

# Annual Report

2018-19



Medical Emergency Resilience Foundation  
(MERF)





A.H.Q HOSPITAL MISHTI



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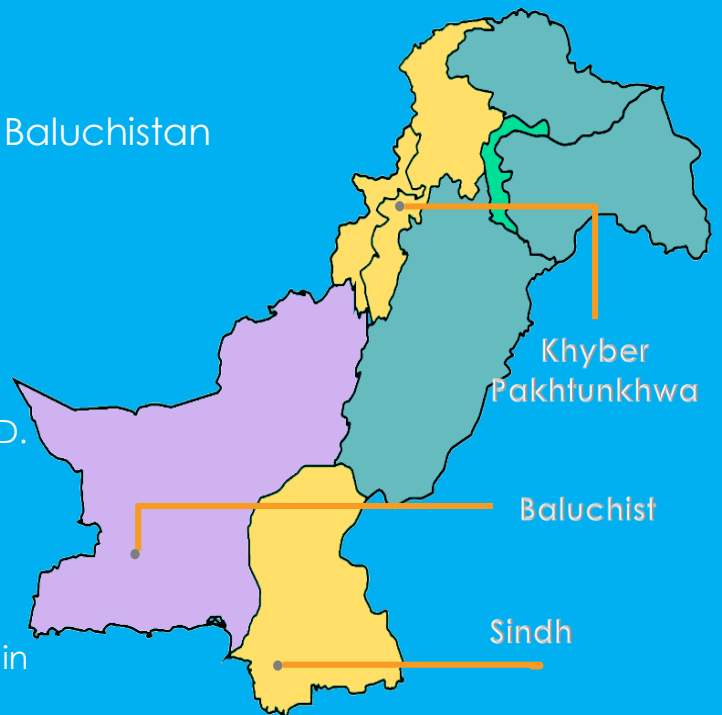




**MERF** has been established in 2015 as a not-for-profit organization under Companies Act 2017 (former Companies Ordinance 1984) and is registered with Securities and Exchange Commission of Pakistan (SECP).

**MERF** is registered with Federal Board of Revenue having valid NTN and is an approved NPO under section 2(36). MERF is also registered with Provincial Revenue Boards in Sindh, Punjab and KP. MERF is also certified by Pakistan Centre for Philanthropy (PCP).

Currently working in KP-Fata, Baluchistan and Sindh provinces.



## Highlights 2018-19

- **1.5** million people reached through OPD.
- More than **3** lac people were provided Lab & Diagnostic services.
- **81** thousand Patient Admitted for IPD.
- **25** thousand plus Surgeries performed.
- **15** thousand plus Deliveries conducted in the HFs including **1,514** C-Sections.

### Guiding Principles

- ✓ Integrity
- ✓ Transparency
- ✓ Accountability
- ✓ Neutrality
- ✓ Non-discrimination
- ✓ Rule of Law
- ✓ Best practices

*MERF has well defined and documented staff policies and procedures covering recruitment and selection, performance management, training and development and grievance redressed mechanism*

### Human Resources

### Governance

*Board of Directors (BOD) which consists of eminent citizens and professionals, appointed through election, are responsible for overall governance, management oversight, policy making and setting organization's strategic direction*

CORE

## Our Thematic Areas



Health

Nutrition



WASH

Food Security



Livelihoods

Training &  
Capacity Building



Research and  
Studies

Education



## Our Vision

MERF aims to improve access to quality health care services which are equitable, efficient and affordable in collaboration with governments, international organizations and private entities. MERF provides services in health care delivery, capacity building of health workers, health care governance, supply chain management, health management information system and health care policy and planning in order to positively contribute to the health status of the population.

## Our Mission

Saving lives by providing effective, efficient and affordable healthcare in resource poor settings.

## Our objectives

- To support public health care system with special emphasis on maximizing access to a basic package of quality essential healthcare services.
- To improve nutritional status of population through nutrition specific and nutrition sensitive interventions.
- To prevent and/or mitigate water, sanitation and hygiene-related diseases through evidence based systematic approaches.
- To deliver emergency services and develop resilience in response to natural and man-made disasters.
- To develop and advocate policies for health systems strengthening.

### Audits

MERF follows a stringent compliance framework under which it is subject to statutory audit on annual basis. The scope, methodology and conduct of the audit is governed by the applicable International Standards on Auditing (ISAs) as notified by SECP

MERF has a sound financial management system, policies and procedures. There is a clear segregation of duties with clearly defined authorization thresholds.

### Financial Management

MERF believe on result based management monitoring and evaluation system and is focusing on monitoring the outcome and impact rather than activities and inputs.

### Monitoring & Evaluation

**Program** MERF focuses on establishing accountability and responsibility, and pushing programed management to the lowest practical, rather than highest possible, position.

# Public Private Partnership In Sindh

MERF is managing primary and secondary health care services in 08 RHCs, 04 THQ hospitals and 01 DHQ hospital of districts Thatta and Sujawal under PPP initiative of Sindh Government for the last three years. Major progress has been made with the same resources that had been allocated to these health facilities for the last many years. No additional funds were allocated to these health facilities. The key achievements during the fiscal year 2018-19 includes.

## From Jul-18 to Jun-19

- **1,513,375** OPD consultations
- **295,692** Lab & Diagnostic services
- **81,331** IPD admissions
- **24,659** Surgeries
- **15,424** institutional deliveries including **1,504** cesareans
- **76,076** ANC & PNC visits
- **28,748** children vaccinations
- **7,366** PLWs & CBAs TT-II vaccinations
- **1,130** malnourished children with medical complication treated in NSCs

## Service Delivery Improvement

Service delivery from the 13 contracted out health facilities have been improved considerably from the baseline. The total outpatient department (OPD) consultations increased 33%. Institutional deliveries increased 37%. About 100% overall increase in antenatal and postnatal (particularly) care. In-patient admission increased 120%, diagnostic services 86% and general surgeries increased to 256% (including major and minor). 24/7 Emergency services including EmOC services have been made available in all supported health facilities All patients visiting OPD, Emergency Unit and In-Patient departments have free access to quality medicines and medical consumables.

## Human Resource Deployment

Human resource is one of the key pillar of the health system and major issues like lack of medical and paramedical staff, absenteeism, inappropriate deployment of staff and low skills were identified at the time of taking over of these health facilities. Recruitment of Specialists/consultant have substantially improved from 14% to 70%, general medical doctors from 38% to 63%, paramedical staff from 65% to 116% and janitorial & support staff from 82% to 100% against the sanctioned vacant positions.

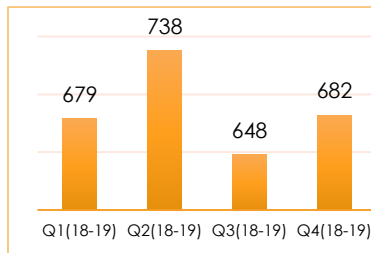
## From Jul-17 to Jun-18

- **39** Specialists
- **72** Medical Officers
- **129** Paramedical staff
- **242** Support staff

# Specialized Services

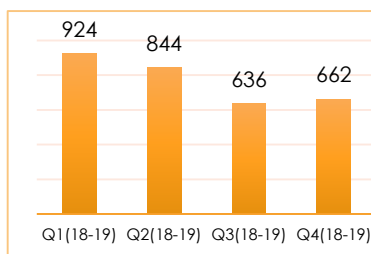
## Dialysis Unit

Fully equipped dialysis unit with 12 dialysis machines have been providing services in DHQ hospital Thatta. Patients are getting free dialysis services. (Total 2,747)



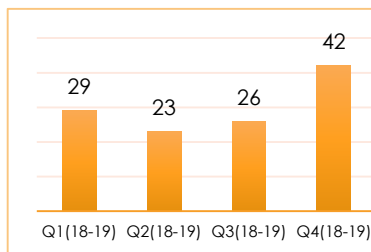
## Neonatal Unit

Neonatal units have been established last year and continued to provide specialized services in DHQ Thatta, THQ Sakro, THQ Sajawal and RHC Gahro. Fully equipped with incubators. (Total 3,066)



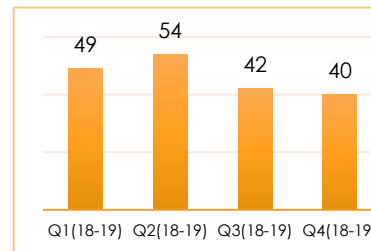
## Orthopedics Unit

Orthopedic Unit established in DHQ Thatta continued to provide services to the population of Thatta and Sujawal. Specialized OPD services have also been initiated in THQ Sujawal and orthopedic surgeries will be started from next year once received budget from the government.



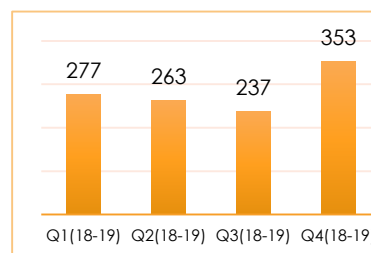
## Urology Unit

Urology unit was established in DHQ Thatta last year and provided Free of cost Laparoscopic surgeries to 185 patients during the reporting period.



## Nutrition Stabilization Center

Currently, only 03 SCs are operating across and 02 of them are in the hospital managed by MERF. Total of 1,130 malnutrition children with medical complication have been treated in nutrition stabilization centers of DHQ Thatta and THQ Sujawal.





# WAREHOUSE AND PHARMACY MANAGEMENT

Main Warehouse / Cold Storage



Hospital Pharmacies



## Pre and Post Scenario in Sindh

Neonatal Unit at DHQ Thatta



Indoor Wards Condition Before and After Intervention



Laboratory at THQ Sujawal





# Managing DHQ Hospital Mishti Mela, Orakzai Tribal District in KP under Public Private Partnership

MERF has been awarded the contract of DHQ hospital Mishti Mela under Public Private Partnership Initiative by Health Directorate FATA Secretariat in June 2017 for a period of 03 years. Hospital provided general male and female OPD and eight specialist clinics six days a week from 8:00 AM till 2:00 PM and Accident & emergency OPD services were available 24/7. The daily OPD has increased from average 165 patients per day in August 2017 to average 468 patients per day in July 2018. The major success of the hospital is to provide surgical services and major surgeries like C-Section, laparotomy, cholecystectomy, cataract, tonsillectomy etc were carried out completely free of cost. Bed occupancy rate improved with the time from 23% in August 2017 to 66% in July 2018 which is quite remarkable for a new hospital. The hospital stopped providing services from October 2018 to March 2019 due to delays in funds disbursement. The issues have been resolved and services re-started in April 2019.

## Form Jul-17 to Jun-18

- 32,250 OPD consultations
- 22,023 Lab & Diagnostic services
- 403 IPD admissions
- 1,071 Surgeries
- 236 institutional deliveries 10 including cesareans
- 1,024 ANC & PNC visits
- 344 children vaccinations
- 72 PLWs & CBAs TT-II vaccinations



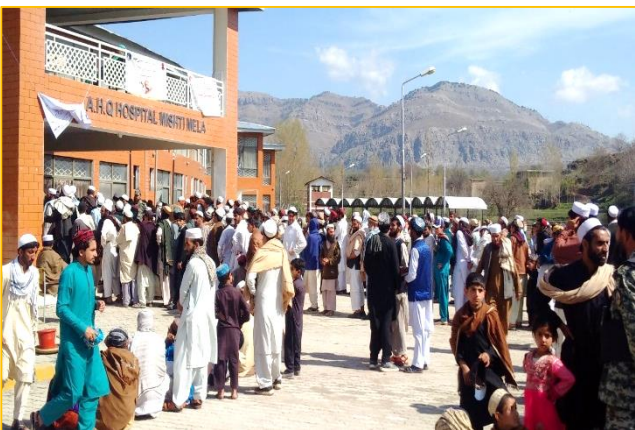
# Four Years Nursing Education Program for Female Students of FATA

Under Nursing Program, 97 female students from FATA are enrolled for a Four Years Nursing Program in Pakistan Nursing Council recognized nursing school located in Peshawar. MERF provides tuition fee, boarding & lodging, uniform, books and transportation. A monthly stipend is also paid to the students. The students have now entered into the third year of their degree program.



## Medical Camps

MERF regularly conducted medical camps in the remote rural areas of Pakistan. This year, MERF conducted special medical camps in Ghulam Jokhio village, Var, Jungshahi, Ketibunder and Baghan of Thatta districts. A total of 7300 patients were managed during these camps. In Orakzai tribal district of KP, MERF organized a 4 days medical camp together with Army Medical Core and treated 3030 patients. The Army highly appreciated MERF efforts in providing services to most vulnerable population.





# National Nutrition Survey 2018-19

Ministry of National Health Services Regulation & Coordination (MoNHSR&C), UNICEF and Aga Khan University, with funding support from Department for International Development (DFID) conducted National Nutrition Survey 2018 across Pakistan. MERF was a sub-recipient of Aga Khan University to collect data in 31 selected districts including 18 districts in Baluchistan, 7 districts in Khyber Pakhtunkhwa and 06 tribal districts of KP (Former FATA Agencies). This was a cross sectional survey and district level representative samples were collected to determine the nutritional status of population through anthropometric assessment and analysis of blood and urine samples for micronutrients, knowledge, attitude and practices regarding infant and young child feeding practices, access to food and clean drinking water and use of sanitation services. National, provincial and district level reports are available at website of UNICEF & Ministry of National Health Services Regulation & Coordination.



## Completed Projects

- **Health and Nutrition Services to TDPs and Host Populations in KPK and FATA**
- **KAP and SMART Survey in 16 districts of Baluchistan**
- **Training of Community Volunteers in 04 Female Skills Centers of Khyber Agency FATA**
- **Eighteen Months Training for Community Midwife in Midwifery Schools**



## Medical Emergency Resilience Foundation – MERF

House No 638 – E, Main double road, Sector E/11-4, Islamabad



[merf-pakistan.org](http://merf-pakistan.org)



Medical Emergency Resilience Foundation



[info@merf-pakistan.org](mailto:info@merf-pakistan.org)



@MerfPakistan