercise programme appropriate to the individual's physical condition is identified and developed by a State-of-the-Art Microfit Fitness Screening System at the Sports Injury Clinic. The fitness facilitators give a complete guideline about the exercise sessions including warm-ups, stretching, aerobics, muscle toning and cool down exercises. ■

The Sports Injury Rehabilitation Programme

The Sports Injury Rehabilitation programme along with skilled rehabilitation professionals is offering the following treatment and care for all types of sports injuries:

Mobilisations - Applied movements to reduce stiffness and relieve pain

Manipulation - High velocity to restore normal movement

Soft tissue massage - To reduce scar tissue, relieve muscle spasm and accelerate the healing process

Rehabilitative exercise - Personal programmes devised within the sports facilities to re-educate and restore weak or deficient muscles

Electrotherapy - Ultrasound and Electrotherapy to relieve pain and enhance the healing process

Prevention - Advising on means of stopping re-occurrence by the use of postural strengthening exercises and ergonomic assessment. ■

About Our Greatest Asset

Welcome on Board

The AKU family welcomes the following senior Faculty and senior Staff who have joined the Institution recently.

Faculty

- Ms. Nasreen Mujahida Ahsan
Associate Professor, Centre of English Language
- Dr. Irfan A. Vaziri
Assistant Professor, Oncology, Medicine
- Dr. Shahzad Hussain
Assistant Professor, Rheumatology, Medicine
- Dr. Tanveer Anjum Chaudhary
Assistant Professor, Ophthalmology, Surgery
- Dr. Uzma Shah
Assistant Professor, Paediatrics
- Dr. Mahnaz Naveed Shah
Assistant Professor,
Ophthalmology,
Surgery
- Dr. Zahid Ahmad Butt
Senior Instructor, School of Nursing and Biological and Biomedical Sciences
- Dr. Samina Ismail
Senior Instructor, Anaesthesiology
- Dr. Maqsood Ahmed Bhatti
Senior Instructor, Infectious Diseases, Medicine
- Ms. Fatima Zia Dar
Senior Instructor, Centre of English Language
- Ms. Jane Frances Akinyi Rarieya
Senior Instructor, Institute for Educational Development
- Dr. Nelofar Sameera Jamshaid Kureshi
Instructor, Biological and Biomedical Sciences
- Mr. Ali Abbas Tayyebi
Instructor, Microbiology
- Dr. Aziza M. Hussain
Instructor, Anaesthesiology
- Dr. Nausheen Yaqoob
Instructor, Pathology
- Dr. Fareena Bilwani
Instructor, Pathology
- Dr. Amjad Ali
Instructor, Anesthesiology
- Mr. Irfanul Hassan Zaidi
Instructor, Microbiology
- Dr. Syed Muhammad Abbas
Instructor, Anaesthesiology

Staff

- Ms. Shagufta S. Hassan
Manager, Grants & Contracts, Budget &

Moving Ahead

Congratulations to the following Faculty and Staff members for being promoted:

Faculty

Medical College

- Dr. Dawar Burhan Ahmed Khan
Senior Instructor, Radiology
- Dr. Naila Nadeem
Senior Instructor, Radiology
- Dr. Umama Naeem Khan
Senior Instructor, Psychiatry
- Dr. Zishan Haider
Senior Instructor, Radiology

School of Nursing

- Ms. Farida M. Pirani
Assistant Professor
- Ms. Tazeen Saeed Ali
Assistant Professor
- Ms. Naghma I. Rizvi
Senior Instructor
- Ms. Qamar Sultana
Senior Instructor

Centre of English Language

- Ms. Asjaeen Masooma
Senior Instructor

Institute for Educational Development

- Dr. Anjum Halai
Assistant Professor

Staff

- Mr. Noorali Shamsuddin
Senior Assistant Manager, General Accounting
- Mr. Diamond Ali Ramzan Ali
Coordinator, Fixed Assets and Inventory Accounting
- Mr. Mujtaba Siddiqui
Coordinator, I. T. Projects. ■

Retirements

The management appreciates the following employees contribution and wishes for their good health and well being.

- Dr. Hakimuddin R. Ahmad, Professor, Biological and Biomedical Sciences retired in December 2002. He served the Institution for 17 + years.
- Mr. Zaheeruddin Fakhruddin, Energy Coordinator, Maintenance, retired in November 2002. He served the Institution for 5 + years.
- Mr. Gul Zaman, Senior Security Supervisor retired in November 2002. He served the Institution for 17 + years.
- Mr. Ghayur Ahmed Khan, Senior Security Supervisor retired in October 2002. He served the Institution for 13 years.
- Mr. Mohabbat Ali, Secretary, Radiology retired in November 2002. He served the Institution for 7 + years. ■

New Arrival

Heartiest congratulations to the following employees on the birth of their child:

Daughters

- Mr. Peter Sadiq, Service Coordinator Engineer, MEP Department – Joanna Irene Peter.
- Mr. Murad Patel, Accountant II, Payroll - Zahra.

Son

- Mr. Behram Khan Khowaja, Senior Programme Assistant, CHS – Zakee.
- Mr. Sultan Baig, Field Supervisor, CHS – Zohaib.
- Mr. Sohail Merchant, Senior Administrative Assistant, Provost Office – Mohammed Uzayr. ■

OBITUARY

On behalf of the management, faculty and staff of AKU, we convey our heartfelt condolences to the bereaved family members and pray that the soul of the deceased may rest in eternal peace (Ameen).

- Dr. Grace P. Miller, Director, Advanced Nursing Studies, AKU - East Africa, who joined AKU in July 1988 and resigned due to health problem effective January 07, 2003. Subsequently she expired.
- Ms. Ely Louise Mirza, Personal Assistant to the Dean, Faculty of Health Sciences, who joined AKU in February 1996 and retired in mid December 2002. Subsequently she expired in January 2003.
- Mr. Mutaib Khan, Food Service Helper, expired in October 2002. He joined AKU in October 2000. ■

Marriages

- Dr. Saeed Mahmood, Instructor, Biological & Bio Medical Sciences married Ms. Aneela Pasha, Writer/In Residence, Research Office in December 2002.
- Mr. Tariq Javid Mughal, Network & System Programmer, ISD married Ms. Uzma Zahra in December 2002.
- Mr. Mehboob Amir Ali Kara Photocopy Operator in Electronics Department., married Ms. Nargis on October 20, 2002. ■

Send your contributions for AKHUWAT to Novera Shamim, Training & Organizational Development Department.. **Phone** : 6347611 – **Ext** : 122.
e-mail: novera.shamim@aku.edu

Issue

January
April
July
October

Deadline

Nov 15
Feb 15
May 15
Aug 15 ■

AKU-IED Celebrates Festive Events



To celebrate festive events of Eid, Christmas and New Year, AKU-IED organized a social event on Friday, January 03, 2003. The purpose of this event was to have a get together for the AKU-IED family. The event was attended and well received by faculty, staff and students who sang songs and recited poems related to various festivals. A few games and competition activities made the event more joyous for the attendees. ■

Benefits of Drinking Lots of Water

Water Helps Keep Fat Away

Water is a key part of any weight loss programme. It is very necessary for helping the body remove fat, and for general overall health.

The following are some of the things that water will help the body with:

- Suppresses appetite.
- Assists the body in metabolizing stored fat, because your liver is.
- overloaded when your kidneys don't get enough water. Your liver metabolizes.
- fat, and it can't do that 100% if it is doing the kidneys job.
- Reduces fat deposits in the body.
- Relieves fluid retention problems. If you don't give your body water, it will hold it so as not to lose it.
- Reduces sodium buildup in the body.
- Helps to maintain proper muscle tone.
- Rids the body of waste and toxins.
- Relieves constipation.

Quotes

Management is efficiency in climbing the ladder of success; leadership determines whether the ladder is leaning against the right wall. *-Covey, Stephen*

Success is not how high and fast you reach the top, but how high and fast you bounce back when you hit the bottom. *-Leadership with a Human Touch*

Consider the postage stamp: its usefulness consists in the ability to stick to one thing till it gets there. *-Billings, Josh*

Continued from page 4 - JCIA Survey Process

leaders, and by departmental managers. Surveyors will interview the CEO, Medical staff leaders, Nursing leaders and Hospital department managers.

Visits to Patient Care Settings

The survey team may spend as much as half its time visiting places where patients receive care and services. These visits show the surveyors how the hospital cares for its patients. Visits to patient care settings include Inpatient units, Ambulatory/outpatient clinics, Emergency services, Rehabilitation facilities, Pathology and clinical laboratory services, Operating rooms, Anesthetizing locations, Imaging centers, Practitioner sites and other locations.

During these visits the survey team may talk with managers, direct care providers, and patients. The team also reviews open medical records and looks at, environment of care, infection control, patient care, staff communications, patient rights issues.

Function Interviews

The surveyors conduct a series of interviews with multidisciplinary groups of hospital staff who have important responsibilities for specific functions and include staff members responsible for medication use/nutrition care, anesthesia, operative, and other invasive procedures, infection control, human resources, medical staff credentials, patient care, patient and family education, continuum of care, information management, performance improvement and ethics.

Other Assessment Activities

Certain survey activities involve staff with specific responsibilities related to the standards, for example: Admitting services visit, Pharmacy services visit, Medical Record interview (discussion of the ongoing patient record review process and validation of the organization's review of selected closed patient records) building tour (determines compliance with local and national codes and regulations in selected patient care and non-patient care areas) and review of environment of care documents.

Feedback Sessions

Surveyors communicate their observations at daily briefings.

Leadership Exit Conference

The leadership exit conference is held on the last day of the survey at which time the surveyors will give a preliminary report and a preliminary accreditation decision. ■

Continued from page 1 - AKUH's Transition to New ISO Version

All departments and divisions are requested to initiate the process of reviewing their documents and records, and make amendments where required. The lead auditors at AKUH are available to assist. In the meantime, the Hospital Quality Manual is being revised which will serve as the main reference document and will be completed by the end of February. Departments are not required to develop their own quality manuals but are advised to confine themselves to their existing policies, procedures and protocols/work instructions only, besides maintaining record for conformance or evidence. ■

Continued from page 8 - Health Information Management Services Appreciation Evening

This was followed by a presentation of HIMS staff awards which included 100% Attendance, Five Years Service, Best Suggestor, and of course the cherished title of Best Employee. It is worth mentioning that 20 staff members received the 100% Attendance while 13 received Five Years Service Award, which is testimony of their commitment to duty.

The ceremony concluded at 5:15 p.m. The guests left in a happy mood, having been treated to a well-orchestrated event. The HIMS staff left contented, proudly clutching their awards. To enjoy the glimpses of the event, please log on to <http://intranet/hims/>. ■

The awards ceremony commenced with the three nursing awards, one each for improving quality of discharged patients' medical records in high volume, low volume, and day care wards, which were awarded to Paeds A, Paeds B & Endoscopy respectively. 4th nursing award for quality documentation was captured by B2-NNB.

A special award was presented to Mr. Amir Rajani for successfully completing a US credential of Registered Health Information Technician (RHIT). It is indeed interesting to note that only a handful of people in this country have completed this course. Manager's Awards were presented to Mr. Mohsin Ibrahim, Mr. Siraj Hakkani and Mr. Amir Rajani for extraordinary services rendered to the department. ■

AKHUWAT Quiz January 2003 (Issue No. 49)

1. 96 AKU faculty and staff members completed 10 and 20 years of service in the year 2001.
2. Red is the colour code of Fire Emergency.
3. The surplus from the Gift Shop, Flower Shop & Tuc Shop managed by the Volunteers goes towards the Patient Welfare Programme.
4. The Clinical Laboratories of the Aga Khan University Hospital is operating collection points throughout Pakistan. Their number as of September 19, 2002 was 39.
5. The Aga Khan Trust for Culture was founded in 1988. ■

Winners of AKHUWAT Quiz January 2003 (Issue No. 49)

- | | |
|--------------------------------|----------------------------|
| 1. Mr. Abdul Ghaffar | Landscaping & Nursery |
| 2. Mr. Abdul Karim | Student Affairs |
| 3. Mr. Amirali Pyarali Noorani | School of Nursing |
| 4. Mr. Mehboob Amir Ali Khan | Electronics |
| 5. Mr. Muhammad Mehdi | Landscaping & Nursery |
| 6. Mr. Rahim Pyarali Punjwani | Laundry and Linen Services |
| 7. Mr. Rahim Tajuddin Lakhani | Educational Development |
| 8. Ms. Salimah Amin Jiwani | Radiology |
| 9. Mr. Sultan Baig | Community Health Sciences |
| 10. Mr. Sohail Jalaluddin | Student Affairs. ■ |

Safety and Security

ELECTRICAL SAFETY

It is hard to imagine life without electricity. However, electricity can be dangerous. To protect your co-workers, patients and yourself, practice electrical safety.



Hazards of Electricity

1. Electricity can burn, shock or even kill you, depending on the strength of the shock.
2. When you are shocked, your muscles can contract violently, causing serious falls or other accidents.
3. When electrical equipment is not turned off after use, the next person to use it may not know the power is on and can be shocked or injured.

Electrical Safety Tips

- Use only good-quality equipment, including coffee-makers and radios;
- Unplug machinery and appliances before cleaning, inspecting, repairing or removing anything from them;
- Keep electrical equipment, machinery and work areas clean;
- Keep access to electrical panels and junction boxes clear;
- Make sure all electrical equipment is grounded properly;
- Clip electrical cords to the back of a desk or tape them down;
- Install sufficient cords and outlets to avoid tripping hazards and **avoid the use of extension cords**;
- Make sure your hands are dry before handling any electrical item;
- Do not spill water on electrical items;
- Do not use any appliances or machinery while you are touching metal or anything wet;
- Never use three-prong to two-prong adapters, as these eliminate the ground continuity. Never cut a ground prong;



- Never unplug equipment by pulling on the power cord. This could break the ground wire inside the cord or damage the insulation. Unplug the equipment by grasping and pulling on the body of the plug;
- Do not insert exposed wires into sockets. Always use plugs. ■