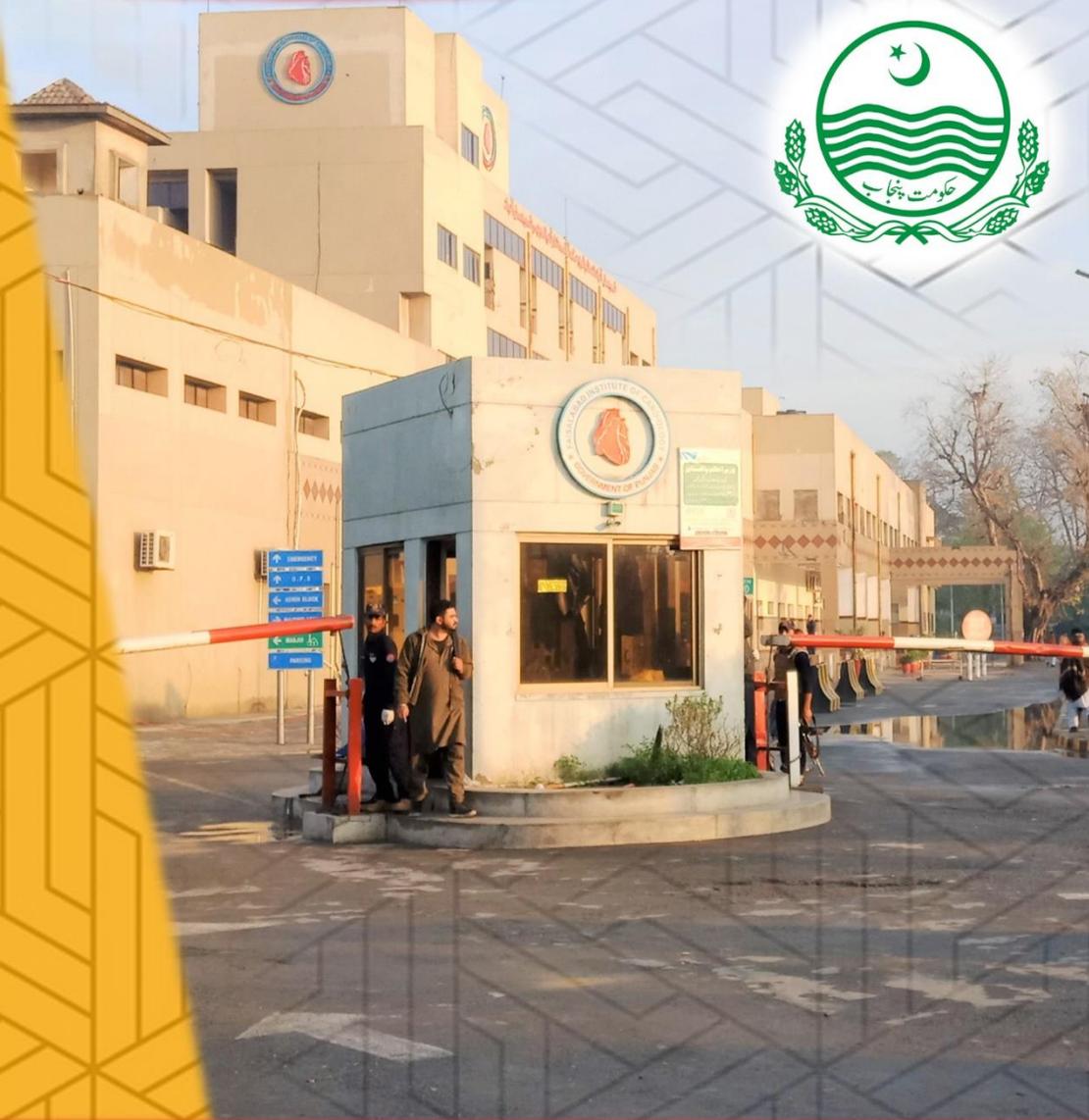


# FAISALABAD INSTITUTE OF CARDIOLOGY

EVIDENCE BASED CARDIAC SERVICES FOR ALL



## ANNUAL REPORT 2019 (PROGRESS 2010-2019)



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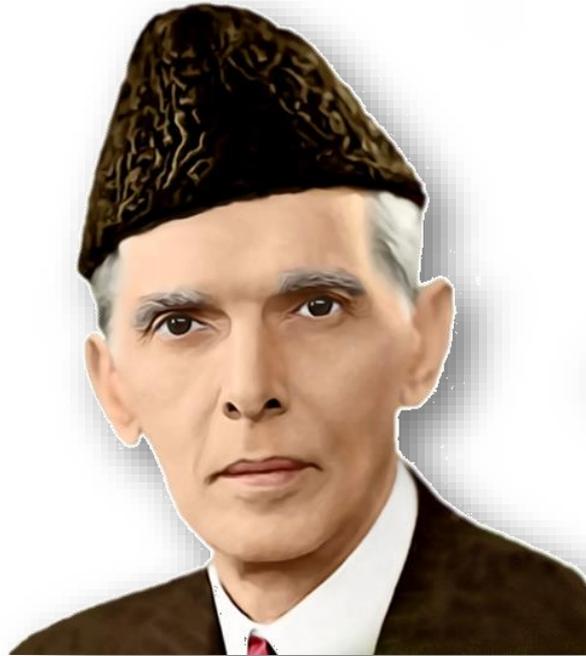
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Shahzeb

# Table of Contents

Message of the Qaid-e-Azam .....	
Our Mission, Aims, Objective, Values.....	
Welcome Note of the Executive Director .....	
Demographic Profile .....	
Fic Sections And Their Functional Domains .....	
<b>CLINICAL DEPARTMENTS</b>	
Out Patient Department.....	2
Emergency .....	4
Cardiac Catheterization & Interventional Cardiology .....	6
Nuclear Cardiology .....	9
Cardiac Surgery:.....	11
Anesthesia.....	13
Cardiac Rehabilitation & Physiotherapy.....	14
Radiology.....	15
Noninvasive Cardio Diagnostic.....	17
Exercise Tolerance Test.....	18
Pathology.....	19
Blood Bank .....	22
Pharmacy .....	23
Clinical Dietetics .....	24
Miscellaneous.....	26
<b>ACADAMIC AFFAIRS</b>	
<b>ADMINISTRATION DEPARTMENT</b>	
Organogram .....	34
<b>HEALTHCARE MANAGEMENT DEPARTMENT</b>	
Quality Assurance Department.....	366
Infection Prevention and Control Department.....	377
<b>SERVICES DEPARTMENTS</b>	
Biomedical Engineering Department: .....	39
Information Technology Department:.....	40
Medical Social Welfare Department:.....	41
Security.....	42

Laundry and Linen Section: .....	43
Achievements .....	<b>Error! Bookmark not defined.</b>
Projects.....	45
Other Activities .....	50



### **QUAID-I-AZAM DIRECTION TO PUBLIC SERVANTS**

“You should not be influenced by political party or individual politician. If you want to raise the prestige and greatness of Pakistan, you must not fall a victim of any pressure but do your duty as servants to the people and the State, fearlessly and honesty. Service is the backbone of State. Governments are formed, governments are defeated, Prime ministers come and go. Ministers come and go, but you stay on and therefore, there is a very great responsibility placed on your shoulders. Make the people feel that you are their servants and friends, maintain the highest standard of honor, integrity, justice and fair play. Work honestly and sincerely.”

**OUR MISSION:**

We at Faisalabad Institute of Cardiology strive to play a leading role in Providing the Evidence Based Healthcare services to cardiac patients and to prepare Healthcare Professionals for the challenges of future through Academic Activities.

**OUR VISION / AIM:**

Our vision is to become a leader in evidence based healthcare and postgraduate training of doctors, nurses and paramedics.

**OUR PHILOSOPHY:**

We believe that:

- Evidence based practices in healthcare ensure safety, accountability and cost-effectiveness. Therefore our ambition is to be the torch bearers in this direction. We are convinced that this can be achieved by removing all those practices which are not based on solid scientific evidence. It is our considered resolve that we shall do this by a process of constant motivation and education of employees.
- Education and training alone can produce a behavioral change which is conducive to scientific thinking and progressive mind-set.
- Our staff have immense potential to revolutionize healthcare services if they are provided a strong educational foundation and a progressive global perspective of modern healthcare norms and practices.

**OUR CORE VALUES:****Knowledge:**

Knowledge is our top most core value. We believe one of the real values by which a human being can be judged is Knowledge. We respect the knowledgeable regardless of ethnic origin, gender, religion, age or social status. This is in line with the Quranic teaching that a person without knowledge cannot be equal to the one with knowledge.

**Passion:**

The concept of Passion is centre point of our Poet Philosopher, Allama Muhammad Iqbal. One can live an ordinary life without passion but crossing the barriers of time and space always needs a leap of passion. Passion can transform *the small* into *the big* and *mortal* into *immortal*. Nursing is all about passion for ailing humanity. Extraordinary results can be achieved against all odds with passion. We value a passionate approach to the patients overall well being.

**Discipline:**

The discipline distinguishes between a team from group, a nation from a crowd and civilized human beings from a herd of "*Homo sapiens*".

**Morality:**

Morality is the hallmark of medical profession. A patient comes to the doctors and nurses with ultimate level of trust and faith, shares the most confidential aspects of his/her life and handover body and soul for a treatment. Only a very high standard of morality can provide the guarantee that we as doctors and nurses can meet this level of trust.

**Innovation:**

Innovation is prime value which guarantees dynamism in present and assures existence in the future. Innovation is highly needed in all spheres of life in Pakistan. We are an innovative nation by temperament yet we have not made many internationally recognized contribution to science and technology. Medical and nursing profession needs serious contributions in this regard. We at FIC do encourage all innovative ideas and initiatives of our staff aimed at improving the patient care.

**Excellence:**

Any person, initiative, effort or idea that can bring excellence in any area of patient care is very valuable for us. We aim to gain excellence in all aspects of our professional lives. It is our main driving force as we do not wish to stop short of it. Excellence needs all the values mentioned above and hence is the ultimate value of our organization.

## WELCOME TO THE FAISALABAD INSTITUTE OF CARDIOLOGY (FIC)

Faisalabad Institute of Cardiology (FIC) has achieved an iconic status for the city of Faisalabad at national level. The institute was established in 2007 and went through early formative stages till the end of 2015. The new mission statement adopted in November 2015 clearly spelled our ultimate vision of becoming a postgraduate center, resolved to provide evidence based patient care as well as postgraduate training. This mission statement has dictated our future journey in a clearly defined direction. This has resulted in major improvement in patient care as well as postgraduate training. Our postgraduate students are rapidly becoming the identity of our training programs.



We as a team, very dearly, value the importance of multidisciplinary approach in the treatment and wellbeing of critically ill patients. Currently we perform over 1300 open heart surgeries and more than 2000 percutaneous interventions. In very short time period FIC has become the preferred institute for the patients requiring highly complex procedures like aortic surgery and adult congenital surgery. This high volume of patients provides tremendous opportunities for postgraduate learning. Banking upon our potential to provide post graduate training in these disciplines, we have gained recognition from CPSP to initiate FCPS programs in Interventional Cardiology and Pediatric Cardiology. We have also been recognized by the Pakistan Nursing Council to start Post Basic Diplomas of Intensive Care Units and Coronary Care nursing.

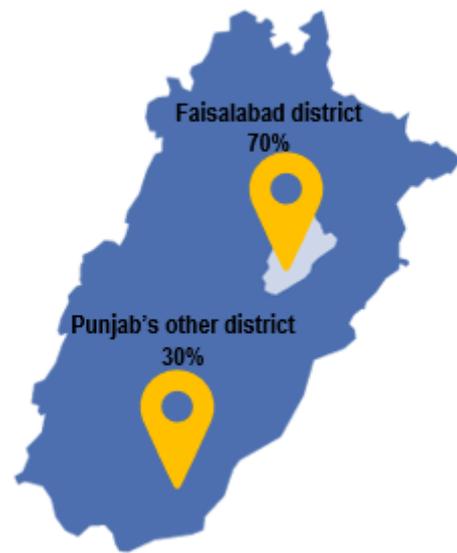
I request the concerned people from various segments of society to review this progress report and provide us their valuable feedback for further improvement. We also welcome the philanthropists to come forward with their contributions in the future development programs of this prized Institute of Faisalabad.

Prof. Anjum Jalal FRCS, FCPS-CS, FRCS-CTh  
 Executive Director  
 Faisalabad Institute of Cardiology  
[www.facebook.com/Ficfsd](http://www.facebook.com/Ficfsd)  
[www.fic.gop.pk](http://www.fic.gop.pk)

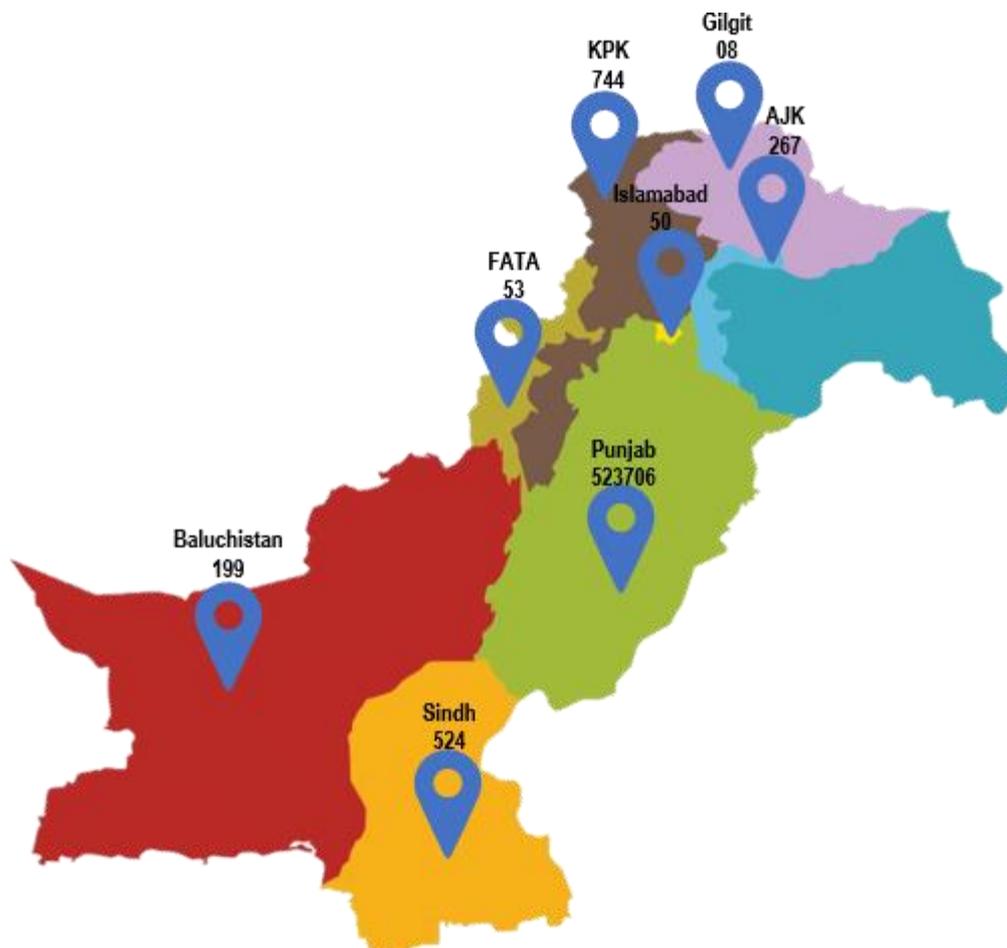
KNOWLEDGE	PASSION	DISCIPLINE	MORALITY	INNOVATION	EXCELLENCE
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## Demographic Profile

The province of Punjab covers an approximate area of 205344 km<sup>2</sup> which is divided into 36 managerial units called its districts. In the year 2019, Faisalabad Institute of Cardiology (FIC) was visited by the heart patients for consultancy and treatment from all the districts of Punjab with a major of 70% from its host district, Faisalabad.



Moreover patients from other provinces, federal territories and state of Azad Jammu and Kashmir have been also visiting for consultancy and treatments in 2019.



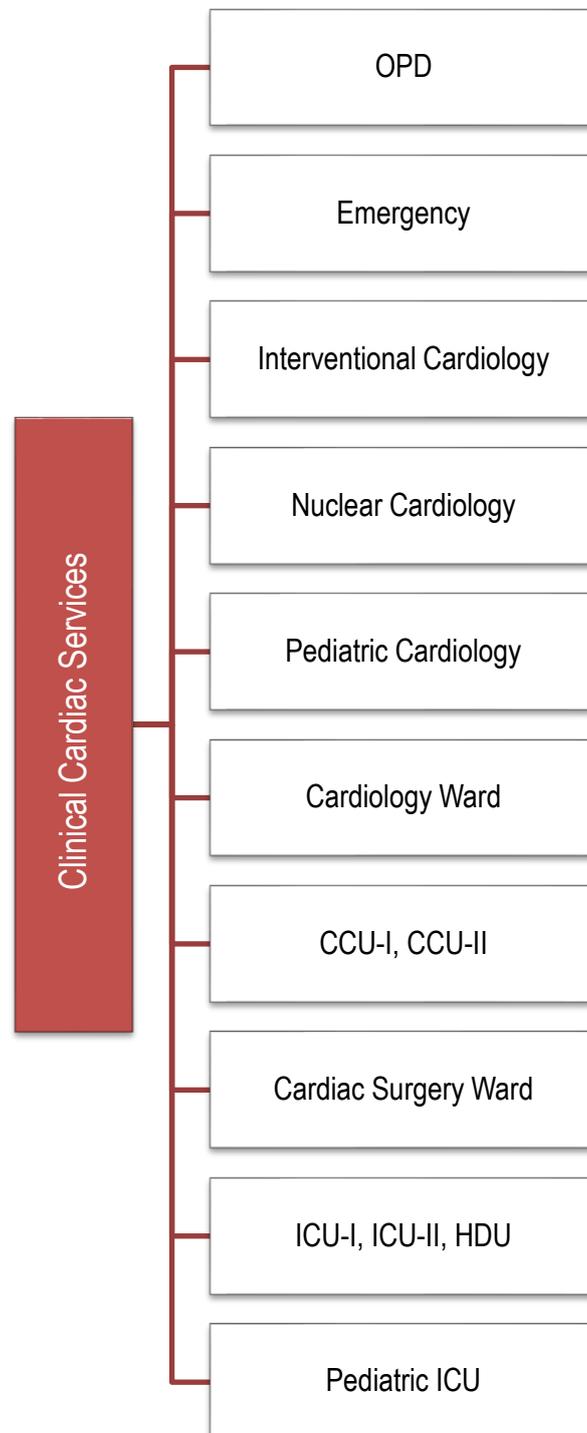
## FIC Sections And Their Functional Domains

Clinical Departments	Cardiology
	Cardiac Surgery
	Anesthesia
	Cardiac Rehabilitation & Physiotherapy
	Radiology
	Pathology
	Blood bank
	Pharmacy
	Clinical Dietetics
	Dentistry
Miscellaneous	
Academic Affairs	Medical Education
	Research & Publications
Administration Department	Executive Director
	Medical Superintendent
	Addl. Medical Superintendents
	Deputy Medical Superintendents
	Finance & Accounts
	Establishment & HR
Healthcare Management Departments	Quality Assurance
	Infection Prevention & Control
	Record & Statistical
Services Departments	Biomedical Engineering
	Information Technology
	Medical Social Welfare
	Security
	Central Sterile Supply Department
	Laundry & Linen
	Stores
	Cafeteria

# CLINICAL DEPARTMENTS



A clinical cardiac service consists of following units.



## OUTPATIENT DEPARTMENT

OPD at FIC is its foundation department providing diagnostic, therapeutic, rehabilitative care and treatment to the patients as are not admitted/ registered as in-patients. The FIC OPD is spacious with comfortable seating and good lighting arrangement in place for the convenience of patients.



We as a team of medical and Para medical staff equipped with executive physical and medical facilities are targeted at high quality medical service to the heart patients here at FIC.

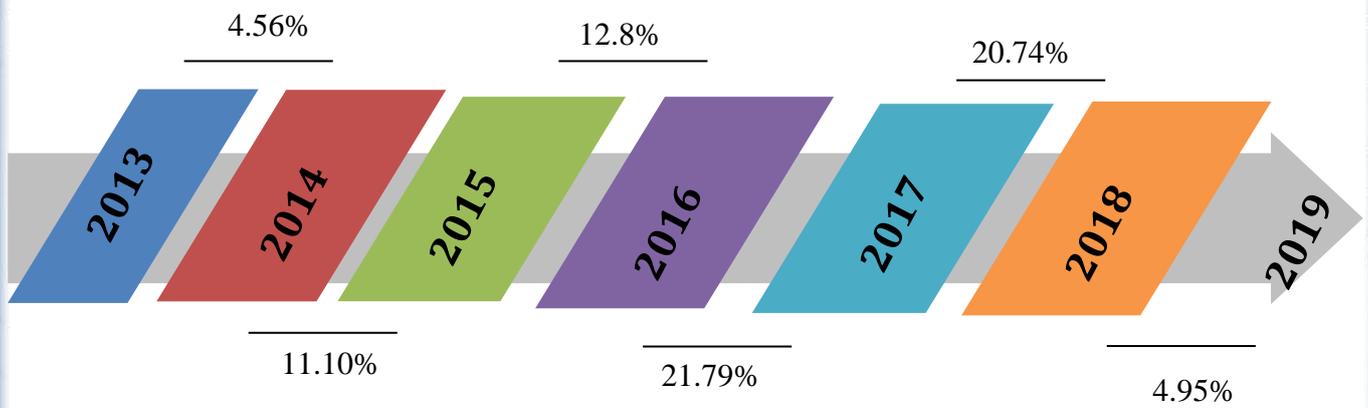
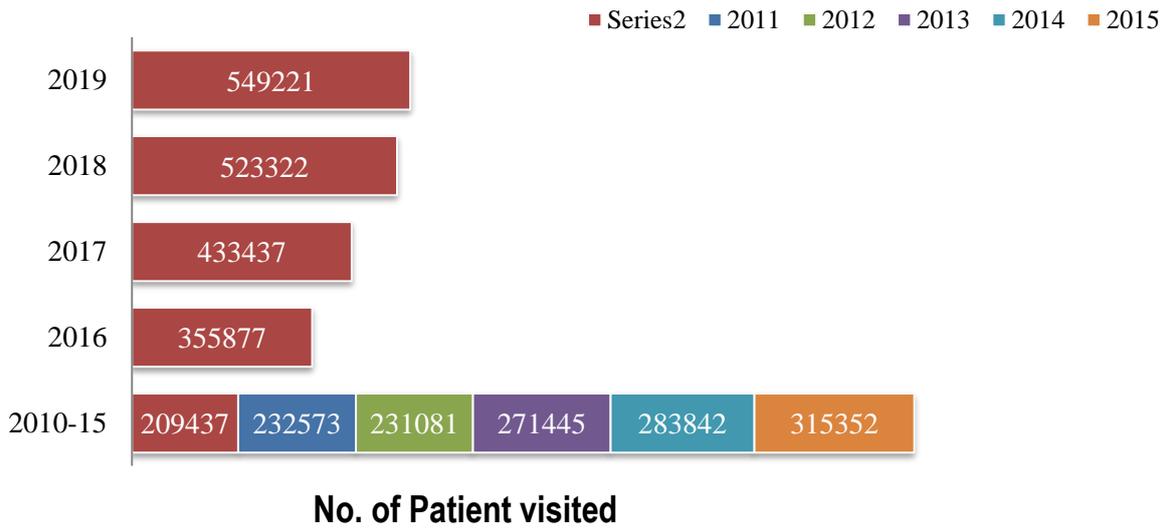
Our Queue Management system at OPD minimizes the patient's waiting time for consultancy, treatment or diagnosis and helps increase the satisfaction level of patients.

We also provide the following services:

- Cardiac Rehabilitation and Physiotherapy
- Clinical Dietetics
- INR Clinic

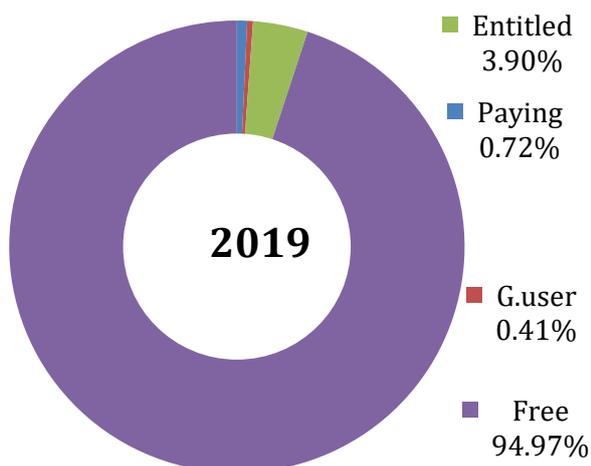


**OPD Statistics**



**Annual Percentage Increase**

The Figure shows annual percentage increase of patient visited Outdoor Patient department.



This graph shows categorywise proportion of patient treated in 2019.

## EMERGENCY

Emergency department is the backbone of any hospital for the provision of non-stop services round the clock. FIC's emergency ward is 66 bedded equipped with cardiac monitors, central oxygen supply system and cardiac emergencies apparatus like defibrillators, ventilators, pacemakers. The patients in the emergency are given top priority to bring them out of danger.



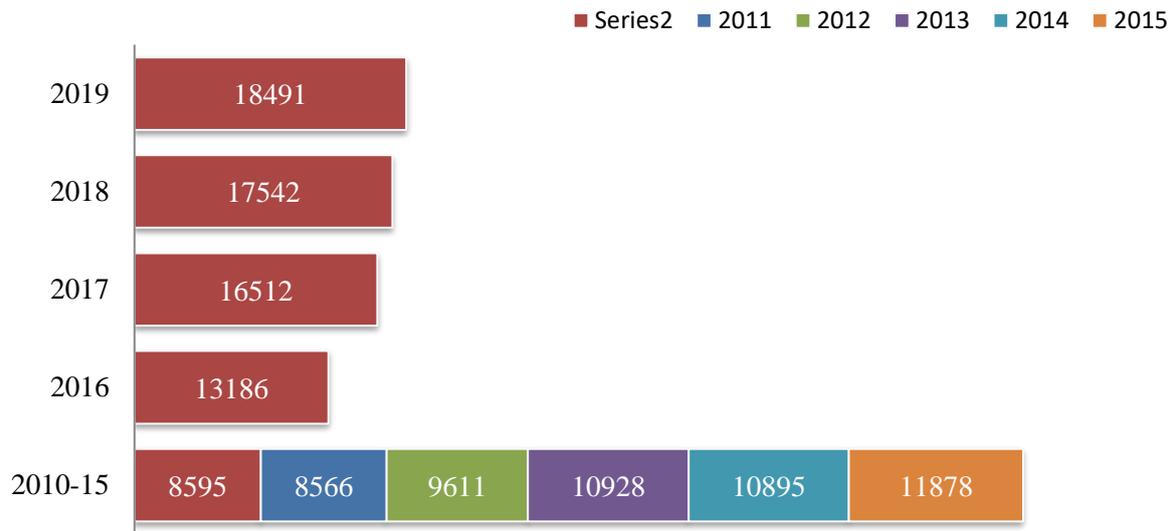
Emergency department consists of following sections:

- Resuscitation Area
- Triage Area
- Wards

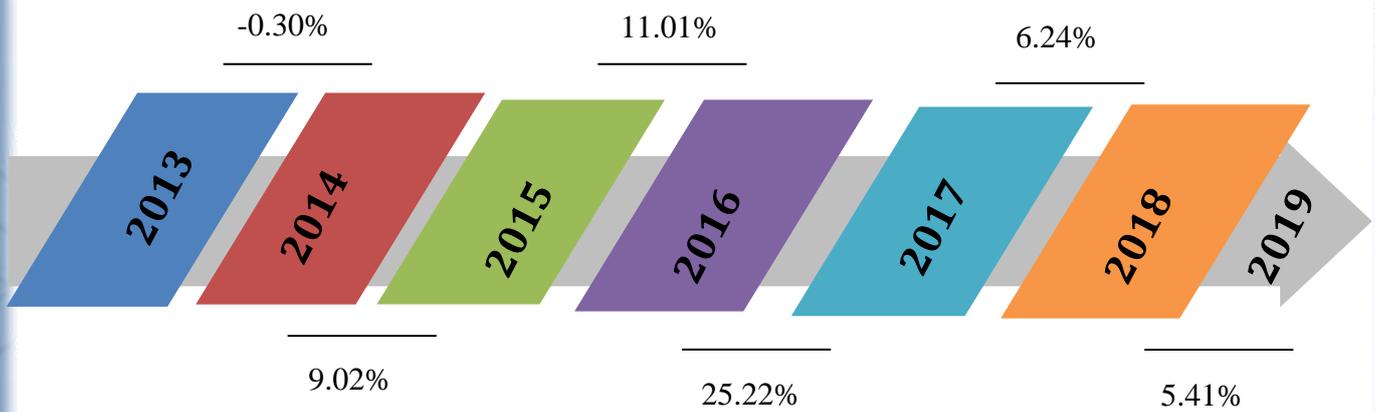
Emergency treatment at FIC is **free of cost** for all the patients including Primary PCI services with collaboration of cardiac catheterization department.



### Emergency Department Statistics



**Emergency Admissions**



**Annual Percentage Increase**

The Figure shows the annual percentage increase in the number of patients visited Emergency department from 2013 -2019.

## CARDIAC CATHETERIZATION & INTERVENTIONAL CARDIOLOGY

Catheterization Laboratory is the heart of our Cardiology Department. The Cath Lab is equipped with three Angiography Machines. At the core of this department is the latest, state of the art, SIEMENS ARTIS –Z digital imaging system. This is capable of performing imaging of heart, brain and arteries and veins of all parts of the body for adults as well as children. The system has total digital acquisition, storage and processing capability of all images. It has very advanced features like digital subtraction, super-imposition, enhancement and other processing functions which allow very high resolution images for diagnostic purposes.

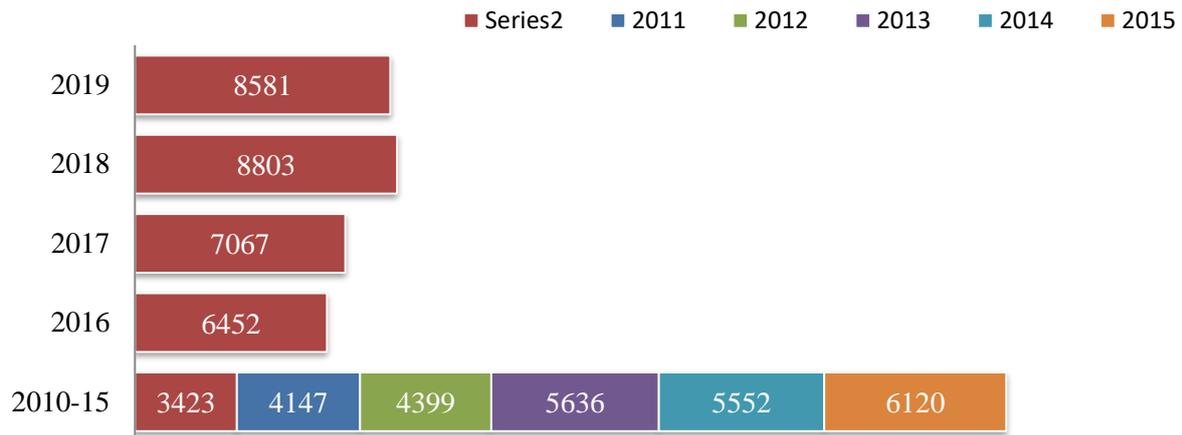


### Coronary Care Units:

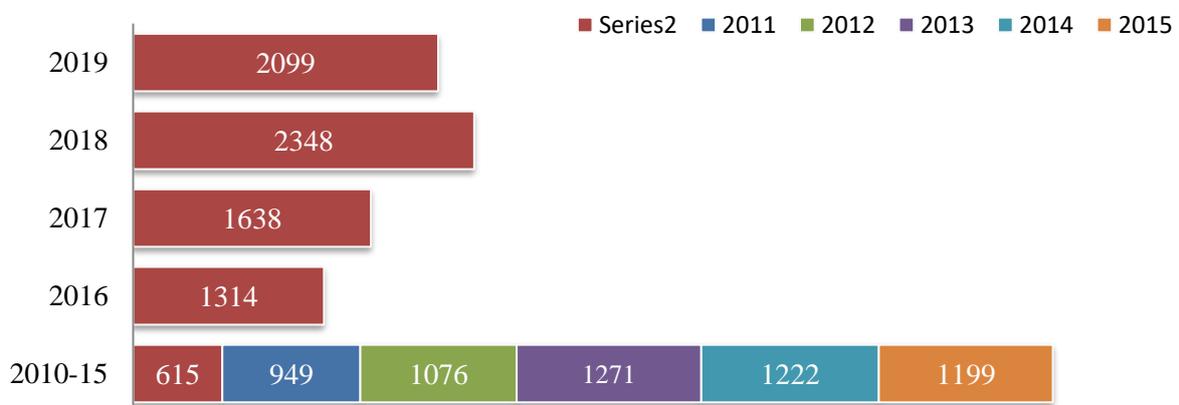
These inpatient units are designed to provide a quiet, peaceful environment to give as much rest to the patient as possible and to promote healing. FIC has two CCUs with bedside cardiac monitoring, central oxygen and suction facility. All other equipment required for the treatment of cardiac emergencies like defibrillators, ventilators and temporary pacemakers are also available.



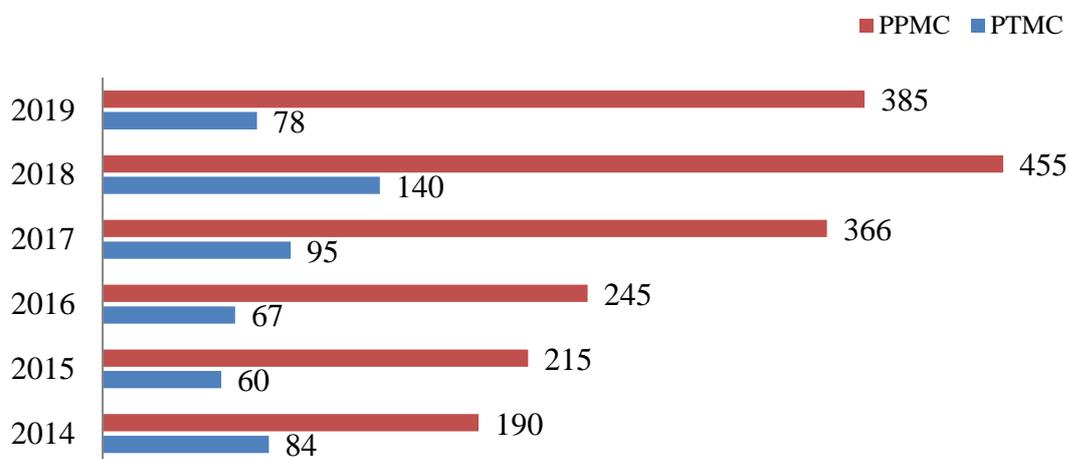
### Cardiac Catheterization & Interventional Cardiology Statistics



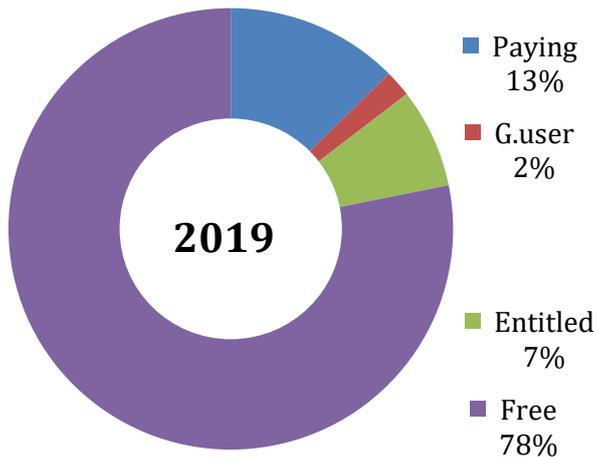
**Cardiac catheterizations**



**Percutaneous Coronary Intervention(PCIs)**



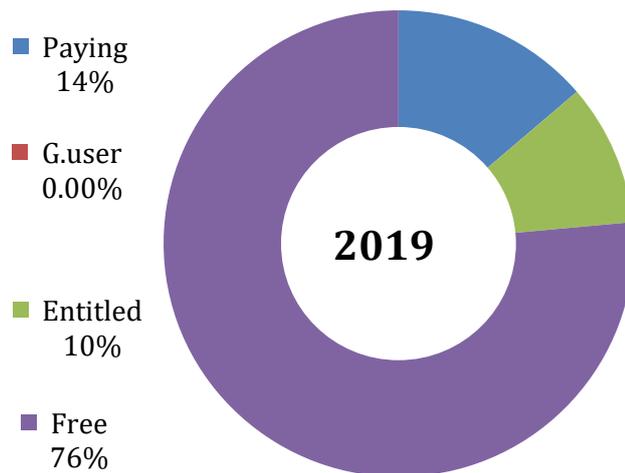
**PTMC, PPM Implantation**



This graph shows categorywise proportion of patient treated in 2019.

**Category wise Cardiac Catheterizations**

This graph shows categorywise proportion of patient treated in 2019.



**Category wise PCIs**

## Nuclear Cardiology

Nuclear Cardiology Department started work in August 2011. The Nuclear Cardiology department offers a wide spectrum of non-invasive tests for diagnostic and prognostic evaluation of patients with cardiovascular disease.

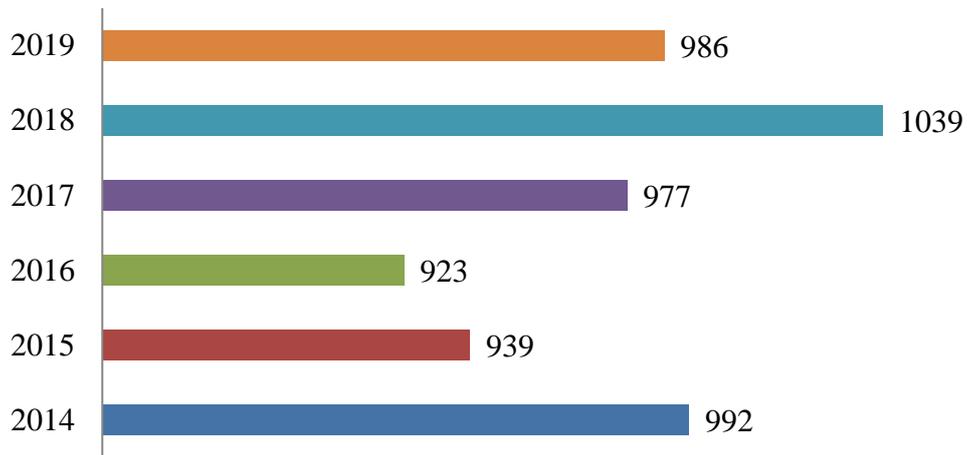


The department performs myocardial perfusion scans, using both physical and pharmacological stress techniques. Tc-99m MIBI are used for myocardial perfusion imaging (MPI). We perform stress and resting nuclear imaging for evaluation of coronary blood flow, myocardial function, and myocardial viability in patients with coronary artery disease and other abnormal cardiac conditions.

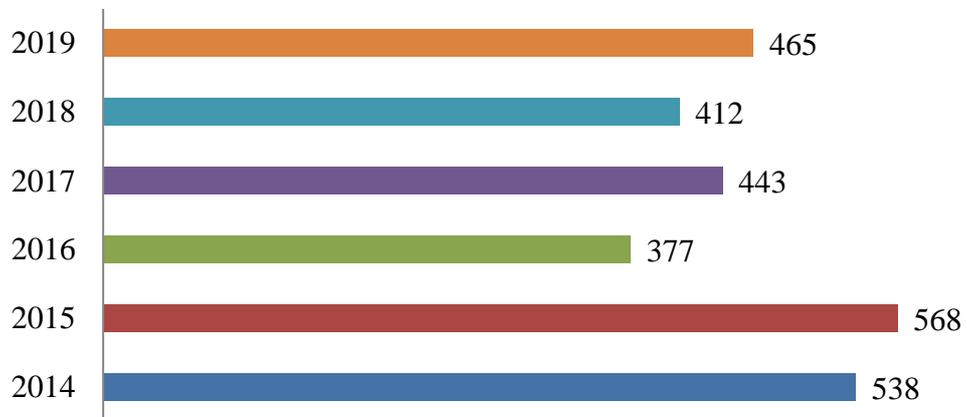
The department is equipped with a state of the art dual head dedicated cardiac SPECT Gamma camera system (Cardio MD III), which has been installed.



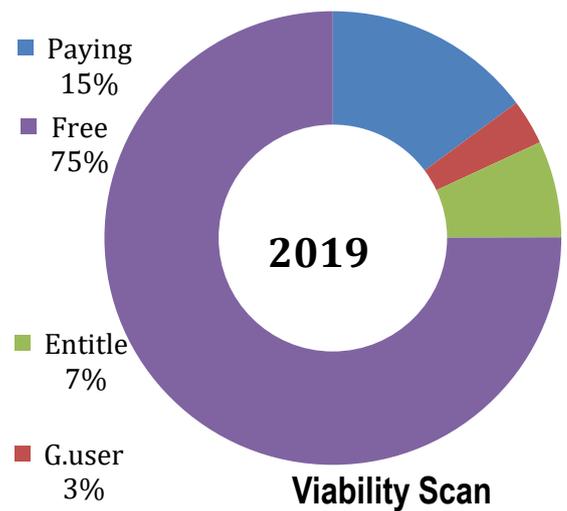
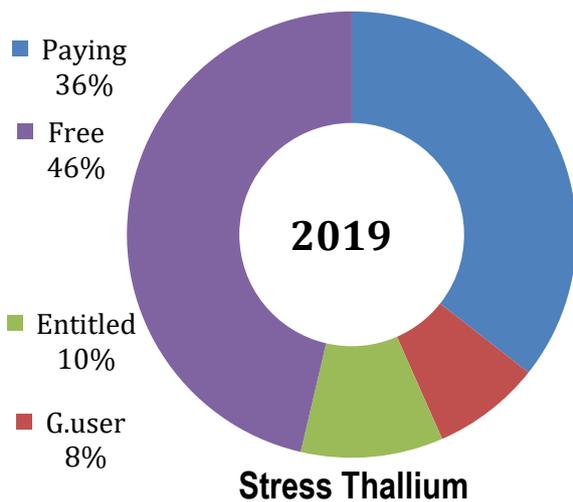
Nuclear Cardiology Department Statistics



**Stress Thallium**



**Viability Scan**



## Cardiac Surgery:

Cardiac Surgery department started in November 2009. It has well-designed operation theatre complex and Cardiac Intensive Care Units. The operation theatre consists of five operating rooms out of which two are Modular. Each operating room has its own scrub area, patient preparation area and storage area. All our surgical instruments are sterilized in state of the art CSSD.

Presently, the FIC has become one of the leading institution that provides surgical treatment of a wide range of complex cardiac problems.



### Cardiac surgery services include:

- Coronary artery bypass surgery
- Valve Replacement
- Valve Repair
- Repair of Aortic Aneurysms
- Surgery for the cardiac tumors
- Surgery for Pericardial Diseases
- Surgery of Congenital Heart Disease

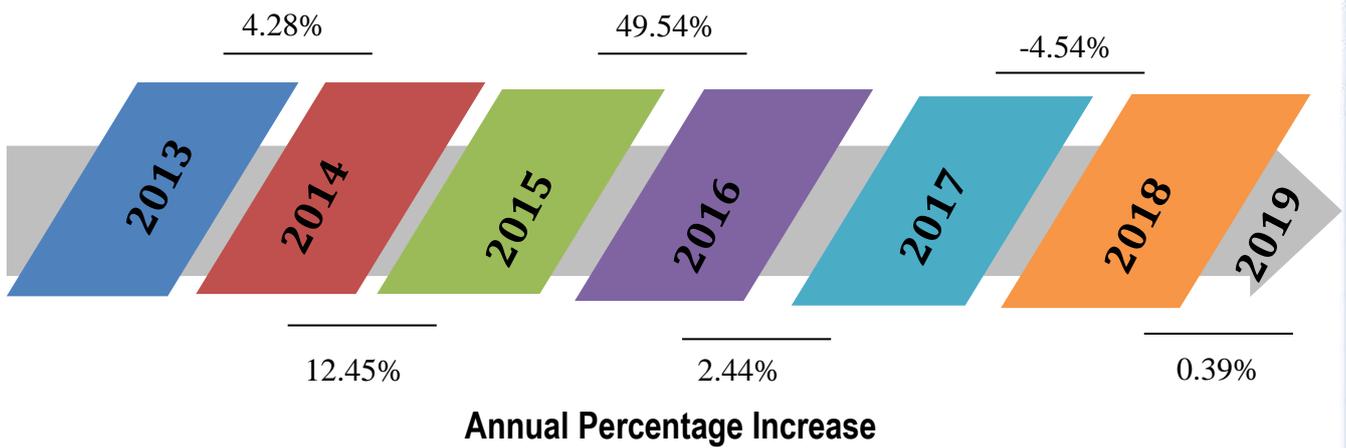
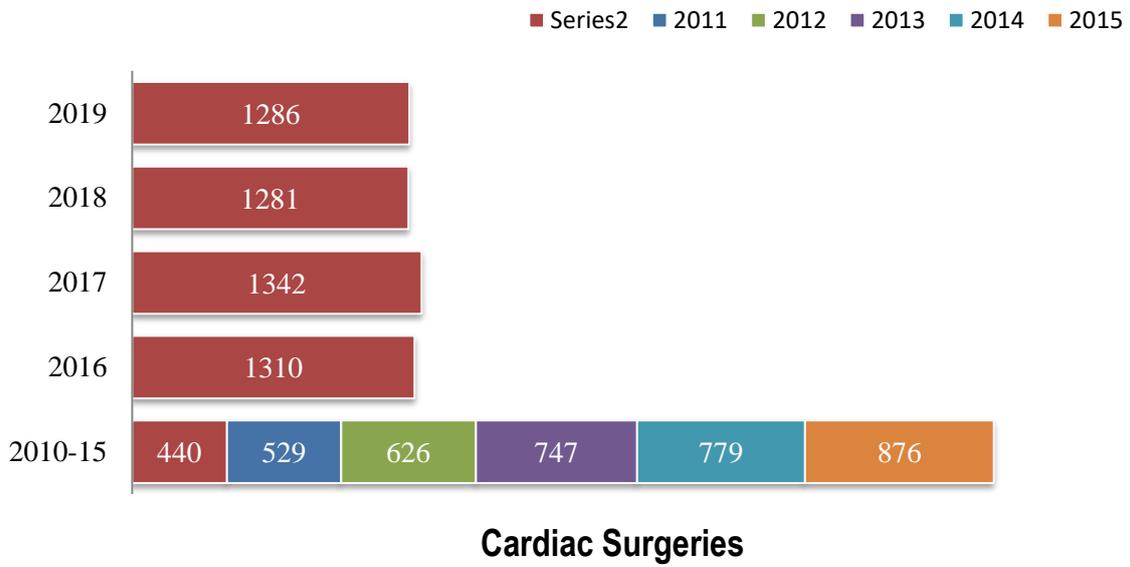
Under the leadership of Professor Anjum Jalal FRCS, FCPS-CS, FRCS-CTh, the institute is evolving three highly specialized dedicated teams in the following specialized areas:

1. Surgery for Grown-up Congenital Hearts (GUCH)
2. Mitral Valve Repair
3. Aortic Surgery

These three teams will provide services in these highly complex areas and will run training programs for young surgeons who have already done FCPS in cardiac surgery.



### Cardiac Surgery Statistics



The Figure shows the annual percentage increase of surgeries done from 2013 -2019.

## Anesthesia

Anesthesiology Department provides state-of-the-art-care for patients undergoing all types of surgical procedures. We deliver perioperative anesthesia services that match standard anesthesia requirements for patients undergoing cardiac surgery the acute clinical needs of our patients, surgical and new clinical programs.



The prime duty of anesthesia department is to

- Assessment and preparation of patients for surgery and anesthesia
- To anesthetize and monitor during anesthetize postoperative intensive care patient/ Acute care of patients during perioperative period
- Pain management,
- Airway management,
- Mechanical ventilation,
- Cardiac, pulmonary and trauma resuscitation
- Monitoring and managing critically ill patients to facilitate surgery in operation theatres and
- Patients in Intensive care unit, emergency and other areas of hospital.



## Cardiac Rehabilitation & Physiotherapy

Physical therapy and cardiac rehabilitation services are being provided to patients in Faisalabad Institute of Cardiology since November 2009. Physical therapy is an important intervention that prevents and mitigates adverse effect of prolonged bed rest, mechanical ventilation during critical illness, CVA, any active and passive therapy that promotes movement and includes mobilization.



Rehabilitation includes musculoskeletal, neurological, orthopedic rehabilitation and postoperative complications of cardiac surgery i.e shoulder stiffness, generalized muscle weakness, trigger points and contractures.

Treatment protocols include:

- Nebulization
- Spirometer
- Coughing
- Positioning
- Percussion, vibration, suctioning
- Respiratory muscle strengthening
- Breathing exercise (ACBT's), mobilization
- Pre and post-operative guidelines



## Radiology

Radiology or Radio diagnosis is one such important departments of the hospital which contributes directly to the patient care. The Radiology Department of FIC strives to provide a patient centered imaging service across all aspects of diagnostics in both acute and primary care settings. It offers state-of-the-art multimodality imaging to the local community. The Department provides a wide range of diagnostic services, which include:

- Plain film radiography,
- All type of conventional
- Abdominal and small parts sonography
- Doppler ultrasound
- Ultrasound guided diagnostic interventional examination/therapy.

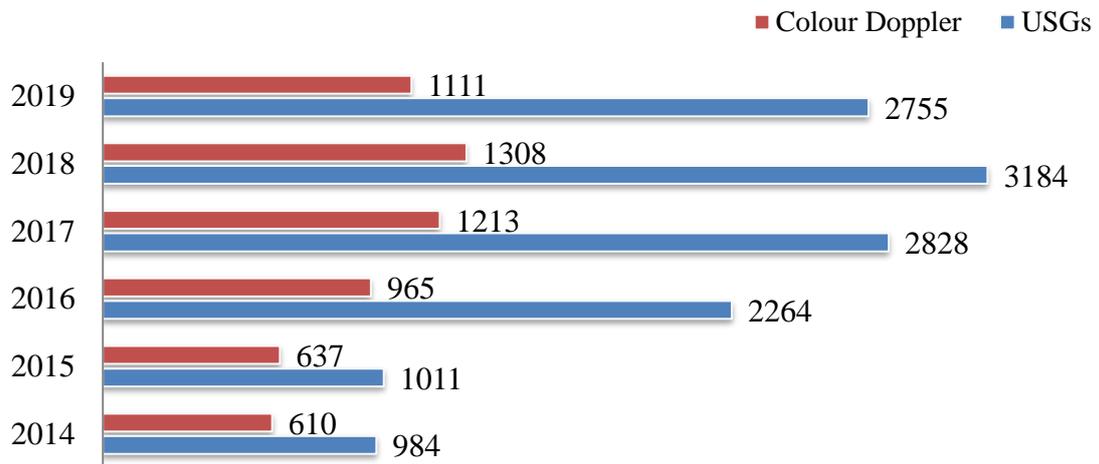
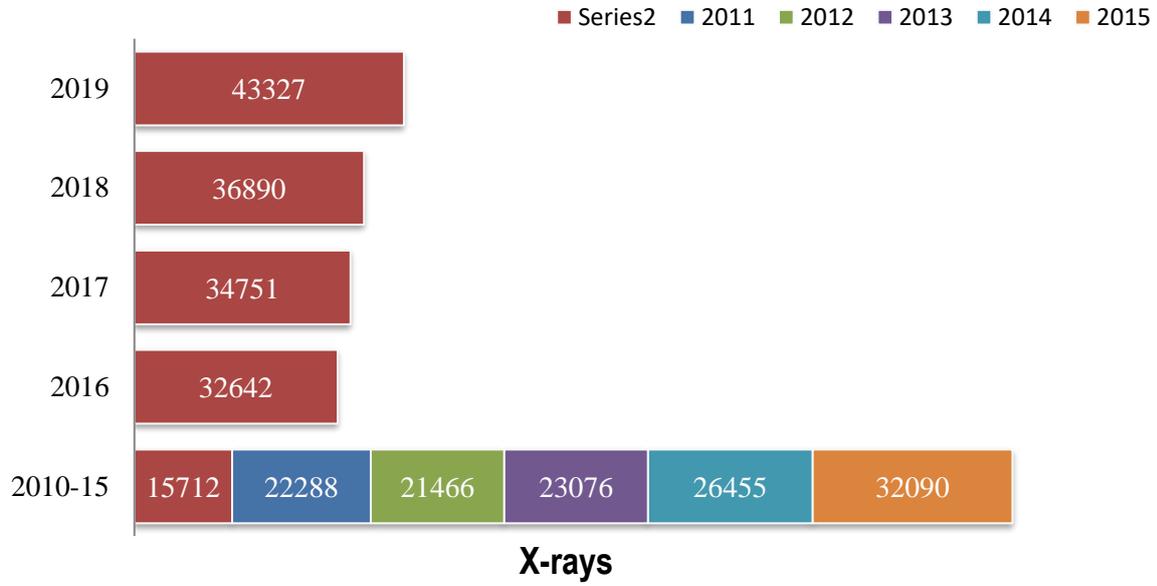


The department is equipped with state of art machinery which includes color doppler machine for peripheral vascular studies and digital computed radiography system.

The service is a Consultant led multi-disciplinary team working. The procedures are performed under the direct supervision of senior, experienced and qualified radiologist and specially trained doctor.

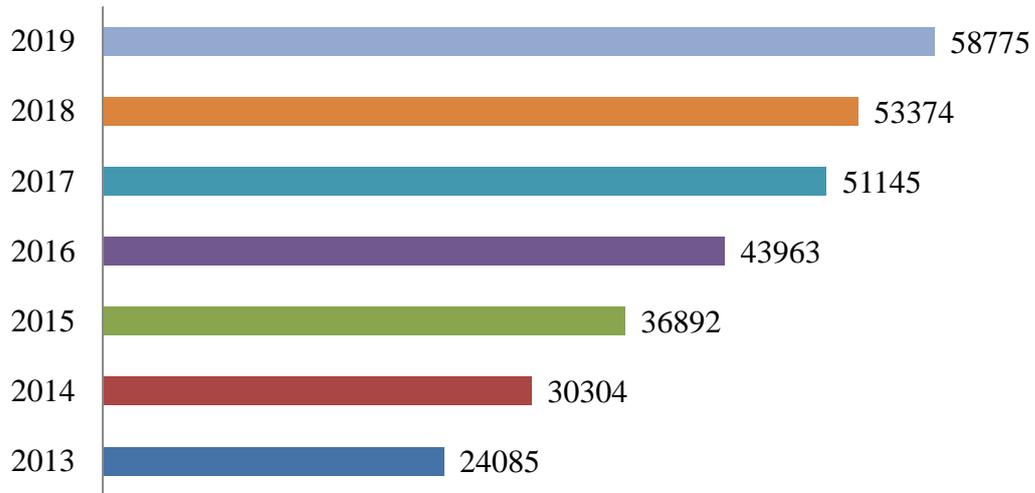


### Radiology Statistics

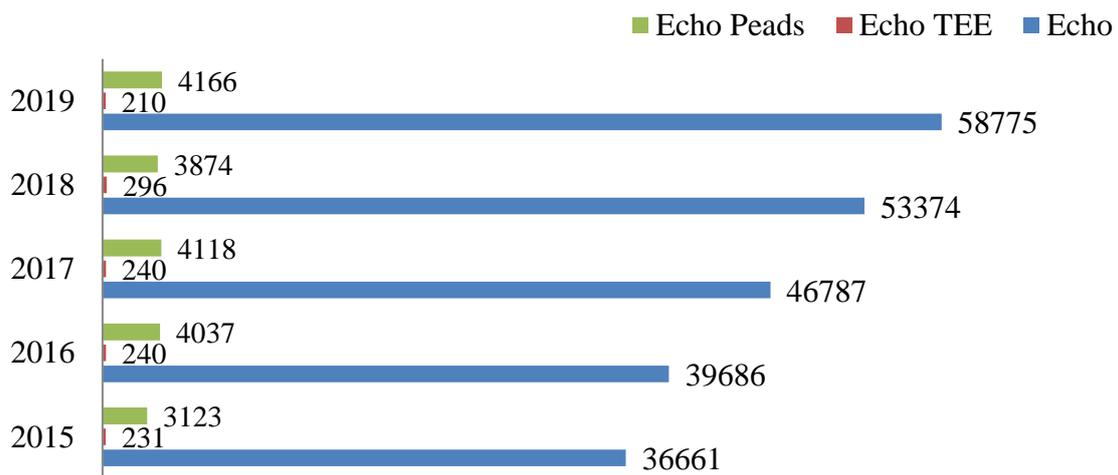


### **Ultrasonography (USGs), Colour Doppler**

### Noninvasive Cardio Diagnostic



### Echo cardiography

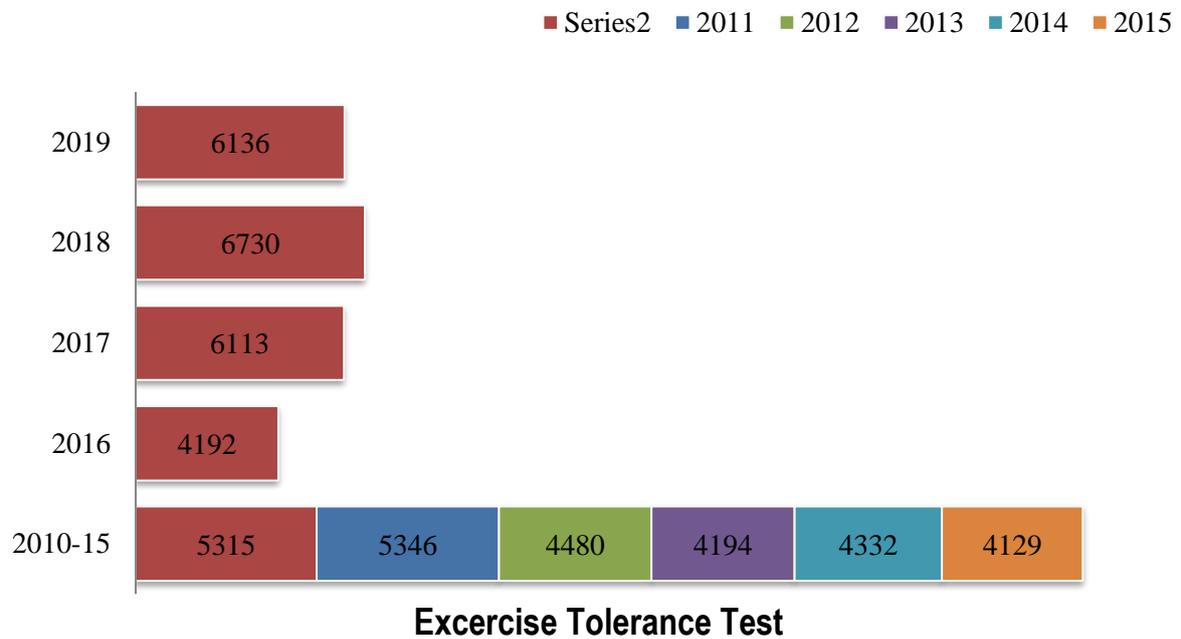


### Echocardiography

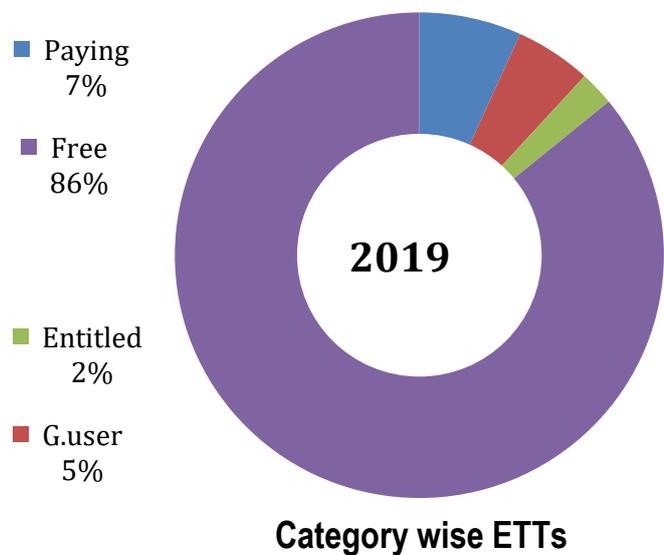
The detail of Echo test according to the age is as shown in the graph.

## Exercise Tolerance Test

Exercise Tolerance Testing (ETT) is an important part of evaluation of patients with suspected or diagnosed cardiac problems.



This graph shows categorywise proportion of patient treated in 2019. It is seen that 86% patients avail free service.



## Pathology

The department of Pathology started functioning in August 2008. All tests are performed under the supervision of qualified staff. Following tests are available in FIC:

- Biochemistry
- Hematology
- Microbiology
- Serology
- Clinical pathology
- Special chemistry
- Histopathology
- Immunology
- Cytology

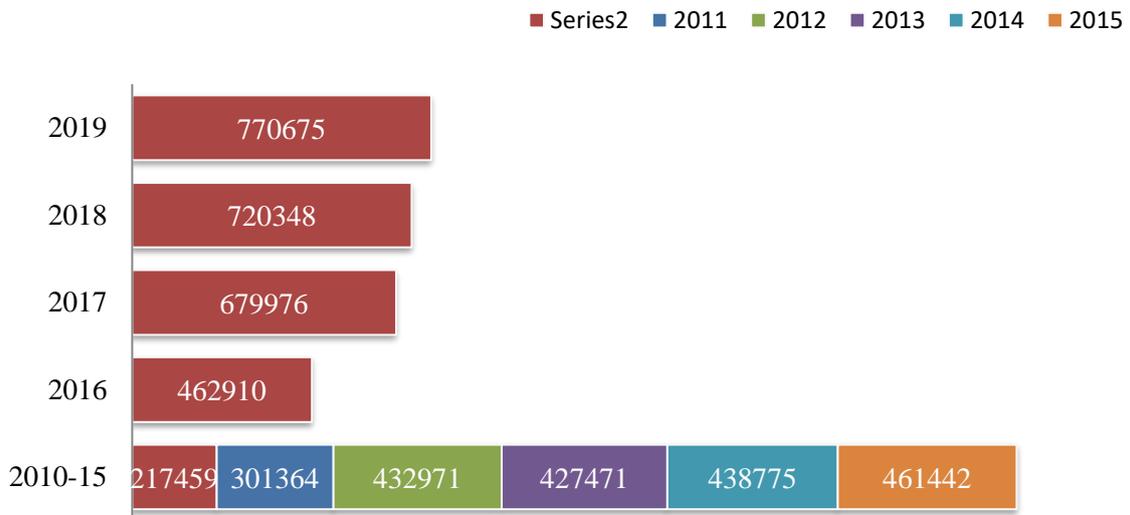


Pathology department also offers internship program to students of BS in all lab areas and has trained the students of following universities:

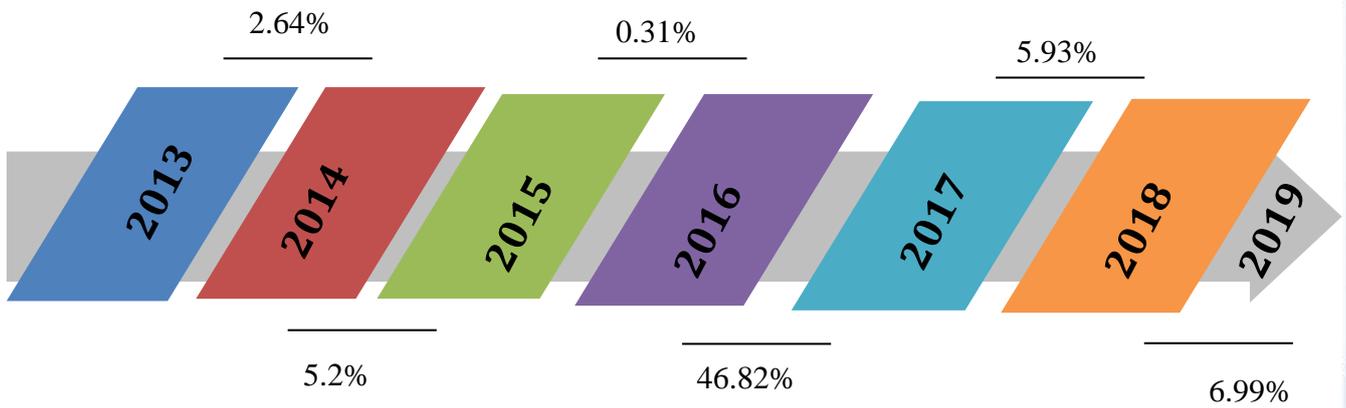
- University of Agriculture Faisalabad
- Govt. College University Faisalabad
- Faisalabad Medical University Faisalabad
- Govt. Post graduate college of Allied Health Sciences
- Govt. College for Women University, Faisalabad
- Independent Medical College



### Pathology Statistics

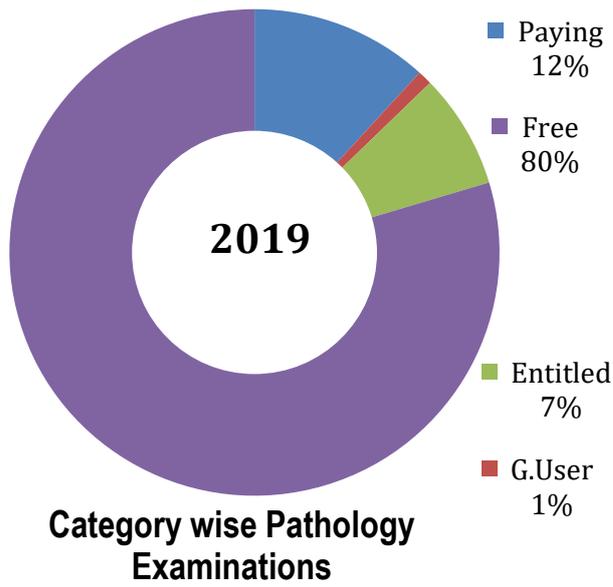


### Pathology Examinations



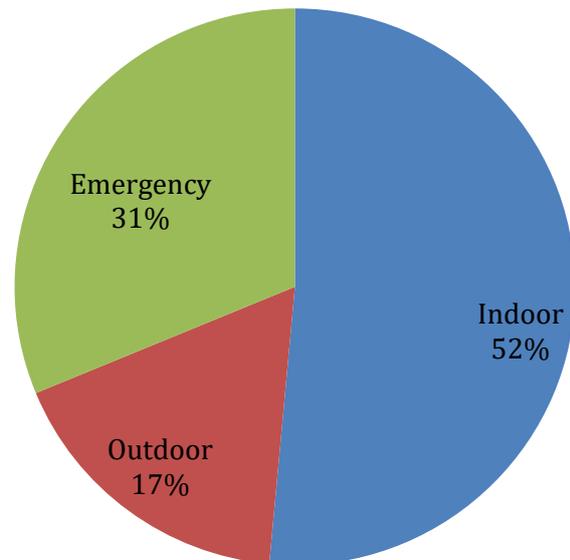
### Annual Percentage Increase

The figure shows the annual percentage increase in Lab test performed from 2013 -2019.



This graph shows category wise proportion of patient treated in 2019. It is seen that 80% patient avail free lab test in 2019.

The graph shows department wise lab test performed in 2019.



**Pathology Examinations Department wise**

## Blood Bank

The blood bank department of this institute equipped with Blood storage bank cabinets, Plasma Freezers, Gel cross match, Apheresis machine and Cryocentrifuge machine for the separation plasma and pack cell volume (PCV).



The safe blood is being supplied not only to the patients of Faisalabad Institute of Cardiology but also Thalassemia center DHQ Hospital Faisalabad after standard procedures of grouping and cross matching of blood including assessment of the fitness of donors and screening for Hepatitis B,C, HIV, VDRL and malaria parasite.

### Blood Transfusion Data 2019

<b>Total no. of blood supplied</b>		<b>7041</b>	
<b>Blood Groupings</b>			
<b>Donors</b>	<b>12121</b>	<b>Patients</b>	<b>1865</b>
<b>Total no. of Cross match</b>		<b>11729</b>	



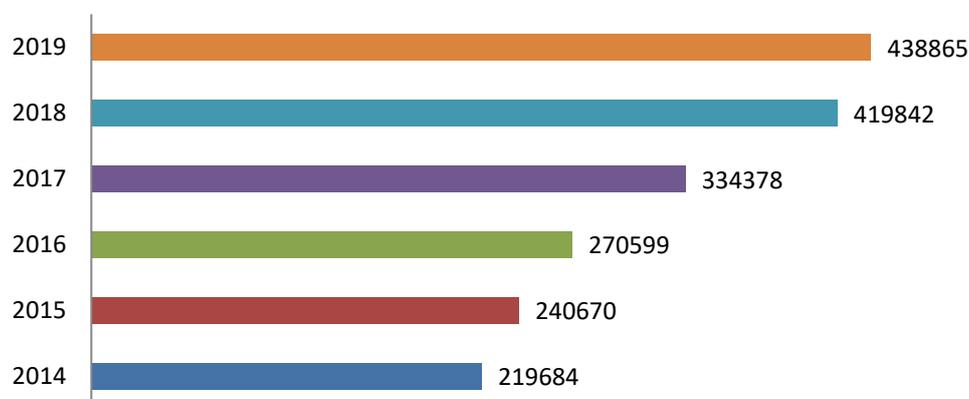
## Pharmacy

Pharmacy department provides storage, compounding, dispensing and distribution of medication to hospitalized and ambulatory patients by qualified and competent staff. Pharmacy department is also responsible for rational selection, monitoring, dosing and control of the overall drug therapy programme. Pharmacy department has different sections including a Main Pharmacy Store and several Satellite Pharmacy Stores including Out Patients Pharmacy, Inpatient Pharmacy, Operation Theater Pharmacy & Angio-Cath Lab Pharmacy. These satellite pharmacies are designed to facilitate concerned staff and enhance patient care. These sections are run under the supervision of highly qualified and well trained pharmacists.

Pharmacy management system has been developed to meet the requirements of modern medical practice. Pharmacy data base provides information related to drug inventory, hospital



formulary, drug interaction, dos monitoring and therapeutic incompatibilities. Model pharmacy has also been established to cater the need of paying patients on subsidiary rates.



**No. of Patients Recieved  
Free Medicine**



## Clinical Dietetics

Dietary service is one of the most important FIC supportive services contributing to the recovery of health, through developing balance diet chart and counseling patients on nutrition issues and healthy eating habits. The ambition of Clinical Nutritionist in FIC is to lower the risk of non-communicable diseases, such as diabetes and cardiovascular disease, and other clinical problems by assessing patient's health needs and diet. Balanced diet chart has a salutary effect on the treatment and speedy recovery of patients and is a significant factor for satisfaction of patients and hospital staff.

<b>Stop!</b>	<b>Caution!</b>	<b>Go!</b>
<p>Evidence to support harm</p> <p>Sugar-sweetened beverages increase risk of type 2 diabetes and obesity</p> <p>Red and processed meats increase CVD and cancer risk</p> <p>Coconut oil, butter, margarine and other oils that congeal at room temperature increase CVD risk</p> <p>Excess alcohol intake increases CVD and cancer risk.</p>	<p>Weak/insufficient evidence to support benefit</p> <p>Juicing fruits and vegetables concentrates calories and reduces fiber content</p> <p>Moderate alcohol consumption may have a positive CVD benefit but increases risk of cancer</p> <p>Low carbohydrate high fat diets may promote weight-loss, although long-term effects on CVD outcomes are unclear.</p>	<p>Strong evidence to support benefit</p> <p>Leafy green vegetable consumption improves CVD risk</p> <p>Legume consumption offers a sustainable source of protein and promotes weight loss</p> <p>Moderate coffee consumption has been shown to have a CVD protective effect</p> <p>Low sodium intake lowers blood pressure and risk of hypertension</p> <p>Mediterranean diet, DASH diet, and plant-based diet are recommended by multiple societies for their CVD benefit.</p>

Figure: Impact of dietary intervention on cardiovascular health classified by evidence to support benefit or harm.



## Dentistry

Dental department has a vital role in FIC. Maintenance of good oral health is important for healthy heart. Certain oral infections may lead to severe heart diseases. Upkeep of good gingival health is also important for cardiac patients taking anti-coagulants which may leads to bleeding from gums. Management of dental patients with cardiovascular disease is necessary for heart to function property.



In this department we provide following dental services to the patients referred by cardiac surgeon

- Extraction of teeth
- Filling of teeth
- Sealing of teeth
- Guide the patients how to brush clean their teeth.

In this department we examined 150 patients per month and provide necessary treatment to them.



## Miscellaneous

### Dr. Mubashir Razzaq Khan

Hematology OPD is run on humanitarian basis since 2018. The Institution has extended its services for patients concerning hematological consultancy. The intention of hematology clinic is to relief patients and physicians in achieving final diagnosis of complex and systematic disorders with hematological complications. The procedures of Bone Marrow Biopsy of over 1000 patients have performed in hematology clinic at FIC. Tens of patients are diagnosed with rare and congenital disorders such as vWD, BSS, Chédiak-Higashi syndrome (CHS), lysosomal storage diseases (LSDs) such as Gaucher's disease and Niemann-Pick disease.



### Dr. Shafiq Nadeem

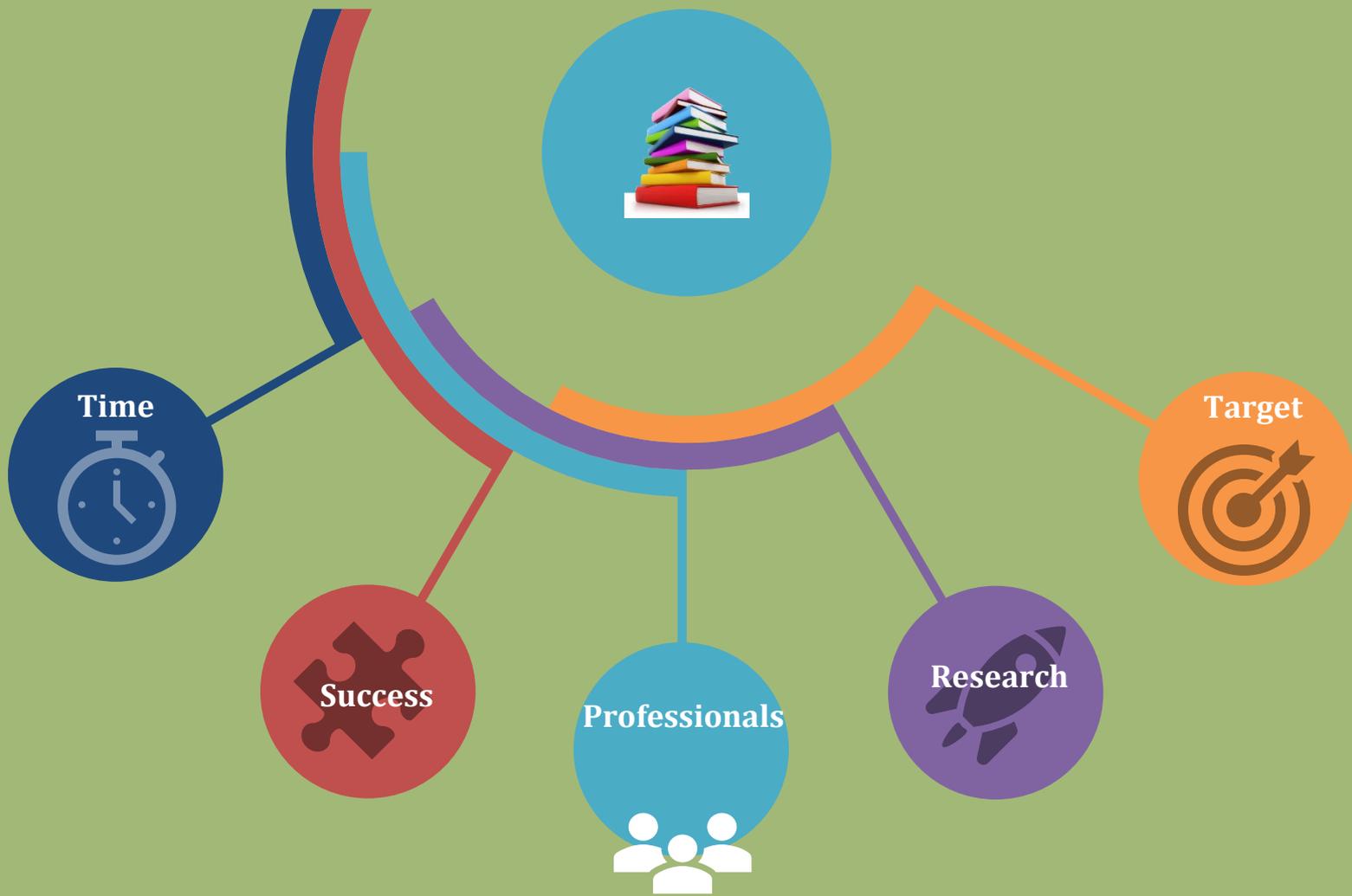
As a Gynecologist consultant in OPD, gynecology care services and preconception counseling are provided to females with various cardiac problems. Gynecology care services are also delivered to critically ill patients admitted in emergency and indoor.



#### Emergency procedures in 2019

Dn'C's	03
Deliveries	03





## ACADAMIC AFFAIRS

## Medical Education Department:

Faisalabad Institute of Cardiology plays a vital role in nation building by contributing its efforts in academics activities as well. The vision of FIC is

“To Prepare Healthcare Professionals for the Challenges of Future Through  
Academic Activities”

FIC is committed to advancing academic excellence, providing high quality education programs and spreading professional knowledge. The aims of Academic activities in FIC are:



- Impart knowledge and skills to healthcare providers
- Train and produce specialist in cardiology discipline
- Establish and maintain continuing professional development programs
- Assure quality in healthcare at all level.

We offer a wide range of programs to uplift existing level of medical scholars. The detail of programs is as follows:

- FCPS Cardiology
- FCPS Cardiac Surgery
- FCPS Peads. Cardiology Level-IV
- FCPS Interventional Cardiology-IV
- MS Cardiac Surgery
- MD Cardiology
- Diploma in Cardiology
- B.SC (Hons) Cardiac Perfusion Technology

The Institution provided the training BLS and also the community oriented lectures for people orientation regarding the Heart Disease.

## CME Coordination

Continuous Medical Education includes trainings and a workshop of postgraduate's resident to upgrade their knowledge with respect to global development.

### Trainings/workshops:

FIC encourages and supports the students of other universities and institutes. We offer the internship programmed to:

- Medina Teaching Hospital (The University of Faisalabad)
- Government College University Faisalabad
- University of Agriculture Faisalabad
- Sargodha Medical College
- Aziz Fatima Hospital
- Independent Medical College

Annually a healthy number of students avail this opportunity to enhance their knowledge and skills.

We also arranged workshops like:

- J.Club
- Pediatric Cardiac Intervention
- CPC
- Cath conference



Fig: CPC

## Research and Publications:

### List of journals

1. JACC Cardio Vascular Interventions
2. European Journal Of Cardio Thoracic Surgery
3. The Annals Of Thoracic Surgery
4. Circulation

## Memorandum of Understanding:

MOUs signed with collaborating medical and allied educational institutions

- Faisalabad Medical University
- University Medical and Dental College(The University of Faisalabad)
- Post Graduate Institute of Allied Health Science
- Independent Medical College Faisalabad



- Governm  
ent College Women University Faisalabad



- University of Sargodha
- University of Agriculture Faisalabad
- Government College University Faisalabad
- DHQ Toba Tek Singh

FIC has trained the perfusionists and nurses of :

- Bahawalpur cardiac center
- Wazirabad hospital

## Facilities:

As a gateway to knowledge, FIC library contributes to the achievement of FIC ambitions in a number of ways like:

- Providing a comfortable and learning environment.
- Providing latest editions of recommended books, reference books and latest journals on cardiology.
- Providing healthcare relevant information, professional development materials and Islamic relevant books.
- Ensuring collections are easily accessible to everyone.



List of Books			
Cardiology	85	Cardiac Surgery	40
Peads Cardiology	16	Pathology	16
Anatomy	26	Computer Science	05
Anesthesia	05	Radiology	05
Miscellaneous	13	Islamic Books	62
Quality	03	Nursing	40
Statics	03		

FIC has a well-furnished auditorium having capacity of 80 persons and equipped with the audiovisual aid. It has been used for numerous conferences, lectures and workshops. FIC has two well-furnished conference rooms to conduct meetings which are fully fortified with the audiovisual aid.



**Fig: Auditorium**

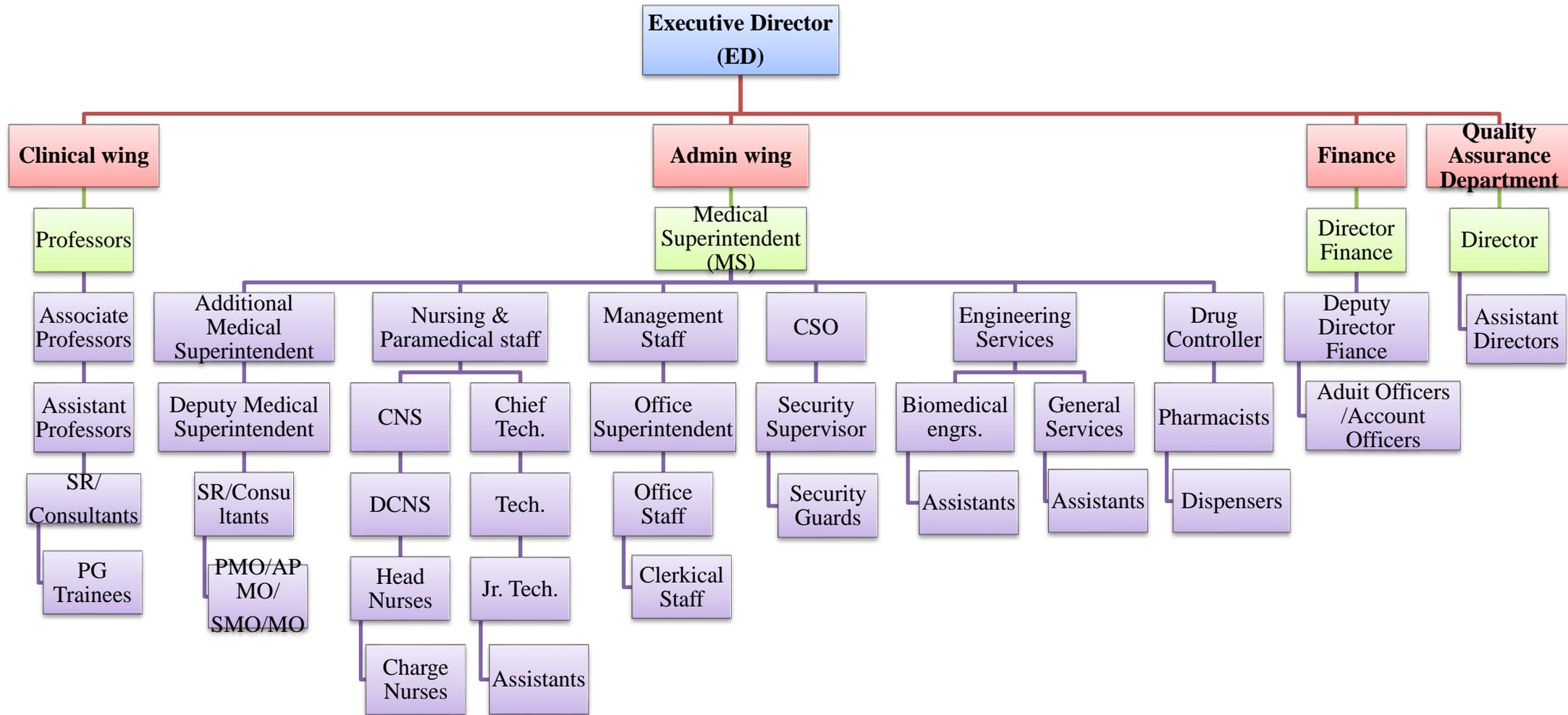


**Fig: Conference Room**

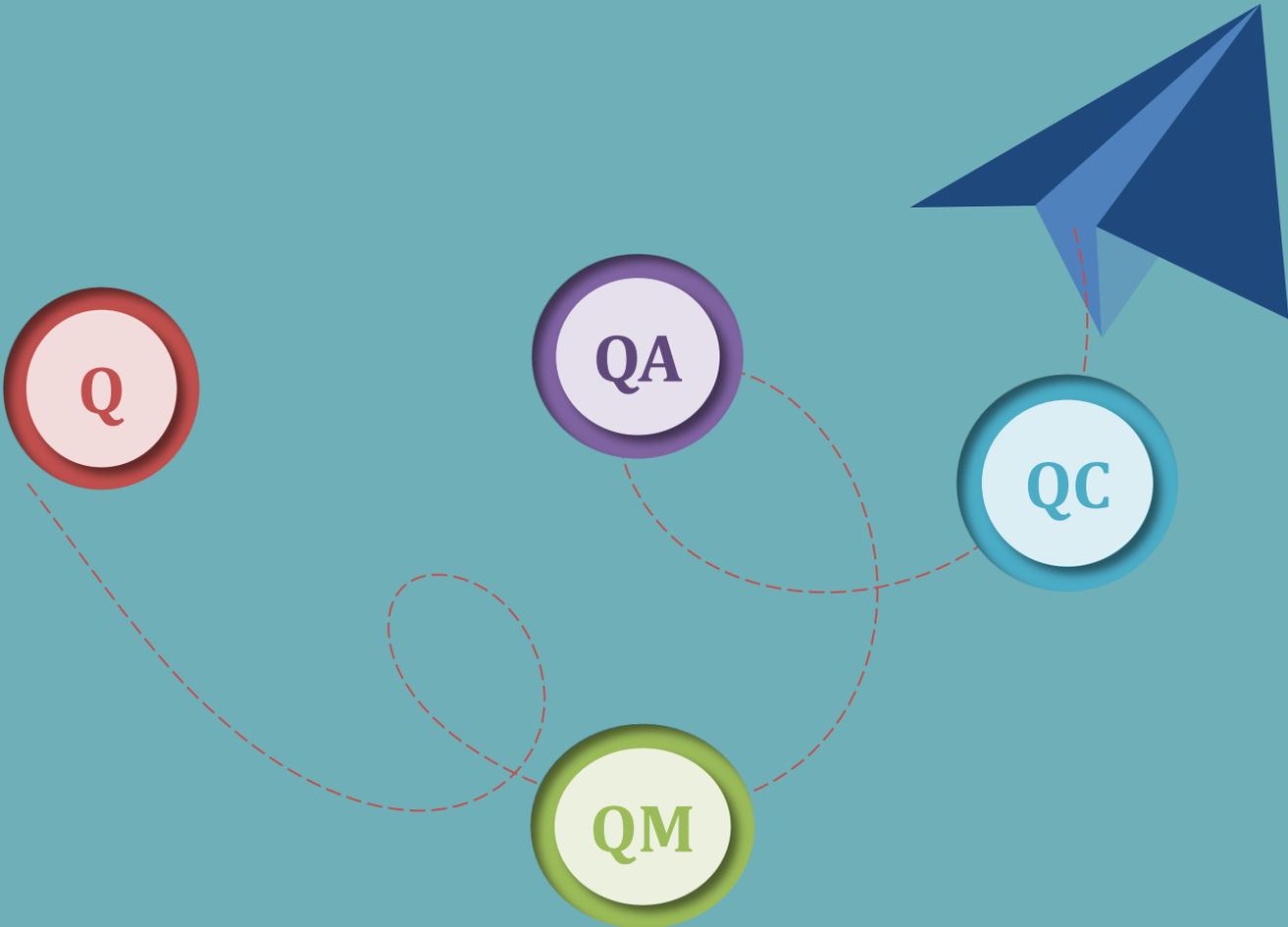


# ADMINISTRATION DEPARTMENT

Administration Section:



# HEALTHCARE MANAGEMENT DEPARTMENT



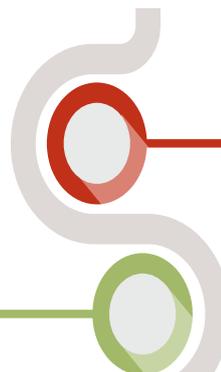
## Quality Assurance Department

Quality Assurance Department has been working since October 2017. We aim at standardizing healthcare services delivery systems to provide the six components of quality healthcare: safety, effectiveness of care, patient-centered, timely service delivery, efficiency and equitability. The drive of QAD is to provide standard quality health services to patients.

### Core values:

#### Integrity

We are working diligently with dedication and devotion to deliver standard quality health services.



#### Team Work

We work as team and treat each other with respect in order to provide the highest possible level of care.



#### Commitment

We are committed to meet the minimum standard delivery system and heighten the patient's satisfaction level.



#### Staff motivation

We believe to accomplish significant goals regarding patients care by encouraging the staff.



#### Ideas

We rely on innovative ideas to improve the quality level, efficiency and effectiveness of care.



#### Improvement

We believe in Continuous Quality Improvement technique to asses and improve the existing performance.



## Infection Prevention and Control Department

Infection Prevention and Control Department has been working since 2011. It mainly deals with prevention and minimization of the incidences of hospital acquired infection through safe handling of patients and by applying good hygiene practices. The department also focuses to protect the patient and staff against infection through properly managing and providing personal protective measures. The quick detection, isolation and constraining of the infected person to control any outbreak, epidemics through speedy investigations, confining source and disrupting the transmission.

Standard precautions are a set of infection control practices used to prevent transmission of diseases. Strategies for Infection Prevention and Control are as follow:

- **Hand Hygiene and Personal Protective Equipment.**

Hand washing is the cornerstone of reducing Healthcare Associated Infections. This is the simplest approach to prevent the spread of infections. PPE used to create barriers that protect skin, clothing, mucous membranes, and the respiratory tract from infectious agents.

- **Develop Infection Prevention and Control Policy**

Policy must design to provide a safe and comfortable environment and to help prevent the development and transmission of diseases and infection.

- **Provide Infection Control Education**

Training of staff members regarding how to identify common infection and help to prevent their spread.

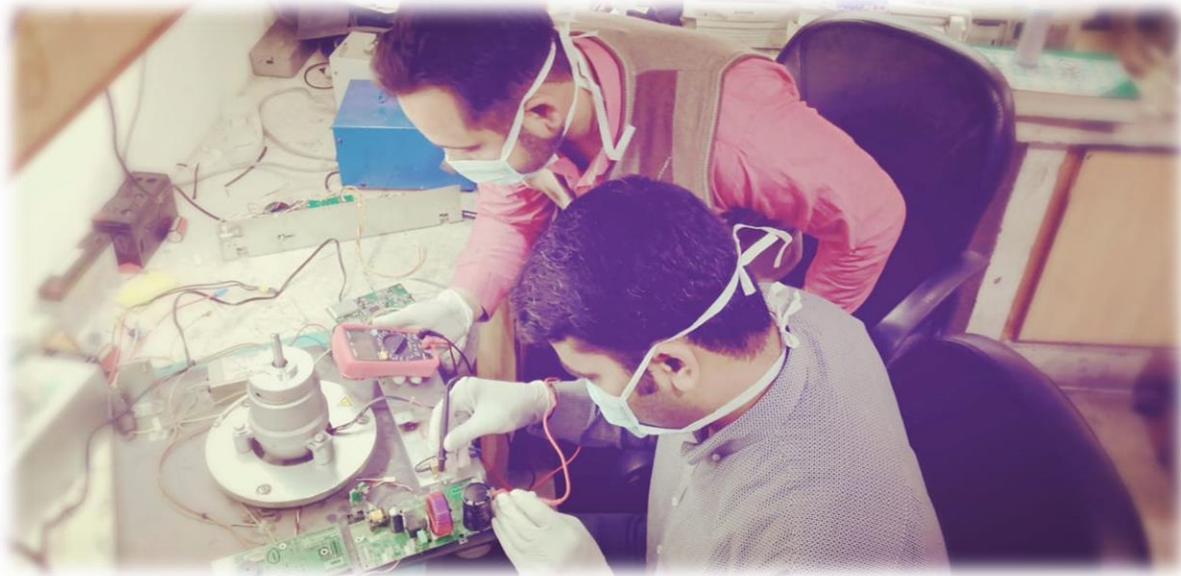


## Services Departments



## Biomedical Engineering Department:

BME department started its working in 2011. The Bio-Medical Engineering Department in FIC has full expertise in engineering and technology management which plays a vital role in determining potential for implementation and cost-effectiveness of new medical technologies in different types of medical equipment which include therapeutic, monitoring, life support, diagnostic, lab equipment and other critical care and cardiac equipment. A state-of-the-art Workshop has been established for onsite service and repair of Medical Equipment. The modern testing equipments have been installed recently for improvement of efficiency.



The department is meant to provide following facilities with optimum operational efficiency:

- Training of hospital staff in the use and maintenance of equipment.
- Online inventory control of medical equipment.
- Provision of round the clock back up support.
- Ensure Periodic Preventive Maintenance (PPM) and calibration of equipment.
- Repair/maintenance of faulty medical equipment
- Liaison with the manufacturers and suppliers of equipment.
- Assessment/evaluation and recommendations for procurement of suitable equipment.
- Propose specialized test equipment to support Bio-Medical engineering equipment.
- To assist in formulating workshop procedures in this discipline.



## Information Technology Department:

I.T Department of Faisalabad Institute of Cardiology, Faisalabad started its working in May, 2009. The following department's data has been computerized through proper software and database system.

- OPD Registration (New & old patient Records)
- Material Management (Medicine/pharmacy)
- Material Management (General Store)
- Computerization of Duty Rosters of Grade-1 to 5
- Account (Payroll module for salary generation)
- Attendance & Time Management System
- Computerization of OT notes
- Computerization of Billing System.
- Pathology Lab (All test results are being recorded and reports are generated)
- Purchase Cell Module (Supply orders, Rate Contracts, Budget Status etc)
- Computerization of Patient Category & Cardiac Status (Socio-Economic Status)
- Computerization of OPD Pharmacy (Slips Feeding, Auto Slip generation of Repeat patients, stock status)
- Computerization of Record Room/SO office Data (Bed Statement, Files In/Out Patients Record)
- Computerization of Diagnostic Module for Echo, ETT, Angiography, Radiology
- Computerization of Indoor Management System (Currently implemented in Emergency Ward)
- Computerization of Appointment Module for Invasive and Interventional Procedures
- For Pathology, Radiology, Department we have made online facility to the following departments, stepping forwarding towards paper less environment, Emergency, ICU, IICU, CCU-I, CCU-II, Cardiology, Cardiac Surgery, Lab, ICU Online X-Rays
- Hospital waste management system was designed in collaboration with Quality Assurance department



## Medical Social Welfare Department:

The Medical Social Services Unit (MSSU) in the Faisalabad Institute of Cardiology, Faisalabad was established in 2008. The main objective of project is to help and facilitate poor patient either by providing medicines, arrangement for operation, moral and psychological support etc, through donations and fund raising. The Provincial Zakat Council provides Rs.6 M per annum for the sole purpose of Cardiac Surgery



### Patients' Help

Main sources for patients' help are:

- Zakat Fund
- Pakistan Bait-ul-Mal
- Heart Savers Foundation
- Individual Donors

Beneficiaries	2016	2017	2018	2019
No. of beneficiaries benefitted from Heart Saver Foundation fund	437	2596	3271	11084
No. of beneficiaries benefitted from Zakat fund (HWC)	17	111	56	45
Services provided to patients by donation	250	551	3075	80



## Security:

The aim of security department in FIC is to develop comprehensive security plan and to provide security to patients and attendants, hospital staff, assets, infrastructure in befitting manners. In order to ensure security in FIC there are certain security checkpoints, walkthrough gates, metal detectors, torches/lights, road blockers, whistles, weapons and 102 CCTV cameras.



## Laundry and Linen Section:

Linen and laundry services of FIC are responsible for providing safe, clean, adequate and timely supply of linen to several units of a hospital at right time, right quantity and right place.



# ACHIEVEMENTS

2018

- Completion of Pediatric ICU.
- Completion of Staff Residences
- PITB declared FIC 1<sup>st</sup> position
- Visited by PNC to start Specialized Nursing diploma in CCU and ICU
- Started Electronic Queue Management system
- CPSP visited the medical education department of FIC
- Team of Foreign doctors visited FIC to trained local surgeons in Pediatric Cardiac surgery.
- Accreditation of Blood Bank by Punjab Blood Transfusion Authority(PBTA).
- Installed RO plant.
- Developed Hospital Waste Management software.
- 

2016

- Completion of expansion of Emergency department.
- New Academic block
- Start the Model Pharmacy
- Revamping of old emergency
- Appreciation of Executive Director FIC, Faisalabad from honorable Chief Minister of Punjab for purchasing of Stunts under the rules and regulations.

2014

- Construction of Hostels and Staff Residences (Phase-1)
- Expansion of Emergency block from 18 to 60 beds.



01

2013

- Construction of Hostels and Staff Residences.
- Expansion of Emergency block from 18 to 60 beds.
- Establishment of Pediatric cardiology department
- Establishment of Preventive medicine department

2015

- Registered with Pakistan Medical and Dental Council.
- Affiliated with University of Health Science Lahore
- Affiliated with College of Physicians and Surgeon Pakistan
- Accredited by PHC.
- Continuous Medical Education Programs
- Training facilities
- Approved PC-1 for staff (Residences) block C.
- Approved fund for three Echocardiography machines.
- Queue Management System in OPD departments.
- Biometric attendance system for employees.
- Approval PC-1 for an Angiography machine.
- Request for provision of adequate funds for M & R.
- Arrangement of additional funds for Medicines and Disposables.

2017

- Established Quality Assurance Department.
- Co-host Cardio Con held in 2017.

## Projects



**Fig: Renovation of Emergency Block**



**Fig: Extension of Emergency Block**



**Fig: Renovation of Emergency Reception Area**



**Fig: Construction of Mukhtar ICU Block**



**Fig: Development of Residences**



**Fig: Construction of New offices**



**Fig: Construction of Stature, Trolley And Wheel Chair Area**



**Fig: Installation of RO Plant**



**Fig: Installation of Angio Machine**



**Fig: Installation of Echo Machine**



**Fig: Renovation of ICU Block**



**Fig: Renovation of CCU**



**Fig: Renovation of Parking Area**

## Other Activities



Fig: World Heart Day



Fig: World Hypertension day



**Fig: 14<sup>th</sup> August**



**Fig: Nursing Day**



**Fig: Visit of PHC**



**Fig: Christmas day**