



Khyber Pakhtunkhwa Health Care Commission

Government of Khyber Pakhtunkhwa



FACT SHEET

October - December, 2024

The Khyber Pakhtunkhwa Health Care Commission is an autonomous body established by the government through the Khyber Pakhtunkhwa Health Care Commission Act, 2015, with the mandate to regulate both public and private health care establishments through registration, licensing, quackery eradication and complaints redressal.



Leadership and Policy Oversight

The Commission is steered by a vibrant and professional Board. During the tenure of the current Board, the Khyber Pakhtunkhwa Health Care Commission (KP HCC) has undertaken significant initiatives. The Board comprises a highly qualified and diverse group of professionals from public and private sectors, including serving and retired civil servants, former medical professors, public health specialists, development sector professionals, and legal advisors. The Board holds regular meetings to provide strategic oversight and guide the Commission in making critical policy decisions, ensuring effective governance and alignment with its objectives. All aspects of the Commission's functions are thoroughly discussed, including performance and financial transparency. The Board approved a third-party audit for the last fiscal year.



Review Meeting with Chief Minister

It is heartening that the highest executive office of the province showed keen interest in the patient safety with quality of health care. In this connection, a review meeting was chaired by the Hon'ble Chief Minister of Khyber Pakhtunkhwa Mr. Ali Amin Gandapur. The meeting was attended by the Hon'able Advisor on Health, Mr. Ehtesham Ali Khan, Secretary Health Mr. Adeel Shah, Director General Health Services, Dr. Mohammad Saleem, Chief Executive Officer HCC, Dr. Nadeem Akhtar, and Chief HSRU, Dr. Khalil Akhtar.

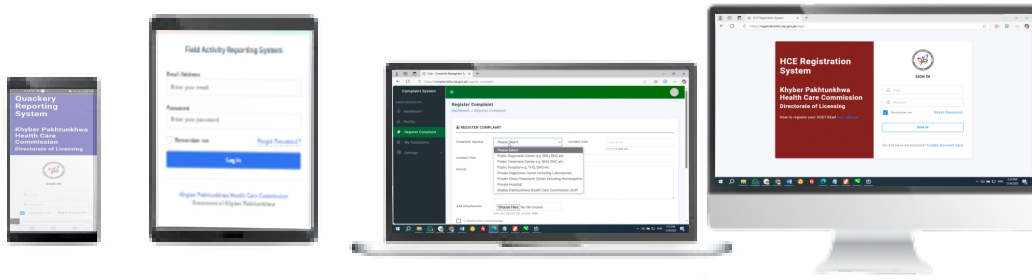


The Chief Executive Officer presented the mandate, functions and performance of the Commission. Similarly, he highlighted the major challenges faced by the Health Care Commission, like the human resource deficiency, lack of office space, and no release of funds by the government. The Hon'ble Chief Minister appreciated the performance of the Commission and issued instructions of strengthening of the Commission.

Automation for Transparency

Despite its limited resources, the Khyber Pakhtunkhwa Health Care Commission is actively advancing the vision of

a digital Khyber Pakhtunkhwa by digitalising various processes, including complaint resolution, health care establishment registration, quackery reporting, field activity management, and financial operations. To ensure high standards of digitalization, the Commission has partnered with Building Healthy Families Activities (BHFA), funded by USAID, to develop a comprehensive end-to-end Enterprise Resource Planning (ERP) solution. The requirement-gathering phase has been successfully completed, and the Software Requirements Specification (SRS) documents have been finalized.



Quality Assurance of Health Care Services

The Khyber Pakhtunkhwa Health Care Commission is mandated under Section 12 of the Khyber Pakhtunkhwa Health Care Commission Act, 2015, to register and license Health Care Establishments (HCEs) across the province in both the public and private sectors. In this quarter, the Commission successfully registered 362 new HCEs. To ensure the provision of high-quality healthcare, the Commission follows a rigorous licensing process that includes training and assessment of these establishments. During this period, the Commission conducted 54 assessments, with 13 HCEs meeting the required quality standards and were subsequently awarded Full Licences. Furthermore, 99 HCEs were granted Provincial Licences, including 64 GP Clinics and 35 Dental Clinics.



Staff Capacity Building and Quality Standards Implementation

Licensing is a mandatory requirement under the KP HCC Act for all health care establishments, serving as a vital mechanism for enforcing quality standards. The Commission offers comprehensive support to Health Care Establishments in implementing the

Minimum Service Delivery Standards (MSDS). To facilitate this, the Commission has developed Reference Manuals of Standards for various healthcare categories, which are available on its official website. These manuals provide detailed guidelines aligned with the principles of clinical governance.



To ensure effective adherence to these standards, the

Commission conducts regular training sessions for the staff of health care establishments. In the last quarter, the Commission trained 169 staff members from 99 HCEs on quality standards.

Trained 169 staff members from 99 HCEs

Additionally, the capacity of the assessors was further enhanced with the addition of new assessors. Comprehensive refresher training sessions were conducted, focusing on the Minimum Service Delivery Standards and the scoring matrix. These initiatives are designed to strengthen the capabilities of assessors, ensuring more effective and thorough assessments of HCE for Full Licence



Delivery Standards are comprehensive; however, there is always room for further refinement.

Moreover, the Commission is in the process of development of second edition of the Reference Manuals for Basic Health Units and General Practitioners and Specialist Clinics. In this regard, a two-day consultative workshop was held in Islamabad on November 19th and 20th. Stakeholders from various sectors participated and the Chairman, Board of the Commission, Dr. Ikram Ghani graced the occasion as Chief Guest.



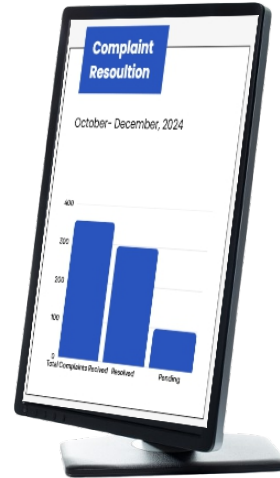
Revision of MSDS Reference Manuals

The Commission is in the process of revision of the existing Reference Manuals of Minimum Service Delivery Standards for the various categories of HCEs. The consultative process for the revision of MSDS for hospitals was completed and drafting the second edition of the Reference Manual is in progress with the technical assistance of USAID-funded Building Health Family Initiative. The Reference Manuals for the Minimum Service



Medical Negligence and Complaints Management

It has been noticed that the general public is becoming more and more aware of its rights to quality and safe health care. Resultantly the Commission is getting increasing number of applications for redressal of grievances regarding patients' rights. Malpractice and maladministration pose significant barriers to delivery of quality healthcare. To address these challenges and uphold health care standards, the Khyber Pakhtunkhwa Health Care Commission utilizes an effective complaints management system. The Commission accepts complaints through both manual and online channels, ensuring that each complaint is systematically processed to provide timely relief to the complainants. In the most recent quarter, the Commission received 357 complaints through various platforms and successfully resolved 298 of them.



Anti-Quackery Drive

The Khyber Pakhtunkhwa Health Care Commission is actively conducting anti-quackery campaigns across the province. A key focus of these efforts is to influence the health care seeking behavior of the general public, as community support in avoiding quacks is crucial. To achieve this, the Commission regularly carries out field activities, both



independently and in collaboration with district administrations when necessary.

The Commission issued notices to 227 facilities and sealed 521 for various violations, including issues related to quality of care and non-registration.



From October to December, 2024

HCEs Sealed
521

Notices Issued
227

Empowering Masses through Awareness

Media - whether electronic, print, or social - plays a vital role in shaping public opinion and influencing behaviour. Raising public awareness about patients' rights and responsibilities is a key element of the Khyber Pakhtunkhwa Health Care Commission's strategy for improving healthcare quality and combating quackery. The Commission undertakes various activities to advance this objective.

Mainstream television channels, leading newspapers, radio networks, and social media platforms (such as Facebook, YouTube, LinkedIn, and Instagram) are used to highlight the efforts of the Commission, particularly in anti-quackery operations and public awareness initiatives. During the last quarter, prominent media outlets, including PTV National, Dunya News, Khyber News, and Suno News, covered events and showcased the Commission's performance. Additionally, Radio Pakistan and several daily newspapers published content regarding the awareness activities and functions of the Commission.



To further educate stakeholders, the Directorate of Licensing, organized an Awareness Seminar titled "Why License" on 7th November, 2024. The event, which was attended by a broad range of healthcare professionals, administrative staff, and technical personnel from various HCEs, provided valuable insights into the licensing process and the role of Commission in enhancing the quality of healthcare services.



Awareness seminar on Quality Improvement through MSDS in Khyber Pakhtunkhwa was held in Peshawar on 17th December, 2024.

This seminar aimed to enhance awareness and educate health care professionals, including doctors, paramedics, nurses, and allied health professionals, on quality improvement practices through the implementation of MSDS.



Another awareness activity, an Anti-Quackery Seminar was held on November 27th at Massma, Nasirpur, Peshawar, where a

large number of local residents participated and were educated on the importance of avoiding quacks.



Redressal of Sehat Card Complaints

In addition to its own functions, the Commission provides support to the Sehat Card Plus Programme also. The Chief Executive Officer of the Commission chairs the Redressal Committee for empanelment of Sehat Card. During the quarter, the Commission conducted hearings for several days to address the grievances of the hospitals about the recent round of assessments for empanelment of hospitals under Sehat Card.

Coordination with Federal and Provincial Stakeholders

Dr. Shefa Haider Sawal, Director Registration at the Khyber Pakhtunkhwa Health Care Commission, attended a two-day workshop by the CDC and NIH on developing a standardized mortality data reporting tool, joined by 42 participants, including provincial healthcare representatives and development partners data collection.

