



# NEWSLETTER

## PROJECT MANAGEMENT UNIT

### PRIMARY AND SECONDARY HEALTHCARE DEPARTMENT



JULY - SEPTEMBER 2020

## CORONA PANDEMIC: PMU LEADS FROM FRONT

**T**he Project Management Unit played integral role in leading Punjab's response to the Corona Pandemic. The District and Tehsil Headquarters Hospitals were able to handle the Pandemic efficiently due to the availability of required infrastructure and resources provided as part of the revamping project. The whole revamping initiative was based on building the 'Core Capacities' for healthcare establishments envisaged in the UN Sustainable Development Goals. The project had designed interventions for Emergency Response.

The PMU had made available the necessary Human Resource that facilitated the procurement, logistics, installation and functioning of hi-tech equipment at the revamped facilities. The Bio-medical Engineers and Quality Assurance officers were instrumental in placement of the Ventilators and making functional the Oxygen supplies at the ICUs and the High Dependency Units. The availability of CT scan services at revamped facilities played a great role in treatment of patients. The Isolation Wards were set up at the Revamped Hospitals already in all districts.

The referral and linking system helped the secondary hospitals integrate very well with the larger healthcare system and patients were able to be transferred to the next level facilities when needed. The ICUs were equipped and manned with necessary resources, turning out to be of critical importance in Punjab's fight against the Pandemic.

**The ICUs and the HDUs at all facilities were developed to ensure infection control measures and epidemic management as part of the Revamping Initiative**



**The relief of recovery from Covid-19**

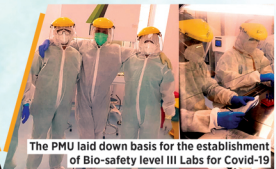
By ensuring quality treatment at secondary healthcare facilities, the PMU helped the department reduce burden on the Tertiary Healthcare Hospitals during peak months of the Pandemic. The Unit also provided support to the Teaching Hospitals of Punjab through provision

**As many as 26 DHQ hospitals were part of the Revamping initiative and these facilities served as platform for the treatment of suspected and confirmed COVID-19 patients at district level**

of Ventilators and development of 8 BSL III Labs amid COVID-19. The division of labor with roles specified according to different specialties had already been mapped, thus it became possible for Punjab to launch an organized response to the Pandemic.



**High Dependency Units at revamped facilities**



**The PMU laid down basis for the establishment of Bio-safety level III Labs for Covid-19**



# A NEW BEGINNING



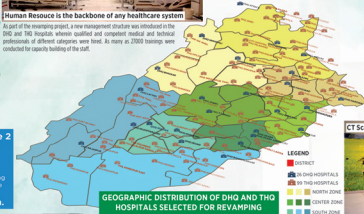
## ROUND UP OF REVAMPING

The project of revamping 125 District and Tehsil Headquarters Hospitals of Punjab is a defining step in improving secondary healthcare service delivery in Punjab.



**Human Resource is the backbone of any healthcare system**

As part of the revamping project, a new management structure was introduced in the DHQ and THQ Hospitals wherein qualified and competent medical and technical professionals of different categories were hired. As many as 27000 trainings were conducted for capacity building of the staff.



**Under the Phase 1 of this project, 25 DHQ and 15 THQ Hospitals are being upgraded at the cost of Rs. 27 billion.**

**Under the Phase 2 of this project, 84 THQ and one DHQ Hospital are being upgraded at the cost of Rs. 14 billion.**



**Upgradation of Infrastructure at DHQ Hospital Jhelum**

Specialized units are being established in the revamped hospitals, now each hospital has an Intensive Care Unit, Coronary Care Unit, Burn Unit, Dialysis Center, Physiotherapy Unit and Maternity. Special attention has been paid to the upgradation of Accidents and Emergency Department. To ensure uninterrupted power supply, special transmission lines are being laid in the hospitals in addition to the provision of several power generators and other vital equipment. The corridors and lawns are refurbished along with establishment of canteens, playing areas and day-care centers for children.



**Advanced biomedical and non-biomedical equipment at hospitals**

Advanced and modern machinery has been installed in DHQ and THQ Hospitals to improve patient care. A wide range of biomedical and non-biomedical equipment has been installed in these hospitals including X-ray machines, medical gas pipeline, color doppler, ventilators, blood storage cabinets, dental units, air-conditioners, fowler beds, blankets, bed sheets, refrigerators and water-cooler etc.



**Mobile workshops ensure that Biomedical equipment provides uninterrupted services**

To ensure optimum functioning and repair of the biomedical equipment, Biomedical Resource Center (BRC) has been established. Under BRC, the biomedical workshops in Lahore, Multan and Sargodha were revamped for timely & efficient repair and maintenance of biomedical equipment, asset management and warranty management.

To modernize the hospital systems, information technology has been utilized. To save the medical record of patients on scientific principles, Electronic Medical Record System and Queue Management system have been introduced. To ensure staff presence, Biometric Roster System has been introduced in the hospitals.



**Improved patient experience with the Queue Management System**

**CT Scan centers at revamped hospitals**



The janitorial & cleanliness services, security services, mechanical, electrical, plumbing & generator operations services have been outsourced to improve standard and performance. Under this project, CT scan machines have been installed at 19 hospitals on pay-for-performance basis.

The improvement in the standard and functioning of the DHQ and THQ Hospitals of Punjab has won accolades from renowned organizations like Punjab Healthcare Commission and International Standard Organization and a number of these hospitals have been awarded certificates for provision of high-quality services.



**DHQ/THQ hospitals accredited by Punjab Healthcare Commission and International Standard Organization**

Not only is this modernization and upgradation project of hospitals a herald of high-quality services for the people of Punjab but it is also an expression of the motto of the Government of the Punjab that serving humanity is divine.



# STREAMLINING HOSPITAL PROCESSES DEVELOPMENT OF MANUALS



**T**he Project Management Unit has designed Manuals for all functional units of DHQ and THQ Hospitals for improved service delivery. These Manuals have been developed in accordance with the Minimum Service Delivery Standards of the Punjab Healthcare Commission.

**These manuals will serve as operational guidelines and as essential reference document for hospital staff**

As part of the PMU mandate, the initiative will revolutionize and streamline hospital processes by synergizing human and technical resources for enhanced performance.

These Manuals provide a comprehensive set of guidelines for all areas of healthcare service delivery in DHQ and THQ hospitals. The idea behind this exercise is to ensure optimum utilization of resources through the development of organized guidelines. The development of Manuals is significant as in the new era of technology, latest standards with best global practices are inevitable. Now that the infrastructure, human and technical innovation has been taken to the next level, complete guidelines for every area of hospital settings are necessary. All the major areas of hospital administration and patient care have been covered by the experts of respective fields.

## Categories

These Manuals cover a wide range of areas including



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