



Korle Bu Celebrates CUSTOMER CARE WEEK

DNS Mrs. Rita Aryee, Mr. Mustapha Salifu (PRO) and other staff visit patients at the wards

As part of measures to appreciate the contributions of our clients to the development of Korle Bu for the past 96 years, the Hospital has joined the corporate world to mark this year's Customer Care Week.

The Week, which is observed globally to recognize the important role customer service plays in every organization, was marked with a customer care training for staff, free health screening and a visit to inpatients at the various departments.

At the launch of the Week celebration, the Chief Executive Officer of the Hospital, Dr. Daniel Asare stated that although health workers are overburdened with thousands of OPD attendance daily, the expectations of patients are always high.

He therefore called on health workers to show patients love and empathize with them in their vulnerable states.

"The best way of caring for patients is to show them affection" he said, adding that "this is why our core mandate as healthcare providers is to make sure the patients come first all the time".

In his remarks, the Public Relations Officer of the Hospital, Mr. Mustapha Salifu, said that there was a paradigm shift towards a more patient-centered approach, as patients now have options to choose from.

"It is, therefore, imperative for health professionals to sharpen their skills in terms of providing the best care to patients so as not to lose them to competition," he said.

He said the Hospital had provided customer service centres at six of its departments, and urged customers to send their issues to the centre and not run to the media.

Breast Cancer Awareness Month launched



Participants at the launch of Breast Cancer Awareness Month



The Korle Bu Teaching Hospital in collaboration with Breast Society of Ghana has launched the Breast Cancer Awareness Month to strengthen awareness of the disease and also encourage more women to conduct regular self-examination of their breasts for the early detection and treatment of breast cancer.

At the launch, the Chief Executive Officer of the Hospital, Dr Daniel Asare, said a lot was being done to fight the disease, and that some expensive drugs for the treatment of the disease had been put on the National Health Insurance Scheme.

“We want to see the cancer early, detect it early, diagnose it early and treat it early and prevent other people from getting it,” he added.

This year's Awareness Month is themed, “You can beat breast cancer; many have survived it”, In her presentation, Dr Naa Adorkor Aryeetey, a radiation oncologist in Korle Bu, cautioned patients against the habit of reporting to hospital only when the disease had reached a critical stage.

“Most people come with advanced, often foul-smelling breasts to our hospitals and this needs to change,” she said.

Misconceptions

Debunking misconceptions about the treatment offered at the Hospital, Dr Aryeetey said Chemotherapy and Radiotherapy used in the treatment process do not poison the body, adding that the side effects were reversible.

She said it was also not true that an entire diseased breast would be cut off when a patient went for treatment, saying treatment depended on the stage the disease had reached.

“Early breast cancer is usually not painful and early breast cancer can be removed without removing the whole breast.

Luckily, you will find a new normal life which will bear the scars of treatment that you received, but also one that shows that you have reached the finished line,” she said.

Awareness month

The Parish Priest of the Christ the King Catholic Church, Rev. Fr Andrew Campbell, who launched the programme, said statistics from the Korle Bu Teaching Hospital indicated that 90 percent of women who reported early with breast diseases were treated successfully, while those who came in late did not get the same result.

He said since God worked through doctors, it was important for patients to seek early treatment at hospitals to reduce their risk of getting breast cancer.

Adding her voice, Dr Josephine Nsaful, a General Surgeon said, “For the past two years, we have collaborated with partner hospitals and diagnostic centres to do mammograms, conducted free breast screening and also educated women on breast cancer during the awareness month in October every year”.

Korle Bu Polyclinic goes Paperless

The Hospital's Polyclinic/Family Medicine Sub-BMC has from October 1, 2019 commenced a paperless healthcare delivery system. The system, with time, will replace the use of folders and papers at the facility.

This initiative is aimed at providing seamless healthcare delivery, reduce patient waiting time in the health delivery chain and provide quick and reliable medical records at the facility.

The paperless system will also provide timely responses to medical appointments as well as ensure real time bed availability at the wards.

During his visit to the Polyclinic, the CEO, Dr. Daniel Asare stated that Korle Bu is poised on going digital and that both the government and his Management have promised unflinching support to making the paperless system a reality.

“From Polyclinic, the plan is to move to Child Health Department, then to A&E Centre, Maternity, Pharmacy, then all other allied departments will be connected” he added.



CEO Dr. Daniel Asare being shown the processes in the eHealth system

MANAGEMENT OPENS PICU FOR USE

The Chief Executive Officer of the Korle Bu Teaching Hospital Dr. Daniel Asare has officially opened the Paediatric Intensive Care Unit (PICU) for use.

This facility was constructed by the Rebecca Foundation, headed by the First Lady, Mrs. Rebecca Akuffo-Addo.



Management in a chit-chat at PICU

In his address, Dr. Asare urged all staff to put the place into good use and indicated that the facility has prompted Management into taking critical look at intensive care in the Hospital through re-training and facility building.

Dr. Asare assured that the new PICU will soon go paperless as part of Management's plan to digitize care delivery in the hospital.



The Head of Department, Child Health, Prof. Christabel Enweronu-Laryea reiterated that the facility is ready for use and that this will improve child healthcare provision in the Hospital.

FUNDAMENTALS OF MAGNETIC RESONANCE IMAGING (MRI) – Steven Boateng (Pg.Cert MRI) Chief Radiographer

INTRODUCTION

Medical Imaging has become an indispensable aspect of patient management in line with modern evidence based medical practice. Some of the known imaging modalities include our conventional x-rays we know of, Ultrasonography; which is also gaining so much popularity, Computerized Tomography (C.T) scan, Positron Emission Tomography (PET), Single Photon Emission CT (SPECT) and the almighty Magnetic Resonance Imaging (MRI). While PET, SPECT and Gamma cameras are found at the treatment (Radiotherapy/Oncology) centers, most of the imaging modalities including, MRI, are found in the Radiology Departments of health institutions.

In Ghana, the first MRI scanner was installed in 2006 at the Radiology Department of Korle Bu Teaching Hospital. Since then, many health institutions, including state and private, have acquired the modality.

Components of MRI setup- Control console, monitor, Magnet/gantry and couch.



MRI does not produce x-rays as in C.T. Scan. It uses two main energies; a strong external magnetic field and a Radio Frequency (R.F) pulse in the generation of signals that are used in the construction of the cross sectional images. The physics of MRI is very complex, even for those in everyday use of the modality. However an attempt is being made here to make it as simple as possible. Structure: The structure of the MRI unit is similar to the C.T. Scanner except that the doughnut shaped gantry is deeper. Within the gantry is the powerful magnet.

There is also the couch on which the patient will be positioned either head or feet first to be taken into

the bore/hollow. There are control buttons on the gantry which are used either to move the couch in or out of the bore. Unlike the CT scanner the couch of the MRI does not move during scanning process.

Components of MRI setup- Control console, monitor, Magnet/gantry and couch
Types of Magnets: Three main types of magnets, permanent, resistive and superconductive, are in use with MR imaging.

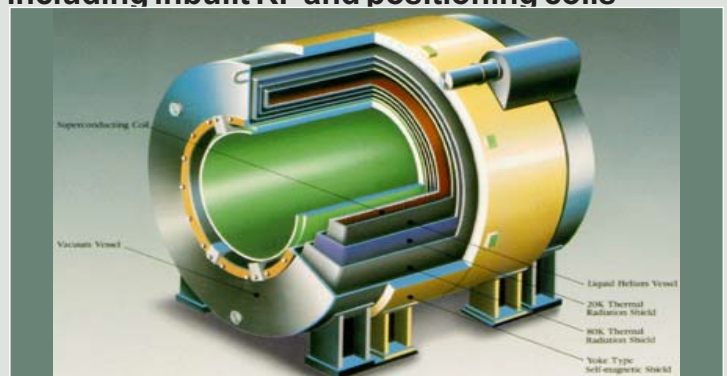
Permanent Magnets: This is the simplest form of magnet which is like the ordinary block magnet which we all know. It is very simple and cheap to maintain but has the lowest of field strengths (0.3T - 0.5T). (T stands for Tesla; the unit of measure for magnetic field strength)

Resistive Magnets: They are very large electro magnets like the ones used in scrap yards to pick up cars. The magnet is generated by passing current through loops of wire. They generate lots of heat which must be cooled and their field strengths are also low up to 0.5T. They can be switched off when not in use.

Super Conductive Magnets: Today's most commonly used magnets are super conducting magnets. The magnetic field is generated by a current which runs through a loop of wire like the resistive.

However in this case the loop is embedded in a coolant such as liquid helium. Resistivity of the wires becomes almost zero and so a small current passed is able to generate so much magnetic field. They have the greatest fields of up to 20T but also very expensive to maintain..

Structure of the Superconducting magnet including inbuilt RF and positioning coils



WORLD BREASTFEEDING WEEK EMPOWER PARENTS, ENABLE BREASTFEEDING

In his broadcast to the nation in the middle of the second World War, Winston Churchill, Prime Minister of Great Britain said “There is no finer investment by any community than putting milk into babies – healthy citizens are the greatest asset any country can have”.

No doubt if he knew what we know today about the amazing wonders of breast milk he would have modified this statement to say “breast milk” instead of just “milk”.

Space will not permit me to list the wonders of breast milk, many of which stretch far into the child's adult life – a decreased risk of dreaded diseases like diabetes, hypertension, obesity, and even some cancers, with improved intelligence-and these are just the benefits for the child.

There are benefits to the mothers too! When mothers breastfeed, there is decreased risk of Breast Cancer and Cancer of the Ovaries, decreased risk of diabetes, decreased risk of depression after giving birth etc. The list is long and growing every day as the marvels of breast milk are uncovered by research.

The theme of this year's week is “Empower Parents, Enable Breastfeeding”.

Empowering parents means equipping fathers and the rest of the family with the knowledge and skills they need to support the breastfeeding mother.

When the mother is worried at 2 in the morning because her baby is crying non stop and she feels she is not getting enough milk or because her nipples are so sore and painful that she dreads the next feed, there should be a knowledgeable husband or grandmother or sister or a health worker in the community who will help her overcome the problem by helping her put the baby on the breast in the right way so that the baby will not “Chew” on the nipple, - or even just hold the baby so she can get some much needed sleep.

Empowering parents means that we as health workers should be knowledgeable and learn how to help mothers solve problems like the ones mentioned above, or even the more complex ones, like supporting the mother of the tiny preterm baby who cannot suckle, or the mother of triplets to also learn how to breastfeed exclusively. We can and should all learn the skills

needed!! We learn to do complex surgical procedures and we can all certainly develop breastfeeding support skills!!

Empowering parents means that as a nation, we should be willing to support the mother to be at home for six full months to invest breast milk into her baby so that as a nation we are assured that the baby will grow up to be a national asset, not a drain on the nation. If we cannot do that, we can at least assure that after 3 months when she comes back to work, she can come with her baby and have a safe place where she can continue breastfeeding as she works.

Empowering parents means creating an environment where everyone values breastfeeding mothers as National Treasures, building and investing in the future of the nation.

Where when we see a mother struggling to breastfeed her baby, we applaud and encourage her rather than sew even more doubts into her mind about the quality or inadequacy of her milk, where we say to every breastfeeding mother “Yes You Can!!” rather than undermine her confidence by suggesting that her milk may not be good enough.

Empowering parents means obeying the laws of the land and restricting the advertising of formula feeds, which confuses parents with the glossy tins and make them feel that formula is as good as or even better than breast milk.

No way! It does not even come close! We know there are genuine reasons why babies need formula, for example if the mother is dead, or if the baby has one of a limited number of diseases. But only a tiny number of babies really need it.

Lets use the occasion of World Breastfeeding 2019 to redouble our commitment to protect the lives of and invest in the development of the next generation of Ghanaians by Empowering Parents to cherish breastfeeding and be prepared to do everything possible to make it happen.

By
 Dr. Gyikua Plange-Rhule, Senior Lecturer,
 Department of Child Health, KNUST.

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The Quality Improvement Manager of the Hospital, Mr Elom Hillary, urged staff to eschew negative practices and always show compassion to patients. He asked them to create an atmosphere of trust, love and compassion in the course of their work.

Free Health Screening

On the second day of the celebration, a free screening was organised for both staff and the general public. The screening done included eye test, sugar, blood pressure (BP), breast screening, BMI and Hepatitis B.

In all, over 200 people were screened, counselled and those who needed further treatment were referred to the appropriate departments to see their doctors.

Visits to Inpatients

Led by the Director of Nursing Services, Mrs. Rita Aryee and Head of PR, Mr. Mustapha Salifu, Management and other staff visited patients at some departments. The team visited patients at the Accident and Emergency Centre, the Clinical

Decision Making Unit, Maternity and Child Health Departments to observe the care provided to patients, listened to patients complaints and compliments and empathized with their conditions.

During the rounds, the DNS prayed with the patients and assured them the Hospital would do everything possible to offer them the best of care.

Sponsorship

This year's Customer Care Week celebration was sponsored by Enterprise Life Insurance, Consolidated Bank of Ghana, Greenland Medical Supplies, MDS Lancet and Yil Money Plus. Other sponsors were Mega Max, Cocoa Processing Company and MI Water company.

Celebration

The Hospital's week-long celebration was themed 'A Good Customer Service, the Backbone of Quality Health Care', and was aimed at equipping staff with the best ways to communicate effectively with patients and their relatives.

CUSTOMER CARE WEEK

Training



Screening

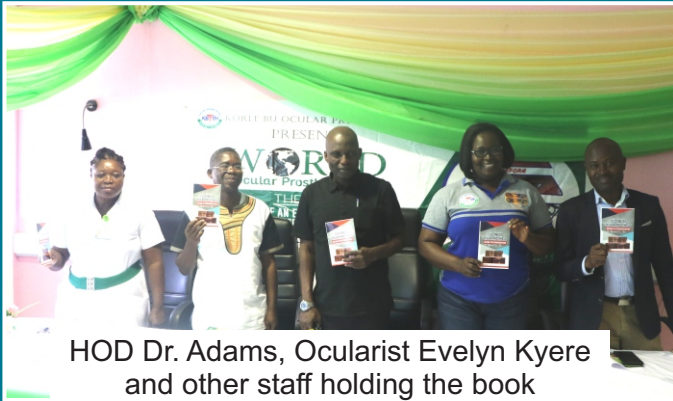


Visitation



KORLE BU MARKS WORLD OCULAR PROSTHESIS DAY WITH A BOOK LAUNCH

As part of activities commemorating this year's World Ocular Prosthesis Day, the Eye Centre of the Hospital launched a book on Ocular Prosthesis written by Ms. Evelyn Abena Kyere, Ghana's first Ocularist.



HOD Dr. Adams, Ocularist Evelyn Kyere and other staff holding the book

The book narrates the genesis of ocular prosthesis in Ghana, the progress made so far and various cases that have been dealt with. The theme of the celebration was "OCULAR PROSTHESIS - AN END TO STIGMATIZATION".

The Head of Eye Centre, Dr. S. Y. Adams in his speech, said there has been massive development in the area of eye care particularly, "the manufacturing of custom-fit ocular prosthesis also known as artificial eye".

He said the artificial eye will help end stigmatization as well as boost the confidence of clients who wear the prosthesis.

Statistics indicate that more people from Ghana and outside Ghana namely; the Gambia, Mali, Niger, Togo and Ivory coast have visited the Eye Centre to be fitted with ocular prosthesis.

KORLE BU COLLABORATES WITH EBEGE YIE FOUNDATION TO TRAIN PERSONNEL IN SIGN LANGUAGE.

As part of initiatives to improve good hospital and patient relationship, the Korle Bu Teaching Hospital has partnered with Ebeye Yie Foundation to train nurses and other medical practitioners in sign language.

The two-weeks intensive sign language training programme was held from 16th to 30th September 2019 at the KBTH In-Service Training Unit which saw participants through practical ways in handling health screening, diet consultations and doctor-patient consultation time.

Speaking in an interview, the founder and CEO of Ebeye Yie Foundation, Mr. Isaac Ofori disclosed, "all these years when it comes to communication, medical personnel have challenges interacting with people who are deaf".

Mr. Ofori expressed his appreciation by thanking Management for embracing the training programme and encouraged other government hospitals to embrace this opportunity to train personnel in sign language.

He assured that refresher courses will be held so that participants will be abreast when it comes to sign language.



A patient communicating in a sign language

Notice to all Staff

Besides your clinical skills, there are five things that protect you from medicolegal problems. They are:

1. Communication
2. Documentation
3. Communication of Documentation
4. Documentation of Communication
5. Preservation of Documentation

Each of these five is equally important

Let us practice this!!

Quality & Patient Safety in KBTH: What Should every Staff Know?

Quality of care is the extent to which health services for individuals and population increases the likelihood of desired health outcomes and is consistent with current professional knowledge. In 2018, there were three (3) global publications which all revealed the suboptimal nature of quality of care and patient safety globally but significantly among Lower-Middle-Income Countries (LMIC) such as Ghana.

Eight (8) dimensions of healthcare defines its quality and these are:

1. **Safety:** This relates to the application and promotion of structures and processes in the hospital for which evidence demonstrates prevention or reduction of risks. This will be guided by the ancient ethic maxim of “first, do no harm”. Safety encompasses the avoidance, prevention and amelioration of adverse events or injuries from the process of healthcare
2. **Timeliness:** Ensuring that the care that is provided is devoid of needless waits and delays.
3. **Efficiency:** The care that is provided should be devoid of wastage (of the available resources). We have to be judicious in the use of the available resources including humans, materials etc.
4. **Effectiveness:** We should ensure at all times that the most appropriate treatments, interventions, support and services are provided at the right time to everyone who will need and will benefit from it. The care will have to be evidence informed.
5. **Equity:** There should not be any discrimination on the basis of gender, religion, ethnicity, race, etc in the provision of care to our clients. The basis of discrimination should be an objective triage score of the patient's disease/condition.
6. **Person centered care:** Providing care that is compassionate and respectful of the needs, preferences, expectations and values of the client, their families and relations. Person centered care puts the client in the centre of service provision and evaluates the services provided against the needs and expectations of patients, family and caregivers.
7. **Integrated:** Ensuring that we develop mutually beneficial partnership and

relationship between our clients, their families and relations that will be based on respecting their individual needs and values, and which demonstrates compassion, continuity, clear communication and shared decision-making.

8. **Integrity:** The care that is provided should be devoid of collusion and corruption at all times.

Consistent with the global agenda, Ghana has developed and is implementing its 5-year National Healthcare Quality Strategy (NHQS).

As part of the national implementation efforts, agencies of the Ministry of Health including the Korle Bu Teaching Hospital (KBTH) have had to develop its Hospital-wide Quality & Patient Safety Strategy to accelerate the attainment of the desired healthcare outcomes.

The Quality & Patient Safety Strategy of the hospital is guided by four (4) broad objectives indicated as:

1. To establish systems and structures for QPS
2. To improve clinical governance and effectiveness
3. To improve patient/provider safety
4. To ensure the provision of patient-centered care at all times



The structures for quality and patient safety in the hospital keeps evolving with the constitution of a nine (9) member Hospital-wide Quality & Patient Safety Committee, and Departmental Quality Improvement (QI) Teams led by Quality Improvement (QI) Focal Persons (*appointed by the respective Heads of Departments*). The QI Focal Persons coordinates and provides leadership of all the quality and patient safety related efforts in the respective departments. Find the name of your departmental Quality Improvement (QI) Focal Persons.

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The Medical Director provides overall leadership of the hospital-wide quality and patient safety program.

In the coming edition of the bulletin, we shall have a deep dive and share some of the departmental quality improvement initiatives and efforts. In the interim however, kindly reach out to your departmental QI focal person and get involved.

Let us all remember that, everyone in healthcare has two jobs -to work and to improve it (Bataldan). Quality of care is not a department or unit! Quality of care is everyone's business so lets all get involved.

DEPARTMENTAL QUALITY IMPROVEMENT (QI) FOCAL PERSONS		
NO.	DEPT.	QI TEAM/FOCAL PERSON
1	Obst. & Gynae	Dr. Jerry Coleman
2	Surgery	Dr. Alfred Tetteh
3	Child Health	Dr. Akyaa Bonny
4	Polyclinic	Dr. Mariam Opoku Agyakwa
5	Anaesthesia	Dr. Amanda Quarshie
6	Dental & Maxillofacial	Dr. Richardar N.A.Tailor Dawson
7	Haematology	Dr. Eugenia Asare
8	Psychiatry	PNO Victoria Koranteng Pharm. Grace Owusu Aboagye
9	ENT	Dr. Alhassan Adam Jangu
10	Internal Medicine	Mr. Prosper Kpobi
11	Eye	Dr. Dziffa Bella Ofori Adjei
12	Accident & Emergency	Dr. Ambgo Asare
13	Pathology	Prof. E.K. Wiredu
14	Radiotherapy & Nuclear Medicine	Dr. Mary Ann Dadzie
15	Physiotherapy	Ms. Gifty Naa Akushia Akushie
16	Radiology	Dr. Bernard Caesar
17	Dietherapy	Ms. Dede Teiko Kwadjo RD
18	Central Laboratory	BMS Solomon Kwashie
19	Pharmacy	Pharm. Priscilla Ekpale

OTCHI, Elom Hillary | FISQua, MPH, MA (Org. Devt), PGD, BSc
Quality Improvement (QI)- Medical Directorate

SOROPTIMIST INTERNATIONAL CLUB OF ACCRA DONATES TO KORLE BU PAEDIATRIC ONCOLOGY UNIT

Members of the Soroptimist International Club of Accra have presented non-expendable items (equipment and materials) to the Paediatric Oncology Unit of Korle Bu Teaching Hospital as part of a joint effort in setting up an Intensive Care Unit to treat childhood cancer.

The items included a refrigerator for storage of medicaments, suction machines, baby sphygmomanometers, pulse oxymeters, plastic trolleys, bedside lockers, facemasks, one touch ultra-machine and one touch strips.

The Vice-President of the club, Madam Karen Korsah who made the donation on behalf of the club, stated that the donation was in line with a project being carried out by the club. She said the purpose of the club was to help, empower and educate women and girl children for them to make better persons of themselves. She said the club was going to be involved in the training of staff to better handle the equipment.

Professor Lorna Renner, Head of the Paediatric Oncology Unit, thanked the club for honoring their promise.

Soroptimist Interntional (SI) is a global volunteer movement of professional and business women working together to transform the lives of women and girls the world over. The Club works at the local, national and international levels through service projects to educate, empower and enable women and girls.

Soroptimist International Club of Accra (SI Accra) was inaugurated on 8th March 1985 to carry out the Soroptimist International mandate of educating, empowering and enabling the less fortunate women and girls in our communities. Over the years, SI Accra has undertaken a number of projects that have benefited a lot of women and girls in our communities.

The Accra Club is currently collaborating with a group of oncologists at the Korle Bu Teaching Hospital to address the needs of childhood cancer patients under one of its projects by providing assistance to the Paediatric Oncology Unit (POU) and Cancer Awareness Programme.

The project seeks to address the lack of equipment, materials and trained personnel which has impeded the establishment of a functional Intensive Care Unit at the Paediatric Oncology Unit.



Prof. Lorna Renner (L) receiving the items from Madam Karen Korsah (R), Vice President of the Club

NCTC celebrates World Heart Day 2019

The National Cardiothoracic Centre in collaboration with World Heart Federation marked this year's World Heart Day with a launch, health walk and a free health screening.

The theme for this year's campaign was, 'creating a global community of Heart Heroes' and was to entreat people to make basic lifestyle changes to ensure they have a healthy heart .



Participants at the launch

Present at the ceremony were Dr. Lawrence Serebour, the Director of National Cardiothoracic Centre; Dr. Abdul - Samed Tanko, the Head of Cardiology at the Centre; Mr. Alhassan Andani, Brand Ambassador and Managing Director of Stanbic Bank; Augustine Agyei Sefa, Acting Deputy Commissioner of Human Resource, Ghana Revenue Authority, and other invited guests.



Participants going through aerobics after the health walk

In an address, Dr. Serebour said, the World Heart Day is celebrated annually on September 29, and it is a day that has been set by the World Heart Federation to celebrate World Heart Day. "World Heart Day was inaugurated in the year 2000, which is about 19 years ago, and it is the world's biggest platform for raising awareness about cardiovascular diseases" he added .

According to Dr. Serebuor, cardiovascular diseases including stroke are the leading causes of death



Free Health Screening

worldwide and as such requires awareness campaigns to educate people to maintain their health.

"Celebrating World's Heart Day also serves to inform people around the globe that cardiovascular diseases; including heart disease and stroke is the world's leading cause of death, accounting for 17.9 million deaths annually", he added.

Later in the month, the Centre together with Former Nigerian and Arsenal footballer Nwankwo Kanu and members of the public embarked on a health walk to sensitise the public on the need for regular exercising for healthy hearts.

At a post-walk discussion, Dr Serebour reminded participants to make heart promises to themselves. He therefore advised the general public to eat well, exercise regularly, desist from smoking and be mindful of what they drink.

In his remarks, Mr Nwankwo Kanu advised the young and old to stay healthy and be mindful of their health. "Never say you are okay, go for regular medical check-ups and keep your hearts healthy" he added.

The Centre also organised health screening for the general public.



Free Health Screening

PIX IN BITS



The Faculty of Pharmacy and Pharmaceutical Sciences has presented an appreciation plaque to Korle Bu for contributing to the training of Pharmed students. In picture are from L-R Dr. Isaac Ayensu, Deputy Experiential Training Coordinator; Dr. Mercy Opare Addo, Experiential Training Coordinator; Dr. Daniel Asare, CEO KBTH; Dr. Daniel Ankrah, Director of Pharmacy; and Dr. Amah Nkansah, Dep. Director of Pharmacy



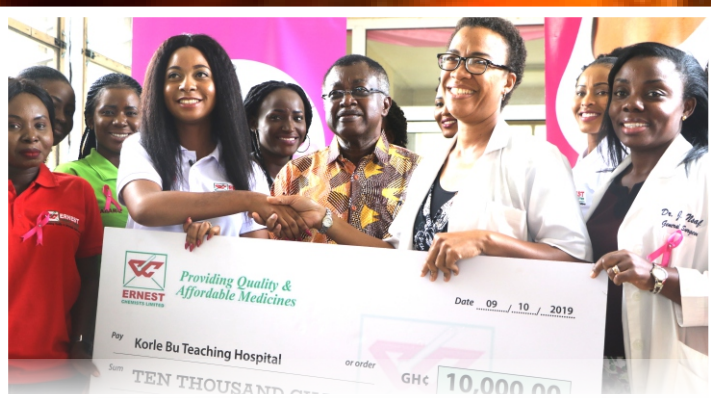
Ms Augustina Annan (Right) of the Procurement Unit has bowed out of active service after 40 years of dedication and hardwork as secretary for the Hospital



The Ministry of Sanitation has donated 20 waste bins to the Hospital as part of its social responsibility drive.



Campaign for Female Education (Camfed), an NGO has supported the Paediatric Oncology Unit with GHC 10,000 for the treatment of Childhood cancers.



Ernest Chemist has donated GHC 10,000 to the Breast Unit to support the campaign on Breast Cancer Awareness



The Cancer Support Network of Ghana has offset the bills of three patients in the sum of GHC 6,000 at the Genito-Urinary Unit

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