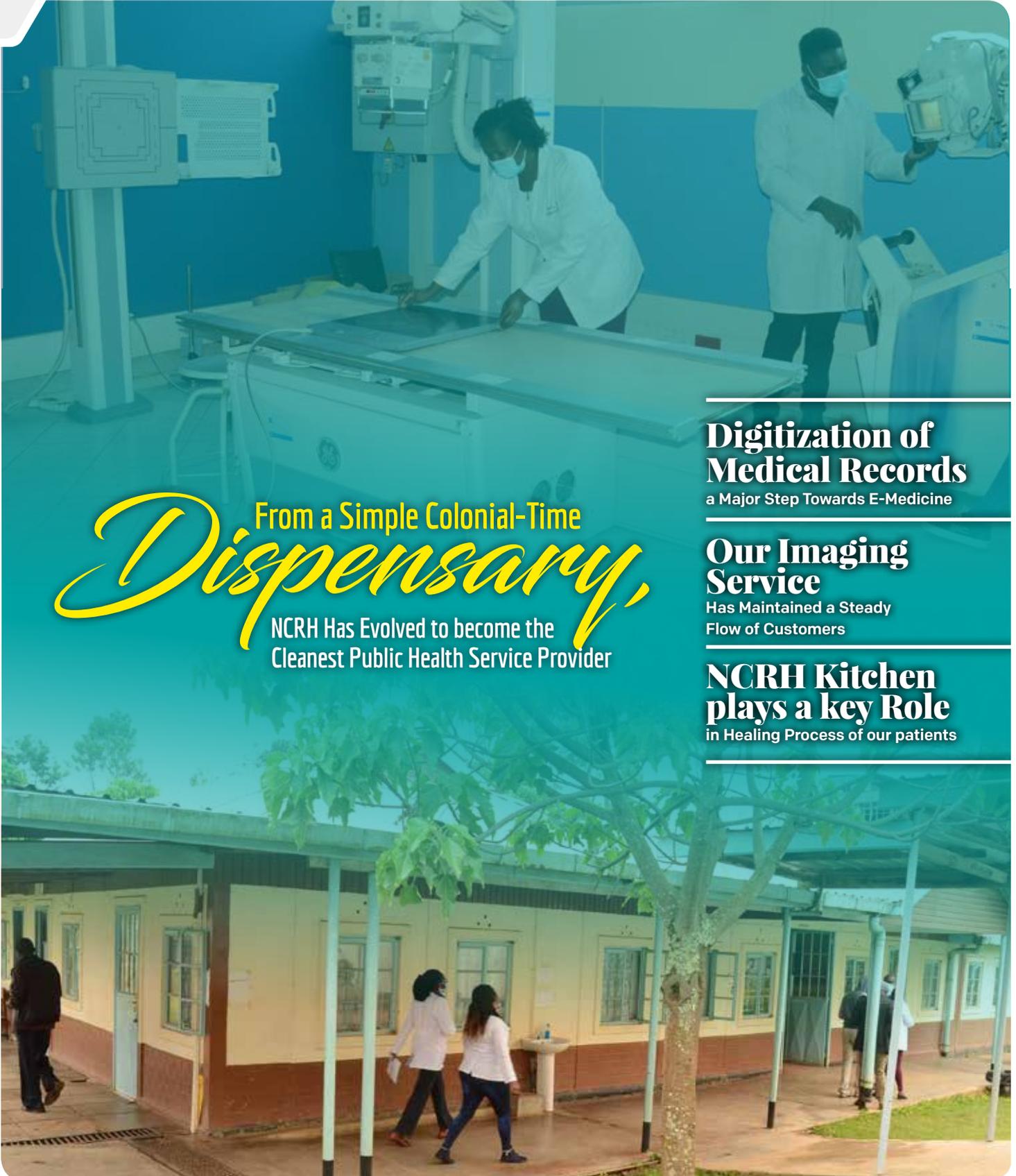


NCRH Nyahururu
County Referral
Hospital

Quarterly

A publication of Nyahururu County Referral Hospital

ISSUE NO. 001
APRIL-JUNE 2021
NOT FOR SALE



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Dispensary,
NCRH Has Evolved to become the
Cleanest Public Health Service Provider

**Digitization of
Medical Records**
a Major Step Towards E-Medicine

**Our Imaging
Service**
Has Maintained a Steady
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**NCRH Kitchen
plays a key Role**
in Healing Process of our patients



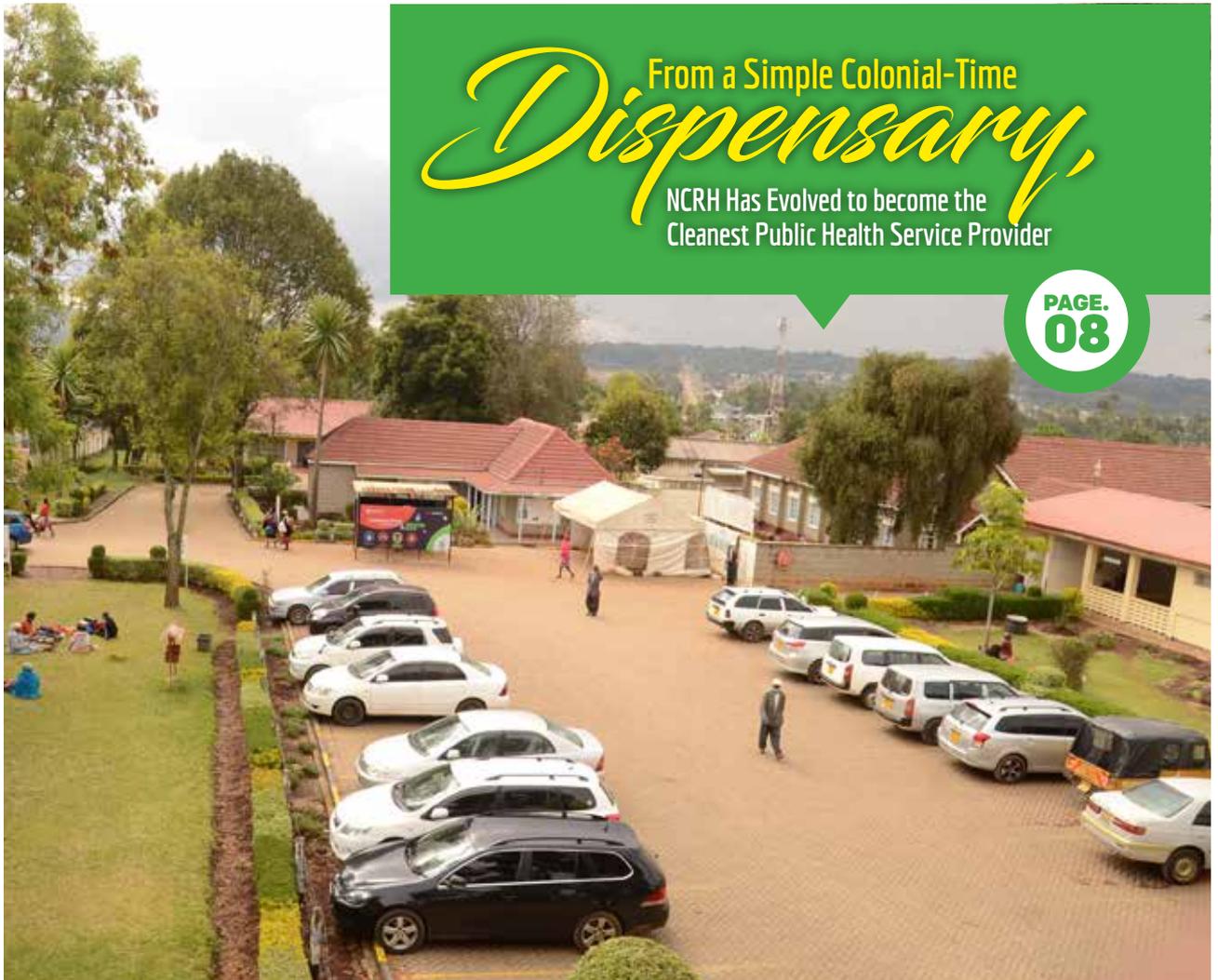
nhiF
Alya Yetu. Bima Yetu

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



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PAGE.
08

Digitization of Medical Records

a Major Step Towards E-Medicine

PAGE.
11



PAGE.
12 **Our Imaging Service**
Has Maintained a Steady Flow of Customers

PAGE.
13 **NCRH Kitchen**
plays a key Role in Healing Process of our patients

PAGE.
14 **Equipment**
Leasing is the Game Changer for NCRH

PAGE.
20 **A Centralized Store**
Has increased our Efficiency

PAGE.
24 **NCRH, NHIF Partnering**
for Better Healthcare Outcomes



Our Vision:

A healthcare provider of choice with unmatched service

Our Mission:

To provide a responsive healing environment, quality patient care with unrelenting attention to clinical excellence, patient safety and commitment to the best healthcare for those we serve.



Our values:

1. Respect
2. Confidentiality
3. Integrity
4. High quality
5. Equitable
6. Universal



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

Hospitalization and surgical coverage

Emergency and non-emergency outpatient treatment benefits.

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;

Cover outside Kenya on holiday & Business- Six weeks (On reimbursement)

OUR PRODUCT

Individual cover

SME

Corporate cover

Scheme Management

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

0741424242 / 0740777555

KAI HEALTHCARE



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



NCRH Management



Dr Patrick Waihenya- NCRH CEO



Dr Seth Jomo, Head, Pharmaceutical Services



Mr Wilson Gitonga, Ag. Nursing Manager



Mr Thomas Kiptoo, Ag. Head, Corporate Services



On average, its daily out-patient attendance is 600.

It has a bed capacity of 160 and 22 cots with a 115 percent occupancy rate. NCRH is among the four Centres of Excellence developed with CHS support in the central Kenya region in collaboration with the hospital management.





CEO's Message



Dr Patrick Waihenya - NCRH CEO

It is a pleasure to have the very first quarterly magazine for Nyahururu County Referral Hospital with the main aim of providing development in our hospital. The geographical position of the hospital has enabled us to provide comprehensive health services to the populations of Laikipia, Nyeri, Nyandarua, Nakuru, Baringo and Samburu Counties.

Our wide range of staff continue to provide services with dedication and commitment in order to make this hospital the best health institution with optimal health outcomes.

Our services involve both outpatient and inpatient services with an emphasis of specialized clinics. We are equally determined to attract clients from far flung areas of the county and from all mentioned surrounding counties for specialized health services that can be delivered effectively and efficiently.

To achieve this, we have continuously invested in a number of areas. These include accreditation of our hospital medical laboratory to provide a wide range of tests and equally attract research opportunities in the county, establishment of an Amenity Clinics that provide services to private insurance clients who are covered by NIHF, Kenya Alliance, Jubilee Insurance and Minet as well as restructuring of our points of care for efficiency. For instance, our head and neck services are currently provided under one roof.

These includes the Ear, Nose and Throat (ENT), dental and eye care services

In addition, we have expanded our specialized services by engaging additional specialists- an ENT surgeon and a General Surgeon- in the existing panel of specialists. We envisage to make the hospital a centre of excellence in ENT services

The upcoming Maternity and Child Unit will bring additional 120 beds in the hospital with two modern theatre units, modern Newborn unit, and modern maternal care unit and amenity wards. This will enhance efficiency in delivery of highly utilized maternal services and reduce waiting time for elective surgical operations in the hospital. Lastly, our Emergency and trauma unit is a crucial unit and has constantly continued to provide timely emergency services day and night. We are delighted that the unit is managed by medical doctors and dedicated nurses.

This is just a brief mention of the areas of investment. The articles that have been generated by our own staff and partners will provide additional details.

We thank our partners- NHIF, Kenya Alliance, Afya Nyota and Kenya Medical Training College- Nyahururu campus for their participation in our newsletter to enrich the base of reach to our communities.

Our wide range of staff continue to provide services with dedication and commitment in order to make this hospital the best health institution with optimal health outcomes.



From a Simple Colonial-Time Dispensary,

NCRH Has Evolved to become the Cleanest Public Health Service Provider

From a simple dispensary established by the Colonial Government in 1928 targeting to serve mainly the natives, NCRH has morphed over the years to a high volume Level 4 hospital serving clients from five counties.

The Government of Kenya took over the facility in 1968 and gazetted it as a District Hospital. Today, NCRH serves as a referral for the region with a 350,000 catchment population drawn from Laikipia, Baringo, Nyandarua, Nyeri and Nakuru Counties.

Despite its present heavy workload, the growth of the hospital in terms of infrastructure has been slower mainly due to confusion that persisted for many years over its location. It is not until the coming of devolved system of government in 2013 that its proper location in Laikipia County was established.

The hospital has since recorded tremendous growth both in terms of expanded services and workload, and infrastructure development. The hospital has 330 members of staff.

On average, its daily outpatient attendance is 600. It has a bed capacity of 160 and 22 cots with a 115 percent

occupancy rate. NCRH is among the four Centres of Excellence developed with CHS support in the central Kenya region in collaboration with the hospital management. Centres of Excellence were originally created with the objective of developing ideal or close to ideal diagnostic, treatment and preventive services in resource-limited settings while serving as centres of learning.

A Centre of Excellence consists of a more diverse and senior staff mix that allows for enhanced diagnostic and prevention services, efficient management systems and structured monitoring and evaluation services. CHS has supported Nyahururu Hospital to offer superior services within resource-constrained settings through creating competent teams, providing training, commodities and service integration.

The facility implements best practices in health with an objective of achieving high impact in the community. CHS has supported the hospital to host e-learning courses offered by the University of Washington on Leadership and Management in Health and Advanced HIV Management through provision of e-learning equipment and data bundles.

FACT & FIGURES

ON AVERAGE, ITS DAILY OUTPATIENT ATTENDANCE IS 600. IT HAS A BED CAPACITY OF **160 AND 22 COTS WITH A 115 PERCENT** OCCUPANCY RATE. NCRH IS AMONG THE FOUR CENTRES OF EXCELLENCE DEVELOPED WITH CHS SUPPORT IN THE CENTRAL KENYA REGION IN COLLABORATION WITH THE HOSPITAL MANAGEMENT.

THE HOSPITAL IS PROJECTED TO DOUBLE ITS BED CAPACITY IN THE NEXT FEW MONTHS WITH THE COMPLETION OF A **120 BED CAPACITY** MOTHER AND CHILD COMPLEX THAT COMES COMPLETE WITH SURGICAL UNIT AND AMENITY ROOMS.





NCRH is currently constructing a

120

-bed Mother and Child wing that will see an increase in number of deliveries handled in the facility. This will ease congestion in our maternity ward. It also has a bigger New Born Unit than the existing one.



GOING FORWARD

The hospital is projected to double its bed capacity in the next few months with the completion of a 120 bed capacity mother and child complex that comes complete with surgical unit and amenity rooms. The County expects to equip this unit using a unique equipment leasing model that is in an advanced stage of procurement. The next six months or so will see the hospital benefit from a fully equipped Renal Unit, acquire a C.T Scan, advanced laboratory services, critical care unit, a modern dental unit and other specialized equipment. This will see the hospital get the status of level

five and a revolutionized healthcare in the region and at the same have increased revenue.

NCRH is currently constructing a 120-bed Mother and Child wing that will see an increase in number of deliveries handled in the facility. This will ease congestion in our maternity ward. It also has a bigger New Born Unit than the existing one.

The theater in the maternity will also reduce the number of people who rely on the theaters in these two facilities. The project is expected to be completed by end of this financial year.





The Spirit of Continuous Improvement is the Driving Force for NCRH

NCRH runs a deliberate effort to continuously improve the experience of esteemed customers.

This is by ensuring the shortest time possible is taken to access the various services offered. The hospital has been able to significantly reduce waiting times for patients.

The departments of eye, ENT and dental are now centralized under one roof. This means that these services are now at an easily accessible area in the outpatient department. Our clients for the said services can now access and have a great experience being served in a newly renovated and a well-designed waiting area.

Our hospital boasts of dedicated staff who assists customers at the outpatient department. This helps in ensuring a seamless flow of clients and the compliance to Covid-19 guidelines on social distancing. The renovated waiting

area benches are also well designed for comfort of our customers.

This, coupled with the clean hospital environment and quality of service, have helped in building the confidence of our customer over the years.

Our outpatient Amenity clinic is now operational with a number of insurance firms on board. These include Jubilee, Kenya Alliance, Minet, NHIF for Civil Servants and Edu Afia for students. It is a one stop centre with a Medical Officer and other staff fully posted in the department.

From the first quarter of this financial year, NCRH has been able to embrace full cashless system of payment. The system is now fully operational and has reduced the risks that come with handling of cash.

This system has resulted in a remarkable improvement in revenue collection too. There are efforts to improve the system.

FACT & FIGURES

OUR OUTPATIENT AMENITY CLINIC IS NOW OPERATIONAL WITH A **NUMBER OF INSURANCE FIRMS ON BOARD. THESE INCLUDE JUBILEE, KENYA ALLIANCE, MINET, NHIF FOR CIVIL SERVANTS AND EDU AFIA FOR STUDENTS. IT IS A ONE STOP CENTRE WITH A MEDICAL OFFICER AND OTHER STAFF FULLY POSTED IN THE DEPARTMENT.**





Digitization of Medical Records a Major Step Towards E-Medicine

By **Caroline Nderitu**

Medical records department is the custodian of all patients' records. These records contain information needed to plan, provide and evaluate the care given to the patient.

It serves as a tool for communicating information to all health personnel who deal with the patient and contributes to the continuity of patients care. To fulfil these functions successfully requires not only that the medical records meet certain minimum standards but also a system for making the information contained in the records available when needed.

Records are currently created and maintained both physically and electronically through Check Health Information System [CHIS]. The major functions of this department is to manage and organize health records; code and classify diseases; store and retrieve health records; and collect, tabulate, analyze and interpret data for

research, training and administrative use.

The department also arranges clinics, appointment scheduling and general patients care services over the hospital units by receiving, registering and directing them to their respective service points.

The activities within the department are supported by six employees. Integration of Information into electronic registration of all patients by capturing their demographic variables has made it easy to track lost records, lessen time to register patient and created a reliable data source.

Through check health Information System, updated patient information is captured, processed electronically and automatically transferred to HIS system where it is accessible in all wards or clinics to authorized personnel.

There is no need of moving around with documents as it used to be. This system has created a seamless flow of

information making it easy to produce reports for better management and planning especially in patients care and treatment.

An average of 400 patients are registered electronically in our outpatient department per day totaling to an overall average of 12,000 patients per month .Our patients are issued an appointment card which helps in easy identification during any revisit in the facility.

The department captures inpatient data which helps in further planning of services rendered to the patients and helps the management in decision making.

Total admissions per financial year is approximately 9,000 patients thus 750 patients per month. On the other hand, Maternity admits an average of 390 patients per month. Deliveries ranges from 340 to 380 per month. The variance being that some patients are admitted on High risk basis but deliver not on the same month.



OUTPATIENT CLINICS

NCRH has several clinics that run from Monday to Friday every week. Others like ENT, EYE, CCC ANC, CWC and PNC runs every day. The scheduled clinics are as follows:

- Monday
MOPC (Medica)
- Tuesday
SOPC, DOPC (Surgical / Diabetic)
- Wednesday
DOPC, GOPC (Diabetic /Gynae)
- Thursday
DOPC (Diabetic)
- Friday
MOPC, POPC (Medical / Pediatrics)



Our Imaging Service Has Maintained a Steady Flow of Customers

By Gillian Mburu

Radiology is a discipline in medicine that uses medical imaging to diagnose and treat diseases within human bodies.

The radiology department at the Nyahururu level 4 hospital offers radiological services 24/7,365 days. We ensure timely, accurate and quality imaging procedures for greater patient satisfaction and patient care. We work in partnership with our clients and the medical team at large.

We believe that medical imaging can help achieve the maximum diagnostic benefits to a patient. Our expertise gives the society the peace of mind. Our team includes 3 qualified radiographers, 1 sonographer and 1 radiologist on training.

We understand that every second counts when treating a patient. Therefore we, apply the standard emergency protocols for all critical examinations such as trauma, obstetrics, and respiratory diseases. We are lucky to have a government that values medical imaging by taking part in the evolution of medical imaging from the manual processing of radiographs and sun drying to automatic processing and to the most recent digital imaging unit.

This has helped us increase the efficiency and accuracy in diagnosis. And therefore an increase in workload whereby we have to attend to more than 1000 patient in a month.

We have a variety of imaging modalities that help us achieve our departmental goals. These include;

- Digital imaging unit.
- Portable imaging unit. The unit is meant for bedridden patients, patients in oxygen therapy and patients on traction.

- The computed radiography unit. Acts as a backup system in case the DR breaks down.
- The C-Arm X ray equipment. Stationed in theatre helps the orthopedic surgeon during insertion of stabilization sets.
- The picture archiving and communication system {PACS}. Assist the imaging personnel in storage of patient information and images were the radiologist reports from.
- The ultrasound system. An imaging technique that uses high frequency sound waves to characterize tissue.

In addition we have an uninterrupted power source {UPS} that provides emergency power to the imaging systems for up to 1hour in case of black out and protects the systems hardware in case of ailing power supply.

Our fundamental roles are focused on providing benefit to patients with our skills while maintaining their safety at all times. There are numerous patient

safety issues in radiology which must be considered.

These encompass : protection from direct harm arising from the techniques and technologies we use; ensure physical an physiological wellbeing of patients while under our care; maintaining the highest possible quality of service provision; and protecting fellow staff to ensure they can deliver safe services. In order to achieve these, we maintain the highest level of team work.

Lastly, I would like to thank the hospital management and the Governor Laikipia County for their continued support by ensuring timely procurement of radiology consumables, especially during the COVID-19 pandemic. The human resource office by ensuring that we have enough personnel and all the other stakeholders for making the radiology department most important despite being among the youngest





NCRH Kitchen plays a key Role in Healing Process of our patients

By Frank Kibaki, Chef

Nutritious food is an integral component of the healing process of inward patients. At NCRH we believe that food facilitates quick recovery and improves patient's satisfaction regarding the overall treatment experience.

All hospital meals are prepared in our modern kitchen which has undergone total transformation with the employment of trained staff who prepare healthy and quality meals for our patients.

We have deliberately invested in more nutritious menu and ensure the use of proper food preparation methods. The kitchen has a team of 10 members who range from a trained chef to cooks.

Providing nutritionally appropriate and microbiologically safe food that satisfies the patient's appetite should be the aim of every hospital. Our kitchen has been transforming in a very dynamic way, as the food produced in our kitchen is highly nutritious and appetizing.

This has brought evident change in the way the meals are prepared production and presented.

The lower side of the hospital lies the kitchen where food is prepared by a well-groomed, clean, decent and respectful team.

Patients have been complementing our food and most of them are very happy to see any of the food service team. The kitchen also is well organized in terms of food service times. Food is served exactly on the recommended time.

Food is served using buckets on clean trolleys by the kitchen staff who move from ward to ward ensuring that all



patients are served. Respect to the patients is a core value that the kitchen team has embraced.

Patients too, recognize the commitment of the kitchen team who wake even those who are asleep to have their meals. Though the team is exposed to different kinds of diseases considering the nature of their work, the passion to contribute to a healthy nation overrides the risk factors involved. It's more of a calling.

That is the reason they have gone out of their way to provide highly nutritious and easily digestible meals for all the inpatients suffering from any diseases.

The kitchen duties that were being carried before have also changed to ensure a clean and well running kitchen. The main aim being to produce the best. The aroma from the food is appetizing and this is brought about by the ingredients used for the production of each specific food menu.

This is how we have managed to stop

relatives or those visiting the inpatients from bringing food from outside. Food wastage that was a problem before is now no more. Patients are able to eat the well cooked food with no wastage. Indeed most of them ask for an extra serving.

Cooking is fun, but kitchen safety is a priority. There are many pieces of equipments and environmental hazards that can be extremely dangerous. Sharp objects like knives, electrical appliances and even bacteria around the kitchen. Observing basic rules of kitchen safety is a good habit to develop and this is what the team does. It always observes the safety of patients' food as well as its own safety.

Through the support of the hospital's management, the kitchen has undergone total transformation in terms of food production, preparation and handling with the help of a team of professionals in the kitchen and the stores. We say thank you to the management.



Equipment

Leasing is the Game Changer for NCRH

Nyahuruuru County Referral Hospital is at an advanced stage of procuring Medical Equipment through a unique, actually a first one in counties, leasing program. This will revolutionize medical diagnostics, care and treatment as it were. This unique, innovative and efficient and cost effective model of acquiring equipment will see a remarkable improvement in customer care and NCRH will benefit through acquisition of haemodialysis machines, critical care equipment, theatre equipment and Laboratory diagnostic sets, dental equipment and high quality specialized radiology equipment.

This will set NCRH as a one stop facility for diagnostics and treatment and a centre of excellence in the region. It will reduce referrals for services such as CT scan and critical care and haemodialysis and this means prompt service thereby achieving better outcomes of our customers.

With the expansion of the bed capacity from the current 180 to over three hundred through construction of Mother and Child unit, this unique leasing





model gives a window for access to specialized equipment and thereby setting this hospital to level five status.

The leasing project also coincides with having some of our specialist arriving from study leave to add to the available pool of specialists and this means a wider range of services offered and minimal referrals.

NCRH has released several nurses to specialize in Nephrology and critical care nursing and this will go a long way in ensuring the services are done professionally and patient outcome guaranteed.

The Equipment leasing program will therefore be a game changer and will position NCRH as a hospital of choice in the region offering unmatched healthcare services.

**WITH THE EXPANSION OF THE
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CURRENT 180 TO**

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300**

**THROUGH CONSTRUCTION OF
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FIVE STATUS.**



NCRH Emergency Department Operates 24 hours, 7 Days a week

The Emergency department of Nyahururu County Referral hospital was commissioned in the year 2015 to serve Laikipia West and Nyahururu and its environs, being one of the two emergency departments in Laikipia County.

The Emergency department now functions 24 hours, 7 days a week.

It is well served by a team of professional nurses, medical officers, practicing students and support staff who work together as a team in providing quality healthcare.

It offers services and conducts procedures such as.

- First Aid
- Heart attack detection
- Electro-cardiogram,
- Resuscitation, among other emergency cases.
- Manual Vacuum Aspiration for incomplete abortion.
- Ectopic pregnancy detection, preparation to theatre and Explorative operation done under General Anaesthesia in Theatre.
- Road Traffic Accident care for motorbike and motor-vehicle accidents.
- Orthopedics management of limb fractures by the orthopedic personnel in Casualty.
- Referral Advice on very serious cases and handling of outpatient follow-ups including manageable conditions requiring non-admission to the wards.
- X-Ray are also done on the skull and persons requiring CT-Scan are referred accordingly and depending on the urgency.
- Handling of serious medical conditions, e.g Organo-Phosphate poisoning, Diabetes, Keto-Acidosis, stroke, etc.

Being on a strategic location in Nyahururu, it serves people majorly from the county of Laikipia, Nakuru, Nyandarua and Baringo County.



ICT's Important Role in Health Service Delivery

ICT department has an essential role to play in assisting hospital staff to manage and care for patients. These systems are so essential and ingrained into modern-day hospitals that it can literally be a matter of life or death if they stop working effectively.

ICT being one of the fast evolving sector, we also have not been left behind in the same. Introduction of ICT in Nyahururu level 4 hospital was done in 2010 where networking to all departments was done. We had a few desktops in place and a desktop was used as a server. Installation of CCTV (16 channels) was also done in the same year.

In the year 2012, installation of fun-soft software was done. Patient records, billing and revenue collection was done using the software. Thermal printers were also installed where we shifted from manual payment receipts to print.

In 2013, a software upgrade was done from fun soft to CHIS (Check Health Information System). Installation of main server, computers to all departments with internet and WIFI (2mbps) was done.

During this period there was a lot of challenges for the staff were afraid of change. For the staff to learn and understand the system was very hectic for they underwent on-job training. Clerking of patients in the outpatient, MCH department was done through the system by inputting the patient details and going to the last point of medication.

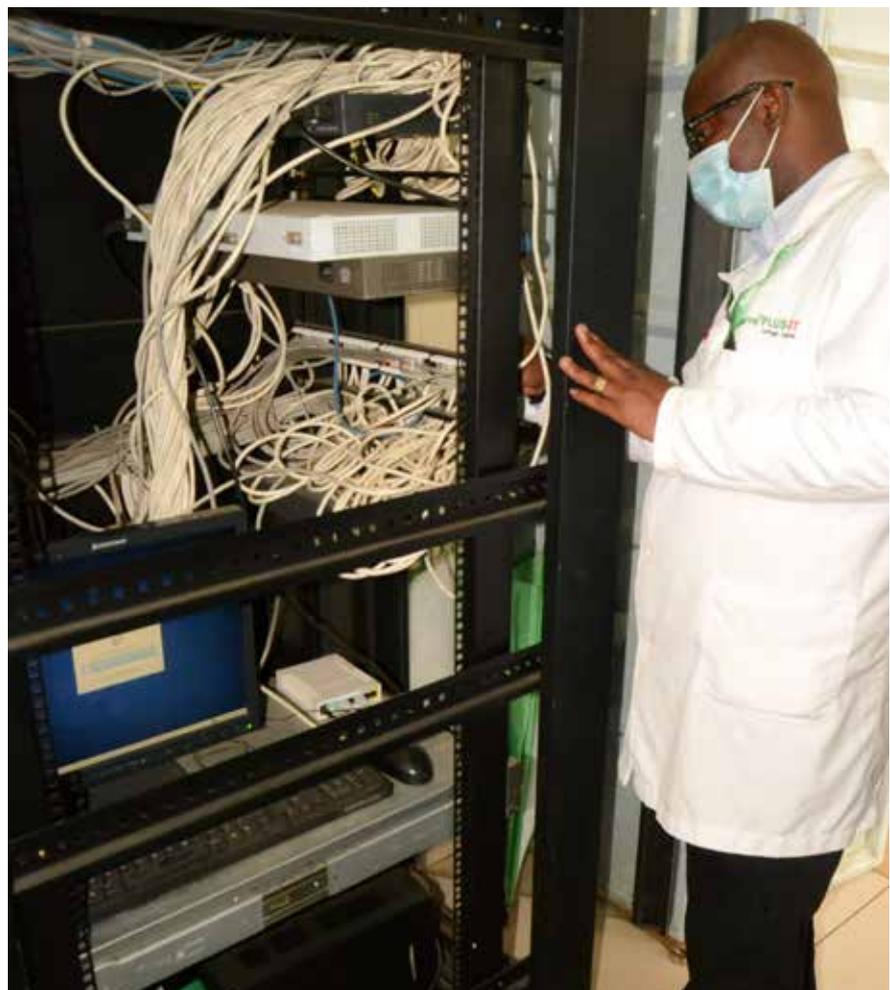
All requests for X-ray and Laboratory are done through the system and results printed through machines.

In the year 2018, many changes occurred where introduction of different

modes payment through m-pesa and KCB bank agents were brought to board to relief the hospital the burden of keeping and depositing cash to the bank. Introduction of COMS came during this year for the staff login their timesheets and creating their yearly appraisals. In August 2020, the upgrade of M-pesa was introduced to the hospital by installing the software in all the cash points in the hospital that led to cashless. By payments been made through mobile, this assisted to prevent the spread of covid-19. The operations were uplifted by increasing the internet speed to over 12mbps.

IN 2013, A SOFTWARE UPGRADE WAS DONE FROM FUN SOFT TO CHIS (CHECK HEATH INFORMATION SYSTEM).

INSTALLATION OF MAIN SERVER, COMPUTERS TO ALL DEPARTMENTS WITH INTERNET AND WIFI (2MBPS) WAS DONE.





Keeping NCRH *Sparkling Clean*

Keeping the hospital clean is not just an aesthetic exercise, but a patient safety issue too.

NCRH knows this too well. The hospital has a total of 47 cleaning support staff who are distributed in various departments depending on the workload.

We have the outpatient, maternity, emergency, theatre, amenity departments, wards 1,2,3 and 4, kitchen, stores and the environment(ground)department.

Our cleaning, disinfection and environmental cleaning routines involve resources and engagement from the administration, public health officer and the departmental in charges. Major cleaning of the entire hospital is strictly done twice a day; in the morning and all afternoons.

For all cleaning procedures we always use these specific strategies.

- conduct visual preliminary site assessment to determine if the patient status could pose a challenge to safe cleaning, if there is any need for additional personal protective equipment (PPEs), if there is any damaged or broken furniture or surfaces to be reported to the necessary supervisors
- Proceed from cleaner to dirtier areas to avoid spreading dirt and microorganisms.
- Proceed from high to low (top to bottom) to prevent dirt and microorganisms from dripping or falling and contaminating already

cleaned areas.

- Proceed in a systematic manner to avoid missing areas –for example left to right or clockwise.
- Immediately attend to spills of blood or body fluids. Every department has a scheduled scrubbing once per week which occurs concurrently with routine cleaning and aims to reduce dust and soiling in low touch items like patient lockers or surfaces.

The environmental (ground) department has three dedicated staff that takes care of the carparks, flowers, grass and waste management on a daily basis. As a department we are well prepared for Covid-19 pandemic our staff underwent training on Covid-19 preventive measures. We are happy on the progress made and are looking forward to serve our community better.

OUR CLEANING, DISINFECTION AND ENVIRONMENTAL CLEANING ROUTINES INVOLVE RESOURCES AND ENGAGEMENT FROM THE ADMINISTRATION, PUBLIC HEALTH OFFICER AND THE DEPARTMENTAL IN CHARGES. MAJOR CLEANING OF THE ENTIRE HOSPITAL IS STRICTLY DONE TWICE A DAY; IN THE MORNING AND ALL AFTERNOONS.





47

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03

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04

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A Centralized Store Has increased our Efficiency

Prior to the commissioning of new NCRH store, all the hospital's commodities and materials were being managed from different sub-stores in hired premises outside the hospital.

A lot of time would go to waste figuring out in which store a particular item would be when needed. This inefficient kind of system had a myriad of challenges;

- Poor management of inventory
- Cost of hiring premises and fuel for transport
- Lack of enough manpower
- Lack of proper store arrangement
- Lack of proper accountability
- Lack of time management
- Lack of effective and efficient services to the user departments

More to that, we have cold storage which helps to manage drugs and reagents within the required temperatures ensuring proper safety measures are taken. Time saving or managing time and efficiency has been experienced by store personnel and the user departments within the hospital due to easy access of materials in store and good stock management.

The store building is well secured and is located at a central place where suppliers and all departments get access with ease. NCRH store is a path where every department within the hospital has to use. Our store is one valve of the hospital which helps and keep the hospital operations run smoothly.

When the new store was opened in 2019 upon completion the main aim was to manage the entire hospital materials and inventory control under one roof for all the departments within the hospital.

Due to sufficient space in the new store, we have been able to accommodate and manage stock easily, making it possible to run the functions of the store smoothly.

In addition the inventory system has enabled the management not to run out of most important supplies. Favourable working atmosphere as the available space in our store accommodates qualified personnel who are well equipped.

The personnel safeguard all documents and materials ensuring there is continuity of delivering services needed to all departments within the hospital. Our inventory system in our store has boosted precision and accuracy in handling all materials such as drugs, non-pharmaceuticals, lab reagents, cleansing materials, stationery and equipment.







Beyond Dispensing Medications, NCRH Pharmacy is Focused on the Best Treatment Outcomes

By Dr Seth Jomo, Pharmacist



Being the last point of call for patients before leaving, the hospital pharmacy department is a critical service provider at NCRH that provides a link to all departments in the hospital.

A dedicated workforce works as a team in running our two pharmacies- that is the main Pharmacy and comprehensive care clinic pharmacy. Soon we will be opening an amenity pharmacy.

The main pharmacy operates 24 hours a day. Apart from dispensing prescription medications to patients and offering expertise on safe use of medications, we also monitor medication adherence and pharmacovigilance. This is geared towards a better patient treatment outcome. To attain this one needs to have good communication skills, flexibility, accountability, paying attention to details and problem solving approach to work.

The hospital build a modern standard store in 2018 which has enabled us store drugs as per the National Health

Commodity Management guidelines; this plays a key role in inventory management, timely drug quantification, forecasting, ordering and delivery of pharmaceuticals and non-pharmaceuticals in the hospital.

For rational use and distribution of drugs to all departments this has been made easy by the use of a real time commodity management electronic system CHIS (Check Health Information System) the system operationalize activities like receiving goods from suppliers, issuing to wards and theatre, stock reconciliation, dispensing to patients and billing then, this has helped us to monitor drugs from the delivery point to the end user point (patient).

We strive to meet all clients' needs especially Diabetes, hypertension and all chronic illness drugs. We have widened our scope of drugs beyond the Kenya medicines essential drugs list to accommodate drugs for special cases like arthritis.

To ensure proper drug utilization we

periodically update all our clinicians on drugs available in our pharmacy including new drugs in the market, this includes us conducting CMEs to hospital staff. Pharmacy department being the medicines information centre for the hospital our staff area always available for consultation.

Our pharmacy is accredited by the Pharmacy and Poisons Board as a training centre for pharmacist interns and pharmaceutical technologist interns whom we mentor every year.

As a department we are well prepared for Covid-19 pandemic as we ensure that we are stocked with all commodities required in isolation department for a better patient treatment outcome. Our staff underwent a training on Covid-19 prevention measures.

As a department we are happy on the progress made so far and looking forward to serve our clients better.



NCRH Laboratory Service is ISO Certified

NCRH laboratory comprises Biochemistry, Haematology, Parasitology, Reception and TB/ Virology. We have a total of 18 qualified staffs with various qualifications as follows Masters (1), higher diploma (4), Degree (4), Diploma (11) and certificate (1).

Our laboratory has attained the following

1. Above 90% in external quality assessment over the last 3 years
2. In August 2019 the Laboratory was accredited to ISO – 15189 after assessment by KENAS. The accreditation process had started in January 2017.

The Laboratory has actively participated in COVID-19 sample collection for PCR since March 2020. From 27th January 2020 the Laboratory is in a position to do COVID-19 rapid antigen test.



NCRH, NHIF Partnering for Better Healthcare Outcomes

The relationship between NHIF and NCRH can be traced back in 2004 when NHIF opened an office at the hospital. The opening of what was then referred to as a “Window Office” was meant to bring services closer to the members as well as assisting the hospital in claims management.

Later on in 2007, the office was relocated to Kimwa Center, which is about three hundred metres from the hospital. The two institutions have continued to enjoy a cordial working relationship and partnering together for the benefits of the Laikipia people.

NCRH has continued to play a key role in helping NHIF members’ access a wide variety of benefits under both the Super Cover and Enhanced Medical Schemes. The services that NCRH offers under the NHIF contract include inpatient services, outpatient services, Linda Mama, Edu Afya, surgical services, maternity cover among others.

The facility similarly plays a crucial role of providing a safe referral centre for cases from the near GOK and private facilities. This is made possible by the presence of qualified, well trained and experienced personnel in the facility. At NHIF, we have witnessed a steady increase in the number of claims paid to NCRH as a result of more members preferring the facility.

For instance, during the period 1st July 2019 to 31st October 2020, NHIF paid the NCRH a total of Kshs. 63,051,805. This amount consisted of Kshs. 14,891,875 paid as capitation, Kshs. 17,149,000 paid for inpatient claims and Kshs. 31,010,930 paid for Linda Mama claims.

A quick analysis of this payment shows that the facility is the most preferred for Linda Mama among NHIF members. Whereas the uptake of Linda Mama product in NCRH is the highest in the sub county, we have noted a steady uptake of the same by other GOK facilities.



For instance, during the period 1st July 2019 to 31st October 2021, Rumuruti District Hospital was paid Kshs. 5,767,550 for Linda Mama while Ndiindika Health Centre and Ng’arua Health Centre received Kshs. 3,774,850 and Kshs. 2,523,850 respectively.

Going forward, we look forward to more collaboration between the two organizations for the benefit of the citizens. We look forward to collaborating in areas such as dental care, optical care, oncology and imaging (CT-Scan and MRI) since currently we have to refer members to facilities that are far from Nyahururu. We are proud of our association with the success of NCRH and look forward to partnering more for the benefit of our members and Kenyans at large.

Timothy M. Malusi
 Branch Manager, NHIF Nyahururu

FOR INSTANCE, DURING THE PERIOD 1ST JULY 2019 TO 31ST OCTOBER 2020, NHIF PAID THE NCRH A TOTAL OF KSHS. **63,051,805.** THIS AMOUNT CONSISTED OF KSHS. 14,891,875 PAID AS CAPITATION, KSHS. 17,149,000 PAID FOR INPATIENT CLAIMS AND KSHS. 31,010,930 PAID FOR LINDA MAMA CLAIMS.



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The Critical Care Clinic Department Embraces Team Work

NCRH's Critical Care Clinic started in 2005 in a small room within the hospital.

The main purpose was to serve HIV/AIDS patients from larger Nyandarua, Laikipia and their environs. Initially, there were 10 clients who were referred here from St. Martin Social Apostolate for care and treatment.

During that time clients needed to buy ARVS whose cost was about Ksh.15,000 with the support of St. Martin. At that time many HIV+ patients were dying due to lack of drugs and stigma.

In 2006 free ARVS drugs were availed with the support of ICAP, CHS and currently Afya Bonde Ya Nyota. The number of customers has now grown to 8,476.

With the support of CHS, the clinic has moved to the a new building which is offering integrated services such as VCT, social work, TB clinic and counseling. ART pharmacy, Laboratory data office, nutrition and hospice cancer-screening services.

Screening services are free apart from hospice services due to lack of financial support.

The clinic activities include:

- HIV/AIDS testing and counselling for status evaluating care + management
- Prevention with positives through condom distribution
- ART preparation, initiation and adherence counselling
- Defaulter tracing
- Patient evaluation through viral loads, clinical evaluation for opportunistic infections
- TB screening and treatment through CXR, smears, genexpert culture
- Triage and emotional and psychological support
- Cancer screening through breast examination + cervical screening
- Prep and PEP GBV and intimate partner violence services
- Pain management and distressing



symptoms, home visits and psychological support

- Immunological evaluation through viral loads, CD4
- General counseling
- Client data management
- Nutritional evaluation + support
- Group counseling

Strengths

- Supportive facility administration
- Psychosocial support groups
- Active OTZ clubs for the adolescence
- Team work
- Active MDT
- Good partner support and relationship
- Modern stand along building with integrated services
- Continuous availability of ARVS
- High volume facility serving the largest number of clients in Laikipia county

Finally team work and passionate staff have helped to achieve our goal and offer quality care to our clients.

WITH THE SUPPORT OF CHS, THE CLINIC HAS MOVED TO THE A NEW BUILDING WHICH IS OFFERING INTEGRATED SERVICES SUCH AS VCT, SOCIAL WORK, TB CLINIC AND COUNSELING. ART PHARMACY, LABORATORY DATA OFFICE, NUTRITION AND HOSPICE CANCER-SCREENING SERVICES.



Afya Nyota ya Bonde in Laikipia County MOH Partnership.



BACKGROUND

Afya Nyota ya Bonde is a five-year (December 8, 2017 – December 7, 2022) project funded by United States Agency for International Development (USAID), Prime contractor being Family Health International (FHI 360) sub contracting Gold Star Kenya(GSK).Its technical focus is to increase access and coverage for HIV prevention, care and treatment services to contribute to UNAIDS 95-95-95 (PEPFAR) goal.

It implements tailored interventions to build the capacity of the counties to plan, coordinate and manage high-quality, cost-effective HIV services that are readily accessible to those who need them, leading to improved health outcomes.

Afya Nyota ya Bonde Project has closely worked with the Laikipia County Department of Health to improve HIV services in a county-led, county-owned partnership to ensure people access quality, HIV prevention, care and treatment services. Activities under the project are implemented through annual workplans co-created under the county’s County Department of Health leadership.

OBJECTIVES

- 1.Increase awareness on HIV prevention for priority populations, including adolescent girls and young women.
- 2.Increase the uptake of HIV testing services at health facilities and in the community
- 3.Improve linkage to treatment for HIV-positive individuals and keep them on care
- 4.Strengthen support for facility and county management of the HIV response.

County Annual Workplan CHMT and ANyB



HEI Graduation Nyahururu CRH officiated by CEO Dr. Waihenya.



CONCLUSION/RECOMMENDATIONS

- 26 health facilities supported to provide comprehensive HIV services including HIV testing, prevention of mother-to-child transmission of HIV, treatment (anti-retroviral therapy); and screening for cervical cancer.
- County health workers supported to attend trainings and receive on-site technical support to provide quality services and use of data for decision-making
- 8,029 HIV clients on treatment, including 860 diagnosed in past year
- 84% of people know their HIV status, 99% on treatment and 94% virally suppressed (achieved best results of treatment)
- 97% of babies of HIV-positive mothers born without the virus
- 83 health care workers seconded to support service delivery, including counsellors, social workers, laboratory and pharmaceutical technologists and data clerks.
- COVID-19 response support to ensure clients continue to get services and HIV medicines.

Laikipia CEC and Team visited by COP ANyB and Team.



AFYA NYOTA YA BONDE





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: • 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	 Road Ambulance Services	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	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/tscresponse



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Wed: Open 24 hours

Thu: Open 24 hours

Fri: Open 24 hours

Sat: Open 24 hours

Sun: Open 24 hours