



TALK TO OUR STAFF

One on one with
Dr. Nancy Kaumbali,
Pharmacist at NTRH

Continuous Learning and Training Puts NTRH Staff at the Top

Amenity Wing Puts NTRH in the League of Top-Notch Medical Centres



Many other Facilities Depend on NTRH for

Oxygen



NHIF
Alya Yetu. Bima Yetu
SUPA+COVER

Outpatient Cover

General consultation, Diagnosis and treatment of common ailments, Lab tests including ante natal profiling, Health education, wellness and counseling, Routine screening for conditions e.g. cervical and prostate cancer, Minor surgical services.

#NikoSet



TALK TO OUR STAFF

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Managing commodity

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OUR VISION

A Centre of Excellence in Health Service Delivery

OUR MISSION

To provide quality comprehensive health care services, through adaptive systems of care, that meet the needs of, and for the best quality of life of, the largest range of individual patients, households, patient groups and other members of the society

CORE VALUES

Integrity: The NTRH will adhere to the principles of good governance to ensure transparency and accountability in undertaking its programmes and activities.

Professionalism: The NTRH will strictly abide by professional considerations, including ethics on methods, standards and procedures for provision of quality health services.

Innovation: The NTRH will continuously embrace creativity and novel solutions for value-addition in achieving excellence in healthcare.

Teamwork: The NTRH celebrate working together in pursuing timely attainment of targeted results at all levels, and supporting each other to resolve, share and settle the diverse health service challenges.

Customer focus: The NTRH commits itself to align its health service programmes to the expectations of its stakeholders and in attaining the highest standards in service delivery.

Quality: The NTRH embraces its responsibilities, enjoys the process of solving problems, and provide effective solutions and added value to customers.



THE TEACHERS' MEDICAL SCHEME



Enhanced Comprehensive Teachers' Medical Scheme

Teachers and their dependants can now access the benefits below at any of our accredited facilities across the country. The following are eligible for this cover:

- Teachers employed by TSC and actively in service from eighteen (18) years to the mandatory retirement age,
- One (1) legal spouse to the teacher and upto four (4) dependant children (biological/legally adopted) from birth till the age of 18 or 25 years for those in a post secondary learning institution.
- There is no maximum age of eligibility for dependants with disabilities.

Job Group	Outpatient	Inpatient	Dental	Optical	Maternity	Group Life	Last Expense	Rescue Services	International Referral	International Travel	Wellness Service
B5	100,000	750,000	35,000	45,000	100,000	450,000	200,000	 Air fix wing and Helicopter: 2 (two) per family per Annum	1,000,000	200,000	Employee Assistance Program through a 24/7 Minet tele-counseling toll-free line, 0800720029 for conditions such as: <ul style="list-style-type: none"> • Chemical dependency • Stress • Counseling services • Relationship challenges • Anxiety and depression • Parenting • Legal • Financial distress • Chronic Disease Management
C1	100,000	750,000	35,000	45,000	100,000	450,000	200,000		1,000,000	200,000	
C2	100,000	750,000	35,000	45,000	100,000	450,000	200,000		1,000,000	200,000	
C3	100,000	850,000	35,000	45,000	100,000	550,000	200,000		1,000,000	200,000	
C4	150,000	1,000,000	35,000	45,000	100,000	550,000	200,000		1,000,000	200,000	
C5	175,000	1,250,000	35,000	45,000	100,000	650,000	200,000	1,000,000	200,000		
D1	225,000	1,500,000	35,000	45,000	150,000	650,000	300,000	 Road Ambulance Services	1,000,000	200,000	
D2	250,000	1,800,000	35,000	45,000	150,000	1,050,000	400,000		1,000,000	200,000	
D3	275,000	2,000,000	35,000	45,000	200,000	1,050,000	500,000		1,000,000	200,000	
D4	375,000	2,500,000	35,000	45,000	200,000	1,050,000	500,000		1,000,000	200,000	
D5	375,000	2,500,000	35,000	45,000	200,000	1,050,000	600,000		1,000,000	200,000	



Teachers' Medical Scheme Consortium



The consortium consists of underwriters, actuaries and medical scheme administrators to ensure scheme accessibility and affordability. Minet Kenya is the consortium lead.



Contact channels

Hotline: 1528	Mobile no: 0730 604 000	Website: www.minet.com/Kenya	Email: mmc.customerservice@minet.co.ke
Register: #865#	Find a hospital: *340# / *202*6#	Twitter: @Minet_Kenya	Self service portal: collaborationkenya.minet.com/TSC
Facebook: Minet Kenya	Google App Store: Minet TSC	Telegram: Teachers' Medical Scheme	Incidence Reporting: ⇨ Safaricom USSD code: *202*07# ⇨ collaborationkenya.minet.com/tsresponse

NTRH Board



Mr James Wachira,
NTRH Board chairman



Dr Timothy Panga,
CEO and Secretary of the Board



Ms Rose Wamuyu Wachira,
Member



Mr Peter Githehu, Chairman, Finance,
Administration and HR Committee



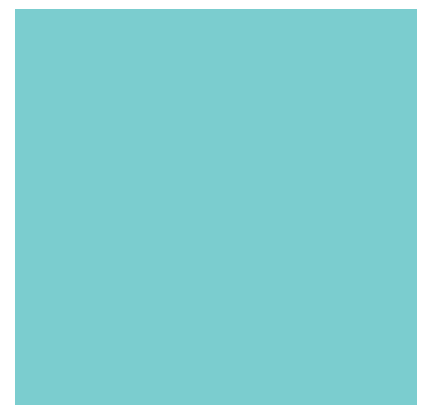
Dr James Gacheru, Chairman, strategy and
hospital development committee



Mr Dominic Monto,
Chairman, Audit and Risk Committee



Ms Halima Kokugonza Saleh,
Chair, Quality and Safety Committee



NTRH Management



Dr Timothy Panga, CEO



**Ms Alice Makena Mboroki,
Head of Corporate Services**



**Ms Lucy Wangechi Njogu,
Manager, Nursing Services**



**Dr Sharon Wagem, Manager,
Pharmacy Services**



**Ms Joyce Wangui Mwirigi,
Manager, Human Resource**



**Ms Mary Wakarima Mathenge
Manager, Laboratory**

FOREWORD from the Chairman of the Board

In our short history of only 85 years, we have always strived to raise the bar for healthcare in Kenya through a diverse set of services. From our very early days as 'Nanyuki Native Dispensary' through those days as 'Nanyuki District Hospital' we have been an essential part of our community in service delivery.

Our Gazettement as 'Nanyuki Teaching and Referral Hospital' in 2012 has given us new impetus to reorient our strategy with the broader mandate in the county and national referral system.

We provide a broad range of outpatient, inpatient and specialised services to the more 700 patients every day. These clients have varied and individualized needs. We have started various clinics to take care of these needs. In addition, we have strived to meet the needs of those clients who are able to pay for the full cost of the care, mainly through private insurance.



We have responded to the national call to action to provide care to victims of gender-based violence (GBV) with a dedicated clinic with a clinician, nurse and social worker. We use this clinic as a pivot for all internal referrals for these vulnerable citizens and those who have suffered from other forms of assault. This clinic works with institutions that work together for GBV victims – the police GBV desk, the social services arms of the government and the available rescue services.

We have responded well to Covid-19 pandemic, having already treated more than 100 patients in our quarantine and isolation centres. We have tested more than 3,000 people. Our staff have supported in the training of other health workers, in the lower level health facilities and in private hospitals. We have supported these hospitals, either through testing or as a referral centre for their patients.

As a hospital Board, we have introduced the principles of governance expected of a county entity. In line with the County Government of Laikipia's commitment towards autonomy or semi-autonomy of major hospitals, we are setting up new to improve our efficiency as well as support rapid expansion.

In our strategic orientation as the Board, we had envisioned that NTRH will continue providing basic care according to its Kenya Essential Package for Health (KEPH) level, on the medium term as Level 4 and on the long term as a Level 5 facility beginning with an immediate improvement of bed capacity from 180 to 300.

That NTRH will strive to be a centre of excellence in trauma care. That the hospital will invest in continuous emergency services of increasing quality and complexity. That clinical, trauma care and life support skills will be further developed for staff working in the emergency and all other clinical departments. We wanted to improve patient experience and flow from the first point of contact. Critical to this state of efficiency was the automation of our processes. We wanted the staff and patients to have pleasant and adequate infrastructure, and for this infrastructure to follow the master plan already in place.

We are happy to inform our clients, stakeholders and the public that we have achieved some of these goals. Our Mother and Child Hospital with a maximum capacity of 120-beds is now complete. We now have a complete 17-bed critical care unit, with six beds reserved for Intensive Care Unit (ICU). Four more ventilators are at an advanced stage of installation, from the initial five, bringing it to a total of nine. This achievement is way more than we had planned. We now have an amenity clinic that accepts privately insured patients. We have a 24 hour emergency department led by Medical Officers.

The hospital is now connected to the National Optic Fibre Backbone Infrastructure (NOFBI). All departments have been networked. We have received seventy (70) new health workers. These early achievements have already made an impact on the status of the hospital. We will continue this year to further build on these achievements to continue keeping Nanyuki Teaching and Referral Hospital at the pole position in healthcare provision in this region.

Chairman
James Wachira

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MESSAGE from the CEO



The Nanyuki Teaching and Referral Hospital remains the hospital of choice for a majority of patients in Laikipia, and significant sections of Meru, Nyeri, Isiolo and Samburu counties. We see nearly 200,000 outpatients and 20,000 inpatients per year.

Welcome to our first newsletter of the new financial year 2020/2021. The Nanyuki Teaching and Referral Hospital remains the hospital of choice for a majority of patients in Laikipia, and significant sections of Meru, Nyeri, Isiolo and Samburu counties. We see nearly 200,000 outpatients and 20,000 inpatients per year. Our specialized clinic handle more than 20,000 patients. We meet the surgical needs of nearly 3,000 patients in a year; and have provided skilled delivery for a similar number of new Kenyans over the same period.

We consider ourselves as an acute care hospital at the apex of the county referral system; but which must still deliver comprehensive primary healthcare services to meet set targets and reduce the burden of disease in our catchment population. This in turn will help our county and the nation achieve the desired health indicators for a healthy and prosperous population.

We are fortunate that we have accumulated a tremendous goodwill from patients, wellness clients, their families, and the general public over time because of dedication of our staff and the consistency of the services we provide. We have understood this, and have introduced many new services that have been taken up by our clients immediately they were made available. We now have added amenity outpatient and inpatient services to attract the more discerning clients who are willing to pay more. We have tapped into the segment of clients who are covered by private insurance. These new revenue streams will then directly benefit the larger number of patients who will continue to depend on highly subsidized services.

The new value-added services are now supported by an emergency department that operates on a 24 hour, 7 days a week basis. This adds on to the outpatient consultations for walk-in (unscheduled) patients that has been with us for more than a decade. To optimise the use of these concurrent outpatient level services, we triage patients to emergency, priority and queue categories and treat them accordingly. We do these to reduce harms associated with delayed healthcare while significantly reducing waiting times; as our client numbers continue to swell. These services are supported by specialised clinics which operate on referral and appointment basis. Some patients will require admission to inpatient care from where they are subsequently discharged through these specialist clinics; for short-term follow up care or for longer-term chronic care. Our commitment is to ensure that there is continuity of care for all patients visiting us, with an emphasis on achieving optimal health outcomes in the shortest time possible, and possible discharge back to good health.

We invite you to see the exciting articles and features in this newsletter focusing on various services provided in the hospital. We have also featured several projects that will grow our capacity and capabilities to a new level. We believe in people, processes and systems of care. At the centre of it are the people, our staff. We go up and close with one member of staff for each newsletter to remind you that we are humans after all, and share the same aspiration and goals as yourself.

Thank you for taking time to go through our offering.

Dr Timothy Panga
Ag. CEO

From a Simple Dispensary for ‘Natives’ to the Busiest Regional Referral Centre

.....NTRH’s long road to become a facility of choice for thousands of Kenyans



Serving more than **50,000 patients** in a quarter, NTRH has the highest workload in the region as compared to its physical capacity. It means the hospital has consistently averaged 500 patients per day.



Though categorized as a Level Four facility, NTRH is the largest medical centre in Laikipia County in terms of size and workload. Founded in mid 1930s as Nanyuki Natives Dispensary and meant to serve Africans, the hospital has over the years grown in scope and size to become a key regional healthcare provider.

NTRH serves a catchment with a population of 267,000 people spread across the counties of Laikipia, Meru and Nyeri. Out of these, about 44,000 are enrolled on the NHIF medical scheme.

Serving more than 50,000 patients in a quarter, NTRH has the highest workload in the region as compared to its physical capacity. It means the hospital has consistently averaged 500 patients per day. This workload compared to the existing physical capacity is certainly the best in the region. It means resources stretch and do more. This is impressive because the nearest Level 5 hospital in Nyeri, with more resources, external subsidies and physical

infrastructure, serves an average 54,000 in a quarter.

For NHIF capitation alone, nearly 44,000 customers have chosen it as the primary healthcare provider in case they fall sick. Bolstered by an excellent location within the Central Region Economic Bloc (Cereb) and a rapidly growing catchment population, the facility was elevated to a District Hospital in 1957. It was conferred the training and referral status via a gazette notice of 12th July 2012 becoming Nanyuki Teaching and Referral Hospital.

Recent milestones include our new amenity clinic that has been operational since February this year. The clinic has been accredited by leading medical insurers such as Kenya Alliance, AON Minet and NHIF Comprehensive Scheme, making NTRH join the league of premier medical facilities that have been endorsed by the private insurers.

NTRH, which sits on a 40-acre piece of land, is currently undergoing development



for new projects such as the mother and child unit and the upcoming Kenya medical training college, Nanyuki campus.

The hospital is banking on the upcoming MCH complex to revolutionize maternal healthcare services in the region as it is designed for their convenience and comfort. Here, mothers and the new borns will access all the specialized care they will need.

The complex has an amenity wing complete with a concierge on call for customers looking for personalized medical care.

Governance

NTRH is run by a board of management and a management team headed by a chief executive officer. The county governor appoints the hospital board in line with Laikipia Health Services Act 2014. H.E. Governor Ndiritu Muriithi appointed the current board before it assumed office on 19th June 2018. Six of the board members represent various stakeholders. The hospital CEO is also the secretary of the board.

The board is mandated to provide policy direction and oversight over the administration of the hospital. It promotes the development of the hospital and approves plans and programmes for implementing County health strategies in the hospital, and approves estimates before submission to the health executive member.

The new board of seven members operates under MWONGOZO-The Code of Conduct for State Corporations.

The hospital CEO reports to the board and is its secretary.

Guided by the Code of Conduct for State Corporations, NTRH Board has four committees that ensure smooth running of operations of the facility. These include the Human Resource, Administration and Finance Committee that looks into the daily affairs of the hospital, including budgeting, oversight, and staff engagement, among other duties.



The Audit and Risk Committee ensures accountability, sufficiency on internal controls, and ensuring audit reports are answered to. The Quality and Safety Committee is charged with oversight for the availability quality structures in place for safe, effective clinical practices from blood transfusion to theater services. The committee has come up with a risk management framework to limit risks on hospital operations. The Strategy and Hospital Development Committee has come up with a master plan and a modern concept of how the hospital should look like in the future.



Shift to Cashless Transactions Hastens Service Delivery

In March 2020, NTRH has rolled out a cashless system for the convenience of the customers and to better their experience.

The system has enable all NTRH customers to pay for their medical bills on mobile money.

The shift to cashless payment system is as a result of continuous improvement on the hospital’s systems which is geared towards improving efficiency and transparency.

With this improvement, endless queues at the cashiers’ offices are now a forgotten story at our hospital. This means there enough time to serve customers effectively and efficiently.

The system not only saves time, but also enhances accountability wfor every transaction made by our customers. The convenience that comes with the ease in tracking

cash flows boosts the credibility of our transactions to the benefit of our clients.

With our cashless mode of payment, we can now track down incidences of deceptive copies of receipts that sometimes interrupt and negatively impact on service delivery. Cases of clients using fake receipts affect our accounting processes, with the resultant effect being felt by the other customers.

With the hospital now linked to the national optical fibre network, the use of the cashless platform is set to go a notch higher as we utilize faster and better systems to make our processes more efficient.

Cashless billing platforms will not only cut the time for transactions, but will also reduce the bulk of manual files at the cash offices that consume more space and resources.

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The Services that we offer

Outpatient

- General Outpatient Services
- Maternal and Child Health (MCH) Clinic
- Specialist Clinic Services (Different Clinics for each day)
- Emergency Services 24 hours, 7 days a week
- Pharmacy Services (we service both internal and external prescriptions)
- Laboratory Services (we service both internal and external laboratory request)
- Radiology Services (Digital X-ray; Ultrasound; Mammography; OPG for both internal and private patients)
- Renal Dialysis (Daily on weekdays)

Specialist Clinics

- High Risk ANC Clinic – Weekly, every Monday
- Medical Outpatient Clinic (MOPC) – two times weekly, Tuesdays and Thursdays
- Paediatric Outpatient Clinic (POPC) – every Wednesday
- Gynaecology Outpatient Clinic (GOPC) – every Wednesday
- Diabetes Outpatient Clinic (DOPC) – Monday to Friday
- Surgical Outpatient Clinic (SOPC) – every Friday

Elective surgeries

Patients seen in the High Risk, GOPC and SOPC clinic may be eligible for a planned surgery which will take place as follows:

- Tuesdays – General Surgery
- Thursdays – Gynaecology Surgeries
- Fridays – Elective Caesarean Sections



Feedback Lines

For enquiries, compliment or complaint, Kindly call:

0722 478 289

NTRH's Partnership With Reputable Institutions Drives Medical Outreach, Research

In June 2019, the medical staff at NTRH had a rare chance to interact with Dr. David Hill, a renowned professor of medical sciences from Quinnipiac University, US.

The members of staff, who were attending their routine Continuous Medical Education session, had a one-on-one interaction with the world renowned medical expert and author of Hunter's Tropical Medicine and Emerging Infectious Diseases, a comprehensive reference book for the health conditions that arise in the tropics.

This visit by Quinnipiac University together with his team is one of the many events made successful through collaborations with local and international partners in an effort to scale up research and outreach to improve service delivery.

Besides continuing medical education and teachings, the partnership between NTRH and Quinnipiac University has brought in more expertise on global health research, as well as student exchange and learning programmes.

The partners the hospital is currently engaged with range from education and research institutions, medical foundations, health development partners among other organizations.

Cooperation between the NTRH and Yale University has brought in expertise in urology surgeries, as the visiting doctors boost the hospital's surgical skills capacity.

The hospital has also partnered with Tropical Health and Education Trust, Paired Institutional Partnerships, Tubay and South Devon NHS Foundation Trust and Plymouth University, all under UK's Future Health Africa in initiatives for educational grants, specialized surgeries, and provision of resident doctors for emergency medicine, among other areas.



Through the long standing partnerships, NTRH has been able to implement quality improvement projects in the outpatient, maternity, female ward and in the radiology departments.

Collaboration between the hospital and AMREF through Sight Savers and Queen Elizabeth Diamond Jubilee Fund has helped eliminate trachoma cases from Laikipia. Thanks to this collaboration, Laikipia County is now a trachoma-free zone, a significant leap in medical outreach even as the disease persists in some of the neighboring counties.

This collaboration extended to cataract surgeries, community outreach, and provision of drugs.

Through cooperation with Afya Nyota ya Bonde, a health organization, NTRH has scaled up its response to the care needs of HIV patients. Last year, the organization donated eight motorcycles to help in faster delivery of samples for HIV testing in the new Point-of-Care testing facility at the hospital. This facility has been instrumental in delivering timely results for infants and mothers whose exposure to the virus pose a risk to their well being and survival.

Collaboration with health DSW Kenya, a development organization has seen setting up of a youth centre for youth-friendly services.

The oxygen piping to our various points was successful, thanks to support from the Safaricom Foundation, as the support from environmental community based organizations makes the landscape at NTRH greener.

Continuous Learning and Training puts NTRH Staff at the Top

As a teaching Centre, NTRH offers a platform for both medical students and those already in practice to sharpen their skills in the medical field as well as deepen their experience.

It supports internship programmes for nursing students, clinical officers and pharmacists. By offering such opportunities, NTRH provides the needed on-job experience to promote professionalism.

Staff at the facility are subjected to weekly sessions of continuous medical education ostensibly to keep them abreast of the dynamics of the fast –developing medical science. NTRH Staff have been able to tap from the knowledge and experience from professors and medical practitioners from globally reputable institutions such as Quinnipiac and Yale Universities as a result of the partnerships it has initiated.

The hospital has become a Trainer of Trainers (Tots) especially with the onset of Covid-19 pandemic. Teachings that were offered to other trainers particularly when Covid-19 hit the country greatly changed their view on the pandemic.

On March 24 and 25 2020, 95 hospital staff members were trained on Case Management by colleagues who had gone for a one week training in Nairobi on the same. Twenty NTRH nurses also went to Kirimara Hotel for a day for training on the same topic.

In March 2020, four staff members from the facility were sent for training in Nakuru on Infection Prevention Control (IPC). The four then came back as Tots and trained 300 staffs for four days from 31st March to 4th April. NTRH has been playing a critical role in equipping the community with knowledge on various diseases and how to lead and maintain a healthy lifestyles. Such trainings are done within World Health Organization (WHO) and Ministry of Health (MOH) guidelines and hence very credible. NTRH is



also hosting the Nanyuki campus of the Kenya Medical Training College which will soon be operational. The County Government of has partnered with the national government to make this a reality. This will see young people, especially from Laikipia County become professionals and help in matters health. Training for 10 hospital managers was conducted on 20 and 21 June, 2020 on how to update Funsoft- the computer software used at the hospital. The training was facilitated by system partners.

Due to the prevailing circumstances that more deaths would be witnessed as a result of Covid-19, 15 workers at the facility were trained on Waste Management (Disposal of Covid-19 bodies) on 15th July this year.

At the beginning of July this year, the facility invited Gradian Health Systems to train 50 hospital staffs for two days on usage of the newly acquired ventilators. The ICU has five ventilators but more to be added soon. More training has been done from the hospital on maternal and perinatal care regarding management of pregnant mothers and any complications that may arise from pregnancy. It has been carried out to paramedics all over the hospitals in the county. Regarding emergency preparedness, medical

staffs across the county have their skills sharpened on how to identify sick patients and manage them to prevent complications and rehabilitation where necessary. Other trainings, facilitated by the hospital, have been taken to local radios where experienced doctors and other specialists educate listeners on matters varying from better hygiene and better living, to keeping preventable diseases at bay.

NTRH has on the other side been acting as a text book from which other health facilities learn from. Health team from Meru County led by their CECM and Chief Officer health visited the facility to benchmark on revenue on NHIF. They were on a mission to learn the strategies NTRH uses as well as learn how an amenity clinic works to start theirs.

Another team from Isiolo health department also benchmarked on renal operations as the facility has one of the best renal units in the country.

Health team from Timau sub-county hospital recently visited NTRH for a training on general hospital operations.

Emergency Department is now operating 24 hours

We have expanded capacity of our Emergency Department to increasing number of accidents.

On average we are handling between 25 and 30 cases daily. This is twice the number that the department used to handle before it started operating 24 hours, seven days a week.

NTRH Emergency Department has been providing care to victims of traffic accidents, assault and domestic violence. It's capacity for the department has been boosted to make it reliable in provision of services to critical patients.

Thanks to this development, the department is now serving 25 to 30 cases daily. In total, the department is currently run by six doctors, nine nurses and three support staff working in 12-hour shifts.

The ED now has a medical officer on standby to provide immediate attention and make timely decisions for the benefit of the many patients coming in, away from the previous arrangement where a medical doctor had to be sourced from the inpatient section.

The presence of a medical officer enables the department to perform minor surgeries that do not need to reach the surgical theatre. This eases the strain in the surgical theatre to the benefit of the patients in need of major surgical operations.

To boost efficiency, the facility has a 24-hour ambulance service that caters for patients from Laikipia East, Central and North as well as those from Timau and parts of Nyeri and Isiolo Counties.



Staff at the Emergency department



The NTRH Emergency Department

Plans are underway to have a triage outside the Emergency Department to assess and prioritize patients going into the inpatient unit for emergency attention.

This move is a step away from the previous arrangement where all the patients queued in wait for their turns to be served regardless of their situations.

By assessing patients at a triage, the staffs are able to identify and attend to patients in urgent need for timely attention before their conditions worsen.

Strengthening NTRH Diagnostics Capacity

NTRH continues to improve diagnostic capacity to achieve its core objective of providing quality health service to the customers.

The Radiology Department has state-of-the-art equipment that include two ultrasound machines for obstetric scans, fixed and portable x-ray units for x-ray imaging and the latest mammography unit for breast screening.

Dental patients in need of checkups for jaw trauma and other assessments have access to quality services of an OPG unit for dental radiology.

The department also has a CAM machine for theatre radiography, and CR machine for digital x-ray imaging.

Radiology department serves more than 1,500 patients in a month. Out of this, the general x-ray unit takes the biggest chunk of the workload with an average of 1,000 patients per month. It is followed by the ultrasound unit that attends to over 500 cases every month, with the remaining workload shared by OPG and mammography sections.

Most of the patients here use NHIF cards to meet their medical needs. The department handles referrals from facilities within Laikipia, Meru, Isiolo and Nyeri counties.

Each day NTRH's laboratory receives medical samples for various tests.

Inside the laboratory complex, 21 staff members are tasked with the intricate responsibility of running eight diagnostics.

The lab facilities include hematology machine to test blood parameters such as blood cells and platelets. The blood transfusion section ensures sufficient pool of safe blood to meet the hospital's needs.

The cytology unit conducts diagnosis for abnormal cells, relaying timely results for patients undergoing tests for cancer cells for prompt medical interventions. This unit is currently undergoing expansion to meet the growing need to perform more tests owing to the rise in cases of cancer.

The parasitology section analyses samples for suspected parasites, with the



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serology unit conducting tests for Hepatitis B, antibody and antigen tests among others.

The chemistry section of the laboratory provides results for tests on physiology of body fluids such as blood and urine, as the bacteriology bench scans samples for presence of bacteria.

Further, the laboratory makes use of gene expert machine to test and relay results for TB patients.

All these units worked in sync to deliver diagnostics results of over 120 thousand tests in the year 2019/2020 alone.

Recent expansions include the acquisition of a point of care machine for early infant diagnosis for newborns born of HIV positive mothers. The facility has been instrumental in cutting down turn around results for tests to two hours, a significant improvement from the previous outsourcing arrangement that would take over two months.

NTRH is also exploring partnership with the national government to set up a Covid-19 test centre at the facility.

Amenity Wing Puts NTRH in the League of Top-Notch Medical Centres

The main idea behind the establishment of an amenity wing at NTRH is to cater for customers wishing to be attended by our medics with wealth of experience as well as access top-notch diagnostic services.

Health insurance providers Kenya Alliance, AON Minet and NHIF Comprehensive Scheme have stamped their confidence in NTRH services by accrediting the amenity clinic to provide healthcare services to their customers.

Engagements are going on to onboard more private health insurance companies to accredit the facility. The clinic, which opened its doors in February this year, offers general medical consultations for doctor services, pharmacy, diagnostic services and inpatient services. The clinic has a concierge on call to make services in the private rooms more convenient. The amenity also offers private specialist doctor engagements for admission rights and scheduled consultations on specific days. Civil Servants under the comprehensive scheme, teachers, county government staff and clients on private



insurance can all be attended to at the new facility.

Most private health insurance companies have specific thresholds that must be met by hospitals to be accredited to provide health services for their clients. With the opening of the amenity wing, NTRH now joins the league of the high end hospitals that have been accredited by the private health insurers.

In the ongoing expansion, the amenity clinic will have fully fledged inpatient unit, complete with private rooms to guarantee maximum care and privacy.

The NTRH amenity clinic has a medical officer on standby at all times, one of the critical requirements for accreditation by the health insurers.



The clinic has a concierge on call to make services in the private rooms more convenient. The amenity also offers **private specialist doctor engagements** for admission rights and scheduled consultations on specific days.

TALK TO OUR STAFF

One on one with **Dr. Nancy Kaumbali,** Pharmacist at NTRH

Tell us about yourself.

My name is Dr. Nancy Kaumbali, pharmacist in charge of the NTRH drugs store inventory.

Tell us about your role as the pharmacist in charge?

My main job is to keep an inventory of drugs to ensure the hospital is well stocked. I ensure there is commodity security by making timely requisition for procurement and the supply of medicines to the user departments. This I do through forecasting and quantification of medicines every quarter.

My job also involves consultations with the physicians and other health care providers to develop and implement a medication plan that can meet the overall goals of patient care established by the health care team.

I respond to day-to-day supplies needs of the different departments, sometimes dispensing drugs at the inpatient and the outpatient departments, medication use counseling and referral of clients.

My work also extends to the promotion of disease prevention and pharmacovigilance, that is, monitoring treatment outcomes. I also ensure rational distribution of drugs to all the other departments as required.

Which departments do you serve?

The pharmacy department is an

interesting one because we are central to virtually all the hospital departments. We supply commodities to the outpatient and inpatient departments, the renal unit, the laboratories, the clinics, you name them. The pharmacy is very crucial to the smooth running of any medical facility.

Your role is central to almost all the operations at NTRH. What does it take to manage all these?

Besides training in pharmacy, I completed my senior management course in 2018 under the government sponsorship, an additional achievement that has strengthened my ability to manage resources, staff and customers at the hospital.

What are the additional roles the pharmacy plays in and outside the NTRH?

Besides dispensing drugs, our pharmacy takes in pharmacist interns and oversee their training. In addition, we dispense programme commodities to our satellite facilities of Likii, Kalalu, Baraka and other health facilities. Programme commodities include ARVs, family planning supplements and anti-TB drugs, among others.

What does it take to become an accomplished pharmacist?

I would say interest has to come first, besides meeting the qualifications. Then comes the intensive training, which took

me four and a half years in Uganda. I then returned to the country to do the mandatory prequalification exam before going into internship. It is after the internship that I finally got certified to practice as a pharmacist.

What is fun about your job as a pharmacist?

Well, basically, I would say understanding such a vast collection of drugs is fun in itself.

Is there any uptake of ICT to manage activities here?

Yes, and it has helped us automate transactions in a big way. We have Funsoft, a real time system to operationalize activities like receiving goods from suppliers, issuing items to our points such as wards and pharmacies, stock reconciliations, dispensing and billing of pharmacy, among other activities. The system has made it possible to automate the issuing of drugs which makes it easy to track the movement of the drugs to the end user. With the system, the departments in need of the drugs are able to ascertain the availability of the drugs before making prescriptions.

How do you manage high expectations from your colleagues and clients?

For me, it's all about treating each client differently. My approach first is understanding the people I work for and customizing my services to meet

their needs. Basically, it is going down to individual level to better understand the needs and make sure I make proper decisions.

Also, planning ahead goes a long way in making timely decisions to forestall a possible disruption in the distribution chain.

Did Covid-19 affect your work routine here?

Of course yes. There were fears of possible lockdown all over, so people rushed for refills of essential drugs. It took us some time to convince them that we have enough stock to last us long enough. The rush has since subsided gradually as people become reassured that there will be no disruption of medical supplies.

Talking of supplies, how do you feel when claims of drug shortage come up?

We strive to meet all the needs of our clients. For your information, while making our orders, we try as much as we can to stock drugs outside our essential list to accommodate varying needs. I would say we are over 99 per cent stocked, in fact we are 100 per cent stocked with drugs for non-communicable diseases, for instance. It is discouraging to hear such unfounded claims flying around. Sometimes it is not easy to have everyone get pleased with what you do, you know.

NTRH is undergoing expansion. What does this

mean to the pharmacy department?

We are delighted about the progress. The new critical care unit, the mother and child complex, we are looking forward to be a more hands on department with expanded roles.

After all is said and done, what do you do to unwind at the end of the day?

Well, let's say working out. I work out a lot in the gym, a bit of swimming and dancing. Oh, and I go to church on Sundays!

Your parting shot

Always look on the bright side of life



Special Clinics: A Response to the Growing Number of Lifestyle Diseases

In October 2018, NTRH responded to the growing number of diabetes and hypertension cases by establishing a special clinic that runs throughout weekdays from 8am to 4pm. Scores of patients suffering from these chronic illnesses are in the permanent register of our special clinics. The register has 1,253 patients.

Majority of the patients here are covered under the NHIF medical scheme, a factor that has eased the burden of the otherwise costly medical bills on the families of the patients.

Most of the patients in this clinic suffer from diabetes, but there are cases with combined diabetes and hypertension that need constant monitoring.

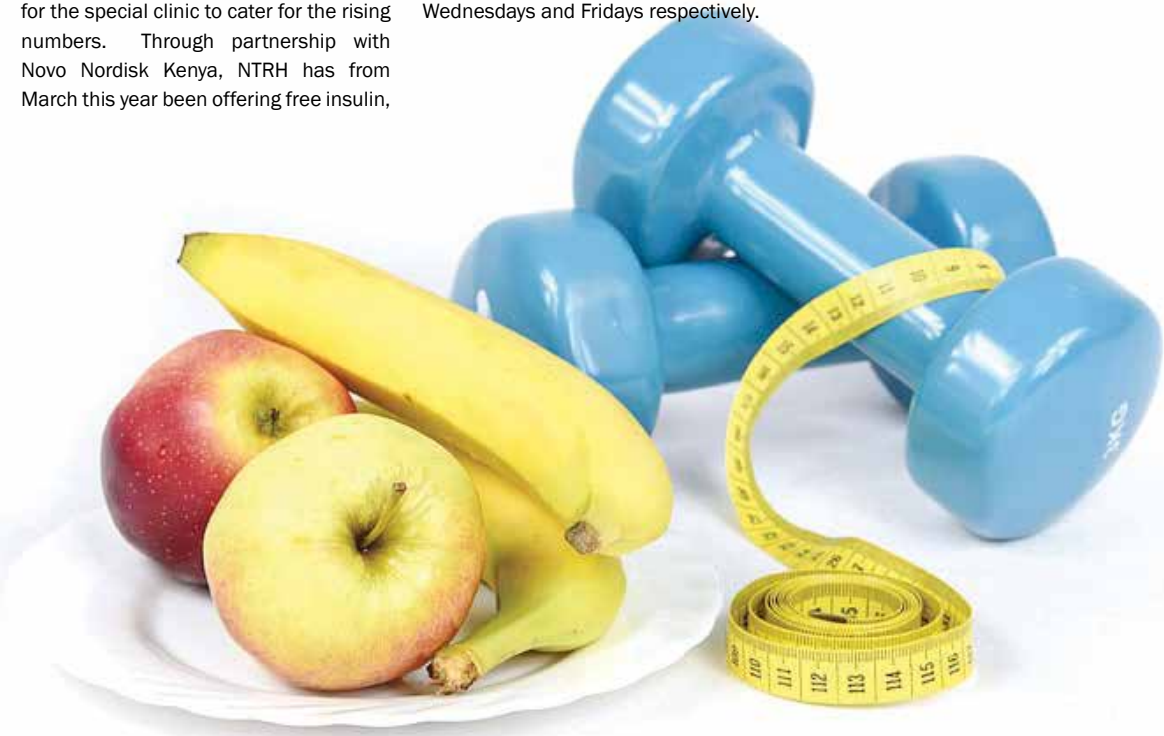
Diabetes is a leading cause of blindness, amputations, heart disease, kidney failure and early death, hence the need for the special clinic to cater for the rising numbers. Through partnership with Novo Nordisk Kenya, NTRH has from March this year been offering free insulin,

syringes and training to diabetic children to enable them self-manage the condition to maximize the intervention results. By building their capacity, the patients are able to care for themselves by monitoring their sugar levels and making medical and dietary adjustments accordingly.

This special clinic is one of several others at NTRH. These include the palliative clinic for cancer patients, the high risk clinic for pregnant mothers whose medical condition such as HIV poses a risk to the unborn baby, which takes place every Monday and the psychiatric clinics.

Besides the special clinics, NTRH also has specialist clinics, which include Medical Outpatient Clinic on Tuesdays and Thursdays, Pediatric Outpatient Clinic every Wednesday, with weekly Gynaecology and Outpatient Clinics Surgical Outpatient Clinics every Wednesdays and Fridays respectively.

Scores of patients suffering from these chronic illnesses are in the permanent register of our special clinics. The register has 1,253 patients.



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Point of Care Machine: A Lifeline for Scores of HIV-Infants

NTRH's Point of Care machine plays a critical role in early detection of the status of an infant born of a HIV positive mother.

The POC is a cutting edge technology machine that marked a milestone in the hospital's HIV diagnostic capabilities as the facility works its way towards becoming a medical centre of excellence.

The new technology has proved to be vital in the fight and prevention of transmission of the deadly virus. For instance, in 2018, 8,823 viral loads tests were done nationally. Out of the number, 16 percent needed urgent intervention because the viral load was higher than expected, but was not possible for lack of POC machine.

Point of Care testing greatly assists in reducing the number of complex steps in the blood testing process, decreasing potential for errors and accelerating availability of critical test information in expediting diagnosis.

The one of its kind laboratory equipment around Mt Kenya and Rift Valley regions, serves patients from all over Laikipia County as well as those from neighboring counties of Nyeri, Meru, Nyandarua, Samburu and Isiolo. Infants, children, adolescents and mothers under the prevention of mother-to-child-transmission (PMTCT) program



are the primary beneficiaries of the technology. Before the installation of the NTRH POC machine in November 2019, results of samples taken at NTRH would take anywhere between 1-3 months to be out as they had to be transported to Kemri Laboratory in Nairobi.

The delays resulted in deaths of infants from HIV-related illnesses and complications as they waited for laboratory results.

Since the installation the results from such samples come out within two hours. Early results mean quick interventions in providing the necessary care to the infant and informed guidance to the mother, to avoid mother to child transmission of the virus. If the child is already infected, appropriate

instructions follow. By the end of July 2020, a total of 244 patients had undergone diagnosis from the machine. Around 30 laboratory technicians across the county have been trained how to operate the machine and produce the correct test results. Peripheral health facilities in the county use the referral system to send samples to NTRH and receive the results within hours. The equipment has a capacity of running four tests at a go and thus a total of 16 tests can be done in a day.

The machine was installed in the hospital in a collaboration involving partnership between the county government and United Nations International Children's Emergency Fund (UNICEF). The UN agency's contribution included procurement of the POC device, stakeholder engagements, community and training and implementation of Laikipia elimination of MTCT business plan 2018-2020.

The 9.4 million shilling HIV viral load test system is part of a plan to expand HIV/Syphilis diagnostics including Early Infant Diagnostics and viral load monitoring in the hospital and the county in general. To achieve a robust referral system, Afya Nyota ya Bonde, a medical organization at the forefront of HIV management contributed eight motorcycles to complement transportation of samples between the peripheral facilities and the testing sites when the POC was launched.

With Fibre NTRH Edging Closer to Offering Telemedicine

Nanyuki Teaching and Referral Hospital made a major leap in streamlining service delivery after it was successfully connected to the national optical fibre network late last year.

NTRH is now linked to the National Optic Fibre Backbone Infrastructure, a step that will see it benefit from affordable, faster and reliable internet connectivity for better service delivery.

With a strengthened ICT connectivity, the hospital is better positioned to explore new fields like telemedicine where, for instance, a doctor can be consulted from a remote location to interpret an x-ray image or prescribe medication for a patient in the lower level health facility.

This also makes it possible for hospital to consult with local and international medical experts to give attention to patients without having to move them. Telemedicine is an important plank of the Laikipia Universal Health Coverage Programme, which could redefine our referral system. The internet connectivity is a boon for NTRH customers too, as it brings convenience

through cashless payments for accountability. An automated billing platform is set to greatly boost revenue management as it makes transactions easier to track.

The automation of hospital operations is set to dramatically reduce patient files and notes. This not only brings down the cost of operations for the hospital, but also adds to customer convenience by reducing service time as their files will no longer be physically moved.

By automating operations, NTRH is set to reduce the operational costs incurred in manual data management with the saved resources being deployed to the areas in need.

It will also boost the facility's connectivity to the countrywide Health Management Information system, making storage, access and sharing of data easier to better evidence-based decision making for health interventions by the various actors.

NTRH is now linked to the National Optic Fibre Backbone Infrastructure, a step that will see it benefit from affordable, faster and reliable internet connectivity for better service delivery. ”



Many other Facilities Depend on NTRH for Oxygen

Medical facilities in and outside Laikipia depend on NTRH's production plant for medical oxygen for their patients. The oxygen plant is a reliable source of medical oxygen for the hospital and other facilities.

The plant has a capacity of producing 204 square cubic feet per hour which is translated to 5.3nm³/hr. It operates at 4.5 bars.

The two major roles of the plant are refilling of oxygen manifold and directly feeding oxygen to various departments through pipes.

It has a capacity to refill four oxygen cylinders each of 9.2 kgs in six hours. This would have otherwise been bought and decreased efficiency due to time taken for transportation.

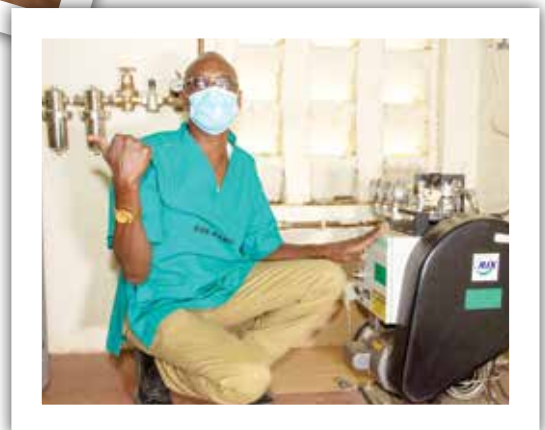
The plant pipes oxygen to theatre, male ward, female ward, maternity, new born unit, pediatrics and Critical Care Unit (CCU). All these add up to 84 oxygen points as its capacity outlets. It has an additional of six medical air outlets/points.

The oxygen plant has improved efficiency in terms of time taken to provide a patient with oxygen by 80%. Before its installation, oxygen was transported through cylinders which took time from the source to reach the hospital, but now it is availed through piping in a distance of about 200 metres. Cost of purchase and maintenance of oxygen cylinders has decreased by 80%. Very few oxygen cylinders are needed because various wards are connected to the plant



Risks of carrying oxygen cylinders has greatly been reduced to both patients and staff through piping. Oxygen is therapeutic. In some instances, some patients only need supply of oxygen to restore their health. Thus oxygen serves as a medicine.

through pipes. The cylinders are now used rarely when there is a maintenance issue on piping system. This has promoted quick patient recovery as oxygen is readily available. Today there is no waiting for purchased oxygen needed in HDU and ICU facilities as it is manufactured within the hospital borders.



We are Now Ready for Critical Care

Critical Care Unit (CCU) is one of the latest facilities constructed by Laikipia county government in Nanyuki Teaching and Referral Hospital (NTRH).

NTRH has recently completed a state-of-art Critical Care Unit with a capacity of 21 beds. The High Dependency Unit (HDU) has 15 beds while the Intensive Care Unit (ICU) has six. Further the ICU has been fully equipped with ventilators and monitors. Cases requiring critical care can now be handled at the hospital pushing its service delivery a notch higher. Several staff members have been trained on the best utilization of the machines in this hospital to certify abundant help to the patients. Oxygen, which is the vital commodity in HDU and ICU, is readily available to the facility from an oxygen plant next to it. The oxygen is piped to the CCU from the plant to avoid risks associated with oxygen cylinders. Privacy of patients is enhanced through use of

translucent window panes that only allow light in the rooms. To ease commotion and congestion while moving in and out of the facility, the ICU has well marked double-leaf doors for entrance and exit of the medical attendants. The doors also open one way to avoid any confusion for a person not familiar with the premises.

Hygiene is much taken care of from the floor to the ceiling. The floor is well tiled to allow easy cleaning. Clean running water in several taps is available 24 hours a day.

The rooms are well ventilated for smooth inhalation and exhalation. The presence of air conditioners ensures the temperatures remain as they should depending on the conditions of patients present.

In the ICU room, extractors have been installed. These guarantee that in case of discharge of harmful air from the room due to various illnesses from patients, the healthy are not infected. The harmful air is filtered, treated by the extractors and then release to the atmosphere, now as clean air.



NTRH Offers Solace to **GBV** Survivors

The unit was opened on early July 2020 and purposely handles GBV cases. This is unlike in the past where such cases have been reported in the general unit of NTRH.

It has the needed privacy as it is limited to only those who have suffered gender-based violence. With assurance of privacy and security, victims now give detailed narrations to enable the specialists act accordingly.

Its objective is to help those who have gone through violence open up and not shy away from reporting as they know the people surrounding them have similar problems.

It's staffed with GBV specialists who include a nurse and a clinical officer. These specialists also help in filing the P3 forms when they deem a case to go beyond GBV.

A major advantage of having this unit is that these specialists are able to do follow-ups on patients after discharge from the hospital. Both the patient and the physician maintain contacts which help in knowing the progress of the victim's condition.

The unit has helped many to come out strongly and report cases.

Before the unit was opened only 27 cases were reported in a six-month period, but after that 42 cases have been reported in just 51 days. In 2020, 69 cases had been reported by August 20.

Cases have been rampant especially when schools have closed down leaving the youth, especially the school-going ones in a new environment with relaxed rules. The much free time available makes these innocent people wander into harsh neighborhood that end up in violence. At other times, the perpetrators are family members like uncles, cousins and neighbours who take advantage of the absence of the victims' parent who are not at home during the day.

Rape cases among young girls are the most sort of reported violence, but boys have fallen victims as well. The unit dealing with violence based on gender also involves hostility on either of the sexes, whether children or adults. The abuses also incorporate verbal exchange of bitter words.

Among the adults, physical and verbal abuses are between couple and the main causes are failure to provide for the family and suspicions of extra-marital relationships.



Customers Report Unique Experience at NTRH Modern Renal Unit

NTRH's Renal Unit is the best performing in the region and provides a unique experience to the patients. With an average of 230 dialysis sessions conducted every month, the renal unit is arguably the busiest in the region.

It has gained popularity for its extraordinary services in the region for the last three years. Officially opened on June 23, 2017, the unit served the first customer on the same day. The following day another patient reported in the facility, and henceforth patients began flocking.

Most of the surrounding counties rely on NTRH for dialysis and hence contribute to half of the patients on dialysis machines. Often times half of our patients come from our neighboring counties for dialysis, thus demonstrating how quality our services are. "On a weekly basis, half of the number of patients we receive come from our neighbouring counties of Nyeri and Meru, while the other half is from this county," said Mugo Mambo, the Renal Unit Manager.

This is the reason why the doors are opened at 5:30 in the morning and close late at night. The room is ever full and other patients in the waiting list.

The patients in our renal list report a good dialysis experience in a clean and quiet environment with complementary first class meal provided at no extra cost to the patient (and certainly no gain to the hospital, other than the delight of seeing a satisfied patient with a difficult medical circumstance made bearable).

Some of the patients have changed their dialysis service from the high-end hospitals in Nairobi. They receive the service at the standard they are used to at the best convenience, being near home. The Renal Unit deals with kidney related illness. It involves five stages, the second last being dialysis and the last for the worst case



scenario, referral for a kidney transplant. Presence of a nutritionist is a must to advise patients as most of the kidney problems have their roots in dieting.

The main functions of kidneys are filtering waste products, excess water, and other contaminations out of the blood. These toxins are stored in the bladder and then removed during urination. They also regulate pH, salt, and potassium levels in the blood. The facility started with only five beds and five dialysis machines but due to the increasing demand, they have been increased to seven each.

To date, NTRH renal Unit is the fourth largest and cleanest in the country and has a capacity of catering for 12 patients daily. The main factors causing kidney problems are high blood pressure (hypertension) and diabetes which are increasingly becoming common in central Kenya region. The two

occur as a result of poor lifestyle through dieting and lack of exercise. It is for this reason that the facility is ever stocked with drugs which has ensured not a single person visits the renal unit goes back without the necessary help.

Failure to follow doctor's appointments and medication may also worsen a mild kidney disease. Drugs that are administered over the counter and that are without a physician's prescription may lead to problems in the kidney as well.

Symptoms that may show hitches in the kidney include diminished urine outlet or more need to urinate especially at night, fatigue, swollen feet and ankles, among others.

New Mother and Child Health Unit a Boost to Safe Motherhood

NTRH is set to revolutionize maternal healthcare for mothers and their newborns with its upcoming mother and child health unit. The new facility will provide all pre-natal and post-natal care under one roof.

This crucial milestone takes the hospital ahead of other hospitals in the region on provision of healthcare to the mother and child. The new 120 bed complex is set to provide modern care to mothers and the newborns. It will house a complete referral system with all the staff needed for maternal safety.

Expectant mothers will get access to quality antenatal care to ensure the unborn child and the mother is protected throughout the period of pregnancy.

The facility features acute care rooms for pregnant mothers with complications, a delivery centre and theatre with two operation rooms. The two operations are designed to run concurrently, thus maximizing operations to save more mothers and baby lives, with a separate theatre sterilization unit where all the

facility equipment will be sterilized.

In addition to the mother and child unit, the complex will also contain an amenity wing—a unit where customers who would have ordinarily gone to a private hospital prefer to come to NTRH instead to access services of its highly experienced personnel.

It's basically a private wing within a public hospital. Customers will access most of the services offered at NTRH but invest a little more for privacy. The facility will also house a doctor's plaza to accommodate the medics working at the complex at closer proximity. Equipping of the facility is in progress.



Why You Should Donate a *Pint of Blood* to NTRH

Availability of blood and blood products are vital in provision of quality and timely health care services. They support the functions of maternity, surgical, medical and pediatrics departments.

For a long time, NTRH has depended on the neighboring counties of Nyeri, Embu, Nakuru and Isiolo for the supply of this vital commodity to manage situations.

Recent developments have been made in conjunction with the Embu Regional Blood Transfusion Centre to support NTRH become a blood donation centre.

Consequently, the hospital now have regular blood donations. The collected blood is sent to the regional blood transfusion centre for testing and clearance for safety before it is used on patients. For years, blood donation drives have largely been dependent on schools

and tertiary institutions for donors. This is informed by the large numbers of youthful and healthy populations in the said institutions.

With the outbreak of Covid-19 and these institutions closed indefinitely, there has been a significant reduction of blood donors as well as depletion of the blood stores. The hospital is now relying more on patient relatives for donation.

It is in this regard, that NTRH has been appealing to people of good will to come and voluntarily donate blood in order to replenish the hospital's blood stores.

Any person aged between 16 and 65 years, weighing over 50kg and in good health is eligible to donate blood. Men can donate blood every 3 months while females are allowed every 4 months. The blood donation centre is within the NTRH laboratory and is fully functional every weekday from 9 am to 3 pm. The

procedure is highly efficient. The donor reports to the laboratory and states their intention to donate blood. A questionnaire is then filled to assess the risks of the donor after which their weight and blood pressure is taken. Once cleared to donate, the donor is placed on a comfortable couch and cannulated. The process of blood donation begins.

On completion of the process, the donor is given some refreshments as they relax a bit, before being issued with a blood donor card. The volunteer is then thanked and is free to leave.

Availability of blood in the hospital blood store is crucial in case of emergency. Lack of the same is a risk to patients as may result to death for lack of enough blood.

We encourage all people to feel a responsibility to save lives. A donor may also find themselves in need of the vital commodity in the future.



NTRH Hosts Meru Level 5 Hospital Medics

On March 5, 2020, NTRH was pleased to host medics from Meru Level 5 Teaching and Referral Hospital, who were on a benchmarking visit.

The team of 10 was led Dr Kanana Kimonye, the Chief Officer of Health, County Government of Meru; and Dr James Kirimi, the Chief Executive Officer of Meru Teaching and Referral Hospital.

The visiting and the host teams took a deep dive through five areas that NTRH has made tremendous progress.

1. The tremendous growth registered in revenue and the potential for more. The team was impressed, specifically, with how we have grown our NHIF capitation revenue. They were also impressed by the organisation of our NHIF front office and back office services.
2. The continued to maintenance of patient flow for a large number of visits that sometimes exceed 800 patients per day from a smaller OPD. Our Emergency Department (ED) services complement the OPD and are run by doctors. We recently made our ED services run 24hrs, 7 days a week, just like the OPD.
3. Our general service delivery, in their observation, was commendable and was visibly a team sport. We had not realised that and had thought this was an area that we could do better. We still think we have more to do to get better. However, this positive reinforcement from an outside eye was really appreciated by our team members.
4. Our waste management practices that greatly improved when the hospital was involved in Standards Based Management and Recognition (SBM-R) reward scheme, competing with other hospitals across the country and came up tops a few years ago.



5. Our Hospital Management Information System (HMIS), and especially its 100% application in registration of patients was noted by our visitors. With this, we now know that our system contains universal source of truth for patient data.

We will strive to have available seven consultation rooms to cater for our general OPD patient flow.

The Meru team learnt how adaptability and innovation has led NTRH to match their revenue despite being smaller in size. One outstanding innovation the visiting team picked is tapping into the private health insurance covered patients, and to use the resources gained to improve all other services.

The teams agreed to work together to complement each other in our different areas of strength. Smaller teams will be visiting each other, and interact more, going ahead.

The team of 10 was led Dr Kanana Kimonye, the Chief Officer of Health, County Government of Meru; and Dr James Kirimi, the Chief Executive Officer of Meru Teaching and Referral Hospital.

NTRH is Now A One-Stop-Shop For Medical Certificates



NTRH has eased the process of obtaining a medical certificate by converging the procedures to one location.

A medical certificate is a testimony statement from a medical practitioner that the person examined has or has no problems that may affect those they are serving. It is a mandatory requirement for all food handlers to possess a valid medical certificate. However, it is not limited to food handlers, but also to students or other employment agencies.

Applicants for the certificate normally go through a three-stage process; payment of Shs. 100 fee, examination and certification by a public health officer.

Before the introduction of a one-stop point, only one of the stages of the application took place at the hospital – examination. Clients would make long queues at various banks to deposit Shs. 100 which is the beginning part. On obtaining a receipt they would make a journey to NTRH for laboratory tests to see if they have a health problem. After the laboratory tests at the hospital, the next step involved another journey and queue at the office of the county public health officer at Annex for issuance of a medical certificate if one had passed the test.

Often, all the three stages involved long queues and travelling back and forth which was tiresome for customers. Sometimes it would take a client up to three days to obtain the health certificate.

NTRH customers have been saved on this agony as the three stages have been put under one roof which has greatly reduced time taken from the time of application to its issuance. Most customers receive their certificate just hours after applying for it.

More than 900 medical certificates have been issued since the consolidation of the process in May, 2020.

The demand for these certificates started rising upon reopening of eateries and hotels as they are one of the requirements for any food handler especially after Covid-19 hit the country.

Security personnel in a food store also fall under this bracket together with cleaners and drivers of similar premises.





KENYAN ALLIANCE
— Est 1915 —

KAI HEALTHCARE

KAI Healthcare It is intended to cater for medical expenses arising out of illness and accidental injuries. Our focus is to provide ensure a healthy population through wellness programs through ought the cover period.

A wide range of health benefits are available i.e. Inpatient, Outpatient, dental, optical, maternity and funeral expenses.

Health complications covered include pre-existing, chronic, HIV/AIDS, psychiatric, congenital etc.

Benefits covered under KAI Healthcare

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- CASHLESS admission to our panel hospitals.
- Reasonable Contribution rates for excellent benefits.
- Ante natal and Maternity benefits
- Dental benefits

Access to services

- Treatment will be on credit basis in appointed Medical Service Providers (MSPs);
- Members will present a Healthcare SMART card for identification;
- Upon identification, the member completes a claim form at the point of service;
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OUR PRODUCT

- Individual cover
- SME
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Scheme Management

A 24-hour emergency hotline is available and also indicated on the membership cards.

0741424242 / 0740777555



Nanyuki Teaching and Referral Hospital

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Facebook: <https://m.facebook.com/NanyukiHospital/>

Twitter: @NanyukiH

Hotline (Hospital Coverage): 0722 478 289

Emergency Department: 0759 537 977

Outpatient Services: 0714 453 711

Amenity/Corporate Clinic: 0791 306 719

Comprehensive Care Clinic: 0727 093 360

Laboratory: 0799 655 568

Female Ward: 0794 517 762

Male Ward: 0706 617 305

Paediatric Ward: 0748 086 002

Maternity: 0703 766 323

New Born Unit: 0745 448 068

Theatre: 0727 545 247

Renal Unit (day only): 0740 175 267

Isolation and Quarantine Centre: 0799 844 665