



Khyber Pakhtunkhwa Health Care Commission

Government of Khyber Pakhtunkhwa



The Khyber Pakhtunkhwa Health Care Commission (KP HCC) is an autonomous body governed by the Khyber Pakhtunkhwa Health care Commission Act, 2015. The Act envisages regulation of both public and private health care establishments in the province to improve quality of care. The Commission is mandated to ensure right to quality healthcare through eradication of quackery and other malpractices, setting standards for all types of medical practice, including but not limited to allopathic and alternative medicines. KP HCC carries out this function through registration and licensing of the Health Care Establishments (HCEs).

FACT SHEET October - December 2022



Registration and Licensing

The Commission has registered 12,712 HCEs in Khyber Pakhtunkhwa and 834 were registered during this quarter. Minimum Service Delivery Standards were finalized for various categories of HCEs and licensing was started for the first time in the province.

12,712

Total Registered

834

this
Quarter

25 HCEs have been issued Provisional Licence and 11 Category 1 (50 and above beds) hospitals were assessed for compliance with the minimum standards. Assessment checklist were specifically developed for this purpose. The exercise was carried out by independent teams comprising of renowned clinicians, health managers, nurses, pharmacist, and engineers of the province.

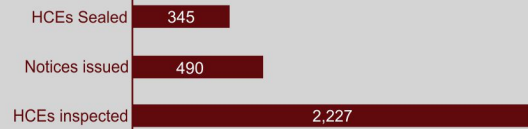


Quackery Eradication

Quackery is one of the major problem of the health care sector in the province and Khyber Pakhtunkhwa Health Care Commission is taking various measures to tackle the issue; facilitating the qualified health care providers to register themselves through a very easy online system and isolating the non-qualified ones. Simultaneously, quackery eradication campaigns are regularly conducted throughout the province.

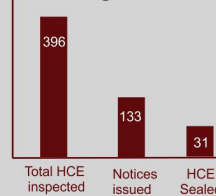
During the quarter 2,227 health care establishments were inspected. Show Cause Notices were issued to 490 and 345 were sealed on various violations related to quality of care and non-registration.

Anti-quackery Campaign



In November special campaign was conducted at Dabgari Garden, Peshawar. This campaign was different than routine activities of anti-quackery because, (1) all the Directors and CEO took part in the field activities; and (2) clinics/hospitals of qualified doctors were checked for malpractices, in addition to verification of their credentials as displayed on signboards and prescription pads. Seven teams were constituted, which inspected 396 health care establishments in four days. 133 Show Cause Notices were issued and 31 establishments were sealed.

Dabgari Garden Campaign



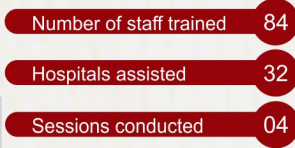
Beauty Salons are providing many different kinds of services and some of them fall under the category of healthcare. KP HCC field teams visited beauty salons and obtained affidavit to the effect that they shall restrict their activities to non-medical care only. The Commission is creating awareness among the owners and staff about the requirements for provision of healthcare, and to understand that indulging in any such activities shall equate to quackery.

Third Party Geo-mapping

The Commission is developing a comprehensive database and Geographic Information System (GIS) map of all the health care establishments in Khyber Pakhtunkhwa. The exercise will also include registration of the unregistered HCEs. The World Bank is assisting this third party geo-mapping through its Human Capital Investment Project. Hiring of firm for the assignment has been completed and field activities will start soon.

Quality Assurance through Service Standards

The Commission ensures health care quality through implementation of Minimum Service Delivery Standards (MSDS). The Reference Manuals for MSDS were finalized and four orientation sessions were conducted for 50 and more bed hospitals. eighty four staff, including managers, doctors, nurses, pharmacists and paramedics of 32 hospitals, both public and private, was given orientation on the quality standards.



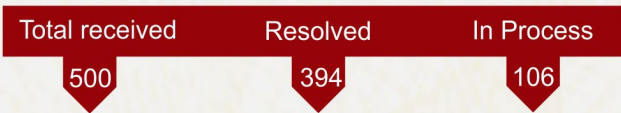
Health Care Commission is not only providing orientation to the staff of hospitals on quality standards, it is also assisting the health care establishments to implement the set standards. HCC develops a comprehensive plan of visits to health facilities, whose staff gets orientation on MSDS. Targets are given to HCEs and they are provided hand holding to prepare themselves for getting Licence of the Commission. Ten hospitals were provided assistance through 30 visits.



Quality Assurance through Complaints Resolution

Health Care Commission is ensuring quality of health care through various means. One of the mechanisms is complaints redressal. Health Care establishments are required to establish a complaints redressal system inside their facility. During the supportive supervisory visits, the HCEs are asked to establish an internal system, so that patients and their attendants do not feel the need to approach the Commission.

Complaints



As a second line of assistance to the patients, their attendants and general public, and to maintain transparency and accountability in the health care system, Health care Commission provides the facility to lodge complaints through the Pakistan Citizen's Portal, KP HCC Online Complaints Portal, and manual submission of applications. During the last three months, the Commission received 500 complaints, 394 complaints were resolved and 106 are in process.

Legal Framework

Amendments to Act were approved by the Board during last quarter and the Health Department, after thorough deliberations, submitted the proposed amendments to the Law Department, Government of Khyber Pakhtunkhwa. In addition, the Khyber Pakhtunkhwa Health Care Commission (Licensing) Rules, 2022 were developed, approved by the Board and submitted to Law Department through Health Department.

Automation

In order to reduce reliance on human interaction, Khyber Pakhtunkhwa Health Care Commission is focusing on automation and digitization. Currently, several processes are conducted digitally for the convenience of general public and health care establishments. These include registration system, quackery reporting, and complaints management. The Commission is conducting field activities, including inspections and anti-quackery campaigns. Work is in progress to completely digitize this process for improving its efficiency and transparency.



Internal Organizational Capacity

In addition to regular staff, HCC requires assistance of field experts also. In this regards, the Commission developed a pool of assessors through open competitive process. This include, renowned health managers, clinicians, nurses, pharmacists, and engineers. Experts will be engaged from this pool for assessment of health care establishments. Similarly, a pool of trainers were also developed, consisting of quality experts and trainers.

Experience Sharing and Consultative Meetings

KP HCC firmly believes in experience sharing and regularly carries out coordination activities with the Health Care Commissions in other provinces. A Coordination Forum of the CEOs has been constituted, and consultative meetings are conducted at least once every quarter.

The Commission has three committees of experts; Technical Committee, Continuous Quality Improvement Committee, Finance and Grants Committee and Performance Review Committee. Quarterly meeting of these committees were held and technical matters were taken up and discussed for guidance of the commission.

