



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, 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 October - December 2023



Board & Committees Meetings

The Board of Khyber Pakhtunkhwa Health Care Commission is highly vibrant and consists of experts having decades of professional experience. The Board conducts quarterly meeting on regular basis and steers the Commission through its significant policy decisions. The Commission has four committees of experts; Finance and Grants Committee, Continuous Quality Improvement Committee, Technical Committee, and Performance Review Committee. Quarterly meeting of the Finance and Grants Committee, and Continuous Quality Improvement Committee were held and technical matters were discussed for guidance of the Commission



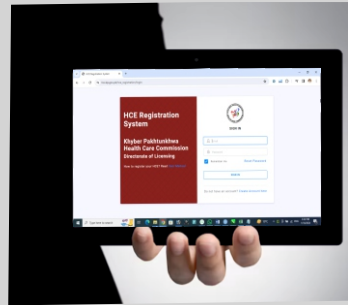
Support to Sehat Card Plus Programme

Through a tripartite Memorandum of Understanding among Health Care Commission, Sehat Card Plus and State Life Insurance Corporation, the Commission provided assistance to Government of Khyber Pakhtunkhwa health insurance programme. This support include review and refinement of assessment criteria for secondary care hospitals, development of assessment criteria for tertiary care hospitals, and assessment of five tertiary care hospitals. The project was successfully completed during the quarter.

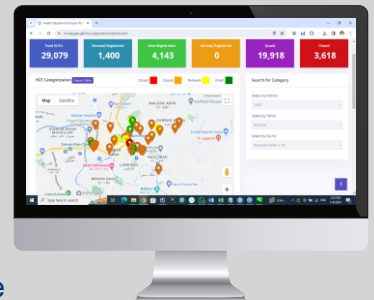


Registration and Geo-tagging

This is one of the major activities 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 almost half the province has been covered by the field teams.



Through this activity 29,079 health care establishments were visited and geo-tagged in Khyber Pakhtunkhwa, including merged districts. A significant aspect is the geo-tagging of quacks for easy identification and legal action. Applications of 5,543 HCEs were submitted to the



Commission for processing.



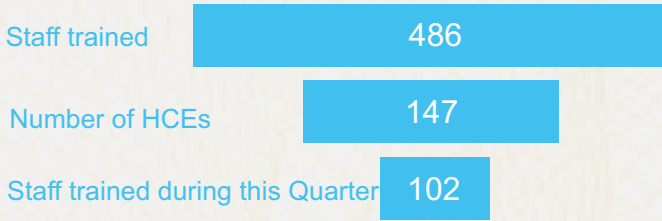
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Capacity Building of Staff of Health Centres

Capacity building of staff of the health care establishments play a vital role in the implementation of Minimum Service Delivery Standards (MSDS). The Commission has Reference Manuals for most of the categories of health care and diagnostic. To facilitate the HCEs in ensuring quality of care, the Commission organizes training for staff of the health care establishments



on regular basis. In addition, formal and informal assistance is also provided to the health centres. The Commission has trained 486 staff of 147 health centres, so far. 102 staff was trained during the current quarter.



Training of Assessors

Since the Commission has expedited the assessments of health centres for licensing, and extended the process to clinical laboratories, the pool of assessors was expanded. In this connection,



pathologists and biomedical engineers were trained on Minimum Service Delivery Standards and scoring matrix for laboratories.

Rehab Centres & Collaboration with UNODC

Substance abuse is major problem of the province and it is badly affecting families. Khyber Pakhtunkhwa Health Care Commission is committed to regulate the various rehabilitation services, like drug rehab and autism centres. In this connection consultative meeting was conducted with the experts, including eminent psychiatrists, paediatricians, neurologists and psychologists, and basic regulatory framework was agreed. Keeping in view its importance, the Commission collaborated with the United Nations Office on Drugs and Crime (UNODC) for Universal Treatment Course. UNODC has the expertise and resources for training staff of the drug rehabilitation centres. The training course consists of four sessions of eight days each and is completed in five months. During the quarter, KP HCC conducted first session of the training and 26 staff of 22 rehabilitation centres was trained. This will help in standardization of the treatment as per international standards.



Assessments and Licensing

The training of staff and implementation of minimum service delivery standards is followed by formal assessment for Full Licence. The Health Care Commission is legally mandated to ensure patient safety and quality of health services. During the interim period the HCE is issued Provisional Licence for three months in order to prepare itself for assessment. Provisional Licence was awarded to 34 HCEs during the quarter.



Upon completion of the term of Provisional Licence, the health centre is assessed by a team of independent assessors, comprising renowned clinicians, health managers, nurses, pharmacist, and engineers. The Commission has conducted 94 assessments of hospitals and clinical laboratories, so far. During the current quarter 43 assessments were conducted which includes



33 first and 10 second assessments. As a result of successful implementation of quality standards, Full Licence was awarded to 21 hospitals.

Quackery Eradication

Quackery is a major problem of the whole country and like sister organizations of the other provinces, Khyber Pakhtunkhwa Health Care Commission is also focusing on this problem. The Commission has devised a multi-pronged strategy for control of this menace. Support of general public, not to visit quacks for treatment, is extremely critical in the eradication of quackery.

During the quarter 299 health care establishments were inspected. Show Cause Notices were issued to 171 and 94 were sealed on various violations related to quality of care and non-registration.



HCEs visited 299

Notices Issued 171

HCEs Sealed 94

Awareness of General Masses

Awareness of general masses about their rights as well as responsibilities is an important pillar of the strategy of Commission to improve quality of healthcare and control quackery. KP HCC carries out various activities in this regards, the Commission uses the available forums of print, electronic, and social media, on regular basis.

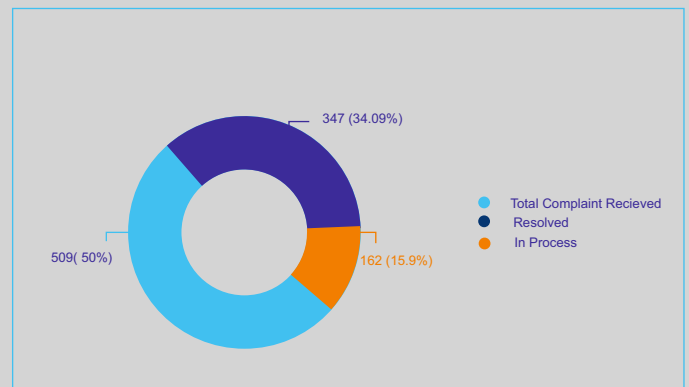
An awareness seminar was conducted at Lady Reading Hospital, Peshawar during the quarter by the Directorate of Quality. The objective of the event was awareness of staff of the hospital about Minimum Service Delivery Standards, including rights of patients, attendants, and care providers. The seminar was attended by the senior management of Health Care Commission and Lady Reading Hospital, in addition to a large number of staff of



all cadres of the hospital.

Complaints Managements

Complaints redressal is one of the several mechanisms of ensuring quality of health care by the Khyber Pakhtunkhwa Health Care Commission. There are several platforms for submission of complaint to the Commission, which are properly processed for redressal. This includes complaints regarding medical negligence, maladministration, malpractice or failure in provision of health care services according to the quality standards. During this quarter the Commission received 509 complaints on various forums and 347 were resolved.



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.

