



KHYBER PAKHTUNKHWA HEALTH CARE COMMISSION

Government of Khyber Pakhtunkhwa

Annual Report 2022-23

Table of Contents

About the Commission	1
About the Board	2
Messages	3
Organizational Restructuring	4
Staff Motivation	5
Minimum Service Delivery Standards	6
Trainings of HCEs	7
Supportive Supervision	8
Online Registration	9
Provisional Licensing	10
Independent Assessors	11
Award of Full Licence	12
Quackery Eradication	13
Geo-Tagging of HCEs	14
Complaints Management	15
Legal Framework	16
Automation and Digitization	17
Support to Sehat Card Plus Program	18-19
COVID-19 Control Measures at Airport	20
Aesthetic & Rehab Centers	21
Community Awareness	22
Federal & Provincial Consultations	23

About the Commission

The Khyber Pakhtunkhwa Health Care Commission is an autonomous body, established and governed under 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 legally mandated to ensure right of citizens to safe and good quality healthcare through eradication of quackery and other malpractices, as well as setting standards for all types of medical practice, including but not limited to allopathic and alternative medicine. The Commission carries out this function through registration and licensing of the Health Care Establishments, and complaints management of patients and health care providers.

The Khyber Pakhtunkhwa Health Care Commission operates through a two-tier governance hierarchy i.e. the Board and Executive. The Board is policy making body. The executive, consisting of the CEO, directors and staff members, is responsible for implementation and performing the core functions of the Commission.

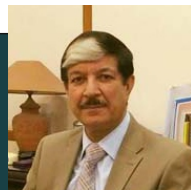
The head office of the Commission is located at the provincial capital and it is assisted in implementation by four Regional Offices at Swat, Malakand, Abbottabad, and Bannu.



About the Board

The Board comprises 10 members; three official and seven ex-officio. The Board is led by the Chairman, elected from the ex-officio members through majority vote. The official members are representatives from the Health Department, Home Department, and Pakistan National Accreditation Council, whereas the ex-officio members are technical experts from the private sector.

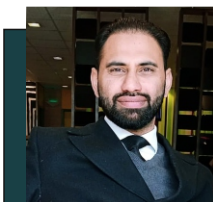
The Board is policy making body and meets at least once every quarter. The current Board consists of highly experienced members, committed to improve quality of healthcare services and patient safety in Khyber Pakhtunkhwa. The commitment of the board can be judged from the fact that despite statutory requirement of only one meeting per quarter, the Board conducted seven meetings in the first nine months and important policy decisions were taken.



Dr. Ikram Ghani
Chairman



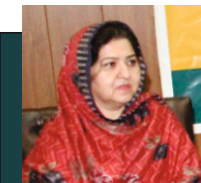
Mr. Muhammad Hamayun



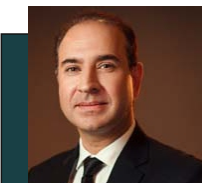
Mr. Ali Gohar Durrani



Dr. Nasir Idress



Dr. Nosheen Sahibzada



Mr. Dilwar Khan



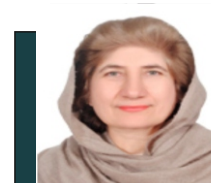
Prof Dr. Alam Zeb Durrani



Mr. Atta Ur Rehman
Representative of
Health Department



Mr. Kashif Qayum
Representative of
Home Department



Ms. Ismat Gul Khattak
Representative of
Pakistan National Accreditation Council

Message from the Chairman



I am happy to note that health sector in the province of Khyber Pakhtunkhwa has witnessed historic reforms in the recent past, and the establishment of Khyber Pakhtunkhwa Health Care Commission in the 2015 is one of those outstanding accomplishments. During the last one year in particular, the Commission ensured and facilitated notable improvements in health care infrastructure and quality of care, use of medical technology, increased access to health care services and bridging the health care gaps by providing easy option of registration and licensing to new HCEs. The Commission has also engaged the stakeholders through continuous training sessions and the citizens through a robust grievance redressal mechanism. My sincere thanks are due to the honorable Board Members for their dedication, professionalism and wholehearted support to the cause of Health care Commission. I congratulate the entire management and staff of the Commission for fast track implementation and remarkable achievements, despite many challenges. I look forward to an increased level of commitment during the days to follow.

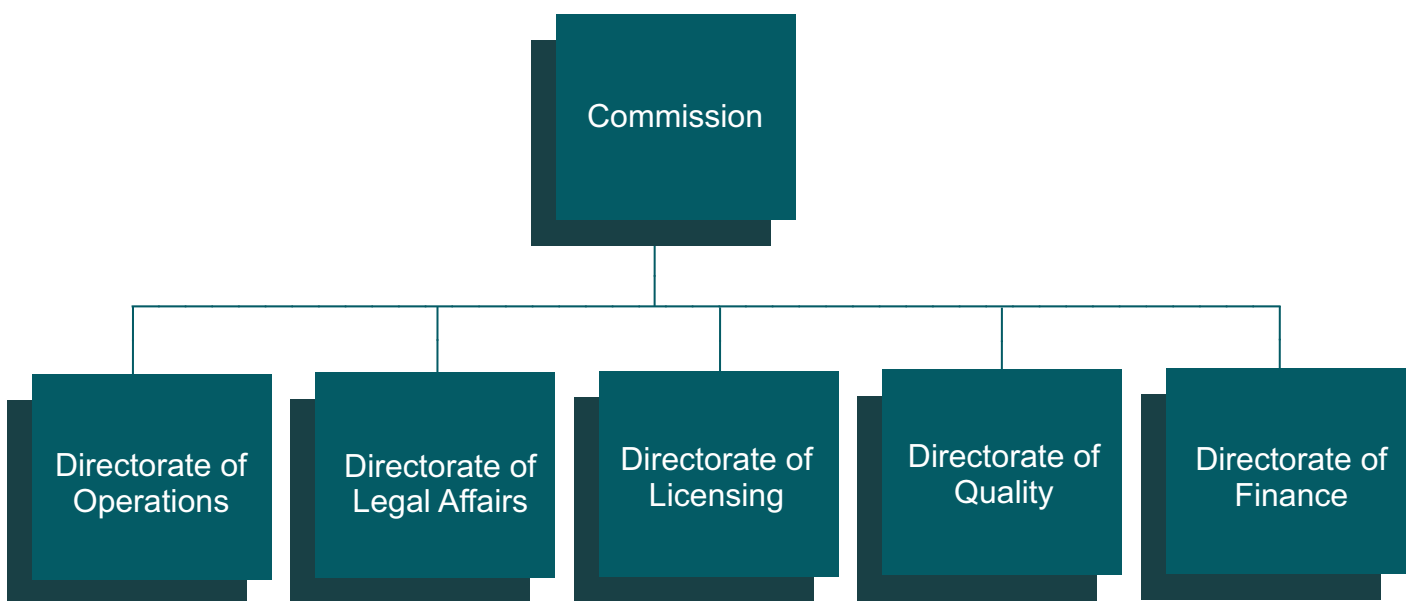
Message from the CEO



It has been a terrific year of effort, hard work and success in multiple directions and we have tried to achieve many of the milestones for securing excellence in the health care system in the province, that were planned years before but could not be initiated due to numerous organisational challenges, including the in-house technical capacity, financial constraints, lack of assistance from development partners and resistance to change due the culture of status quo that remained a rule for quite long. I am, however, highly grateful for the support through timely and intelligent decisions of the Board and efficient assistance by the senior management and staff of the Commission in meeting the targets set for the year. I am also thankful to the Health Department, Government of Khyber Pakhtunkhwa for the valuable support. Moreover, the role of all the stakeholders remained commendable in the implementation of service delivery standards and I foresee the same level of cooperation in future also.

Organizational Restructuring

The Board along with the senior management assessed the organizational structure and the main functions of the Commission. It was realized that restructuring is required. The whole structure was revamped and five directorates were formed, i.e., Quality, Licensing, Legal Affairs, Operations, and Finance. This way the organization was restructured according to its core functions. The restructuring helped in improving performance and fast track implementation was carried out. However, the Commission faced several challenges during the year.

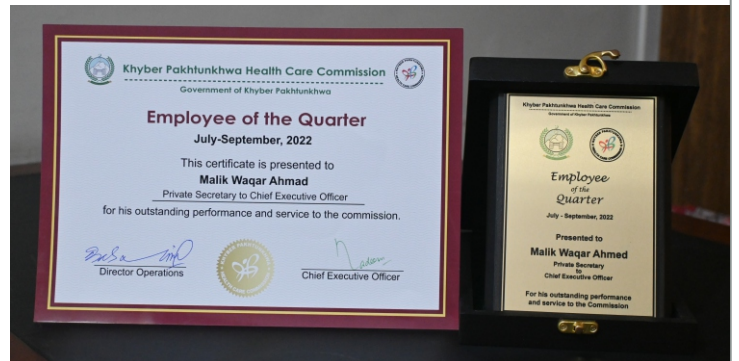


Fast track implementation and remarkable achievements despite serious challenges:

- ***Lack of human resource***
- ***Non-availability of development partners' assistance***
- ***No provision of funds by government***

Staff Motivation

The Board and Executive of the Commission believe in team work and always appreciate and motivate its staff members. The Commission grants quarterly awards to employee(s) of the quarter on regular basis. Moreover, staff is appreciated on various occasions for their significant contribution. For example, appreciation certificates were awarded to the staff for their contribution in the adaptation of Minimum Service Delivery Standards (MSDS) for the health Care Establishments.



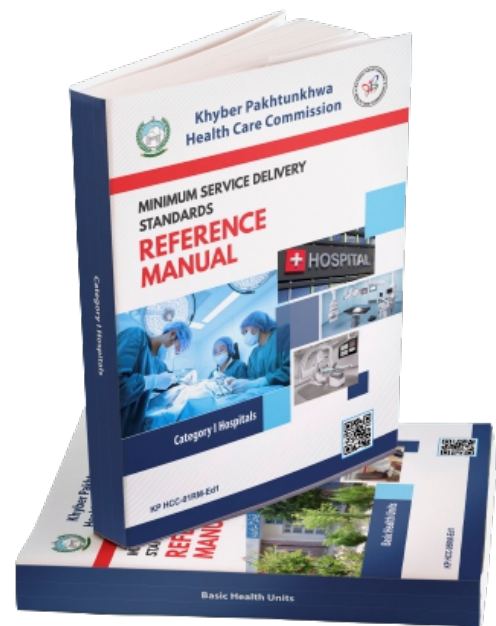
Employee of the Quarter and Appreciation Certificate



Minimum Service Delivery Standards

To ensure quality of services, and bring uniformity in healthcare system throughout the province, the Commission developed Minimum Service Delivery Standards for various categories of Health Care Establishments (HCEs). Eleven Reference Manuals of standards for various categories of HCEs were developed and notified for implementation by the care providers. The MSDS defines a set of benchmarks for a minimum level of quality of services that a health care establishment is responsible to achieve and patients have a right to expect.

It is worth mentioning that adaptation of all the reference manuals of Minimum Service Delivery Standards was completed by the staff of the Commission, without any external assistance from development partner or hiring consultant.



**11 Reference
Manuals of
Standards
Developed and
Notified**

Training on Quality Standards

The Commission has also undertaken the responsibility to guide the Health Care Establishments on how to implement the MSDS and regular trainings and orientation sessions are conducted for the staff of the HCEs. During the last one year the Commission conducted 16 training sessions for different categories, such as managers, clinicians, pharmacists, nurses, biomedical engineers and pathologists etc. and trained a total of 303 staff of 110 hospitals/HCEs from across the province.

303 staff of 110 HCEs Trained on Quality Standards

The Commission signed a Memorandum of Understanding (MoU) with the Project Management Implementation Unit, a project of the Health Department for revamping of secondary care hospitals. The purpose of MoU was to facilitate trainings of staff of the government sector hospitals in the province on quality standards of health services.



MSDS Training

Number of Sessions	Number of Hospitals	Number of staff
16	110	303

Trainings of HCEs



Assistance During Implementation of Standards

Besides trainings, the Commission provided handholding and supportive supervision to the health care establishments. The hospitals were assisted and practical guidance was provided through meetings, orientation sessions, target setting and inspections by the staff of the Commission. To prepare the hospitals for final assessment by independent assessors, mock assessments were arranged for them. This helped them understand the process of assessment, expectations of assessors, and mandatory requirements of the Commission for licence. This way the hospitals were assisted in the implementation of the minimum service delivery standards.



Hospitals were Assisted During Implementation of Standards



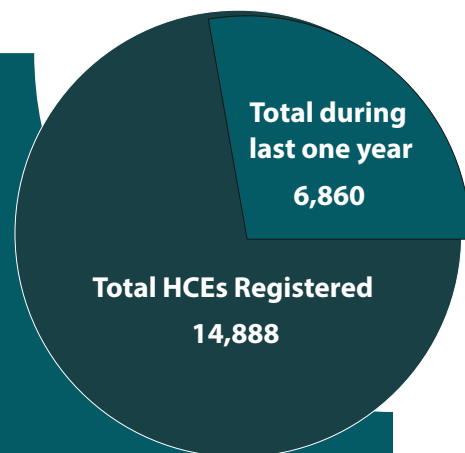
Supportive Supervision



Registration of Health Care Establishments

Registration is an essential and primary function of the Health Care Commission and under the Act, it is mandatory for all the Health Care Establishments to get registered. The Commission took several steps to simplify the process of registration and make it easy for the HCEs. Digitization, reducing the fee and making it lifelong are some of the key measures taken to encourage registration. Due to these steps the Commission was able to double the number of registered health facilities in one year. The total registered HCEs are 14,888 and 6,860 HCEs were registered during the last year.

***Number Doubled
in One Year***



***Registration is
Online***



Provisional Licensing

Following the finalization of the Minimum Services Delivery Standards for Category 1 Health Care Establishments, a significant step was taken by the Commission in the area of healthcare regulation. This was the initiation of licensing of health care establishments, to standardize the quality of healthcare services

In a momentous ceremony held in September 2022, the Commission granted provisional licences to 25 HCEs i.e., 10 hospitals and 15 clinical laboratories. The occasion was



110 HCEs Provisionally Licensed

graced by presence of the then Provincial Minister for Health, Mr. Taimur Saleem Khan Jhagra. His presence showed the commitment of the Provincial Government to healthcare quality enhancement.

Embarking on a journey of constant improvement, the Commission has been diligently working to ensure that these newly licensed establishments meet the established benchmarks. Over the course of the ensuing year, the Commission prioritized enhancing the capabilities of these healthcare entities. These efforts led to the award of 110 health care establishments in the province during last year.



Assessment of Health Care Establishments

To ensure an unwavering commitment to transparency in the licensing process, the Commission established a pool of independent assessors, trainers, and experts. This pool comprises distinguished and seasoned professionals representing a spectrum of specialized medical services. These include accomplished clinicians, health managers, experienced nurses, pharmacists, and skilled electro-medical engineers.



Assessment through independent Assessors

Pool of Assessors and Trainers



Award of Full Licence

The Commission assessed 18 provisionally licensed hospitals through independent assessors. Criteria for assessments was based on the indicators of the minimum service delivery standards. After detailed assessment, six category 1 hospitals of district Peshawar were found compliant and they were awarded full licence during a ceremony on June 26, 2023. Award of full licence was an acknowledgment of their compliance with the minimum service delivery standards and it was the first ever event in the province that any hospital was awarded a licence.

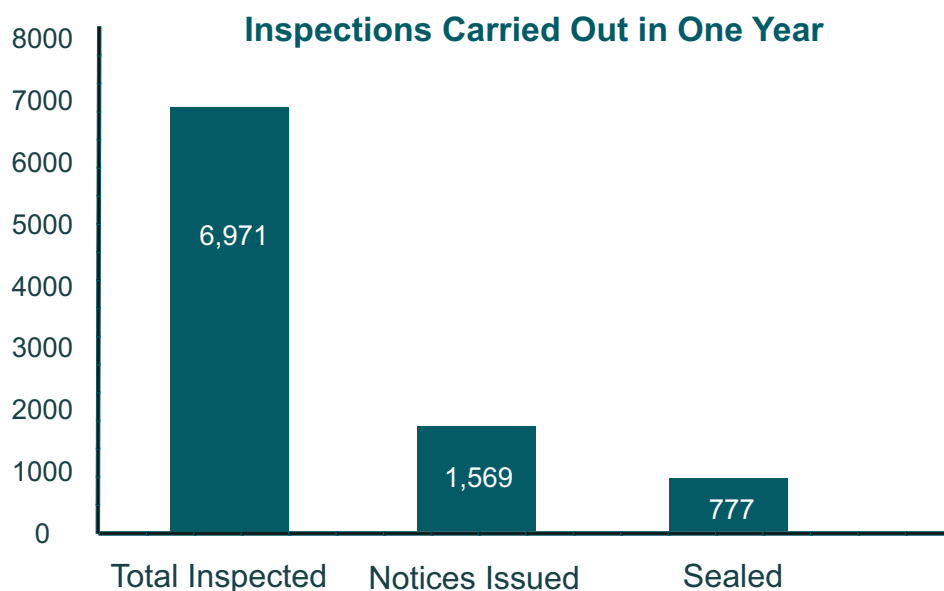
The licence is valid for a period of three years. The Chairman Khyber Pakhtunkhwa Health Care Commission, Dr. Ikram Ghani graced the occasion as Chief Guest.



Quackery Eradication

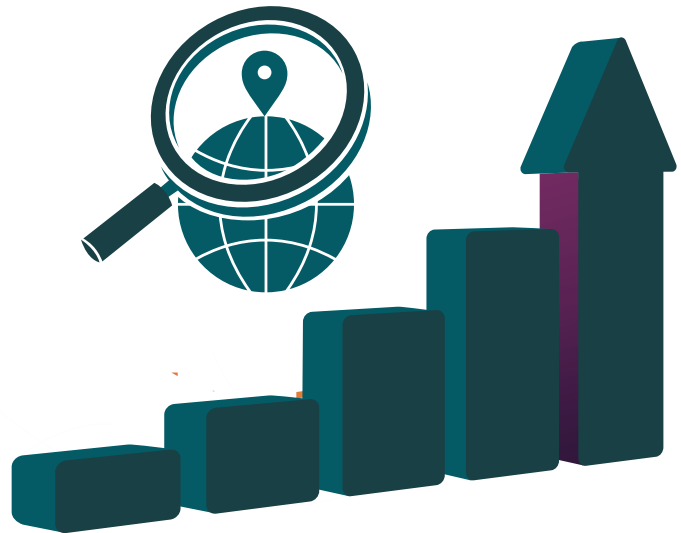
Quackery is one of the major problems of the health care sector and the Khyber Pakhtunkhwa Health Care Commission is determined to eradicate quackery from the province. The Commission has devised a multi-pronged strategy, i.e., excluding quacks through registration and licensing of qualified healthcare professionals, conducting regular anti-quackery campaigns, online and manual redressal of complaints, imposition of fines and permanent sealing of the establishments, and public awareness to join hands with the Commission for eradication of the menace of quackery and ensuring safety of patients.

During the last one year the Commission on the one hand facilitated the qualified health care providers to register themselves through a very easy online registration system and isolating the non-qualified ones, and on the other hand conducted quackery eradication campaigns throughout the province. In addition to routine inspections, the Commission conducted sweeping anti-quackery campaigns in several districts. The number of HCEs inspected, notices issued, and HCEs sealed is given in the chart below.



Geo-Tagging of Health Care Establishments

To collect complete information about the health care establishments in the province, the Commission has launched a project to develop a comprehensive database and GIS map of all the HCEs in the province. The exercise will not only identify and tag the HCEs but will also facilitate the unregistered HCEs to apply for registration on the spot. Moreover, the quacks will be identified for further necessary legal action. The project is assisted by the World Bank through its Human Capital Investment Project and is being implemented by an independent third party.

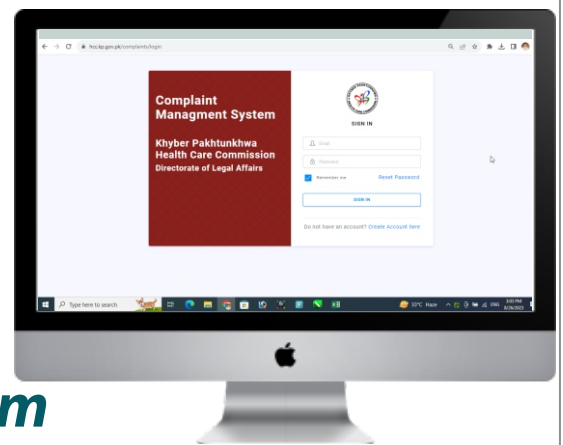


Third Party Registration and Geo-Tagging in Progress

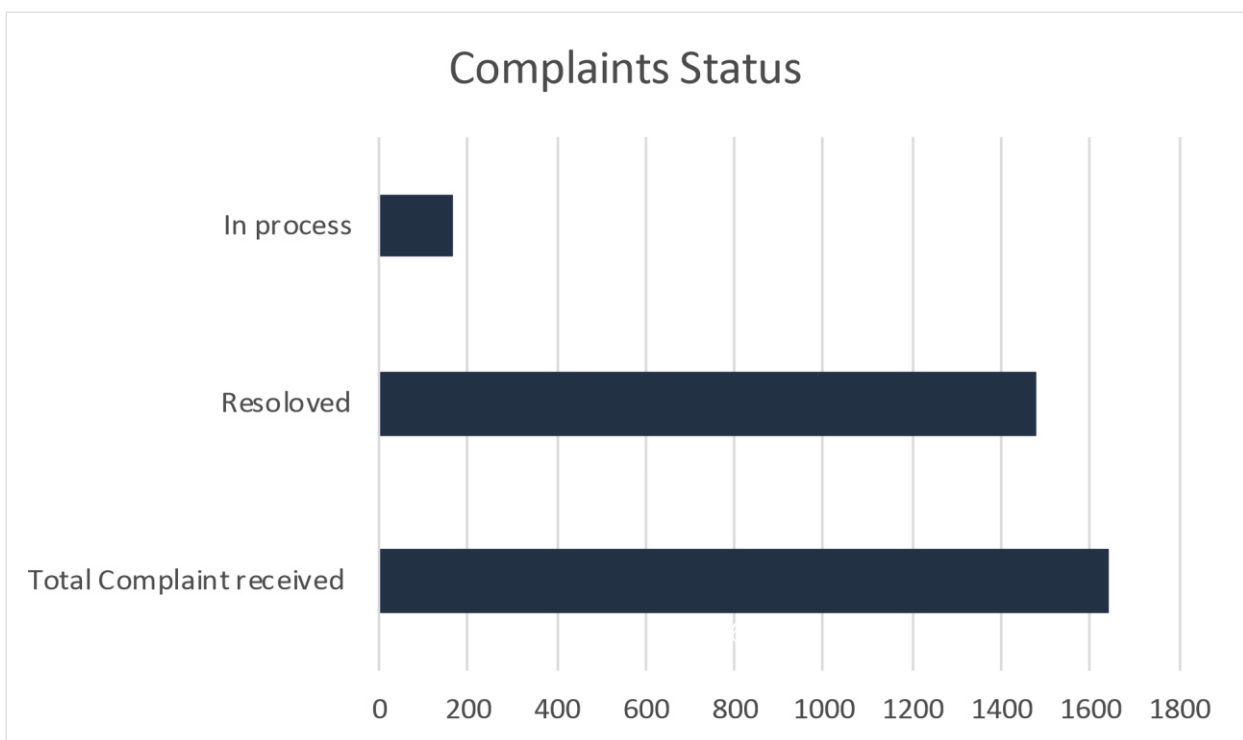


Complaints Management

It is imperative to have an effective and responsive complaints management system in order to maintain transparency and accountability in the health care system. The Commission has established a robust mechanism for complaints management and grievance redressal of the patients as well as service providers. The Commission accepts complaints regarding medical negligence, maladministration, malpractice or failure in provision of the health care services according to the quality standards, through the Pakistan Citizens' Portal, Online Complaints Portal of the Commission, and manually submitted to the Commission. During the last one year the Commission received 1,642 complaints on various forums and 1,470 were resolved.



Complaint Management System for Right Protection



Legal Framework

The Khyber Pakhtunkhwa Health Care Commission was established through Act No. V of 2015. Subsequently, the Conduct of Business Regulations, 2016 were developed. In order to align the existing legal framework with the contemporary healthcare quality standards, the Commission approved essential amendments to the Act of 2015, and the Licensing Rules, 2022. These have been submitted to the Government of Khyber Pakhtunkhwa for further processing. The Commission also developed and approved the Human Resource Management, Financial Management, Establishment, Anti-quackery, Registration and Licensing, and Complaints Management Regulations, 2022 for conduct of its day to day business.

Amendments to Act and Licensing Rules Submitted to Government

6 Manuals of Regulations Approved by the Board

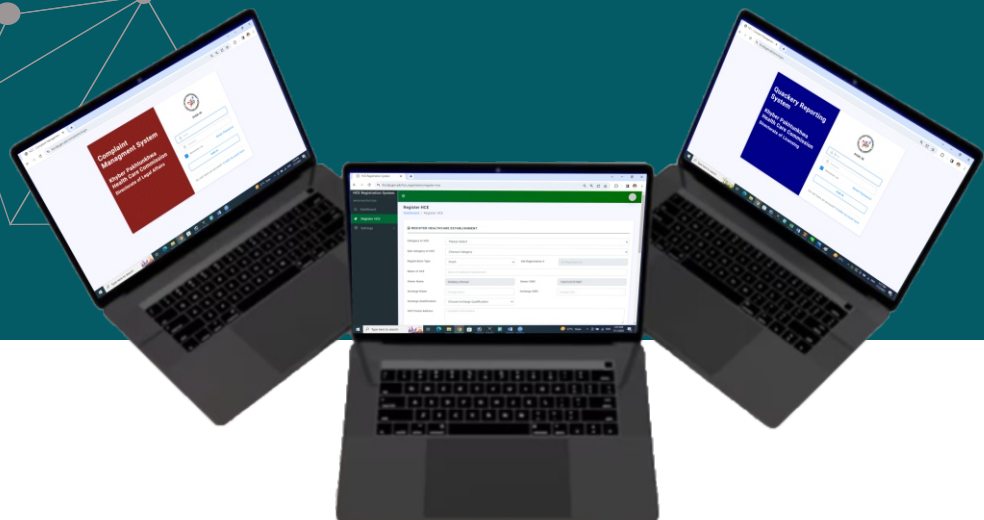


Automation & Digitization

Automation and digitization increases efficiency, improves transparency and reduces over-reliance on human interaction. The Commission developed a state of the art website. Moreover, the manual Complaint Management, Quackery Reporting, and Registration Systems were converted to web-based online systems, thereby facilitating the stakeholders to have easy remote access to the Commission. The digitization of other processes of the Commission is progress.

ONLINE PORTALS DEVELOPED FOR

**Registration
Complaint Management
Quackery Reporting**



Support to Sehat Card Plus Programme

The Khyber Pakhtunkhwa Health Care Commission believes in team work and collaboration with the partners in health care system. On the directives of the Honorable Peshawar High Court, the Secretary Health Government of Khyber Pakhtunkhwa established a Grievance Redressal Committee (GRC) for Sehat Card Plus Programme in the province, headed by the Chief Executive Officer of the Health Care Commission. Moreover, the Commission trained 40 assessors on the empanelment criteria of Sehat Card plus Programme and conducted assessment of 37 empaneled hospitals.



***37 Sehat Card
Hospitals Assessed***

Support to Sehat Card Plus Programme



Tripartite MoU between the KP HCC, Sehat Card Plus and State Life

Assistance to Sehat Card Plus for Standard Development

The Commission inked a tripartite Memorandum of Understanding with Sehat Card Plus Programme and State Life Insurance Corporation, for review of the assessment criteria for empanelment of secondary care hospitals, development of assessment criteria for tertiary care hospitals, establishment of a joint pool of assessors and assessments of five Sehat Card Plus empaneled tertiary care hospitals. Services of a third party consultancy firm have been hired for the purpose and the project will be completed soon.

COVID-19 Control Measures at Airport



Due to surge in the Covid-19 cases in the country, and in order to follow the measures being taken by the Federal Government for control of virus transmission, the Khyber Pakhtunkhwa Health Care Commission took active part in the initiative 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



Aesthetic & Rehab Centers

The Khyber Pakhtunkhwa Health Care Commission conducted thorough consultation on the services provided by the beauty salons and rehabilitation centers. It was realized that the beauty salons and rehab centres provide services which are in fact medical services and therefore, steps were taken to bring them under the regulatory net of the Commission. Awareness campaigns were conducted through social, print and electronic media. This was followed by field visits and registration of these centres.



Aesthetic and Rehabilitation Centers Brought Under Regulatory Net



Community Awareness

Awareness is Integral Part of Strategy to Improve Quality of Health Care and Curb Quackery

The Commission prioritized the right to information and awareness of the citizens and took various steps for educating the general masses regarding their rights and the relevant regulatory frameworks. For this purpose 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 various TV Channels and the senior officers attended live awareness shows on national television.



Federal & Provincial Consultations



The Khyber Pakhtunkhwa Health Care Commission is part of the various national level committees of the Federal Ministry of Health Services and actively engages in consultative dialogue. It is contributing to the policy discourse and is part of the Technical Working Group on Hospital Sector Vision, National Price Fixation Committee for Life Saving Medical Devices, National Consultations on Maternal and Perinatal Death Surveillance and Response, Patient Safety Committee on Development of National safety Standards for Hospitals, and Medical Tourism. The Commission is also part of the consultative dialogue with UNODC on National Standards and Protocols for the Treatment of Drug Use Disorder. In order to ensure uniformity in the policies and standards of health care, the Chief Executive Officer, Khyber Pakhtunkhwa Health Care Commission held quarterly consultative meetings with the health regulatory bodies of the provinces and Islamabad, and shared the experiences and adopted best practices from the other provinces

Participation in Federal and Provisional Consultations





KHYBER PAKHTUNKHWA HEALTH CARE COMMISSION

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