



Khyber Pakhtunkhwa Health Care Commission

Government of Khyber Pakhtunkhwa



FACT SHEET January - March 2023

The Government of Khyber Pakhtunkhwa is committed to provide good quality services to the people of the province. To achieve this objective, the Khyber Pakhtunkhwa Health Care Commission was established through the Act of 2015. The Government has mandated the Commission to register and license the public and private Health Care Establishments, providing allopathic, homoeopathic and tibb services. Moreover, the Commission is working to eradicate quackery in all its forms and manifestations.



GIS mapping of Health Care Centres

A private firm was hired for the project. The firm is developing a comprehensive database and Geographic Information System (GIS) map of all the health care establishments in the province. Work is in progress and the project is also registering the unregistered health centres.

**GIS MAPPING
OF HEALTH
CARE
CENTRES
STARTED**

Support to Sehat Card Plus

The Khyber Pakhtunkhwa Health Care Commission (KP HCC) works in harmony with the partners in health care. On the Directives of the Hon'able Peshawar High Court, 37 Sehat Card Plus empaneled hospitals were assessed and report was submitted to the Health Department



In addition, a tripartite Memorandum of Understanding (MoU) was signed with Sehat Card Plus Programme and State Life Insurance Corporation. According to the MoU, the Commission will review assessment criteria for empanelment of secondary care hospitals, develop criteria for tertiary care hospitals, and conduct assessment of five tertiary hospitals.



**37 SEHAT CARD PLUS
EMPANELED HOSPITALS**

Assessment for Licensing

Licensing is one of the mechanisms to regulate health care and ensure safety and good quality. 25 Health Care Establishments (HCEs) have been issued Provisional Licence and six hospitals (50 and above beds) were assessed by teams of independent assessors on the Minimum Service Delivery Standards for grant of Full Licence.



**SIX CATEGORY 1 HOSPITALS
WERE ASSESSED**

Registration of HCEs

The Commission has registered 13,786 HCEs in Khyber Pakhtunkhwa and 1074 were registered during this quarter. Earlier, registration was manual and now the health centres can be registered from anywhere in the province through a user-friendly online portal

1,074 HEALTH CARE CENTRES REGISTERED

Anti-Quackery Activities

Anti-quackery campaigns continued in the province. During this quarter 1,799 health care establishments were inspected. Show Cause Notices were issued to 446 and 208 were sealed due to various violations related to quality of care and non-registration with the Commission.

During last quarter, awareness was conducted for the beauty salons and then the activities were taken to the next level. Beauty Salons were visited by the KP HCC teams throughout the province and action was taken against the ones providing medical care. 268 Beauty Salons and Aesthetic Centre were inspected. Show Cause Notices were issued to 22 and 10 were sealed.

The Commission is now extending the anti-quackery activities to the Drug Rehabilitation Centres. Plan has been prepared. Phase 1 will be awareness and registration, followed by legal actions for compliance in Phase 2.



HCEs INSPECTED: 1799
SEALED: 226
NOTICES ISSUED: 446

Minimum Service Delivery Standards

The Commission ensures health care quality through implementation of Minimum Service Delivery Standards (MSDS). Various Reference Manuals for MSDS were finalized and four orientation sessions were conducted for Category 1 and 2 hospitals. Seventy four staff, including managers, doctors, nurses, pharmacists and paramedics of 22 hospitals were trained on the quality standards. They will implement the standards in their respective health centres.



Moreover, Training of Trainers was conducted on MSDS and the Assessors selected in the pool were trained in four batches, on how to conduct assessments of Health Care Establishments on the service delivery standards.

**74 STAFF OF 22 HOSPITALS
 WAS TRAINED ON MSDS**



Quality Assurance through Complaints Resolution

Complaints resolution is one of the mechanisms of quality assurance at the Health Care Establishments. If the patients do not get relief from the service provider, the Commission provides a platform to lodge complaints. During the last three months, the Commission received 272 complaints, 226 complaints were resolved and 46 are in process

COMPLAINT RECEIVED: 272
RESOLVED: 226
IN PROCESS: 46

Improving Legal Framework

Amendments to Act and the Khyber Pakhtunkhwa Health Care Commission (Licensing) Rules, 2022 were approved by the Board and submitted to the Law Department. Since these have to be approved by the Provincial Assembly and Cabinet, respectively, it is in process due the political changes in the province.

Control Measures at Airport

Due to surge in the Covid-19 cases in the country, measures were taken at the federal level to control transmission. The Khyber Pakhtunkhwa Health Care Commission took active part in the activity and conducted assessment of disease control measures at Bacha Khan International Airport, Peshawar. The report, containing recommendations, was submitted to the Ministry of National Health Services, Regulations and Coordination.

**COVID-19 CONTROL MEASURES
 ASSESSED AT BACHA KHAN
 INTERNATIONAL AIRPORT**

Consultative Meetings

The Commission continued the process of collaboration and consultation, and meeting were attended by members of senior management with the federal and provincial stakeholders

