# Legacy of Care
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FROM THE CEO’S DESK

Dr. Toseef Din
CEO

Dear Friends,
I begin by thanking God almighty for showering his blessings and abundance on us.

Healthcare around the world has modernised at an incredible rate in the recent past, with patient experience at the heart of this transformation. The ethos of our Social Service League is to help everyone, serve as many patients as we can, and partner with them at every stage of their healthcare journey. By doing this, we ensure our care is not only clinically outstanding but also kind and thoughtful. Our vaccination uptake this month has been promising with over 32,000 vaccines administered of the Astra Zeneca, Johnson & Johnson and Moderna.

Key achievements at the Hospital
We are pleased to inform you that the Hospital concluded the JCI (Joint Commission International) mock survey. This is the highest hospital and health system international accreditation. It incorporates ISO standards and uses Kaizen methodology for process improvement. As we do this, we translate all this into patient centred care.

This month the Hospital received the health sector award in the 13th edition of the CIO Africa Awards. This is a great achievement for our Hospital, and it was awarded to the Hospital for showing the most impactful innovation. This innovation project, took place last year and involved the house keeping department; where we managed to combine different systems at the Hospital running in an automated way to present a dashboard of their Turn around Time.

New projects and innovations keep our Hospital in motion. We are now in the process of opening our Nursing School which will have a crucial role in the seamless provision of comprehensive health services. We are committed to providing excellent education and research opportunities. We thank the Nursing Council of Kenya for their guidance and support.

Tackling climate change is not a solo initiative but one that needs each and every one of us to have our fingerprint.

At our Hospital we seek to foster an environment in which the entire team is committed to reducing our environmental impact and ensuring environmental sustainability and stewardship on a daily basis through our Green365 initiative. We are pleased to inform you that our Hospital Green365 strategy was published by UNEP in its greening healthcare infrastructure in Kenya guidelines.

Many children with congenital heart conditions underwent free open-heart surgeries at our Hospital this month in collaboration with Healing Little Hearts and Jain Social Group. Over 32 children successfully underwent surgery and we thank the entire team of nurses and doctors both international and local. Our Hospital is committed to providing every advantage possible to the children in our families, and ensuring that they are healthy and have the opportunities that they need to fulfill their potential.

Diabetes is a disabling condition that can have fatal consequences. Our Hospital is determined to reduce our healthcare costs and our waistlines, for the better health of the community. This month we were an integral part in holding the Diabetes Symposium, the theme was, Diabetes strides in East Africa. We are privileged to partner with Lions Sightfirst Eye Hospital Loresho to achieve our most treasured, and will always be the best possible level of patient care.
We celebrate our partnership in assisting in healing thousands of patients.

The COVID-19 pandemic has redefined burnout in the healthcare space. Our staff have suffered both personal and professional losses and have continued to serve the patients selflessly. The moral injury suffered during this period has necessitated various employee support programmes as part of our business continuity plan here at M.P. Shah Hospital. This has included dance competitions, art therapy, yoga sessions, debriefing, and de-grieving forums. The words of Glen Close echo deep within; “What mental health needs is more sunshine, more candor, more unashamed conversations”. Hence our quest to move from burnout to balance for healthy homes and a healthy nation. In light of this the Hospital continues various interactive activities, mental health well-being sessions and art therapy competitions.

Updates on strategy
We are pleased to inform you that we have come to a close with our workforce transitioning process and are in the process of rolling out our new Hospital Organogram. The revised organisational charts are essential as this will improve internal structures and aiding communication. They will also improve collaboration and communication across teams, improve information flow and the responsiveness of teams and define clear structures, hierarchies, roles, and responsibilities.

Conclusion
If COVID-19 has taught us anything, it is the fact that humans do not have power and no control. The pandemic has taught us to care more and increase in empathy, mental health and well-being. I thank our Board Chairman, Board Members, Staff and Stakeholders for their support and dedication. May the Almighty keep all of us safe.

Warm Regards,
Dr. Toseef Din
32 children with Congenital Heart Disease (CHD) in Kenya have benefitted from another heart surgery initiative organised by M.P. Shah Hospital in partnership with Jain Social Group. The surgeries were performed by a team of doctors and nurses from around the world under the patronage of Healing Little Hearts (HLH), a charity organisation. This was the 7th Healing Little Hearts mission in partnership with M.P. Shah Hospital that ran from 12th - 19th November, 2021. It was organised to perform heart surgeries on Kenyan children whose families are financially constrained or disadvantaged.

Spearheaded by Dr. Salim Jivanji, a Paediatric Interventional Cardiologist based in Liverpool and Dr. Bhupi Reel, a Paediatric Intensivist at M.P. Shah Hospital, the team was able to screen 120 more children for different heart conditions. As Congenital Heart Disease (CHD) remains the world’s most common birth defect affecting approximately 1 in 100 children in Kenya, the Ministry of Health estimates that more than 200,000 children under 18 years suffer from heart disease. Based on the World Health Organisation (WHO) report, more than 5000 children are born with heart conditions that require heart surgery each year. Further estimates by WHO suggest that 90% of these children have little or no access to care at all. Unfortunately, many of these children do not live past early childhood.

The HLH has surpassed 2000 heart operations on financially disadvantaged children since its inception in 2007. “With a 2-year break due to COVID-19, we are now back hoping to build a self-sustaining program that will be able to save even more children,” said Dr. Jivanji. The HLH team also takes time to train the local team in cardiac intensive care and the post-surgery care of cardiac patients on every visit.

With M.P. Shah Hospital’s cutting-edge infrastructure which includes a modern cardiac catheterisation laboratory, a fully staffed paediatric intensive care unit, recent acquisition of a heart and lung bypass machine, to modern echocardiography machines, it is hoped that all the services required for such specialised operations will be easily accessible and available.
Over the twenty years of my Nursing practice, I have come across many parents who thought that a child not being able to communicate by their second year of life was normal. Many still have the notion that this happens maybe because the delay in speech and language development runs in their family, or the child just did not have someone to help them build that ability.

Speech therapy is one of the parts of medicine that is less popular yet very significant. The need for sensitisation of speech therapy is essential for the optimal development of children. Having met many parents whose children have this problem, it is possible to tell that a child needs speech therapy by observing their behaviour and non-verbal cues. I have also been privileged to share my thoughts with some of the parents in our regular speech therapy sessions. Many times, we mistake speech and language to mean the same thing, but they are different.

Speech is the ability to articulate, bring out a voice and the fluency by which it flows. It is about how we put the combination of our mouths, lips and tongue to produce sound, while language is how we use the words to express ideas and communicate what we want.

So, how is speech in children affected?
Speech can be affected by illnesses, injuries at birth, prematurity, cleft lip-palate and brain injuries or developmental disorders. On many occasions, we hardly have Speech Pathologists in the labour room because we do not understand their role in the delivery of the newborn. However, the initial signs of speech disorders begin at birth. These signs include prolonged labour, difficulty in delivery and delayed cry by the baby. Also, a newborn that is not able to latch well to the breast should be a concern for the Speech Therapist and a child who has problems chewing and swallowing will more likely have problems with speech.

What is speech therapy and what does it involve?
Speech therapy is the assessment and treatment of communication problems and speech disorders performed by a Speech-language Pathologist. During the speech therapy sessions, the Pathologist observes the muscles that allow swallowing and how they move, also she/he will observe your child’s behaviour, how he speaks and eats. Speech therapy should start by the age of 2 years if your child is not able to understand a simple sentence, that should be a reason for concern.

What disorders are associated with speech?
1. Articulation disorders; this the inability to properly form certain word sounds e.g. says “thith” instead of “this”;
2. Fluency disorders; affects the flow, speed and rhythm of speech e.g. stuttering and cluttering. In stuttering a person gets trouble getting the sound out or may repeat parts of the words while in cluttering one speaks very fast and merges words;
3. Resonance; this happens in persons with swollen tonsils, cleft palate and neurological problems;
4. Receptive; the person has trouble understanding and processing what others say and seem uninterested when someone is speaking or giving direction;
5. Expressive; the person has difficulty conveying or expressing information, they may have trouble forming accurate sentences.
When should I worry?
When there is...
- No babbling at 8 months
- No cry at birth
- Failure to point or look
- Inability to call dad at 1 year
- No 50 words that make sense at 1 and half years
- No joining 2 or 3 sentences at 2 years

How is therapy achieved?
The speech therapist use different modes to help a child develop speech. They interact through talking, playing using books, pictures and other play objects.

Prognosis depends on:
- Age
- Type and severity of the disorder
- Frequency of therapy
- Underlying medical condition
- Treatment of the underlying medical conditions

Did you know that:
- Your child under 8 years can understand 7 different languages? Maybe it’s time to enrol them speech delay?
- Children who spend more than 2 hours of TV before the age of 2 years are 6 times more likely to have speech delays?

The speech therapists also treat for picky eating, swallowing disorders, genetic disorders, hearing impairment, fluency disorders, hoarseness of voice, lack of sucking reflex.
WELLNESS – EMBRACING A HAPPIER, HEALTHIER LIFESTYLE

"I am well," is often used as a response to the greeting, "How are you?" Despite that common response, many people do not realise that it is more than just a byword or trend. Wellness is the active process of making choices towards a healthy and fulfilling life. Maintaining an optimal level of wellness is absolutely crucial to living a higher quality of life. Wellness matters because everything we do and every emotion we feel relates to our wellbeing. In turn, our wellbeing directly affects our actions and emotions. It is a continuous circle.

Dr. Tendwa Ongas, a Medical Officer at the M.P. Shah Hospital notes that it is important for us to be aware that wellness is an intentional, ongoing and holistic approach to making healthy choices for ourselves in various areas of life. "Wellness is not simply the absence of illness or stress, but a broad practice of internal and external behaviours even when experiencing challenges," said Dr. Tendwa.

Wellness can be categorised within five main aspects. These include; physical, emotional, social, spiritual, and intellectual. To be considered “well,” it is imperative for all of these areas to be considered. Each of these aspects contributes to our own sense of wellness or quality of life, and each affects and overlaps the others. At times one may be more prominent than others, but neglect of any one dimension for any length of time may have adverse effects on overall health.

Physical wellness is especially important as one advances in age. Therefore, for one to achieve optimal physical wellness, regular wellness check-ups are required.

According to Dr. Tendwa, while opinions vary, routine physical exams are generally recommended once a year if you’re over the age of 50, and once every 3 years if you’re younger than 50 and in good health. If you have a chronic disease or other ongoing health issues, you should see your doctor more often, no matter how old you are.

Regular wellness check-ups can help find potential health issues before they become a problem. Visiting with your doctor regularly assists in detecting health conditions or diseases early. This then gives you the best chance for getting the right treatment quickly, thus avoiding any complications. This is what Dr. Harsh Khoda, a Metabolic Balance Coach and the Head of Medical Services at the M.P. Shah Hospital’s Village Medical Centre, describes as "taking important steps toward living a longer, healthier life."

In a world that continually challenges us to be and do more, it is so easy to ignore self-care by pushing it forward to a future date. While we are too busy to notice, our wellness is slowly slipping away. While trying to juggle all the many responsibilities in our lives, we often don’t make the effort to take care of ourselves like we should. Do not wait. Take charge of your health and schedule an appointment with your doctor today.
WELLNESS CHECK-UP

Available by appointment only at:
M.P. Shah Main Hospital:
Mon - Sun | 8am - 4pm
Saturday | 8am - 2pm
Village Medical Centre:
Mon - Fri | 8am - 5pm
Saturday | 8am - 12 noon
To book: Call or Email
020 429 1000 |
wellness@mpshahhosp.org

WELLWOMAN SUPER PACKAGE

TBC
UECS
TSH
VITAMIN D3
URINE ROUTINE
LIPID PROFILE
VITAMIN B12
CONSULTATION
AST
ALT
HBA1C
PAP SMEAR
ECG

20,000/-
Complimentary breakfast voucher

WELLWOMAN PACKAGE

TBC
UECS
TSH
VITAMIN D3
URINE ROUTINE
HIV TEST
FASTING BLOOD SUGAR
LIPID PROFILE
VITAMIN B12
CONSULTATION

15,000/-
M.P. SHAH HOSPITAL AND LIONS SIGHTFIRST EYE HOSPITAL HOST THE 5TH ANNUAL HYBRID DIABETES SYMPOSIUM

The M.P. Shah Hospital in partnership with the Lions Sightfirst Eye Hospital held the 5th Annual Hybrid Diabetes Symposium at the Lions Sightfirst Eye Hospital in Loresho, Nairobi. The event brought together specialists, from around the world, who highlighted the strides that East Africa has made on diabetes. The two-day-long event was divided into a ‘Foot and Wound Symposium’ on 5th November 2021 and ‘Access to Care Symposium’ on 6th November 2021.

In line with the International Diabetes Federation’s 2021 theme of Access to Diabetes Care, the speakers acknowledged that diabetes is an expensive condition to manage and that it is vital that care is availed at all levels of an individual’s social standing.

Speaking at the event, the M.P. Shah Hospital CEO Dr. Toseef Din stated that the Hospital is now focusing on training and education which is at the core of its programmes so that the patients can learn how to look after themselves. “We have ensured Laboratory and Pharmacy services are available at our Diabetes Care Centres as part of our vision to enhance awareness, prevention, and management of diabetes,” she added.

Over the years, the two Hospitals have strived to work on the ‘Access to Diabetes Care’ model to serve patients at all levels. This has been made possible by the formation of the Lions Diabetes Care Centres at the Main M.P. Shah Hospital, the Village Medical Centre, Lions Sightfirst Eye Hospital, and the Dinshaw Byramjee Dispensary.

Arvinder Kalsi, the strategic consultant for Lions Diabetes Care centre, also noted that people with diabetes have a lack of healthcare coverage associated with poor glycaemic control. “We envisage that this symposium will help bring out synergies of how we can work in providing affordable access to diabetes care, in partnership with our speakers and sponsors of whom we are grateful for the support, year after year,” she said.
The M.P. Shah Hospital was feted at the 13th edition of the Africa CIO100 Awards on 19th November 2021 for its technological innovation meant for identifying areas of delay in services to improve efficiency. The gala, which was held at Sarova Whitesands Beach Resort and Spa in Mombasa, brought together more than 300 senior IT professionals and business executives to share knowledge and recognise their colleagues performing well in the industry.

The annual prestigious awards, which has been labelled the “Biggest Tech Event in Africa” celebrates 100 organisations and the teams within them that use technology in innovative ways to deliver value or improve relationships with their clients. Among the sectors under recognition included education, banking, transport, manufacturing, insurance among others.

Mr. Shiraz Dadar, the head of Information Technology together with his team developed a system that involved the use of the Hospital’s telephone system to monitor the Turn-around Time (TAT) for the housekeeping staff to prepare a patient’s room. The team was able to provide a simple, automated and near real-time solution to record the timings of the housekeeping staff and report on the TAT compliance.

This innovation has since enabled the Hospital to identify sources of the delays and address them in the shortest time possible.

Furthermore, it has improved efficiency with which durations for specific tasks are completed. “Rather than spending money to acquire a new system, we were able to extend the functionality of our existing systems ourselves by making them inter-operable with each other to achieve our objective,” said Mr. Dadar.

Even as the Hospital has risen to a top-tier hospital through the years, we continuously expand our facilities for our patients and find ways of making the patients’ experience better by realigning technological processes and medical services. This is one of the ways of attaining our vision of becoming the premier patient-centric tertiary institution in East and Central Africa.
On Saturday 27th November 2021, team M.P. Shah Hospital and other corporates waded through mud pits and rivers, tumbled up and down slippery trails and went through dark tunnels in Keraita Forest during the 7th edition of The Forest Challenge, an event organised to raise funds for the rehabilitation of Kenya’s water towers.

The event, which is an initiative of the East African Wildlife Society (EAWS) in partnership with Kijabe Environment Volunteers (KENVO) and the Kenya Forest Service (KFS), aimed at preserving and expanding, through afforestation, Kenya’s natural forests, many of which are the source of the country’s water supply.

Ms. Nancy Ogonje, the Executive Director of the East African Wildlife Society, thanked Team M.P. Shah Hospital for braving the weather for the noble cause. “This participation demonstrates the Hospital’s passion and dedication to the protection and conservation of our forests,” she said.

Participants, both individual and those from corporate sponsors of The Forest Challenge, got an opportunity to interact with nature through fun and challenging activities while contributing to a noble cause.
M.P. SHAH HOSPITAL TOASTS TO 2021!

Festive season came early at M.P. Shah Hospital when the staff organised a colourful end-of-year staff party. On Friday 10th December afternoon, lights blinked, music filled the air, they danced and ate to their fill with joy and glee. The party brought together all staff and provided an opportunity to interact and reflect on the past year as they stepped into the festive season, marking the end of 2021.

The staff party was graced by the ever-stylish and elegant Board Chairman, Dr. Manoj Shah, who donned his retro 80’s fashion – the party dress code, while accompanied by his family. Also present was Dr. Manilal Dodhia, the Vice-Chairman. In opening the party, the visibly elated CEO Dr. Toseef Din, expressed her pride in the staff’s dedication and hard work, noting that the milestones achieved so far are a reason to celebrate. “This is a day of happiness and it is dedicated to you all for doing your best to overcome the challenges we have faced this year,” she said.

In the party spirit, staff showcased their talents in various fields including stand-up comedy, spoken word and karaoke, culminating in many of them being gifted and recognised for their excellence in different categories. The M.P. Shah Hospital fraternity wishes everyone a Merry Christmas and a Happy New Year!

1. (From left) Roshni Jankharia, Kalpana Raithatha, Sr. Marren Chunga, Dr. Toseef Din and Ms. Falguni Chudasama pose for a photo during the staff party;
2. Board Chairman Dr. Manoj Shah and the Vice Chairman Dr. Manilal Dodhia take a group photo with part of the senior management during the staff party;
3. A section of the attendees following the proceedings of the staff party.
Dr. Mate has trained as a Breastfeeding Counsellor and works in collaboration with Kenya Association of Breastfeeding on various strategies to increase uptake of breastfeeding.

She has also trained as an Early Nutrition specialist through Nestle Nutrition Institute (NNI) and has successfully initiated an ongoing nutrition programme at M.P. Shah Hospital to educate mothers on child and infant feeding through breastfeeding, weaning and childhood nutrition consultations. She is currently a member of Kenya Paediatric Association as well as Kenya Association of Breastfeeding.

1. **What do you like to do when you aren’t working?**

   Even though I do not get a lot of time at my disposal, I enjoy movies at the theatre with my friends and family whenever I can. I also enjoy other outdoor activities like running, walking, biking, swimming and camping.

2. **What would you do (for a career) if you weren’t a Pediatric Consultant?**

   I would be a Veterinarian. I love animals and have owned pets since birth. I love animals as much as I love children.

3. **What’s a fun fact about you many people may not know?**

   I once participated in a beauty pageant where I emerged the second runner-up and won an award for the most creative costume.

4. **Where’s your favourite place in the world?**

   My favourite place is always home, where I get to spend time with friends and family. However, my favourite destination is Rome because of the beautiful language, architecture and delicious food.

5. **If you could meet anyone in the world, dead or alive, who would it be and why?**

   I’d be happy to meet Nicholas Cage. He is not only versatile but also assertive both in the characters he plays in movies and his personality. I admire and identify with him and would welcome any chance to meet him in person.

6. **What TV show/movie are you ashamed to admit you love?**

   Mean Girls. It is a hilarious take on bullying and social stratification in schools. I love the comic representation of this serious issue which is under debate across the world. However, I am ashamed to admit that I love it because my stand is that bullying and social stratification have no place in the current society.

7. **How long have you worked as a Consultant Paediatrician?**

   I have been a Consultant Paediatrician for seven years now. Before then, I was a Medical Officer for two years.

8. **What does your job entail?**

   My days are pretty standard. I review patients in the outpatient clinic, conduct my ward rounds, participate in newborn deliveries in the maternity wing and conduct clinical pieces of training for the doctors and nurses.

9. **What is unique about your practice?**

   I prefer to give my patients a different perspective on their child’s health concerning nutrition, fitness and disease prevention. I tend to assist them in taking ownership of their health and not just follow the conventional ways of doing things.

10. **What would you advise people concerning Child Health?**

    It is important to focus more on preventive medicine and optimum childhood nutrition. These are the core areas of childcare. Parents should understand that proper nutrition helps children grow strong and healthy. Establishing this foundation helps avoid illnesses through the child’s life.
At the Children’s Medical Centre, we are proud to offer an environment that is child and family friendly. All our paediatric rooms are en-suite specifically designed to encourage parents to stay with their child in order to ensure their comfort and decrease anxiety. Highly skilled paediatric doctors and nurses offer 24-hour, 7 days a week care in the wards.

We deliver compassionate, personalised care to children of all ages, from infancy into young adulthood. We offer advanced care and emergency services for the best care of your child while working with your family to address your medical and emotional concerns. Our team helps manage chronic medical conditions and diseases to ensure your child grows up healthy and develops properly.
MEME zone

When I ask my patient about their pain level
And a family member answers for them

When that IV pump won’t stop beeping
And you can’t figure out why.

“Boss, I’m still in the hospital!”

When you manage to build a rapport with the patient who hates everyone.

When you work at the hospital and try to call in sick.

I won’t be able to make it in today.

When someone says, “You look a bit ill.”

The smartest decision someone can make
is to marry a nurse.

When I catch my patient being non-compliant with their cardiac diet.
1. Board Chairman Dr. Manoj Shah follows proceedings at the Lions Diabetes Symposium;
2. A section of the attendees of the Lions Diabetes Symposium following the proceedings;
3. Mr. Katana Mwamure and his son Steven Katana ready for discharge after successfully undergoing an open-heart surgery;
4. Dr. Salim Jivanji and Dr. Bhupi Reel during a media interview on the Healing Little Hearts camp;
5. Surgeons perform an open-heart surgery at the theatre;
6. Specialists performing a catherisation procedure at the Cath Lab during the Healing Little Hearts camp;
7. Paediatric Unit Manager, Shillah Kagali poses with Sheryl Gitau upon receiving her certificate of courage for undergoing a key-hole procedure;
8. Dr. Salim Jivanji follows the proceedings of the thanks giving ceremony for the open-heart surgeries camp;
9. Musician Eric Wainaina (in checked shirt) poses for a photo with Dr. Waigumo (left), Tanua (middle) and Dr. Bhupi Reel at the Paediatric Intensive Care Unit.