



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

GLIMPSSES

NEWSLETTER

APRIL - JUNE 2021





COVID-19 VACCINATION CENTER

Memon Medical Institute Hospital established Covid-19 Vaccination Center. The center has been established as per the international guidelines and the recommendation of National Command & Operation Center (NCOC) standards. The center has been established to facilitate the general public in a very systematic and smooth manner without the long queue and waiting time. We have designed an online portal for the registration and appointment for vaccination.



AGREEMENT WITH ZMT CLINIC

Memon Medical Institute Hospital has signed an agreement with ZMT Clinics to provide Laboratory services to their patients. ZMT clinic is providing healthcare services to the deserving patients through their vast network of medical centers at slum areas of Karachi.



FUTURE LEADERSHIP DEVELOPMENT PROGRAM FOR THE EMPLOYEES

Memon Medical Institute Hospital firmly believe that the employees are the asset of the organization and always initiates several training programs to improve the efficiency.

We have arranged “Future Leadership Development Program” from 21st till 23rd June 2021. The program has been designed to prepare MMIH’s future leaders by giving them the challenging jobs that prepare them for future leadership roles. The program encompasses a high pace learning environment. This includes extending role modeling, coaching, formal training and professional development. During this program, line managers will formally appraise the performance at regular interval and provide feedback and coaching to build on key strengths and development areas.



QA DEPARTMENT INTRODUCED PATIENT SATISFACTION SURVEY FORM AN EFFECTIVE TOOL TO GATHER PATIENT'S FEEDBACK

By: Dr. Haroon Diwan

Quality Assurance Department (QA) staff has evaluated that the patients expect the following characteristics of care at Memon Medical Institute Hospital. This patient expectation is evaluated by one to one conversation by QA staff during the daily rounds. These expectations are briefly summarized as;

- Being comfortable
- Being treated as a mature individual
- Getting information about what will happen
- Learning how to participate in care
- Feeling safe
- Needing reassurance
- Feeling more in control
- Decreasing stress
- Having staff available to listen



According to the famous quote "If it is not documented, it is not done". Therefore, QA Department decided to introduce Patient Satisfaction Survey Form's approach.

We have modified the previous form of patient satisfaction from good and unsatisfied evaluation to short questioner in which it highlighted the degree of satisfaction or un-satisfaction under the guidance of Brig. Dr. Malik Waqar Ahmad Awan, TI(M) (Retd.) CEO MMIH.

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) (1989), in its principles of organization and management notes that a program that supports and promotes continuous improvement in the quality of care is one that seeks feedback on the quality of care from patients as well as practitioners.

We at MMIH QA think patient satisfaction surveys will help us identify ways of improving our practice. Ultimately, it will translate into better care and happier patients.

COVID-19

DELTA VARIANT

The Delta Variant:

- Is more transmissible
- Causes more severe disease
- Results in higher cases of hospitalization and death than any other strain



MASKS ARE MANDATORY
even if you're fully vaccinated

SYMPTOMS



Diarrhoea



Blocked/
Runny Nose



Aching Muscles



Long-lasting
Headache



Vomiting



Sore Throat



Tired & Unwell

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OUR LAB COLLECTION POINTS

DHA

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Tel: +92-21-35848417

DHORAJI

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

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