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Dear Friends,

I begin by thanking the God almighty for being with us during these challenging times and express and thank Him for giving us strength to overcome adversity each time.

Healthcare in Kenya, like the rest of the world, suffered a major blow in 2020 due to the COVID-19 pandemic. This month has been filled with hope, aspirations as we noted a decline in COVID-19 cases as reported by the Ministry of Health in Kenya.

Kenya’s economy has taken a beating with loss of livelihoods, closure of businesses, relocation to the rural areas, just to mention a few. The healthcare sector saw up to 70% reduction in attendance for essential health services such as maternal child health, HIV and Tuberculosis compliance and continuity of services such as surgeries and other specialist services. With night curfews lifted and the Kenyan economy slowly recovering we look forward to maintain the precautions and encourage those who have not taken their vaccinations to do so now. At M.P. Shah Hospital we are now offering the Astra Zeneca, Moderna and Johnson & Johnson vaccines.

Key achievements of the Hospital

We are pleased to inform you that the Hospital has begun its JCI (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 and is ready for a mock survey by the accreditation body this month.

Breast cancer awareness month created a wealth of information about breast cancer. Awareness surrounding breast cancer is incredibly important as early detection, often through screening, can catch the disease when it is most treatable. The Hospital team made incredible efforts to organise educational talks, packages and collaborations with various support groups. We noted that our patients are experiencing better outcomes as a result of early diagnosis, state-of-the-art treatment options, and less extensive surgery through our new breast cancer medical equipment and doctors.

Upgrading our infrastructure is becoming more important as patient expectations change. The Hospital has begun an upgrade of our Dinshaw Byramjee Dispensary for improved patient experience. Our town clinic also continues to make healthcare affordable and accessible in line with the Universal Health Agenda.

Updates on strategy

With a new vision of being the premier patient-centred 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. This will maximize value for all stakeholders and we appreciate and thank all our staff and our partners for their input and involvement in the whole process to fulfil our mission that is committed to providing excellent healthcare every day.

“Financial resources may be the backbone of a company, but human resources are the brains” – Rob Silzer.

In June 2021, M.P. Shah Hospital started a journey of workforce transformation as part of our AMUA strategy. The key outputs of this process were: Organisation Structure Review, Job Analysis and Job Evaluation, Right Person Right Job Match, Performance Appraisal System and we are thankful to all the staff for their support and determination to take our Hospital to another level.

Dr. Tossef Din – CEO

From the CEO’S Desk
M.P. Shah Hospital’s resilience has been a result of multi-disciplinary and multi-level effort. This includes the board, the management, the frontline staff and the community. The following strategies were employed to achieve business continuity: organisational, equipment, team and individual strategies.

The current unprecedented times makes business continuity planning important. In addition to natural disasters, fire, flood or malicious criminal activity, terrorism is also a threat. It is critical that we are prepared and have good business continuity plans in place. We have made significant progress on how to manage an emergency situation through our business continuity strategies.

**Conclusion**

I thank all of you for the kindness and efficiency during the month and healing our patients with care and love. May the Almighty keep all of us safe.

**Warms Regards,**

Dr. Toseef Din.
The dramatic change in life brought by the COVID-19 pandemic has necessitated change in many aspects of life. Because of this, there is a huge application of technology to enable patients access healthcare without necessarily visiting the hospital in person. To provide convenience of care to our patients, M.P. Shah Hospital put together home-based care packages to ensure that they meet patient needs.

Part of the services offered under the home-based packages include pharmacy delivery services, where patients can receive their prescriptions at their doorsteps. To facilitate this, the Hospital has installed a secure portal to ensure privacy measures are met as the patients consult with the doctors. This is also known as telemedicine.

Using telemedicine, mothers are able to get post-delivery support which allows them to better their recovery as well as manage their children’s development appropriately. Through the detailed breastfeeding and lactation consultation, new mothers can be assisted to successfully breastfeed their babies with the appropriate advice available from the comfort of their homes.

Telemedicine has also proven to be critical in helping people who do not have physical access to care due to their geography, emergency situations or lack of transportation. Telehealth can be extremely helpful in care coordination between primary healthcare providers and specialists by enhancing communication on a real-time basis, allowing faster response time and access to life-changing treatment.

Maureen Angira, a patient who utilised the M.P. Shah Hospital’s virtual consultation services noted that to access the virtual consultation service, you only need your phone or computer and internet connection. “Without a doubt, telehealth decreases waiting times. Just like in-person visits, I was able to speak to my doctor through a video call immediately,” Said Maureen Angira. “At that time, I could not leave my house and I needed to consult with my doctor. It was very fast and seamless,” she added.

Through home-based care, blood, stool and urine samples can also be collected from the patient’s home for the purposes of testing. This is especially ideal for the elderly patients who are largely immobile or inconvenienced when requested to leave the comfort of their home for a Hospital visit. Patients can therefore remain safely at home and live independently during recovery from surgery or injury and be assisted in the process so as to get back to their feet faster with more ease.

Also, under home-based care services is a COVID-19 home isolation programme that includes online doctor reviews, COVID-19 retests, mental wellness reviews and a medical essentials kit that includes a pulse oximeter, 3 ply masks, zinc and multivitamins for the patient. Whilst this is a preliminary package, the patient is advised to contact the Hospital doctor and seek further medical advice should the symptoms worsen. We also lease out oxygen concentrators to boost oxygen levels for patients with a lower than normal oxygen level following a doctor’s advice.

These services actively maintain uniformity of care by extending healthcare services to the comfort of the patients’ homes. These services bring continuity of care post discharge and are backed by excellent clinical methods essential for patient recovery.
INTRODUCING
MEDIC ON CALL
CONVENIENT HOME CARE SERVICES

We are now offering specialised healthcare services in the convenience of your home.
The theme of ‘Mental Health in an Unequal World’ for the World Mental Health Day 2021 on October 10th underlined the pressing need to focus sufficiently on health beyond the physical in a sustained way in a world still struggling to fight the coronavirus. The COVID-19 pandemic has increased inequalities in human development, including dealing a double strike to mental health by causing more incidences of mental disorders and disrupting already limited mental health services.

While health is complete physical, mental and social well-being and not merely the absence of disease, mental health is a state of well-being in which the individual realises his or her own abilities, can cope with the normal stresses of life, can work productively, and contribute to the community, according to the World Health Organization (WHO).

The World Health Organization also estimates that about one billion people in the world are living with mental health disorders, with three million dying every year from excessive indulgence in alcohol. One person dies every 40 seconds through suicide. The overall objective of World Mental Health Day is to raise awareness on mental health issues around the world and mobilise efforts in support of mental health. Each one of us can contribute to ensure that people living with mental health illness can live better lives with dignity.

Even as resources remain scarce and under increased pressure due to the pandemic, the M.P. Shah Hospital believes that every mind matters. As the world increasingly gets polarised each passing day, we continuously partner with various stakeholders in giving health talks to various corporates and other institutions including schools, churches and community groups. These talks are always conducted by our professionals who also provide advice and guidance on mental health irrespective of their financial background or location.

This year’s mental health awareness day enabled us focus on the issues that perpetuate mental health inequality locally and globally. We all have a role to play to address these disparities and ensure that people with experience of mental health are fully integrated in all aspects of life and ensure people are able to enjoy good mental health.

Everyone, everywhere can participate in this year’s campaign to support friends and family struggling and employers can also put programmes in place for employee’s mental wellness. Given the enormity of the challenge posed by mental health to our society, it is an apt time to reimagine our approach towards mental healthcare, and make sure that every mind matters.
New Surgical Option for Breast Cancer Comes to M.P. Shah Hospital

Breast cancer patients in Kenya and beyond will now have a new surgical option that eliminates exposure to radioactive materials and offers a less invasive, more flexible alternative for cancer detection. The M.P. Shah Hospital has become a regional centre for breast cancer care by pioneering the use of Sentimag® system, which has enabled women diagnosed with breast cancer to conserve their breasts and feel good about it many years after treatment. This system is also currently the most modern and innovative solution to breast cancer treatment available in East Africa.

The Sentimag® technology platform is a magnetic surgical guidance probe used with microscopic tracers and other magnetic devices to more safely and easily determine the spread of cancer. Its first introduction in East Africa through the M.P. Shah Hospital will be its use with an implantable magnetic lesion marker, called Magseed®, that easily guides surgeons to cancerous cells. The Sentimag® + Magseed® combination serves as a replacement for procedures involving surgical wire needles and radioactive seeds, which are the two standards of care currently in practice for finding a breast tumour in advance of a lumpectomy.

“As breast cancer screening programmes have advanced, tumours are now detected much earlier, so they are smaller, less defined and harder to feel. In fact, 50 percent of all breast tumours cannot be felt at diagnosis,” said Dr. Marek Ostowski, the Oncoplastic Breast Surgeon and the Head of Surgery at M.P. Shah Hospital. “Since these tiny tumours are often impalpable, they are difficult for surgeons to locate during a lumpectomy,” he added.

“This technology is designed to guide surgeons using Sentimag® to locate impalpable tumours for biopsy and has many advantages over wire and radioactive seed localisation,” Dr. Marek said. “The Magseed® magnetic markers can be placed in the breast up to 30 days in advance of surgery using X-ray or ultrasound guidance. This offers scheduling flexibility for surgeons and radiologists, as well as for patients, compared to wire-guided localisation.” He also added that Magseed® allows for the possibility of patients to return home before their operations.

As the world’s most sensitive handheld magnetic probe, Sentimag® is capable of detecting tiny quantities of magnetic material in the body to guide surgeons to locate the first lymph node to which a tumour’s metastasizing cancer cells drain. This advancement in medical practices has offered more women diagnosed with breast cancer the opportunity to receive breast-conserving and lymph node-sparing surgery. It has therefore transformed breast cancer care by enhancing the patient experience. Jerioth Murigi, a patient who underwent lumpectomy was happy that she was discharged on the next day after her surgery, thanks to this new technology. “Marking of the tumour gave me peace of mind as I was now sure that the tumour had been removed 100%,” she said.

This is therefore a dramatic benefit to all patients diagnosed with breast cancer across East Africa even as the Hospital continues to ensure that it significantly improves the oncological outcome and patient’s quality of life. Through the application of this new and less invasive surgical approach, the Hospital joins the 30 other hospitals from around the world which have utilised this technology to provide the new surgical option to their patients.

However, it is important to do breast self-exams for the continuous monitoring of changes to detect and combat any irregularities early as well as get treatment faster. Keep your cups full, know your breasts. Early detection saves lives.

Richard Abong’o – PR & Media Executive
KEEP YOUR CUPS FULL
Know your breasts. Early detection saves lives.

OCTOBER SERVICES
• Breast Ultrasound & Pap Smear (Under 40 yrs)
• Breast Ultrasound & Mammogram (Over 40 yrs)
• Pap Smear
• Breast Ultrasound
• Mammogram

SPECIALIST BREAST SURGEON CONSULTATION & BREAST EXAM. BY APPOINTMENT ONLY.
To Book Call/WhatsApp: 0784 118 008 (8am – 5pm)/ 020 429 1000 (After 5pm)
Email: breastclinic@mpshahhosp.org
M.P. Shah Hospital joined the rest of the world to celebrate 2021 Customer Service Week from October 4th – 8th. This year’s theme – “The Power of Service” highlighted the importance of Customer Service and the people who serve and support customers daily. It also encompassed all that the Hospital stands for as its core values – Innovation, Patient-centred, Trustworthiness and Compassion.
Happy Customer Service Week

Customer Service for us is an ongoing commitment. Our heart beats for you.

4th – 8th October 2021
Look Good, Feel Good after Breast Cancer

M.P. Shah Hospital partnered with Faraja Cancer Support Trust in a breast cancer support group meeting held at the Faraja Cancer Support Centre on Thursday 21st October 2021.

The event, named “Look Good, Feel Good,” was attended by women from various parts of Kenya who were offered advice and therapies aimed at boosting their morale in the process of treatment and recovery.

Speaking during the event, the CEO Dr. Toseef Din encouraged the patients and survivors to keep the faith and fight on, promising that the Hospital will always stand by them. “We understand this disease can take a toll on you but do not despair. We are constantly improving our services to put us in a better position to fight this disease,” she said. During this event, breast cancer survivors and patients shared their journey of treatment, highlighted their successes and motivated those who are still undergoing treatment for different types of cancer.

Through this partnership, 40 patients from Faraja cancer trust got free mammograms as part of their treatment, an initiative that Cindy Ogina, the fundraising manager applauded. “The M.P. Shah Hospital has always been there for us and we appreciate their kind gesture of making our patients’ lives better,” she said. The attendees were also presented with corporate packs and gift hampers from the Hospital.
The Faraja Cancer Support Trust provides emotional, practical and healing support to anyone affected by cancer. They also offer cancer patients and their carers information, advice, counselling and complementary therapies in order to make their cancer journey more manageable.

Breast Cancer Survivor Mrs. Jerioth Murigi displays her corporate pack and gift hamper during the event.
World Cerebral Palsy Day

Giving Back: Free Occupational Therapy Assessment and Consultation for Children with Cerebral Palsy

In commemoration of the World Cerebral Palsy Day 2021, the M.P. Shah Hospital held a free occupational therapy assessment and consultation for children with Cerebral Palsy. The event, which was held at the Hospital’s Physiotherapy Department, brought together parents from Nairobi and beyond. The event saw over 20 children attended to by our therapists.

Some parents and caregivers took the opportunity to share their stories to inspire others through their experiences of upbringing children with Cerebral Palsy. More notably, they received advice on the adjustments and new accommodations that they have to make to enjoy life with their children, despite the limitations they may encounter.

Susan, a mother whose two-year-old daughter is living with Cerebral Palsy, was grateful for the event, terming it ‘a life-saver.’ “We call on the stakeholders to continue organising such events to ease our lives as we continue caring for our beloved children,” she said. In partnership with various stakeholders, M.P. Shah Hospital has encouraged patents and caregivers of children with cerebral palsy to continue seeking therapy to make the children’s lives more comfortable.

The World Cerebral Palsy Day is celebrated each year on October 6th, where we wear green and take the time to create awareness and acceptance for those living with Cerebral Palsy and their families. Additionally, it is an opportunity to celebrate, raise awareness and act to ensure that persons with Cerebral Palsy have the same rights, access and opportunities as anyone else in their communities.

According to Mr. Deep Bhayani, Head of Physiotherapy Department at M.P. Shah Hospital, physiotherapy is one of the most relieving interventions for persons living with Cerebral Palsy.

“Sadly, most Cerebral Palsy families are forced to opt out of this very crucial component of care for their loved ones, due to their inability to pay for the sessions.” he said.

Cerebral Palsy is a non-progressive disorder of posture or movement caused by a scratch to the developing brain that results in functional limitations. The diagnosis of Cerebral Palsy can vary from one child to another, causing family stress because of vague and unknown outcomes of the disorder. It has no cure. Around the world, Cerebral Palsy affects 17 million people. As a patient-centric institution, M.P. Shah Hospital together with our partners continues to dedicate our work to the promotion of the general wellbeing of all children, their families and the communities in which they live.
M.P. Shah Hospital organised a sensitisation programme at the Visa Oshwal Community, as part of the Breast Cancer Awareness Month. This marked one of the many activities carried out by the Hospital in its efforts to sensitise the community on breast cancer and improve awareness as a measure to increase the fight against it.

The health talk saw over 40 women educated on breast cancer and further screened for free. They also got the opportunity to consult and express their concerns on breast cancer and were addressed by our Consultant Oncoplastic Breast Surgeon, Dr. Mariusz Marek Ostrowski.
M.P. Shah Hospital in partnership with Lions Club of Nairobi Greater & Nairobi Phoenix celebrated a breast cancer awareness day on 23rd October 2021 at M.P. Shah Hospital’s Meghji Rupshi Hall.

The Guest Speaker, Dr. Mariusz Marek Ostrowski - Consultant Oncoplastic Breast Surgeon, reiterated the importance of early detection of any anomaly in the breast can save a life. "Do not shy away from expressing your concerns to the doctor if you feel a lump in your breast. In as much as not all lumps are cancerous, it is better to be sure by conducting regular breast screening," he said.

The attendees were all sensitised on the importance of knowing their breasts and acting fast so that the disease can be caught early enough when it is still most treatable. They all received free breast screening and education materials to keep them better informed in the fight against breast cancer.

The CEO, Dr. Toseef Din who also attended the event urged the attendees to spread the word to increase the chances of winning the fight against breast cancer. "If we all join hands and keep our people informed, we shall win," she said.
As part of improving the awareness on Breast Cancer, M.P. Shah Hospital carried out a free breast examination exercise at Mamlaka Hill Chapel, Ruaka on 9th October 2021. Over 40 women had their breasts checked.

The attendees were also educated on how to increase their breast awareness by using their eyes and hands to determine if there are any changes in the look and feel of their breasts. Dr. Mariusz Marek Ostrowski, the Consultant Oncoplastic Breast Surgeon, applauded this move saying breast self-exams, or regularly examining breasts by oneself, can be an important way to find a breast cancer early, when it’s more likely to be treated successfully. “While no single test can detect all breast cancers early, I believe that performing breast self-exam in combination with other screening methods can increase the odds of early detection,” he added.

Breast cancer is the second leading cause of cancer death among women in Kenya, and a woman’s chance of survival is much higher if the tumours are detected early. This can be done through a self-exam or mammography and then followed by treatment. The M.P. Shah Hospital continues to hold health fairs as part of Breast Cancer Awareness Month to raise awareness about breast cancer and to help even more women take an active role in their breast health.
1. **What do you like to do when you aren’t working?**
I enjoy listening to music, spending time with my family, watching epic movies and travelling.

2. **What would you do (for a career) if you weren’t doing this?**
I would’ve been a Professor of English Literature. I applied for English Literature as well as Medical School when I finished high school but eventually decided I could be a doctor and still appreciate literature. Being a literature professor who treats patients might have been slightly difficult.

3. **What’s a fun fact about you many people may not know?**
I can box. I have attended some self-defense training and found boxing interesting. I did not pursue it professionally but I have mastered a few moves.

4. **Where’s your favourite place in the world?**
Home. Here’s where I’d rather be than anywhere else.

5. **If you could meet anyone in the world, dead or alive, who would it be and why?**
Prophet Muhammad, peace be upon him. I would love to have been in the presence of patience and wisdom.

6. **What tv show/movie are you ashamed to admit you love?**
Real Housewives of Beverly Hills; Trash TV at its finest. This show does not require any brain power, you can completely switch off and reset.

7. **How long have you worked at the Infectious Disease Unit?**
About 2 years and counting.

8. **What does your job entail?**
My typical day involves daily ward rounds, which means reviewing admitted Hospital patients in the wards and ICU. I then proceed to the clinic to see outpatients. I have various administrative duties as well, so there are committee meetings involving developing policies around infection prevention strategies and vaccination, among others. I also coordinate the Medical Internship Programme. Sprinkle in family conferences, medical presentations for the Hospital or social media campaigns, talking to insurance companies on behalf of patients and it is a pretty busy schedule. Not to mention that during COVID-19 waves, days and nights tended to meld into one.

9. **What is unique about your practice?**
I always aim to break the stigma and silence that comes with infectious diseases and provide quality care in a friendly setting. It runs concurrently with the Internal Medicine Clinic so you can see me for anything and everything medical as well.

10. **What would you advise people concerning COVID-19 and other infectious diseases?**
We cannot afford to be complacent or overwhelmed with fatigue in regards to any disease. Some campaigns like in regards to HIV have been going on for over 30 years to educate people and prevent communicable disease, two years of COVID-19 shouldn’t wear us down.

Show compassion, educate those around you. Take responsibility for yourself and those around you. And of course, if there is a vaccine for something GET VACCINATED.
Machines You're Likely To Encounter During Your Breast Check-Up.

**Mammogram**
This is a mammogram. Mammography is a special type of X-Ray imaging used to create detailed images of the breast and is operated by a specialist called a Mammographer who is always a female. She places your breast onto the X-Ray machine where it is squeezed between 2 pieces of plastic to keep it still while the X-Rays are taken. This only takes a few seconds after which your breast is taken off of the machine. The X-Ray machine will then be tilted to one side and the process is repeated on the side of your breast. Mammograms are generally not used in women under 40 because their breast tissue can be dense, which can make the X-Ray image less clear and any problems harder to identify. However, for some women under 40, mammograms may still be needed to complete the assessment.

**Ultrasound Scan**
This machine uses sound waves to produce an image of the breast tissue. It takes a few minutes and is painless. Here, you are asked to undress to the waist and lie down with your arm above your head. To obtain a clear image of the breast, gel is applied over the area of the breast and a handheld scanning probe is moved over the breast to look at the underlying tissue.

**MRI**
A Magnetic Resonance Imaging (MRI) of the breast is primarily used as a supplemental tool to breast screening with mammography or ultrasound. A breast MRI is mainly used for women who have been diagnosed with breast cancer, to help measure the size of the cancer, look for other tumours in the breast and to check for tumours in the opposite breast. For certain women at high risk for breast cancer, a screening MRI is recommended along with a yearly mammogram.
MEME zone

Prof: Can you show DNA and RNA visually?
Me:

My doctor: Don’t worry, it’s nothing serious.
My hospital room the very next day:

When you have a date right after surgery

FOR BEST RESULTS IN THE GYM, STOP TAKING PICTURES OF YOURSELF THE WHOLE TIME
1. Media personality Linda Koskei poses for a photo after her breast check-up.
2. Dr. Mariusz Marek Ostrowski - Consultant Oncoplastic Breast Surgeon with the Head of Corporate Communications & PR Ms. Jane Gaty (left) and Brand Manager Ms. Linet Mutheu follow the proceedings of the Look Good, Feel Good event at Faraja Cancer Care Centre.
3. CEO Dr. Toseef Din distributes corporate packs to breast cancer survivors during the Look Good, Feel Good event at Faraja Cancer Care Centre.
5. Bulletin board with messages of hope to breast cancer patients and survivors at the main Hospital entrance.
6. CEO Dr. Toseef Din with Dr. Mariusz Marek Ostrowski - Consultant Oncoplastic Breast Surgeon.
7. Media personality Wanjiru Mboro pins a note with a message on breast cancer on the bulletin board.
8. A section of staff join Catherine on her surprise baby shower at the CCPR office.