

# ANNUAL REPORT

2022-23

IQRAA INTERNATIONAL HOSPITAL &  
RESEARCH CENTRE



*QUALITY HEALTHCARE FOR ONE AND ALL*

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## IN THE NAME OF GOD, WE PRESENT YOU THE ANNUAL REPORT OF THE YEAR 2022-23

Iqraa Hospitals' mission is to deliver healthcare services of international standards, offering state-of-the-art, cost-effective, and affordable care to people, with a special focus on marginalized and underprivileged segments of society. We are committed to the achievement and maintenance of excellence in education, research, and healthcare for the benefit of the community. Since our inception, we have been tirelessly working to enhance accessibility and affordability for everyone.





# 1

## VISION

Provide high quality, affordable and compassionate care to the needy with utmost safety and thus achieve high level of patient satisfaction

## MISSION

To provide state-of- the art, cost effective and affordable healthcare services for people, especially the marginalised and the underprivileged sections of society.

## VALUES

- Compassionate care
- Affordability
- Respectful and reliable
- Excellence in performance

## 2

## MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear Team,

I want to express my heartfelt appreciation to each and every one of you for your unwavering support throughout the past year. Together, we've taken significant strides toward fulfilling our mission of delivering compassionate healthcare to those in need.

This annual report stands as a testament to the dedication and hard work of our entire team, as well as the invaluable support we've received from various corners. As we take a moment to reflect on the past year and gaze toward the future, let's renew our commitment to collaborating and making a positive impact on the lives of those we serve.

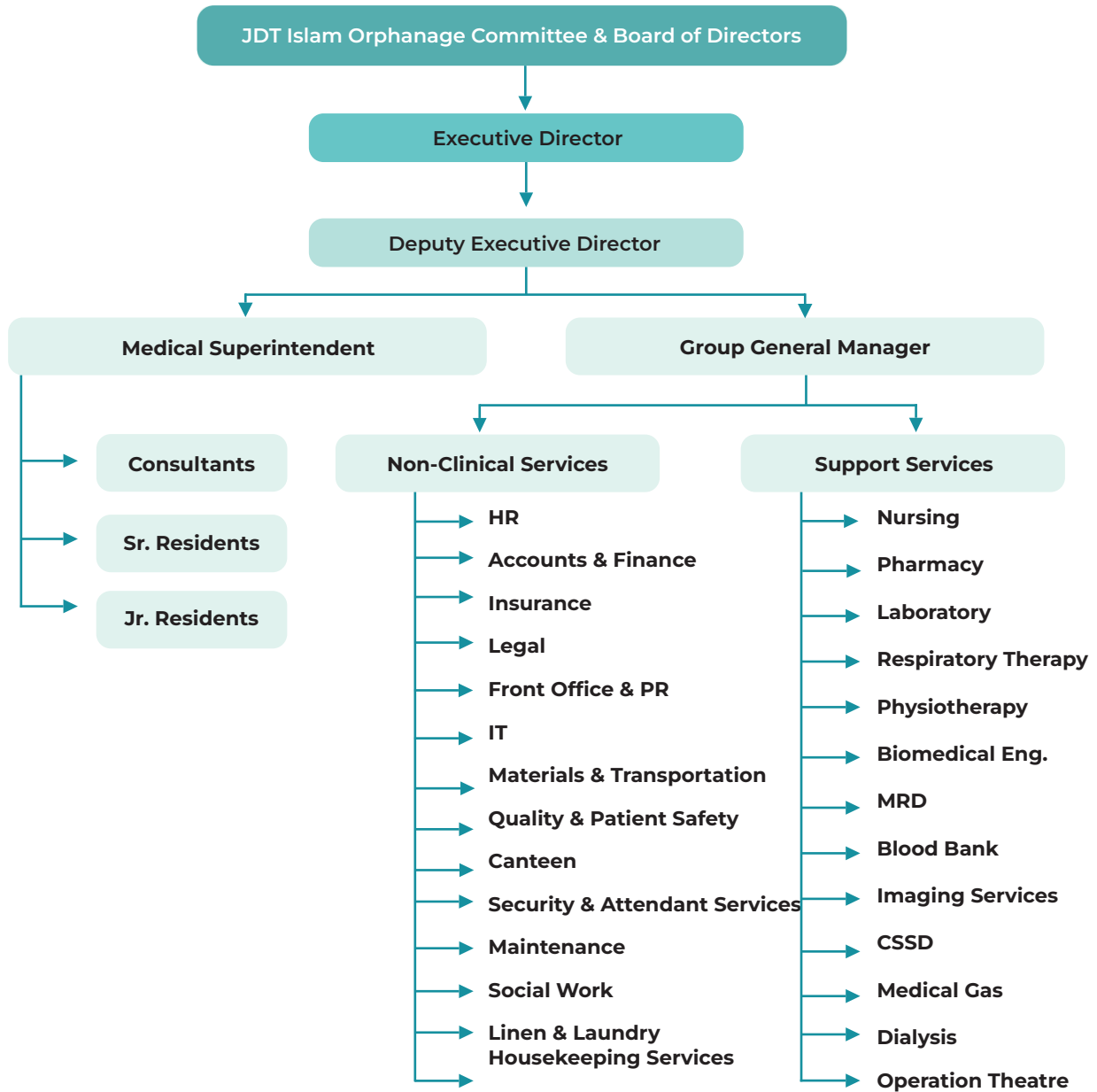
Moving forward, we'll continue to extend our reach, enhance our services, and create a tangible difference in the lives of countless individuals. Your continued trust and support are paramount to our success, and I am truly grateful for it

**Dr. Anver P.C.**

Executive Director, IQRAA Hospital



# ORGANOGRAM



## 4

### JDT ISLAM ORPHANAGE

**JDT, ESTABLISHED IN 1922, WAS ONE OF THE FIRST NGO ORPHANAGES TO EMERGE AS A PRODUCT OF INDIA'S FREEDOM STRUGGLE.**

Jam'iyat Da'wa Tablighul Islam, better known as the JDT Islam Orphanage, is a Registered Charitable Society and a non-profit organization. JDT Islam is one of the oldest orphanages in India, established in 1922 by Kasoori Brothers from Punjab for helping orphans and destitute, with its roots deeply intertwined with the freedom struggle. Its inception aimed to protect and save the children who became orphans and destitute as a result of the great Malabar Rebellion during the Indian Independence Struggle in 1921.



There is an interesting background as to how the JDT came into being. Prior to the setting up of the institution, a majority of the population in the region were living in abject poverty, except for a few landlords. The peasants had no right to their property except to cultivate after paying a fixed portion to the landlord as 'pattam'. What followed was the Malabar revolt of 1921 that left about 10,000 dead and thousands of children orphaned. Inspired by an article written in The Hindu by freedom fighter Mohammed Abdurehman, Abdul Khader Kasoori, a philanthropist from Lahore in the then undivided Punjab, went to Malabar in the 1920s and took up the initiative to purchase land and establish JDT, their first such initiative.

## 5 FOUNDERS AND MENTORS



**Abdul Kader Kasoori**



**Late Dr. Mohammed  
Abdu Yamani**



**KP Hassan Haji**



**Nouri AK Al-Nouri**

Going beyond the concept of merely providing food and shelter to the underprivileged, JDT Islam has explored the best ways to fulfil their needs and rights, including those related to health and education. Currently, there are 27 educational institutions under JDT Islam, with over 20,000 students, offering education from primary level schooling to professional courses, catering to a broad segment of the community.

Even though it commenced functioning as an Orphanage, with the intention to shelter, feed and care for the unfortunate and miserable children, who were the offsprings of the bygone Malabar Rebellion, today, JDT Islam has journeyed a long way to attain its present position and status, as a well-run and well-maintained orphanage, known for its determination and dedication for its uncompromising quality of education, made possible through much hardships and trials earlier and was able to make its mark, winning a wider acceptance and acclaim in the whole of Malabar. It has also paved the way for the institution to enjoy an enviable level of status in society, both in the educational and service sectors.

Such has been the journey of the JDT group that it was bestowed with the National Award for Child Development by President Pranab Mukherjee in 2011.

Iqraa Hospital is owned by the JDT Islam Orphanage Committee NGO, which is registered under the Societies Act. IQRAA International Hospital & Research Centre was established in 2000 as a healthcare initiative of JDT Islam. It serves as the sole healthcare initiative of the JDT Islam Orphanage Committee. IQRAA's strategy of providing value-based healthcare services has been successful in addressing the health and healthcare needs of the community. IQRAA has firmly established itself as a major philanthropic and charitable initiative, extending a helping hand to the needy population in the region, particularly the marginalized sections.

## 6

### JDT ISLAM INSTITUTIONS

After 2000, the JDT Islam campus has experienced remarkable growth, particularly in the fields of education and healthcare. This expansion has seen the establishment of several notable institutions, including the College of Nursing, the College of Pharmacy, and the College of Physiotherapy. In addition to these specialized colleges, the campus has also become home to various other institutes catering to both higher and lower studies. An impressive testament to this growth is the enrolment of over 20,000 students spread across a diverse array of 28 institutions. This flourishing educational ecosystem underscores the institution's commitment to providing comprehensive and quality education, further enriching the community it serves.

### LIST OF INSTITUTIONS UNDER JDT

- Orphanage
- Madrassa
- LP School
- High School
- Higher secondary School
- Higher Secondary School (Un Aided)
- Senior Secondary School
- IQRAA English Medium School
- New Hope English School
- Industrial Training Institute (ITI)
- IGNOU Study Centre
- Vocational Higher Secondary School
- Institute of Commerce
- Polytechnic College
- College of Arts & Science
- IQRAA International Hospital and Research Centre
- College of Pharmacy
- College of Nursing
- College of Physiotherapy
- Special School
- Physiotherapy & Rehabilitation Centre
- IQRAA Academy





## 7

### **IQRAA INTERNATIONAL HOSPITAL AND RESEARCH CENTRE**

#### **BUSIEST NOT-FOR-PROFIT HOSPITAL IN MALABAR • MORE THAN 3000 OUTPATIENTS A DAY, 450 BED CAPACITY**

IQRAA International Hospital and Research Centre is a charitable healthcare initiative founded in 2000 by JDT Islam Orphanage Committee, Calicut, an NGO and one of the oldest orphanages in India. The objective of the hospital is to deliver high-quality healthcare services at affordable cost.

Even though a charitable institution, IQRAA provides state-of-the-art diagnostic and treatment facilities made affordable to people from all sections of society. Located in Calicut city, IQRAA is accredited with NABH and has an in-patient capacity of 450 beds with multispecialty departments. We have an excellent crew consisting of more than 180 Doctors, 1636 staff including 1371 Nursing and Paramedical staff. Our laboratory was awarded the prestigious accreditation of NABL in 2012 and we are still maintaining the certification. Professional expertise, qualified and experienced staff and socially committed management could lead IQRAA to new heights, within the decade of its establishment. The blood bank in the hospital has a separate NABH accreditation and it one of the first blood bank in Malabarto be NABH accredited.

We offer basic specialties like General Medicine, Obstetrics and Gynecology, Paediatrics, Orthopaedics, ENT, Dermatology, Dental surgery etc. along with super specialties like Cardiology, Nephrology, Urology, Endocrinology, Neurology etc. We provide laparoscopic surgery across all specialties. Our dermatology and cosmetology department delivers specialized services in vitiligo treatment including surgery, hair transplantation and cuttingedge cosmetology procedures. Orthopedics specialty regularly conducts joint replacement surgery, spine surgeries, scoliosis correction etc. In maternal and childcare, our centre is equipped with infertility treatment, high-risk pregnancy clinic, laparoscopic gynecological surgery unit and Level 3 Neonatology ICU.

Our Heart Centre is equipped with interventional cardiology services including Angioplasty. The Nephrology department is a centre of Excellence with more than 5000 dialysis a month. Kidney transplantation started in 2016 and on average 20 transplantation surgeries were performed in a month.

The hospital is recognized by Scientific And industrial Research organization (SIRO) of directorate of scientific and industrial research (DSIR) and our lab is certified by NABL for maintaining international standards in testing practices. IQRAA Hospital is a centre of Postgraduate Medical education running DNB Course with the accreditation of Ministry of Health and Family Welfare under the Government of India and conducting observership programme to doctors securing medical graduation abroad. We are running healthcare educational institutions for training professional in healthcare management, nursing, physiotherapy, imaging, laboratory technology etc. Our two decades of experience in healthcare sector, our way of being and doing, further enriches the commitment in delivering quality healthcare for one and all, combining professional excellence and charity.



## **IQRAA THROUGH THE YEARS**

The journey of IQRAA Hospital has been a remarkable odyssey, driven by our unwavering commitment to providing accessible, affordable, and high-quality healthcare. As we look back at our milestones, we can see the transformational impact we've had on the community and the enduring values that have guided our path.

Our journey began in 2000 when IQRAA Hospital was inaugurated by H.E. Dr. Muhammed Abdu Yamni, setting the stage for our mission to serve the community. Over the years, our growth has been synonymous with technological advancement. In 2006, we embraced new technology with the establishment of the Diabetes and Dialysis Centre and the introduction of CT scan facilities, marking the beginning of our journey toward state-of-the-art healthcare.

Recognising the pressing need for a blood bank in 2009, we took another significant step forward in fulfilling our mission to provide life-saving treatments. Our commitment to holistic healthcare was further solidified in 2010 with the launch of the Community Dental Clinic, recognising the importance of oral health in overall well-being.

In 2011, we initiated the Dr. Muhammed Abdu Yamni Charity Programme, a testament to our dedication to giving back to the community we serve. The establishment of IQRAA Heart Care in 2012 enhanced our expertise in cardiac health, offering comprehensive care to those in need.

The subsequent years marked a series of expansions. In 2013, we introduced the Mobile Medical Clinic, reaching remote areas with essential healthcare services. NABL accreditation for our Laboratory underscored our commitment to quality diagnostics. In 2014, the introduction of MRI services further elevated our diagnostic capabilities.

The year 2016 marked a significant milestone with the commencement of Kidney Transplantation services, Transfusion Medicine, and the launch of CT scan (64 slice) facility. In 2017, we inaugurated a new ICU, catering to the evolving needs of critical care.

Our journey of expansion and innovation continued in 2018 with the establishment of the IQRAA Kidney Care and Research Centre, focusing on renal health. In 2021, we set a new benchmark with the introduction of the IQRAA Cancer Care Centre, offering comprehensive cancer care and support.

In 2022, we achieved accreditation by NABH for the entire hospital, a testament to our unwavering commitment to providing top-notch healthcare. Our journey reflects not only technological growth but also a profound dedication to the community's well-being.

As we envision the future, our intention is clear: to establish a hospital in every district of Kerala. We are committed to making healthcare accessible, affordable, and appropriate for all. Our locations are designed to be disability-friendly, with structures that are eco-friendly, demonstrating our commitment to sustainability.

Throughout this journey, community assessments have been integral to understanding the unique healthcare needs of each region. We have strived to be both beneficiary and hospital management, focusing on efficient, ethical, and sustainable healthcare practices. We are mindful of our impact on the environment, managing e-waste responsibly.

In essence, our journey is a testament to our core values of accessibility, affordability, availability, and appropriateness in healthcare. With each milestone, we have reaffirmed our mission to serve the community with compassion and dedication, forging ahead into the future with the same unwavering commitment that has defined our journey so far.

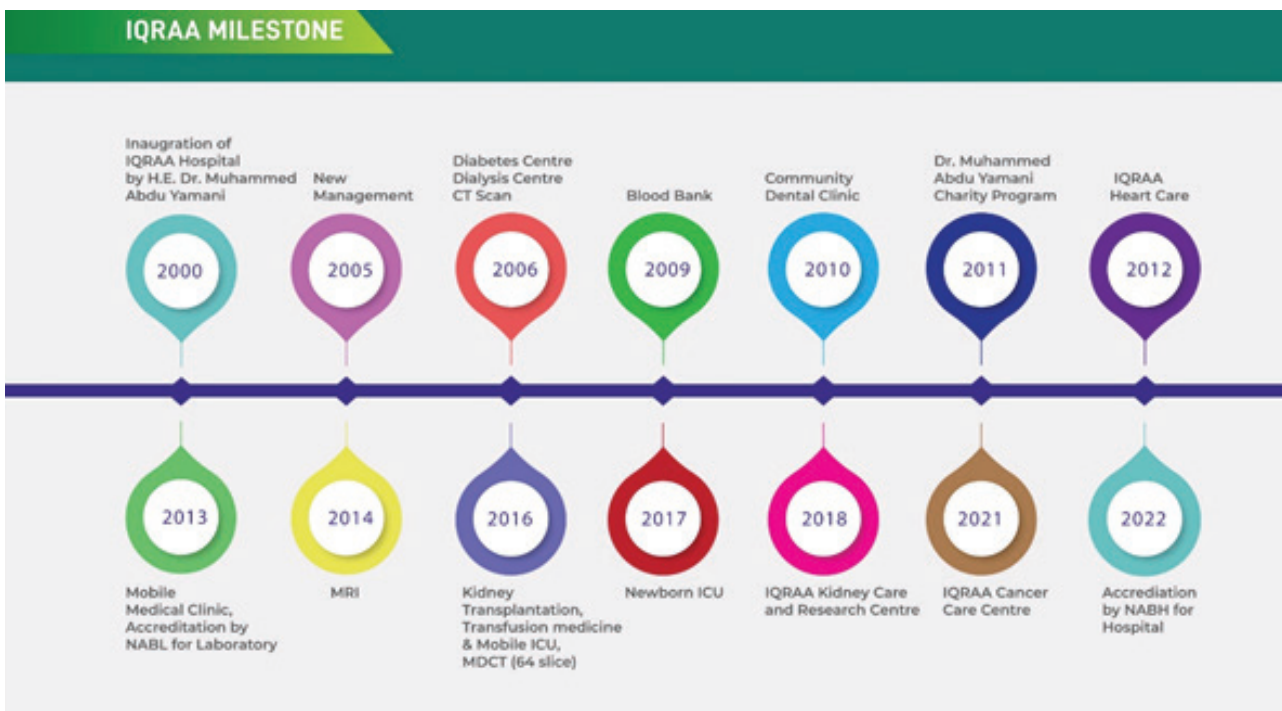
Our commitment to accessibility extends beyond healthcare services; it encompasses the very fabric of our infrastructure. At IQRAA Hospital, we are dedicated to creating a disability-friendly area and structure. We understand the importance of ensuring that our facilities are inclusive and accommodating to individuals with disabilities. From wheelchair ramps to accessible restrooms and specialised equipment, we continuously strive to enhance the

accessibility of our hospital, ensuring that every patient, regardless of their physical abilities, can navigate our facilities with ease and dignity.

In addition to being disability-friendly, we also recognise our responsibility to the environment. Sustainability is a core value at IQRAA, and we take pride in our efforts to be more eco-friendly. From energy-efficient lighting to responsible waste management practices, we are committed to reducing our environmental footprint. Our eco-friendly initiatives not only benefit the planet but also contribute to the overall well-being of our community.

Our journey is a holistic one, rooted in compassion, inclusivity, and sustainability. We firmly believe that healthcare extends beyond treatment alone; it encompasses the environment in which care is provided. Our disability-friendly and eco-friendly approach is a reflection of our commitment to fostering a healthcare ecosystem that is compassionate, inclusive, and sustainable.

- 2000 - inauguration of IQRAA hospital by H.E. Dr. Muhammed Abdu Yamni
- 2005 - new management
- 2006 - diabetes and dialysis centre CT scan
- 2009 - blood bank
- 2010 - community dental clinic
- 2011 - Dr Muhammed Abdu Yamni charity programme
- 2012 - IQRAA heart care
- 2013 - Mobile Medical Clinic, Accreditation by NABL for Laboratory
- 2014 - MRI
- 2016 - Kidney Transplantation, Transfusion medicine & Mobile ICU, MDCT (64 slice)
- 2017 - new form ICU
- 2018 - IQRAA Kidney Care and Research Centre
- 2021 - IQRAA Cancer Care Centre
- 2022 - Accreditation by NABH for Hospital



## OUR HOSPITALS AND CLINICS

The remarkable journey of IQRAA Hospital, which began as a single hospital in the year 2000, has evolved into a transformative healthcare initiative by the year 2023. Founded by the JDT Islam Orphanage Committee, Calicut, one of India's oldest orphanages and a renowned NGO, our hospital embarked on a mission to redefine healthcare accessibility. Our primary objective has been unwavering: to provide high-quality healthcare services at costs that remain affordable to all.

In the early years, we recognized the glaring disparities in healthcare access, particularly among the poor and underprivileged communities. The exorbitant expenses associated with healthcare often placed a heavy burden on those who needed it most. This realization became the driving force behind our mission.

Today, as we stand with pride, we have not only expanded our services but also our impact. With 3 peripherals and 17 clinics strategically placed across various districts, our growth is a powerful testament to the success of our mission. It's a journey that mirrors our dedication to making healthcare accessible, affordable, available, and appropriate for everyone.

Our vision extends further into the future - we aspire to establish a presence in every district of Kerala, ensuring that 'Healthcare for All with Access' becomes a reality. Our commitment to equitable healthcare is the cornerstone of our journey, and our goal remains to reach out to those who need it most.

As we reflect on our path from a single hospital in 2000 to our present status in 2023, we are fueled by the belief that healthcare should be a fundamental right, not a privilege. Our journey is a testament to our resolve to bring quality healthcare closer to every community, fostering hope and healing in the hearts of those we serve.



## 8 CLINICS AND PERIPHERALS REPORT OUR HOSPITALS

### Bed strength

Number of sanctioned beds	450
Number of operational beds	341
Number of ICU beds	69
Number of Operation Theatres	11

The IQRAA healthcare network comprises a diverse array of hospitals, each dedicated to the common mission of providing accessible and quality healthcare to communities across Kerala. At the heart of this network stands the flagship IQRAA International Hospital and Research Centre, located in Calicut. This hospital, founded in 2000, has been the cornerstone of our healthcare journey, setting the standard for excellence.

In addition to the main facility, our network extends its healing touch to various districts, including the

- **IORAA Hospital in Sultan Bathery**
- **IQRAA Community Hospital in Vazhakkad**
- **RAHMA-IQRAA Community Hospital in Thottilpaalam.**

As part of our visionary commitment to democratise healthcare access, IQRAA Hospital has strategically expanded its reach across various districts of Kerala, realising the dream of having at least one hospital in every district. This ambitious endeavor has borne fruit in the form of three distinct healthcare facilities, each situated in a different district, thus touching the lives of diverse communities.

In Sultan Bathery, we established the IORAA Hospital, serving the healthcare needs of the local population in Wayanad District. This facility is a beacon of hope for those residing in the picturesque landscapes of the Western Ghats, ensuring that residents here have access to high-quality medical care.

The IQRAA Community Hospital in Vazhakkad, located in Malappuram District, plays a pivotal role in catering to the healthcare requirements of a vibrant and diverse community. Its presence is a testament to our commitment to inclusivity, where every individual, regardless of their background, can access essential healthcare services.

Meanwhile, the RAHMA-IQRAA Community Hospital in Thottilpaalam, positioned in Kozhikode District, embodies our dedication to serving the underprivileged and marginalised sections of society. Its strategic location aims to bridge healthcare disparities and provide compassionate care to those who need it most.

Together, these three hospitals represent the realisation of our mission to bring healthcare within arm's reach of every community. They reflect our unwavering belief that quality healthcare should transcend geographic boundaries, ensuring that no one is left behind in their pursuit of a healthier life. These institutions are not just hospitals; they are the embodiment of our vision for 'Healthcare for All with Access,' contributing to the well-being and vitality of their respective districts."

## OUR CLINICS

In our unwavering commitment to make quality healthcare accessible to all, IQRAA Hospital has extended its reach even further through a network of 17 clinics spread across different regions of Kerala. Clinics, integral components of the IQRAA healthcare network, serve as vital healthcare facilities with a unique and indispensable role. Their necessity lies in their specialisation in primary and specialised care, offering patients tailored medical services and treatments. These clinics are pivotal in providing essential primary care, including check-ups, vaccinations, and preventive measures that promote overall health and wellness. These clinics, strategically located in various parts of the state, serve as vital extensions of our mission to ensure healthcare reaches every corner of the community. Each clinic serves as a beacon of hope for local residents, offering a wide range of medical services, diagnostics, and expert care. Whether in bustling urban areas or remote rural landscapes, these clinics stand as pillars of support, addressing the unique healthcare needs of each region. They represent our steadfast dedication to providing 'Healthcare for All with Access,' ensuring that no matter where one resides in Kerala, high-quality healthcare is always within reach. These 17 clinics are not just healthcare facilities; they are the embodiment of our commitment to inclusivity and compassion, nurturing the health and well-being of diverse communities.

Among our notable clinics are IQRAA Maternity in Vazhakkad, catering to the comprehensive healthcare needs of expectant mothers and newborns. The IQRAA- MSS Medical Centre in Adimali offers essential medical care to residents of the region, while IQRAA Aesthetics in Calicut focuses on enhancing beauty and well-being. Additionally, IQRAA houses a cutting-edge Fertility Centre, ensuring that couples facing fertility challenges receive expert care and support.

Recognising the importance of mental health, IQRAA offers a range of mental health clinics. In Eraniel, the IQRAA-Thanal Centre for Psychiatric Rehabilitation provides crucial support for individuals on their journey to recovery. Moreover, IQRAA's commitment extends to palliative care, with the IQRAA-Thanal Palliative Centre in Calicut offering comfort and solace to patients and families facing life-limiting illnesses.

In line with our holistic approach to healthcare, IQRAA has also established the IQRAA MIND Centre for mental health & well-being in Malaparamba. These clinics collectively reflect our dedication to providing comprehensive healthcare solutions that cater to the diverse needs of our community. Each clinic embodies our mission of accessible, affordable, and quality healthcare, fostering health and well-being for all."

1. IQRAA Community Clinic, Kallai
2. IQRAA Community Clinic, Palazhi
3. IQRAA Community Clinic, Kinasseri
4. IQRAA Community Clinic, Koduvally
5. IQRAA Community Clinic, Thrissur
6. IQRAA Community Clinic, Vellamunda
7. IQRAA Community Clinic Vatakara
8. IQRAA Maternity, Vazhakkad
9. IQRAA- MSS Medical Centre, Adimali
10. IQRAA Aesthetics, Calicut
11. IQRAA Fertility Centre, Calicut
12. IQRAA-Thanal EIC, Malaparamba
13. IQRAA-Thanal Centre for Psychiatric Rehabilitation, Eranhipalam
14. IQRAA-Thanal Palliative Centre, Calicut
15. IQRAA MIND- Centre for mental health & well-being, Malaparamba
16. IQRAA Foot care, Calicut
17. Healthcare Partner- IIM Kozhikode

## 8.A

### IQRAA HOSPITAL SULTHAN BATHERY

IQRAA Hospital, Sulthan Bathery is a 100-bed hospital having all the clinical facilities with modern and advanced equipment with NABL Accreditation for the Clinical Laboratory Services.

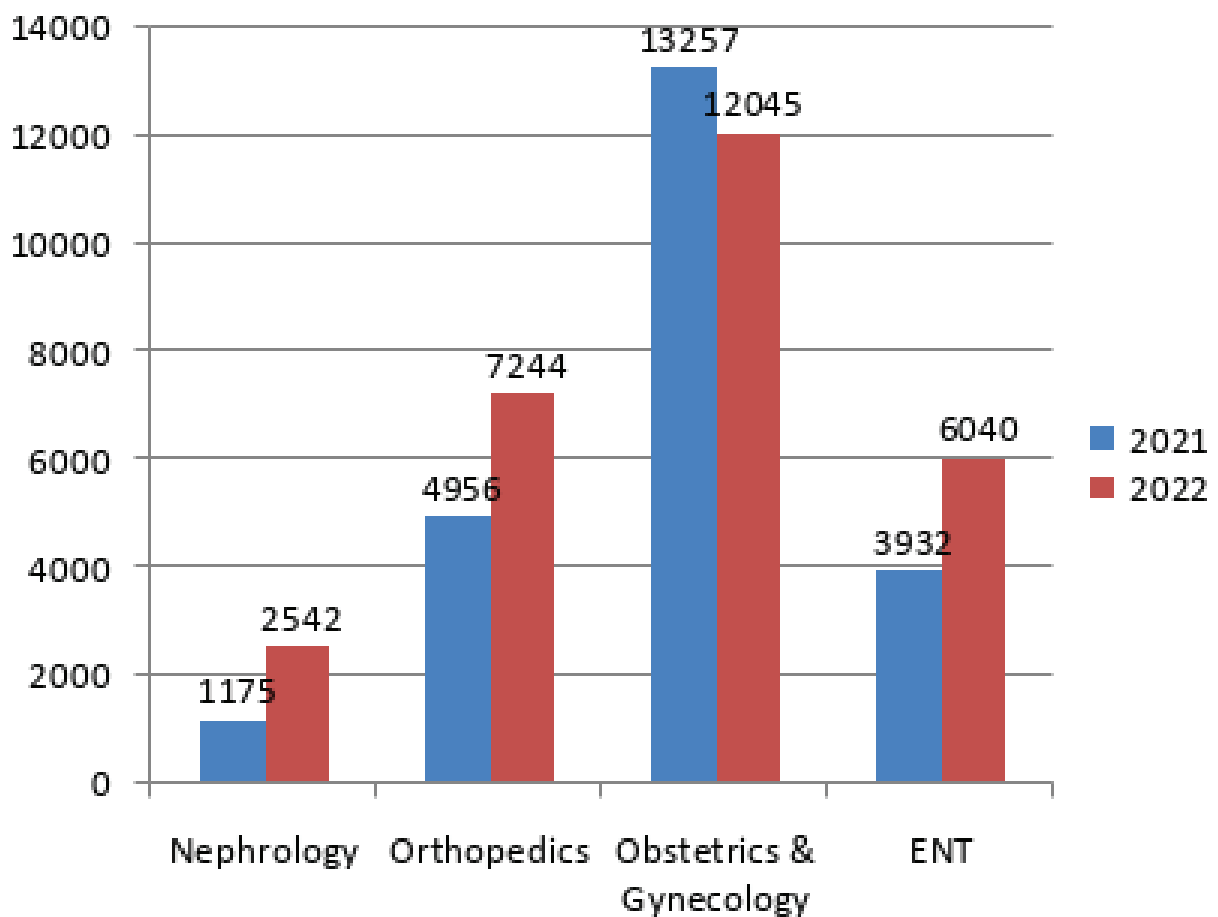
#### STATISTICS REPORT 2022-23:

CASUALTY	20934
TOTAL SPECIALITY OP	79252
TOTAL SUPER SPECIALITY OP	11091
TOTAL OP	111277
TOTAL IP	6531
KASP	4247
STAR HEALTH	21
MEDISEP	57
CASH	2206
TOTAL MAJOR SURGERY	1000
TOTAL MINOR OT PROCEDURE	164
TOTAL DELIVERY	739 (NORMAL 415, LSCS 311,
<b>VACUUM 13)</b>	
TOTAL DIALYSIS	11649
KASP DIALYSIS	3474
MEDISEP DIALYSIS	27
MEDICAL CAMP	6



## OP IQRAA SULTHAN BATHERRY HOSPITAL

IQRAA SULTHAN BATHERRY HOSPITAL (OP)		
	2021	2022
NEPHROLOGY	1175	2542
ORTHOPEDECS	4956	7244
OBSTETRICS & GYNECOLOGY	13257	12045
ENT	3932	6040





In comparison to the major department of SULTHAN BATHERY IQRAA Hospital OP report, 2022 report demonstrates more progress than the 2021 report. Relatively changes in the obstetrics & Gynecology progress.

Sl No.	Bill Name	Gross Amount
1	DIAGNOSTIC PHARMACY	1137534.83
2	IMAGING MEDICINE	514731.51
3	DIETITIAN BILL	800
4	NEUROLOGY	185200
5	AUDIOMETRY	400800
6	IMPLANT	186460.46
7	OT CONSUMABLE COLLECTION	7019835
8	KIOSK	61296
9	PHYSIOTHERAPY	258750
10	OTHER	3142467
11	IQRAA LAB BILL SULTHAN BATHERY	870585
12	CASUALTY	3755655.29
13	DIALYSIS	12214650
14	LABORATORY	24593130
15	IP CREDIT	3798421
16	CANTEEN	7370831.41
17	PACKAGE	302330
18	CARDIAC COLLECTION	811400
19	REGISTRATION	18250395
20	DISCHARGE	109894222.3
21	IMAGING	6788045.71
22	IP PHARMACY	30344038.43
23	OP PHARMACY	47493742.27
	<b>TOTAL</b>	<b>279395321.3</b>

## HIGHLIGHTS OF YEAR:

- Post MBBS Diploma accreditation under NBEMS for Department of Obstetrics and Gynaecology
- Rhythm project -collaboration with my home-Community psychiatry project
- Converted IQRAA covid hospital block (opened in 2021 may) to our new block named IQRAA DIAGNOSTICS -It includes 32 slice CT scan, second USG department, Neurophysiology lab, Physiotherapy department, patients rooms and Ayurveda department.
- IQRAA AYURVEDA and Child Development Centre-First time in IQRAA group of hospital
- Newly opened Op pharmacy,ip pharmacy, pharmacy store with Drug Information Centre
- CMCHIS Tamil Nadu Government insurance empanelment
- Medisep empanelment-First time among satellite centres of IQRAA group of hospitals.
- Star health empanelment with the same package as that of IQRAA hospital calicut
- Rhythm -Peace village project- community psychiatry project in a destitute home
- New launch of IQRAA Clinical Laboratory Services -one of the finest laboratory in wayanad
- NABL Accreditation for clinical laboratory services for Hematology Department
- Rhythm-school mental health programme -Ideal snehagiri school
- Rhythm-campus mental health programme- WMO college, Muttill
- Medical camps conducted on monthly basis in Wayanad and Nilgiris Districts.
- Awareness classes for various group of peoples in the community
- IQRAA cloud smart Tele ICU Programme-First time in IQRAA group of hospitals
- Opened IQRAA hospital Canteen
- Community development programmes done with collaboration of My home palliative care centre for last 3 years

## **STRATEGIES IMPLEMENTED IN OUR HOSPITAL:**

- We were running two separate institutions as IQRAA Hospital and Meera-IQRAA Speciality Clinic from 2018 in Sulthan bathery. We brought all the services in Meera-IQRAA clinic to IQRAA Hospital from 2022 august gradually. By this we could do all the services under the same umbrella and thereby reduce the operational cost.
- Expanded our laboratory department and implemented various marketing strategies to increase the productivity. Also we achieved NABL Accreditation for our Clinical Laboratory Services.
- Implemented strategies for getting Entry level NABH accreditation
- Implemented IQRAA Cloud smart TELE ICU Programme to improve the quality and services for the critically ill patients and thereby reduce the referral .
- Expanded the emergency department services by various training and workshops to improve the quality and reduce the referral

## **NEW INTERVENTIONS IN OUR HOSPITAL:**

- IQRAA DIAGNOSTICS
- IQRAA AYURVEDA AND CHILD DEVELOPMENT CENTRE
- New Pharmacy Block
- IQRAA Clinical Laboratory Services
- IQRAA Canteen
- Introduce Lift Services
- Expanded surgical departments by collaborating with oral maxillofacial surgeons and plastic surgery

## **BREAKTHROUGH IN OUR HOSPITAL:**

- Opening up of dialysis unit in 2020 and continuous delivery of nephrology services was the initial breakthrough in the growth of our hospital. During covid pandemic we supported the Wayanad population by opening a separate block for covid hospital in 2021 MAY ,which gave the additional momentum and acceptancy among public and district authorities. We continued to give covid treatment and services even after closure of designated covid hospital.
- By bringing all the services under the same umbrella in IQRAA hospital .we could improve the patient convenience and reduce the operational cost.

## EFFICIENCY OF OUR HOSPITAL

- Effectiveness in practicing profession with providing adequate trainings
- Better Scheduling of staff and maximum utilizing of Manpower.
- Performance Appraisal for staffs and providing additional training for improving work efficiency.

## 8.B

### IQRAA COMMUNITY HOSPITAL THOTTILPALAM

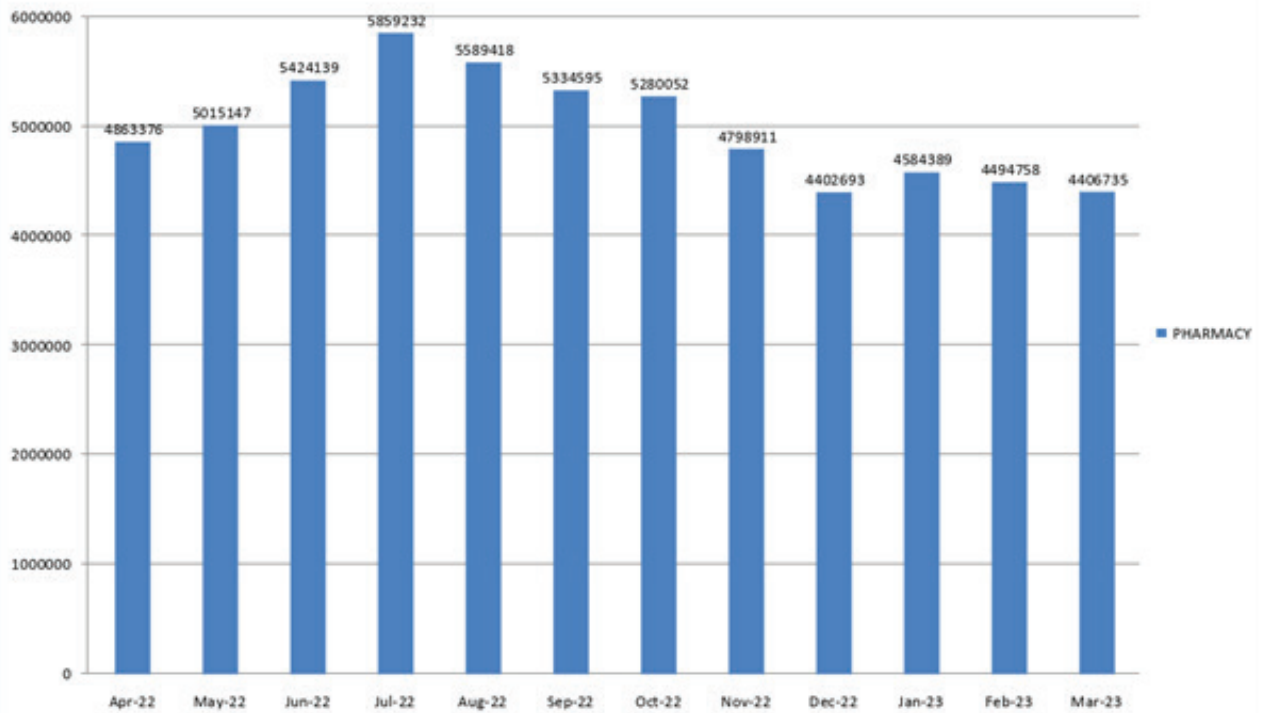
#### MAJOR ACHIEVEMENTS

- Clinical Laboratory Services has granted NABL Accreditation.
- NABH Accreditation is in process -New forms implemented and constituted various committees. Civil works needs to be completed to submit the application process.
- Granted License for Blood Storage Unit and started functioning.
- A total of 183629 patients utilized our services on OP basis and 4748 treated on I basis. Out of the total IP, 57% as KASP and 43% as non KASP Detailed statistics report attached for further reference).
- Net annual profit for the year is Rs. 10239102 (Month wise collection report attached).
- Carried out 1043 major surgeries and 1320 minor surgeries.
- Major surgeries includes 6 Total Knee Replacement, 1 Total Hip Replacement and 1 Ilizarov.
- 50000 patients utilized free Family Medicine OP services.
- Centralized On lines extended to all beds except Gynec Ward.
- Cardiology OP Services started as once weekly.

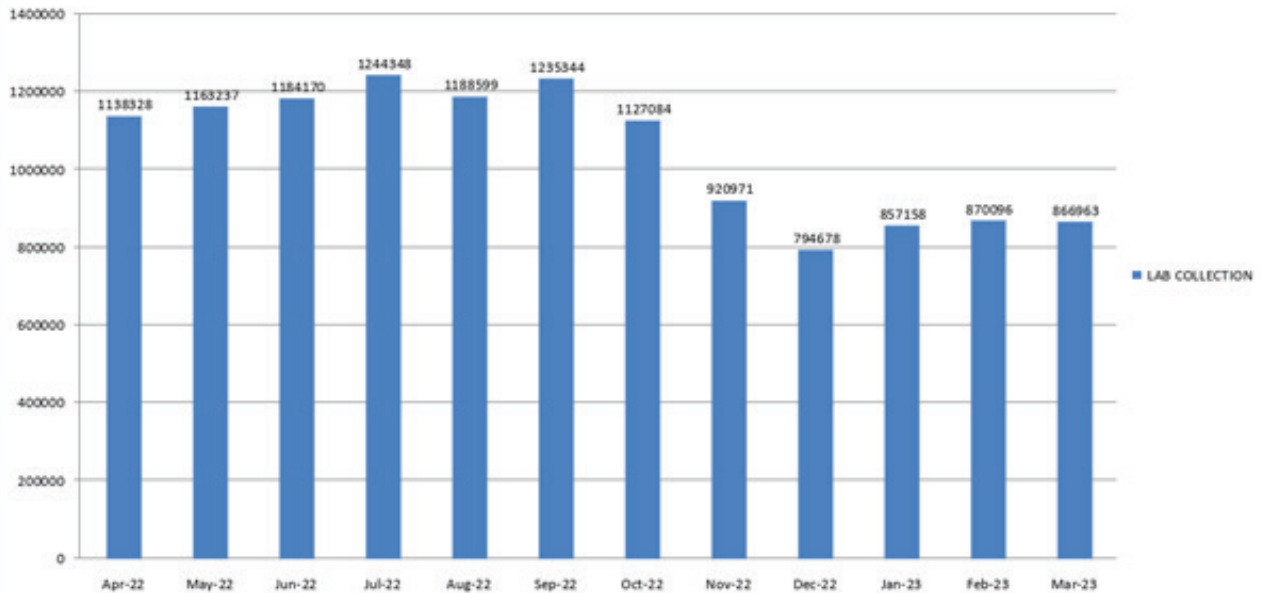
#### PLANS AND SUGGESTIONS

- Orthopedics Department need to be more highlighted in the new proposed building.
- CT Imaging needs to be started - many Patients are forced to opt other centers for CT and MRI Services.
- Patients opting other centers for Laparoscopic Surgeries.
- Require at least a Two bedded MICU.
- Number of private rooms need to be increased and maintained cleaner and neatert to attract private (Non KASP) patients.
- Need more attention on civil works to avoid its lag,
- Frequent change of Casualty Medical Officers need to be avoided
- Separate USG Machine required for OBG.
- Restructuring of office and construction of new 8 bedded General Ward is in process.
- Space constraints is a big hurdle in expanding various services.

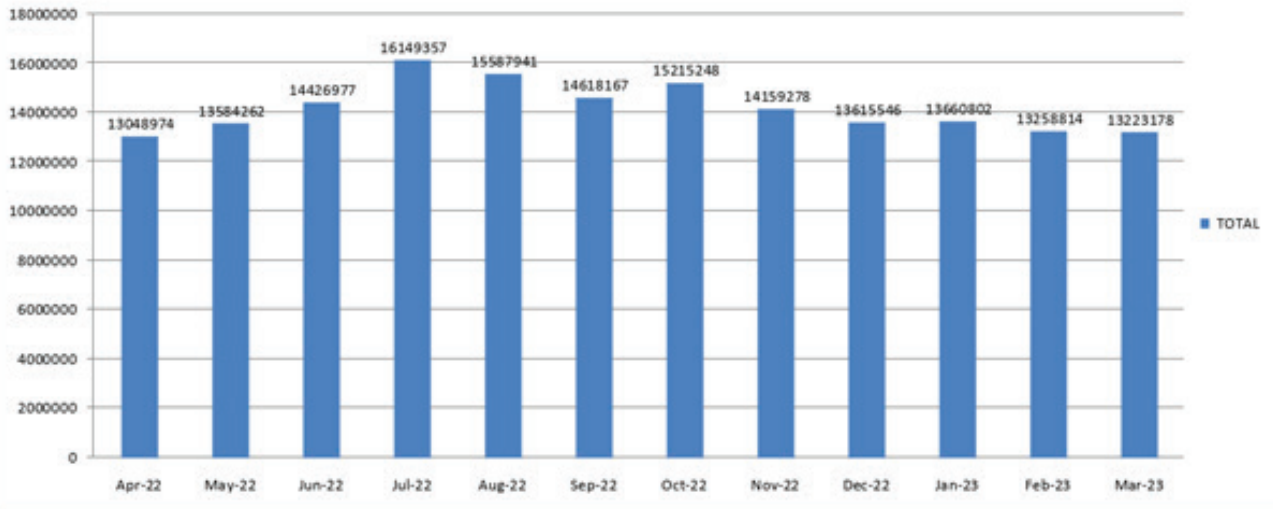
### PHARMACY COLLECTION REPORT 01-04-2022 TO 31-03-2023



### LAB COLLECTION



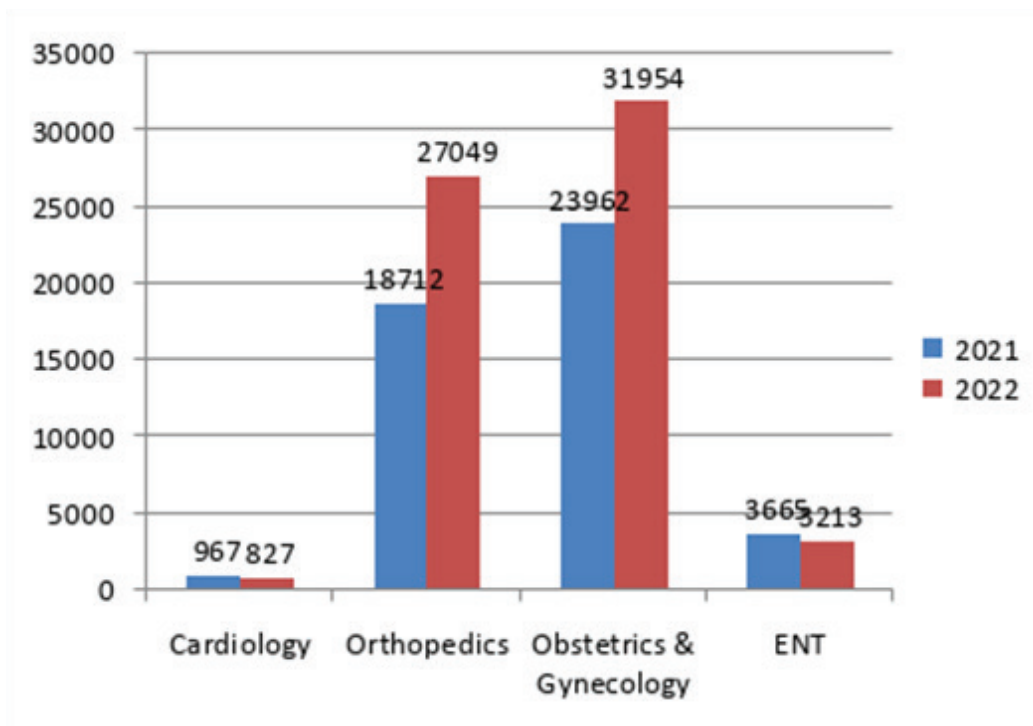
**TOTAL COLLECTION 01-04-2022 TO 31-03-2022**



<b>RAHMA IQRAA HOSPITAL</b>		
	<b>2021</b>	<b>2022</b>
CARDIOLOGY	967	827
ORTHOPEDICS	18712	27049
OBSTETRICS & GYNECOLOGY	23962	31954
ENT	3665	3213



When comparing the 2022 report to the one from 2021, it is evident that there has been more significant progress overall, with only minor changes observed in the cardiology & ENT department.

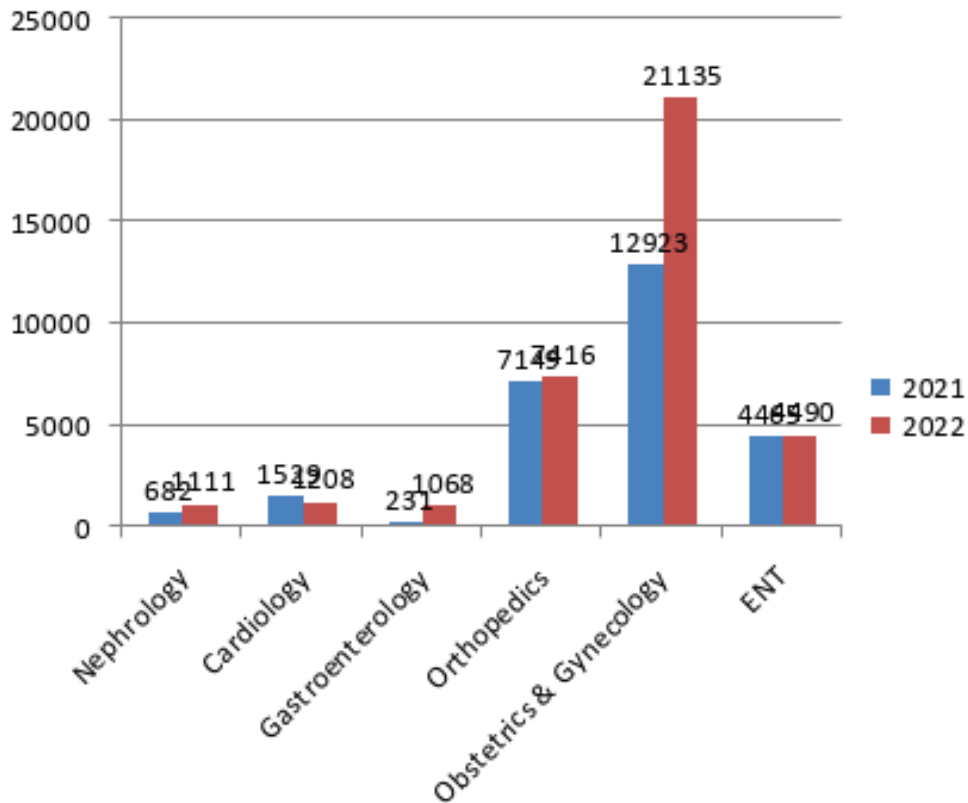


## 8. C IQRAA COMMUNITY AND MATERNITY HOSPITAL VAZHAKKAD

This report offers an insight into the patient statistics, financial performance, and significant developments, community outreach and key events during the year 2022-23.

### OP OVERVIEW IQRAA VAZHAKKAD

VAZHAKKAD HOSPITAL (OP)	2021	2022
NEPHROLOGY	682	1111
CARDIOLOGY	1529	1208
GASTROENTEROLOGY	231	1068
ORTHOPEDECS	7149	7416
OBSTETRICS & GYNECOLOGY	12923	21135
ENT	4465	4490



In comparisons to the major department of VAZHAKKAD Hospital OP report, 2022 report demonstrates more progress than the 2021 report. relatively minor changes in the cardiology movement

## Patient Statistics:

### Community Hospital

Total Outpatient (OP) Visits : **96,469**

Newly Visited Patients : **44,988**

Total Admissions : **1,077**

### Maternity Hospital

Total Outpatient (OP) Visits : **44305**

Newly Visited Patients : **17063**

Total Admissions : **1774**

## NEW DEVELOPMENTS

**Emergency Department Renovation:** To cater to the growing number of patients, our Emergency Department underwent a significant renovation to enhance capacity and improve patient care.

**Orthopaedic Operation Theatre:** We inaugurated a state-of-the-art Orthopaedic Operation Theatre, equipped with advanced facilities for orthopaedic procedures.

**Laparoscopy and Arthroscopy Unit:** The addition of this unit allows us to offer minimally invasive surgeries, ensuring faster recovery and reduced discomfort for patients.

**High Dependency Unit (HDU):** IQRAA HOSPITAL introduced a four-bedded High Dependency Unit (HDU) to provide specialized care for critically ill patients.

**Admission and Discharge Counter:** We introduced a streamlined admission and discharge process, ensuring a hassle-free experience for patients and their families.

**Psycho-Social and Antenatal Counselling:** New services were launched to provide psycho-social and antenatal counselling, offering comprehensive care to our gynaecology patients.

**Weekly IN Charger's Review Meeting:** We initiated weekly meetings to review and enhance hospital operations, ensuring the highest standards of patient care.

**Appointment of Permanent RMO:** In response to feedback from our Emergency Department patients, we appointed a dedicated Resident Medical Officer (RMO) to improve patient care and address concerns.

**Gynaecology Department Expansion:** The gynaecology department expanded its team to three specialists, enhancing our capacity to serve patients.

## MATERNITY DEPARTMENT HIGHLIGHTS:

### Challenges and Solutions:

In July, it was observed that total maternity OP & IP collections declined, and total deliveries decreased to 70 due to Dr. Amina Beevi's absence. Strategies were discussed and planned for live public programs to attract patients and improve marketing efforts.

In December, an incident involving Dr. Shana parveen and a patient, Shailaja (mother of our reception staff), resulted in complications and a subsequent police complaint. This incident had a significant adverse impact on the maternity department, leading to a drop in patient numbers, particularly in OP and IP. To counter this situation, programs were charted.

## COMMUNITY OUTREACH AND HEALTH CAMPS:

During the year, we conducted several health camps and community outreach programs to promote better healthcare awareness. Some of the key initiatives include:

26/02/2023 : Free lifestyle disease camp at Cheruvadi.

06/03/2023 : Renal screening camp at GMUP School, Vazhakkad.

Renal screening camp at Mandalakadav.

11/03/2023 : Renal screening camp at Cheruvayur.

Free medical camp @ kodiathur gmup school . Etc.,

## SPECIAL EVENTS:

- In September, as part of the maternity department's one-year celebration, a free gynaecology camp was conducted on September 23 & 24 by Dr. Shaheera, Dr. Shana Parveen, and Dr. Rinsath.
- On 29th July, WORLD ORS WEEK was observed with programs highlighted by a talk from paediatrician Dr. Summayya, raising awareness about the role of ORS and Zinc through an awareness program for staff and the public.
- We officially welcomed the first baby of 2023 by gifting a hamper and publishing baby welcome cards.
- In 19 th January we had conducted public awareness programme about nutrition during pregnancy by clinical diatition Mrs fida jabir supported by gynecologist Dr Rinsath and Dr shana
- In the first week of August, WORLD BREAST FEEDING WEEK was celebrated with an interactive public awareness program in the maternity department, supported by paediatrician Dr. Summayya and Dr. Vasil.
- Campus Awareness programme conducted @ Darul uloom Arabic college (16/03/2023), it was an interactive section by gynecologist Dr Rinsath and Dr Shana, in connection with International women's day.

## STAFFING:

Total Number of Doctors : **14 (Visiting Doctors are not included)**

Total Number of Nurses : **79 + 7 (Trainees)**

Total Support Staff : **84 +28 (Trainees) + 7 (Daily wage)**

## CONCLUSION

In retrospect, the year 2022-2023 brought about significant challenges for our Community and Maternity Hospitals. The year was marked by a noticeable negative trend in both outpatient (OP) and inpatient (IP) statistics. However, as we review recent developments, we are encouraged by a glimmer of hope that suggests a promising turnaround for FY 2023-2024. During the past financial year, we encountered a series of challenges that impacted our hospitals' performance. These challenges included a decline in patient visits, the departure of key medical personnel, and external factors such as the ongoing pandemic.

### 8.(1)

#### **IQRAA COMMUNITY CLINIC KALLAI**

Iqraa community clinic kallai serves as a beacon of hope for the local residents of kallai. The clinic is equipped with fundamental medical facilities and supplementary services such as a laboratory, pharmacy, emergency nursing support, x-ray, ECG, and more. In the preceding fiscal year, the clinic effectively administered medical care to a total of 175,373 patients across various medical disciplines, averaging approximately 500 patients treated daily.

Department	Total number of O.P
General OP	1,11,114
Family medicine	16,989
Paediatrics	10,176
Orthopedic	8,573
General medicine	6,082
Dental	5,561
ENT	4,407
Dermatology	4,140
Gynecology	2,882
Neurology	1,465
Pulmonology	1,175
Cardiology	1,045
General surgery	844
Urology	749
Psychiatry	120
Gastroenterology	65
Sports and exercise medicine	35
Total O.P	1,75,373

## 8.(2)

### **IQRAA COMMUNITY CLINIC, KINASSERY**

It has been a year of remarkable growth and unwavering commitment to our mission of providing high-quality healthcare services to our community at minimum cost

#### **Financial Performance**

In the Year 2022-2023 our clinic witnessed significant variations in monthly collections. July 2022 emerged as the highest collection month, with a remarkable collection of Rs 3,018,477 .during that month OP pharmacy achieved a total collection of 1,922,387, with an average daily collection of 62012.

	<b>Collection 01/04/2022 - 31/03/2023</b>
Pharmacy	16,447,277
Laboratory	3,327,748
Radiology	945,134
Registration	3,933,327
Casualty	2,601,896
Total	27,255,382



Our outpatient (OP) Patient numbers have seen a remarkable increase compared to the last year .In the year 2022-2023 , A total of 94482 patients are utilized our OP services ,an increase of 20298 patients compared to theyear 2021-2022 . In particular, general OP has experienced a substantial increase, with 78963 patients consulted in the year 2022-2023

<b>Sl. No.</b>	<b>Departments</b>	<b>Total Patients</b>
1	General OP	78963
2	Family medicine	5599
3	Neurology	964
4	ENT	1311
5	Urology	214
6	Pulmonology	226
7	Gynecology	907
8	Orthopedics	1927
9	General medicine	315
10	Dermatology	2253
11	Paediatrics	1771
<b>12</b>	<b>Total</b>	<b>94482</b>

As part of our ongoing commitment to meeting the healthcare needs of our community, we made significant enhancements to our services in 2022-23:

- One of our notable initiatives during the year was the introduction of our family physician op, where patients can consult with a family physician for just Rs 10. This service is available from 8.30 AM to 4.00 PM.
- We changed the opening time of our laboratory to 6.00 AM, providing early access to vital diagnostic services for our patients.
- We extended our X-ray services to Sundays, ensuring accessibility to essential diagnostic imaging on weekends.
- In line with our commitment to community health, we conducted several medical camps (Renal screening camp, gynecology camp, pulmonology camp etc.) These camps provided free consultations and screenings.

## **FUTURE OUTLOOK**

We are actively seeking a new building due to the unavailability of space for further development.

- **USG SERVICES :** We plan to introduce USG services to provide advanced diagnostic capabilities to our patients
- **PHYSIOTHERAPY SERVICES:** Recognizing the importance of rehabilitation and physical therapy, we plan to introduce physiotherapy services
- **Increasing Observation Bed Numbers:** We recognize the importance of observation facilities for our patients. therefore, we plan to increase the number of observation beds.

## **8.(3) IQRAA COMMUNITY CLINIC, PALAZHI**

IQRAA Community clinic Palazhi started its services on June 2020. We have departments such as pediatrics , family medicine , gynecology dermatology, Ent , ortho, pulmonology, general surgery with a total strength of 15-18 staffs (including housekeeping, trainees) working in different departments. In this year we extended our casualty from two bedded observation to six bedded, much free and easy to accommodate patients. along with that we also started our X-RAY from October 2022.

In the month November 2022 to March 2023 there was lesser OP as compared to preceding months, this trend is almost same for past three years. The major part of the total op is consulted by RMO's. There is a monthly average of 5600 patients, with a large flow of patients from the month June 2022 to October 2022. The lowest collection was in April 2022 ,

### **FURTHER SCOPES FOR COMING YEARS**

- Home delivery of medicines
- conduct routine health checkups.
- scope for physiotherap

We got 4-star rating in google review from two hundred reviews for our services.

## **8.(4)**

### **MSS IQRAA MEDICAL CENTRE ADIMALI**

We had one Physican and 2 MOs initially with a 2 bedded casualty.As the time progress the number of patients attending the OP and patients who need emergency services has increased thereby there was a plan to expand the casualty with more beds. So renovation of the old physiotherapy building was started and new casualty was started functioning from 27-8-2022. Meanwhile Physiotherapy department was shifted to the newly constructed building.Since the number of patients were increased Inpatient department was started followed by initiation of Night shift for the casualty, Lab and pharmacy. New medical officer was also appointed to the casualty

We are glad and proud that Our Institution obtained labour License on April 3' 2022

Our Laboratory department was expanded with Fully automatic machine

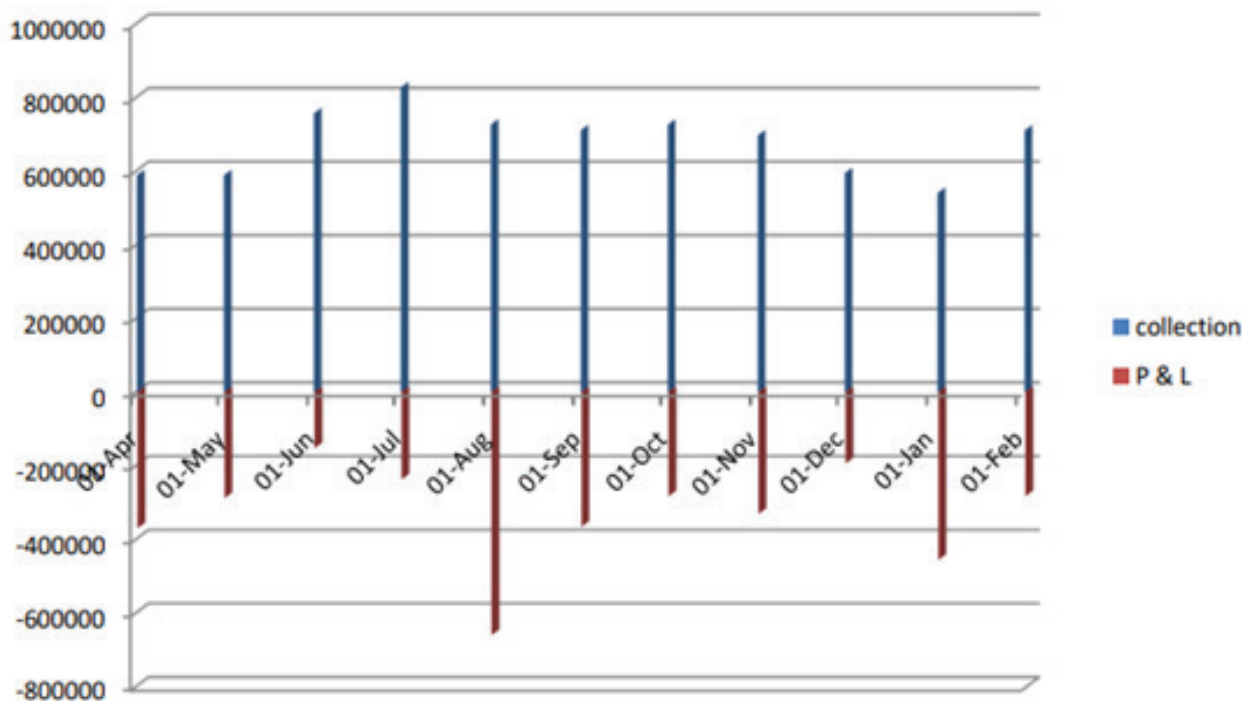
We could install new 62.5 KVA diesel generator and sanction for energisation orders issued on 20-3-2023

Dialysis unit was running smoothly with an added new machine which was sponsored by a well wisher in Adimaly.

## 8.(5)

### IQRAA AL KARAMA COMMUNITY CLINIC VELLAMUNDA

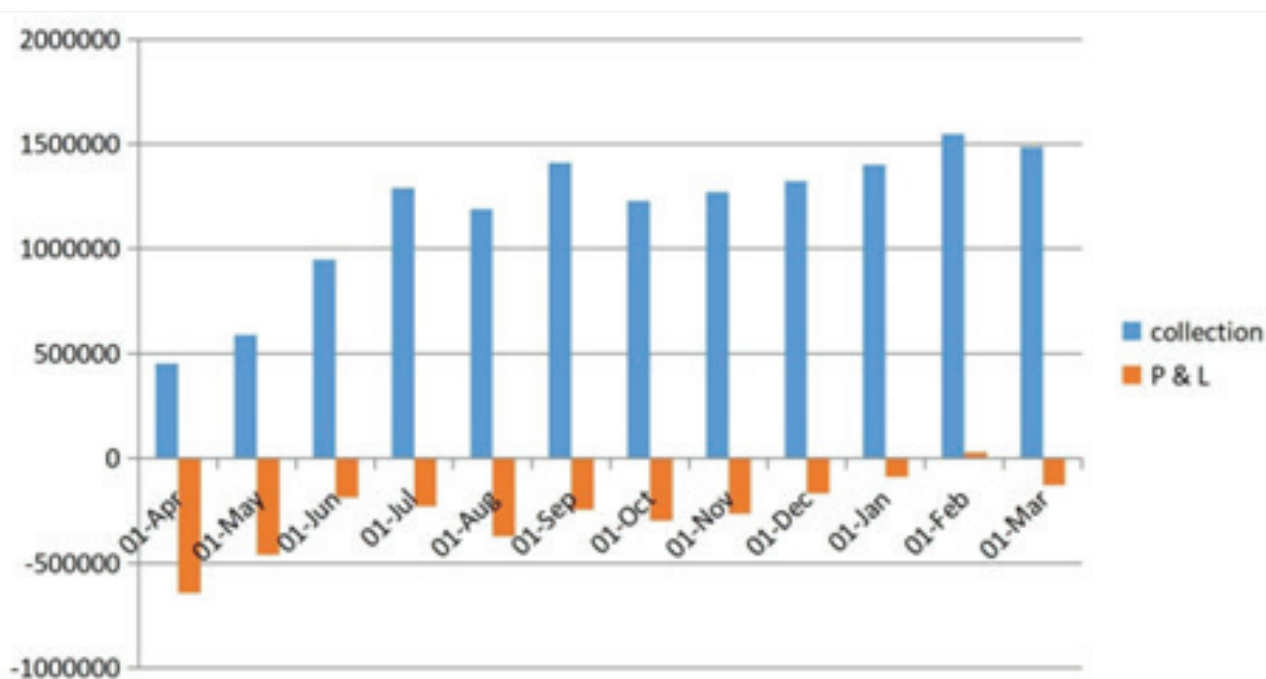
The outpatient numbers have been inconsistent throughout the year. The highest number of OP has been reported in July 2022. From the beginning to the end of this year, the clinic has been running without profit.



A family physician has joined in July in order to add service of an MD doctor. A general surgeon has also joined the team in the month of August. And then we hired an additional orthopedic doctor to increase the consultant services to two days in a week. Rented out an electrolyte analyzer machine for lab in December, which helped in smooth functioning of the lab procedures. ENT endoscopy has started in February for better ENT opd services. We have conducted several medical camps in the nearest areas of our clinic. We have provided discount cards for auto drivers and neighbors and conducted a free medical camp as a part of our 1st anniversary. And also we have done a kidney screening test on kidney day and gave awareness about kidney disorders. For popularizing the services provided by us, we have done so many advertisements through medias. We have started procedures for launching an x-ray unit in the clinic. Unfortunately we can't proceed the further steps for the same because of the nonprofit condition of the clinic. The main challenge faced by us is that the clinic is situated slightly far from the town, so people can't approach us easily. Also we have shortage in various specialist doctors, hence there is a fall in new outpatient counts. Our plan for coming year includes, to uplift the clinic from nonprofit condition to profit by reducing the total expenses and strengthening our system and facilities.

## 8.(6) IQRAA COMMUNITY CLINIC KODUVALLY

The out patient numbers have been increased from 22 april to march 23 consistently the highest number of out patient has been reported in september 2022 .From the beginning the clinic was running in loss but later on february back in profit and trying to maintain the same from there.



A dermatologist has joined in august and hence it was possible to provide services in the treatment of skin disorders .In september an ortho specialist has also joined to elaborate the ortho op. A general surgeon has joined and started his op from october and also we are providing pediatric consultant services all days in a week from october .In december we had a break through by starting specialty op in gastroenterology .That contributed to the total outcome of the clinic .An additional ENT doctor has also started services in our clinic from february .In may we have made a milestone by launching radiology department in our clinic. Which also give good returns for the clinic .We bought an electrolyte analyzer machine for lab in july. That helped a lot in the smooth functioning of the lab procedures. We have conducted several medical camps in the nearest areas of our clinic. Which created some impacts in popularizing our name in the society. As a part of kidney day we have conducted a free kidney screening test and gave awareness about the day to day increase of kidney diseases. Also we have provided discounts for patients as a part of the 1st anniversary of clinic. For popularizing the services provided by us, we have done so many advertisements through medias. That helps to create changes in the progress of our total outcome to a some extent. All the new additions we have made gratefully benefited the patient for the accurate

diagnosis and treatment. The main challenges faced by our clinic is based on our infrastructure like congested observation areas, lack of ramp or lift in the floors etc. Our plans for coming year include improving the service quality and facilities and thereby increases the inflow of the new patients and at the same time maintaining the consistency of op numbers through holding back the old patients with us. For that we must focus on infrastructure development that will contribute a lot for increasing facilities and also planning to launch additional specialty op's to provide better service in all areas.

## 8.(7) IQRAA FERTILITY, CALICUT

This Report Highlights The Financial And Non Financial Achievements Of Iqraa Fertility For The Year 2022-2023 And Some Good Suggestions For The Upcoming Years.

### Highlights

- Total Collection For The Year Was 19124495, Total 90 Ivf Cases Done In The Financial Year.
- There Has Been A Significant Increase In Patients.
- Opening 410 New Patient Files Indicates The Demand For Our Services.
- Achieving An Average Of 10 Ivf Cases Per Month Especially With An Increase In Cases From October 2022

### Team Achievements

- Obtained Art Regulation Act License Indicatee Clinic Complies With Regulations And Standard Set.
- Obtained Corporation License For Fertility.
- Conducted Informative Sessions For Nursing Students.
- Conducted Camps At Tirur,manjeri,kasarkode,addresssmall,koduvally, Vazhakad, Thottilpalam, Vadakara.

### Strategies

- Conducting Camps In Regular Intervals
- Collecting Feedback.
- Providing Counselling For Patients
- Posting And Boosting Social Media creatives
- Expanding Out Patient Services Of Doctors In Different Branches Can Generate More Patients.
- Using Hoardings To Promote In Rural Areas.

### Our Team Our Strength

Conducted 24 Staff Meeting In 2022-23 To Build A Strong & Clear Communication.

## 8.(8) IQRAA AESTHETICS, CALICUT

This report indicates financial and non-financial achievements of iqraa aesthetics for the year 2022-23.

### Highlights

- ◆ total collection for the year was 20672036
- ◆ there has been a significant growth in the op
- ◆ total 44 hair transplant surgeries done in 2022-23
- ◆ total number of op was 7227
- ◆ total 26 vitiligo surgeries

### Achievements

- ◆ generated more patients by listing and educating the patients about the doctor panel and procedures available.
- ◆ Build an efficient panel of doctors. (Dr. Muhammed razmi, dr. Bishrul hafi, dr.Sanoof, dr. Nasaha jahan, dr. Effeena merin, dr. Vaishnavi kv, dr. Raihan ashraf)

### Suggestions

- ◆ digital marketing
- ◆ social media creatives
- ◆ creating short videos of procedures, its posting and boosting in regular interval
- ◆ staff integration
- ◆ finishing the approved plan of pharmacy and clinic.
- ◆ Conducting camp on all Saturdays.
- ◆ Advertisement through various channels
- ◆ purchase of Q laze /tribeam laser machine
- ◆ to generate more patients for hair transplant we can provide low price package for HT surgeries by other doctors.
- ◆ Staff meeting in every week.
- ◆ Increment of procedures charge



## 9 FINANCIAL OVERVIEW OF FY 2021-22

### Consolidated Financial Overview

IQRAA marked positive financial growth in the Financial Year 2021-22 compared to the previous years which helped to recover from the prior year's losses from the impact of Covid-19 and other factors.

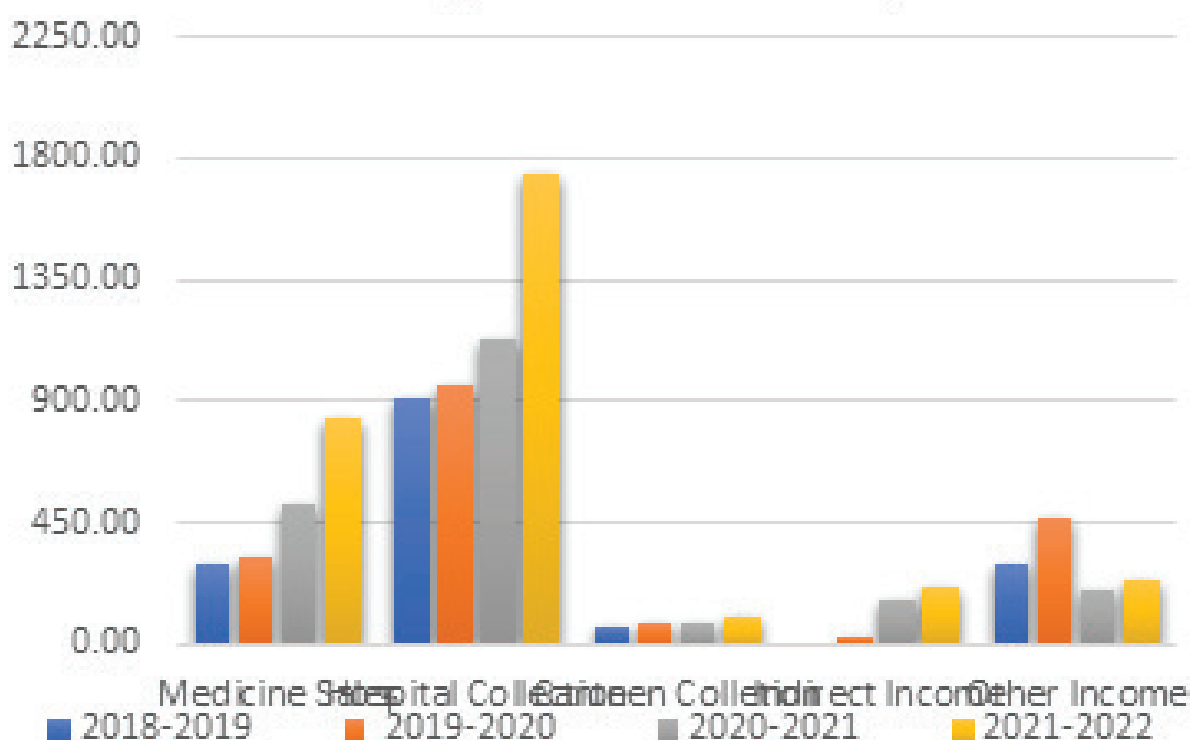
<b>Collection 01/04/2022 - 31/03/2023</b>				
	<b>2018-2019</b>	<b>2019-2020</b>	<b>2020-2021</b>	<b>2021-2022</b>
Medicine Sales	294.32	324.66	525.09	842.05
Hospital Collection	906.47	964.85	1,136.85	1,745.59
Canteen Collection	67.67	77.73	73.08	98.54
Indirect Income	0	23.91	160.71	209.21
Other Income	300.57	474.44	197.10	234.17
<b>Total Income</b>	<b>1,569.03</b>	<b>1,865.59</b>	<b>2,092.83</b>	<b>3,129.56</b>

We managed to achieve a revenue of INR 3129.56 million which is 50% higher than the previous financial year's revenue of INR 2092.83 million. This growth was also considerably higher than the growth achieved in the financial year 2019-2020 of 19% where IQRAA achieved a revenue of INR 1865.59 million compared to revenue of INR 1569.03 in the financial year 2018-2019. The revenue growth reduced in the financial year 2020-2021 due to the impact of COVID-19. But the effective management have resulted in achieving a higher growth in the financial year 2021-2022 as mentioned.

Notably, we achieved an increase of 60% in medicine sales and 54% in the hospital collection compared to the previous year. Hospital Collection reached INR 1745.59 million and Medicine sales reached INR 842.05 million.

Operating income in the 2021-2022 Financial Year was INR 2587.64 million compared to INR 1661.94 million in the previous Financial Year, providing growth of 55.70%. Other streams of income such as canteen collection, Indirect Income & Other Income also had a positive change of around 20% to 30%.

## Turnover (INR in millions)



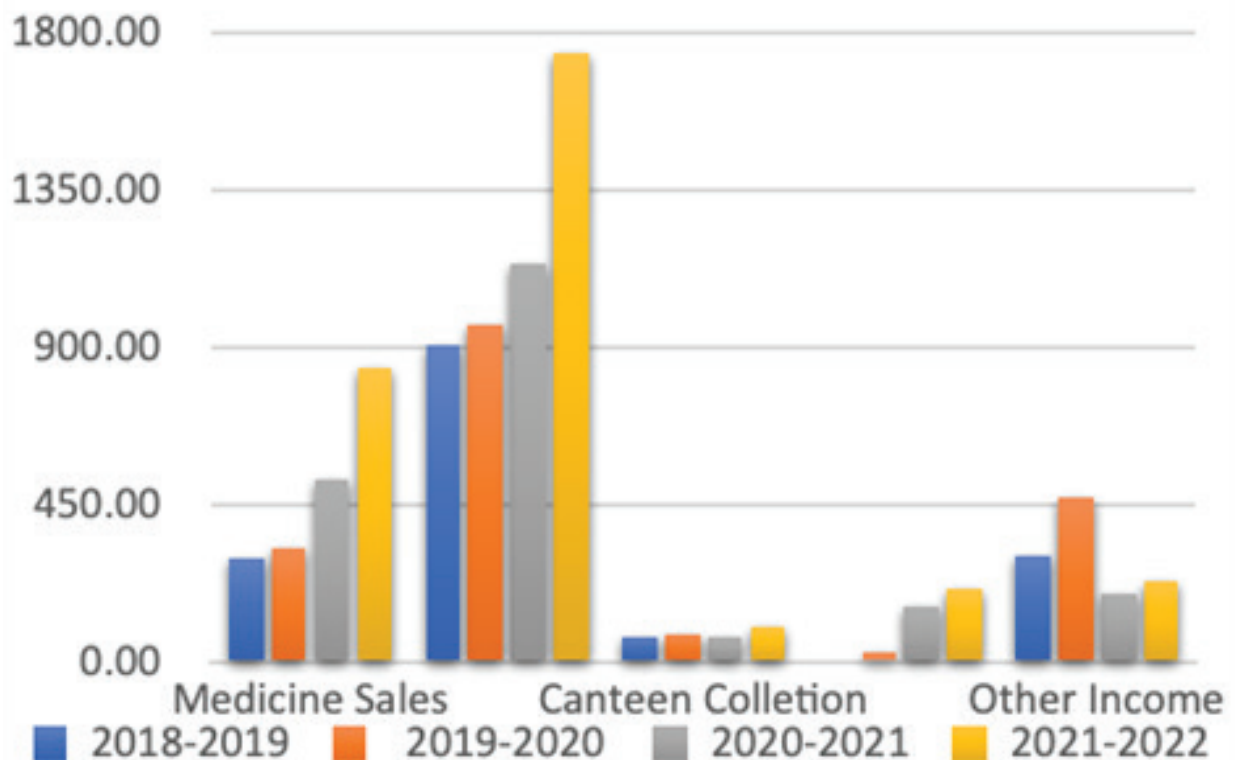
While comparing the prior financial performance, the revenue growth achieved in the financial year 2021-2022 is 2.62 time greater than the revenue growth of 19% achieved in the financial year 2019-2020.

Even though the revenue growth in the financial year reduced to 12%, it was mainly due to the negative impact of COVID-19. But we managed to secure a higher revenue growth in 2021-2022 than the revenue growth of previous two financial years combined

## Consolidated Expense (INR in millions)

	2018-2019	2019-2020	2020-2021	2021-2022
Purchase expenses	247.39	254.79	313.45	467.11
Direct Expenses	518.22	546.33	571.47	668.37
Salary & Allowances	342.61	436.38	449.07	518.11
Indirect Expenses	459.35	555.34	776.59	1,291.97
Depreciation	45.00	44.35	46.55	66.13
<b>Total Expense</b>	<b>1,612.56</b>	<b>1,837.18</b>	<b>2,157.12</b>	<b>3,011.68</b>

## Turnover (INR in millions)



### Consolidated EBITDA

EBITDA for the 2021-2022 financial year is INR 184.00 million compared to INR -17.74 million during 2020-2021 which is a remarkable increase of INR 201.74 million. This positive EBITDA means that we are profitable at an operating level. It provides service and sells products higher than the cost to make or provide.

The negative EBITDA in the 2020-2021 financial year was due to the impact of COVID-19 which affected the revenue. But the increase achieved in the financial year 2021-2022 helped to mitigate the same.

## Financial Overview Bifurcation

FY 2021-2022 Branch wise Financial Overview (INR in Millions)			
Branches	Turnover	Expense (Including Depreciation)	Profit/(Loss)
Head Office	2,384.61	2,273.50	111.10
Alfa Batheri	207.60	228.68	-18.26
Rahma Thottilpalam	147.62	139.66	9.20
Vazhakkad Community	112.19	126.71	-13.29
Kallai	64.28	50.45	13.96
Vazhakkad Maternity	50.92	31.40	19.53
Meera Batheri	49.22	50.02	-0.80
Address Mall	31.85	36.42	-4.57
Adimali	31.72	28.40	3.32
Kinnasery	24.71	19.65	5.10
Palazhi	18.19	14.83	3.40
Koduvally	5.18	9.20	-3.80
Vellamunda	1.48	2.67	-1.03

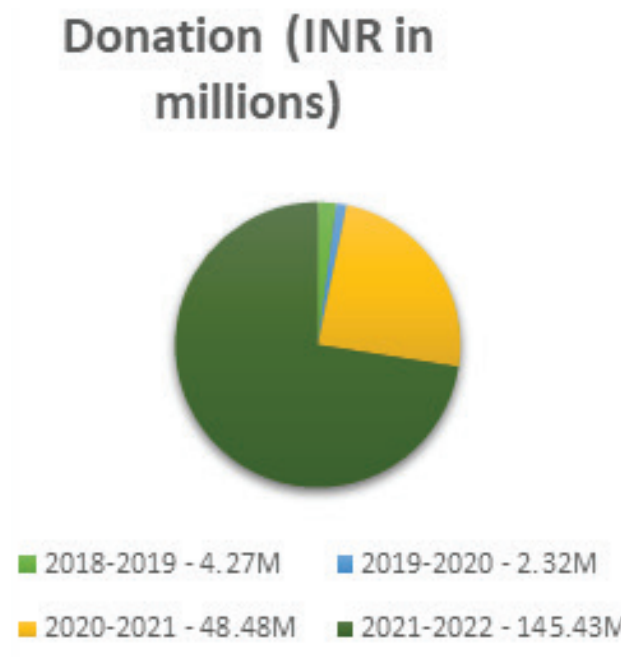


## DONATION RECEIVED

Donation (INR in Millions)				
	2018-2019	2019-2020	2020-2021	2021-2022
Donation Received	4.27	2.32	48.48	145.43

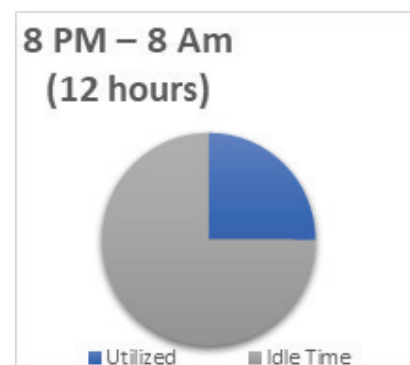
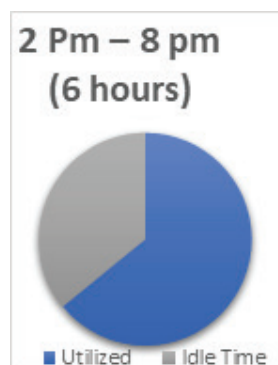
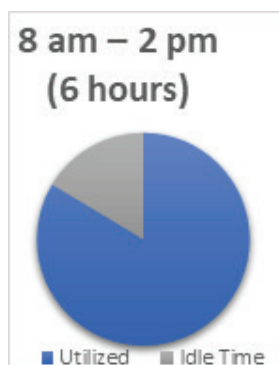
We received INR 145.43 million in donations which is more than INR 96.96 million Donation received in the last financial year, where the Donation received was INR 48.48 million.

The drastic increase in the donation received during COVID-19 helped us to cover a part of operating expense during the financial year



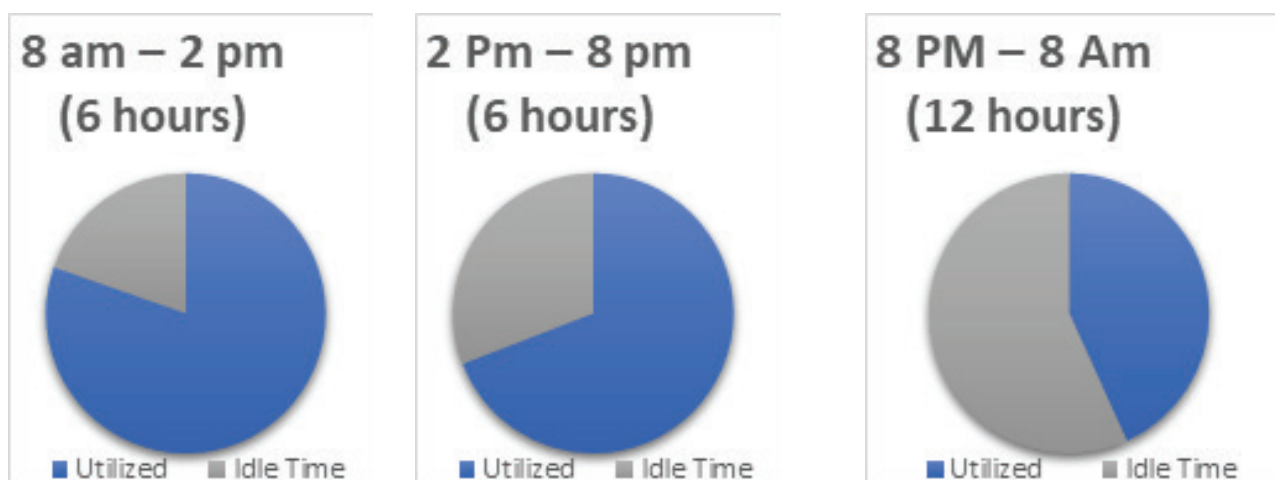
## DONATION RECEIVED

### Consolidated EBITDA



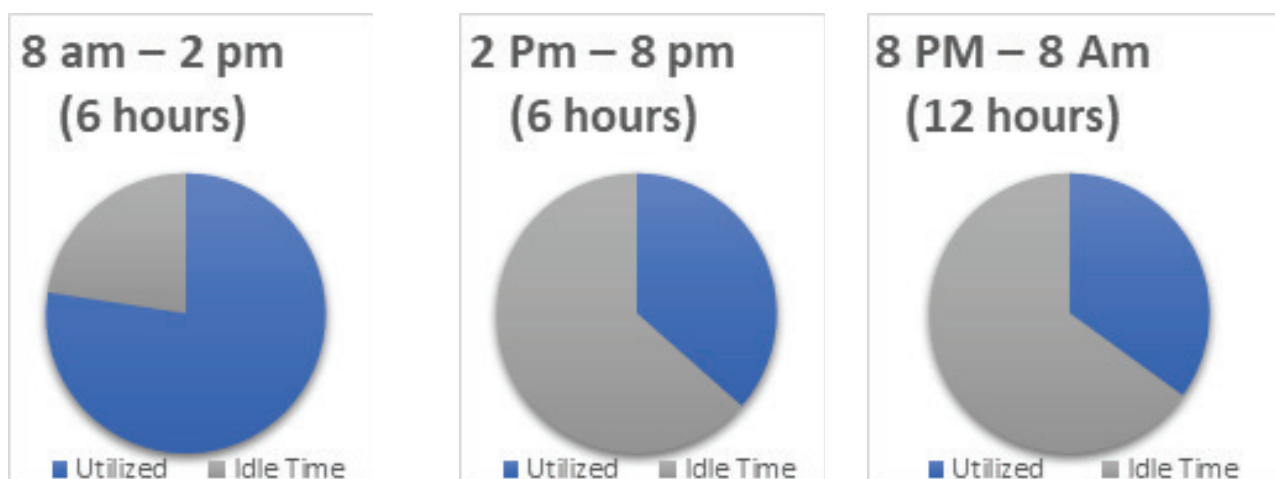
In the case of the CT Scan machine, the peak time machine utilization is 84%. Even after considering peak and non-peak hours, machine utilization is around 50%. CT Scanning machine also generated

### MRI Scanning Machine



Machine utilization of MRI Scanning machines is 80% during peak hours. The combined machine utilization is above 50%. We generated an average daily income of around INR 90,000.00 in the previous Financial Year.

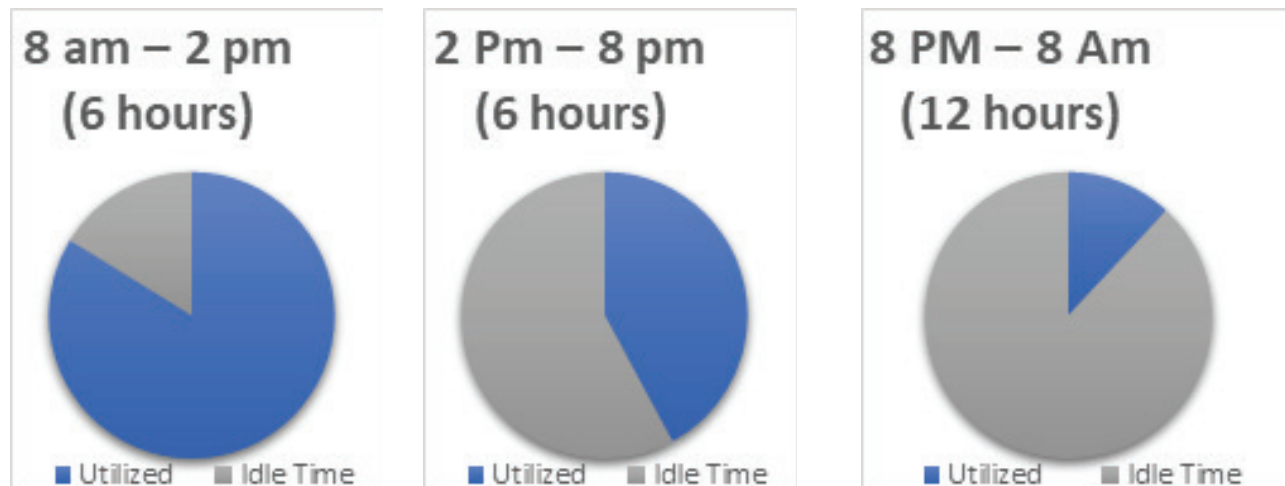
### USG Scanning Machine



For USG Machines, the peak time machine utilization is 77% which comes around 46% even after considering nonpeak hours. USG Machine generated an average daily income of around INR 97,500.00 during the previous Financial Year.

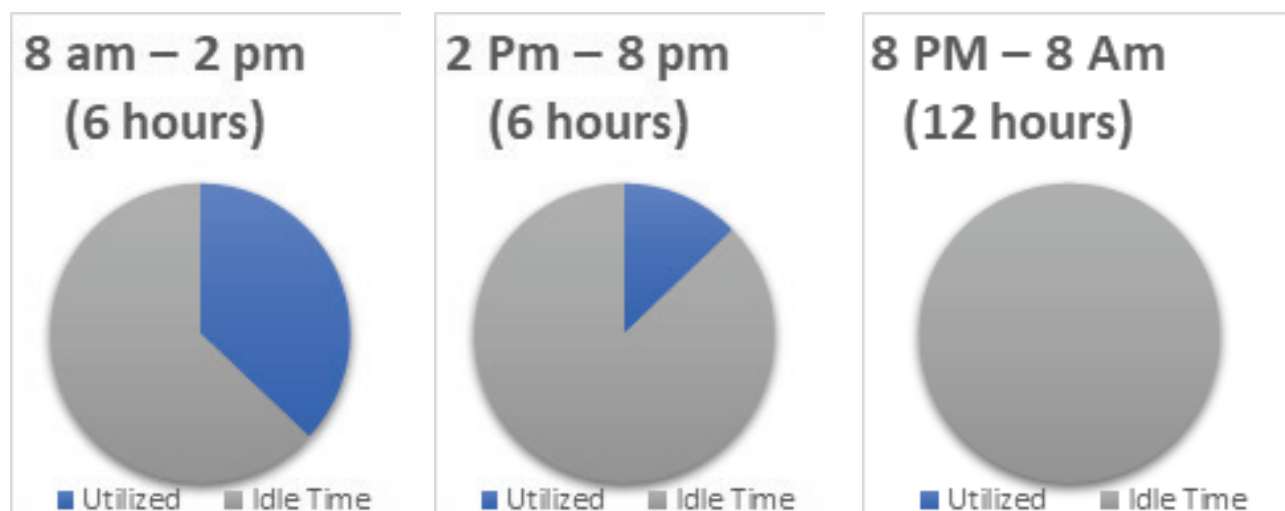
## X-Ray Machine

### Outlet - 1



We operate X-Ray Machines under 2 different outlets. In the case of the first outlet, the machine utilization is 84% during the peak hours which then reduces to 37.5% when non-peak hours are also taken into consideration.

### Outlet-2



In the case of the second outlet, machine utilization is 37% during peak hours, which comes to around 12.5% when non-peak hours are also considered. The combined average daily collection generated by X-ray machines in the previous financial year was around INR 50,500.00.

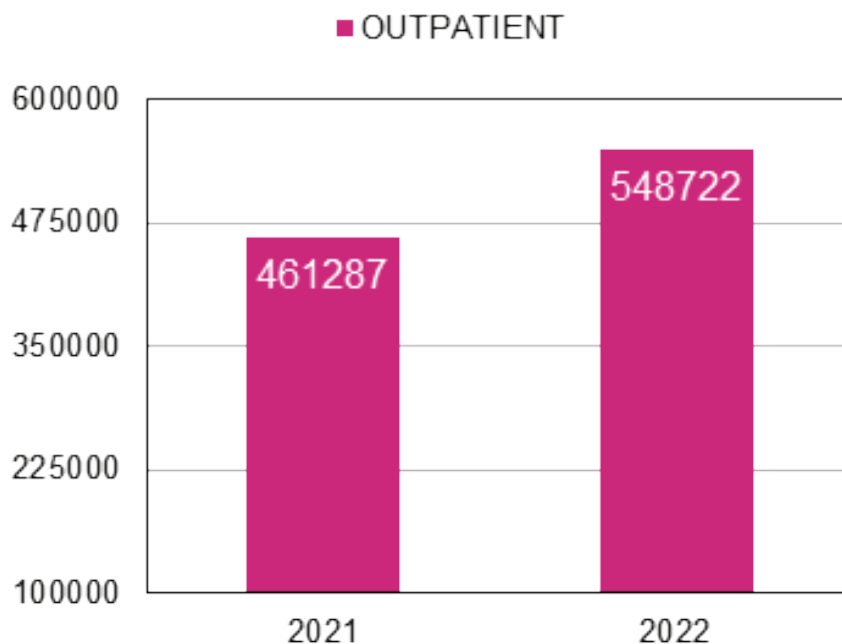


## 10 OUTPATIENT, INPATIENT AND SURGERY

At the heart of our healthcare mission lies a commitment to serving the diverse needs of our community. In the past year, we have witnessed a significant volume of healthcare encounters, as evidenced by the staggering numbers: 548,722 outpatients sought our care, emphasizing our role as a primary healthcare destination for countless individuals. Simultaneously, 35,921 inpatients trusted us with their more comprehensive medical needs, reinforcing our dedication to providing exceptional inpatient services. Moreover, our surgical department demonstrated its expertise and commitment to excellence by successfully performing 12,414 surgical procedures, addressing a wide spectrum of healthcare requirements. These statistics encapsulate our hospital's tireless efforts to provide accessible, high-quality healthcare, serving as a beacon of hope and healing for our community.

### OUTPATIENT

The surge in the number of outpatients, from 4,61,287 in 2021 to an impressive 5,48,722 in the current year, underscores a significant shift in the healthcare landscape. This substantial increase is a testament to the trust and confidence that people have placed in our healthcare services. It reflects the essential role we play in the community's well-being and health management.



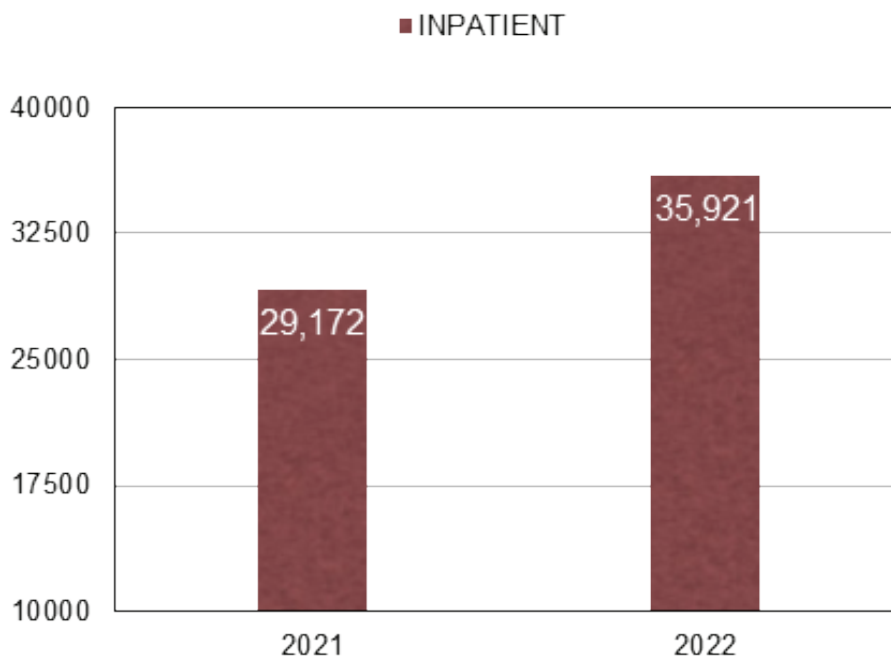
The rise in outpatient numbers can be attributed to several factors. Firstly, our commitment to providing high-quality care and exceptional patient experiences has resonated with the community. Patients have come to rely on our services as a reliable source of medical attention and guidance. Moreover, our dedication to staying at the forefront of medical advancements and adopting innovative treatments has drawn individuals seeking cutting-edge healthcare solutions.

Additionally, our emphasis on accessibility and convenience has likely contributed to this growth. Our efforts to streamline appointment scheduling, reduce waiting times, and enhance the overall outpatient experience have made it easier for people to seek medical care when they need it. This increase in outpatients is not just a statistical change; it represents the positive impact we are making in the lives of countless individuals and families within our community. The growing number of outpatients is a reflection of our shared commitment to health and well-being, and it serves as a motivating force to drive us to even greater heights in the years to come.

## INPATIENT

The increase in the number of inpatients, rising from 29,127 in 2021 to 35,921 in the current year, is another significant indicator of the trust and confidence our community places in our healthcare services. This upward trend reflects the essential role we play in providing critical medical care and hospitalization to those in need.

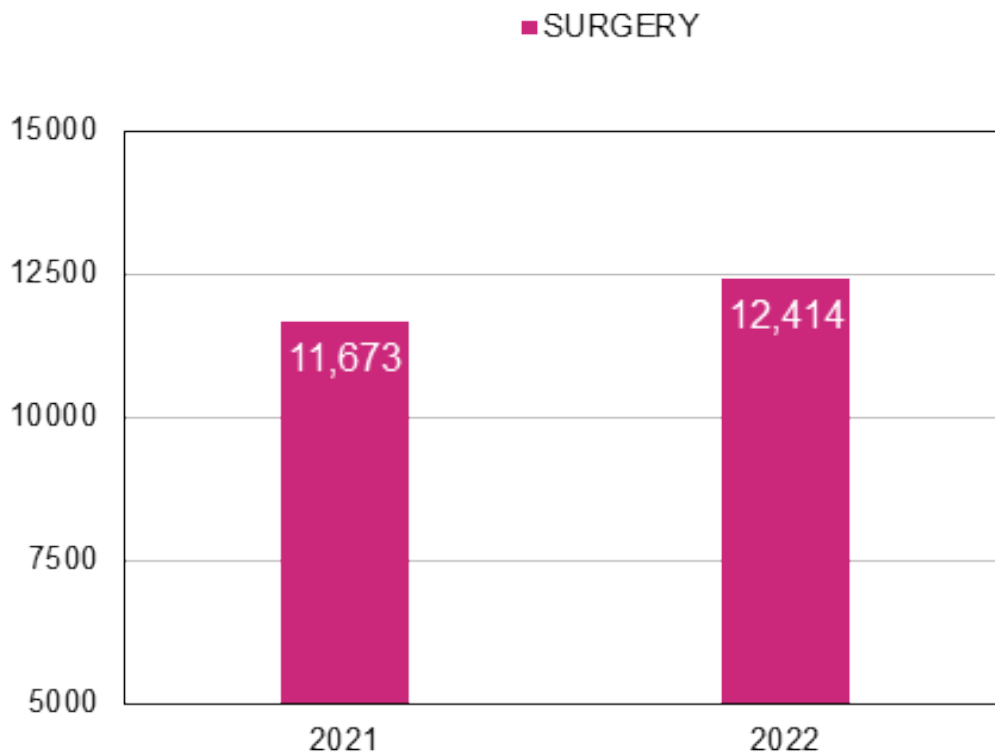
The growth in inpatient numbers can be attributed to several factors. Firstly, it demonstrates our continued dedication to maintaining high standards of medical care within our facilities. Patients and their families have come to rely on us during times of illness, injury, and medical emergencies, knowing that they will receive top-tier medical attention and support. We look forward to continuing to serve our patients and their families with the highest level of care and compassion in the years ahead



## SURGERY

The increase in the number of surgeries, rising from 11,673 in 2021 to 12,414 in the current year, is a noteworthy reflection of our commitment to providing advanced medical interventions and surgical care to our patients. This rise underscores our role as a trusted healthcare provider for those in need of surgical procedures.

Several factors contribute to the growth in surgical numbers. Firstly, our dedication to maintaining a team of skilled and experienced surgeons, along with investing in state-of-the-art surgical technologies, ensures that patients receive the highest standard of surgical care. This has made us a preferred choice for individuals seeking a wide range of surgical treatments. We remain steadfast in our mission to provide exceptional surgical care and look forward to continued growth and service in the years to come.



## 11 OUR DEPARTMENTS AND SPECIALIZED SERVICES

In our ongoing commitment to comprehensive healthcare, we take pride in offering a range of specialised medical services to cater to diverse healthcare needs. Our services include:

## GENERAL MEDICINE

- Comprehensive management of all medical illness
- 25 bed multi-disciplinary Medical ICU
- Diabetes Centre – a separate centre for managing diabetes patients
- Endocrinology Clinic

## GENERAL & LAPAROSCOPIC SURGERY

- Surgical Intensive Care Unit
- Most modern surgical theatres
- Laparoscopic surgeries

## CARDIOLOGY

- Interventional Cardiology
- 3D Colour Doppler Echocardiography
- Ambulatory ECG & Holter Monitor
- Coronary Care Unit with Ventilators and other monitoring facilities
- Dobutamine Stress Echo & ECG
- Computerised ECG
- Treat Mill Test
- HUTT test

## NEUROLOGY

- Comprehensive Management for Stroke & Paralysis
- Headache clinic
- Three Bed multi- disciplinary Neuro- ICU
- Epilepsy clinic
- EEG, EP (VEP, BERA, SSEP, SSR, VEMP), NCS, EMG
- Thrombolysis for Acute Stroke

## **OBSTETRICS AND GYNAECOLOGY**

- Fully equipped labor room & theatre facilities
- Continuous foetal monitoring equipment
- Management and Counselling of High risk pregnancy
- Laparoscopic and hysteroscopic surgeries
- Infertility management
- Management of adolescent and post-menopausal problems

## **PEDIATRICS, PAEDIATRICS SURGERY & NEONATOLOGY**

- Pediatric and Newborn Clinic
- Immunization
- Paediatric Asthma Clinic
- Developmental Screening and Therapy
- Well-equipped Level 3, 21 Bedded Neonatal ICU
- Neonatal surgery

## **NEUROSURGERY**

- Neurotrauma - All types of traumatic Brain and Spine injuries.
- Neuro-Oncology - All types of benign/ malignant tumors affecting brain & spinal cord.
- Cerebrovascular Surgery-Includes open surgery Aneurysms, Avms etc.
- Surgery for Stroke-Decompressive hemicraniectomy for infarct,
- minimally invasive evacuation of intra cerebral hematoma.
- Paediatric Neurosurgery -Surgeries for Hydrocephalus, Congenital malformation, Myelomeningocele, Lipomyelomeningocele, Encephalocele,
- Paediatric Brain Tumors.

## **INTERVENTIONAL RADIOLOGY**

- RC, BC AVF Fistuloplasty
- PAG, Lower limb PAG > PTA
- Central Venoplasty
- TACE, PAE
- UAE/ UFE, Embolisation
- IVF Filter
- PTBD, PCN
- Thrombolysis
- Venogram
- Renal angioplasty

## **ENT & HEAD AND NECK SURGERY**

- Micro-ear surgeries
- Functional Endoscopic Sinus Surgeries (FESS)
- Video Endoscopy
- Audiometry and Tympanometry
- Brainstem Evoked Response Audiometry
- Sleep Endoscopy
- Microscopic examination of ear pathology

## **MEDICAL AND SURGICAL ONCOLOGY**

- In patient and day care chemotherapy administration.
- Immunotherapies, targeted therapies, hormonal
- treatment and administration of monoclonal antibodies.
- Bone marrow aspiration and biopsy.
- Care of central line and Picc line.
- Intrathecal, intrapleural and intra peritoneal administration of chemotherapy
- Diagnostic and therapeutic thoracentesis and paracentesis

- Multidisciplinary tumour board for management of difficult case scenarios
- Individualised cancer screening using standard guidelines
- Administration of blood and blood components
- Dedicated Pain and palliative care unit

## **SPINE SURGERY**

- Endoscopic (key hole) spine surgery.
- Spine deformity correction (Scoliosis , Kyphosis).
- Spine trauma surgery.
- Spine tumour surgery.
- Spine Infection surgery.
- Various spine surgeries like.
- Cervical laminoplasty and Laminectomy.

## **GASTROENTEROLOGY**

- Gastroenterosurgery
- Major or minor Hepatectomy
- Whipples surgery, distal pancreatectomy, total pancreatectomy, Freys procedure, Cyst excisions, Enucliations, Pancreaticenterostomies
- Small bowel resections
- large bowel resections like Rt Hemicolectomy, Extended Rt Hemicolectomy,
- Transverse Colectomy, Left Hemicolectomy, Anterior resection, Low anterior
- Resection, Abdominoperineal resection, Total Proctocolectomy with ileal pouch anal anastomosis



## **ORTHOPAEDICS | SPORTS MEDICINE | TRAUMATOLOGY**

- Round the clock trauma services
- Spine surgery
- Scoliosis correction
- Arthroscopy surgeries of knee, shoulder and Ankle
- Hip, knee and shoulder replacement
- Reconstructive surgery for congenital deformities
- Paediatric orthopaedics

## **PATHOLOGY & LABORATORY MEDICINE**

- Clinical pathology
- Biochemistry
- Haematology
- Serology
- Microbiology
- Histopathology
- Clinical Pathology
- Infertility lab

## **TRANSFUSION MEDICINE AND HAEMATOLOGY SERVICES**

- Component Separation Unit
- Quality preparation of blood and blood products
- Blood storage
- Blood supply and proper guidance for transfusion
- Autologous PRP therapy

## **RADIOLOGY AND IMAGING**

- Mammography
- Colour Doppler Ultrasonography
- Digital X-Ray
- Image Guided Procedures
- Tele Radiology
- 1.5T MRI
- 64 Slice CT

## **PULMONOLOGY**

- Bronchoscopy Unit
- PFT
- Allergy clinic
- Sleep Lab

## **PSYCHIATRY AND BEHAVIORAL MEDICINE**

- Consultation Liaison Psychiatry
- Child Guidance Clinic & Child Psychiatry s
- De-addiction Centre
- Modern electro convulsive therapy
- Clinic for suicide prevention
- Behavioural Therapy
- Assessment of IQ, personality profile and psycho pathology
- Psychotherapies
- School – based mental health programs for children
- Teenage guidance Clinic & Teenage counselling
- Stress Management Programs

## **NEPHROLOGY & UROLOGY**

- Renal Transplantation
- State-of-the-art dialysis unit
- Immunology lab
- Peritoneal dialysis
- Outpatient haemodialysis
- Continuous Ambulatory Peritoneal Dialysis (CAPD)
- Ultrasound guided renal biopsy
- Endoscopic procedures – TURP, PCNL, URSL
- Treatment for male infertility
- Automated peritoneal dialysis (APD)

## **DENTAL**

- Oral, Maxillofacial & Dental Surgery
- Oral medicine and radiology
- Orthodontics
- Periodontics
- Paedodontics
- Prosthodontics
- Cosmetic dentistry
- Conservative dentistry and endodontic
- Cosmetic dentistry

## **PLASTIC & RECONSTRUCTIVE SURGERY**

- Congenital Anomalies corrective surgery
- Acute and chronic burns care service
- Management of high flow and low flow vascular malformations
- Craniofacial surgery

## **HAEMATOLOGY AND HAEMATO-ONCOLOGY**

- Complete Care for Blood Diseases
- Anemia
- Bleeding Disorders
- Blood Clotting Disorders
- Leukemia
- Plasma Cell Disorders
- Immune Disorders
- Miscellaneous

## **CRITICAL CARE**

- Comprehensive Critical Care Services
- 70 bed ICUs
- Multi-parameter invasive and non-invasive monitoring
- Lifesaving equipment including advanced ventilators
- Medical ICU
- Surgical ICU
- Neonatal ICU

## **CHILD DEVELOPMENT CLINIC**

Assessment and treatment of

- Autism Spectrum disorder
- Intellectual disabilities
- attention deficit hyperactivity disorder
- Learning disabilities
- Childhood behavioural disorders

## 12 DEPARTMENTAL HIGHLIGHTS 2022

### QUALITY & PATIENT SAFETY DEPARTMENT

#### Introduction

Quality of care is the degree to which health services for individuals and populations increase the likelihood of desired health outcomes. It is based on evidence-based professional knowledge (WHO)

Quality health care can be defined in many ways but there is growing acknowledgement that quality health services should be:

- Effective – providing evidence-based healthcare services to those who need them;
- Safe – avoiding harm to people for whom the care is intended; and
- People-centred – providing care that responds to individual preferences, needs and values.

#### **An Overview of Achievements**

The year 2022 was a year of Quality Insights & Healthcare Excellence for IQRAA Hospital & particularly for Quality & Patient Safety department.

NABH inspection of our hospital was scheduled on the 25th, 26th and 27th of March 2022. The three-day inspection was eventful with the guidance and valuable insights of the NABH assessors. After the thorough review of the assessors, we were granted the hospital NABH accreditation on the 30th of June 2022.

Similarly, Blood bank inspection was on the 16th and 17th of April 2022. Report of their findings were issued by the NABH. The suggested corrective actions were implemented and submitted. We received our blood bank accreditation on the 26th of May 2022.

# 13 DEPARTMENTAL HIGHLIGHTS 2022

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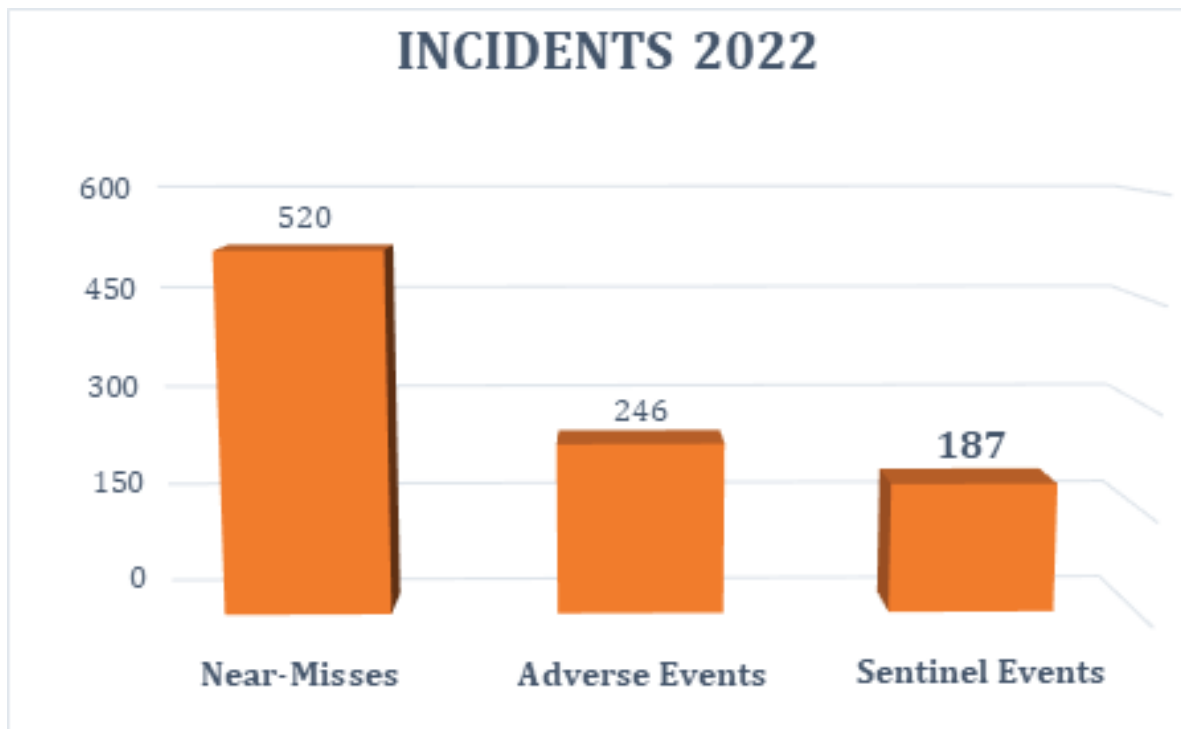
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- Safe – avoiding harm to people for whom the care is intended; and
- People-centred – providing care that responds to individual preferences, needs and values.



## INCIDENTS REPORTED

In the year 2022, a total of 953 incidents were reported at IQRAA Hospital.



All the near-miss and adverse events were addressed within 48 hours of time and the sentinel events were addressed within 24 hours

## WORLD PATIENT SAFETY DAY 2022

Patient safety day was celebrated on the 17th of September. 'Medication Safety' was the theme for World Patient Safety Day 2022, with the slogan 'Medication Without Harm'.

The campaign calls on stakeholders to prioritise and take early action in key areas associated with significant patient harm due to unsafe medication practices.

### Areas with maximum no.of incidents reported

1st. MICU

2nd. Operation theatre

3rd. Emergency department

### Doctors following safe medication prescription practices

1st. Dr. Raghuveer Prabhu (Haematology)

2nd. Dr Suresh Edavavalath (Rheumatology)

3rd. Dr Shinihas (Neurosurgery)

4th. Dr Muhammed Razmi T(dermatology and cosmetology)

5th. Dr Shabeer (neonatology)

Patient Safety Champion- Mr.Jils Jaison (Attendant Services) was rewarded for the prompt and timely action in saving a patient in critical condition

## QUALITY IMPROVEMENT PROJECTS AND CLINICAL AUDITS

Two Projects were completed,

- 'Application of Failure Mode and Effects Analysis (FMEA) to the power room of IQRAA hospital to improve the electrical safety'
- A Study of discharge process and optimization of the discharge time using value stream mapping.



## CLINICAL AUDITS INITIATED IN 2022 ARE:

- Radiology & Imaging Services: Audit of the imaging requests from without clinical diagnosis
- Nursing: IV Cannulation Audit
- Emergency Department: Door to antibiotic time in sepsis & Door to needle-time in Stroke patients

## HOSPITAL COMMITTEES

All the hospital committees were convened regularly throughout the year. The follow up works of each committee was done by the committee convener. The functioning of committees is reviewed periodically for their effectiveness by the management in the management review meet. For an effective review and for the reference of hospital staffs, the scope of every committee was uploaded in the HIS (In Apex Manual), detailing the purpose of the committee, members and their role, functions of the committee, frequency of meetings etc.

## KEY PERFORMANCE INDICATORS

A KPI is a statistical measure of the performance of functions, systems or processes over time. Quality department monitors 32 mandatory quality indicators as per the NABH requirement. We added 36 more indicators to the list and at present, a total of 68 indicators are being captured to monitor the efficiency & performance of our organization.

## 14

## BIOMEDICAL ENGINEERING DEPARTMENT

The discipline of Biomedical engineering is the integrating medium for the two great dynamic professions; Medicine and Engineering. It combines the design and problem solving skills of engineering with medical and biological sciences to help improve patient healthcare and quality of life of individuals. Today they act as the driving forces of cost control, utilisation, optimisation, regulatory requirements, patient safety and human error awareness and increasing complexity of technical environment.

Administration of medical equipment management is the prime responsibility of Biomedical Engineering Division in IQRAA HOSPITAL. The Department of Biomedical Engineering provides guidance and direction in the selection of medical equipments. It works with other departments to ensure proper working of equipments throughout the expected life, inventory, and proper information on equipments.

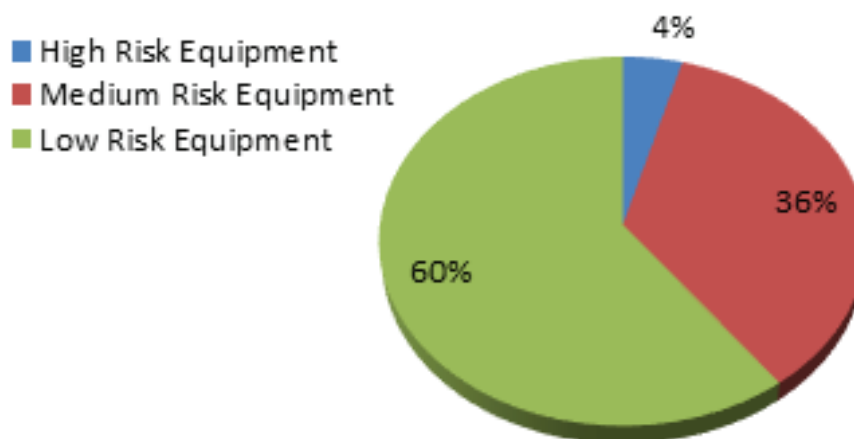
Maintenance and calibration of various Biomedical equipments whole their life cycle from preparation of specification till its condemnation after several years, attending breakdowns immediately for vital equipments in critical areas like operation theatres, ICUs, imaging modalities, maintenance of hospital medical gas supplies, etc are some of the responsibilities of the biomedical engineering division. Summary of the major activities of the dept are :

## MEDICAL EQUIPMENT MANAGEMENT

Dept is managing a total of 2214 Bio medical Equipment installed at IQRAA Hospital and providing support to 960 equipment installed at different branch hospitals.

A total of 231 pieces of equipment have been installed this year, major equipment installations are in RADIOLOGY, DIALYSIS, GASTROSURGERY OT and ERCP.

### New Equipment installation cat



Condemned equipment: 27 Unsafe and aged equipment are condemned and updated with new.

## EQUIPMENT TRAINING PROGRAMS

Training programs: Total 87 user and 37 technical training programs are conducted for hospital staffs on the proper use and maintenance of medical equipment.

Provided 6M/1 YR Clinical Engineering training to post Biomedical Engineering diploma and degree holders to boost their skill and knowledge in this field. Total 21 trainees completed their training & 5 trainees undergoing training this year.

On the job Training/ Internship Training: As part of course requirement dept conducted internship training for 15 students from different Engineering colleges in South India.

## SAFETY INSPECTION

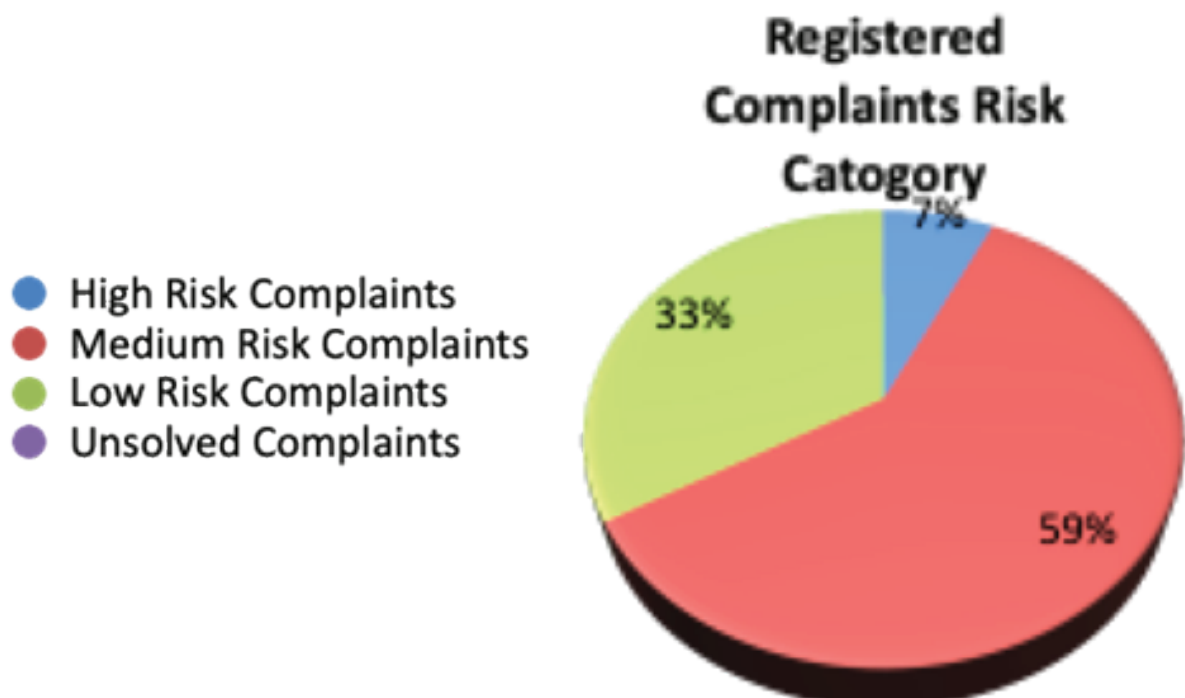
As a part of safety inspection 18480 visits are done for high risk equipment as daily rounds & 698 equipment visit as monthly rounds to ensure all critical equipment are working properly.

## PERIODIC PREVENTIVE MAINTENANCE AND CALIBRATION

- Total scheduled preventive maintenance in this year was 2844, out of this 99.9% preventive maintenance check up are completed in this period.
- Calibration: Total scheduled calibration was 1556, out of this 93% calibration are completed timely.

## COMPLAINTS HANDLING

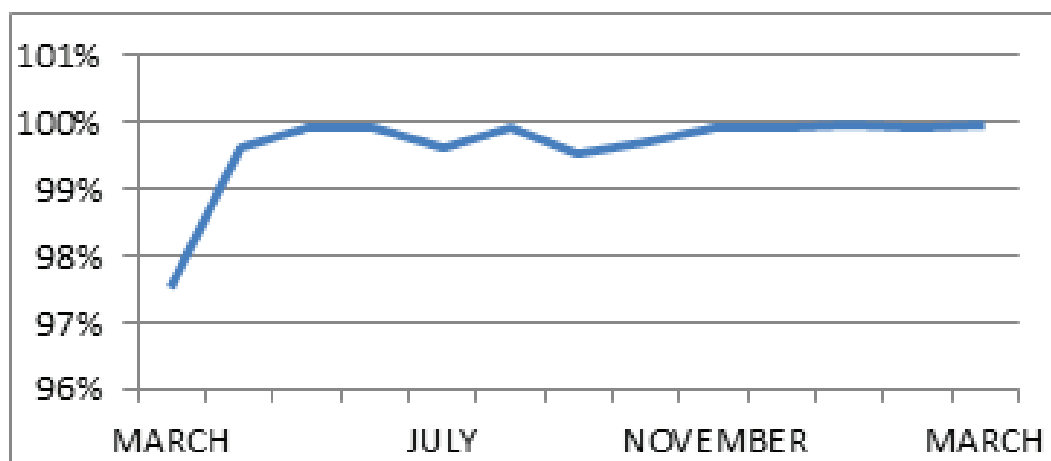
In this year total registered complaints are 2281 and out of this 99.9% complaints have been successfully resolved within this year.



## QUALITY ASSURANCE AND PERFORMANCE METRICS

- Total 161 high risk complaints are registered from 116 equipment and the downtime for high risk equipment is 188.03 hours. Up time of the High risk equipment is 99.9% in this year.
- Total registered medium risk complaints are 1357 and the downtime for medium risk complaint is 111377.2 hours. Up time of the medium risk equipment is 99.9% in this year.
- Total registered low risk complaints are 761 and the downtime for low risk complaint is 43138.02 hours . Up time of the low risk equipment is 99.4% in this year.

## HIGH RISK EQUIPMENT UP TIME GRAPHICAL REPRESENTATION



## BUDGET AND RESOURCE ALLOCATION

Total Biomedical maintenance cost for the equipment is 3.25 Cr which is categorized as spare parts cost: 98,37,557/-, AMC/CMC cost: 21199706/-, and service cost: 15,34,586/-.

By utilizing the resource, in house service saved 1.33 Cr in this year .

Expected maintenance cost for the coming year will be around 4.5 to 5 Cr.

Equipment having age more than 10 years are recommended to replace as early as possible which costs around 2.2 cr.

**Conclusion :** The annual report on medical equipment management concludes that efficient management of medical equipment is crucial for maintaining high standards of healthcare delivery. Throughout the year, we have successfully monitored and maintained equipment, ensuring they are in good working condition. We have also implemented cost-effective measures to optimize equipment utilization and minimize downtime. Looking ahead, continuous improvement and investment in technology will remain our focus to enhance patient care and operational efficiency.

## 15 BLOOD BANK

Iqraa Hospital Blood Bank received the prestigious NABH accreditation on May 26, 2022. Blood Bank has successfully achieved accreditation from the National Accreditation Board for Hospitals and Health Care Providers (NABH). The NABH accreditation is a testament to the team's unwavering commitment to providing safe and high-quality blood transfusion services. The team is led by Dr. Sajitha.

Before the accreditation IQRAA blood bank has been licensed by the central license approving authority on 30th March 2019 which was renewed periodically. While this license ensured compliance with minimum standards, it primarily aimed to create an environment with minimum risk to health and safety. However, the absence of comprehensive standards in various critical areas led to several challenges in our operations.

### CHALLENGES BEFORE ACCREDITATION

**Stock Management:** Prior to accreditation, there were no specific standards in place to maintain critical levels of blood stock and reagent stock. This posed potential risks of shortages and hindered our ability to respond swiftly to patient needs.

**Quality Monitoring:** Blood bank functions were not regularly monitored through the evaluation of quality indicators. Consequently, the Turnaround Time (TAT) for testing, collection, and processing was significantly delayed, impacting patient care.

**Wastage:** Inadequate regular monitoring and improper policies resulted in high wastage of packed red cells, leading to avoidable resource loss.

**Donor Management:** Donor deferrals and donor reactions were not systematically recorded, affecting donor safety and management.

**Documentation:** Documentation was not up to date, potentially compromising transparency and traceability of our operations.

**Infrastructure and Equipment:** Adequate backup machines were not available, which could have posed operational challenges in case of equipment failures.

**Donor Engagement:** A full-time social worker for pre-donation counselling, recruitment, motivation, and retention of voluntary donors was not fully available, impacting our ability to build a sustainable pool of donors.

**Product Quality:** Quality monitoring of blood products was not conducted on a regular basis, potentially affecting the quality of transfusions.

**Procedural Standardisation:** Uniformity in testing methods among staff members was lacking, increasing the risk of errors and discrepancies.

**Guidelines and Training:** There was no established massive transfusion protocol or uniform transfusion guidelines for the hospital, and proper training and competence assessment of staff members were not consistently carried out.

## **BENEFITS OF NABH BLOOD CENTER ACCREDITATION**

Iqraa Hospital Blood Bank received the prestigious NABH accreditation on the 26th May 2022, Blood Bank has successfully achieved accreditation from the National Accreditation Board for Hospitals & Health care Providers(NABH).This accreditation is testament to our commitment to maintaining the highest standards of quality and safety in blood banking services.

## **THE IMPACT OF ACCREDITATION: A POSITIVE TRANSFORMATION**

**Automation in Immunohematology:** Accreditation led us to transition from manual to automated processes in immunohematology, drastically reducing manual errors in testing and reporting while significantly improving turnaround times.

**Enhancing Blood Collection:** We are now planning to introduce a mobile blood collection facility, enabling us to conduct blood donation camps and increase voluntary blood donation, thus serving our community more effectively.

**Safety Enhancement:** Accreditation has prompted us to explore nucleic acid testing of blood donor samples, further enhancing the safety of blood products.

## DEMONSTRATING COMMITMENT TO QUALITY CARE

**Community Confidence:** Our NABH accreditation demonstrates our unwavering commitment to quality care and patient safety, instilling confidence in the services provided by credentialed medical staff. **Benchmarking with the Best:** Accreditation allows us to benchmark ourselves with the best in the healthcare industry, motivating us to continuously strive for excellence. **Marketing Advantage:** In a competitive healthcare landscape, our accreditation status provides a distinct marketing advantage, showcasing our commitment to quality and safety.

## PATIENT-CENTRIC BENEFITS

**High-Quality Care:** Patients are the ultimate beneficiaries of our accreditation journey, as it ensures the delivery of high-quality care and upholds their rights and safety. **Continuous Improvement:** We actively seek feedback from blood donors, patients, clinicians, and blood donor organizations to drive continuous improvement in our services.

## STAFF SATISFACTION AND PROFESSIONAL DEVELOPMENT

**Continuous Learning:** Our staff members have expressed high satisfaction as accreditation provides opportunities for continuous learning and a positive working environment.

**Enhanced Competencies:** Accreditation has improved the efficiency and competencies of our staff, enhancing their overall professional development.

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**Enhanced Competencies:** Accreditation has improved the efficiency and competencies of our staff, enhancing their overall professional development.

**Accountability:** It has established a framework for professional development and accountability, fostering ethical oversight, quality care, and effective communication.

## ENHANCING BLOOD CENTRE AND TRANSFUSION SERVICES

**Quality and Safety:** Accreditation standards have significantly improved the quality and safety of our blood collection, processing, testing, and distribution services.

**Adverse Incident Reduction:** By implementing documented processes and procedures, we have reduced the occurrence of adverse incidents in the blood bank.

**Economical Processing:** Accreditation has allowed us to attain self-sufficiency in the highest quality blood processing, ensuring economical practices.

**Rationale Blood Use:** We emphasise the appropriate and rational use of blood, further promoting patient safety and resource efficiency.

Since achieving accreditation, Iqraa Blood Bank has embarked on a transformative journey to address these challenges systematically. The accreditation process has allowed us to implement robust quality management systems, establish standard operating procedures, and enhance staff training and competence assessment protocols. We remain devoted to our mission of providing safe, high-quality blood products to the right patient at the right time, and we look forward to continuing to serve our community with excellence in the years to come.

### 2022 Yearly Report

Total Donors	4678
Total Voluntary Donors	4428
Total Replacement Donors	250
Issue of Blood	4522
<b>Total Camps</b>	19



## 16 HUMAN RESOURCE

We are delighted to present the annual report for the Human Resources Department at IQRAA Hospital in Kozhikode for the fiscal year 2022-2023. In this report, we outline our department's key achievements and contributions as we continue to play a pivotal role in supporting the growth and success of our esteemed organisation.

### 1. Talent Acquisition

- Successfully recruited and onboarded new employees for newly established IQRAA units: IQRAA Mind, IQRAA Foot Care, IQRAA Community Clinic Vadakkekad, and IQRAA Community Clinic Vadakara.
- Recruited and onboarded new employees for various new units, including the Radiology Unit at the IKC building, Paediatric HDU and the Gastro unit.
- Appointed new managers for Physiotherapy and Rehabilitation Services, as well as managers for the Neuro, Respiratory, and Gastro units.
- Significantly improved the onboarding experience, resulting in a remarkable 98% retention rate among new hires.

### 2. Employee Development and Training

- Conducted a total of 1054 hours of training programs, encompassing leadership development, soft skills workshops, technical training, as well as training in BLS and other emergency codes.
- Introduced MED LEARN, a digital learning solution for our staff, aimed at enhancing staff productivity, talent and training management and facilitating professional development.
- Implemented digital training records within our hospital Information System (HIS) for all staff members, ensuring easy access to training history for future reference.

### 3. Productivity enhancement

- Implemented flexible shifts in clinical services to enhance productivity and improve customer service.
- Conducted various soft skills sessions for staff members who have direct contact with customers.

#### 4. Digital enhancement of HR module

- Launched a mobile app for employees for various HR services.
- The recruitment module has streamlined the recruitment process, making it more efficient and timely.
- Introduced a tool for written exams and exam management within the HIS.
- Implemented an employee performance management system within HIS.
- Established a digital process for periodic health check-ups and digital record-keeping.

#### 5. Employee Well-Being Initiatives

- Extended the treatment discounts for dependants to more family members of the staff.
- Arranged a separate mess hall for day scholars.
- Launched an executive canteen for managerial staff and doctors.
- Implemented individualized parking spaces for doctors
- Implemented a meal card facility exclusively for day scholar staff in the canteen.

#### Staffing Structure

Number of Nurses	GNM & Above: 766 ANM: 149
Number of Paramedical Staffs	405
Number of Doctors	Full time: 127 Part time: 33 Total: 160
Number of Medical Officers	31

## 17 CLINICAL LABORATORY SERVICES

Clinical Laboratory Services (CLS) of IQRAA have been successfully maintaining its NABL accreditation for the last decade. During the mentioned period the dept has undergone a successful reassessment and the accreditation was renewed for the coming 2 years.

### 3. Productivity enhancement

Technical Staff  
**80**

Consultants  
**7**

CLS currently operates more than 850 number of tests under various departments like Clinical Biochemistry, Haematology, Microbiology, Pathology, Serology & Molecular Biology. During the last financial year, we catered around 392,882 patients and performed 1,383,312 tests. During the period we added more than 20 new tests in-house including HLA typing by NGS.

#### Programs conducted during the period:

1. World arthritis day (12-10-2022) collaborating with departments of General Medicine, Physical medicine and radiology.
2. An half day CME for Clinicians and Residents on the newer developments in Antimicrobial testing.

#### Newly installed instruments:

1. Haematology cell counter: Two units of Sysmex XN 1000
2. Urine analyser for Chemistry and Sedimentation: Two units of FUS 1000



## 18 IT DEPARTMENT

The IT team at Iqraa consists of 15 staff and the team manages and fulfills all the hardware, software and networking needs of the hospital. There are around 700 systems including the ones in the peripherals which are all connected through excellent network systems. It is ensured that the systems are well protected from internal and external attacks.

The Hospital Management software currently being used is SMART HMIS which was implemented in October 2018. The primary focus was to convert the hospital into a paperless hospital and to streamline the workflow of the hospital. The hospital software optimized administrative tasks like appointment scheduling, billing and inventory management which leads to improved operational efficiency. In the initial years, we were successful in converting around 75 % of the OP data to Electronic data.

During 2022-2023, the main focus was on establishing **EMR for IP patients**. The main objective for doing this was to

- Maintain accurate and up-to-date records of patients, including medical history, diagnoses, treatments and prescriptions.
- Improve patient care by providing access to critical patient information quickly, leading to better and more informed decision-making, especially in emergencies.
- Reduce the chances of errors in transcription, improving patient safety and minimizing risks.
- Support clinical research by providing a structured database of patient information for studies and trials. It also helps in monitoring and improving the quality of care provided.

The necessary changes were made to the software for making it easy for the doctors and nurses to input the data of the IP patients.

**50+** laptops/tabs were made available at the nursing stations. The Wi-Fi connectivity was made more stable.

Training sessions were conducted on a regular basis to educate the staff about the features needed for implementing IP EMR.

The **Doctors' app** was launched to get the information of their patients and an option to send notes from the doctor's app to the nurses' station was developed.

We have been around 75 percentage successful in implementing EMR of IP patients and we are still working on full swing to complete the whole process.

## 19 IQRAA LIBRARY

### **Library Overview:**

#### **Total Books: 525**

- The library currently houses a collection of 525 physical books, spanning various genres and subject areas to cater to the diverse needs of our patrons.

#### **E-Books: 23**

- In addition to our physical book collection, we offer access to a digital library consisting of 23 e-books. These electronic resources provide convenient and portable access to valuable information.

#### **List of Journals: 52**

- We subscribe to a total of 52 academic and research journals. These journals cover a wide range of topics, ensuring that our patrons have access to the latest scholarly articles and research findings.

**Specialized Book Categories:** Our library takes pride in offering an extensive collection of specialized books in the following medical and healthcare categories: **General Medicine, Emergency Medicine, Obstetrics and Gynaecology, Orthopaedics, Critical Care, Nephrology, Paediatrics, Urology, Nursing, Pharmacy**

This diverse range of specialized book categories ensures that our library is a valuable resource for healthcare professionals, students, and researchers, covering a wide spectrum of medical knowledge and expertise.

#### **New Initiatives:**

- In the academic year 2022-2023, we have launched three new Diplomate of National Board (DNB) courses in nephrology, pediatrics, and urology.

#### **New Subscriptions:**

- We have added two new journal subscriptions for the year:
- Indian Journal of Pediatrics
- JB & JS

#### **Digital Resources:**

- We provide access to the National Digital Library of India, enhancing the digital resources available to our patrons.

### **Library Services:**

- 24x7 service is available to all staff members.
- Printing and scanning privileges are provided.
- Three computers, a scanner, and a printer are available for use.
- Land cable connections are available for staff members using laptops.
- Private seating for 18 people is available for quiet study.
- Plug-point facilities are also available for laptops and devices.

### **Additional Requirements:**

- Accessibility: We are committed to improving accessibility for all patrons, including those with special needs.
- WIFI Facilities: We plan to upgrade our WIFI facilities to provide faster and more reliable internet access.
- Updated Books: We acknowledge the need to continually update our book collection to meet the evolving needs of our users.
- Newspapers: We are working on providing access to a wider range of newspapers to keep our patrons informed.

We are dedicated to enhancing the services and resources available at IQRAA Library and will continue to make improvements to better serve our hospital.

## **20 HOUSEKEEPING DEPARTMENT**

**Introduction:** This comprehensive report provides a detailed insight into the Housekeeping Department's strategies and initiatives, highlighting its commitment to maintaining a clean and safe hospital environment while continuously striving for improvement and innovation. It serves as a valuable resource for hospital management and stakeholders in evaluating the department's performance and future direction.

**Department Overview:** House Keeping department of IQRAA International Hospital & Research Centre is governed by HOD, a House Keeping Supervisor supported by an Assistant. There are total number of 3 In-charges, one in the old building and two in the new building with 6 floor supervisors to maintain 140 staffs in a 24 hr basis duty schedule. (Professional HK, S24 and Genesis)

**Mission:** is to achieve **excellence in cleanliness and infection control** and **Objective** is to maintain a **safe and clean hospital environment**.

### **Key Performance Metrics:**

- Present key performance enhancement is done with the help of checklist and patient satisfaction survey results.
- Comparing to previous years, staffs are well motivated through classes and continuous support from the authorities.

### **Achievements:**

- Each staff before joining for duty are interviewed personally to have a direct communication with new staffs, then completes Vaccination, orientation classes and then joins for duty. This gives both the staff and the management an overall picture of the institution and its organizational structure.
- During the year, many changes were done in order to upgrade and enhance the process of cleaning like track records, checklist Eg:- A checklist for the changing of curtains was introduced (as many complaints were received in the previous months) All monthly records should be mailed to the HOD at the end of each month.
- Continuing Staff induction program for hand hygiene and spill management were given within the department, Institution and by the supervisors.
- Best quality House Keeping Staff was honoured.
- Staffs are taken for a one day trip to Kodaikanal, Ooty.
- Conducted Onam and Annual day Programs in 2022.
- Challenges:- Uncontrolled number of bystanders in the hospital often makes the cleaning job difficult.
- No Area for washing and drying up of mops & mats and need janitor rooms in all floors.
- Solutions: Hospital management have granted a Washing machine for the exclusive use of the House Keeping Department.
- Have to find out a space for drying up of mops, mats, janitor rooms.
- Training:- Special training was given to the house keeping staffs by delegates from their respective companies.
- Environmental Sustainability: All equipments and cleaning solutions used are eco-friendly and environment friendly cleaning products.
- Compliance and Regulations: The Department complies with all relevant healthcare regulations, standards and safety protocols.
- Patient and Staff Feedback:
- Summarize feedback received from patients and staff regarding the quality of housekeeping services, call back in response to feedback if necessary.

### **Future Plans and Goals:**

- To find out new innovations in the area of House Keeping and objectives for the upcoming year

## **21 CLINICAL NUTRITION DEPARTMENT ANNUAL REPORT – 2022-2023**

Over past decades, nutrition and nutritional care have gained importance among clinical and scientific experts. Increasing metabolic disorders and role of nutritional care in acute and chronic illness have paved way for designing of nutritional care pathway. Implementation of evidence based institutionalised nutrition care policy is linked with better patient outcome.

Clinical Nutrition Department aims to deliver evidence-based care. The department functions and duties are based on defined policy in par with existing Indian and International guidelines. The team of 6 qualified skilled professionals conduct the activities under the guidance of team lead. All In-patients are attended by dietitian for nutritional screening, followed by nutritional diagnosis, intervention and monitoring. Op patients are addressed on daily basis. The food service system is restricted to renal transplant recipients and enterally fed patients. Hence the intervention mainly focuses on nutrition counselling and education. We do have internal training programmes for uplifting and updating team members.

### **Critical care nutrition:**

One of the milestones of Clinical nutrition department was the establishment and implementation of well-defined nutritional care policy for critically ill. Continuous feeding was initiated as part of policy introduction. Compliance of the policy was audited with the guidance from Quality and patient safety department. Two PDCA Cycle was done for the audit. The problems related to underfeeding was well addressed through providing bedside education to ICU staffs.

### **Training and Extension programmes:**

Internship programmes are conducted by Clinical Nutrition Department to Undergraduate and Postgraduate students of Dietetics. Almost 30 students have successfully completed the internship programme in the year 2022-2023. Department have also opened its service for project guidance for PG students and 3 students have enrolled for the same.

### **Research:**

Ongoing research work in critical care for understanding the efficacy of different formulas in sepsis enterally fed patients. Conducted study among critical care staff to understand the correlation between perceived stress and diet habits.



### **Community programmes and activities:**

Conducted awareness sessions to residence associations, orphanages, old age homes, schools during various occasions like world health day, women's day, National Nutrition month etc. Developed video contents for public awareness in collaboration with media department.

## **22**

### **IQRAA FOR ALL : A SOCIAL WORK DEPARTMENT INITIATIVE**

IQRAA FOR ALL is the social outreach arm of IQRAA in helping and assisting poor patients in the comprehensive healthcare. In the past years IQRAA has strived to improve and improvise its philanthropic activities in all possible ways. In this past three years IQRAA since its inception works for providing accessible and affordable healthcare to the orphans, poor and needy. We are aimed at enabling the availability of high-quality medical services to the needy at basic cost and to help raise the funds for medical treatments using our channel to uphold the cause of humanity. It provided to deserving patients who meet the organization's eligibility criteria for financial assistance through socio-economic assessment. Depending on their socio-economic assessment, hospitals may provide financial assistance to patients as per the recommendation of the department of social work. The logos for the programs are launched on January 2023

We have 7 programmatic areas to improve lives and health of common people.

#### **1. IQRAA KIDNEY CARE (IKC)**



IQRAA execute the kidney transplantation for the lowest rate in the entire country with the best possible facilities. Under this scheme, we have identified a few sponsors and are open to extending the sponsorship programme, for the deserving patients undergoing dialysis and transplant respectively. During the AY 2022-23 we have completed 231 transplants.

## 231 Transplants in 2022



## **ASHRAYA Health Card**

We also have an extended helping hand for the dialysis and transplant patients, not only for the patients of IQRAA hospital, but for all the poor patients of the region by issuing a special card, named ASHRAYA Health card.

Total discounts worth INR.9901615/- were extended to the 649 beneficiaries in the last year.

IQRAA introduced first subsidised dialysis centre in Kerala and the treatment is provided for the lowest rate and in the last year we had 53674 beneficiaries.

## **Sponsorship Programme**

AY 2022-23, we had 8702 dialysis / transplant beneficiaries from the same with an expenditure of Rs.5220034/- and in the periphery centres of IQRAA, 24336 dialysis patients benefitted from the scheme.

## **IQRAA hridaya sparsham**



Heart failure is a chronic, progressive condition. Individuals with heart failure have markedly impaired quality of life compared with other chronic diseases. As a part of JDT Islam Centenary, Iqraa Hospital Malaparamb decided to provide a total free Angioplasty procedure to a targeted No. of 100 poor and well deserved patients, and the each of the Discharge Bill amount comes around Rs. 100000/-. Till date 56 angioplasty procedures were rendered for free, with an expenditure of Rs.4486882 /-

## Iqraa chikilsa sahaya paddathi



Free or discounted health services provided to deserving patients who meet the organization's eligibility criteria for financial assistance through socio-economic assessment. We have provided discounts worth INR. 11009702/- to our patients during AY 2022-23

### Free outpatient clinic

**315230**  
Beneficiaries

Under this scheme, IQRAA provides Out Patient Consultation to poor patients charging only the registration fee of Rs. 10/- and we had a total of 315230 beneficiaries in the last year.

### Mercy Clinic

**887**  
Beneficiaries

All the patients can consult general medicine doctors for Rs. 50/- on all days. A total of 887 patients benefitted from the same with an expenditure of Rs.239006 /- last year.

## **i-stand**



Paraplegic patients have an extensive stage of rehabilitation ahead. The patients admitted in IQRAA Thanal rehabilitation centre will be availed discount in treatment charges. They will get 50% discount in hospital bills, investigations etc. And also 50% discount in doctors' consultation. Consultation of physiatrist is completely free of cost for paraplegic patients. During the last year, we had 55 beneficiaries with an expenditure of Rs.34722/-.

## **Ullam- psychiatric rehabilitation programme**



Ullam launched in the year 2022, it aims for Psychiatric rehabilitation to help individuals with persistent and serious mental illness to develop the emotional, social and intellectual skills needed to live, learn and work in the community with the adequate amount of professional support. We have a well versed multi disciplinary team which includes eminent psychiatrists, psychologists, social workers, nurses and other supportive staff. IQRAA provide discount and free treatment for the poor and destitute psychiatric patients. Last year, in 2022, there were 540 beneficiaries to the scheme.

**540**  
Beneficiaries

## Ullam- psychiatric rehabilitation programme



**4608**  
Beneficiaries

IQRAA Pain & Palliative Care provides a combination of active and compassionate therapies to comfort and support the patients and their families with life threatening diseases. 226 In Patient benefitted from the scheme last year. We also offers homebased assistance to patients in need and in the last year we had 4608 beneficiaries.

## Orphan care



One of the oldest scheme of IQRAA for orphans through which free health treatment and procedures for availed for the orphans. During the last year, children under CWC were availed free Covid tests (Antigen, RTPCR etc). A total of Rs.3,42,248/- expenditure was made

## Upcoming social work programmes



- **Liver Transplant Programme**

An upcoming initiative of IQRAA to help low-income population of the community who suffering from Acute liver failure

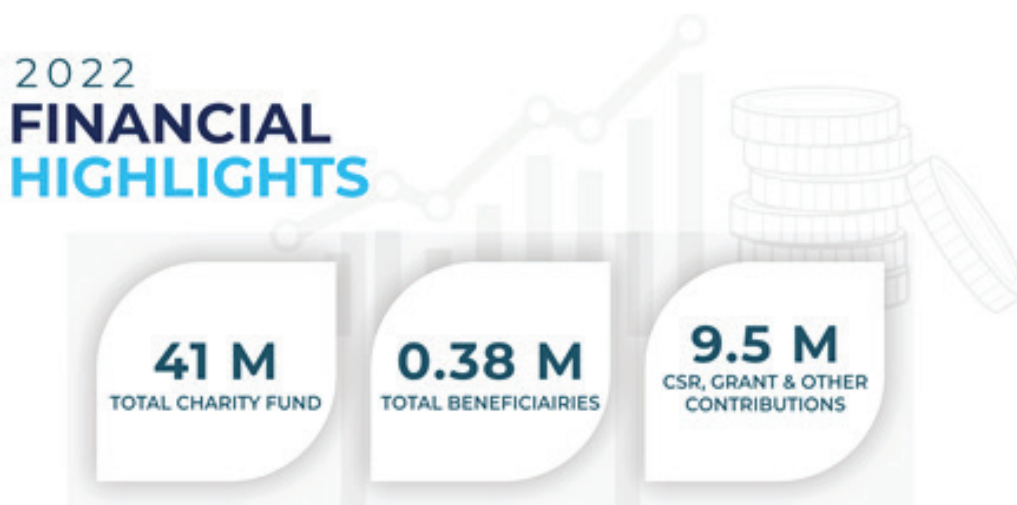
### **IQRAA- CAN**

This venture of IQRAA is a dream project for providing comprehensive treatment for cancer

### **Hands of Care**

This venture of IQRAA is to extend the capacity of intensive care beds and provide special discounts

## **2022 IQRAA FOR ALL FINANCIAL HIGHLIGHTS**





## **IQRAA: COVID-19 WARRIORS 2020-21**

The novel coronavirus was an unprecedented global crisis. IQRAA is always committed to address the disease burden and always in the forefront in managing any health adverse events. The accessibility, availability and affordability issues of COVID-19 makes the disease burden even worse ending up in community spread and unprecedented surge. IQRAA aims to bridge the gap in these areas by providing the essential medical services at the earliest and at free of cost in each phase of the disease management, and IQRAA delivered Several out- reach programs during the Covid pandemic period of 2019 to 2021, including Covid hospital also, our interventional strategies in COVID care starts as early as the Disease was broken out in the country. Our COVID interventions got a different energy and motivation with the funding support from well-wishers, which helped in procuring essential lifesaving equipment and operationalizing the intervention centers in the coming months.

**8000+**  
**COVID CARE**

**IQRAA has provided free  
Covid treatment  
facility to more than  
7000 people**

**2349**  
**COVID DIALYSIS CASES**

**We started a 60 bed hospital exclusively for  
treating COVID positive dialysis patients in view  
of the dialysis patients being sent back from  
other hospitals citing the risk of treating them  
among other patients. We provided all  
treatments completely free of cost with  
the help KASP and other  
organization.**



## COVID DONOR FINANCIAL HIGHLIGHTS

**100 M**  
TOTAL CHARITY FUND

**8,000+**  
COVID HOSPITAL  
BENEFICIARIES

**15%**  
CSR, GRANT & OTHER  
CONTRIBUTIONS

**85%**  
INDIVIDUAL  
CONTRIBUTIONS

**2,349**  
COVID DIALYSIS

**4,100**  
COVID  
VACCINATION

**85**  
CWC COVID  
SCREENING

**500 L**  
CAPACITY  
OXYGEN PLANT

23

# IQRAA FOR ALL : A SOCIAL WORK DEPARTMENT INITIATIVE



COVID DIALYSIS - JDT ISLAM



OXYGEN PLANT



COVID HOSPITAL - IQRAA KIDNEY CARE CENTRE





## 24 IQRAA ACADEMY

Iqraa Academy remains steadfast in its commitment to providing outstanding vocational education, evident in our growing partnership with Tata Institute of Social Sciences - School of Vocational Education (TISS-SVE Mumbai), a leader among national universities.

### Academic Overview

- Student Body: This academic year, 371 bright minds enrolled in our B.Voc degree courses, spanning Dialysis Technology, Medical Imaging Technology, and Medical Lab Technology.
- Stellar Results: Of these, 109 students successfully completed their courses, boasting a 100% pass rate. A special commendation to our achievers - 15 distinctions, 90 first classes, and 4 second classes. Notably, our students clinched the first and second ranks in the Dialysis Technology course.
- New Ventures: Additionally, under the aegis of Lingayas University, we introduced B.Voc courses in Sterilization Technology, Hospital Management, and Patient Care Management, which presently accommodate 113 budding professionals.

## Post-Academic Achievements

- Employment: We take pride in the fact that 75% of our graduating students are now competently positioned in various reputed organizations.
- Higher Education: A number of our alumni have taken the academic route, advancing to postgraduate programs across various universities in India and globally.

## Events and Engagements

- Convocation: A memorable day as 94 students partook in the Convocation ceremony at the esteemed TISS campus in Mumbai.
- Holistic Development: Beyond academics, the year was marked by a plethora of activities including arts and sports competitions, special day festivities, educational tours, and seminars.

## Community Involvement

**\*\*Bridging with Iqraa Hospital\*\*:** Staying true to our foundational values, students showcased commendable enthusiasm in various charitable events, medical camps, and public health awareness programs, organized in collaboration with Iqraa Hospital.

The 2022-2023 academic year stands as a testament to Iqraa Academy's dedication to academic excellence and community service. As we look to the future, our vision remains clear: to mould professionals of competence and character, and to make impactful contributions to society.

## Highlights of the year

**100%**  
Results

**75%**  
Placement

**371**  
Students  
on Roll

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# IQRAA MEDICAL EDUCATION POST GRADUATE PROGRAMMES

### Background:

Since its inception in 2016, the DNB (Diplomate of National Board) Course at IQRAA Hospital has marked significant progress in medical education. Beginning with the pioneering courses in General Medicine, Obstetrics, Gynecology, and Orthopedics, our journey has been one of continuous expansion and innovation.

### DNB and DrNB courses and Timeline of Introductions:

- 2016: General Medicine, Obstetrics, Gynecology, and Orthopedics.
- 2019: Super Specialty course in DrNB Critical Care Medicine.
- 2022: DNB Emergency Medicine and DrNB Nephrology.

### Course Duration:

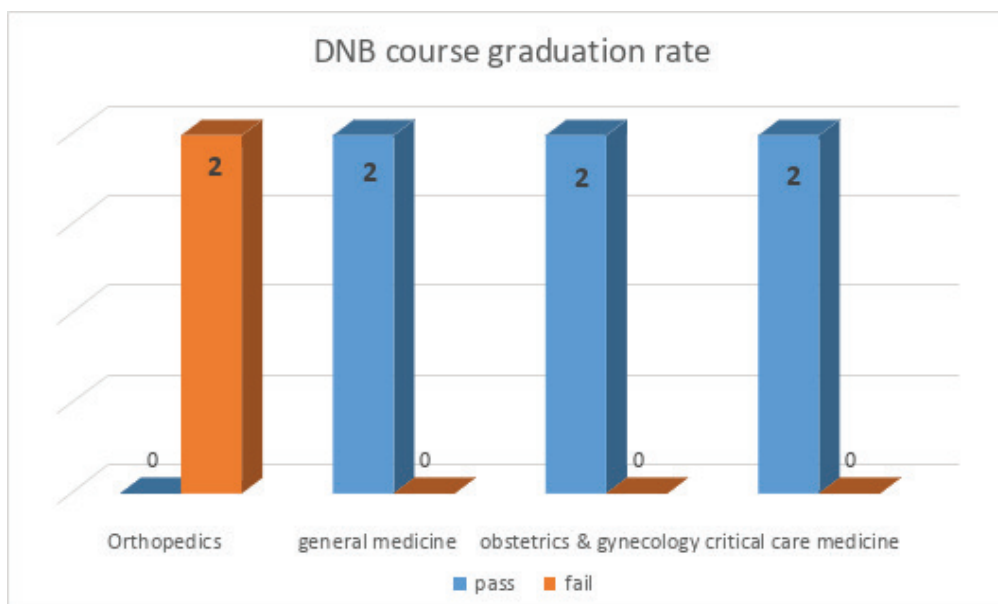
- Post-MBBS DNB Course: 3 Years
- Post-Diplôme Course: 2 Years

### Student Intake for DNB & DrNB:

Our commitment to fostering a rich learning environment is evident in the growing student interest:

- 2020: 14 students enrolled across broad specialities and super specialities.
- 2022: A significant jump, with 24 students joining across various specialities.

### Background:





### **Other Medical education programmes & intakes:**

- Clinical Observership program for International and national medical students and qualified doctors - 60 candidates
- Certificate Course on Aesthetics and Dermato-Surgery - 1 candidate

As we reflect on our achievements over the years, our dedication to medical excellence remains unwavering. The introduction of new courses is a testament to our vision of broadening horizons and offering diverse opportunities to our students. We look forward to an even more impactful year ahead, fostering the growth of future medical pioneers.

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### **IQRAA RESEARCH CENTRE (IRC) ANNUAL REPORT 2022-23**

#### **Highlights:**

Publication Momentum: Demonstrating continued dedication to furthering medical knowledge, IRC published 39 research papers in 2021 and followed with a commendable 35 research papers in 2022.

**Collaborations for the Future:** 2022-23 witnessed the inception of research Memoranda of Understanding (MoU) with esteemed institutions: Manipal Academy of Higher Education and Yenepoya Deemed University. These collaborations underline our commitment to synergize with leading academicians and institutions.

**DSIRO Certification (2021):** In a significant achievement, the Department of Scientific and Industrial Research (DSIR) recognized our in-house R&D units, validating our pursuit of excellence in research and innovation.

**In-house ethical committee** ensures our research meets global ethical standards

Active Departmental Research: Departments like Psychiatry, Critical Care, pulmonology, Diabetology, and Nephrology have been vigorously undertaking research programs.

Our mission remains consistent: delivering high-quality, cost-effective treatment to the community at large, with a special emphasis on aiding the underprivileged.

**PhD Pursuits:** Marking academic excellence, a candidate from Calicut University has embarked on their PhD journey under the guidance and infrastructure of the IRC.

As we reflect on the achievements of the past year, the foundation of our success remains rooted in promoting the utilization and conduct of research in clinical practice. By setting the gold standard in clinical research and offering unmatched expertise, we are not only furthering medical knowledge but also ensuring that the best treatment practices reach every patient. We anticipate the coming years with enthusiasm, aiming to further the frontiers of medical research and continually enhancing patient care.

For more detailed publications and insights, visit <https://iqraahospital.in/research-publications/>

*Iqraa Research Centre - Pushing the boundaries of medical innovation and care.*

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### COLLABORATIONS AND PARTNERSHIPS- 2022

- **Research & clinical posting MoU with Yenepoya University, Mangalore (2022)**

Memorandum of Understanding (MoU) for Medical Research and Development Collaboration between IQRAA and Yenepoya University & MoU with Yenepoya Deemed University for clinical posting

The Memorandum of Understanding (MoU) between IQRAA and Yenepoya University in Mangaluru marks a significant stride in advancing healthcare and research in the region. In a strategic move to propel medical research and development, IQRAA has established a substantial partnership with Yenepoya University, a distinguished deemed-to-be university located in Mangaluru, Karnataka. This collaboration is comprehensively outlined in an MoU with a five-year duration, emblematic of our shared commitment to enhancing healthcare and research within our region. The formal execution of the MoU transpired with Mr. P.C. Anver, Executive Director of Iqraa Hospital, and Dr. Gangadhara Somayaj K.S., representing Yenepoya University. This partnership constitutes a noteworthy milestone in our journey toward excellence in healthcare and research.

- **Research MoU with MAHE (2023)**

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### COLLABORATIONS AND PARTNERSHIPS- 2022

In the year 2022-23, IQRAA has been a vibrant hub of learning and community involvement. We've hosted a range of events, workshops, and seminars, all geared towards fostering learning and meaningful conversations. These gatherings have not only enriched our members' experiences but have also strengthened our connections with our community. As we reflect on the year, we're excited to share an overview of the diverse events that have contributed to our mission of knowledge and empowerment. During the year 2022-23, 10+ major CME and conferences were organized by different departments of IQRAA. World Kidney Day was celebrated on March 11th 2023, with more than 1500 participants attending the event. The theme of the event was Kidney Health for All - Preparing for the unexpected, supporting the vulnerable. World social workday was celebrated with a theme on Respecting diversity through joint social actions on 19th March 2023 with 50+ participants. CME On Diagnostic Approaches In Detection Of Blood Stream Infections , CME- 'Image Gently, Image wisely', CME- On 'Interventional radiology' , point of care ultrasound in nephrology , colostomy management, a national conference and workshop on 'A CP atelier 2022" - a hands on training program for clinical pharmacists involving demonstration, case analysis & discussions and practice based activities, Food Expo in commemoration with "National Nutrition Month", NUTRICON 2022 in critical care nutrition are some of the major national conferences and events organized at IQRAA along with department wise seminars conducted twice in every month.

## 29

### ACCREDITATIONS

- **NABH for hospital- 2022**

IQRAA has been accredited with the NABH for hospital in the year 2022, National Accreditation Board for Hospitals & Healthcare Providers, abbreviated as NABH, is a constituent board of Quality Council of India, set up to establish and operate accreditation programme for healthcare organisations. Formed in 2005, it is the principal accreditation for hospitals in India. The NABH accreditation is a prestigious recognition of our commitment to maintaining the highest standards of quality and safety in healthcare delivery. This accreditation underscores our unwavering dedication to excellence in healthcare. It signifies that IQRAA has met or exceeded rigorous benchmarks in areas such as patient care, clinical processes, infection control, and safety protocols. NABH accreditation is a testament to our commitment to providing our patients with the best possible care and ensuring their safety and well-being. As we proudly display our NABH accreditation, we reaffirm our commitment to upholding these high standards and continuously improving our healthcare services. It is a reflection of our mission to provide our community with access to quality healthcare that they can trust. We look forward to continuing our journey of excellence in healthcare delivery.



- **SIRO RECOGNITION- 2022**

SIRO (Scientific and Industrial Research Organisation) recognition is a significant acknowledgment of an institution's or organisation's capabilities and commitment to conducting scientific research and development. When an organisation receives SIRO recognition, it signifies that it has been recognised by the Department of Scientific and Industrial Research (DSIR) in India as an institution engaged in quality research and development activities.

- **NABL**

Obtaining accreditation from the National Accreditation Board for Testing and Calibration Laboratories (NABL) for our laboratory in 2013 is a significant achievement for IQRAA. NABL is a respected organization known for setting and maintaining stringent standards for testing and calibration laboratories in India. It signifies that our laboratory facilities have met or exceeded the rigorous benchmarks established by NABL, ensuring the highest level of precision and quality in diagnostic testing.

The accreditation by NABL reflects our dedication to excellence in medical diagnostics and reinforces our commitment to delivering healthcare services of the highest quality. It assures our patients that they can trust the accuracy of the tests and results provided by our laboratory.

As we look back on this accomplishment from 2013, we remain steadfast in our commitment to upholding the elevated standards set by NABL. We will continue to invest in cutting-edge technology, maintain strict quality control measures, and ensure that our laboratory consistently delivers the best possible diagnostic services to our community. This accreditation is a testament to our mission of providing dependable and top-tier healthcare services.



## 30 HONOURING OUR DONORS IQRAA IS DEEPLY INDEBTED TO OUR SUPPORTERS



### HONOURING ALL OTHER INDIVIDUAL AND GROUP DONORS AS WELL

## 31 MEDIA

മാധ്യമം

25 June 2022

### മലബാറിലെ ആദ്യത്തെ എൻ.എ.ബി.എച്ച് അംഗീകൃത ബ്ലഡ് ബാങ്ക് ഇഖ്റ ഹോസ്പിറ്റലിൽ

**കോഴിക്കോട്:** ഇഖ്റ ഹോസ്പിറ്റലിലെ ബ്ലഡ് ബാങ്കിന് എൻ.എ.ബി.എച്ച് അംഗീകാരം. ക്യാളിറ്റി കൗൺസിൽ ഓഫ് ഇന്ത്യക്ക് കീഴിലുള്ള നാഷണൽ അക്രഡിറ്റേഷൻ ബോർഡ് ഫോർ ഹോസ്പിറ്റൽസ് ആൻഡ് ഹെൽത്ത് കെയർ പ്രൊവൈഡേഴ്സ് പ്രസിദ്ധീകരിച്ച മാനദണ്ഡങ്ങളുടെ അടിസ്ഥാനത്തിലാണ് ആശുപത്രികൾക്ക് ക്യാളിറ്റി കൗൺസിൽ ഓഫ് ഇന്ത്യ ദേശീയ അംഗീകാരം നൽകുന്നത്. അന്താ

രാഷ്ട്ര നിലവാരത്തിലുള്ള ബ്ലഡ് കളക്ഷൻ ഏരിയ, കമ്പോണന്റ് സെപറേഷൻ യൂണിറ്റ്, ബ്ലഡ് ടെസ്റ്റിങ്ങ് തുടങ്ങിയ നൂതന സൗകര്യങ്ങൾ നിലനിർത്തിയതിനാണ് ഇഖ്റക്ക് അംഗീകാരം ലഭിച്ചത്. ഇതോടെ മലബാറിലെ ആദ്യത്തെ എൻ.എ.ബി.എച്ച് അക്രഡിറ്റഡ് ബ്ലഡ് ബാങ്കായി ഇഖ്റയിലെ ബ്ലഡ് ബാങ്ക് മാറി. കേരളത്തിൽ ആകെ മൂന്ന് ബ്ലഡ് ബാങ്കുകൾക്കാണ് നിലവിൽ ഈ അംഗീകാരമുള്ളത്.



കോഴിക്കോട് ഇഖ്റാ ഹോസ്പിറ്റലിൽ ആരംഭിച്ച പശ്ചിമബംഗാൾ യൂണിവേഴ്സിറ്റിയിലെ ഡോ. പി.സി അൻവർ ഉദ്ഘാടനം ചെയ്യുന്നു

## ഇഖ്റാ ഹോസ്പിറ്റലിൽ പശ്ചിമബംഗാൾ യൂണിവേഴ്സിറ്റിയിലെ ഡോ. പി.സി അൻവർ ആരംഭിച്ചു

കോഴിക്കോട് • ശ്യാമപ്രസാദ് മൂർത്തിയുടെ പശ്ചിമബംഗാൾ യൂണിവേഴ്സിറ്റിയിൽ പ്രോഗ്രാം കോഴിക്കോട് ഇഖ്റാ ഹോസ്പിറ്റലിൽ ആരംഭിച്ചു. ശ്യാമപ്രസാദ് സംസ്ഥാനത്തെ ഡോക്ടർമാർക്കുവേണ്ടി പശ്ചിമബംഗാൾ യൂണിവേഴ്സിറ്റിയിൽ പ്രോഗ്രാം കോഴിക്കോട് ഇഖ്റാ ഹോസ്പിറ്റലിൽ ആരംഭിച്ചു. ശ്യാമപ്രസാദ് സംസ്ഥാനത്തെ ഡോക്ടർമാർക്കുവേണ്ടി പശ്ചിമബംഗാൾ യൂണിവേഴ്സിറ്റിയിൽ പ്രോഗ്രാം കോഴിക്കോട് ഇഖ്റാ ഹോസ്പിറ്റലിൽ ആരംഭിച്ചു. ശ്യാമപ്രസാദ് സംസ്ഥാനത്തെ ഡോക്ടർമാർക്കുവേണ്ടി പശ്ചിമബംഗാൾ യൂണിവേഴ്സിറ്റിയിൽ പ്രോഗ്രാം കോഴിക്കോട് ഇഖ്റാ ഹോസ്പിറ്റലിൽ ആരംഭിച്ചു.

ഡോ. പി.സി അൻവർ ഉദ്ഘാടനം ചെയ്തു. പശ്ചിമബംഗാൾ യൂണിവേഴ്സിറ്റിയിൽ പ്രോഗ്രാം കോഴിക്കോട് ഇഖ്റാ ഹോസ്പിറ്റലിൽ ആരംഭിച്ചു. ശ്യാമപ്രസാദ് സംസ്ഥാനത്തെ ഡോക്ടർമാർക്കുവേണ്ടി പശ്ചിമബംഗാൾ യൂണിവേഴ്സിറ്റിയിൽ പ്രോഗ്രാം കോഴിക്കോട് ഇഖ്റാ ഹോസ്പിറ്റലിൽ ആരംഭിച്ചു. ശ്യാമപ്രസാദ് സംസ്ഥാനത്തെ ഡോക്ടർമാർക്കുവേണ്ടി പശ്ചിമബംഗാൾ യൂണിവേഴ്സിറ്റിയിൽ പ്രോഗ്രാം കോഴിക്കോട് ഇഖ്റാ ഹോസ്പിറ്റലിൽ ആരംഭിച്ചു.





അവയവ മാറ്റിവയ്ക്കൽ രംഗത്തെ ഗവേഷണം സംബന്ധിച്ചുള്ള ധാരണാപത്രം യൂനിവേഴ്സിറ്റി വൈസ് ചാൻസലർ ഡോ. എം. കെ ജയരാജ്, ഇഖ്റ ഹോസ്പിറ്റൽ എക്സിക്യൂട്ടീവ് ഡയറക്ടർ ഡോ. പി.സി അൻവറിന് കൈമാറുന്നു

**അവയവ മാറ്റിവയ്ക്കൽ രംഗത്തെ ഗവേഷണം**

# ഇഖ്റ ഹോസ്പിറ്റൽ-കാലിക്കറ്റ് സർവകലാശാല ധാരണയായി

കോഴിക്കോട്: അവയവ മാറ്റിവയ്ക്കൽ രംഗത്തെ പഠനഗവേഷണവുമായി ബന്ധപ്പെട്ട് കാലിക്കറ്റ് സർവകലാശാലയും കോഴിക്കോട് ഇഖ്റ ഹോസ്പിറ്റലും ധാരണയായി. ധാരണാപത്രം യൂനിവേഴ്സിറ്റിയിൽ വച്ച് വൈസ് ചാൻസലർ ഡോ. എം.കെ ജയരാജ്, ഇഖ്റ ഹോസ്പിറ്റൽ എക്സിക്യൂട്ടീവ് ഡയറക്ടർ ഡോ. പി.സി അൻവറിനു

കൈമാറി. അഞ്ചു വർഷത്തേക്കാണ് ധാരണ. അവയവ മാറ്റിവയ്ക്കൽ ശസ്ത്രക്രിയയുമായി ബന്ധപ്പെട്ടുള്ള കണ്ടെത്തലുകളും പഠനങ്ങളും പരസ്പരം പങ്കുവയ്ക്കുന്നതും ഗവേഷണ വിദ്യാർഥികൾക്ക് ഇത്തരത്തിലുള്ള പ്രവർത്തനങ്ങളിൽ പങ്കാളികളാവുന്നതിന് അവസരം നൽകുക തുടങ്ങിയവയിലാണ് ധാരണയായത്.

## 32 IQRAA GAZETTE

From its inception in November 2022, IQRAA e-health has steadfastly committed itself to elevating the health and safety standards for its patrons. Rooted deeply in the values and expertise of IQRAA Hospital and Research Centre, our e-newsletter has been a beacon of reliable and timely health information.

At the heart of IQRAA e-health is an unwavering dedication to health and safety. We understand that when it comes to health, every detail matters, and we strive every day to bring that ethos into reality. The journey over the past year has been incredibly enriching, filled with learning and growth. Our community's trust motivates us, and as we step into another year, our commitment remains stronger than ever.

## **Major Achievements**

- Launch of IQRAAe-health: In just under a year, our e-newsletter has gained over 25,000 subscribers, showcasing the trust and reliance our community has on us.
- Diverse Content Creation: With over 20+ articles covering topics ranging from mental health, general wellness, and medical advancements, we have catered to a broad spectrum of health concerns.
- Q&A: Introduced Q&A interactive sessions for fostering a community of knowledge seekers.

## **Challenges & Future Plans:**

- Evolving Medical Landscape: We recognized the dynamic nature of the medical field. To keep up, we will be introducing a 'Research Digest' section, summarizing the latest in global health research.
- Personalized Health Content: We understand the uniqueness of every individual's health journey. In 2024, we aim to launch a personalized content delivery system, tailoring articles and resources for each subscriber.

**THANK YOU**