Moving Forward Together to Achieve Excellence
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FROM THE CEO’S DESK

Dr. Toseef Din
CEO

Dear Friends,

I begin by thanking the God almighty who has been with us during these trying times and express more humility, confidence, and plenty of gratitude. This month has been filled with hope, aspirations, and dreams to ensure the hospital is patient-centered at all times.

It is human to yearn back to the normal we had before the pandemic. Yet with the Pandemic has disrupted our lifestyles. We have seen ourselves being challenged socially, financially, logistically, and even mentally and all this has happened rapidly and abruptly. We have all acquainted with a new way of working and how we function by reducing physical interactions.

A successful vaccination drive has been running at the hospital since March 2021 and the COVID-19 vaccine gives us hope and a fighting chance to combat this disease.

As the nation battled with acute hospital shortages the hospital has installed a new liquid oxygen plant to ensure no disruption of services to our patients.

**Key achievements at the hospital**

We have cemented our position as a leading health care facility providing cutting edge services and our Level of Medical Care continues to improve with many measurable outcomes including turnover times and duration of stay to mention a couple. Our Clinical Governance has been streamlined and is in a dynamic transformation to enable us to elevate our systems to an even higher standard.

Healthcare around the world has modernized at an incredible rate in the recent past, with patient experience at the heart of the transformation. To enhance this we have increased our outpatient casualty capacity to ensure our patients have a seamless experience and upgraded our private ward.

We are pleased to inform you that the hospital has begun its JCIA (Joint Commission International) Accreditation process that is dedicated to providing our patients with the best level of care possible by building a system of continuous improvement.

**Updates on strategy**

Our hospital enjoys a rich heritage and culture and next month will be a proud moment for us to launch the Strategy for the next 5 years.

With a new vision of The premier patient-centered tertiary healthcare institution in East and Central Africa, our ultimate goal is to strengthen our hospital’s competitiveness through a sustainable financial and operational model that will maximize value for all stakeholders and we appreciate

I thank all our staff and our partners for their input and involvement in the whole process to fulfill our mission that is committed to providing excellent healthcare every day.
**What we should look forward to in the coming month**

At the deepest core of all our endeavors be it, management protocols, medical algorithms, or infrastructural development is the Quality of patient care. At the hospital, we have always prioritized this and are refocusing to address any shortcomings and strengthen the pathways that lead to better patient care and satisfaction.

We intend to further enhance our clinical audit and clinical governance mechanisms and we look forward to your participation this year. Our hospital is building its mobile inter-operable technology that will allow real-time scalability irrespective of infrastructure. With telehealth and various digital health platforms now being formulated, we must change the way we change and accept the digital age to ensure accessibility to healthcare.

**Other updates**

On behalf of the board and the management, I take this opportunity to congratulate our new appointments, our Ag COO Dr. Joan Osoro-Mbui, and our Head of legal department Mrs. Shahira Lalani.

**Conclusion**

I urge our Citizens to continue looking after themselves through preventive health checks and look after yourselves during this pandemic. We are still not out of the woods, and as we plan the way forward and accept this new normal, don’t let your guard down.

Finally, I am incredibly grateful to the M. P. Shah hospital board and management and all our health care workers for their unwavering support towards this very difficult call of duty and being psychologically resilient and thank all the staff for remaining committed and helpful during this time.

This too shall pass...

Warms Regards,

Dr. Toseef Din
CONTRIBUTORS
WE’RE NOW ON Tik Tok

TO: Educate • Inform • Entertain
FOLLOW US TODAY!
@mpshahhospital
NURSES WEEK
YOU MAKE THE DIFFERENCE EVERY DAY

“When I see a Covid-19 patient who was brought in for admission on a stretcher being discharged, walking and healthy, this makes me happy. Also, when a patient brought in on oxygen is discharged on room air, it melts my heart. Knowing they entrust their lives to me, makes me work even harder to deliver on that”

Eric Mugambi, Senior nurse Covid-19 Unit.

“The most rewarding thing I have found about being a nurse is the personal connection made with patients. No matter how long it can be, a patient always remembers their nurse. They may forget the nurse’s name but the memory of the kindness and compassionate offered remains intact.”

Ivy Cheruiyot, Nurse Well Baby Clinic.
A VOICE TO LEAD
A VISION FOR FUTURE HEALTHCARE

International Nurses Day - 12th May 2021

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Ivy Cheruiyot, Nurse - Well Baby Clinic
All blood types accepted at M.P. Shah Hospital, Parklands. No appointment necessary, bring a friend!
MENTAL HEALTH AWARENESS
THERE IS NO HEALTH WITHOUT MENTAL HEALTH

By Pauline Machio

Mental Health Awareness month provides a timely reminder that mental health is essential and those living with mental health issues are deserving of care, understanding, compassion and pathways to hope, healing, recovery and life fulfilment.

Mental Health Awareness means breaking down the stigma associated with mental health, talking about it more, sharing stories, experiences, opinions, educating people on what mental illness is, making sure people know what support is available and developing campaigns directed towards mental health.

Stigma and misinformation can feel like overwhelming obstacles for someone struggling with a mental health condition, therefore showing respect, acceptance, empathy and learning more about mental health allows us provide helpful support for those affected in our families and communities.

Acts of kindness have been shown to enhance satisfaction with daily life, reduce anxiety, increase happiness, a range of positive emotions and relationships.

Together, we can break down this stigma and discrimination, make mental health conversations more prevalent and encouraging everyone to focus on their mental wellbeing.
Mental Health Awareness Month

Your Mind Matters, You Are Not Alone
BLACK FUNGUS

By Dr. Shailendra.
Head of ENT. Department

A CASE OF MUCORMYCOSIS – A serious Complication in COVID-19 Patients.

With ongoing epidemic of COVID-19, we have heard of a lot of patients who recovered from COVID infection but later succumbed to COVID related complication like Mucormycosis. Mucormycosis is a fungal disease caused by fungus species like Rhizopus Sp., Mucor Sp. Etc. These are Saprophytic, Ubiquitous fungus. The route of spread of these fungi is by inhalation of spores or inoculation in susceptible individuals.

The susceptible individuals include COVID-19 patients having uncontrolled diabetes, those on steroids, Renal transplant patients, immunosuppressive treatment for blood cancer – Leukemia, patients on chemotherapy and radiotherapy. The signs and symptoms of having mucormycosis will usually develop during 3rd to 4th week after recovery from COVID-19 infection. But occasionally it can still develop during ongoing COVID-19 infection itself. These include blackish discolouration of nose, turbinates, palate, swelling around the eyes, reduced sensation – paraesthesia over cheeks, reduced vision in one eye, nose bleed, nasal discharge involving one side, headache (Rhinocerebral mucormycosis), chest pain, fever, breathlessness (pulmonary mucormycosis).
Diagnosis is by high index of suspicion, microscopic examination of fungus and biopsied tissue will show aseptate hyphae. CT/MRI aid in diagnosis. The disease carries a very high mortality of 50-70%. So prompt early diagnosis and treatment is essential to save the life of patient.

Management of Mucormycosis involves three strategies. Most important is prevention.

1. Patients having diabetes mellitus – should have a proper control of blood sugar all the times.
2. Steroid in the management of COVID-19 patients should be used in mild to moderate dosage only and beyond 10th day of infection under medical supervision only. They should not be self-prescribed or should not be given by pharmacists. Also optimal duration for its use is 10 days.
3. COVID-19 patient’s rooms and wards should be regularly disinfected to reduce presence of Mucor spores in the environment. Also while administering humidified oxygen, only sterile water should be used.

- Early diagnosis – A high index of suspicion is necessary in all individuals but more so in high risk group
- Treatment part mainly is medical with injectable antifungals.
- Liposomal Amphotericin B is the mainstay of treatment. It is usually administered for 21 days.

Patient having necrosis of tissues in nose, sinuses or eye require surgical debridement of the affected tissues by ENT surgeon. If eyeball is involved is involved it is removed by Eye Surgeon which may lead to blindness. If the fungus requires brain / cavernous sinus, it is usually fatal.

TAKE HOME MESSAGE:
Mucormycosis is a deadly / dangerous fungal infection seen in patients recovering from COVID-19. It is preventable and can be prevented by taking care of blood glucose levels in Diabetic Patients, minimizing use of steroids, proper hygienic use of humidified oxygen if required and keeping a high index of suspicion.
2021

Aligning Promises To Reality
Formerly known as Parklands Nursing Home, M.P. Shah Hospital (Meghji Pethraj Hospital) was founded in early 1930s by prominent philanthropists to alleviate human suffering in the community. The founders had a vision of establishing a haven for the ill to experience quality care, compassionate service and inclusivity. With time, through hard work and painstaking endeavor, the vision broadened from a mere community nursing home to a fully-fledged facility that is now called M.P. Shah Hospital. The hospital is popular with the urban middle class to whom it strives to offer an affordable high quality care model.
The healthcare industry continues to transform driven by changing disease patterns as the burden of non-communicable diseases grows. The industry also continues to battle its biggest challenge in decades in the shape of the COVID-19 pandemic. The industry’s disruption is further driven by the increasing costs of delivering quality healthcare, changing socio-demographic patterns, changing consumers, market consolidation, innovative new approaches to care delivery and the growing number of providers leading to competition for key resources. These elicits a strategic response to improve the hospital’s value proposition, sustainability and responsiveness to patient needs.

This strategy was developed through a rigorous approach involving multiple stakeholders as outlined below.

This strategy acknowledges the significant transformation work undertaken at the Hospital in the last decade which also form a firm foundation for its future aspiration.
We believe that this strategy which has been developed through a rigorous process involving multiple internal and external stakeholders encapsulates the bold ambitions, perspectives and desires of these stakeholders most important of all being the patients and communities that we serve, and whose needs we continuously seek to be responsive to.

This strategy seeks to not only reinforce the Hospital’s position as one of the leading private hospitals in the region but also to position the Hospital for market leadership in various service lines. It seeks to achieve this leveraging on its strategic assets and placement buoyed by a technology driven transformation, internationally accredited operational excellence and strong patient-centric focus.

This strategy document defines M.P. Shah Hospital’s strategic direction for the next 5 years, 2021-2025. It specifically outlines M.P. Shah Hospital’s strategic background, its strategic choices, market focus, strategic aspirations and thematic focus areas. It further outlines the corporate scorecard, strategic risks and critical success factors for the realisation of strategic objectives most notably the need for change management and transformation support.

M.P. Shah Hospital Executive Summary - 03
A critical component of this plan is the financial projections which outline the resource requirements to deliver the plan over the 5 year period. Successful implementation of this plan will entail effective resource planning and concerted resource mobilization efforts.

To effectively support strategy execution, an implementation plan has been outlined for each respective strategic objective, the strategies/ initiatives, implementation timeline as well as the responsibility. It is envisaged that these shall be closely linked with the monitoring and evaluation framework. In this regard, Key Performance Indicators (KPIs) have also been outlined in the corporate scorecard for ease of tracking results.

Finally, this strategy heralds a new dawn for M.P. Shah Hospital. It earmarks our 'Good to Great' transition even as we seek to significantly impact healthcare delivery in the region. Our partners remain pivotal to our success and we bank on their continued support as we embark on this exciting journey, with the hope that together, we shall scale even greater heights.
01
Our Purpose
To promote the health and wellness of the people that we serve.

02
Our Vision
The premier patient-centred tertiary healthcare institution in East and Central Africa.
Our Mission
Committed to providing excellent healthcare everyday.

Our Values
Patient-Focused / Innovative / Trustworthy / Collaborative / Compassionate
OUR KEY STRATEGIC INITIATIVES

- Excellence - Clinical and Operational
- Right Resourcing – People, Infrastructure & Equipment
- Research, Training and Development
- Exceptional Stakeholder Experience
- Sustainable Growth
New Appointments

Ag. Chief Operating Officer
Dr. Osoro-Mbui

Head of Legal Department
Mrs. Shahira Lalani

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