



OUR LADY OF CONSOLATA

KISUBI HOSPITAL

Service with love



ISSUE 03 | DECEMBER 2022

Bulletin

LABORATORY & INVESTIGATIONS

OUR JOURNEY TO INTERNATIONAL ACCREDITATION & STANDARDIZATION



Service with Love



Artistic impression of the finished Out-patient Department Building



Artistic impression of the finished Heart Centre Building

THE BOARD OF GOVERNORS



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Dr. Asaba Robert
The Medical Director



Sr. Cecilia Najjingo
Administrative Director



Sr. Elizabeth Nakyeyune
Senior Nursing Director

In this new publication, we appreciate the good Lord for the work that we have been able to accomplish over this period.

Editor's Note

Ruth Namutebi
Patient Care Coordinator / PRO



A lot has been achieved in the Public Relations Office including participation in the Outreaches for awareness of the Hospital services, these include;

- Uganda Heart Association Symposium
- Kids of Africa Anniversary
- Wamukisa Thanksgiving
- Kisubi Parish Anniversary
- Life Saver Missionaries in Buwaya - Gayaza
- Uganda Clays on World Aids Day
- Kisubi University Health Week
- Cocktail at the Archbishop's Residence
- Archdiocese Day Celebrations
- Kalisoliso Dinner for Nkozi Hospital fundraising

A remarkable achievement in the department was the launch of the Heart Centre; this has received enormous publicity since its unveiling. A good number of media houses covered the event and as a result, more patients with heart conditions started visiting for treatment.

Another milestone is the cardiac camp which ran for a week; this involved our partners, MGM Healthcare in India that were

part of it. Through the churches, health facilities, mosques, and other social media circles we were able to attract about 200 people. During this camp, we identified severe conditions which required going for surgery, others for CAG, PCI, Device closures, and routine interventions.

An addition to the department was the position of the Business Development Officer; this

boosted the staff in many ways. We are now able to identify new opportunities and work with Management to market strategies.

Our Online business is very active with all social networks easily accessible; communicating well to the public, very educative and interactive. We pray that the readers enjoy this edition.

A Word From the **CHAIRMAN** **BOARD OF GOVERNORS**

Infrastructural development and growth in the human talent of specialists in all fields is a level of focus that Kisubi Hospital can not afford to let go of.



Dr. Kasirye Edward
Chairman, Board of Governors

We thank the Lord for keeping us in good health throughout the year and enabling us to continue treating our patients according to our mission of working “with Christ for sustainable and equitable health”

During the year, we continued to be challenged by the adverse effects of the COVID-19 epidemic which brought about the downturn of the economy, country-wide job layoffs, and disruption of the supply chain.

The recent onset of the dreaded Ebola Virus disease (EVD) in parts of the country did not help either. What has paid off fortunately is the close of the year following our annual working plan by management and the ability in carrying out the various stipulated activities.

We owe a lot of gratitude to the Minister in charge of general duties in the Prime Minister’s Office Hon Justine Kasule Lumumba for her officiation at the grand occasion of opening the new Heart Centre and the 1st phase of the new administration block on behalf of the Prime Minister, the Rt Honourable Robbinah Nabbanja on May 26th, 2022. We

also accord our sincere and heartfelt thanks to the Archbishop of Kampala Archdiocese His Grace Paul Semogerere who was the chief celebrant at the Holy mass.

Despite the unforeseen challenges, a number of achievements have been realized. We have witnessed the hospital’s recognition as a doctors internship center, renovation of the maternity ward, accreditation of our Laboratories to SANAS standard, the increase of the Outpatient numbers including those with non- communicable diseases, not to mention the continued financial sustainability of the hospital.

With more improvements in infrastructure of the Outpatient 2nd phase coupled with renovation of the Caritas building, the growth in human talent of specialists in all fields should see our hospital competing favourably with other medical service providers to achieve the government health strategic goals.

I extend my thanks to the board, management and all staff members for the hard work and endurance to lift the name of Our Lady of Consolata Kisubi Hospital to where it is now.

I wish you all a very Merry
Christmas and a Happy New Year.

A Word From the

MEDICAL DIRECTOR / CEO

For over 117 years, Kisubi Hospital has continued being dedicated to providing the best health services the country has to offer.



Dr. Asaba Robert
Managing Director/CEO
asabdoc@gmail.com

Since this hospital was opened over a 117 years ago, we have been striving to bring to you the best health services available in the country. Due to this commitment, we believe that outstanding care involves more than the treatment you get in the hospital. We understand that making your stay in the hospital safe, pleasant and comfortable is equally important.

Over the last few years, the Hospital has made large investment of funds into improving the Hospital's infrastructure and services. This has enhanced the patients' experience of care, cleanliness and comfort. This investment has been spent on refurbishing the facilities, developing a cardiac center and purchasing the latest equipment including CT scanner.

This Financial year, we shall embark on renovation and remodeling of the Caritas Building into a modern

medical/surgical ward and completion of construction of the OPD Block Phase II.

This will enable consolidation of all outpatient services and diagnostic services under one roof which will significantly improve patient flow within the Hospital.

Our primary focus is to deliver exceptional care that exceeds national standards in quality, safety and patient satisfaction.

Being of service to you is both an honor and privilege for all our staff. Thank you for choosing Kisubi Hospital for your health care.

This bulletin contains useful information about our services that emphasizes our commitment to making our hospital safe and welcoming, I encourage you to read it.

A Word From the

ADMINISTRATIVE DIRECTOR

I am truly grateful for everything and I am proud to have an amazing Management team to work with all the way from support staff to the board of governors. I will always hold every member close to my heart for the selfless job they are all doing to keep the service with love flowing.



Sr. Cecilia Najjingo
Administrative Director

cnajjingo@gmail.com

Praise and honor go to the Almighty God who has blessed us with success and also enabled us to pass through all the challenges throughout this period.

I would like to offer my warmest greetings to the wonderful friends of Kisubi Hospital, the Board of Governors, Management and the entire staff. Thank you for being part of the struggle and I will always hold you close to my heart. You are doing a great job and please, keep it up.

Our lady of Consolata Kisubi Hospital's Mission and Vision refer to the high quality health care service

delivery to our patients in an atmosphere of Holistic approach, shared respect, and communication.

Our hospital is one of the few facilities in Uganda with a Heart Centre and Accredited Laboratory which is internationally recognized with standardized systems to lessen your health needs with a comprehensive health care quality service.

I am truly grateful for everything and am proud to have an amazing Management team to work with. Please spare time and appreciate this Bulletin.

Blessings!

A Word From the

SENIOR NURSING DIRECTOR

This year 2022 has not been so easy for most of us but we thank God who has taken us this far and we entrust our future to his providence as we have always done here at Kisubi Hospital and the world over.



Sr. Elizabeth Mary Nakyeyune
Senior Nursing Director

To all of you staff members of Kisubi Hospital, our dear patients and providers, I welcome you to this bulletin which always acts as an eye-opener to what is taking place in our hospital. We thank our patients for entrusting their life with us. Without you, we cannot be.

This year 2022, has not been so easy for most of us health workers and our patients. This is because of the high rate of the personal essentials we have to use in daily life such as soap, sugar, salt, petrol, etc. Some people had to leave their cars at home and that meant transport could not be so easy for one to reach their desired destination.

We thank God who has taken us this far and we entrust our future to his providence.

We thank all of you health workers, support staff, and all of you that have assisted us in one way or another through this trying period. May the almighty reward you abundantly.

Ebola is with us, and HIV in youth is also at a terrific speed. Do not forget Covid-19 which is also with us as frontiers (Nurses, Midwives, doctors, etc.) I urge you to always health educate our patients/clients and whoever you come across, about Ebola, Covid-19, and HIV which have become a threat to our lives.

2022 has ended and we would like to thank God who has protected our lives.

I wish you all a happy New Year 2023.

A Word From the

CHAPLAIN

"Kisubi Hospital is blessed with a Chaplaincy whose apostolate is to bring spiritual healing to the suffering and those helping them, and uniting their suffering to the cross of Jesus Christ."



Fr. Denis Mugerwa Wanimba
Hospital Chaplain

The hospital apostolate is quite a wonderful experience. It manifests the healing ministry of our Lord Jesus Christ, that healed many people from various ailments (Lk 4:40).

This is exactly the work of the Church amidst those seeking comfort and solace for their bodies and souls. This gives a place of importance to Catholic hospitals as elements of the Church in our country.

Kisubi hospital is a mission hospital that is dedicated to bringing hope and healing in the name of Christ to the sick and other suffering members of our society. This hospital is blessed with a Chaplaincy whose apostolate is to bring spiritual healing to the suffering and those helping them and uniting their suffering to the cross of Jesus Christ.

Under our Chaplaincy, we offer counseling services, giving a listening ear, and emotional support to the patients, relatives, and hospital staff. The patients as clients and children of God are the most important people in this hospital.

I thank the Archbishop of Kampala, His Grace Paul Ssemogerere and the entire Archdiocese for the establishment of this hospital Chaplaincy here at Kisubi Hospital. As a Chaplain of this hospital, I am indebted to God for having posted me here for this apostolate. Much as my medical experience is not certified, it ranges from the little experience that I derive from

my seminary formation (St. Mbaaga's Major Seminary Ggaba), when I worked as an infirmarian for two years. Consequently, that gives me the joy of exercising the same apostolate again.

Our Chaplaincy is still growing, but with zeal and enthusiasm; young men and women, both medics and non-medics, aspire to participate in all activities initiated and taking place at our Chaplaincy.

This hospital is endowed with good and supportive administration namely Dr. Asaba Robert (MD), Sr. Maria Cissy Najjingo (Administrator) and Sr. Elizabeth Nakyeeyune (Nursing Director), whose effort to see that we stand is always appreciated. As a Chaplain, I also work with a team of two people that work diligently and closer to me in our spiritual care; namely Sr. Maria Frances Mboyire and Mrs. Josephine Zzimbe, whose absence in fact can't let my work be done feasibly. We have Ms. Bernadette Nalubwama (Maama Monday) the Sacristan who keeps our Chapel clean and organized.

To all medics, your service is based on reverence for life, for all human life from the moment of conception until the moment of death. May we always lead the suffering and the sick to Christ our Healer. And may the Almighty God, grant his blessings of strength and courage to you all.

Appreciating Sr. Nalumansi's Contribution while still at KISUBI HOSPITAL

People's memories of her



Kisubi Hospital was lucky to have you as an administrator. We made significant developments with you that are here to stay.

I really enjoyed working with you as a colleague and Friend. Thank you for the hard work. May God continue to bless you abundantly in the next chapter of your work life.

Dr. Asaba Robert, Medical Director



Sr. Nalumansi was always known for quality products. If it was work to be done for her, it had to reflect quality. Without that, it was never good. If she was procuring equipment, it was important to spot the best. Otherwise it was not good at all.

Materials for construction had to be high quality in order to pass her signature. That was her!

I remember when the maintenance team came to fix some wiring in the ceiling when we had just moved into the new OPD Building, they had it rough with her because she did not want them to touch the walls or stain them while climbing up. That was her!

During the official meetings in the board room, she did not want soda bottles or water placed directly on the table. She did not entertain people writing or scratching anywhere on the surface of the tables, and always encouraged the use of the table mats for protection of the furniture.

She always wanted to maintain what she had in the Institution and keep a high standard of the things bought in the hospital.

Sr. Elizabeth Nakyeyune, Nursing Director



What a blessed soul!

Sr. Betty as we used to call her, was good at making friends who were very supportive.

For the projects that she worked on in the hospital, funding came from her friends who turned out to be partners in service and later on supported her financially.

She has that drive of seeing projects move. Once a proposal was signed off, she took it upon herself to ensure that timelines are fixed along the way. She could take sleepless nights working out ways to get funders to accomplish whatever was in the pipeline. She is such a hardworking soul!

Mrs. Rose Ssemenda, Internal Auditor



In picture above: Sr. Elizabeth Nalumansi (former Administrative Director at Kisubi Hospital)

WORDS ARE POWERLESS TO EXPRESS MY GRATITUDE TOWARDS HER

Dear Rev. Sr. M. Elizabeth Nalumansi, the Administrative Director of Nkozi Hospital, warm greetings, and blessings from the entire Staff of Our Lady of Consolata Kisubi Hospital. Thanks for the work you are rendering to the people of God.

This is an appreciation note for a person who is all three - great boss, mentor, and manager. Your hard work has been invaluable to Our Lady of Consolata-Kisubi Hospital. I cannot thank you enough for all that you have bestowed upon the facility.

Your dedication and time all mean so much to the institution and community and I feel very lucky to be able to experience such. Through the years, your talents and efforts have helped our success. Together we take pride in your compliments and commitment to excellence. We know you have worked hard for this accomplishment and we truly appreciate your dedication.

We applaud the determination and effort you demonstrated during your time of stay at Kisubi Hospital. Your commitment, dedication, and passion for your work are really appreciated. Thank you for all of the motivation and encouragement you gave throughout the years spent as Administrative Director.

I salute you for giving 100% in everything.

Note of thanks by:

Sr. Cecilia Najjingo

Current Administrative Director



More memories about Sr. Elizabeth Nalumansi



**Mukasa Samuel
Lubuuka - Driver**

Sr. Nalumansi was a very good person. She never pampered anyone. She always challenged us to do our jobs. But one of the most admirable things was that she was so forgiving and never kept angry. She genuinely loved and if you did a mistake, she would focus on sitting with you and calmly explaining to you the impacts of your mistake and how you can be better.

Another thing I will always remember about her is that she was not selfish. She always wanted each one of us to live a good life. She always reminded us to do other things outside our hospital jobs. She always reminded us that we shall not forever stay in the hospital and that we needed to create time for other developments. She even visited her workers where they stay to simply see if they were doing some developments for themselves. If she found that you had none, she would always offer herself to guide you to achieve even if just one thing in your life. She was a very good person.

At the hospital level, as everyone can see, she was also a very developmental person. She built the theatre, built the Heart Centre, KICA, OPD, and Lab buildings. She knew how to motivate development amongst employees at a personal level and development at the hospital level.



**Jane Adong
Stores Officer**

I remember Sr. Nalumansi as a person who loved prayers. She tirelessly followed up with everyone to attend prayers. I also remember that she loved to see employees develop outside of work. She always cared to ask what our future plans were outside the hospital setting. She always encouraged us to plan for life after hospital work. Following her advice, I was able to save my limited salary and get my own place where I now stay.

I also remember that she always advised employees against getting salary advances when they can avoid them. She was really like a parent to employees. She was also dedicated to seeing the hospital infrastructure advance.



**Justine Nakiwala
Incharge
Maintenance**

Sr. Elizabeth really loved St. Padre Pio, and everything she prayed for, came to pass. I remember she promised to pray about the medicine saga and indeed her prayer was answered one day. She was also tough but genuinely loved everyone. I can never forget how she made support staff to feel loved. She could even share food harvest with them like any really generous person. And talking about that, she was so blessed in that everything she planted, germinated well.



**Kayondo Annet
Nurse**

I remember back then, we used to actually even work without any remuneration at the hospital. This is because we knew it was a service to the needy. Our generation always wanted this kind of passion to be passed on to the new generation of medics. When Sr. Nalumansi came, she figured out a way to do that. She always brought in different priests that always gave us spiritual enlightenment and reminded us how our work mattered.

She also found the hospital in a really not-so-good state, but she was able to set up new offices like the HR office, Assistant Administrator, in-patient and outpatient pharmacies, and the pharmacist office itself. Setting up new offices was a clear sign of growth. She also established major buildings we see. Her contribution can not be forgotten by anyone.



HOSPITAL OVERVIEW



By: Dr. Asaba Robert
Medical Director / CEO

Kisubi Hospital is a private not-for-profit Hospital owned by the Archdiocese of Kampala. It started as a small health post by the European Missionary Sisters in 1905 to manage cases of sleeping sickness that were an epidemic by then. It has since grown into a General hospital with a bed capacity of 110 beds offering a wide range of services listed in table 1 on the left.

Our Vision



A center of excellence in providing sustainable, affordable, and high-quality specialized health care services in Uganda.



Our Mission

With Christ, we provide equitable and sustainable health care services.

KISUBI HOSPITAL'S PERFORMANCE

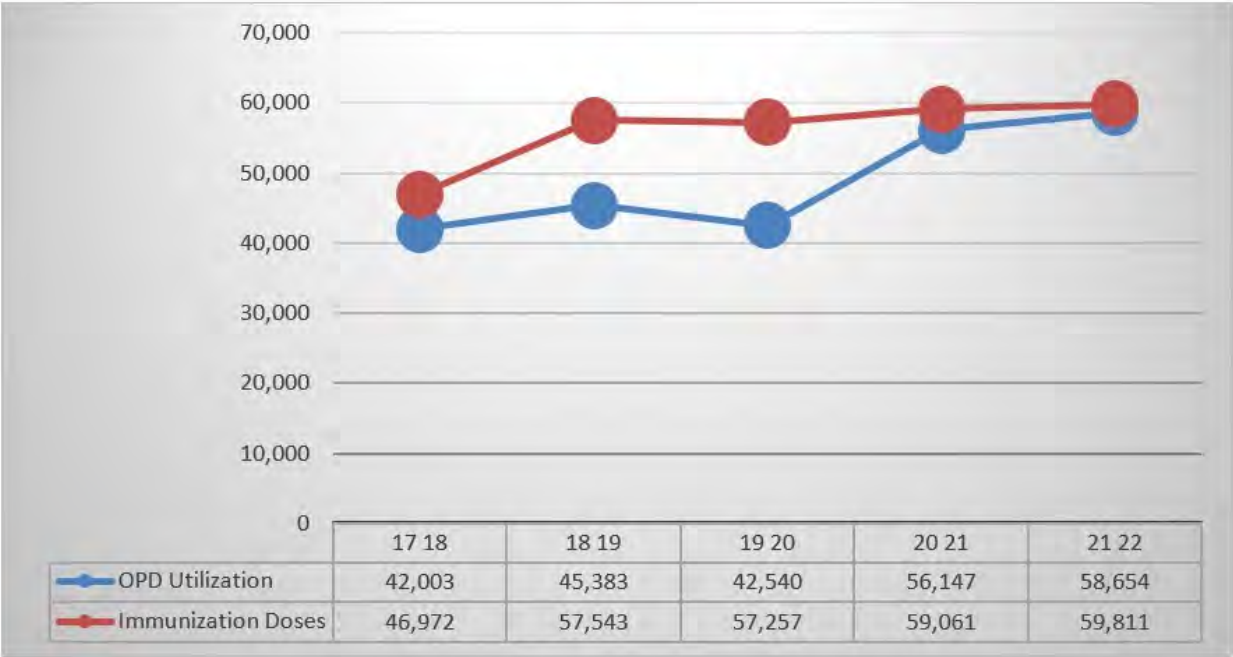
The utilization of Hospital services has continued to improve over the years. There was an increase in the trend of most of the Hospital utilization indicators such as OPD attendance, Admissions, and Immunization doses apart from ANC attendance and deliveries which reduced in 2021-22FY compared to the previous year.

OPD SERVICES: OPD attendance has continued to improve after the establishment of the Accident and emergency unit and various specialist clinics. There was an increase in OPD attendance by 4.5% in 2021-22FY compared to the previous year because we did not experience significant disruption due to Covid 19 related restrictions.

The significant increase in OPD attendance over the last 2 years can also be attributed to: 24 hours services at the outpatient department with a doctor always available even at night, a well-equipped and functional accident and emergency unit, several specialist clinics such as an ENT clinic, Skin clinic, Orthopaedic clinic, etc, the addition of new services such as CT-scan, Cardiology services (see graph 1 the next page).

Department	Services
In-patient department	<ul style="list-style-type: none"> • Maternity Ward (Obstetrics and Gynaecology) • General /adults' ward (Internal Medicine and Surgery) • Heart Centre (Cardiac ward and Coronary care unit) • Intensive care Unit • Children's ward with Neonatal care unit • Operation Theatre and surgical services
Out Patient Department (OPD)	<ul style="list-style-type: none"> • Accident and emergency unit • General OPD clinic (adults & children >12 years of age) • Children's clinic (0-5years) • Antenatal and Postnatal clinic • Natural Family planning clinic • Dental services • Immunization clinic • HIV/AIDS clinic
Specialist Clinics	<ul style="list-style-type: none"> • Orthopaedic and physiotherapy clinic • Gynaecology clinic • Infertility clinic • Skin Clinic • ENT clinic • Surgical Outpatient clinic • HT/DM clinic • Eye clinic • Mental health clinic • Cardiac clinic • Wellness/Endocrine Clinic
Community Health	<ul style="list-style-type: none"> • Community mobilization for health. • EPI outreaches. • School health outreaches. • TB program, CB-DOTS. • HIV/AIDS program (HCT outreaches, home-based care for PLWA, EMTCT, Safe male circumcision, etc).
Medical Diagnostics	<ul style="list-style-type: none"> • Laboratory services • Digital X-ray (Plain x-ray & Barium studies) • Ultra sound scan services • CT-Scan services • Endoscopy services • ECG and Echocardiography • Cardiac Catheterization Unit

Graph 1: Trend of OPD attendance and total immunization doses over the last 5 years.



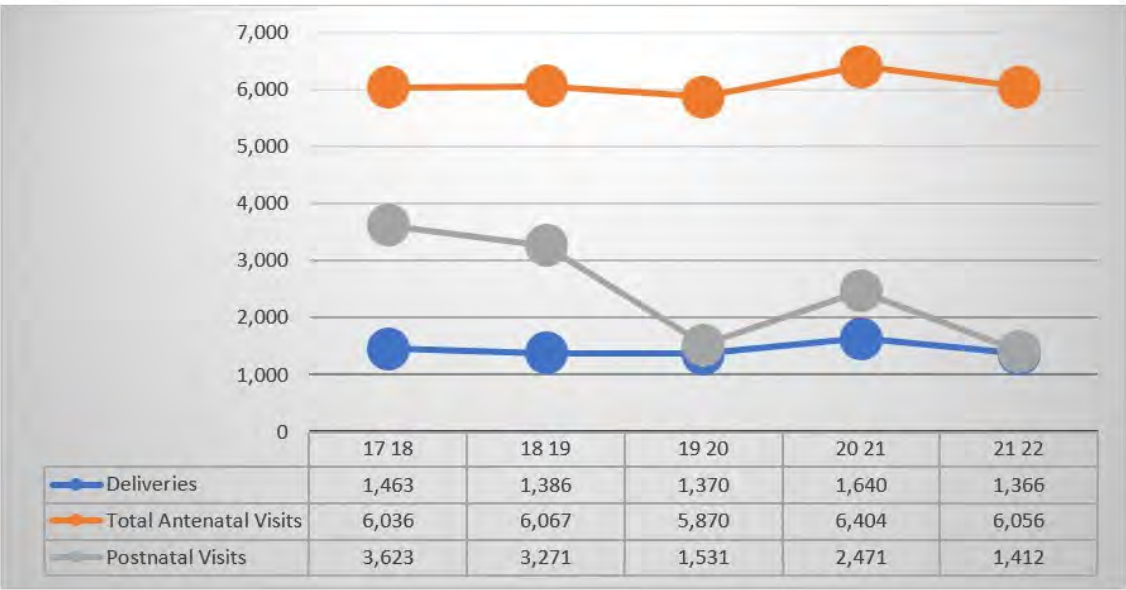
Immunization services: utilization of immunization services has remained more or less the same over the past 3 years because the immunization department is open from Monday to Friday and we rarely experience significant shortages of vaccines from NMS (see graph 1 above).

The Hospital is also a vaccination center for covid 19, **28,116** vaccine doses have been administered from March 2021 to date. A new semi-permanent immunization shelter was constructed during the year to cater to the increasing number of clients in need of routine immunization as well as covid 19 immunization.

MATERNAL HEALTH SERVICES: The Maternity department offers both outpatient and inpatient services and has a fully equipped maternity ward, neonatal care unit, and a private wing with self-contained rooms. Outpatient maternity services include; Antenatal clinic (daily), a Gynaecology clinic (daily), an Infertility clinic (Every Friday), a Postnatal clinic (daily), Natural family planning clinic (daily), and Antenatal classes (weekly).

Antenatal services; The total antenatal visits decreased by 5% in comparison to the previous year. This could be attributed to increased competition from other private facilities within the catchment area and the reopening of UPDF health units (Katubi HCIII and Nsamizi HCIVs) as well as Entebbe Hospital after closure due to covid 19 which provide free ANC services.

Graph 2: Trend of Hospital deliveries and Antenatal attendance over the last 5 years.



Hospital deliveries; Hospital deliveries also decreased significantly (15%) compared to the previous year as a result of; reduced maternity referrals to the Hospital due to the reopening of UPDF health units (Katabi HCIII and Nsamizi HCIVs) as well as Entebbe Hospital which had been closed due to the covid 19 pandemic during the previous year and misconceptions in the community that the Hospital services are very expensive (see graph 2 on the previous page)

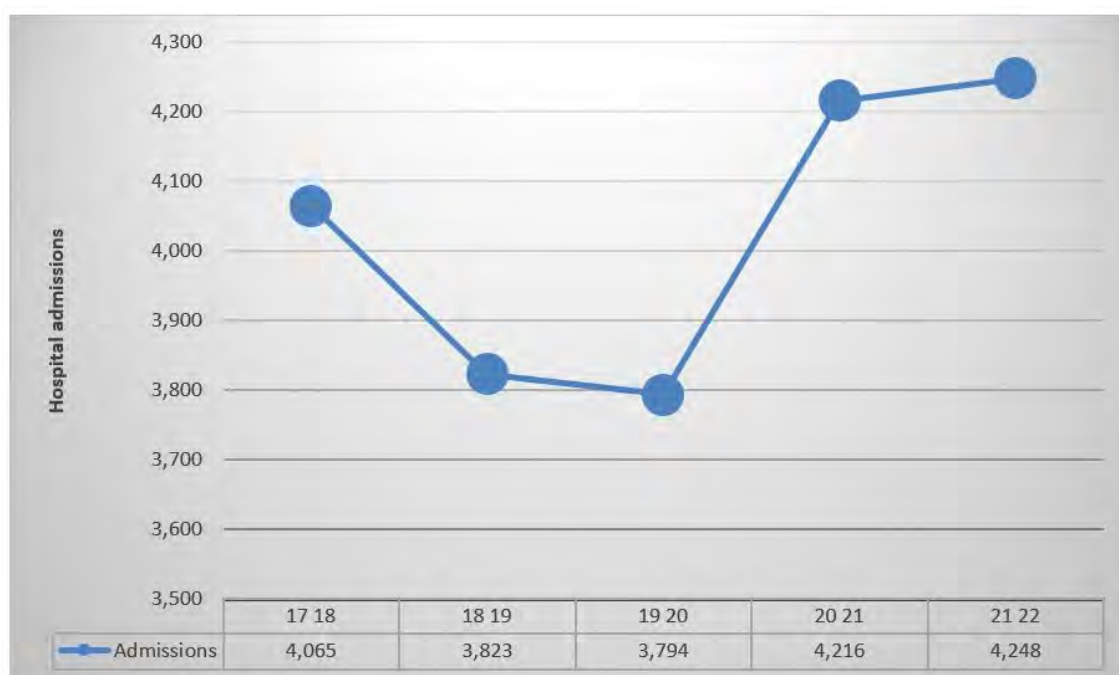
Several strategies have been put in place to improve the utilization of the maternity services such as;

- Introduction of a subsidized ANC package for general mothers of 160,000/= covering all the services needed for the whole ANC period
- Integration of ANC and Postnatal care with immunization outreaches which are conducted monthly at each of the 10 immunization sites. This will help to dispel some of the misconceptions in the community that the Hospital is very expensive
- Discounted maternity services to mothers attended to during community outreaches; ANC package (75,000/=), Normal delivery (200,000/=), Caesarean section delivery (600,000/=)
- Complete the renovation of the ward and replace the old furniture during the next FY which will improve the patient care environment.

INPATIENT SERVICES: These are provided on the following wards; Maternity ward, Pediatric/children's ward, General ward, Intensive care unit, Cardiac wards, and Coronary care unit. All these wards have both general and private wings/rooms.

The number of Hospital admissions increased slightly by 0.8% in 2021-22FY compared to the previous year (see graph 3). This positive trend in Hospital admissions could be attributed to the establishment of an emergency ward in OPD and CHW where patients are managed as day cases and the introduction of new services such as diagnostic services (CT-Scan), cardiology services, and the newly equipped accident and emergency department which has given the Hospital a competitive advantage and attracted more patients.

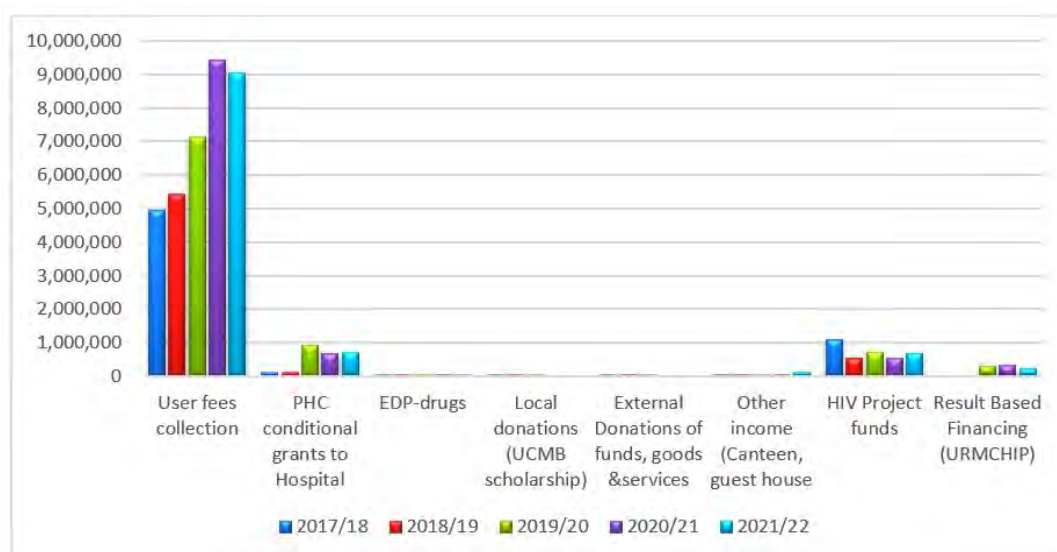
Graph 3: Trend of Hospital Admissions over the last 5 years.



Hospital Financing

Hospital income; The current financing of the hospital operations is derived from both external grants and internally generated funds. Fees charged for services constitute the main source of revenue accounting for 84% of the hospital income in 2021-22. External grants and other sources accounted for 15%. These include Primary Health Care grants from the Government of Uganda, Result based financing project (URMCHIP), an HIV project, and local and external donations. The graph on the next page illustrates the financing trends over the last 5 years

Graph 4: Trend of Hospital income over the last five years

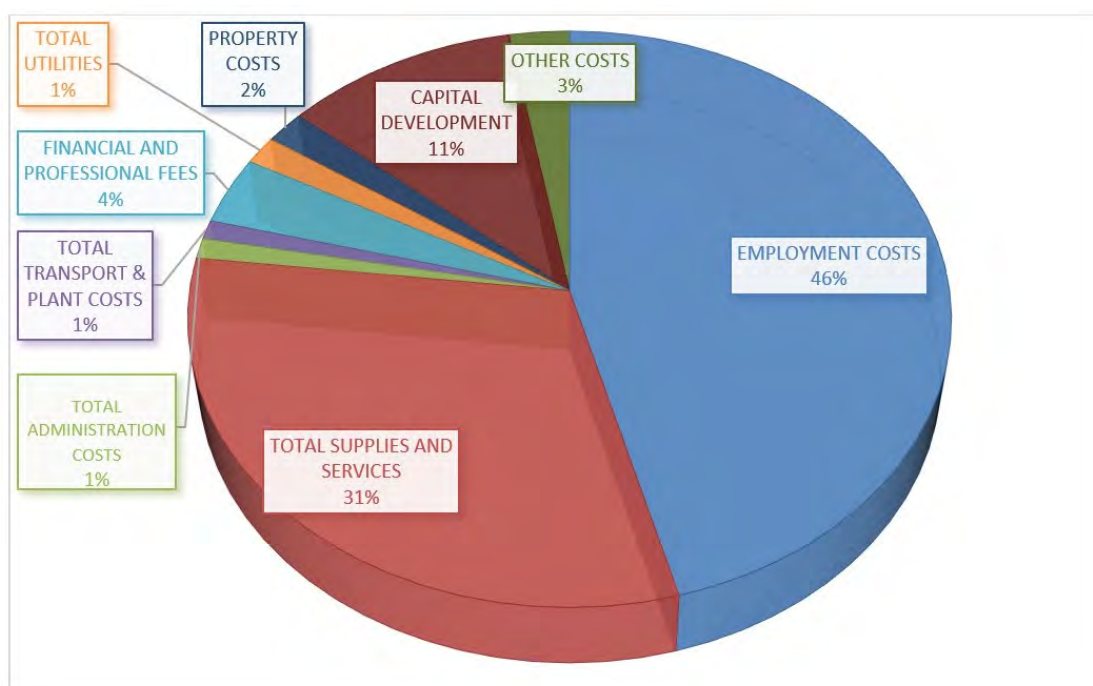


There is a positive trend in income from user fees over the years with a slight reduction of 4% during the previous FY. This can be attributed to the following;

- 24 hours services at the outpatient department with a medical doctor always available during the night.
- We have several specialist clinics such as the ENT clinic, Skin clinic, Orthopaedic clinic, etc.
- Addition of other services such as CT-scan, Cardiology services
- ANC classes have attracted more mothers to come and deliver from the Hospital.
- Availability of specialists in the Hospital.
- Increase in the number of institutions and insurance clients accessing Hospital services.

Hospital Expenditure; The main cost drivers for the provision of services are employment costs followed by the cost of drugs and other medical supplies (See graph 5 below). The cost of providing services continues to increase year on year with a total expenditure of 10.7B in 2021-22FY. The employment costs are expected to escalate even more when the Hospital implements its planned increment in the salary of health workers to try and match those in the civil service.

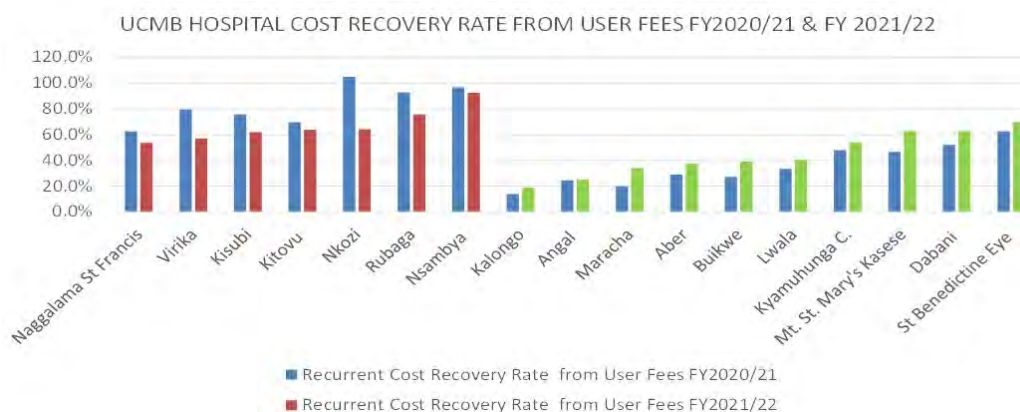
Graph 5: The Hospital recurrent expenditure in 2021-22FY



Hospital sustainability; The cost recovery rate from user fees for the financial year 2021/2022 was 94.2% compared to 82.2% the previous year. This implies that the Hospital was able to recover more than 90% of its recurrent costs from user fees. This situation is similar to other UCMB Hospitals with <95% cost recovery from user fees (See graph 6).

There was an increase in conditional grants from the GOU (PHC-CG, EDP drugs, and URMCHIP) which contributed 9% of the Hospital's income. This implies that the Hospital's local financial resources (mainly from user fees) are still not adequate to cater for both operational costs and the planned capital development expenditure (renovate or replacing the aging infrastructure & equipment).

Graph 6: Comparison of user fee per SUO and Cost per SUO between Kisubi Hospital and selected UCMB Hospitals



DEVELOPMENT: Over the last few years the Hospital has made a large investment of funds into improving the Hospitals infrastructure and services. This has improved the quality of services provided to our patients and has enhanced the patient's experience of care, cleanliness, and comfort. This investment has been spent on;

- Refurbishing the facilities - Operation theatre, maternity ward, General ward
- Construction and equipping of the new OPD - Accident and emergency department,
- Developing a cardiac center (Phase I)
- Purchasing the latest equipment including a 32-slice CT scanner.

Future plans: The Hospital is implementing Year 2 of its strategic plan 2021/22 -2025/26 which is in line with the MOH strategic plan 2020/21 - 2024/25 which aims at ensuring Uganda has a productive population that effectively contributes to socio-economic growth through the provision of accessible and quality health care to all people in Uganda.

The hospital shall continue to provide all services of a general hospital as per the Uganda national minimum healthcare package established by the Ministry of Health. Kisubi hospital however has strategically positioned itself to offer super-specialized services in Cardiology, Cardiothoracic surgery, neurosurgery, Dermatology, and critical care medicine. The hospital plans to be a center of excellence in Cardiology and this will be the hospital's signature service in the years to come.

The Hospital hopes to implement 4 major infrastructure developments this FY; Completion of the construction of OPD Block Phase II, Renovation and remodeling of the Caritas building into a medical/surgical ward, completion of renovation and furnishing of the maternity ward, and renovation of the Children's ward. These will further improve the quality of services provided to our patients and enhance the patient's experience of care, cleanliness, and comfort.



Conclusion: As a Faith-based hospital, we feel a deep sense of pride and commitment to all those who place their trust in our care. Our primary focus is to deliver exceptional care that exceeds national standards in quality, safety, and patient satisfaction.

Our deepest gratitude goes to all the stakeholders and partners who have contributed immensely to the development of Kisubi Hospital most especially; Kampala Archdiocese, the Italian Episcopal conference, the Government of Uganda, Wakiso LG, Centenary Bank, Joint Medical stores, Pacific diagnostics LTD, Surgimed U LTD, etc.

ANTENATAL CARE A MAJOR MILESTONE IN IMPROVING MATERNAL AND CHILD HEALTH, KISUBI HOSPITAL AT THE CORE FRONT

"Our maiden Community ANC Outreach was held on 11th August 2022 at Bwerenga where it attracted many pregnant mothers and we hope to increase the numbers."

Globally every year 529,000 maternal deaths occur; Uganda has high maternal and neonatal morbidity and mortality ratios in sub-Saharan Africa.

Women in rural areas of Uganda are two times less likely to attend ANC than the urban women. The inadequate utilization of ANC is greatly contributing to persisting high rates of maternal and neonatal mortality in Uganda.

Gone are the days when our great grandmothers would take whatever herb during pregnancy by then this was "Okuywa Edagala". Delivery was conducted by either very old ladies (TBAs) in the community or in a banana plantation by a mother holding firmly ku kitooke, finally a bouncing baby was born.

Presently WHO recommends all women to attend at least eight Antenatal care (ANC) visits and have childbirth in a health facility supervised by a skilled service provider.

Kisubi Hospital being a referral facility with a fully pledged 24/7 Maternal Child Health Department coupled with accredited (SANAS) Laboratory and Radiology services etc which attract several mothers for MCH services here. On several occasions such mothers with complications as a result of failed trial of labour, retained placenta, loss of a precious baby, excessive loss of blood after delivery, pregnancy induced hypertension etc. It should be noted that most of these cases the end results are so fetal!!

A case in point was a 20yr old girl who got labour pains at 8.00pm, she went to a nearby clinic met the so called "musawo" was checked, told it was not yet time for her to deliver. At 3.05am she returned to the clinic with severe labor pains went into active labor for about 30mins, cervix opened, the baby's head was finally half way out, she was encouraged to continue pushing after a long hussle of pushing with no positive results, the "Musawo" went out to call for help during her absence the baby was finally out, the mother was too frightened because she was by herself she called out for help which was not forth coming, she held tight her legs since the baby was in between, the baby cried once and went silent. After about 15mins the "musawo" appeared, the mother was assisted unfortunately at this moment the baby was silent. The "Musawo" got cold water poured on the baby to force it cry unfortunately this yielded nothing. A bodaboda was called to take the baby to Kisubi Hospital, unfortunately the baby was pronounced dead on arrival at the Hospital, on examining the mother she was bleeding from the tear which was not repaired, this was a BIG baby and mother obtained a third degree tear which could only be handled in theater in a big Hospital.

Therefore based on the above facts and more, Kisubi Hospital has embarked on a strategy aimed at attracting mothers to access free Antenatal, Postnatal and Immunization of children at no cost in their respective communities as per the time table below.

Antenatal package includes consultations done by Medical Doctor, Fasidar, Folic Acid, Meb, Mosquito Nets, TT and Immunization of children & Postnatal Care.



(In pictures): Pregnant mothers being attended to during an outreach.



Kisubi Hospital Antenatal Community Outreach Schedule:

Thursday of the second week of the month: Bwerenga at Ms. Noelina's Residence

First Thursday in a month: Bukasa-Bugiri at the LC 1 Offices.

First Monday of the Month: Kiwulwe at the LC 1 Offices.

Second Monday in a month: Kawuku at St. Josphph Catholic church.

Last Friday in a month: Kasenyi at the LC 1 Offices.

BY: KAYAGA JOSEPHINE BUTIKA
DEPUTY ADMINISTRATOR

DEVELOPMENT OFFICE UPDATES

HEALTH CARE

CIGNA INSURANCE JOINS KISUBI HOSPITAL



Kisubi Hospital has continued to widen her foot print as health care is extended to institutions at a global scale.

In November 2022, Cigna an American multinational managed healthcare and insurance company, was able to join Kisubi Hospital.

With the increase of patients from international bodies such as the United Nations, UNICEF, UNDP, World Food Program among several other organizations that subscribe to Cigna Insurance, it is only imperative that Kisubi Hospital goes international to extend medical care to such clientele.

With Cigna joining Kisubi Hospital, patients from such organizations will be channeled to Kisubi Hospital and as usual, we shall always look forward to offering them "Service with Love" something we are very well appreciated for.



Belguin Prosper Lumu
Business Development Officer,

PAYMENTS



KISUBI hospital EASES VISA & MoBILE PAYMENTS

The need to make it simple for clients to pay for services without facing any extra or unforeseen charges is something that has been achieved this year. In addition to using VISA & Master cards, patients can as well now use their mobile phones to pay their medical bills with Kisubi hospital's Airtel and MTN Merchant codes. These payment options are pinned at all cash points within the hospital. The exciting bit about these options is that the client does not face any sending or withdrawal charges. The transaction is free of any charges to our clients and patients.

INTERNATIONAL PARTNERSHIPS

INDIA'S MGM HEALTH SIGNS MOU WITH KISUBI HOSPITAL



(In picture): Members of MGM Health Care take a photo with Kisubi Hospital's Directors, Patient Care Coordinator, Business Development Officer and Cathlab Technician

On 10th October 2022, MGM Health Care went into a memorandum of understanding (MOU) with Our Lady of Consolata Kisubi Hospital.

This memorandum of understanding is geared towards establishing a rapport where there is knowledge sharing, transfer of skills, and capacity building that helps Kisubi Hospital to upgrade healthcare. MGM health care is one of India's best specialty hospitals with a reputation to its name for complex heart transplants, and various surgeries, and over 250 doctors with expertise in handling various complicated health issues from patients worldwide.

With this MOU, the staff at Kisubi Hospital will be able to gain extra training and knowledge in medical sciences as they perform surgeries and participate in training courses and CMEs held by MGM Health Care both in Uganda and in India.

TIME SET ASIDE FOR GOD



let us always dedicate special time to the Lord in spite of our busy schedules. It is because of him that we are!



The writer:
Sr. Mildred Nakyondwa

It was a fruitful prayer moment when some of us fulfilled what we had yearned for all along. This happened on the 30th November 2022 when a selected number of us had a pilgrimage to the Uganda Martyrs' shrines to thank and praise the Lord for His intervention always in all our situations.

We thanked the Lord and presented our prayer intentions on behalf of the hospital family. (Luke 17: 15 – 18). Only one leper came back to praise the Lord. It was a precious time set aside to present our prayer intentions and those of the hospital. (Mt: 7:7. Ask and it will be given).

It was indeed a moment of having a dialogue with the Lord in a lonely place, imitating Christ our Master - Mk: 1: 35. This pilgrimage helped some members of staff to know more about the grassroots of Christianity in



Uganda, helped by the guides at the Martyrs' shrines.

A vote of thanks to Our hospital Chaplain Rev. Fr. Denis Mugerwa Wannimba for nourishing our souls always, the hospital administration for their endless support and the entire community of Kisubi Hospital family. So let us always dedicate special time to the Lord inspite of our busy schedule. It is because of him that we are!

May the Uganda Martyrs Pray for us always.

GIFTS ARE FOR OTHERS

Our gifts should be for the benefit of others. Nurture your gifts & put them to use for others.

God has endowed gifts or talents in every person that the world will make room for; it is this gift that will enable you to fulfill your vision & make a way for you in your life. Through exercising it, you will find real fulfillment, purpose, and commitment in your work. Proverbs 18: 16 "a man's gift makes room for him."

Some are gifted as good leaders, and counselors, some sing well, others decorate well, others perform certain procedures with ease, i.e. getting IV access easily for a patient whose veins can hardly be found, some are good entertainers who give others a beaming smile cheek to cheek, molar to molar and make others work with a good "vibe" and very lively.

It takes courage & patience, optimism & conviction to come out & proclaim to the world that you can. Fear is a profound obstacle or impediment to developing our talents and gifts, as we ought to. However, the right thinking and the ability to use the power of creative thought will certainly remove many of our fears & anxiety to go ahead.

Ella Wilcox says "Man and Woman is what he or she thinks not what he or she says, reads and hears." By persistent thinking and confidence you can undo any condition that exists. If fear stops you to develop your gifts and to put them out there for others to use, destroy it by making it concrete, reasoning about it, facing up to it, for God promised us:

"Be fearless, be confident, for go where you will, your God is with you."

(Joshua 1:9). "It is interesting to note that the Bible does not say that a man's education makes room for him but that his gift does. Somehow we have swallowed the idea that education is the key to success through our families & societies reinforcing it. But the truth is education is not the key to success. Don't misunderstand me. I believe in education, however if education was the key to success then everyone who has a PhD would be financially secure & happy. If I am intelligent but not exercising my gift, then I am probably going to be poor.

Therefore, let your gifts be for the benefits of others and your gifts and talents will make a room for you. So I'm still asking myself, what is my gift or talent?

I leave the same question for you. What is your GIFT or TALENT?

Out-Patient Department

OPD being the entry point where all patients access the hospital, it turns out to be the center of interaction between all new and revisiting patients.

We are privileged to call ourselves a fundamental department in the entire hospital and yes that is who we are!

It is such a blessing to appear in yet another bulletin and happy to share a new service with the community in response to the patient's demand. It's thrilling to mention that we added a new clinic "Endocrine Clinic" to the list of our Specialized Clinics. Can I dare not mention our accredited diagnostic laboratory!! It's a great pleasure that our services are improving daily to meet all the healthcare needs of our patients.

In this new edition I wish to discuss a common question and statement. "why is Kisubi expensive?" Kisubi hospital is a Private Not for Profit (PNFP) community hospital in Busiro South. We work on most of the patients referred from the various facilities around the district with a high level of specialized Medical Care.

Such health care requires specialized staff (specialists), and updated medical tools and equipment to mention but a few which require huge sums of money right from employing the right staff to installation, and management of all medical equipment and supplies. At Outpatient, we aim at providing quality and sustainable health care to all

our patients. Therefore from reception, consultation, diagnostic laboratory, and imaging investigations, to pharmacy, we seek to provide the right treatment for our patients. We do all necessary tests, get a proper diagnosis and then treat or refer our patients accordingly.

Our outpatient department has over the years been very competitive with regard to prices and we always consider the lowest prices in order to satisfy our members of the community. We also take into consideration of the community setting we are in and the vision and mission of the hospital when determining the pricing.

Ferister Nankumba Kisakye
Manager
Out-Patient Department



Emergency:

Being the major health provider in the area, our department receives and manages a remarkable number of emergencies in our Emergency Unit mostly victims of road accidents. Since our primary role is to save a life, we give first aid and medical care to these patients. Some patients recover and are discharged home, others stabilize and fail to meet the medical expenses many of whom have been exempted and permitted to go home leaving the hospital and counting losses. Because these are mainly unconscious accident patients, sometimes we fail to trace the victims' families, and are often referred to a government facility. The hospital incurs all the expenses including ambulance services until the patient is rescued at another facility. For such patients, the hospital goes ahead to take announcements to community radios in our catchment area to alert the possible relatives of the victims and we have always been successful in tracing the families of the patients in question.

While discussing the "why are you expensive?" question, it is imperative that the community understands and appreciates the current financial crisis as a result of inflation that has also affected the medical supply chain. Things are generally expensive everywhere. The hospital management however has always revised the prices in relation to operational costs to maintain affordable health care for the community without compromising the quality of care.

Our goal is to be the leading Outpatient care provider in the region and this has been attained by upgrading to the internationally approved latest medical equipment and supplies, introducing more specialized services, and the presence of professional staff and specialists.

Progress of any institution lies in the HR bank which is one of the key capital items

Any HR bank that is viable should have a vibrant team of positive minded personnel with a diversity of talents and / or skills.

We are proud that in Kisubi Hospital we are on our way to achieving this. Division of labour is very key in the productivity of any cost center, most especially if talents and abilities are identified in the respective persons thereby allotting those roles to those persons who are best at them, but not forgetting to demand for the aspect of multitasking.

Just like specialities in medicine, it is a fact that different persons have different specialities in the non- medical field as well; and to tap into such, we always have to evaluate and re-evaluate our existing performance dockets and see where a special skill is required.

Because we are serving in a competitive and comparative environment, this calls for our unending innovation in service delivery as well as presence in the society.

If we always opt to settle for the status quo, we are bound to stagnate. Good management and administration call for polishing of the staff establishment annually to ensure maximum productivity as well as improved patient experience.

This year 2022, we established a unique office; the Business Development Office. Many of us have been wondering what this office does that the existing team was not doing. In this time and era, it is not about doing, but continually improving what is done.

Lumu Belguin Prosper is our Business Development Officer, occupying that new office and

position. To sum it up, one of his prime roles is to assess productivity of a cost center and innovate ways of improving its productivity through, business planning, market strategy, innovative & impactful publicizing, sensitization strategies and advising the hospital on potential business development opportunities.

The ultimate goal of this new office is to ensure improved Hospital utilization both internally and externally, which is key in achieving the equity and sustainability goals of the Hospital.

Like I wrote earlier, each staff has a unique talent and skill that makes each of us different at our levels of service delivery and it is important to realise the unique talent in each staff and capitalize on it to get the best from that person. This is the essence of division of labour I mentioned earlier. Division of labor is the separation of a work process into multiple tasks, with each task carried out by a different person. The primary reason for division of labor is specialization.

When a complex work process is broken down into simpler, manageable tasks, efficiency is generated in the process, as workers are able to develop competency in the specific tasks to which they are assigned. Just like we have “many doctors” in Kisubi Hospital, but a good proportion of them are specialists in their area of specialization. This makes the hospital to become diverse in handling various issues concurrently. In the long run, productivity increases, which in turn increases revenue, reduces the margin of error, turnaround times and process-time.

As Kisubi Hospital evolves,



the HR bank is becoming more and more vibrant with addition of new talents in all departments. In the long run, this is creating efficiency and diversity and positioning the hospital better when it comes to service delivery and tapping into untapped potentials and opportunities. In all our different capacities, as we appreciate each of our neighbours and their efforts, let us not cease having the spirit of working together since we all depend on each other to push Kisubi Hospital to greater heights in offering “Service with Love.”

“...adding new job positions is no longer about doing, but about continually improving on what has already been done....”

Mrs. Winnie Lukiza
Human Resource Manager



NEVER GIVE UP

(A true definition of HOPE)

“Like a plant that germinates through a rock, to be hopeful is to look at the future positively, to see opportunity in challenges and to look on the bright side of life.”

By Patrick Sseruwagi
Deputy HR/Performance Management Officer

Hope is an optimistic state of mind, based on an expectation of positive outcomes related to events, and circumstances in one's life or the world at large. As a verb, its definitions include: “expect with confidence” and “to cherish a desire with anticipation.” Hope is the currency of the future.

Without hope, people perish!

As a person involved in youth empowerment programs, when I heard on the news about a lady who decided to commit suicide by jumping off a building and ending her life, to me, this painted a bad signal.

Indeed, life is full of challenges and so many people may feel overwhelmed. The fact of the matter is that we must choose to hang on. People who have made positive history in this world also faced enormous challenges. Let us look at the notorious President Nelson Mandela (RIP), who was imprisoned for 27 years. Because he had a vision, he was willing to pay the price for it, and in the end, he became the president of South Africa.

Surely, life has its ups and downs and sometimes it brings more slumps. However, in those stages, the most successful and happy people know where and when to unmask hope. So, always ask yourself: What brings you hope?

Just wondering whether you know the importance of hope!

Because HOPE,

- motivates positive actions that will lead to positive results.
- is a natural stress reliever.
- helps strengthen the immune system.
- improves social relationships (you'll get more friends being an optimist).

- makes you happy.
- broadens and builds your mind.

To be hopeful is to look at the future positively, to see opportunity in challenges (rather than challenges in opportunities), and to look on the bright side of life. A person who has hope has the will and determination that goals will be achieved.

For those who don't have hope, look nowhere else, you can develop it through:

- a) Having a deep relationship with God. Everything else is sinking sand. Even with lots of money, there are problems that you cannot solve. Through your relationship with God, you develop trust in Him, and with Him, all things are possible. (Matthew 19:26)
- b) Associating with supportive people. Be mindful of the people you hang around with. Associate with people who believe in your potential; are supportive and always push you forward. Avoid people with negative energy. No situation is permanent.
- c) Investing in personal development through reading positive books, attending motivational seminars, joining community clubs, and getting a mentor with whom you can journey.
- d) Engage in sporting activities to keep you alive and healthy.



“Remember, we become what we believe”

Boney Patrick J. Sseruwagi
Deputy HR/Performance Management Officer

MANAGING PRIORITIES, WORKLOAD & DECISION-MAKING IN A PLACE AS BUSY AS KISUBI HOSPITAL

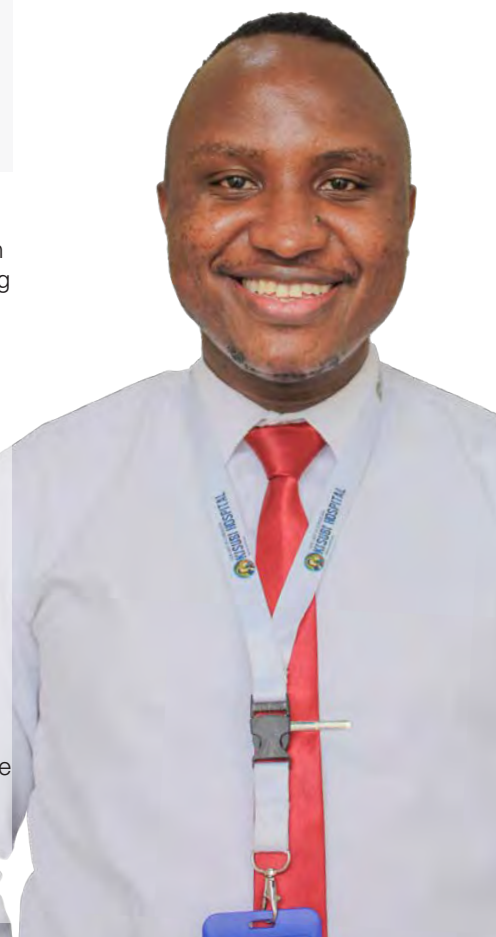
If you have more than three priorities in a single day, then you have none. Learn to have only 3 major priorities at any one time. Obviously, you will often have a backlog of other little things as well, but don't become a victim of it. If you are in the habit of walking in every morning and starting the day by working off your backlog, you are then living in the past and playing "catch up" all the time. With a backlog of things to do, you will always be in constant "fire-fighting" mode since you will have a lot of unfinished stuff to attend to.

Learn to develop daily amnesia, by walking into work and asking yourself; *"what's important today."* Learn what is important for the day, take decisions over it and implement the decision perfectly well. You don't need to take 50 decisions every day. You just need to take 1 single decision - the right one.

The best way to know if a decision was the right one is by conducting what I term *"an official postmortem."* The reexamining of your decisions that are taken. This is through the regular review of key metrics and overall performance. That is what I term *"an official postmortem."* Without that, it is dangerously easy to learn nothing at all from your decisions. With a formal postmortem done on your decisions, you will always grow in your ability in decision-making and management of priorities.

Above all, in everything we do, always remember that when we put God first, all other things fall into their proper place or drop out of our lives. Our love of the Lord will govern the claims for our affection, the demands on our time, the interests we pursue, and the order of our priorities.

Thoughts by: **Belguin Prosper Lumu**
Business Development Officer



Kisubi Medical Interns



First day on job, what an experience! Nothing could shake our zeal of working in Kisubi Hospital, as its very first set of Intern Medical Doctors; not then & not now.

We remember it all like a vivid dream come true. From the hardworking and dedicated staff, to the state of the art facilities and gracious clients; not forgetting the tender administration, a community like no other. Surely we are home. As new health practitioners, it is an honor learning and practicing our profession in Kisubi Hospital.

Working together with our colleagues in the prestigious environment of Kisubi Hospital has impacted our lives in many ways and with us, we carry all the lessons, advice and work ethics, holding the flag of Kisubi Hospital wherever we

go, sharing with others the gift of being a part of this community.

"SERVICE WITH LOVE" a MANTRA that rhymes in our minds everyday as we work, something that holds true in Kisubi Hospital allows us to appreciate the beauty of our profession. With God by our side, the knowledge and experience we have acquired as pioneer interns, we look forward to serving our community, with love, every day and we are utterly grateful.

"17 PIONEER MEDICAL INTERNS"

Indeed, a happy Pioneer!

Written by:



Dr. Robert Mutyaba
Interns Leader 2022-2023



Dr. Fahim Lugya
Medical Intern Doctor



A WALK INTO KISUBI HOSPITAL THAT CREATED A LIFE-INFLUENCING ENGAGEMENT

Around 2:00 p.m., on 26th June 2019, a team from TRY MEDICs that comprised Mr. Norbert Rugunda, Rogers Nasasira, and Patricia Akullo made a courtesy visit to the Hospital inquiring if there could be a possibility of accepting an arrangement for student visits to the Hospital, the way they had it with Mbarara University.

They explained that these would be pre-university students who according to our mentorship would develop passion in a particular medical field, and/or university students pursuing medical/ nursing fields visiting for practicum/ attachment/ internship, name it.

It was a precise discussion explaining why they had opted for our hospital which request I felt I should share with Management and see if we could collaborate with them; of course, considering the fact that they opted for us among the many, meant we had “muscle”. It made me proud.

One of the things that stood out was that Patricia one of her correspondences wrote; “We took a mini tour of the hospital and the set looked very promising. The hospital is smaller than Mbarara but it is well organized”. Hey!! I knew our team would make it, and would purposely make an impact on the career choices of those visiting students.

I later requested them to address their intentions to the Hospital Directors in writing which they did.

(In picture on the left): Medical students from Try Medics display their certificates after training at Kisubi Hospital

On 1st July, an official request was sent together with an MOU for the same collaboration, and serious engagements set in. Management met with TRY Medics Administrators who this time also included Oliver Andersen, to finalize the processes. By 11th November 2019, all paperwork was done.

January 15th, 2020, Patricia met with the mentors, trained and oriented them on the expectations of TRY Medics as an entity, and received the expectations of the mentors as well.

After this meeting, the next email from Patricia was notifying us that for a trial 3 students would be coming in for both of us to assess our capabilities based on this group. Wow!!! Thanks to the mentors. “Their approach is unique and the place is organized”, the students said. Since it was a cycle of incoming and outgoing groups, the outgoing team could find a way of passing information to their successors, “insist that you also visit that hospital called Kisubi, the mentors are amazing”.

The table below shows how we have been hosting the teams. At the start, they had two weeks, and later on, they made four (4) weeks.

S/N	MONTH	NUMBERS
1	January 2020	3
2	February 2020	7
3	March 2020	6
4	October 2021	12
5	Nov-Dec 2021	15
6	January 2022	14
7	February 2022	12
8	March 2022	13
9	April 2022	14



Try Medics' students being taught how to wrap new born babies



Try Medics' students pose for a photo with Kisubi Hospital staff that trained them

S/N	MONTH	NUMBERS
10	May 2022	7
11	June 2022	18
12	July 2022	16
13	September 2022	20
14	October 2022	13
	TOTAL	170



We have so far engaged with 170 students since the inception of the program, who have come in monthly as shown in the table above. Unfortunately, during the 2020 lockdown (following the COVID-19 pandemic), students' visits were stopped until October 2021 when it was literally safe to resume the engagement. Likewise, following the scare of the Ebola outbreak, the program was paused.

But for the active moments, we appreciate that our mentorships have continually been polished, beautified, and made fruitful for our mentees.

Many of them come with different dream careers, for instance, one that fascinated me said at one of our farewell meetings that she came in with a passion for medicine, but her career choice at the end had switched to midwifery. She said, "I loved being part of the team that brought a newborn to earth alive. It was so a fulfilling and lovely memory that I would love to continue experiencing in my life's journey".

Special thanks to all the mentors led by originally Sr. Anne Nabakka R. and now Sr. Namutebi Sandra for the nursing department and Dr. William Ssebanenya for the Clinicians.

Thanks to Oliver Andersen, Patricia Akullo, Rogers Nasasira, Selina Olumbe, and the drivers for the good coordination and administration of this engagement.



A Try Medics student holding a newly born baby

In conclusion, let us keep the engagement running because it is another way of making our hospital known out there as well as contributing to the number of healthcare workers joining our field to serve humanity.

Always be that person that passionately molds another into an asset.



Written by: Nagawa Winifred
Human Resource Manager/Try Medics
Program Coordinator

Launch of the Kisubi Hospital Heart Centre

The event was graced by Archbishop Paul Ssemogerere and Hon. Justine Kasule Lumumba



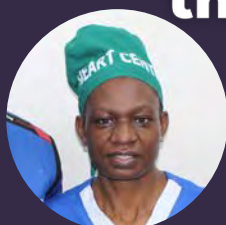
A glimpse of a procedure inside the Kisubi Hospital Heart Centre





How a life was saved in the Wee Hours of the Night.

Sr. Namata Florence
In-charge of KHHHC



Xavier Raj
Cathlab Technician

Kisubi Hospital Heart Center is proud to be one of the few centers treating the growing demand of people with heart diseases. With a highly sophisticated Cathlab, the Cardiac Care Unit comprises of six beds, an Intensive Care Unit with six beds and four ventilators, working 24 hours and seven days a week to save the lives of sick people.

With more than one hundred years of service to mankind, it keeps on upgrading itself to the needs of the people through specialization. It provides the highest standard of service specifically the treatment of people suffering with heart disease.

With the support of the able administration, the hospital has conducted all kinds of strategies to make sure that the Heart Center is known to all Ugandans with the support of the energetic business development team. With more than four heart camps organized in the last three years, we have seen thousands of people presenting with various heart conditions. The recently concluded heart camp had Cardiologists traveling from MGM Healthcare India which attracted many patients. A good number of patients were prescribed with drugs as they were out of danger while others were diagnosed with heart problems and advised to go for surgery.

The Heart Centre has an active motivated medical team which is always ready for emergency procedures. We have done a good number of successful cases however; there is this particular patient who was rushed from Jinja by ambulance in the wee hours of the night with a severe chest pain. He was given medication throughout the night but the pain was extremely unbearable. Luckily, before he was driven to the Centre one of his friends who knew about his illness was connected to our Cardiologist, Dr. Sanmath Shetty, he sent him the scanned medical report that was earlier provided and he immediately diagnosed that the patient was suffering from Inferior wall myocardial infarction and he needed immediate primary Angioplasty.

The 45yr old patient was advised to be shifted to Kisubi hospital immediately from Jinja and he alerted the Cathlab team to get ready for intervention in the middle of the night. The patient was received in critical condition with pulmonary edema and chest pain. The Coronary Angiogram indicated that the right coronary artery was totally blocked. Immediately it was opened and flow was restored in the artery. During the time of the procedure, the patient suddenly went into cardiac arrest and ventricle tachycardia was detected, the patient was resuscitated and defibrillator shock was given and the normal rhythm was restored. All these treatments were given in the middle of the night. The patient who was almost on his death bed in the night was seen walking in the morning. He was very much appreciative of the hospital and its medical team.

The Heart Center performs all kinds of procedures like Coronary Angiograms, Peripherals, Cerebral, Renal Angiograms, Angioplasties, Device Closures for children and adults, and temporary and permanent pacemaker implantations.

We are very proud of our Heart Center and continue in the service of mankind through the intercession of Our Lady of Consolata.

The support of the able administration and the energetic business development team has given us mileage especially during this recent heart camp.

**- Kisubi Hospital
Heart Centre team**



At present, Uganda hospital pharmacy services are generally classified into four categories; outpatient pharmacy service, inpatient pharmacy service, drug information service, and other services (e.g., sterile products and chemotherapy, therapeutic drug monitoring, and quality management), depending on the hospital size and resources. Prior to 1990, the main services for outpatient and inpatient units were drug dispensing and distribution. After the concept of pharmaceutical care was adopted, the services for inpatient care focus more on clinical pharmacy activities such as ward-rounding, medication reconciliation, and various types of drug therapy monitoring. With limited human and financial resources, the daily dose distribution system is the most common hospital drug distribution system in Uganda. Pharmaceutical care services for special populations or specialties (e.g., cardiovascular diseases, cancer, and other chronic diseases) have also become more prevalent in hospital pharmacy practice.

In the era of patient safety, hospital pharmacists play a major role in the hospital quality improvement process. Most hospitals have appointed a drug and therapeutic committee, in which a pharmacist's participation is required. A number of large hospitals may also have a quality improvement department to oversee the safety and quality process of the entire hospital, and pharmacists are generally employed in this department. Kisubi Hospital runs a quality improvement program with an assessment period of one month which helps to ensure that quality is maintained as well as patient safety.

Before 1990, hospital pharmacy practice in Uganda was mainly responsible for drug procurement, distribution, and dispensing of pharmaceutical products to hospital inpatients and outpatients. The concept of clinical pharmacy and pharmaceutical care was introduced to Uganda hospital pharmacists in the early 2000s. Hospital pharmacy practice has subsequently shifted the focus of their service from the product to the patient.

During the initial period, the Pharmaceutical Society of Uganda together with the Ministry of Health and schools of pharmacy of the universities found a collaborative project to engage pharmacy students in the pharmaceutical care concept and expand their practice to involve more patient care. This was done by introducing course units focusing on clinical pharmacy. The course unit content included pharmacokinetics, therapeutic drug monitoring, adverse drug reactions, medication use evaluation, and research methodology.

EVOLUTION OF HOSPITAL PHARMACY PRACTICE



By:
Mukiibi Phillip
Pharmacist



MAJOR HOSPITAL UPDATES



Hospital Chaplain

The Hospital now has Fr. Denis Wanimba Mugerwa as its new Chaplain; this has boosted the Pastoral Care Department which already has Sr. Maria Frances Mboyire and Mrs. Josephine Zzimbe.

This team offers spiritual guidance and pastoral care to the patients, their families, and the staff of the hospital.



Business Development Officer

Prosper Belguin Lumu has brought a wealth of knowledge from the marketing sector.

He is now responsible for planning and implementing new target market initiatives in the entire hospital.



MZEE PIO BLESSES KISUBI HOSPITAL FOR A BRAND NEW HOUSE

Anchored by: Belguin Prosper Lumu & Edward Zabonna

84-year-old Nyabenda Pio, commonly known as 'Kanywamugule' at his home village of Buzzi started working with Kisubi Hospital in 1960 after leaving Kisubi Seminary where he had been employed. He worked at Kisubi Hospital as a support staff in the Laundry department until his retirement in 2016 after battling with chest pain.

Based on the kind of work that he was doing and the nature of his health, he was advised to retire and take care of himself. Luckily, the hospital promised to continue giving him a salary and free treatment. This was very good and it kept him going forward as he did not have any other source of income after retirement.

When he recovered from the sickness, he requested Sr. Nalumansi Elizabeth (the hospital administrator then) to allow him to resume working with the hospital but she instead advised him to rest and promised to continue supporting him. It was at that time that he shared his financial constraints with her indicating that his salary was not enough to cater for his daily expenses. She advised that a side business would help boost his income. A number of possible business ideas were tabled and discussed. Eventually, the construction of basic rentals was more suitable for him given his age and ability to run any other business.

This was a thrilling investment but he was worried that he could not fund the project in question. A brainstorming series with the hospital team that was put in place for him to realize his dream suggested and agreed that he parts with a piece of his land for the project. ***"Yes I have the land, but where will I get money for construction?!"*** he said to himself. This was yet another reason for anxiety. As they say, where there is a will there is always a way, God is faithful that he had some NSSF savings from the hospital and this was just enough to lay the foundation.

Continue reading at next page >



(In picture): Mzee Pio standing next to his old house



(In picture): Mzee Pio's new house



(In picture): A view of Mzee Pio's new house



(In picture): Mzee Pio interacting with staff sent from Kisubi Hospital

Mzee Pio continued

The hospital management pledged the construction of two rental rooms with the help of his small NSSF saving in his account that was used to buy the start-up materials and the foundation was laid in 2019. The hospital funded the project up to completion.

To date, Mzee Pio is very grateful and appreciates the hospital administration because this project was given to him as a gift in appreciation of his contribution to the hospital for the 56 years he worked there. In September 2022, this building was handed over to him and it was a joyous moment. After handing over the project in September 2022, the monthly financial support from the hospital was stopped that very month with the expectation that his two rooms can yield revenue to support him.

Whereas his homestead lacks better pit latrines, bathrooms, and power supply, Mzee Pio is grateful that Kisubi Hospital gave him the chance to have a brand new house. It was his prayer and that of his wife that they both live to see a brand new house, unfortunately, his wife never got the chance to. But he is thankful to God that it happened as they both hoped for.

He is thankful to Our Lady of Consolata Management right from the regime of the white sisters to date for the chance given to him to work with the hospital, the continued salary support even after retirement, and specialized free health care. **"Nze Pio waabwe ani yandimpadde ssente za ICU!"** he keeps telling himself as he wonders in amazement at the unending free health care provided by Kisubi Hospital, which includes free ambulance services whenever he simply makes a phone call. He feels that he can worry about a number of things but not medical bills, courtesy of Kisubi Hospital.

To the entire Kisubi hospital family, thank you for your good service and for my rental project, thank you so much. I pray that the hospital exists for many more years with people of good hearts so that many people benefit and yield from serving with love.

I will always pray for you. Dr. Asaba Robert, Sr Cissy Najjingo and Sr. Nakyeyune Elizabeth 'mwebale nnyo mwebalile ddala'. I will die a grateful man. To Sr. Nalumasi Elizabeth even if she is no longer working with Kisubi I can't forget her kindness to me.

These are transcribed words of Mzee Nyabenda Pio



CELEBRATING THE GIVING HEARTS



Kisubi Hospital donates bread to Kids of Africa

On 14th October 2022 we were invited to Kids of Africa for the celebration of their 17th Anniversary. It was such a colorful event with many invited guests and dignitaries who have walked the journey with them.

Kisubi Hospital being its partner was able to offer bread to the kids that day.

While at the same occasion, Kaj Ostergaard a friend of the school was amused with our branding and when he came to our PR desk he requested to donate eyeglasses to the hospital. As pledged, he honored in November 2022 and brought thirty pairs for adults and ten pairs of glasses for pediatrics.



Mr Kaj Ostergaard donates frames to Kisubi Hospital Eye Clinic

On 17th November 2022, Kisubi Hospital was taken into excitement after receiving a donation of lens frames from Mr. Kaj Ostergaard a friend of Kids of Africa, an organization that caters for orphans and disadvantaged children.

Mr. Kaj Ostergaard felt the need to donate these brand-new frames to a private, not-for-profit hospital and after making up his decision, he chose Kisubi Hospital. He had met Ruth Namutebi (Patient care coordinator and PRO) earlier at an event held by Kids of Africa and they exchanged contacts.

Eventually, Mr. Kaj was able to reach out to her and requested an appointment to make this generous donation that was received by management. This donation has immensely boosted the eye clinic with a variety of lens frames now available to patients of all ages. Kisubi Hospital is greatly honoured and will use the same to improve people's eye health as has always been the case.



Church in Need donates ICU Ventilators & more to Kisubi Hospital

Church in Need is a global Christian-based organization that helps brothers and sisters facing persecution because of their faith.

A team from Germany, from the same Church in Need, donated 2 ventilators, 2 patient monitors, 6 syringe pumps and 4 infusion pumps.

These were a great addition to the Intensive Care Unit and to date, the equipment has played a very fundamental role in saving patients' lives day and night.

As a result, so many other health facilities have continued to also make use of this equipment and many depended on Kisubi Hospital especially during the wake of Covid-19 when we received multiple cases of patients facing failure to breathe and needing life support.

As a Hospital, we are forever grateful to Church in Need and all other entities that have continuously showered us with endless support. You are all the reason why we are and we can only make the best use of what you give us by providing service with love.



KISUBI'S CRITICAL CARE UNIT

At Kisubi Hospital, the most seriously ill or injured people are cared for by critical care intensivists. These experts provide specialized care for people who have experienced major surgery or trauma, as well as those with other critical medical needs.

Kisubi Hospital's critical care team treats people who need advanced monitoring and care. The full spectrum of critical care services is provided by doctors and other medical professionals specially trained in critical care (intensivists) who are present in Kisubi Hospital 24 hours a day, 365 days a year.



Kisubi Hospital prides itself on its devoted critical care specialists that do expertly care for people experiencing multisystem organ failure, sepsis, respiratory failure, central nervous system crises cardiac failure among other conditions.

THE TEAM AT GENERAL WARD

We greet you all in the name of our Lord Jesus Christ. We appreciate the support and teamwork rendered to us and we pray to the Almighty heavily blesses you on our behalf.

The staff at the General Ward consider themselves to be the heart of the hospital since various patients have testified on approaching us in crying moments and departing while smiling. We deal with medical, surgical, and mental condition support under clinical and nursing care interventions.

As the General team, the needs and wishes of our patients remain a priority at all times, so it's a fundamental objective for this department to treat all categories of patients with compassion maintaining service with love as our motto. Indeed the Ward team is strong and a great hardworking team in all sectors when it comes to service provision.

Every day is a promise renewed to our patients

We thank all staff for working day and night to help our patients.

The staff at Kisubi Hospital touches lives with care in all that they do and have proved to be true heroes to the patients each day. Whatever challenges our patients face and come with, General ward is ready to see them through recovery. amidst all challenges.

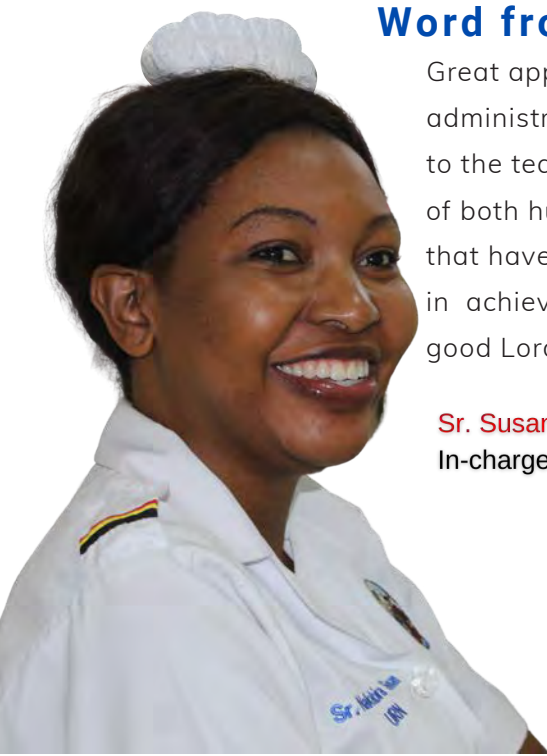
“
Sickness is what makes patients' lives challenging. But recovery is what makes life meaningful to these patients. The General ward is always there to see them through that process.
”

Our team has always been ready to move with the patients through the challenges of health by providing medical, mental, surgical, and spiritual interventions to support them in order to achieve a meaningful life.

Word from the In-charge

Great appreciation to the Hospital administration for the support rendered to the team through the service provision of both human and material resources that have greatly helped the department in achieving of its objectives. May the good Lord bless you dearly.

Sr. Susan Nakabira
In-charge General Ward



KISUBI'S IMPECCABLE IMAGING UNIT

Kisubi Hospital provides the widest range of patient-centered diagnostic tests and services, our Imaging Unit has state-of-the-art technology that will expose you to fewer radiation sources.

All of our studies are carried out and interpreted by Radiologists Specializing in Radiology and Imaging.

Our imaging unit operates 24 hours, 7 days a week.



X-Ray services

Our equipment has a robotic arm, which prevents patients from coming into contact with the operator, which comes in handy in cases of infection.

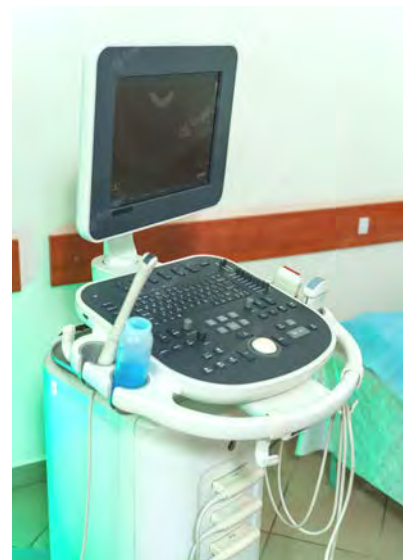
This equipment gives us the opportunity to take panoramic images from the limbs or the full spine, which differentiates us from most hospitals.



CT-scan services

Our SIEMENS Somatom equipment, with the capacity to perform 32 slices is fast with a low radiation dose and has a level of detail that makes it ideal for high-demand testing.

It is designed to accommodate patients weighing up to 200 kilograms and is also suitable for vascular tests such as coronary and brain angiographies.



Ultra Sound scan

We have modern and efficient equipment to perform different types of ultrasounds, such as standard, doppler, to detect circulation issues, analyze tumors, and the classic application to monitor pregnancy progress and the health of the baby, inter alia. Ultrasounds are also used as a means of monitoring in some procedures such as biopsy, for the diagnosis of benign and malignant tumors.

THE INTELLIGENT CT SCAN AT KISUBI

A computed tomography (CT) scan, commonly referred to as a CT, is a radiological imaging study. The machine was developed by physicist Allan MacLeod Cormack and electrical engineer Godfrey Hounsfield. Their development awarded them the Nobel prize in Physiology or Medicine in 1979.

At Kisubi Hospital, we have a 32-slice CT scan which helps our medical team to properly investigate before diagnosing patients and this made us a five-star hospital when it comes to proper medical diagnosis.

We have a team that consists of radiologists, radiographers, and nurses who always carefully study the CT scan results before they are given to patients.

"Kisubi Hospital's CT scan is not just intelligent, but can also be used to perform some brain procedures"



By: **Kateregga Denis**
Enrolled Nurse

Kisubi's CT scan is able to help the physicians diagnose, narrow the differential diagnosis, and confirm the doctor's suspicions.

- Brain: tumors, traumatic or spontaneous hematomas, stroke, edema, skull fracture, calcifications, arteriovenous malformations, hydrocephalus, sinusitis, and empyema
- Neck: tumors, benign masses, thyroid nodules, lymphadenopathy
- Chest: tumor, pneumonia, metastasis, benign masses, pulmonary edema, pleural edema, tuberculosis, pulmonary embolism, traumatic injury to the lungs, esophageal rupture, ingested foreign body, fibrosis
- Abdomen: primary tumors, metastases, abscess, ascites, cholecystitis, appendicitis, renal calculi, pancreatitis, obstruction, lymphadenopathy, foreign body
- Spine: fractures, degenerative changes, stability, osteomyelitis, disc pathology
- Bone: complex bone fractures, eroded joints, knee, tumors, osteomyelitis
- Gyn: cyst, fibromas, tumors
- Screening: colon and lung cancer
 - CT colonography/colonoscopy is used to diagnose colon disease and early-stage cancer with good sensitivity and specificity.
 - Low-emission CT can be used to diagnose lung cancer in smokers and former smokers with a high smoking history aged between 55 and 80 years old using a low radiation dose
- Biopsy: CT guided to different organs for adequate tissue extraction
- CT Angiography: brain, heart, lung, kidney, extremities
- Intraoperative: CT scan can be used for neuronavigation procedures during brain biopsy or tumor resection.

Proper diagnosis call for proper interventions





LABORATORY AND INVESTIGATIONS

(Standardization & Accreditation)



Patrick Ongom
Laboratory Manager

Dear our Esteemed Readers,

Greetings from Kisubi Hospital Diagnostic Laboratory (KHDL) in the Name of our Lord Jesus Christ. KHDL offers a wide range of diagnostics in the field of Hematology, Microbiology, Parasitology, Serology, Chemistry, and Immunochemistry.

The accreditation of labs **improves the facilitation of accurate and rapid diagnostics, the efficiency of treatment, and the reduction of errors in the laboratory process.** Accreditation is not about who the best is, but who has a system of standard procedures with the aim to improve the quality and patient safety, the numerous benefits of accreditation; **Improve quality outcomes.** Establishes facilities' commitment to higher standards and gives them a competitive edge. Provides processes for timely and accurate diagnosis and treatment.

As the laboratory team, we have been on a journey to achieve accreditation, which is a means of determining the technical competence of laboratories to perform specific types of testing, measurement, and calibration, this comes with benefits such as improving quality and safety within the laboratory since the core value of accreditation is centered on Competence and Quality with a well-established Quality Management System (QMS).

This seemingly long journey came to fruition on 7th December 2021 When Kisubi Hospital Diagnostic Laboratory was recommended for Accreditation by the South African National Accreditation System (SANAS) based on ISO 15189:2012.

Special thanks goes to Ministry of Health, Joint Clinical Research Centre (JCRC), BD, A-Global Healthcare Foundation, Infectious Diseases Institute (IDI), Uganda Catholic Medical Bureau (UCMB), Kisubi Hospital Management for the technical and financial support rendered to us during this journey and to the KHDL staff for their commitment and tremendous efforts rendered to achieve this.

We therefore urge you all to continue supporting us by utilizing our Quality services we offer and as the laboratory management we continue to pledge our commitment to providing quality, Accurate, Reliable and Timely clinical laboratory testing that complies with ISO 15189:2012 and other established international, national and professional regulations to all our users.

Standardization

According to the approach taken by the USAID | DELIVER PROJECT, laboratory testing services standardization is the process of setting test menus, techniques, and laboratory equipment for every level in the laboratory network.

Standardization is not a supply chain intervention; rather, it is a policy intervention with supply chain implications.

“
KISUBI'S
LABORATORY IS NOW
PART OF THE FEW
THAT IMPLEMENT
PROVEN &
INTERNATIONALLY
ACCEPTED GLOBAL
QUALITY ASSURANCE
TECHNOLOGY
”



The first step of the process is to select a standard list of tests that are required for each level of healthcare delivery services. After the tests are selected, one should determine the most efficient way to do those tests in the laboratory; this process allows for the most appropriate technique to be chosen for each test and at each level of healthcare delivery (e.g. flow cytometry to conduct CD4 counts at the Hospital level).

Typically, a stark contrast exists between standardized and nonstandardized systems.

The following scenarios in the next pages can help clarify the concept of standardization.



Scenario #1: Non-standardised Laboratory System

In a nonstandard setting, the potential exists for a proliferation of tests, techniques, and equipment. Each health facility may provide a different menu of tests, making it difficult for clinicians and patients to predict what is offered at which facility. Facilities at the same level of the health system may offer the same tests but may use different techniques or equipment to conduct those tests. All the different tests, techniques, and equipment require a different set of correlated products. The variations among the tests, techniques, and equipment for each laboratory—and even for laboratories at the same level of a nonstandardized network—typically result in a wider variety of products that are used across the supply chain.

When the laboratory is responsible for selecting tests, techniques, and equipment, the equipment chosen will invariably suit the unique needs of that particular laboratory. For example, the tests ordered by the clinicians will be performed on equipment appropriate for the volume of testing for that particular laboratory. This approach can result in many different types of machines being used throughout a country for a similar test. Although this process may seem reasonable when viewing a laboratory as a stand-alone facility, it becomes unwieldy when the supplies for that equipment come from a central point and when the peripheral laboratories are part of a national network. The central warehouse has to manage a wide variety of commodities from varying manufacturers, which are required to run various tests on the different equipment. This large variety of products in a nonstandardized system makes it difficult to allocate resources rationally, and it does not allow the country to benefit from economies of scale, both in the procurement of commodities and in the establishment of service and maintenance contracts.



“

Kisubi Hospital always provides accurate test results to patients. Kisubi Hospital's Laboratory is not only comprised of highly advanced machines and technology, but also a team of well-informed and dedicated lab personnel that are impelled by a desire for facts as they carry out their work in the Laboratory.

”



Scenario #2: Standardized Laboratory System

A standardized system is one in which each laboratory at the same level of the network will offer the same testing menus, using the same techniques and equipment. Standard operating procedures are developed at a national level; they guide managers, supervisors, and trainers in maintaining quality services. Clinicians can be certain that whatever health center or hospital they are working at will provide a consistent level of laboratory testing services; if patients transfer between facilities, their results can be compared. Laboratory staff members can also easily transfer between facilities because they are familiar with the techniques and equipment used at all facilities.

Moreover, generalized refresher training courses can be provided for all staff members. And commodities can be managed through a central logistics system, thus rationalizing resources and benefiting from economies of scale.

Benefits of Standardization

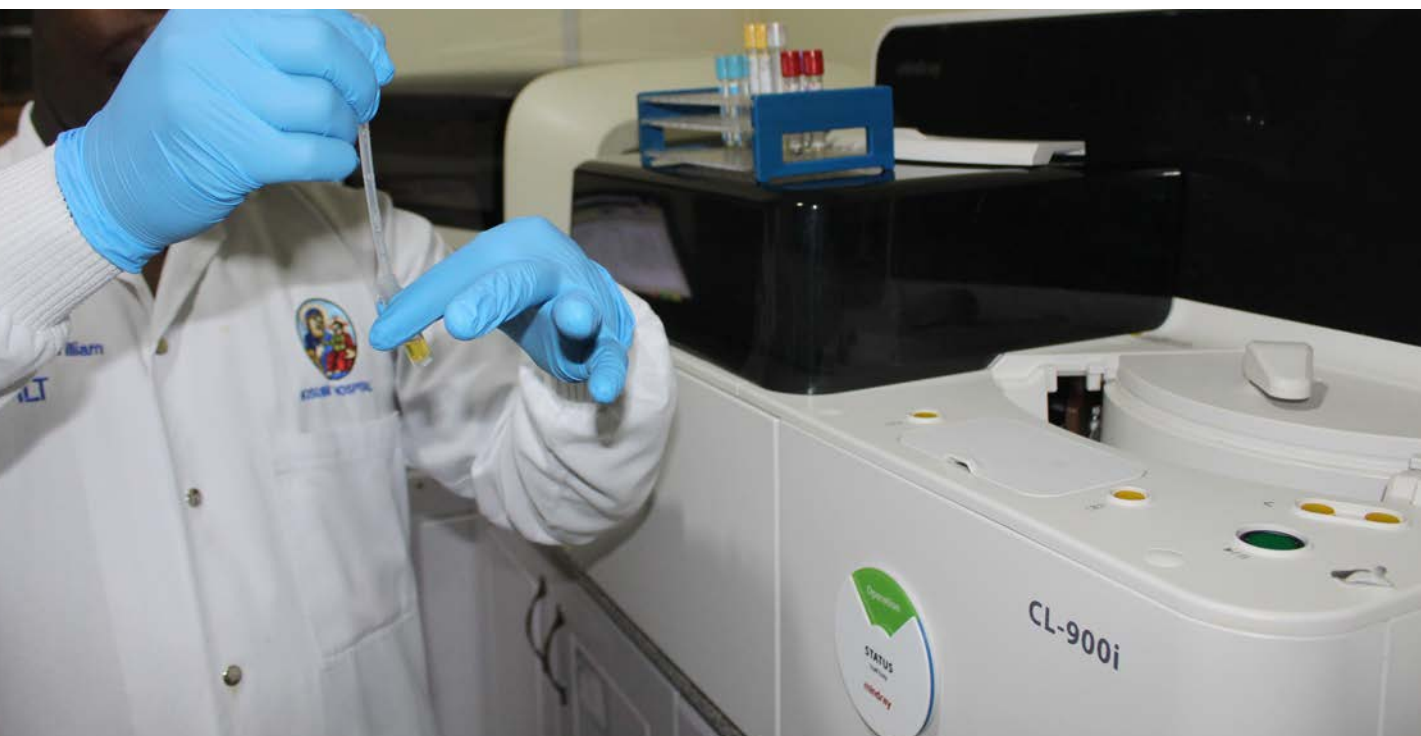
Numerous benefits are associated with the standardization of laboratory services. Standardization is an essential intervention; it is a prerequisite to designing, implementing, and strengthening laboratory logistics systems.

Standardization streamlines and reduces the range of commodities that must be procured and distributed from a central place, thereby increasing the effectiveness of the system to deliver the high-quality commodities needed to provide testing services.

However, the benefits of standardization reach far beyond just reducing the complexity of the supply chain; standardization yields benefits for the overall management of laboratory services across the country and for the programmatic and clinical aspects of laboratory services. Standardization almost always leads to improvements in both efficiency and effectiveness, because it is the basis for developing standard procedures and processes for operating the overall program system.



*GETTING INTERNATIONAL
ACCREDITATION AND
STANDARDIZATION MAKES
KISUBI'S LABORATORY ONE OF
MOST THE RELIABLE LABS
GLOBALLY*



Clinical Benefits of Standardization

Clinically, standardization facilitates uniform and consistent case definition and case management, thus improving service provision to clients. Test results can be compared and interpreted against results from different laboratories within the network, thereby facilitating referrals and transfer of cases and minimizing the duplication of services. For example, in the case of Chemistry testing, different machines have been shown to give varying results; as a result, many clinicians prefer to have patients monitored on one brand of machine. This brand preference has resulted in the proliferation of equipment—it is not uncommon for a single country to have as many as eight different models of Chemistry machines. In this scenario, given that different machines give different results, it is difficult to compare results across facilities. In a standardized system, patients and clients can attend any laboratory, and their clinicians at the same level of the health system will be able to offer the same range of testing services performed on the same brand of equipment. This approach will maximize the use of health services offered in close-to-client settings, will avoid unnecessary referrals, and will offer patients a greater opportunity to access services near where they live or work. All these factors may help to reduce default rates.

Programmatic Benefits of Standardization

Standardization benefits the overall management of the program by enhancing its ability to predict resource requirements. Particularly in a scale-up environment, it is very important that programs estimate the required resources and plan adequately so that services are not interrupted. Central-level policymakers are able to prioritize resources to ensure that equipment, infrastructure, and commodities required to support defined essential laboratory services are available. Standardization is a crucial component in managing a national laboratory network with limited resources, thus allowing resources to be maximized while preserving quality services. In particular, three critical programmatic elements benefit from standardization: equipment maintenance, human resources, and quality assurance.

Equipment Maintenance



Marvin Bikamatte,
MLT, in charge of
Laboratory Equipment

In many countries, machine breakdown is a common challenge in delivering testing services. If individual laboratories are procuring only one piece of equipment, they do not have the negotiation power of a network of laboratories that is procuring a large number of the same machines. Thus, having machines of the same kind and centralizing the procurement functions will allow the program to negotiate better service and maintenance contracts with manufacturers, distributors, or both. In some countries, having a larger number of one type of equipment has allowed ministries of health to negotiate maintenance contracts with the purchase of reagents. Given that nonfunctional equipment is a major bottleneck to laboratory service delivery, the negotiation of service as part of the commodity contract is critical to the success of the laboratory program.

Training and Management of Human Resources



Peter Amany,
MLSO, Laboratory
Assistant Manager

From a human resources perspective, standardization achieves greater efficiency in the training and management of staff members because;

- (a) the same testing techniques and equipment are used at each level of the system,
- (b) the training programs are uniform and simplified, and
- (c) the staff members can more easily transfer between facilities.

Furthermore, as equipment or techniques are updated, refresher training approaches can be designed and rolled out more quickly and efficiently. In addition, on-the-job training and supportive supervision can be provided in a more consistent, comprehensive manner.

Quality Assurance



Rachael Tumuhamy,
MLT, in charge of
Laboratory Quality
Assurance

Maintaining high-quality laboratory services involves looking at a number of aspects that affect the quality of testing. The availability of reagents and consumable supplies is one such critical component. If supplies are coming from different sources and if different equipment is being used in a laboratory network, determining and ensuring the quality of results coming out of the various laboratories will be more complex. In a laboratory network, it is important to compare results between laboratories. If discrepancies exist, corrective measures are then instituted to help maintain high-quality testing in the network. Although individual laboratories strive to do quality control on their testing, it is important that they have external validation of their results in addition to their local quality control activities. This procedure is simplified in a standardized environment. Standardization allows for results to be compared across facilities, thus increasing the reliability and consistency of test results.

FEATURED LAB EQUIPMENT AT KISUBI HOSPITAL

BACTERLERT 3D MACHINE

BACT/ALERT 3D is used for detecting the presence or absence of microorganisms in Blood which is a sterile body fluid. Instrument measures the color changes every ten minutes and analyses them using algorithms that include a unique "threshold" algorithm to ensure early detection of microorganisms.

BacT/ALERT BPA disposable culture bottles contain 40 mL of media and an internal sensor that detects carbon dioxide as an indicator of microbial growth. The BacT/ALERT BPA culture bottle does not require venting.



The BacT/Alert system is a continuously monitored blood culture system for detecting bacteremia and fungemia. In addition to the standard BacT/Alert aerobic and anaerobic blood culture bottles, new media, designated FAN aerobic and FAN anaerobic bottles, are available for isolation of different microorganism.

The test report may list the blood culture test as either negative or positive. A negative test result means that no germs grew in the culture. A positive test result means that one or more germs developed in the dish. A positive result indicates the presence of germs in your blood.

VITEK 2 COMPACT MACHINE

The VITEK 2 system (BioMérieux) is a new automated bacterial identification and susceptibility testing system that uses fluorescence-based technology. Previous studies showed that this system could give reliable identification and susceptibility results with pure bacterial cultures.

It's a fully automated system that performs bacterial identification and antibiotic susceptibility testing the equipment continuously monitors growth in all wells. Growth in the positive control well is monitored until a pre-determined minimum amount of bacterial growth is detected through turbidity measurements.



This equipment is an identification system that can identify bacteria and yeast. This test uses biochemical reactions and nutrient usage of the microorganism to make the identification. The test requires that a sufficient amount of growth be obtained during a set growth period of 18 – 70 hours.

This, therefore, ensures that there are quality control testing solutions for fast and accurate microbial identification. With technology that includes an extensive and robust identification database, rapid results, and minimal training time, it will streamline laboratory workflow for increased productivity.

God bless you all.

PATRICK ONGOM
LABORATORY MANAGER

MY PASSION FOR MIDWIVES

At the tip of an iceberg, wonders shall never cease to come. This is so because of our society's selfless personalities basically the midwives.

We accord them a personalized interest in pregnancy and childbirth, feelings of altruism or desire to help others, and a personal experience of pregnancy or birth. Still, they have got a vital part in improving and delivering safe, high, quality maternity care. They have always gone the extra mile to become the unborn baby's caretaker due to their endless love for a pregnant mother. This is so because to them they believe in coming out with the best of their profession as they are motivated by saving lives through midwifery skills acquired and building relationships with the women and the community as well as having professional pride regardless of any life challenges.

Mothers of the nation and these to be and those who were mothers before any natural calamity like death have forever been thankful to the professionals in this field and will forever thank them for saving their lives as it states in rumors that "Giving birth is a living sacrifice" but to our dismay, we believe they have got the right to behave the way they do in the time of childbirth. Many pregnant women who have surfaced this time have different clues about the midwives that helped them to bring their born babies and children to this planet earth. Some have always been quoted saying "These ladies are too tough" regardless of what I have gone through in the mighty nine months that have collapsed.

On behalf of fellow mothers and the yet-to-be mothers of the nation and those who were mothers, I believe they have offered and always done their best when it comes to childbirth. Being tough in a way that is attributed to them has always led to the saving of newly born babies' lives. Otherwise, if they became so soft and tender, the death rates of the newly born and those to be born would be on the rise since some pregnant mothers have always felt pity and merciful for themselves during this period. So with the help of these professionals regardless of their attitude during the time of delivery, many born babies have got to forever rejoice and thank God's presence and knowledge providence that he gave to his professionals who successfully became part of their journey to this planet earth.

Our appreciation for the professionals in this field will forever linger in our brains though it is difficult to pay back a sacrifice that was rendered by someone wholeheartedly amidst whatever prevailing activity occurred during the life-giving process. Society will always and forever extend or cast a vote of thanks to the parents and guardians of professionals in the field for it is such an enticing and admirable course that has touched, taught, and saved many lives of the unborn, newly born, and the already born children of the nation and the world above.



(In picture): A midwife at Kisubi Hospital attends to a newly born child after labor.

"In a nutshell, midwives will forever be God's chosen professionals in helping to increase the lives of people due to their ability to balance their activities in a field of tension but with an enormous passion for the selfless activity of childbirth."



The writer: Sr. Margaret Kirumira
Maternity Services Manager

MATERNAL CHILD HEALTH (MCH) DEPARTMENT

If you want to see a beautiful smile from a mother, tell her that “your baby is growing well”. Kisubi Hospital Maternal and Child Health Department is here for you to make it happen.

We are a team of very experienced Gynecologists, Medical Officers, Midwives, and Laboratory Technicians assisted by intern doctors and nurses.

What do you expect from us?

- Antenatal care
- Postnatal care
- Cervical Cancer Screening
- Immunization both babies and adults
- Natural Family Planning
- Health Education talks (Antenatal Care - ANC Classes)

We operate:

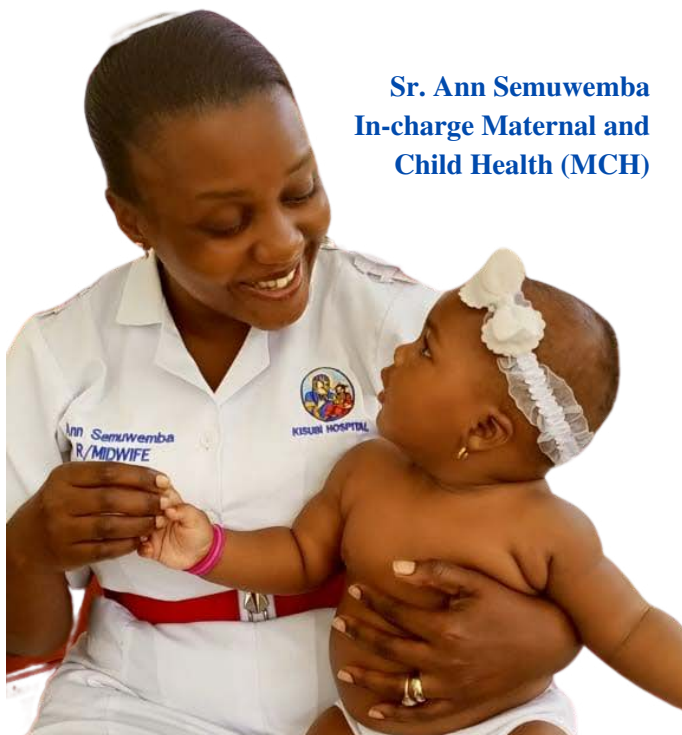
Monday – Saturday for ANC.

Monday – Friday for Immunization services.

Good news is that we have now rolled out ANC Community Outreaches in order to serve you better. So far, we have five posts which are already functional and at a friendly fee, namely; Bugiri, Kiwulwe, Bwerenga, Kawuku and Kasenyi.



Sr. Ann Semuwemba
In-charge Maternal and
Child Health (MCH)



Yes, we do also have special clinics as below;

Fertility Clinics

(Fridays 8 am – 3 pm)

Elimination of mother-to-child transmission
(EMTCT)

(Monday – Friday 8 am to 4 pm)

**Come share with us the journey of motherhood.
Abundant blessings.**



MATERNITY DEPARTMENT

3 THINGS TO KNOW

1

The wards have new facilities for indoor toilets and washrooms which are easily accessed by the mothers.

The department is comprised of three Gynecologists, Medical Doctors, Intern doctors and 18 qualified midwives who work 24hrs and seven days ready to receive mothers around the clock. All these activities have a Ward Manager who takes the responsibility to oversee all activities of the Department.

2

3

The department has a Maternal Child Health Section including NICU (Neonatal Intensive Care Unit). This Nursery is covered by qualified Pediatric Doctors and Nurses who are in charge of babies born with special care needs.

The Maternity Department is comprised of the Private and General services which include General wards, Private rooms, VIPs, and the Mega VIP. Usually, the patient decides where to stay based on her budget. The rooms are checked out during the antenatal period when mothers-to-be are led on a tour of the department to enable them to make choices of where they would like to stay while in the department before and after giving birth to their bundle of joy.

The labor wards are also separated to enable those who want to go for the private suits to choose and those for the general labor ward to decide based on convenience.

By: *Namutebi Sandra*

In-Charge Maternity Ward



EYE YOUR EYES



Written by:
Banan Enoch
Ophthalmic Clinical
Officer

On a global scale, around 250 million people have to deal with moderate to severe visual impairment, according to the WHO's (World Health Organization) data. What's more troubling is the fact that around 80% of these cases could have been prevented if attended timely.

William Shakespeare said that eyes are "windows to the soul". And you can see why. Somehow, these beautiful, colorful orbs convey emotion and messages without words nor body language! One look in someone's eyes can reveal pain, anguish, excitement, joy, boredom, intoxication, and any number of other things. They're fascinating, powerful, and captivating parts of our bodies. ...And they're also exceptionally hard to put into words.

The eyes are however more than windows to the soul. With advances in eye health technology, they can also give a unique look into your health. "The eye is a real window into what's happening in your body. It's a convenient way for a doctor to get a clear view of your blood vessels, nerves, and connecting tissue without surgery."

Researchers are working on new technologies to help doctors get a better look into the eye and catch diseases earlier. They're also designing new tools to help people with vision loss get around in their daily lives.

EYE YOUR EYES



VISUAL

Getting regular eye exams is important, even before experiencing minor vision changes, checkups can be imperative in diagnosing progressing eye problems. Eye exams allow an eye care professional to monitor your eyes for common vision problems and signs of disease.

“There aren’t early warning signs in its early stages for the most common eye diseases, by identifying diseases early; you have the best treatment options and the best chance of preserving good vision.”

The eyes can also reflect illness that begins in another tissue far from the eyes themselves. Eye exams may reveal health problems like diabetes, high blood pressure, autoimmune disorders, sexually transmitted diseases, and cancers.

It is unfortunate that as a nation we have limited eye health workers and services, never the less the community does not utilize the available facilities effectively, and resorts to mischievous habits like self-medication and traditional eye medication (TEM).

STYLE

For example, eye doctors may detect diabetes by observing the damage to the retina and blood vessels in the eye. The disease may show up in eye tissue before a blood glucose (RBS) test reveals it. Early detection can prevent not only vision loss but other serious complications. Diabetic eye, also known as diabetic retinopathy, is a complication of diabetes that involves damage to the blood vessels in the eye, as a result of high blood sugar levels.

The major eye conditions include cataracts, uncorrected refractive errors, glaucoma, age-related macular degeneration, corneal opacities, diabetic retinopathy, trachoma, retinoblastoma, strabismus and onchocerciasis with association to conjunctivitis, blepharitis, uveitis, and hordeolum. These conditions present with one or a number of symptoms which include among others; reddening, tearing, night blindness, headache, light sensitivity, flashes, growths on the eye, dry eyes, sticky/purulent discharge, blurred or distorted vision, and swelling.

The rampant use of steroid eye drops without prescription along with the use of expired or unlabeled eye drops warrants greater emphasis on the safe eye care practices within the society. TEM on the other hand is a form of biologically based therapies, practices, or partially processed organic or inorganic agents that can be applied to the eye and lead to a blinding complication. Attitude towards those medicines plays a pertinent role in the practice of those traditional eye medicines. Honey, human saliva, soil, breast milk, herbal extract, linseed, Potato, urine and Milk are among the most well-known forms of TEM in East Africa and specifically Uganda.

Some plants might have a potential anti-biotic effect; few of the TEM are harmless and may be beneficial, whereas complications including keratitis, endophthalmitis, panophthalmitis, staphyloma, and visual reduction or loss have been revealed. People exposed to those complications will face visual disability causing a physical, economic, and psychological disturbance that compromises their quality of life.

There is a consistent association between vision impairment, eye diseases, and reduced quality of life. Slowly losing your eyesight is a pain. It's extremely inconvenient and frustrating.

About a year ago I had a 30 minute interaction with a patient who had regained vision after cataract surgery; he clearly elaborates how lost vision felt like the world had ended. "Well, gambits of emotions come to mind, including frustration, anger, helplessness, and despair to name a few" He said. "It surprised me how terrified I was when it first happened. Not only the fear of losing my vision permanently, but almost equally as scary, if not worse, was the thought of being trapped in this kaleidoscope that consumes my eyes."

"The very first day I got my eye pad removed, for the first time in a long time; I could read the road signs, see leaves on a tree and see the individual hairs on people's dazzling faces. My orbs showed me all I wasn't seeing, without them, life is nothing but a blur."

Technology is everything these days. It helps us connect to each other and makes our lives significantly more convenient. However, are we using too much technology? I can't agree more.

This overuse of technology causes great strain to the user's eyes causing eyestrain, headaches, focusing difficulty, double vision, etc. Without looking at technology, a user's eye blinks about 15 times a minute. However, when a user is focusing on a digital screen, they can blink only 7 times a minute. The decrease in blinking leads to less lubrication which results in dry and extremely sore eyes.





EYE YOUR EYES

Almost 70% of youth (15-35yrs) have adopted the habit of carrying their phone or laptop with them when they go to bed. Leaving your phone next to a user's head while sleeping can cause severe damage to the eyes. This is because direct exposure to blue light damages the retina, which gets worse and worse as you age.

Initially, computers were used almost exclusively by adults. Today, millions of children use computers (TV inclusive) on a daily basis at school and at home, both for education and recreation. Children can experience many of the same symptoms related to computer use as adults. However, some unique aspects of how children use computers may make them more susceptible than adults to the development of these problems.

Although there are many positive aspects to their adaptability, children frequently ignore problems. A child who is viewing a computer screen with a large amount of glare often will not think about changing the computer arrangement or the surroundings to achieve more comfortable viewing.

An eye examination is important for all computer users. This makes sure that one can see clearly and comfortably. For regular computer users, at least an annual eye examination is required. When necessary, refractive correction and/or orthoptic exercises should be provided. Many other computer use tips can be provided. A small amount of effort for precautions can help to reinforce the appropriate viewing habits and assure comfortable and enjoyable computer use.

Remember all are having eye-sight but nobody realizes its value until it's affected or lost, like the phrase goes 'we don't realize the value of something until we lose it.' Don't wait till your eyesight is affected or lost; get your eyes checked today. Eyes are a forest of green paved with a path to forever. The world only exists in your eyes; you can make it as big or as small as you want.





OUR LADY OF CONSOLATA

KISUBI HOSPITAL

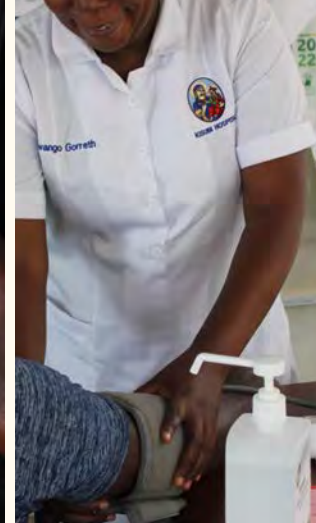
Service with love

KISUBI TEETH HEALTH
DENTIST



OPEN: MONDAY TO SATURDAY

Consultation | Tooth Extraction | Tooth filtering |
Alignment | Endodontic treatment | Replacement



Kisubi Hospital Initiative for Care of people infected and affected by Aids (KICA)

Like other important service departments in the Hospital, the HIV Clinic popularly known as KICA (an abbreviation for “Kisubi Hospital Initiative for Care of people infected and affected by Aids”) is here to answer one of the questions.

“Why isn’t the clinic crowded anymore? where did the patients go? As if the Clinic staff just sit off the day and go home while others are working tirelessly?”

Hey!! Gone are the days when the HIV Clinic would be crowded with patients of all ages. Whoa!! It could be a mess. So many patients were served by the few staff which inevitably compromised the quality of care our patients received. This is because it used to be one clinic day per week, i.e., Tuesday. Justifiably this turned out to be so hectic for both the service seekers and the providers.

Year in, and year out, innovations have been realized in HIV care worldwide and today one of the interventions to be shared with you is the “DSDM”.

DSDM in full is; Differentiated Service Delivery Models, an intervention which allows the clinic staff to study the clientele, and classify them into;

- *stable (Stable HIV clients are those who have been receiving ART for at least 1 year with no adverse drug reactions requiring regular monitoring, no current illnesses or pregnancy, a good understanding of lifelong adherence, and evidence of treatment success) and*
- *unstable clients (the reverse is true)*



*We
Hustle
No More
with refills*

We are KICA



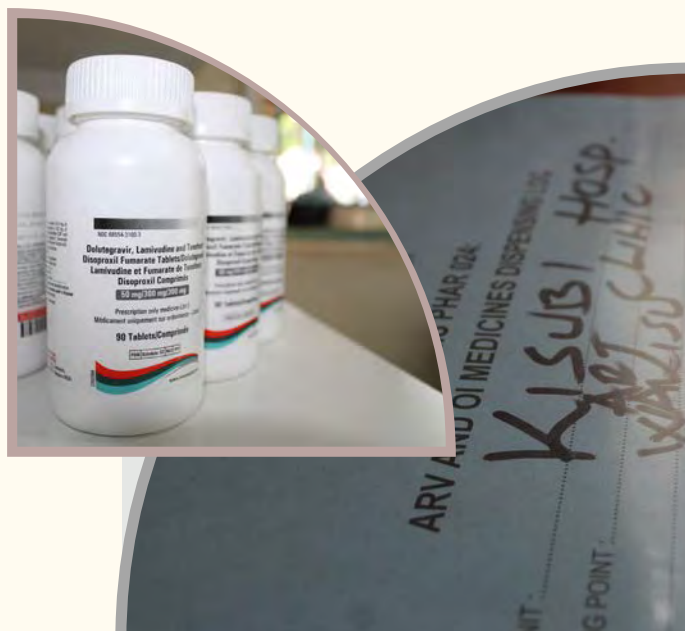
For those that always prefer to visit the Hospital physically, our official clinic days are:

Day	Clinic Event
Monday	Weekly performance review meeting, weekly surge reporting and preparing for the week's clinic activities
Tuesday	Clinic Day
Wednesday	Paediatrics Clinic
Thursday	Adolescent Clinic
Friday	TB Clinic

With the ability to classify the clientele into the above-mentioned groups, the unstable category receives their care at the hospital (in FBGs- Facility Based Group and FBIM- Facility Based Individual Management) while most of the rest get their services extended to them in their villages through CDDPs (Community Drug Distribution points), CCLADs (Community Client Lead ART distribution), and home visits.

Currently, the clinic serves approximately 2,380 people, out of whom, over 70% of our clients at Kisubi Hospital receive their service packages at a CDDP nearest to their home, while those that choose to continue attending their clinic days at the hospital are served as well.

So, whether there is an influx of numbers of clients at KICA or not, the reality remains that with the innovation of the DSDM, Kisubi Hospital is able to extend services to clients through CDDPs. Nevertheless, KICA is always open Monday to Friday to always serve all clients as they come in. Those that are not able to come to the hospital, will still always rest assured that the treatment will find them at their closest point of distribution. Kisubi Hospital takes the treatment closer to them. That is the essence of DSMD.





b) To the patients

- Reduced transport costs to the hospital at every clinic visit.
- Saves time spent at the hospital.
- Reduced number of visits to the hospital through the multi-month dispensing.
- Improved adherence to medication.
- Improved psycho-socio support.
- Improved and flexible ART care.

Morale:

Unlike before, today HIV care has more in its service package than it used to 10 years ago and all has been made possible because of the innovations in the continuum of care coupled with the mode of operations.

All that the clinic staff have grown to learn over the years is;

- Knowledge and love for their patients.
- Continually committing to their roles and assignments for better target outcomes
- Cultivating a sense of self-motivation to accomplish tasks.
- Continually reading and updating themselves with the ever-changing treatment policies and guidelines.
- Innovating ways of retaining patients onto their lifelong medication for better treatment outcomes.



The KICA clinic at Kisubi Hospital currently serves approximately 2,380 people. 70% of these, receive their service packages at a CDDP nearest to their home. Kisubi Hospital gets it closer to them.

Over time, a positive impact has been realized from DSDM as shown below;

a) To the Hospital/ Staff:

- Reduced numbers are seen per clinic day which allows staff to serve the patients up to around 2:30 p.m. and later; embark on the completion of documentation and allow for pre-calling of the clients for those for the next clinic day or call for re-scheduling of those that have missed their appointment.
- Reduced pressure on hospital facilities.
- Allows better for preparation of the next clinic day.
- Allows counselors time to attend to clients that need a one-on-one session (the FBGs and FBIMs)
- Has greatly improved the patient/ staff relationship.
- Allows special attention to special categories e.g., pregnant mothers, patients with high viral load, discordant couples
- Has contributed to the reduced missed appointments and lost-to-follow-up (LTFU).

There is a lot done in the HIV Clinic that we will always keep sharing with you in the subsequent editions.

For those eligible, please make Kisubi Hospital your choice of HIV care provider, we are ready to serve you.



By: Winfred Lukiza Nagawa
KICA coordinator

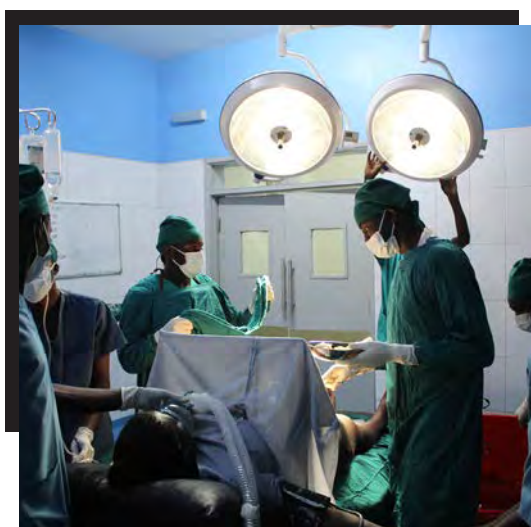
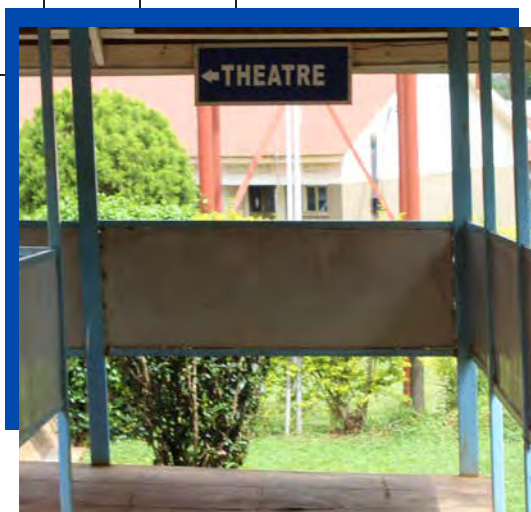
WHEN THEATRE IS INEVITABLE

Kisubi Hospital is ready

Every year, an influx of patients choose Kisubi Hospital for needed surgeries — from simple, minimally invasive procedures to complex and exacting operations involving several surgical specialties. And we work on them in record time. The surgeons perform high volumes of complex operations. Our caring staff take the time to explain the details and make sure all questions are answered.

Surgery at Kisubi Hospital offers several advantages, including efficient scheduling for complex care, a broad spectrum of services, and the use of the latest technology. The Hospital's unmatched resources, the expertise of the staff, and the teamwork approach help us often find answers to problems that have eluded others.

"The skill of surgery is given by God. And we do exactly what he wants us to do - Save Lives."



BEHAVIORAL CHANGES AND EMOTIONAL DIFFICULTIES IN A SICK CHILD

WORD FROM THE PAEDIATRIC DEPARTMENT



By: Nandawula Angella
Enrolled Comprehensive Nurse
Paediatric Department

Did you know that children often have changes in their behaviors when sick? Did you know that some may be able to tell you when not well but others will not and interestingly won't have any sign of a disease? So you and I are at task to observe our children on a daily basis in this way you may discover the unnormal.

Behavior is a child's way of expressing feelings because they can't understand or explain what they are experiencing.

Children are not small adults, they see, feel and experience the world in a different way which changes as they grow, most importantly each child needs to be dealt with uniquely as an individual altogether. So parents and guardians should be vigilant about these changes. Some of the changes may include;

- Tiredness
- Sudden changes in mood
- Sleep problems
- Feeling sad
- Irritable
- Acting younger than their age
- Over activity and finding it hard to relax.

You might be wondering why the changes in behavior, there could be a variety of reasons contributing to their change in behavior, below are some of them

- Changes in daily routine caused by illness
- Need for comfort and more attention
- Separation from family and friends
- Frustration from restricted activity
- Anxiety or low mood about hospital and treatment
- Side effects from medication

The list is endless, however, strategies and ways to manage these behavioral changes do exist and we always inform our clients about them.

Please come and get the best from our Paediatric team at Kisubi Hospital, with no doubt your child will be in the best hands.

"CHILDREN SEE, FEEL AND EXPERIENCE THE WORLD IN A DIFFERENT WAY"



KISUBI HOSPITAL

WOMEN WELLNESS CLINIC

EVERY FRIDAY
3PM - 5PM

GENERAL BODY CHECKUP

Get to do a general body checkup at **Kisubi Hospital** and know the overall health of your body.

The checkup also includes issues related to hormones (Endocrine problems).

CONDITIONS

- Breast cancer screening
- Chronic fatigue & body pains
- Menopause/perimenopausal concerns
- Goiters & thyroid challenges
- Weight & hormone disorders



Scan the QR code to book your appointment

Basic Checkup Includes

- ✓ Full blood count
- ✓ Liver Function tests
- ✓ Kidney function tests
- ✓ Lipid profile test
- ✓ Urinalysis
- ✓ Breast Cancer Screening
- ✓ Diabetes Screening
- ✓ Thyroid Function Tests

UGX 390,000

Extended Checkup (Includes all the above)

- ✓ Hormone Checkup
- ✓ Abdominal scan

UGX 560,000

You can also choose your own individual tests



www.kisubihospital.co.ug
customer@kisubihospital.co.ug

For Bookings Call:
+256 700 541 667
+256 776 237 512



KISUBI INTRODUCES THE

WELLNESS & ENDOCRINE CLINIC

By: Dr. Denis Edward Mugalu
MBChB, Mmed(int.med), Msc.
(Endocrinology)
Specialist Physician/ Endocrinologist

Greetings!

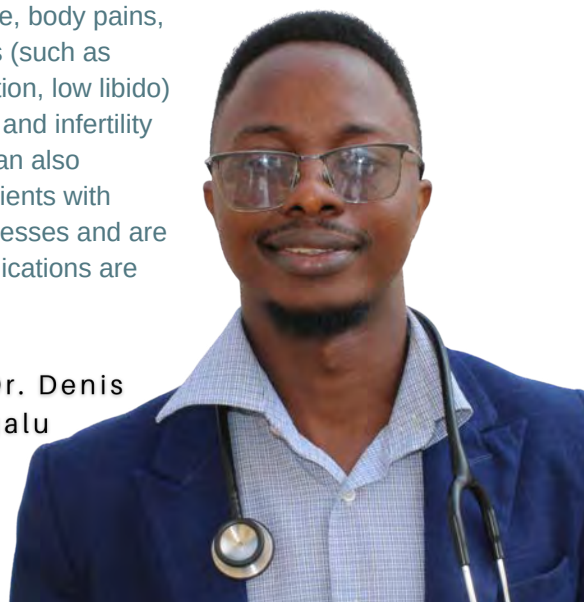
I bring to your notice an opportunity to ensure your health is optimized and in balance. As you may or may not be aware, wellness is a state of maintaining a good health and prevent illnesses such as cancers, diabetes, high blood pressure and others, befall you through utilizing avenues where routine medical checkups are done by certified specialists.

Kisubi Hospital Wellness and Endocrine clinic offers this service every Tuesdays and Fridays handling different aspects of Men AND Women Health issues including (but not limited to) screening all possible illnesses and cancers, managing fatigue, body pains, sexual disorders (such as erectile dysfunction, low libido) goiters, obesity, and infertility etc. The physician also ensures that patients with longstanding illnesses and are on different medications are optimized.

Just like the famous saying goes "Health is Wealth", you have to ask yourself one of the most pertinent questions of our generation "how much do you value your health?" "If I invest in my health, how much do I save in preventing some of these most catastrophic illnesses befall me or my loved ones?"

In analogy, every car owner who truly loves his ride knows and would agree that to maintain the car on the road and keep mechanics far away, one needs to have routine and regular checks of his/her car at serious car service stations!

In picture: Dr. Denis Edward Mugalu



KISUBI HOSPITAL

MEN WELLNESS CLINIC

EVERY TUESDAY
9AM - 3PM

GENERAL BODY CHECKUP

Get to do a general body checkup at **Kisubi Hospital** and know the overall health of your body.

The checkup also includes issues related to hormones (Endocrine problems).

CONDITIONS

- Prostate & testicular cancer screening.
- Male infertility: difficulty in making a woman conceive.
- Male Sexual disorders (low libido, erectile dysfunction etc.)
- Chronic fatigue and back pains.
- Weight & hormone disorders.



Scan the QR code to book your appointment

Basic Checkup Includes

- ✓ Full blood count
- ✓ Liver Function tests
- ✓ Kidney function tests
- ✓ Lipid profile test
- ✓ Urinalysis
- ✓ Prostate Cancer Screen test
- ✓ Diabetes Screening

UGX 280,000

Extended Checkup (Includes all the above)

- ✓ Hormone Checkup
- ✓ Thyroid function tests
- ✓ Abdominal scan

UGX 450,000

You can also choose your own individual tests



www.kisubihospital.co.ug
customer@kisubihospital.co.ug

For Bookings Call:
+256 700 541 667
+256 776 237 512





LIVING A BETTER LIFE

Written by:

Sr. Maria Frances Mboyire



Hardships are inevitable in life. Our past experiences affect our current mindset and the choices we make interpret our lives. The pain and trauma that have been experienced in the past can impact how one views the current circumstances or even prevent us from living in the present. Symptoms like isolation, distrust in others, difficulty in interpersonal relations, and all negative tendencies cause an inability to progress positively in life.

These are stumbling blocks that prevent us from achieving goals. One's purpose may not be realized due to the above-mentioned past experiences that influence the unhealthy way of life. We are aware and may be unaware that a human being is meant to live for a purpose for which each was created on this planet Earth. The knowledge of this gives one freedom and happiness to move on well in all spheres of life. To discover this knowledge, and disentangle oneself from such life hurdles, requires guidance in a process that leads to one's discovery. It's a self-discovery; nobody does it for the other. It's a very worthwhile exercise, and the results are tremendous, and this is "Self- Awareness".

What is self-awareness? Some psychologists, namely; Shelley Duval and Robert Wicklund defined it as follows: "Self-awareness is the ability to focus on yourself and how your actions, thoughts, or emotions do or don't align with your internal standards. If you're highly self-aware, you can objectively evaluate yourself, manage your emotions, align your behavior with your values, and understand correctly how others perceive you." Therefore, developing self-awareness according to those mentioned psychologists can help one to manage, helps to manage emotions, and maintains the best of yourself.

Some people think that self-awareness is a rare skill, however, it's attainable. It's just a personal effort and willingness to improve life. In most cases, we are driven by emotions to interpret circumstances and at times we make important decisions without objectivity. In counseling sessions, for example, one can be assisted in the process to become a better person. Many of us were probably traumatized in one way or the other; it helps greatly to talk it out to the Counselor. With empathetic listening, confidentiality, and a nonjudgmental attitude, you will not remain the same.

"Our wounds are often the openings into the best and most beautiful part of us." –David Richo

"We don't grow when things are easy; we grow when we face challenges"

"In conclusion, let's all seek refuge and asylum in Jesus who is the absolute counselor, where we all run to soothe our burdens and challenges when we are downcast and downtrodden. "Come to me, all you who labor and have been burdened, and I will refresh you" Mt 11: 28.

♥ Remember!!

Recollection Day



♥ Remember!!

End of Rosary Mass



CUSTODIANS OF HISTORY

KISUBI RECORDS DEPARTMENT

Records management is the regulation and administration of digital or paper records, irrespective of format.

Records management activities include the creation, receipt, maintenance, use and disposal of records. In this situation, a record is content that documents day today activities of a Hospital inventory and patients' data.



Simeo Ssekandi



Francis Ssekandi

Documentation may exist in contracts, memos, paper files, electronic files, reports, emails, videos, instant message logs, or database records. Paper records may be stored in physical boxes on-premises or on shelves at a storage facility. Digital records may be stored on storage media in-house or cloud.

The role of records management is to help the Hospital keep the necessary documentation accessible for patients' future use, audits, and research.

The Medical Records usually include:

- Past and present diagnosis
- Medical care
- Treatments
- Allergies

Medical Record contains sufficient and accurate information to identify the patient, support the diagnosis, vindicate the treatment, document the course, and results, and promote continuity of care among healthcare givers.

We the Records officers at Our Lady Of Consolata - Kisubi Hospital register Birth and Death on behalf of NIRA and upload the Hospital Data on the MOH websites as well.

Our participation in the surveillance of epidemiological Diseases periodically can't be underlooked.

Confidentiality is in our hearts and daily practice.

We provide Statistics which are a vital part of public health's assessment function, used to identify special risk groups, detect new health threats, plan public health programs and evaluate their success, prepare for the trends and draw conclusions.

THOUGHTS OF A FRONT DESK ADMINISTRATOR

BE WELCOMING

A friendly front desk officer sets the tone for every visit. She is the start of a five-star patient experience and this has a positive impact on the rest of the staff.

It is an amazing experience associating with people from all walks of life, color, height and size. We therefore handle everyone equally and most importantly with love. While attending to patients and clients at the front desk love can be portrayed by a bright ear to ear smile. Be a good listener and thereafter respond to their needs.

In a hospital setting, some days can be very busy especially when there are various clinics running within the Outpatient Department like ENT, Skin, Wellness, Hypertension & Diabetes, and Surgeon. On such days, the Front Desk Administrator requires a high level of multitasking, prioritizing and delegating skills. There is always someone to request assistance to do the running around as the Nursing Assistant, Blue Cross staff, and also refer certain cases to the OPD Manager where one is unable to handle appropriately.

Fact that we are a major hospital in the area specializing in various services we need to be highly organized. Our reception makes the hospital stand out in good customer care which attracts and gives us many loyal patients.

Please enjoy your stay in our hospital as we offer "Service with Love"



Julian Rolline Akullo

Front Desk Administrator



At Kisubi Hospital, Customer service isn't just a department, it is the entire hospital.

It is significant to note that in a hospital, patients are our customers who should receive the best care possible however; they require care more than any other client. Here we deal with sick and psychologically stressed people because of the health conditions of their loved ones. Good care provided by the hospital staff has a great impact on the quick as well as complete recovery of patients and the sanity of the attendants. The hospital customer care office serves patients, attendants, and staff. The office, therefore, bridges the communication gap between management and clients through its intermediary roles.

The customer care office exists to support in addition to the care given by the staff that is directly interacting with clients in the first place. The Hospital Management embraced the idea of having a customer care office to mainly ensure that all the patients are satisfied with the service rendered to them and suggest possible measures to improve care.

Just like any other organization, patients have different complaints and inquiries that require urgent responses and resolutions. This office is therefore crucial because it's about someone's life and every life matters. We believe that one life lost can never be brought back that's the basic reason we try to improve our customer care daily.

"Our office is the centre of comfort and consolation to all clients".

Over the years the hospital has registered numerous inquiries, feedback, queries, and suggestions through this office and has ensured timely responses to most of the patients' concerns and inquiries. We monitor the quality of health care provided to clients and ensure sustainability since we aim at the satisfaction of all clients at all times.

Our office is the center of comfort and consolation to all clients (patients, staff, and attendants) we give ample time to listen and understand clients' queries and devise possible solutions.

Through the same office, the hospital organizes outreaches to reach out to the vulnerable in its catchment area. It is also mandated to ensure that patients are aware of the hospital services and ascertain a smooth stay at the hospital. The office is tasked to register and address urgent concerns and forward complex suggestions to management. Your feedback is very important for us to improve our services.

We wish that you have something new every time you visit us. We pledge to continue serving you with love.

By: Edward Zabonna
Customer Care Officer

MEMORIES

on St. Cecilia Day with Sr. Cecilia



AN APPEAL TOWARD SAVING THE LIFE OF A MEDICAL PERSONNEL

By Sr. CECILIA NAJJINGO (She once
worked with Francis)

Ssentongo Francis is a Comprehensive Male Nurse who completed in 2013 at Villa Maria Nursing Training School Kalungu District. Currently, he has been working at St. Monica Health Centre III Katende in Mpigi District Kampala Archdiocese. He was born on 18th November 1989 now making his 32 years and has been 8 years in service respectively.

His activities at the Centre include; conducting deliveries, organizing CMEs, Clerking patients/clients, HIV counselling, dispensing drugs, TB focal person, TB treatment and identification, Conducting ANC, Community out reaches, Immunization to mention but a few.

"Every day, I negotiate with my heart, encouraging it to pump me with blood for another day, praying the 500 million shillings is raised." FRANCIS SSENTONGO

For the last six months, he has been battling heart problems and he is unable to work due to his poor health condition. Because of his dedication and love of his work, we are indebted to him for his good service.

During the recent Heart camp at Kisubi Hospital where we had MGM Healthcare Cardiologists from India, Francis came for review and he was advised to have a Heart transplant surgery in India as soon as possible because his heart can no longer function well due to many complications found. His family has embarked on a fundraising drive to raise not less than 500m to save his life. We pray that he gets the necessary resources to enable him to have a better life.

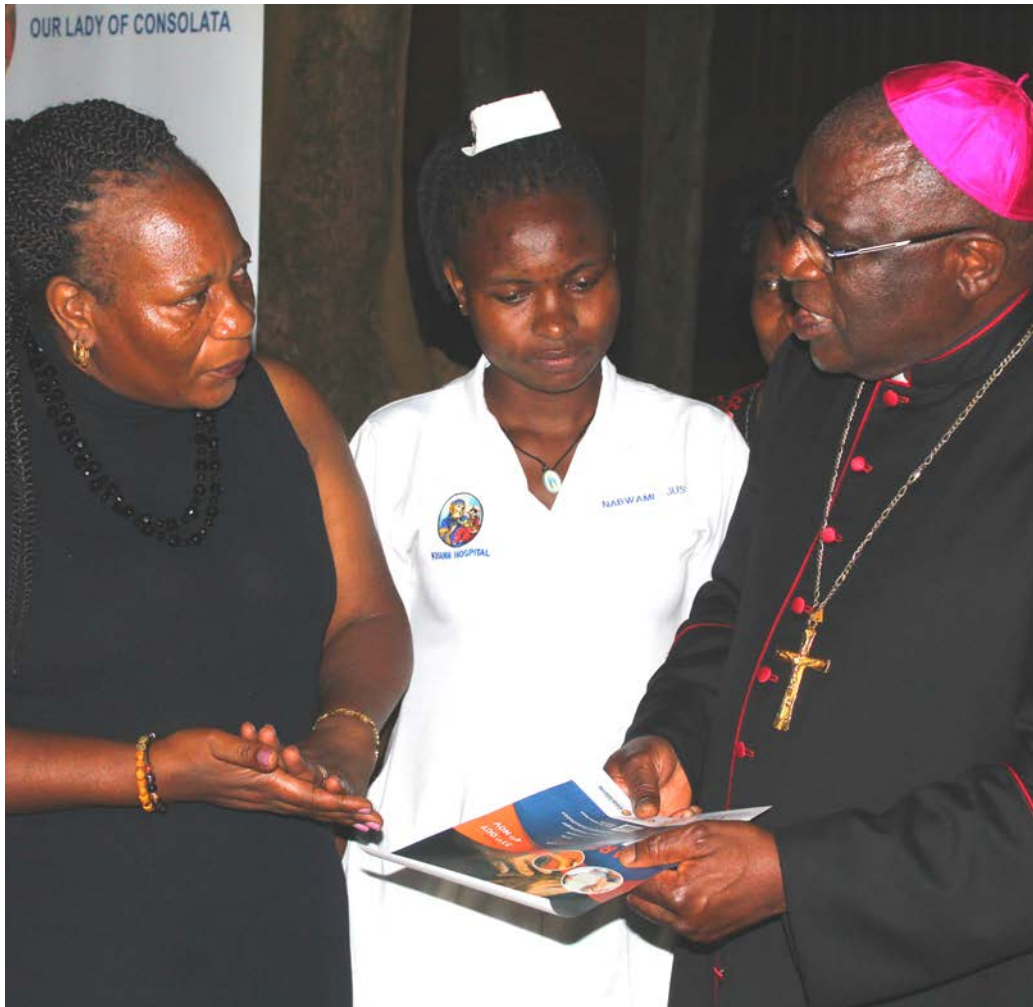
It is for this cause that we appeal to you for support.

For contributions send to Sr. Nalubega Magdalene the In-charge of St. Monica Health Centre III Katende on the numbers below;
Centenary Bank Account No. 3203615653 (Swift Code: CERBUGKA), Kampala, Uganda
Mobile Wallet: 0708-293897/0775-079406

THANK YOU AND BE BLESSED



Where? Cocktail party at the Archdiocese



Where? Sazza Day at the Archdiocese



OUR DOCTORS



Dr. Elvis Nkalubo
Medical Officer



Dr. Katongole Benedict
Medical Officer



Dr. Kibuuka Balikuddembe
Medical Officer



Dr. Phiona Mubeezi
Medical Officer



Dr. William Ssebanenya
Medical Officer



Dr. Mubiru Michael
Medical Officer



Dr. Paul W. Kiggundu
Medical Officer



Dr. Gilbert Tamale
Medical Officer



Dr. Innocent Immaculate Acan
Medical Officer

OUR SPECIALISTS



Dr. Mugalu Edward Denis
Endocrinologist



Dr. Kiggundu John Spire
Obs Gynaecologist



Dr. Erick Were
Physician



Dr. Pascal Karatunga
Emergency Physician



Dr. Kagali Samuel
Gynaecologist



Dr. Chris Nsereko
Physician



Dr. Stella Oloo
Physician



Dr. Bahizi Emmanuel
Obs Gynaecologist



Dr. Mathias Nsimbi
General Surgeon



Dr. Victor Amanya
Ear, Nose, Throat



Dr. Stuart Agaba
Anesthesiologist



Dr. Janefrances Namuli Lule
Paediatrician



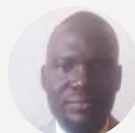
Dr. Kyazze Solomon
Orthopaedic Surgeon



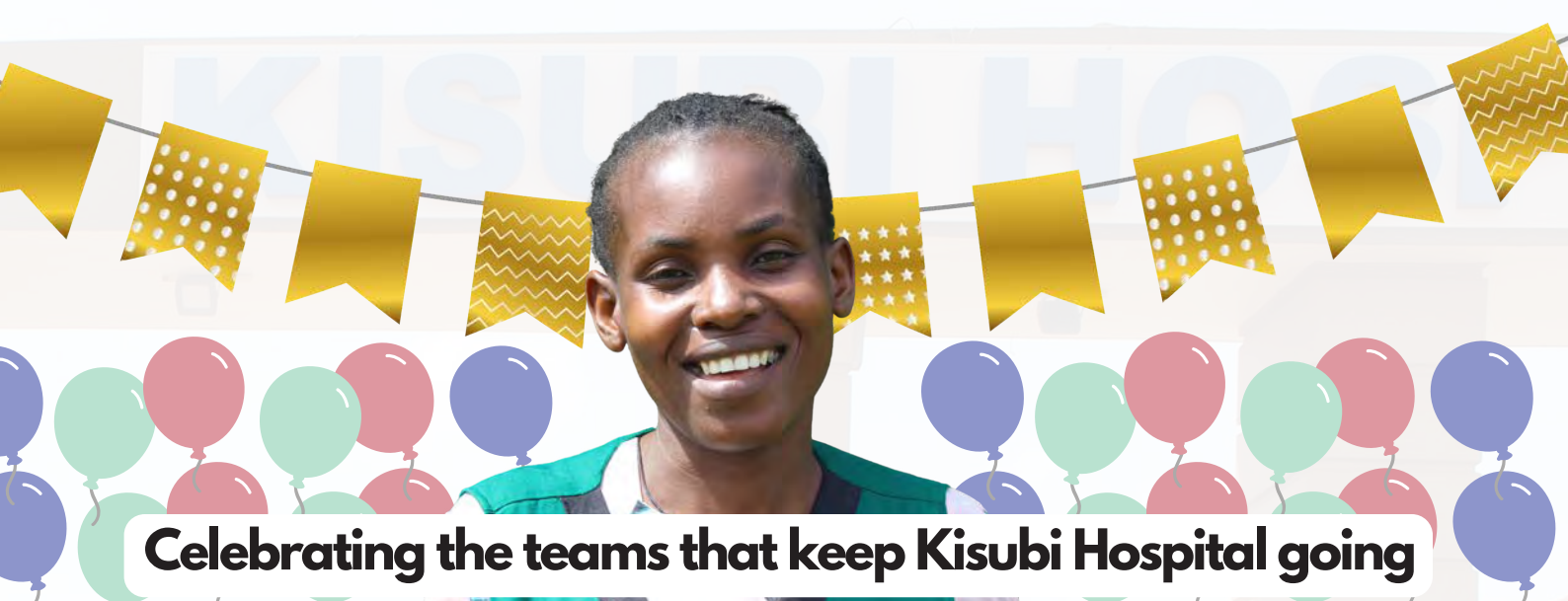
Dr. Esther Mulungi Bibangambah
Paediatrician



Dr. Shetty Sanmath
Interventional Cardiologist (Adult)



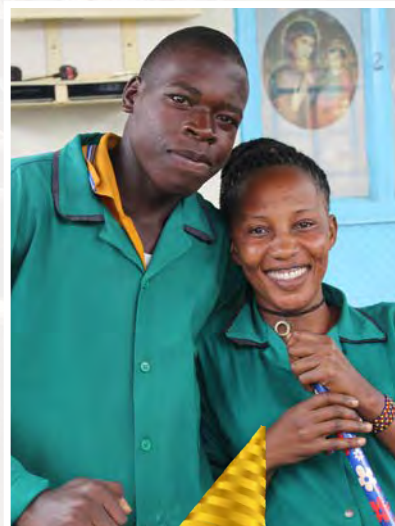
Dr. Bernard Obongonyinge
Paediatric Cardiologist



Celebrating the teams that keep Kisubi Hospital going



Our Maintenance Team



Our Lab Sample Runners



Our Laundry team

Our Blue Cross team

A GLANCE AT MY FORMER WORKPLACE

On 9th November 2022 I had a chance to drop in at St. Monica Health Centre - Katende to check on our Male Nurse, Ssentongo Francis who is battling with a severe congested cardiac failure. My visit was purposed to see how best we can join the struggle of soliciting funds for him to go to India for a Heart transplant surgery.

Apart from his poor condition, it was so amazing to have a warm welcome that we received together with Prosper Lumu the Business Development Officer of Kisubi Hospital my current workplace. While on this very visit, one member who had come for a refill of drugs saw me and screamed. She was so excited as she hugged me with joy. This lady is part of the Association for patients with Hypertension and Diabetes (HT/DM) known as "BWETUSSA EKIMU" which I helped to form while I was the In-charge at St. Monica. I was surprised to learn that the group is still firm and strong.



At St. Monica: Sr. Cecilia interacts with one of the members of "BWETUSSA EKIMU" Association

This very team visited me at Kisubi Hospital on the 23rd of November 2022 and I was filled with joy meeting with these old friends so dear to me. We had a very good moment together coupled with the grief of our members who had passed on.

We enjoyed a good meal together with my current staff at Kisubi Hospital. Lots of storytelling and jokes as usual and everyone had good memories during that time.

We had a Hospital tour with lots of pictorial moments and fun. It is good for brothers and Sisters to stay together.

Point to note:

I call upon all well wishers to come out and support my former employee, Nurse Ssentongo Francis to enable him go to India for Heart transplant and save his life. Francis worked hard to see that patients get well which is fit and right to return back to him also. He was one the best midwives at St. Monica that each mother would wish to be delivered by him. COME ONE COME ALL.



At Kisubi: Sr. Cecilia serves food to one of her visitors of the "BWETUSSA EKIMU" Association.



At St. Monica: Sr. Cecilia with staff of St. Monica Health Centre 3, Katende.

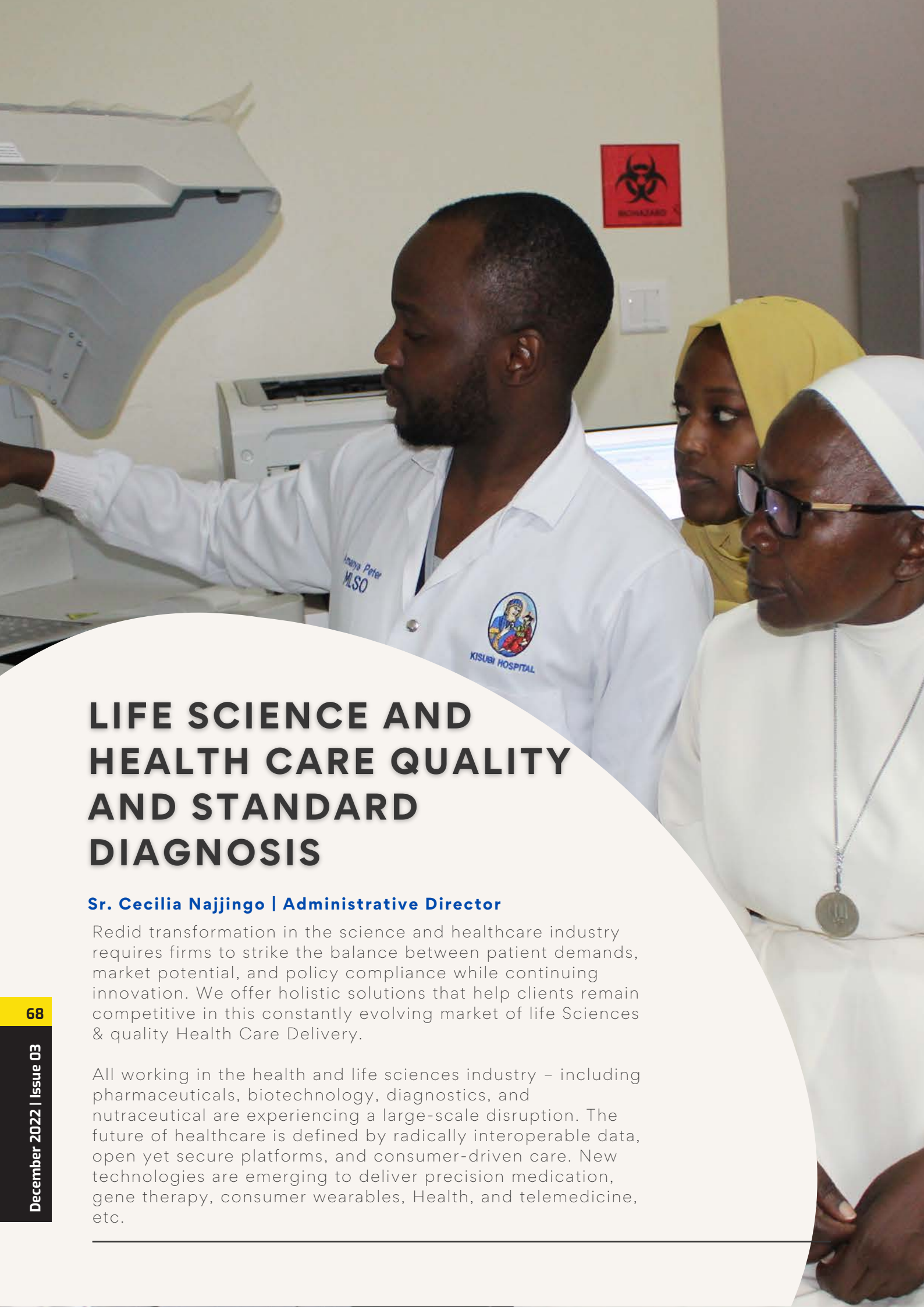
Once again, I want to thank dearly my friends of St. Monica Health Centre-Katende more especially the Association of "BWETUSSA EKIMU" for unconditional love. I salute you so much and I will always hold you close to my heart.

Blessings.

Sr. Cecilia Najjingo
Administrative Director

SO MUCH FUN 2022 End of year Staff party





LIFE SCIENCE AND HEALTH CARE QUALITY AND STANDARD DIAGNOSIS

Sr. Cecilia Najjingo | Administrative Director

Redid transformation in the science and healthcare industry requires firms to strike the balance between patient demands, market potential, and policy compliance while continuing innovation. We offer holistic solutions that help clients remain competitive in this constantly evolving market of life Sciences & quality Health Care Delivery.

All working in the health and life sciences industry – including pharmaceuticals, biotechnology, diagnostics, and nutraceutical are experiencing a large-scale disruption. The future of healthcare is defined by radically interoperable data, open yet secure platforms, and consumer-driven care. New technologies are emerging to deliver precision medication, gene therapy, consumer wearables, Health, and telemedicine, etc.

No matter how promising these technologies may be, the industry is faced with the enormous challenge of keeping healthcare affordable. At the same time, the industry is coping with an aging population, an unstoppable wave of digitalization, and a global COVID-19 pandemic plus all other emerging epidemics like EBOLA. Companies and organizations that will manage to find innovative ways of delivering value in this environment will have the advantage.

Health equity is more than equitable access to care. We define health equity as the ability to fulfill our potential in all aspects of health and well-being and make an impact that matters around globally.

While an appreciation of the central role that diagnostics play a big role, in healthcare has increased substantially recently, diagnostics companies still face many challenges in the design, development, funding, regulation, and adoption of new products.

These challenges, together with growing demands on healthcare, have led to growing patient backlogs and highlighted the need for a radical transformation of diagnostic services.

More collaborative ways of working and rapid advances in science, technology, and data analytics create opportunities to reimagine diagnostic pathways and deliver a more predictive, personalized, preventive, and participatory future for patients and a more cost-effective future for health systems.

Diagnostics companies can transform future clinical pathways

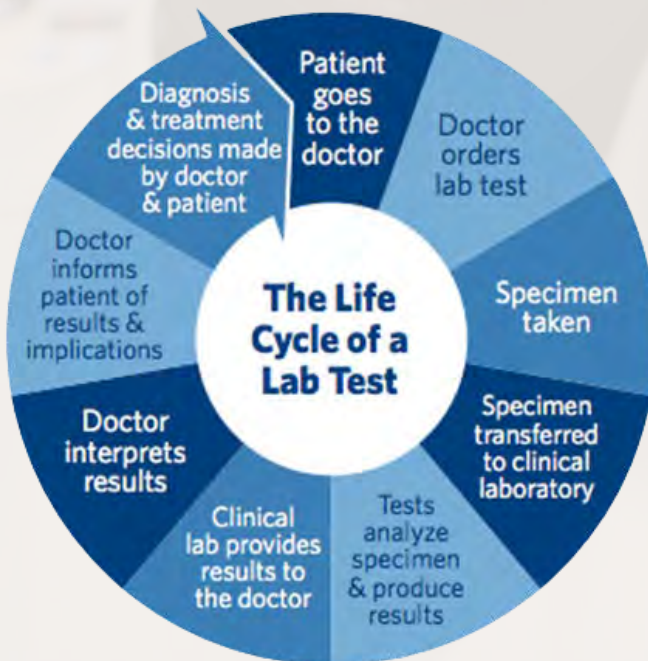
Given the acceleration of advances in science, technology, miniaturization, and advanced analytics, we believe the future of diagnostics is integral to the future of health and this co-dependency will transform the future of diagnostics and in turn, help realize the future of health.

In regard, Medical laboratory testing plays a crucial role in the early detection, diagnosis, and treatment of disease in patients. If a patient routinely submits to lab testing, this may allow doctors to respond swiftly with preventive treatment, which could save the patient time, money, and possibly sickness in the future.

“*Medical laboratory testing plays a crucial role in the early detection, diagnosis and treatment of disease in patients.*”

As an example, Mertz pointed to the role of lab testing in controlling the cost of diabetes, a chronic disease that affects more than 79 million Americans and is projected to cost the healthcare system as much as \$514 billion by 2025. Three laboratory tests – the fasting glucose test, the glucose tolerance test, and the hemoglobin A1c test – play a critical role in diagnosing pre-diabetes and monitoring the impact of changes in diet and other risk factors. Good control of blood glucose – detected by lab tests – can delay or prevent diabetes complications such as heart disease, stroke, blindness, kidney disease, amputation, and even death.

The chart below demonstrates how early detection and management of diabetes through regular lab testing can save tens of thousands of dollars when treating a single patient



Some tests are manually evaluated, while most are performed using technically advanced instrumentation. Labs employ teams of licensed, highly skilled medical professionals specially trained to perform the requested analyses. Once the testing is complete, the lab issues a report with the findings to the ordering clinician. When the healthcare provider receives and interprets the Lab results hence informed decisions can be made as to the most appropriate treatment for the patient.

The Government of Uganda is in a plan for all Laboratories to be accredited by the South Africa National Accreditation body (SANAS). This adds an additional layer of quality to meet international standards. Quality Laboratory Services is a SANAS Accredited Laboratory situated in the North West province of South Africa. It offers reliable and accurate sample analysis for the mining, water and beverage, and food and health industries.

This very year 2022 Our Lady of Consolata Kisubi Hospital is privileged to be one of the first few Hospitals so far Accredited Laboratories in Uganda by the South Africa Accreditation body (SANAS) after fulfilling all the necessary requirements as deemed. We thank the Laboratory team for that exclusive and dedicated exercise performed willingly and professionally towards the achievement of the Accreditation. This is followed by Mindray..... in conjunction with Crown Healthcare Uganda that this November launched the Laboratory standardization of systems in Kisubi Hospital to make sure it keeps on to the required standards as an Accredited Hospital.

The opportunity is at your disposal dear people of God. Do not wait for things to go out of your hand before it is too late. Kisubi Hospital is more than ready to assist you achieve all your expectations and dreams as far as proper and standard investigations are concerned. Use reliable and quality laboratory services to avoid wastage and misinterpretation of results. Early detection is one of the perfect measures of management and prevention.

Article by: Sr. Cecilia Najjingo
Administrative Director

www.kisubihospital.co.ug

Kisubi Hospital PAYMENT OPTIONS

HOW TO PAY FOR HOSPITAL
SERVICES

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TRANSFER IS
ALSO ACCEPTED



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airtel
money

MOBILE MONEY (NO CHARGES)

You can now make mobile money payments for hospital services by using the Hospital Mobile Money Merchant codes displayed at all cash points. No need for sending or withdrawing charges.

VISA PAYMENTS

You can also pay for hospital services using any visa card. Visa payments are a global solution and Kisubi Hospital now welcomes Visa card payments from any part of the world.

VISA



DIRECT BANK TRANSFER

You can also pay for hospital services by directly depositing money to the bank or making a wire transfer on the details below:

ACCOUNT NAME: KISUBI HOSPITAL
ACCOUNT NUMBER: 3100061172
BANK NAME: CENTENARY BANK
MOTHER BRANCH: KAWUKU BRANCH
SWIFT CODE: CERBUGKA
COUNTRY: UGANDA



KISUBI HOSPITAL HEALTH CARE DEBIT CARD

No physical cash? No problem. You can access hospital services using the Kisubi Hospital Health Care Debit Card. Your ultimate pre-payment health saving account.



..and many more options...

thank you

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Thank you for growing with us

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APA INSURANCE
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KICA A/C
KIGUNGU CHILD DEVELOPMENT CENTRE
KISUBI BOYS PRIMARY SCHOOL
KISUBI CATHOLIC PARISH
KISUBI DOMESTIC INSTITUTE
KISUBI GENERAL PHARMACY
KISUBI GIRLS PRIMARY SCHOOL
KISUBI MAPEERA SS
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UNIVERSITY OF KISUBI
URLIKA GUEST HOUSE
URLIKA INSTITUTE OF HOME ECONOMICS
WAMUKISA YOUTH CENTRE
THE AIDS SUPPORT ORGANIZATION (TASO)

BROTHERS OF CHRISTIAN INSTRUCTION POSTULATE
BROTHERS OF CHRISTIAN INSTRUCTIONS MT ST THERESA.



Kisubi Hospital

INSURANCE PARTNERS

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ALSO ACCEPTED



PRUDENTIAL

..and many more...



NOW OPEN



Monday to Saturday

KISUBI HOSPITAL EYE CLINIC

- Screening and treatment for a variety of eye diseases — including cataracts, glaucoma and diabetes-related eye problems.
- Frames, Spectacle and contact lens prescriptions for both adults and children.
- Evaluation of patients with sudden visual loss or complaints without known cause.
- **General Consultation with the Eye Specialists.**



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"Service with Love"