



Khyber Pakhtunkhwa Health Care Commission

Government of Khyber Pakhtunkhwa



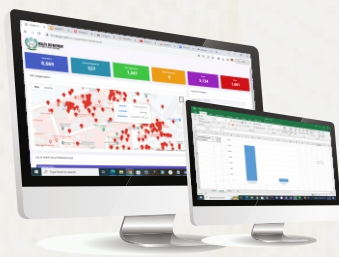
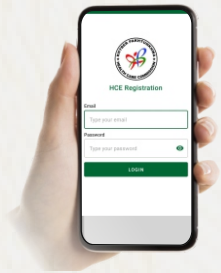
The Khyber Pakhtunkhwa Health Care Commission was established by the Government through the Khyber Pakhtunkhwa Health Care Commission Act, 2015. It is an autonomous body, mandated to regulate both public and private health care establishments in the province to improve quality of care. The Commission ensures right to quality healthcare through eradication of quackery and malpractices, setting standards for medical practice, including allopathic and alternative medicine. The Commission carries out this function through registration and licensing of health care centres, along with complaints management of patients and health care providers.

FACT SHEET July - September 2023



Registration and Geo-tagging

This is a flagship project of Khyber Pakhtunkhwa Health Care Commission (KP HCC). It has two major components. Development of a comprehensive database and Geographic Information System (GIS) map of all the Health Care Establishments (HCEs) in Khyber Pakhtunkhwa. Secondly, the health care centres are facilitated through online registration at their doorstep. Teams are visiting them in the field and provide registration facilities through a user-friendly digital portal. The World Bank is providing assistance for this activity through Human Capital Investment Project. The activity is being implemented through a third party and it is a pleasure to announce that one round in district Peshawar has been completed.



In the field activity 1,172 health care centres were registered and 5,569 were geo-tagged by the teams during this quarter.

1,172 HCEs Registered

5,569 HCEs Geo-tagged

Capacity Building of Staff of Health Centres

The Commission has Reference Manuals for most of the categories of health centres, including both in-patient and out-patient treatment facilities, as well as diagnostic centres. The KP HCC is fully aware of the importance of capacity building of staff of health centres, to implement

the Minimum Service Delivery Standards (MSDS) and ensure quality of care. In this respect, the Commission arranges regular training for staff of the health care establishments.



Moreover, formal and informal assistance and handholding is also provided to the health centres. So far, the Commission has trained 373 staff of 44 health centers. 97 staff was trained during the current quarter.

Last year the Commission signed an Memorandum of Understanding (MoU) with the Project Management Implementation Unit, a project of the Health Department for revamping of secondary care hospitals and trained staff of the government sector hospitals on quality standards of health services. A second MoU is under process for similar trainings of staff of government hospitals on MSDS.

Staff of **44** Hospitals Trained

97 Hospital staff members Trained

Assessments and Licensing



The Health Care Commission is legally mandated to ensure patient safety and quality of health services. This process starts with training of the staff of health centres. The next step is award of Provisional licence for three months.

During this period, the HCEs implement the Minimum Service Delivery Standards. Provisional Licence has been awarded to 44 HCEs.



After the stipulated period, trained, experienced and independent assessors are selected from the pool for assessment of the health centres. The assessment team consists of renowned clinicians, health managers, nurses, pharmacists, and engineers.



The Commission assessed 25 hospitals in district Peshawar, Mardan, Swabi, Abbottabad, Swat and Lower Dir during the reporting period.. This includes 16 first assessments and 09 second assessments.

Achieving the required score in the assessment and compliance with Minimum Service Delivery

Standards is mandatory for Full Licence. 05 hospitals succeeded in the assessments and were awarded Full Licence of the Commission.

Quackery Eradication

In addition to regulating the quality of services of the registered health centres, the Commission is also focusing on controlling quackery. It is one of the major problems of health care sector and Khyber Pakhtunkhwa Health Care Commission is tackling the issue through a three-pronged strategy. Firstly, facilitating the qualified health care providers to register themselves through a very



easy online system and isolating the non-qualified ones. The list of registered health centres is available on the Commission's website. Secondly, quackery eradication campaigns are regularly conducted throughout the province. During this quarter 1319 health care

establishments were inspected. Show Cause Notices were issued to 454 and 163 were sealed on various violations related to quality of care and non-registration. Thirdly and most importantly, the Commission is organizing various activities for awareness of general masses. This is a critical pillar of



anti-quackery strategy and without the assistance of general public, quackery eradication is extremely difficult.

Awareness of General Masses

Awareness of general masses about their rights as well as responsibilities is an important element of the strategy of Commission to improve quality of healthcare. Moreover, quackery cannot be eradicated without the involvement of community. If a common man avails the services of non-qualified people, controlling quackery becomes very hard for the



Commission. Therefore, assistance of public is crucial to control this menace. KP HCC carries out various activities in this regards. The Commission used the available forums of print, electronic, and social media. Besides regular dissemination through social media and

newspapers, the Commission also broadcasted awareness messages through television and the senior officers attended live awareness shows on national television.

In addition, a seminar was conducted in Khyber Teaching Hospital, Peshawar in August by the Commission. The objective of the event was awareness of staff of the hospital about Minimum Service Delivery Standards, including rights of patients, attendants, and care



providers. Similarly, the speakers stressed upon the responsibilities of the various groups in ensuring quality of health care. The event was attended by the senior management of Health Care Commission and Khyber Teaching Hospital, in addition to a

large number of staff of all cadres of the hospital.

Development of Empanelment Criteria for Sehat Card Plus Programme

The Commission is at the forefront to provide assistance to Sehat Card Plus Programme. A tripartite Memorandum of Understanding has already been signed with Sehat Card Plus and State Life Insurance Corporation. During this quarter assessment criteria for empanelment



of secondary care hospitals was developed and approved. Similarly, development of assessment criteria for tertiary care hospitals is in progress.

Complaints Managements

Health Care Commission is ensuring quality of health care through various means. One of the mechanisms is complaints redressal. The Commission accepts complaints regarding medical negligence, maladministration, malpractice or failure in provision of health care services according to the quality standards. The forums available for complaints are the Pakistan Citizens' Portal, Online Complaints Portal of the Commission, and manual submission to the Commission. During this quarter the Commission received 565 complaints on various forums and 342 were resolved.



Furthermore, the Commission conducts inquiries into the cases of medical negligence and maladministration. For this purpose, the Commission engages prominent medical experts of the province as co-opted members of the inquiry committees.

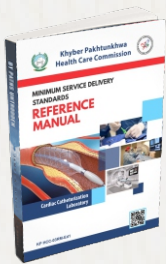


Cath Labs Standards

Cardiac Catheterization Laboratories provide critical life-saving services. Meetings were held with the expert interventional cardiologists regarding regulating the services of cath labs.



The Khyber Pakhtunkhwa a Health



Care Commission refined the Reference Manual for Cardiac Catheterization Laboratories in the light of Cardiac Catheterization Laboratory Standards and Best Practices Guidelines, 2017. Checklists for

assessment of the cath labs were developed and follow-up was conducted with all the labs in the province for compliance with the set standards.

Expansion of Pool of Trainers and Assessors

The Khyber Pakhtunkhwa Health Care Commission has severe shortage of staff. In addition, some activities demand independent experts for transparency and impartiality. Pools of assessors



and trainers were developed last year. Since the implementation of activities has been accelerated, more trainers and assessors were required. The positions were advertised and the pool of trainers and assessors was expanded. These included health managers, clinicians, nurses, pharmacists, and engineers

Experience Sharing and Consultative Meetings

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



The Finance and Grants Committee reviewed the third party audit report of the Commission and provided valuable input. Similarly, the committee submitted its recommendations to Board on the selection of audit firm for an independent audit.

The Continuous Quality Improvement Committee deliberated on how to improve quality care through transparency in the process of licensing, and provided its recommendations to the Commission.



A core group of the Technical Committee, consisting of representatives of Pakistan Medical & Dental Council, College of Physicians and Surgeons of Pakistan, and Postgraduate Medical Institution, worked on very important matters. The ambiguity about the relevant regulatory body and clinical privileges of various cadres of health care providers were discussed and way forward was decided. Similarly, the status of medical and non-medical postgraduate education was deliberated upon.



Moreover, quarterly meeting of the CEOs of Health Care Commissions/IHRA was hosted by the Islamabad Health Regulatory Authority. The agenda included status of various fields of Allied Health Professionals, the role Health Care Commissions in their regulations, and mechanism of their registration and licensing. Fruitful discussion was held and important decisions were taken.

