



**M.P. SHAH HOSPITAL**  
*A Legacy of Care*

# *The* **HEALTH TRACK**

*Healthy Insights For You*

HOSPITAL NEWSLETTER, JANUARY 2021



*Pulling together during a crisis, to keep you smiling*

**#Legacyofcare**

*Highlights*

*My experience as  
a doctor treating  
COVID-19 patients*

**KINDNESS** FROM DIFFERENT  
**INSTITUTIONS & INDIVIDUALS**  
WHO KEPT US **GOING** DURING  
**THE COVID-19 PANDEMIC**



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**Saturday: 8:30 a.m - 12:30 p.m**



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# FROM THE CEO'S DESK

**Dr. Tossef Din**

CEO

**2020** was a trying year for us. But despite all the challenges that came about due to the COVID-19 pandemic, we have saved lives and repatriated patients in excellent health with passionate care and excellence. With a devoted and determined team focused towards healing patients we have succeeded in delivering patient centered care that has helped us build proficiency and quality.

Due to COVID-19 pandemic the main hospital and its satellite branches experienced a tampered foot fall and as a hospital providing essential services, we cannot cut costs drastically but we have taken measures for cost containment where possible. The complex healthcare industry in general has been affected. We have however not compromised on the quality of care that the hospital provides to patients and their families due to robust infection prevention control standards across the hospital.

We have used this time to test our infection prevention and control policies and developed our training and education programs further. This is evident from our confidence in receiving several COVID-19 patients in our hospital.

The quality of patient care remains a pivotal part in delivering excellent care every day and in order for our hospital to adopt a defined process for managing its risks on an ongoing basis, we have embarked on bringing quality into every aspect of our patient delivery standards. The purpose of this is to implement a structured and comprehensive risk management

process, which establishes a common understanding, language and methodology for identifying, assessing, monitoring and reporting risks and which provides management and the Board with the assurance that key risks are being identified and managed. This will help align various policies to the promise that will deliver consistent patient care and improve the level of services.

In January 2020 we had our clinical assessment conducted by IFC where we scored reasonably well. We are determined that this will uplift our patient satisfaction standards. We have also started our journey of JCIA to assist us to provide the best possible care matching international standards.

Last year, our Kaizen projects focused towards standard working procedures, with which we can **improve quality of performance**.

Our go green goal continued across this period and we utilized digital media to share as much information as possible. We are aiming to reduce our carbon footprint with the ultimate objective of being able to conserve trees, reduce the wastage, implement electronic data saving systems, digital communication campaigns, landscaping, planting trees and raising awareness of environmental issues.

The digital transformation has enabled our hospital function effectively where the hospital introduced telemedicine portals, pharmacy online delivery services and Online CMEs where we continue to provide seamless patient care.

Last year, the hospital embarked on the development of our strategy for the next five years that will define the long-term vision of the hospital.

Our patient care philosophy which is guided by our values and vision are evident in every one of our employees. We inspire to do our best and deliver patient centered care and we thank our donors and the tremendous support of our Chairman and board members.

Finally, I am incredibly grateful to all our health care workers for their unwavering support towards this very difficult call of duty and being psychologically resilient. I also thank all the staff for remaining committed and helpful during this time. They are the hope of many Kenyans.  
God Bless you.

“ The quality of patient care remains a pivotal part in delivering excellent care every day...”



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# MEDIC ON CALL

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# MY EXPERIENCE AS A DOCTOR TREATING COVID-19 PATIENTS



by **Dr. Shamsa Ahmed**

(Consultant Physician & Head of Infectious Diseases Clinic)

Shoe covers, Head cover, Mask, Gown, Gloves, Visor. Run the sequence through your head. Take a deep breath. Look at the ward doors. See many eyes staring in, some out of concern, some out of curiosity, some out of fear. Hear the ambulance arrive. Take a deep breath. Shoe covers, Head cover, Mask, Gown, Gloves, Visor.

## Let's begin.

As a doctor you train to heal, you train to be the barrier between life and death. Very rarely do we fail, and when we do, it tends to be inevitable accidents or prolonged illnesses. Things that we can reconcile with "We did all we can". As the COVID 19 pandemic swept the world, we watched it creep closer to our country, our cities and ultimately our own homes. We started off with great fear in an uncertain time, watching news almost obsessively, watching numbers rise, watching people fight over not having enough masks, watching people fight over not wanting to wear a mask and learning from other countries that did not have the benefit of time.

As an institution we rallied together to prepare the staff and facility often making the hard-unpopular decisions. We started with clinically stable patients. As the earliest set of patients, they came at a time when there was no hard-scientific evidence of treatment modalities, home isolation did not exist and one had to be declared negative to go home. They all went home with no medical complications thankfully but carried the greatest burden of stigma. Human beings were not built for isolation. We took for granted what it meant to have visitors in a hospital.

All the infusions and oxygen in the world couldn't replace meaningful human interaction.

We continued to have meetings, to make plans, to strengthen plans. Let's use this corridor. Let's block that one. Get the trainings done. Get the equipment. Then the tsunami hit. Our units were full, critical care was precious. We watched hospital porters display more courage than some seasoned medics. Families reeled under the burden of our heavy words. The search for second, third and fourth opinions was abundant. The relative doctor from across the ocean with lots of advice, but nothing that could change the course of an unprecedented illness. Staff progressed from optimism to dread and when one of us, one of our own, tested positive or fell sick you could feel the apprehension in the corridors.

We found new treatments that had positive outcomes, very sick patients went home. We could scale down. Families were grateful, we were grateful and slowly we all built our new work lives in the shadow of the new normal. Lockdowns lifted and counties opened and in the slow lull of COVID fatigue we were held by a second wave. We held on to all our lessons and tried to be better. The wave tried to crush us under its unyielding weight. Patient P died last night... He couldn't breathe. I couldn't go back to sleep after that. I felt like I couldn't breathe.

Lessons I have learned on this unforeseen road; Don't be eyes behind a mask. Make a connection with your patients. No one knows everything, rely on the people around you. Encourage the people around you. You cannot control every situation. Not everyone will value the sacrifices you are making, remember whom you are doing this for. Patient K came to clinic last week. There was a time he never thought he would see real sunlight again. He prays for everyone fighting this battle. He prays for all of us who come to work here every day.

Shoe covers, Head cover, Mask, Gown, Gloves, Visor. Take a deep breath.

Let's continue.

“Shoe covers, Head cover, Mask, Gown, Gloves, Visor. Take a deep breath.”

# PHYSIOTHERAPY AND WELLNESS CENTER



by **Deep Bhayani**

(Head of Physiotherapy & Wellness Center)

M.P. Shah Hospital has recently launched a world class physiotherapy and wellness center that's fully equipped with state-of-the-art equipment and highly sought-after specialists in their different areas of expertise. Some of the highlights of the new center are indicated below:

**Occupational Therapy**-With the new occupational therapy work station, the hospital is able to offer full time occupational therapy services such as splinting, physical dysfunction, post stroke rehabilitation as well as Pediatric rehabilitation with a key interest in rehabilitation to kids with Cerebral palsy/Spina Bifida /CTEV.

**Post-Partum Rehabilitation**-The hospital takes pride in being the first institution in East Africa to offer pelvic floor rehabilitation services by use of a biofeedback pelvic trainer. The uses of this machine are: Urine and Fecal incontinence, Irritable intestines, Childbirth (before and after), Rehab following-intra pelvic or prostate surgery and also back pain.

**We offer in patient speech therapy**-stroke patients can be assessed and treated in the wards by specialized physiotherapists

**Advanced Pain modulation**-Offer Shockwave therapy to chronic injury patients as well as sports injury treatment. The physiotherapy center has a specialized Neuro physiotherapist who does Gait training for stroke patients with a hoist and harness system and also treats neuro conditions like head injury, parkinsonism, stroke, GBS and Amputees.

One of the latest machines that has been introduced in the unit is the foot scanner to provide a 3D analysis of the foot and also provide the correct orthosis. They also have a specialized musculoskeletal physiotherapist who handles all orthopedic and sport injury cases by use of manual manipulation techniques and also use of electrotherapy modalities such as Ultrasound/TENS/VACUUM, Shockwave therapy and A Laser Module for pain modulation. Use of other equipment like the Traction bed to deal with spinal issues, disc bulges, sciatica, radiculopathy.

**Hydrotherapy**-Hydrotherapy is the use of water in the treatment of different conditions which might include arthritis and related rheumatic conditions. It's different from swimming because of the involvement of special exercises that are done in a warm-water pool with assistance from a trained physiotherapist who will guide you on how to do the exercises. These exercises are mostly adjusted and tailored based on one's health symptoms.



“ ...state-of-the-art equipment and highly sought-after specialists...”

# INNOVATIONS DURING THE COVID-19 ERA

During this global pandemic, telehealth is emerging as an effective and sustainable solution for precaution, prevention and treatment to mitigate the spread of COVID-19. The coronavirus pandemic has resulted in even longer waits for other non-emergency hospital appointments and reluctance by fearful patients to visit doctors and hospitals.

Ask a DoQ is a digital platform that M.P. Shah Hospital has introduced to meet the demand of our online community which is on the lookout for safe healthcare advisory. This is a new service on our YouTube & Facebook social platforms where people can share their medical questions which then get answered by our specialists every week.

We have also introduced a telemedicine platform MEDIC ON CALL that is running through our website, offering virtual consultation services for general consultation as well as other clinics run by M.P. Shah Hospital. This service is accessible through the link below. All terms and conditions have also been embedded on the link:

<https://mpshahhosp.org/virtual-consultation/>

We believe that the platform has assisted in bridging the gap between patients and physicians, enabling everyone seeking non-emergency services, to stay at home and communicate with physicians through virtual channels, enjoying Quality healthcare services from the comfort of their home, office or when on the go.

In addition to these digital platforms, M.P. Shah Hospital has been encouraging individuals and organizations seeking COVID-19 tests to book their appointment online. The hospital coordinator then engages them further by ensuring that their request for service is seamless and confidential.



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## Ask a DoQ

This is a new service that helps you direct any medical queries to our specialist doctors.

### Send your questions:

Email: [clinics@mpshahhosp.org](mailto:clinics@mpshahhosp.org) or Facebook

Messenger: @ M.P. Shah Hospital

Our specialist doctors will answer a few of your questions every **Friday @ 11:00am** on our **YouTube** and **Facebook** channels.

Stay in the loop on upcoming topics of discussion.





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# WHITER TEETH FOR BRIGHTER SMILES

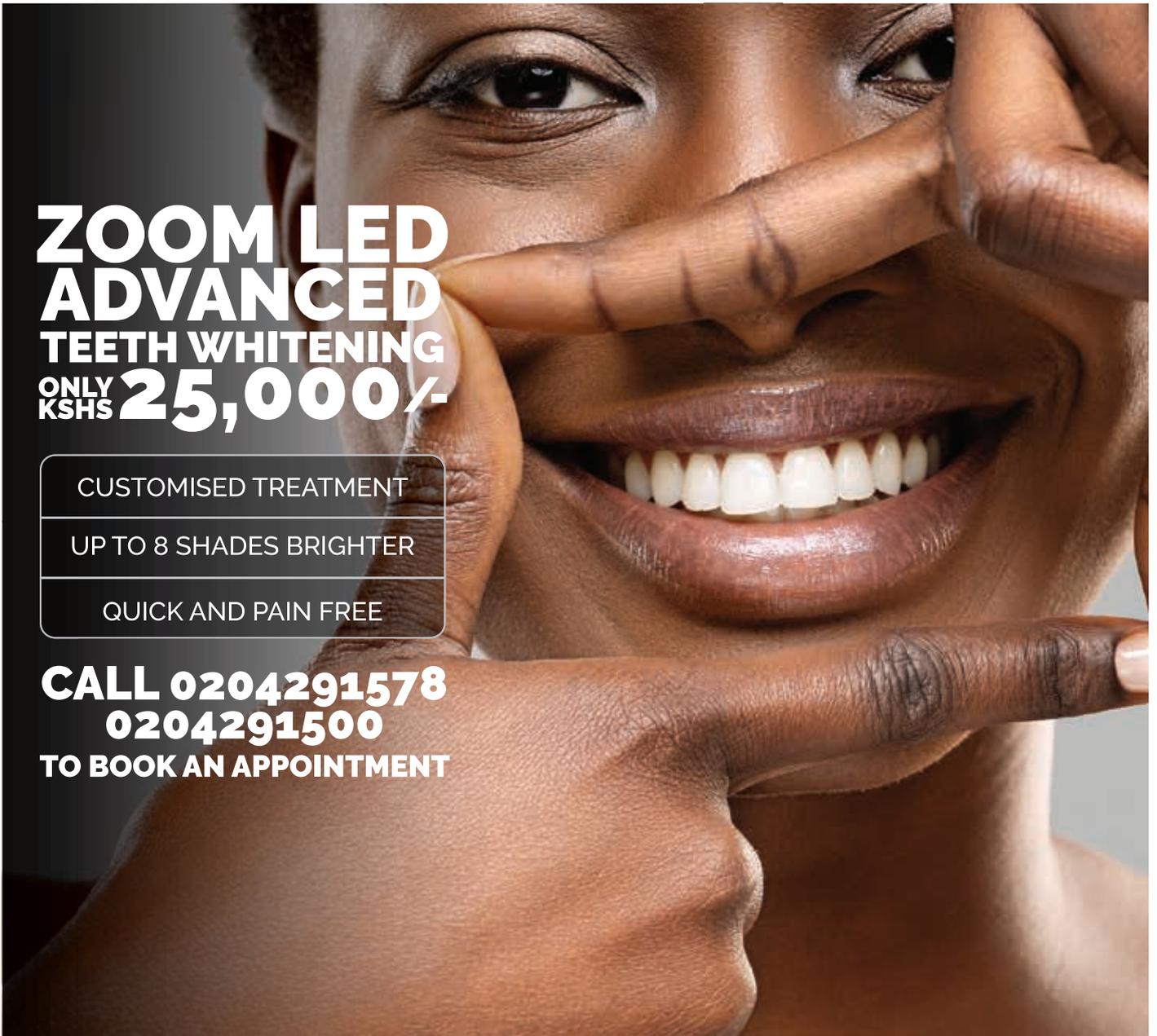
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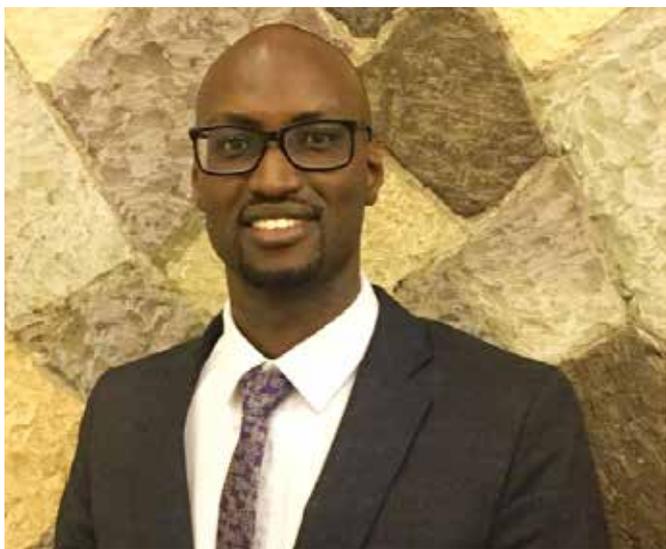
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# WHAT YOU NEED TO KNOW ABOUT FIBROIDS



by **Dr. Charles Muriuki**

(Gynecologist, M.P. Shah Hospital)

## What are fibroids?

Fibroids are non-cancerous clusters of smooth muscle cells of the uterus. They vary in size from sub centimeter to large masses that can often be mistaken for a pregnant uterus. Fibroids vary in location and can be submucosal which are located in the inner lining of the uterus, intramural which are located within the muscle of the uterus, sub serosal which are located on the outer lining of the uterus and pedunculated which are attached to the uterus by a stalk.

## What are the risk factors for developing fibroids?

It is estimated that three to four out of ten women in Sub-Saharan Africa have fibroids. Women of African descent are two to three times more likely to have fibroids compared to their Caucasian counterparts. Women of African descent are also more likely to have bulkier, more symptomatic fibroids and present earlier in life. Women who have never been pregnant are more likely to have fibroids compared to those who have been. Pregnancy seems to also deter the growth of fibroids as fibroids tend to be the same or regress in size during pregnancy. Fibroids tend to be more common as the body mass index increases but genetics seems to be significant in development of fibroids and there seems to be a higher occurrence in those with a family history of fibroids.

## Which symptoms do fibroids cause?

Fibroids tend to cause heavy or prolonged periods. This is largely affected by the location rather than the size of the fibroid(s). Fibroids present with pressure symptoms and can cause increased passing of urine (frequency) and constipation. Fibroids can cause pain, sometimes dull pressure. In pregnancy they can cause pain as they are

denied their blood supply. Fibroids that distort the cavity of the uterus could affect fertility in terms of reduced chances of getting pregnant or increased risk of miscarriage. However, fertility is multifactorial and thorough evaluation is required before instituting fibroid treatment.

## What treatment options are there for fibroids?

Treatment of fibroids depends on whether they are causing symptoms or not. Fibroids that do not cause symptoms (found incidentally on scan) can be observed and patients followed routinely. Fibroids that cause symptoms are managed depending on the fertility wishes of the woman. Minimal symptoms can be managed medically with hormonal treatments (most of which are contraceptive in nature) and include progesterone containing contraceptives and combined contraceptive pills. Other non-hormonal medications help reduce the flow or help shrink the fibroid size with an intended treatment goal. For those keen on pregnancy the mainstay of treatment is removal of fibroid(s) through the minimal access (keyhole) approach which is either hysteroscopy or laparoscopy or the traditional open surgical approach. For those not intent on pregnancy and are not keen or have not responded well to medical treatment, the options include removal of the fibroid(s) as previously described or removal of the uterus through the laparoscopic or traditional open or vaginal approach. Uterine artery embolization which is a non-surgical modality involves blocking off the blood supply to the fibroids but can cause premature menopause and is not suitable for those keen on pregnancy.

## Where can I seek consultation on management of fibroids?

An appointment with a gynecologist will help clarify the best treatment approach. Here at M.P. Shah Hospital, Waridi Clinic you will find a team of gynecologists who are able to discuss with you and customize the best treatment plan for you. Karibu sana.

“Fibroids are non-cancerous clusters of smooth muscle cells of the uterus.”



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# PHARMACY DELIVERY SERVICES



Call/SMS/Whatsapp your prescription on:

**+254 748 671 191**

as well as scan your prescription to:

**[bookings@mpshahhosp.org](mailto:bookings@mpshahhosp.org)**

Place your order between **8am** and **2pm** and  
get next day delivery.

The service is available within a **15km** radius from the  
Main Hospital and Village Medical Centre.

**FREE DELIVERY**

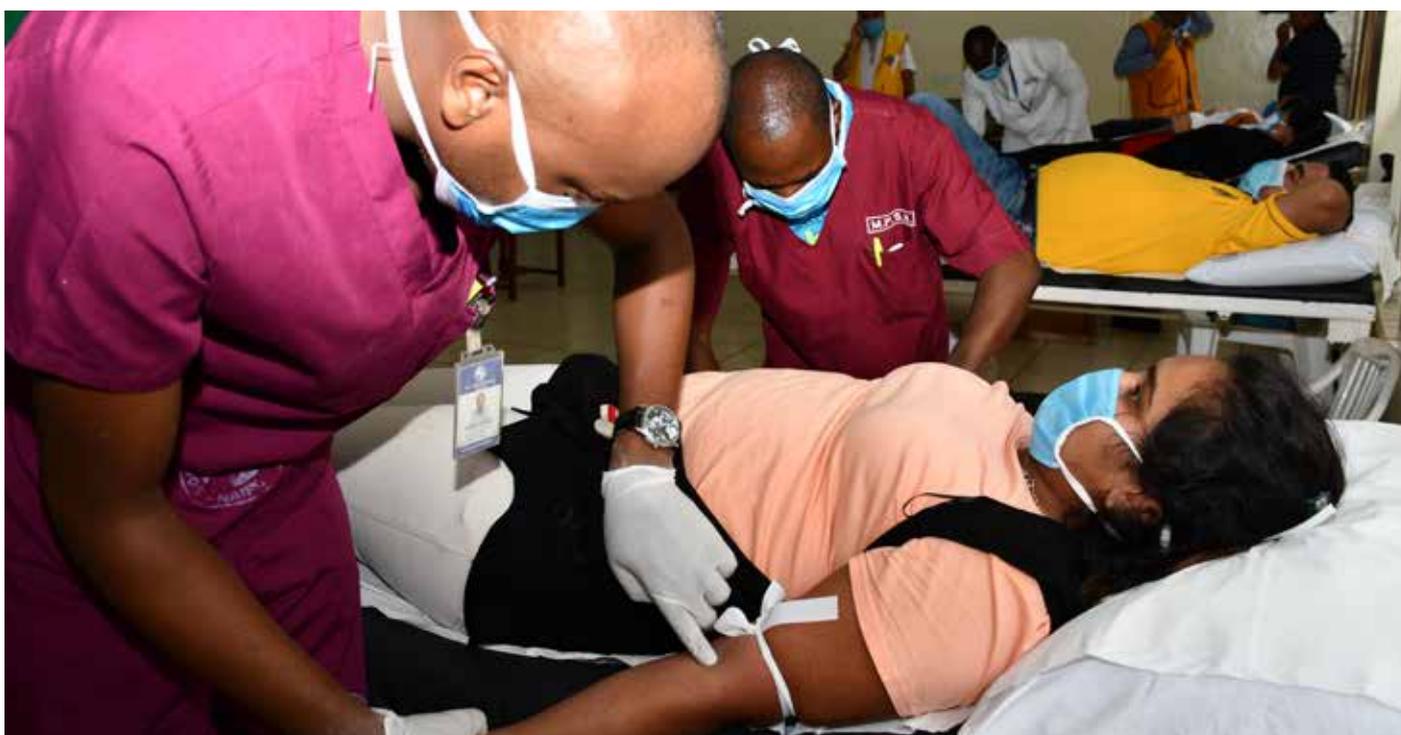
Terms and Conditions Apply\*

# COVID-19 BLOOD DONATION CAMP

As the novel coronavirus continues to spread across the globe, many countries are experiencing shortages of blood reserves for meeting urgent patient care needs. On Saturday 2nd May 2020 the M.P. Shah Hospital, in conjunction with Lions Club of Nairobi Peponi & Greater, held a COVID-19 blood donation camp towards an effort to help save the lives of those who desperately need blood. Without the generosity and dedication of our donors, the hospital would not be able to maintain a stable blood supply for those in need of this critical lifesaving resource.



*COVID-19 Blood donation drive by Lions Club of Nairobi Peponi & Greater*



*COVID-19 Blood donation drive by Lions Club of Nairobi Peponi & Greater*

# BLOOD DONATION DRIVE

On Saturday 5th September 2020 a similar blood donation drive was organized by M.P. Shah Hospital, in partnership with Lions Club International and Oshwal Youth League, held a blood donation drive from 9am to 1pm. The activity was well attended by individuals who were selfless enough to show support for this worthy cause. Every day, thousands of people need blood to keep them in good health or allow them to stay alive. The selfless act of donating blood will go a long way in benefiting patients in need of this life saving resource.



COVID-19 Blood donation drive by Lions Club International & Oshwal Youth League



COVID-19 Blood donation drive by Lions Club International & Oshwal Youth League



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# ULTRA MODERN PHYSIOTHERAPY AND WELLNESS CENTRE NOW OPEN AT KPJ TOWER, MAIN HOSPITAL.



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# SERVICES:



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Specialized neuro rehabilitation



Paediatric therapy and  
Physical rehabilitation



Sports injury assessment



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Lions SightFirst Eye Hospital



# DIABETES PACKAGES

## PACKAGE 1: COMPREHENSIVE DIABETES CARE PACKAGE:

### TESTS:

- ALBUMIN:CREATININE (ACR)
- GLYCOSYLATED HB (HBA1C)
- HOSPITAL ECG
- LIPID PROFILE FASTING (12 HRS)
- U/E/C

### INCLUDES:

- Endocrinologist Doctor's consultation
- **Complimentary pack (Gluconova Blood Glucose Meter and Strips, Diary Card, Pill Box, Glucose Tablets, Alcohol Swabs, Elastoplast, Pen and Kit Bag)**

KSHS **9,900/-**

## PACKAGE 2: COMPREHENSIVE DIABETES CARE PACKAGE:

### TESTS:

- ALBUMIN:CREATININE (ACR)
- GLYCOSYLATED HB (HBA1C)
- HOSPITAL ECG
- LIPID PROFILE FASTING (12 HRS)
- U/E/C

### INCLUDES:

- Endocrinologist Doctor's consultation

KSHS **7,220/-**

## PACKAGE 3: DIABETES CARE MINI PACKAGE:

### TESTS:

- CREATININE
- GLYCOSYLATED HB (HBA1C)
- MICRO ALBUMIN
- FASTING BLOOD SUGAR LEVEL
- TOTAL CHOLESTEROL LEVEL

### INCLUDES:

- Endocrinologist Doctor's consultation

KSHS **6,500/-**



# READY. STEADY. FEED:NUTRITION INSIGHTS FOR YOUR BABY



---

**by Dr. Jane Mate**

Consultant Paediatrician

Of all the milestones in the first year of life, introducing solid foods to your baby will be an experience you will never forget. One day you will be met with an eager mouth, wide open and ready to explore different flavours and textures and the next day will be lips sealed shut with bowls of food turned up-side down and cups tossed to the ground. Yet with a cupful of overflowing love, a generous amount of patience and a steady supply of wholesome nutritious meals you can have a profound impact on your child's health. The aim is to raise a healthy child, well rounded with a curious and adventurous palate. What to remember is no one has a greater influence on your child's eating habits than you do.

## **Here is what you need to know when it comes to feeding your baby.**

Your responsibility as a care caregiver is to provide wholesome nutritious meals as frequently as possible depending on your child's nutritional needs. Equally your child's responsibility is to eat the food provided. Keep in mind that you have little control on whether your child eats the food offered and how much food your child eats. Inevitably there will be a day when your child will barely eat anything. On these days do not give up and do not start to worry that your child's nutritional needs are going unmet. Realistically their nutritional requirements will not be met in one day let alone in one meal, instead they even out over weeks and months. Keep going and keep offering wide variety, wholesome nutritious meals.

By now you have heard of the recommendation to feed your child a balanced meal. With so many food choices

and just as much information what does a balanced diet look like in practice? Your goal for each meal is to create a balanced plate which includes:

- High calorie
- Iron rich
- Fruit & vegetable

High-calorie foods are especially important for brain growth and development in the first 24 months of life. Caloric dense foods ensure that every bite counts especially when there is minimal intake during the first days of introducing solid feeds as well as the toddler years. Iron is arguably the most important nutrient for children below 2 years. It helps with brain development and blood circulation among other things. Here is what to consider when serving iron.

Iron from animal sources is absorbed best. Calcium is thought to inhibit iron absorption in certain instances, and we recommend serving some meals without dairy throughout the day to maximise iron absorption. Serving vitamin C with iron sources, especially plant-based iron sources can have a positive effect on how much iron is absorbed.

Vitamin C is found in most fruits and vegetables. This water-soluble vitamin and antioxidant protect against cell damage, helps the immune system to work properly and aids in wound healing. Vitamin C is particularly important in boosting iron absorption from vegetable sources. Focus on offering a wide variety of fruit and vegetables to ensure that your baby's needs are being met.

Even though baby may be ready for solid feeds, breastmilk and iron fortified formula will still be a major part of baby's diet. A baby who is just starting solids may eat only a few spoons at each sitting and should continue breastfeeding between meals. Where possible, breastfeeding is encouraged up to the age of 24 months.

While waiting to introduce top food allergens such as eggs, fish, wheat and nuts may seem like the safer route, there is growing evidence showing that introducing allergens as early as 6 months of age can reduce the risk or actually help prevent the development of food allergies. If there's a family or medical history that puts your baby in the high-risk category such as severe eczema, previously diagnosed food allergies, or asthma, consult with your healthcare provider to determine the best plan of action. Lastly, a clean kitchen ensures that baby's food is free of germs.

Before you start preparing baby's food, wash your hands well with soap and water, wash all produce thoroughly, use separate utensils for raw meat, poultry and seafood, promptly refrigerate or freeze baby's food in appropriate quantities and clean all work surfaces and utensils with warm soapy water.

Go ahead and start your journey today. We are here to walk with you.

**WARIDI** WOMEN'S HEALTH  
AND WELLNESS CENTRE



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FOR EVERY STAGE OF A WOMAN'S LIFE**

GYNAECOLOGY | ANTENATAL CARE | MATERNITY CARE |  
FERTILITY CARE | | PELVIC HEALTH |  
PSYCHOSOCIAL SUPPORT AND MUCH MORE.

# BREAST CANCER-EARLY DETECTION & SCREENING



---

**by Dr. Mariusz Marek**  
(Consultant Oncoplastic  
Breast Surgeon)

**B**reast cancer is one of the most prevalent types of cancer in East Africa, where its mortality rates are among the highest in the world. On average, women develop breast cancer at a younger age in Sub-Saharan Africa than in the West; most often these cancers are detected very late when treatment options become limited. Early detection through screening is critical to improving breast cancer outcomes and survival. Almost all women diagnosed with breast cancer at the earliest possible stage survive for at least 5 years after diagnosis and are more likely to be cured.

Breast cancer can have various symptoms, which can include:

- A lump or swelling in either the breasts or armpits
- Change in the size or shape of one or both breasts
- Discharge from either nipple, which may be streaked with blood
- Dimpling on the skin of the breasts
- A rash on or around the nipple
- A change in the appearance of the nipple, such as becoming sunken into the breast

The most important breast screening tool is the mammogram, which uses low energy x-rays to identify early signs of breast cancer, microcalcifications and small lesions. Mammograms are recommended to all women over the age of 40. Regular mammograms are the most effective tests for detecting breast cancer early, sometimes up to 3 years before it can be felt as lump. Breast ultrasound can also be used to screen for breast cancer: these use high frequency sound waves to assess the size and shape of breast lumps and determine whether they could be tumorous growths or fluid filled cysts.

Breast awareness and screening is vital in order to detect breast cancer in its early stages, when it can be treated more effectively and is more likely to be cured.

“Early detection through screening is critical to improving breast cancer outcomes and survival.”

# OCTOBER 2020-BREAST CANCER AWARENESS MONTH



Throughout October, internationally recognized as breast cancer awareness month, millions of people get involved with creating awareness about this disease.

During the 2020 October Breast cancer awareness, M.P. Shah Hospital ran a campaign dubbed "I Pinky Promise" where the general public was encouraged to make a promise to keep track of their breast health every year and boldly embracing pink as a symbol of commitment to creating awareness on breast cancer.

Our Breast Surgeon, Dr. Marek led the hospital in sharing information and widely creating awareness on the disease through various engagements with the media via Television interviews, corporate talks and online platforms.

As part of the hospital's CSR initiatives, representatives from the institution also joined other partners like **She's Mercedes, Dee's Hair & Beauty Salon & Barbershop and Zumba with ZML your happy place (Social)** to show support for cancer survivors and their caregivers.

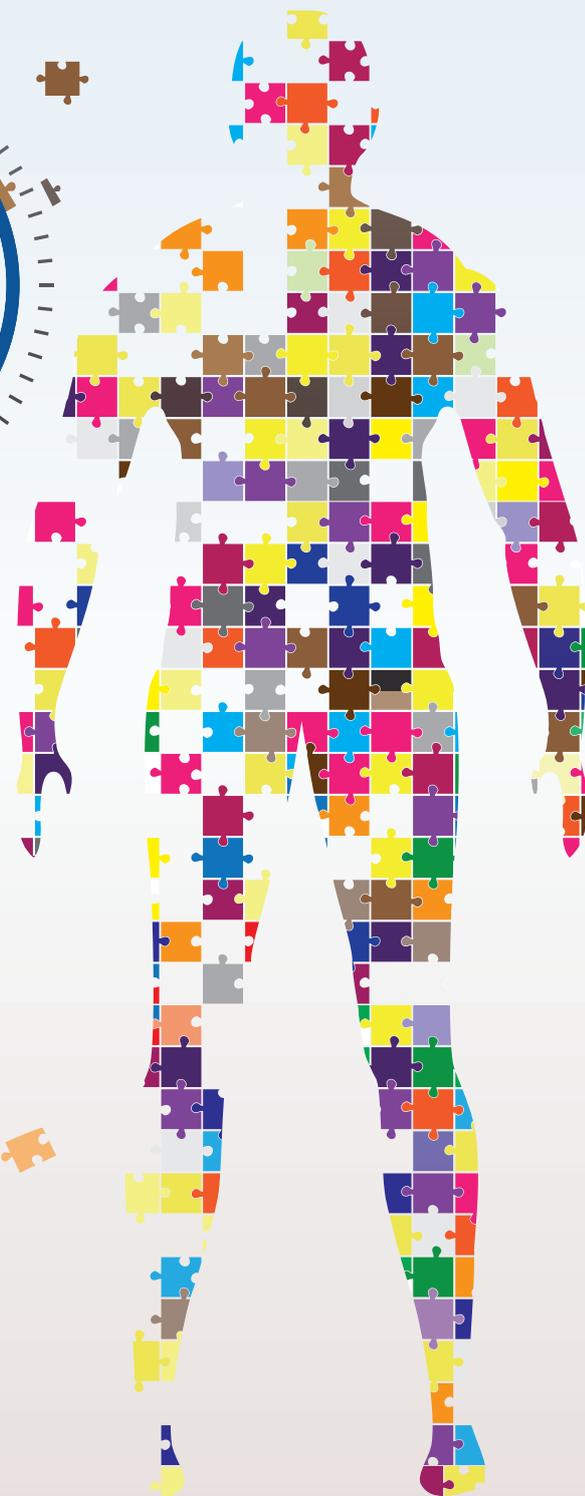




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# IT'S TIME

Put your body in your plans and get a wellness check-up today.



## EXECUTIVE WELLNESS PACKAGE



- Chest X-ray
- Total Blood Count
- Fasting Blood Sugar
- Lipid Profile
- Kidney Function Test
- Liver Function Test
- Uric Acid
- Urinalysis
- Stool Routine
- General Physician Consultation
- Dental Consultation
- Optometrist Review
- Electrocardiogram
- Vitamin D3 and Vitamin B12
- Thyroid Function Test
- Breakfast
- PSA & Pap Smear

**KSH 30,000/-**

## WELLWOMAN PACKAGE

- Chest X-ray
- Pap Smear
- Total Blood Count
- Fasting Blood Sugar
- Lipid Profile
- Kidney Function Test
- Liver Function Test
- Uric Acid
- Urinalysis
- Stool Routine
- General Physician Consultation
- Breast Consultation

**KSH 16,000/-**



## WELLMAN PACKAGE

- Chest X-ray
- Total blood count
- Fasting Blood Sugar
- Lipid Profile
- Kidney Function Tests
- Liver Function Test
- Total Blood Count
- Uric Acid
- Urinalysis
- Stool Routine
- General Physician Consultation
- PSA

**KSH 16,000/-**



## SUPER CHAMP PACKAGE



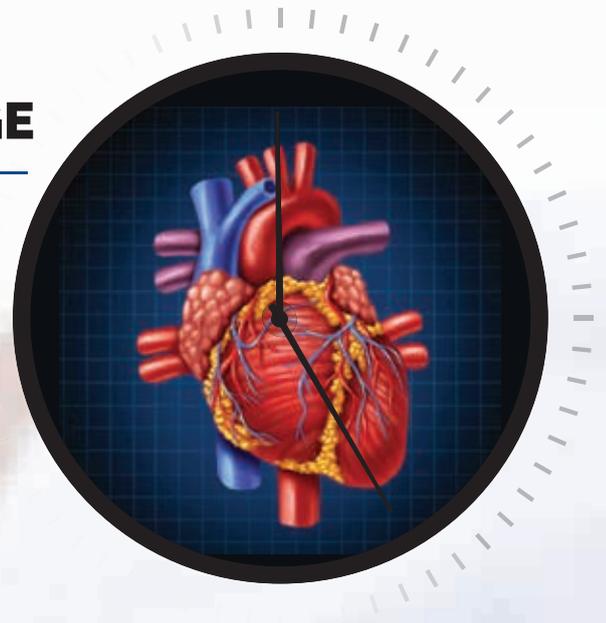
- Growth Check
- Vision Screening
- Hearing Evaluation
- Full Body Physical Exam
- Dental & Oral Evaluation
- Nutrition Review
- Paediatrician's Review

**KSH 5,000/-**

## EXECUTIVE CARDIAC PACKAGE

- Chest X-ray
- Stress Test
- Full Haemogram
- Lipid Profile
- CT Calcium Scoring
- Echocardiogram
- Electrocardiogram
- Blood Sugar
- Dietician Consultation
- Kidney Function
- Breakfast

**KSH 35,000/-**



## STANDARD CARDIAC PACKAGE



- Consultation
- Stress Test
- Blood Sugar
- Lipid Profile
- Creatinine
- Electrocardiogram
- Echocardiogram
- Breakfast

**KSH 28,000/-**

# Frequently Asked Questions



## **WHY DO I NEED A HEALTH CHECK-UP?**

Regular medical check-ups are important to verify that you are in a good state of health and to detect any medical issues before they flair up. This leads to a happier, healthier and longer life.

## **WHO REQUIRES A HEALTH CHECK-UP?**

Everyone needs a health check-up, no matter how healthy an individual is. Generally, individuals above the age of 40 must undergo bi-annual health check-ups and below the age of 40, must undergo annual check-ups.

Getting a check-up periodically is a good step to staying healthy always. It is recommended to have a health check-up at an early age if you have a family history of diabetes, high blood pressure, cholesterol or heart disease and also if you who have a smoking habit or with any of the health risk behaviors.

## **WHEN IS A HEALTH CHECK-UP RECOMMENDED?**

A health check is advisable:

- Before you start on a fitness regime
- Before you decide to go on a diet to cut out certain foods. A health check can give you a better understanding of what your body needs so you don't end up missing out on essential minerals and nutrients.
- For growth check when it comes to children including vision screening and hearing evaluation.

## **ARE THERE ANY HEALTH CHECK-UPS GUIDELINES?**

Yes, pre-health check-up guidelines may include:

- Overnight fasting just before your appointment
- Avoid alcohol consumption at least 48-72 hours before your check-up
- Ladies are advised to avoid health checks during their monthly cycles
- If you've had a surprise cycle upon booking the health check, please notify the Health Check Team
- Carry all your current medications and your previous ailment files at the time of your Doctor's consultation
- Notify the Doctor about any of your allergic reactions towards drugs.
- Bring with you your identification card or passport for billing purposes.
- If you are using insurance, make sure that you have a letter of undertaking from the insurance company.

## **TO BOOK AN APPOINTMENT**

**CALL: 020 4291 000 / 0728 900 800 / 0736 900 800**

**EMAIL: [bookings@mpshahhosp.org](mailto:bookings@mpshahhosp.org)**

# M.P. SHAH HOSPITAL CARDIAC CENTRE

*Where we take care of your heart*



**by Dr. Mohsen Gaballa**  
(Consultant Interventional  
Cardiologist)

The Cardiac team works tirelessly in organizing learning sessions with patients, medical practitioners and the community at large through various platforms such as webinars, short videos and other mediums.

M.P. Shah cardiac team is well known of performing the most complex cardiac procedures in Kenya such as complex angioplasties, advanced echo and tissue doppler techniques amongst other complex heart procedures that the patients present to them.

The center is also known to develop new healthcare techniques in their area of specialty and participate in research both locally in Kenya and internationally. M.P. Shah Hospital is the first hospital in the whole of Africa to start interventional treatment of hypertension so called RDN which is a technique that delivers energy to the renal artery on both sides and the blood pressure normalizes. This reversal procedure has helped patients to stop the use of antihypertensive drugs hence setting them free for the daily routines of using these drugs. This is such a relief and the team of experts is dedicated to ensure that patients can live their normal lives without having to depend on drugs. It is an achievement that keeps the specialists on toes to be better and purposeful even as they treat them.

At the moment, the hospital is in the process of adopting Laser and ultrasound therapy for hard calcified narrowing in the coronary arteries. M.P. Shah is also going to be the very first institution in Kenya to embrace this technology.

In the past one year, they have managed to perform hundreds of cardiac procedures with no complications. The Cath lab is a state-of-the-art center. At the moment one of the best in Africa, beside performing regular angiograms and angioplasties. The team has performed several cases to assist the heart pumping functions in cases of severe heart failure. They have also done cases of Rotablator, which is a burr to remove the hard calcium deposition in the artery. These patients used to go for bypass operation in the past but now the specialists perform IVUS, which is a small camera that's inserted into coronary artery to assess the characteristics of the cholesterol building inside the artery, to identify any calcium that might need Rotablator.





**M.P. SHAH HOSPITAL**  
A Legacy of Care

# AUDIOLOGY SERVICES

OPENING HOURS:

**MONDAY TO FRIDAY**

08:00AM – 5:00PM

**SATURDAY**

8:00AM - 12:30PM



**TO BOOK AN APPOINTMENT**

| 020 4291 335 / 334

| 0733 606 752 / 0722 204 427 /  
0733 606 113 / 0722 783 350

# TOGETHER WE CAN

*Appreciation to all those who brightened our days during the COVID-19 pandemic.*

To every individual and organization that came out to support us and encourage us during this COVID-19 Pandemic, we are thankful for every little gesture and for thinking about us. **#inthistgether.**



*Mr. Isaac Irungu & his daughter Tanya sang & motivated our employees. They also donated croissants to our team*



*Team Pankaj & Nyama Mama KE donates food stuffs to our teams at M.P.Shah*



Aquamist water General Manager Mr.Tim Jessop engages our Board Chairman Dr. Manoj Shah during a donation to our frontliners



Our CEO Dr.Toseef Din poses for a photo alongside representatives from the hospital during a donation by Portcross



A nurse poses wearing PPEs courtesy of Lions Club International Foundation & Lions Clubs-District 411



One of our team members enjoying hand hygiene facilities donated by Smile Train



*Our Board Chairman Dr. Manoj Shah poses for a photo with the team from St.Johns Ambulance during a blood donation drive*



*Our Board Chairman Dr. Manoj Shah poses for a photo with the team from St.Johns Ambulance during a blood donation drive*



*Our CEO Dr.Toseef Din & the Board members poses for a photo with a team from F&S scientific Ltd*



*Our head of Operation Mr.Reyaz together with Shaina Shah the head of procurement during a donation by Hindu Council of Kenya*



*Our frontline workers poses for a photo with their personal hygiene kits from La Roche-Posay*



*Our CEO,Chairman of the Board, Medical director & staff pose for a photo during a donation by Mark & Chloe Ndesanjo*



**M.P. SHAH HOSPITAL**  
*A Legacy of Care*

# ENT CLINIC

## FOR EAR, NOSE AND THROAT CARE



### We offer Diagnosis and Treatment of;

- Thyroid disorders
- Cochlear Implant
- Ear, Nose & Throat cancers
- Foreign Body Ear, Nose & Throat
- Stroboscopy for evaluation of voice
- Evaluation of delayed speech in children
- Ear disease
- Sinus disease
- Adenoids & Tonsils
- Audiology /hearing test
- Neonatal hearing screening
- Vertigo-Balance test &management

Open: Monday to Friday - **8:00am to 5:00pm**

Saturday – **8:00am to 12:30pm**

**Call 0204291336/334 to book an appointment**

# WELLNESS AND HOW IT EQUATES TO A BETTER YOU



by **Dr. Antonia Wangodu**

(Medical Doctor & Health Systems Consultant )

Wellness refers to a state of optimum physical, psychological and mental wellbeing. Over the years, many diseases are taking a greater toll on our population than ever before. The reasons behind this are varied and include climate change, drug resistance as well as a general change in lifestyle such as diet, physical activity, health-seeking behavior and even rest and relaxation.

The medical fraternity promotes wellness as a top priority because a sick person would not be able to put in their maximum effort in their daily activities. This would therefore lead to poor performance in the workplace, psychological and mental conditions such as stress, anxiety and depression and subsequently a poor quality of life.

Actively seeking wellness involves three main crucial things. First, an individual is the first doctor of their own body. This means that they alone would be able to tell if there was any kind of disharmony in any of their body systems. It may range from something seemingly minor such as an unexplained muscle ache in their arm, to something more ominous like severe and unrelenting headaches that are not responding to rest, hydration or an over the counter painkiller. When this happens, the onus is on the individual to openly and without fear, interrogate their symptoms and then seek for professional advice if they deem it necessary.

The second way of actively seeking for wellness, is engaging a qualified professional who would be able to take one through their symptoms in a systematic and

empathetic manner and then come up with a management plan. This needs to be a cohesive effort between the doctor and the patient.

The third and final way of ensuring wellness and hence a better you, would be to follow the instructions of the health care provider, know as much as possible about the ailment that one is suffering from and even seek a second and third opinion if that is what it will take for one to feel well and wholesome again.

We live in a country where healthcare is readily available. It would be unfortunate for a person who had the financial means and physical capability to seek health to ignore early signs of a life-threatening illness and then suffer the devastating consequences later. In the world we live in today, we need to try and put fear in its place, and that is the very last place in our psyche. In matters pertaining to health and wellness, it is only the afflicted person who can actively choose to look for and accept support and comfort when dealing with their wellbeing.

A person who is well is a person who is productive to the family, the society and to the world. In addition, this person lives a fulfilled life because they have equipped themselves with the knowledge and tools about how to best take care of their bodies in totality – physically, psychologically and mentally. And this is exactly what M.P Shah Hospital provides in a comprehensive wellness program package for a full body checkup. For more information kindly contact our Village Medical Centre on 0204291500.



# PAEDIATRIC WELLNESS



by **DR. JANE MATE**

(Pediatrician, M.P. Shah Hospital )

What does wellness mean for your child?

Parents and caregivers know to take a child to the doctor/hospital when they are unwell however; well child visits are just as important.

According to AAP some benefits of well child visits include:

- **Prevention.** Your child gets scheduled immunizations to prevent illness. You also can ask your pediatrician about nutrition and safety in the home and at school.
- **Tracking growth and development.** See how much your child has grown in the time since your last visit, and talk with your doctor about your child's development. You can discuss your child's milestones, social behaviors and learning.
- **Raising concerns.** Make a list of topics you want to talk about with your child's pediatrician such as development, behavior, sleep, eating or getting along with other family members. Bring your top three to five questions or concerns with you to talk with your pediatrician at the start of the visit.
- **Team approach.** Regular visits create strong, trustworthy relationships among pediatrician, parent and child. The AAP recommends well-child visits as a way for pediatricians and parents to serve the needs of children. This team approach helps develop optimal physical, mental and social health of a child.

Here is an example of scheduled well child visits for the first 2 years.

- First week of life (Day 3-5)
- At 2 weeks
- 6 weeks
- 10 weeks
- 14 weeks
- 6 months
- 7 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months and annually there after

**NUTRITION:** As a parent/caregiver one of the most important things you can do is help your child develop healthy eating habits. Children need healthy balanced meals everyday which includes:

- Vegetables and fruit
- Protein rich food
- Whole grain foods
- Iron rich foods.

Children need 3 meals a day and 2-3 healthy snacks. The best foods are whole, fresh and unprocessed fresh fruits and vegetables, whole grains, dairy, and meats; and home-cooked meals.

Offer water when your child is thirsty, especially between meals and snacks.

Limit fruit juice to 1 serving (125mls) per day and instead offer whole fruits as a snack option. This adds fibre to your child's diet and helps to promote gut health.

As a parent/caregiver your role to ensure healthy eating habits for your child includes.

- Set regular meal and snack times that work for the whole family. Share mealtimes and eat with your children.
- Offer a balance and variety of foods from all food groups at mealtimes.
- Offer food in ways they can manage easily. For example, cut into pieces, or mash food to prevent choking in younger children.
- Help your children learn to use a spoon or cup so they can eat independently.
- Include your child in age appropriate meal preparation and table setting.

Don't stress too much if your child refuses a particular food product or meal. Refrain from giving them something

else in between meals just so that they eat. They will eat better at the next meal. If their weight and developmental milestones is on track they are probably getting the nutrition they need.

Make sure to offer your child a variety of foods from all food groups to make sure they are getting the right nutrients. Your child's doctor will monitor their growth at regular appointments and will let you know if there are any problems.

Keep in mind children's appetites change from day-to-day, or even from meal to meal. Because they have small stomachs, children need to eat small amounts often throughout the day. Children know how much food they need and will eat the amount that their body needs.

**PHYSICAL ACTIVITY** for children is just as important as what they eat.

Some of the benefits of physical activity include:

- Healthier heart and lungs
- Strong bone development and maintain a healthy weight.
- Reduces risk of several lifestyle associated diseases such as obesity.
- Improved self-esteem and teamwork.

Pick age appropriate and safe activities for the child and involve the whole family during physical activities and healthy eating.

Active play starts from birth with activities such as tummy time, pulling, pushing, crawling and learning to walk. Toddlers and preschoolers may not follow instructions and may not be coordinated enough to play organized sports. Opt for fun activities that allow them to explore their curiosity and try new things.

Older children may be more interested in team sports that focus on skill development as well as equal participation and fun. Be sure activities are safe. Children should wear protective equipment for activities like cycling, skating, skateboarding, soccer, and other physical activities.

Aside from outdoor activities encourage children to take stairs instead of the elevator /escalator; get them involved in activities around the house such as carrying groceries and household chores Children learn most about an active healthy lifestyle from you, be a good role model.

Last but not least, the emotional wellbeing of children is just as important as their physical health. Good mental health allows children and young people to develop the resilience to cope with whatever life throws at them and grow into well-rounded, healthy adults.

Things that can help keep children and young people mentally well include:

- Being in good physical health, eating a balanced diet and getting regular exercise

- Having time and the freedom to play, indoors and outdoors
- Being part of a family that gets along well most of the time.
- Feeling loved, trusted, understood, valued and safe
- Being interested in life and having opportunities to enjoy themselves
- Being hopeful and optimistic
- Being able to learn and having opportunities to succeed
- Accepting who they are and recognizing what they are good at
- Having a sense of belonging in their family, school and community
- Feeling they have some control over their own life
- Having the strength to cope when something is wrong (resilience) and the ability to solve problems.

Traumatic experiences or change (such as moving home or school or the birth of a new brother or sister) can act as a trigger for mental health problems for children. Some children who start school feel excited about making new friends and doing new activities, but there may also be some who feel anxious about entering a new environment. Teenagers often experience emotional turmoil as their minds and bodies develop. An important part of growing up is working out and accepting who you are. Some young people find it hard to make this transition to adulthood and may experiment with alcohol, drugs or other substances that can affect mental health.

A warm, open relationship between a child and a caregiver may make it easier to identify when a child is troubled. One of the most important ways parents/caregivers can help is to listen to them and take their feelings seriously. They may want a hug, they may want you to help them change something or they may want practical help.

Children and young people's negative feelings usually pass. However, it's a good idea to get help if your child is distressed for a long time, if their negative feelings are stopping them from getting on with their lives, if their distress is disrupting family life or if they are repeatedly behaving in ways you would not expect at their age. If a child is having problems at school, a teacher, school nurse, school counsellor or psychologist may be able to help. Otherwise take your child to see the pediatrician who will be in a position to refer the child for further professional assistance.

“...the emotional wellbeing of children is just as important as their physical health.”



**M.P. SHAH HOSPITAL**  
*A Legacy of Care*

# DERMATOLOGY CLINIC

## For Beauty that is Skin Deep

Diagnosis and management of variable skin, hair and nail disorders.



### CLINIC SCHEDULE

**Main Hospital KPJ Towers**  
Monday, Tuesday, Thursday  
and Friday 9:00a.m – 3:00p.m

**Village Medical Centre**  
Wednesday 9:00a.m – 3:00p.m

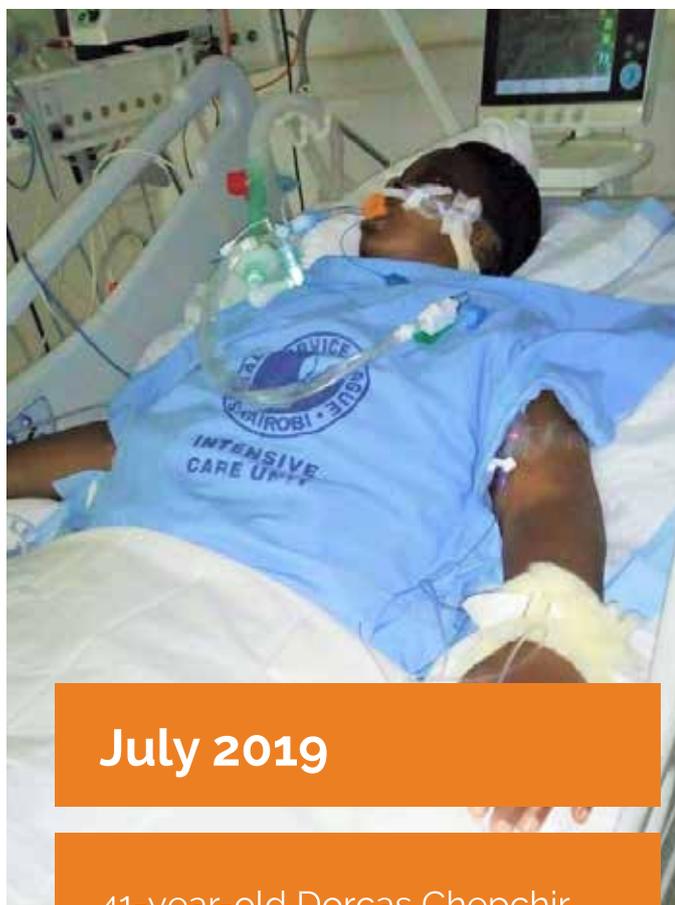
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To book an appointment call:

**0204291100**

# ICU WALL OF HOPE

Life in the Intensive Care Unit is not something that you would wish even for your worst enemy because it is not an easy life. Most patients who end up in the ICU are not able to speak for themselves or even make life decisions and choices for themselves, they have to entirely depend on their families and caregivers. Imagine being so helpless and depending on machines to breath, feed and do any other functions that your body is not able to do. In order to encourage and give hope to patients who find themselves in the ICU as well as their families, and loved ones; M.P. Shah Hospital has dedicated a wall within the ICU department dubbed ICU Wall of Hope where we publish stories of patients with inspiring recovery stories.



**July 2019**

41-year-old Dorcas Chepchir Lagat from Nandi County was admitted to MP. Shah Hospital on June 22nd 2019 battling two severe conditions; Acute Respiratory Disease (ACD) and Gastritis. She spent around 61 days in the hospital 9 of which were in the ICU.



**September 2019**

A jovial Dorcas reunites with her family and friends back at home.

# CONTINUOUS QUALITY IMPROVEMENT AND PATIENT SAFETY



by Jane Ngivu

(Quality Improvement & Risk Management Coordinator)

M.P. Shah Hospital is committed and passionate about continuous quality improvement and patient safety. We implement a stringent quality improvement and risk management program to guarantee quality and safety for all, and at all times. Our key improvement domains are aligned with the Six "Aims for Improvement." As described by the Agency for Healthcare Research & Quality (AHRQ), Institute of Medicine (IOM) & the Institute of Healthcare Improvement (IHI). These are;

- 1. Safe:** We endeavor to avoid injuries to our patients from the care that is intended to help them. We also endeavor to ensure safety for our staff, and maintain a safe environment for all, all the time.
- 2. Timely:** We strive to reduce wait times and harmful delays for both patients and those who give care.
- 3. Effective:** We Match care to science. We provide health care services based on scientific knowledge while avoiding underuse and misuse.

- 4. Efficient:** we efficiently utilize resources for maximal patient and family benefit. This also includes maximizing use of the enormous and excellent ideas from our experienced and passionate healthcare team.
- 5. Patient-centered:** we provide care that is respectful of and responsive to individual patient preferences, needs, and values and ensure that patient values are considered in our clinical decisions.
- 6. Equitable:** We provide care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, or socioeconomic status.
- 7. Our Quality:** Improvement responsibility at the MP Shah is based on a famous quote by Robert Lloyd that "Quality Is Not a Department". It is a collective responsibility of everyone. We all embrace 'a shared desire to make processes and outcomes better every day'.
- 8. Our Pledge:** To provide faster, better and more reliable service in a safe and caring environment.

Our Promise: Experience, Excellence, Everyday!

## References

1. Agency for Healthcare Research and Quality (AHRQ). <https://www.ahrq.gov/talkingquality/asures/six-domains.html>
1. Institute for healthcare improvement. Across the Chasm: Six Aims for Changing the Health Care System. <http://www.ihl.org/resources/Pages/ImprovementStories/>

# CELEBRATION OF WORLD DIABETES DAY & LAUNCH OF NEW CLINICS



According to the World Health Organization, 1 in 2 people live with Type -2 Diabetes, undiagnosed. Diabetes is a global pandemic that does not know age nor race but with the right knowledge on how to manage this condition, a patient's health can greatly improve.

On Friday 13th November 2020, M.P. Shah Hospital in partnership with Lions International celebrated World Diabetes Day which is officially celebrated globally on the 14th of November each year. On this day, the hospital also

launched three clinics; a Pediatrics Diabetes Clinic, a foot and wound clinic and a Glaucoma Screening Clinic. The launch was officiated by Eng. Josphat Muthumbi, the District Governor for Lions International who was accompanied by 1st VDG Lion Dr. Zufikar Mamujee and the 2nd VDG Lion Shehzaan Luhar. This day was of huge significance as Nurses were recognized for the vital role they play in helping people living with diabetes. Four of the nurses who have selflessly worked with patients in the diabetes clinic were awarded.



# CSR ACTIVITY AT MUKURU KWA NJENGA-SINAI



M.P. Shah Hospital partnered with Mukuru Angaza Diabetes Community for a CSR engagement and education of the young diabetics about Diabetes and how to manage their condition from an early age while focusing on preventative measures. Some team members went down to Mukuru Kwa Njenga-Sinai for this outreach program where they donated for them some Glucometers and strips. This small group of known diabetics needed this session especially during this COVID-19 pandemic when most families are struggling financially with majority of them not able to afford the much-needed items for their daily glucose monitoring.



# 4TH ANNUAL LIONS DIABETES SYMPOSIUM



Each year since November 2017, M.P. Shah Hospital together with Lions SightFirst Hospital hosts an annual diabetes symposium with an aim to empower healthcare professionals from all therapeutic areas with knowledge of the most current scientific information combined with practical knowledge on various issues pertaining to diabetes. This year despite the disruption of life by the COVID-19 pandemic, the organizers managed to pull through the first ever virtual symposium which saw the attendance of more than 300 participants both via Zoom and Facebook live.

The event was held on Saturday 28th November 2020, with delegates from across the country and beyond. They virtually connected from as far as Pakistan, India, USA, Mauritius, UK, Germany, Singapore, South Africa and Norway. "Our focus in

the past has been on both practical and theoretical/scientific aspects of diabetes management and to bring across the current most evidence-based practices. This year we decided to base the discussion on the specific types of diabetes based on case studies of patients they had personally seen, interacted with and treated, noted Dr. Saira Sokwalla.

In his opening remarks, Dr. Vishal Patel the Medical Director for M.P. Shah Hospital pointed out that, "most people living with diabetes require a multi-disciplinary model of service in order to ensure that these patients receive their medical care and follow up without failure and hence a need for innovative ways to monitor and meet the needs of these patients."

# BLOOD DONATION DRIVE

Blood donation is truly an altruistic gift that someone can give to others in need. Today, M.P. Shah Hospital in partnership with BAPS Charities, gathered at the Baps Swaminarayan Haveli temple in Nairobi to donate blood towards saving the lives of patients who need this life saving resource. Every day, thousands of people need blood to keep them in good health or allow them to stay alive. Throughout this year, the hospital has partnered with different groups to hold blood donation camps but this particular one was the biggest of them all which saw seventy-two individuals who selflessly came out to donate blood which will go a long way in benefiting patients in need of this life saving resource.

The event was graced by M.P. Shah Hospital Chairman of the Board of Management Dr. Manoj Shah who was in the company of his dear wife Madam Jayna Shah and the Vice-Chairman Dr. Manilal Dodhia together with Mr. Satish Patel the Chairman of Baps Charities Nairobi.

The dedicated and fully trained M.P. Shah Hospital team ensured that all the donors were triaged and certified fit to donate the blood.



# NEW APPOINTMENTS

**Dr. Joan Osoro-Mbui** has been appointed as the Acting Assistant Medical Director effective 1st September 2020.



Dr. Osoro-Mbui holds a Bachelor of Medicine and Bachelor of Surgery degree from the University of Nairobi and a Master of Science in Health Systems Management from the Kenya Methodist University. She is currently pursuing a Doctorate degree in Business Administration from the United States International University, specializing in Leadership and Change Management.

Prior to her appointment she has worked as an Assistant Medical Director/Accident and Emergency Coordinator and Inpatient Services Coordinator at the Nairobi Hospital where she was the Technical Lead – Disaster Preparedness and Management, Business Continuity Planning; Research and Clinical Ethics.

Her main areas of interest are Healthcare Quality Systems, Disaster Management and Emergency preparedness; Training and Research. She aspires to encourage growth and development in clinical specialization by improving skills of healthcare workers through capacity building and process improvement for equitable, responsive, effective and efficient care. Please join us in congratulating Dr. Joan Osoro Mbui and wish her well in her new roles.

**Nancy Kemunto Onkundi** has been appointed as an Audiology Officer for M.P. Shah Hospital at the Ear Nose and Throat (E.N.T) department effective 11th November 2020.



Nancy holds a Diploma in Clinical Medicine and Surgery from the Kenya Medical Training College (K.M.T.C) and is currently pursuing a Diploma in Clinical Audiology and Public Otolaryngology in the University of Nairobi. She has over 5 years' work experience. Prior to her appointment, she was the Clinical Officer working with AMREF at Kibera South Health Center. She has previously worked as an Adherence and Retention Improvement Specialist in Migori county, Rongo and Uriri sub counties; Clinical Officer In-charge at the Kisii Teaching and Referral Hospital and also as a Clinical Officer at Akemo Valley Nursing Home.

# NEW APPOINTMENTS



**Dr. Moses Kimuri Gicheru** has been appointed as the Consultant Anaesthesiologist effective 5th October 2020.

Dr. Gicheru holds a Bachelor of Medicine and Bachelor of Surgery degree from the University of Nairobi and a MMED Anesthesiology from the Aga Khan University Nairobi. He also holds a Fellowship Pediatrics Anesthesia from the Christian Medical College Vellore. Prior to his appointment he has worked as a Consultant anesthesiologist, Mater Misericordiae Hospital and as a Consultant in the department of Anesthesia at the Nairobi Hospital.

Dr. Gicheru is Member of several professional associations and affiliations including Kenya Medical Practitioners Board, Kenya Society of Anesthesiologists, World Federation of Societies of Anesthesiologists and also a Volunteer at AMREF, Red Cross, Kenya Association of Urological Surgeons. Please join us in congratulating Dr. Gicheru and wishing him well in his new roles.



**M.P. SHAH HOSPITAL**  
A Legacy of Care

# 24-HOUR DIALYSIS

Our Dialysis Service Hours have now been **extended**.  
Book a session at any time of day or night at our **24-hour**  
Renal Unit.



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**t:** 020 4291000 **m:** 0733 606 752 / 0722 204 427 / 0733 606 113 / 0722 783 350

