



**Memon Medical Institute Hospital**  
A Project of Memon Health & Education Foundation

# GLIMPSES

## NEWSLETTER

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OCTOBER - DECEMBER 2020



## CEO MESSAGE



*We are presenting the quarterly newsletter of Memon Medical Institute Hospital for the period of October till December 2020.*



Happy New Year and best wishes for good health and happiness in 2021. We are today witnessing a significant global challenge while this COVID-19 situation continue to evolve. In light of these and the news about the vaccine which curbs this uncertain times, I would like to share few thoughts with you.

First of all, I would like to express how proud I am on my team for their tremendous and brave work during the Covid 19 pandemic. It is also that we stood firm to face this challenge but it's our positive approach that makes MMI Hospital an enjoyable place to work and achieve many successes.

In this newsletter, we are updating our valued readers about various events and significant activities during the period of October till December 2020. Since quality is one of the key focus, our article on quality assurance at MMI Hospital explains our approach towards patient care and it is a benchmark for other healthcare institutions to comply. We have also chosen Endoscopy Department as a benchmark of serving patients with safety measures during the pandemic.

We have specially prepared Urdu article on unique topic of Common Sports Injuries which contains useful tips and information on the subject.

Once again, my most heartfelt thanks to each and every one of you, for setting a wonderful example of dedication, professionalism and responsibility.

*- Brigadier Dr. Malik Waqar Ahmad Awan TI (M)-Retd.*



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**Memon Medical Institute Hospital**





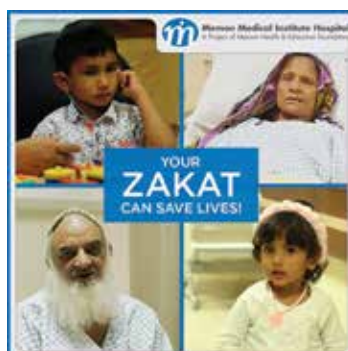
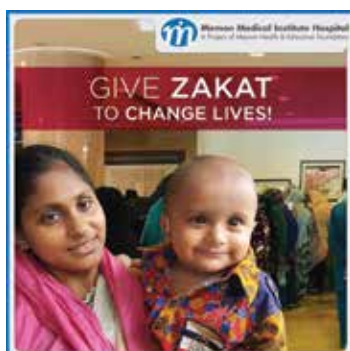

The pandemic is effecting every individual and industry but the worst effected is the airline sector and Covid 19 PCT Tests are the compulsory requirements for the international travelers. We are collaborating with the airlines to provide these mandatory laboratory tests as part of the global precautionary requirements. Our rate for Covid19 PCR Test is Rs. 4,900/-. We are providing services to Emirates, PIA & Fly Dubai.

#### Salient features

- Government approved Laboratory
- PCR Tests in just Rs. 4,900/-
- Qualified Experienced staff
- Located in different areas of Karachi
- Already Providing services to the International Passengers for Covid19 Tests
- Covid19 PCR test report contains QR Code and picture of the passenger



The Welfare Department is responsible for providing the financial assistance to the deserving patients. The patients who are unable to afford the cost of the treatment and are in desperate need of support are treated through the welfare fund. The department processes all the requests as per the Shariah compliance and gets regularly audited and adheres to a meticulous process of identifying the most deserving patients who are eligible for Zakat according to the rules of Shariah. We use the Zakat efficiency through the smooth process of the welfare department and based on 100% merit policy, only the needy patients receive the financial assistance through the welfare fund.



#### Patient Welfare Department Patient Turnover and Fund Disbursement

	Oct-20	Nov-20	Dec-20
<b>No. of patient</b>	3,983	4,500	4,339
<b>OUTPATIENT</b>	3,021,179	2,784,726	2,867,640
<b>No. of patient</b>	337	301	317
<b>DAYCARE</b>	723,969	3,399,918	757,963
<b>No. of patient</b>	122	80	121
<b>INPATIENT</b>	7,916,109	4,792,936	10,255,459
<b>TOTAL</b>	11,661,257	10,977,580	13,881,062



## VICE CHANCELLOR OF THE ISLAMIA UNIVERSITY OF BHAWALPUR (IUB) VISITED MMI HOSPITAL

Eng. Prof. Dr. Athar Mahboob, Vice Chancellor of The Islamia University of Bhawalpur (IUB) and Dr. Fazal Mahmood Khan Director Health Education Project of IUB visited Memon Medical Institute Hospital. He visited different wards and impressed with the facilities of the Hospital. He also visited Memon College of Nursing.

Brig. Dr. Malik Waqar Ahmad Awan, TI (M) Retd. Chief Executive Officer, Memon Medical Institute Hospital (MMI Hospital) presented the shield to Eng. Prof. Dr. Athar Mahboob, Vice Chancellor of The Islamia University of Bhawalpur (IUB). Dr. Fazal Mahmood Khan Director Health Education Project of IUB and the members of the Executive Committee of MMI Hospital were also present on the occasion.



## MEMON MEDICAL INSTITUTE HOSPITAL, DEPARTMENT OF ENDOSCOPY SAFETY OF EVERY PATIENT DURING PANDEMIC

Memon Medical Institute Hospital, Department of Endoscopy is serving the patients during the Covid 19 pandemic. We are performing every procedure with strict implementation of PPE guidelines for the safety of the patients, doctors and the staff.

The department is managed by Dr. Shoaib Siddique, Head of Department. The department performed more than 500 cases and not a single incidence of Covid 19 infection was reported.

This is a tremendous achievement of MMI Hospital that the patients are receiving Endoscopy as well as other services in a safe and secure through forceful infection control mechanism.

MMI Hospital offers endoscopy services at very affordable prices and serving to large numbers of patients from Karachi, other areas of Sindh as well as Balochistan. We have an experienced and renown Gastroenterologist, latest equipment, patient friendly staff and state of the art hospital infrastructure.





(Extract from a book Assurance implementation in Hospital made simple)

### Dr.Haroon Diwan GM Quality Assurance Department

It is the right of ill people to get better health services. And for this purpose, it is the basic responsibility of government to provide its people with the best health care facilities at an affordable price. As healthy people can contribute to the country's progress and the ailing nation makes a country unsuccessful.

In a developing country like Pakistan, healthcare is a serious concern and a point to ponder for practitioners, researchers, and government officials. A variety of steps have been taken by the government of Pakistan and management of hospitals to improve the quality of patient care in hospitals. The healthcare industry is one of the most important industries in the service field. In Pakistan, both private and public entities are providing health services.

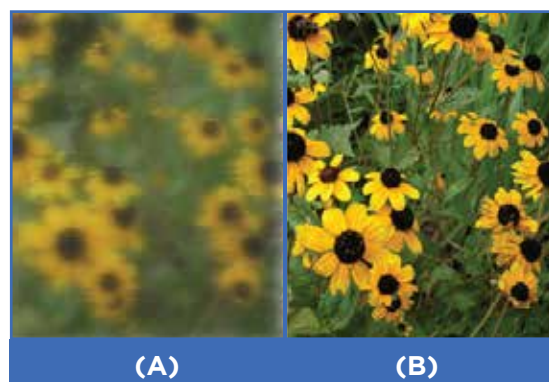
Quality Assurance Department (QA) of Hospital, focuses on hospital performance in quality services, patient satisfaction, and continuous improvement. The aim is that the services being provided are meeting international standards and is building patient confidence and by improving reliability in the work process and competence. Quality Assurance Department 'Commitment is to upgrade the Hospital Environment, safety, and health pertinent matters. The work being performed is an effective management system. Department of Quality Assurance is involved in formulating and preparing Quality Principles and associated departmental documentation. Valuable attributes are being incorporated accordingly which apply to the hospital's related framework and attentive on the performance, customer expectations, and enhancement.

### So what is quality?

"In literature there is no universal, all-encompassing definition or model of quality exists" The difficulty in defining hospital service quality may account for the fact that no reliable instrument exists to measure quality. The general definition of quality according to the American Society for Quality is "a subjective term for each person has his or her own definition. To define quality let us take this photograph Irrespective of the personality of the person at this moment



All will agree the (B) picture is better than (A) why? Picture B has all the proper parameters which include brightness and evenness of illumination, contrast, resolution, geometry, color fidelity, and color discrimination of an observed image. What are these? These are characteristics of the photo which makes (B), a picture of good quality. Achieving the highest possible image quality relies not only on using the best available equipment but also on making correct parameter choices. Correct such as the use of exposure, lighting techniques, and post-processing techniques all affect the overall quality of an image. The image characteristic, in this B, has the desired characteristics which I call them Quality parameters, so to me



quality “has two meanings (a) the characteristics of product or service that bear on its ability to satisfy states or implied needs and (b) a product or service free of deficiencies” QA. Measure the actual performance, compare it with standards, and act on the difference” This definition basically says that quality is “meeting or exceeding customer expectations.” “Fitness for the intended use.”

Meeting customer expectations results in a satisfied customer. What do we mean by this? Have you eaten in a restaurant recently? If so, did you select a restaurant that you expected would dissatisfy you? Probably not. You selected from a list of restaurants that you expected would satisfy you. So, satisfying customers merely keeps you in the game. Delighting customers (exceeding customer expectations) is where competitive advantage can be found. Restaurants that deliver larger than expected portions or lower than expected prices or better than expected service or better than expected ambiance (order winners) have a competitive advantage over restaurants that simply satisfy customers (possess only order qualifiers). Hospitals fall in the scenario

Quality of care has become progressively significant in the assessment of healthcare services (Avis et al., 1995; Richards, 1999; Groenewegen et al., 2005). The healthcare industry is one of the largest and fastest-growing sectors in the service economy (Andaleeb, 2001).

**Memon Medical Institute Hospital is a patient-centered Hospital. Quality Assurance,(QA) Department** take your valued appreciation, feedback and complaints very seriously. QA staff is committed to listening, understanding, investigating and responding to your feedback and complaints in a professional manner. Any complaint that you provide does not compromise the level of care that you receive. On the contrary your information help us to further improve our services.

## HEALTH SCREENING & BLOOD DONATION FOR THE EMPLOYEES OF KARACHI GOLF CLUB

Memon Medical Institute Hospital organized Health Screening & Blood Donation Camp for the Employees of Karachi Golf Club. The camp was arranged from October 19, 2020 to October 23, 2020 at Karachi Golf Club where the employees received the complete health screening including Laboratory tests. The employees also donated blood for the patients.

MMI Hospital provides Employee Screening through various packages. For details about the health screening packages, please call 0300 2008417 & 0334 2660207.







## کھیلوں سے متعلق عام چوٹیں Common Sports Injuries



۱۔ موج اور دیگر ٹیشوز کا پھٹ جانا۔

کھیلوں یا دیگر ورزشوں سے سب سے زیادہ زخمی ہونے والے ٹیشوز میں لیگمنٹس (Ligaments) اور گوشت کے پٹھوں کا ٹوٹ جانا ہے۔ بازو اوقات روزمرہ کی معمولی سرگرمیاں بھی ان کا سبب بن سکتی ہیں۔ یہ چوٹیں مناسب علاج مانگتی ہیں ورنہ انہیں ٹھیک ہونے میں طویل وقت لگ سکتا ہے۔

ٹشو کی چوٹ کی اقسام:

بنیادی طور پر یہ ان اقسام پر مشتمل ہوتی ہیں

(۱) شدید اور فوری توجہ دلانے والی چوٹیں (Acute Injuries) ان کا سبب کوئی حادثہ، اونچائی سے گرنا یا دیگر جسمانی ضربیں ہو سکتی ہیں۔ کسی جوڑ (joint) کا اچانک مڑ جانا بھی اس طرح کی چوٹ کا سبب بن سکتا ہے۔ اس طرح کی چوٹ کیلئے آرام، برف (Ice)، گرم پٹی (compression bandage) اور متاثرہ عضو کو اونچا رکھنا شامل ہے۔ متاثرہ حصے پر وزن نہ ڈالنے کی ضرورت بھی پیش آ سکتی ہے۔ موج: جوڑ کو بنیادی طور پر یکجا/ اور رابطے میں رکھنے والی ٹشو (Tissue) کو رباط (Ligaments) کہتے ہیں۔

ان رباط (Ligaments) کو لگنے والی چوٹیں موج (Sprain) کہلاتی ہیں یہ معمولی نوعیت کا کھینچاؤ بھی ہو سکتا ہے جو عام علاج سے درست ہو جاتا ہے جبکہ موج انتہائی شدید بھی ہو سکتی ہے۔ جس میں رباط (Ligaments) مکمل طور پر ٹوٹ کر الگ ہو جاتے ہیں۔ اس صورتحال کے علاج کیلئے سرجری (Surgery) کی ضرورت ہوتی ہے۔ اس کی عام مثال گھٹنے صلیبی رباط (Cruciate Ligaments) ہے۔ ان میں زیادہ عام ACL (Anterior Ligaments Cruciate) کی چوٹ ہے اس کا علاج نہایت چھوٹے چیرے سے کیمرے کی مدد سے ممکن ہے۔ اسے Arthroscopic (ACL) Reconstruction کہتے ہیں۔ میمن میڈیکل انسٹی ٹیوٹ ہسپتال میں یہ علاج کامیابی سے کیا جاتا ہے۔

ٹشو کے استعمال کی زیادتی والی چوٹیں

اس طرح کی چوٹیں عام حالات میں فوری طور پر توجہ میں نہیں آتی اور ایک خاموش درد کی صورت میں پٹھوں کو متاثر کرتی ہیں۔ ان کا سبب پٹھوں کا مسلسل ضرورت سے زیادہ استعمال ہوتا ہے ان میں پٹھوں کی رگوں کی مسلسل سوزش (Tendinitis) اور جوڑوں کے اطراف لگے خاص کشن کی سوزش (Bursitis) شامل ہیں۔

(Tendinitis) مسلسل ورزش یا کھیل کود سے بسا اوقات پٹھوں کی رگوں کو دوبارہ سے نامل حالت میں آنے کا وقت نہیں ملتا۔ اس طرح نامل ٹشو سوجن کا شکار ہو کر خراب ہو جاتے ہیں۔ اس طرح کی سوزش میں (T.A. Tendinitis) شامل ہیں۔ یہ عموماً دواؤں، خاص ورزشوں یا شدید صورتحال میں سرجری سے ٹھیک کیا جاتا ہے۔

احتیاتی تدابیر (Prevention)

اسپورٹس انجریز عموماً اُس وقت سامنے آتی ہیں جبکہ لوگ اپنی ورزش/کھیلوں کی سرگرمیوں کو اچانک بڑھا دیتے ہیں بہت سی ایسی نرم ٹشو کی چوٹیں (Soft Issue Injuries) کو مندرجہ ذیل تدابیر اختیار کر کے روکا جاسکتا ہے۔

۱۔ مناسب ساز و سامان (Proper Equipment) کھلاڑیوں کے مناسب جوتے، پہنے کپڑے اور حفاظتی سامان کا استعمال بہت ضروری ہے۔

2۔ متوازن ورزش

جسمانی پٹھے اور اعضاء وقت کے ساتھ ساتھ خود کو ڈھالتے ہیں۔ کسی بھی ورزش/سرگرمی کو بتدریج جسمانی سکت کے لحاظ سے ہی بڑھانا چاہئے۔ جب جسمانی سکت وقت کے ساتھ بڑھ جائے تو ورزش کی شدت یا وقت کو بڑھایا جاسکتا ہے۔

3۔ جسم کو ورزش سے پہلے تیار کرنا (Warm Up)

خون کے دوران کو جسم کے ہر حصے میں ورزش سے پہلے میں ورزش سے پہلے پہنچانے سے بہت سی اسپورٹس انجریز سے بچا جاسکتا ہے۔ چند ممنوں کی بھاگ دوڑ، سانس کی بحالی کی ورزشیں اس کام کیلئے کافی ہیں۔

4۔ پانی کا مناسب استعمال

ایک تحقیق کے مطابق آدھا لیٹر پانی ورزش سے 15 منٹ پہلے، آدھا لیٹر پانی ورزش کے بعد اور ہر 15 منٹ بعد ورزش کے دوران پانی کا استعمال ڈی ہائیڈریشن، ہیٹ اسٹروک اور پٹھوں کے کھینچاؤ سے بچاتا ہے۔

5۔ بتدریج ورزش ختم کرنا (Cool Down)

کم از کم آخری 10 منٹ کی ورزش کو بتدریج آہستہ کرنا چاہیے۔

5۔ پٹھوں کو کھینچنا (Stretching)

ورزش کی ایک قسم Stretching بھی ہے۔ اس کے لئے بتدریج پٹھوں کو کھینچنے سے مزید ورزش کیلئے انہیں تیار کیا جاسکتا ہے۔

6۔ آرام (Rest)

پٹھوں کی تھکن سے بچنے کیلئے کچھ وقت یا دن آرام کا مقرر کرنا چاہیے۔

**Dr. Syed Muhammad Azfar**  
**MBBS, FCPS(Ortho)**  
**Orthopedics+Sports Medicine**



## RADIOLOGY DEPARTMENT

The Radiology Department of MMI Hospital comprises of the latest technology, diversified services and professional patient care. College of Physicians & Surgeons of Pakistan accepted Dr. Uzma Azmat Naseem of Radiology Department as a Supervisor for Training FCPS Radiology candidates.

We are preparing to apply for the Accreditation of MMIH - Radiology Department for the training of the FCPS Radiology Candidates and committed to complete all the formalities of CPSP.



## OUR LAB COLLECTION POINTS

### DHA

Shop 2-6 Plot No. 1 - C/I, Ittehad Lane 5, Phase VI, DHA Karachi.  
Tel: +92-21-35848417

### DHORAJI

Shop # 5 & 6, Kathiawar Square Opp Kibriya Masjid, Dhoraji Colony, Karachi.  
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### BAHADURABAD

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### BURNS ROAD (MEMON HOSPITAL)


Robson Road, Near Jama Cloth Market Off M.A Jinnah Road, Karachi  
Tel: +92-21-32630111

**THE GOOD PHYSICIAN TREATS THE DISEASE.  
THE GREAT PHYSICIAN TREATS THE PATIENT  
WHO HAS THE DISEASE.**

**-WILLIAM OSLER**

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