



THE INFORMER



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A MOTHER AND CHILD IS THE REASON WE EXIST

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WHPHA

A monthly newsletter of the Western Highlands Provincial Health Authority

Mt Hagen Hospital one of the best in the country



Above - Manus and Waghi dancers leading Board Chairman, Mr. David Guinn, Health Secretary, Mr. Pascoe Kase, DFAT Program Director, Dr. Geoff Clark and CEO, Dr. James Kintwa and other Board Members to the grand stand. **Below** - Mr. Guinn delivering his speech.

Authority, the Board and staff by announcing a major K500 million redevelopment of the hospital.

Mr. Guinn said at the same time, the rural infrastructure that the Board had inherited in 2011 was also nothing short of a disaster and it had to embark on an ambitious program to improve rural health infrastructure throughout the province.

He said some of the improvements included the building of a District Hospital at Kotna, a District Hospital to be built in Tambul, upgrading of the Tinsley District Hospital, planned upgrading of Togoba and Kagamuga Health Centres, construction of Lumusa Health Centre and new Community Health Posts and improvements to existing health centres and aid posts.

He added that in addition, the WHPHA had recently approved a province-wide Health Services Plan which should see all the health centres in the province better maintained to provide an efficient and effective health service to the people.

"At the same time, service issues are being addressed and we are about to launch a call centre where anyone can call a toll free number to get health advice, but also report to the Executive Management team if staff are not available in rural facilities to provide services.

"The Board believes that this is the single most obvious indicator of its commitment to be accountable to the community", Mr. Guinn said.

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Mt Hagen Hospital is one of the best in the region, if not the country, according to its Chairman, Mr. David Guinn who is also the Chairman of the Western Highlands Provincial Health Authority Board.

Mr. Guinn who has served the Hospital Board as its Chairman since its inception 20 years ago described the hospital as nothing short of a disaster when his Board first took control of it in June 1994.

He was speaking in Mt Hagen in early

October when presenting the WHPHA's 2013 Annual Financial and Performance Report which coincided with celebrations to mark the 20th Anniversary of the previous Mt Hagen General Hospital and current WHPHA Boards.

The Hospital Board has now been absorbed into the Western Highlands Provincial Health Authority Board which was established in March 2011 under the Provincial Health Authorities Act which was passed by Parliament in 2007.

Mr. Guinn who is one of, if not the only longest serving Chairman of a Public Hospital and Health Authority Board in the country said he was proud that from its disastrous situation 20 years ago, Mt Hagen Hospital was now one of the best, having achieved the highest possible accreditation at its first attempt, a feat not equaled by any other health facility in the country.

He said the Government of PNG had also expressed its confidence in the Western Highlands Provincial Health



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MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Call Centre to enable public free access to health advice



Dr. James Kintwa

The Western Highlands Provincial Health Authority (WHPHA) will be establishing a Call Centre to assist our staff and the public in the remote parts of our province have access to free advice and assistance on health.

The Call Centre would be provided by Digicel with medically trained staff and based in Port Moresby for an initial period of six months and funded by the Australian Department of Foreign Affairs and Trade (DFAT), formerly AusAID, under a Health Service Agreement (HSA) with the WHPHA.

The Call Centre is the first of its kind to be established by any health organization in the country and was launched in Port Moresby on 28th October 2014.

The DFAT funded project which will come on line shortly will not only provide health information by ringing a toll free number but will also strengthen our resolve to become more accountable to the community.

It will be manned 24 hours a day by qualified health professionals who will give expert advice and assistance on health issues to those who seek our help and will be free of charge to those who call the toll free number.

It will also provide a toll free number for our own staff to call and seek advice on complicated clinical cases. Maternal reporting forms will also be used to report on deaths and for us to

investigate any significant issues to improve care.

The Call Centre will have five primary goals:-

- to provide general advice on health-related topics to the general public in the province;
- offer support on serious and life-threatening medical situations through remote advice and evacuation assistance;
- generate feedback from the general public to improve health services;
- provide advice to rural health workers and
- collect reports of maternal and neo-natal deaths.

I am excited about this project. We will be the first government health service to go out publicly with a service like this. Our vision is to create a healthy society by doing our best to offer health services to our men, women and children in Western Highlands. I hope the Call Centre will be able to help us achieve that.

This initiative will be the first of its kind in the country and it will be challenging and we look forward to seeing how it will work.

A free telephone number will be made available to local communities throughout the province, allowing the general public to call for assistance and advice as needed. A second phone number will be available for the exclusive use of rural health workers.

In order for the Call Centre to operate effectively, a Committee of no more than 15 people has been set up to oversee and monitor its operations to ensure it meets its targeted aims and objectives.

The Committee comprises of senior executives

of the WHPHA as well as our partners including church health services, donor agencies, NGOs and the National Department of Health.

The committee's functions will be guided by a Terms of Reference but basically it will provide technical input and guidance to the running of the Centre; oversee the monitoring and evaluation by reviewing the monthly reports produced by Digicel on the work done and make appropriate changes to the operations; and make decisions on how the Call Centre should be managed and run in response to feedback from the various stakeholders.

As it is a new concept, the Committee will meet every two months in the first six months of its set up followed by quarterly meetings thereafter once the Call Centre is in full operation. Special meetings can be called by the chairman in consultation with the project manager.

Five experienced nurses have been recruited and will be doing shift work under a roster that will ensure the Centre is manned 24 hours a day to provide advice and assistance to those who seek our help and also to receive complaints and other calls concerning the services we provide.

So in a nutshell, we are trying to make our services as transparent as possible and the public can tell us if we are doing the right thing or not. We will also come under the scrutiny of our people who will either praise or complain about our services and performances so let us all commit ourselves to our jobs and be at our respective places of work such as health centres and do what we are paid to do – serve our people.

Dr. James Kintwa AFCHSM
Chief Executive Officer

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Mr. Guinn said the Board had also recently approved a Policy to prioritize KRA 7 of the National Health Plan through Health Promotion, Disease Prevention and Healthy Lifestyle using the Healthy Village and Health Promoting Schools programs.

He said WHPHA would work closely with all LLG Presidents and respective councilors to identify villages to implement the healthy village concept and work with the provincial education sector to identify schools to implement the healthy school

project.

He said these initiatives reflected the strong partnerships the WHPHA had with donor partners, particularly the Asian Development Bank (ADB) and the Australian Department of Foreign Affairs and Trade (DFAT), formerly AusAID and he was grateful for their continued support.

Mr. Guinn said service related partnerships had also been established with NGOs such as CHAI, Susu Mamas and Marie Stopes as well as Churches which provided more than half the health services in the province and this partnership had greatly improved health service delivery.

"We have also had very strong support and partnership over the years with the surrounding communities and private business organizations and individuals

"We acknowledge the support from the Komonka Kuipi tribes, the Yamka tribes and some of the Jika tribes who were the original owners of the current hospital land and we also thank private businesses and individuals like Danny and Theresa Kang of Daewon Trading and Patrick and Margie Duckworth of Tininga Group of Companies for their continued support", he said.



Board Members were also presented with presents. Pictured receiving theirs from Dei MP, Hon Wesley Nukundi are CEO, Dr. James Kintwa (above) and Mr. Guinn (left).



Mr. Guinn said Western Highlands Governor, Rt. Hon. Paias Wingti and the Members for Dei, Hon. Wesley Nukundi, Mul/Baiyer, Hon. Koi Trape, Tambul/Nebilyer, Hon. Benjamin Poponawa and Hagen Central, Hon. William Duma had made significant contributions to health through their PSIP and DSIP funds and these monies were helping the WHPHA to provide better facilities in the rural areas as well as staff housing.

WHPHA Board one of the best performing Boards in PNG

The Western Highlands Provincial Health Authority Board of Governance is one of the best performing Boards in the country, according to the Health Secretary, Mr. Pascoe Kase.

Mr. Kase said because of this, the Western Highlands Provincial Health Authority (WHPHA) has led the way in integrated service delivery and continues to be the model for other provinces in the country to learn from.

He also said that because of its good performance, the WHPHA received good funding assistance from the National Government and donor agencies such as the Australian Department of Foreign Affairs (DFAT) and would continue to receive such assistance from them.

The Health Secretary made these comments in Mt Hagen in early October when officiating at the celebrations to mark the 20th Anniversary of the previous Mt Hagen General Hospital and current WHPHA Boards.

"We must provide good leadership to manage hospitals and rural health facilities and I

commend this Board and its leadership. It is one of the best performing Boards in the country", he said.

Mr. Kase said the WHPHA had submitted a good Budget for next year and this had been submitted together with the overall budget for the National Health

Department and early indications

were that it was most likely to get what it had asked for.

"WHPHA submitted a good budget which reflects what this hospital (and health services in the province) deserves to get from the Government. When we do things honestly and



Manus and Waghi singsing groups welcoming the Board Members, led by from left - Chairman, Mr. David Guinn, Health Secretary, Mr. Pascoe Kase and Dei MP. Hon Wesley Nukundi.

transparently, donors will continue to help and our MPs (Members of Parliament) will help us as well", Mr. Kase said.

He said Board members were often very busy and important people in their own right. They gave their time to work together to make a difference in the community they lived in and deserved everyone's thanks and appreciation.

He added that through the good work of the Board, Western Highlands Province was among the top five provinces to do well in health service delivery in the last few years and he had confidence in the Board to continue to meet the challenges of health in the province in the years to come.

Mr. Kase also said that he understood several large infrastructure projects were underway in the province including the redevelopment of Mt Hagen Hospital as well as district hospitals and other health facilities and the role of the Board in overseeing these projects was critical.

He said with such developments comes the need for increased manpower and sadly, the PNG health sector was facing significant workforce shortages and cannot accommodate the staffing requirements of all provinces.

He added that Port Moresby General Hospital had started recruiting nurses from overseas to fill vacant positions and WHPHA could do the same if it cannot attract staff locally, especially for the redeveloped Mt Hagen Hospital.

"Advertise locally for nurses and doctors to work here but if you can't get them, go abroad to countries like India and recruit and then send them back when we have trained enough of our own people", Mr. Kase said.

"I have confidence that the Board will support the continued development of health service here in Western Highlands and meet the infrastructure, human resource, medical supplies and other challenges facing the province and



Health Secretary, Mr. Pascoe Kase delivering his speech.



Above - Former Board Member, Mr. Kagul Koroka receiving his gift from Mr. Nukundi and below, current Board Member, Fr. Garry Roche is being presented with his gift by Mr. Nukundi.



Board Members were presented with gifts in recognition for their services to the WHPHA. Pictured above is Deputy Chairman, Mr. Michael Pundia (left) receiving his gift from Dei MP, Hon Wesley Nukundi watched by Mr. Kase and CEO, Dr. James Kintwa.



High profile Singaporean doctors visit Mt Hagen Hospital



The Singaporean doctors are welcomed to Mt Hagen Hospital by Dr. Kintwa (above) and below right, the doctors listening attentively to a briefing on the operations of Mt Hagen Hospital and WHPHA.

The Western Highlands Provincial Health Authority (WHPHA) was privileged to have a group of very high profile specialist doctors and technical people from Singapore visit Mt Hagen Hospital in early October.

The group of nine doctors and administrators were part of a large contingent of specialist medical officers who visited Port Moresby General Hospital for one week from 6 – 12th October as part of their annual visit to check and treat patients, mostly with heart problems.

Dr. Wesong Boko from the WHPHA who is currently studying cardiology at Singapore Hospital organized for the group to visit Mt

Hagen Hospital from 8 - 9th October following an invitation by the Chief Executive Officer of the WHPHA, Dr. James Kintwa.

Dr. Kintwa invited the group to visit the hospital to inspect current services and facilities and recommend improvements or changes where necessary in preparation for the redevelopment of the hospital into a major referral institution.

The group was led by Associate Professor Lim Swee Hia and included cardiologists, surgeons, orthopedics specialists and others. They were given a rousing welcome by staff and a traditional singsing group at Kagamuga Airport as well as at the hospital - something which they

have never seen before and were very impressed and happy.

Following a briefing and official welcome by the management of the WHPHA, the doctors went straight to the areas of their respective disciplines and looked at facilities and equipment and checked patients as well.

Associate Professor Lim said the group has been making visits to Port Moresby General Hospital only for the last ten years and they were privileged to have met Dr. Boko who had organized for them to visit Mt Hagen.

Dr. Kintwa told the visiting doctors that the Highlands region was densely populated with 45 percent of the nation's population living in it and their visit to the region where their services would be needed most was welcome and greatly appreciated.

"We do not have advanced services in PNG. There is pressure on us to deliver specialist services here but we just simply cannot offer that and any advice you can give will be much appreciated", he said.

Dr. Kintwa said the Singaporean doctors were very busy people but for them to spend one week in PNG and two days with WHPHA was a big thing and a blessing which was appreciated by the staff and people of Western Highlands.



WHPHA staff praised for their hard work

Employees of the Western Highlands Provincial Health Authority have been praised for making the organization stand out in health in the country.

Chairman of the Board of Governance, Mr. David Guinn said the Board appreciated the

work that the staff had put in as it was through their hard work that the organization had stood out as a leader in health.

"Without you there would be no health service in the Western Highlands Province and I thank you all on behalf of the Board for your hard work and input", he said.

Mr. Guinn expressed these sentiments when addressing staff during the presentation of long service certificates and presents for more than 20 employees at the WHPHA headquarters in Mt Hagen recently.

The presentation of certificates to those who had served the organization for more than 30 years was part of the celebrations to mark the 20th Anniversary of the WHPHA and Mt Hagen Hospital Boards and an Open Day at the hospital on 8th October 2014.

"The Board appreciates the work you do and encourages you to do more and better so that we can provide the best possible service to our patients.

"The presentation of certificates is an

acknowledgement of the service you have put into this organization and we thank you for your efforts", Mr. Guinn said.

The Chief Executive Officer of the WHPHA, Dr. James Kintwa told the staff that everyone was important in the organization through the work that they did.

He said just because someone was a cleaner, this did not mean that he or she was not important, adding that jobs like hygiene work was important as it benefited the sick people.

Dr. Kintwa said he appreciated the work and effort that each staff had put into the organization and urged them to go an extra mile for better patient care in 2015.

He said under the Provincial Health Authorities reform, the WHPHA would zero down on patient care in 2015 and issue facility targets for them to meet such as routine immunization for mothers and children.

"Our motto is ***"No mother or child should die during pregnancy, childbirth or the post partum period through accountability for quality health services"*** and this must be reflected in everything we do", he said.



A long-serving staff member receiving her certificate from Mr. Guinn, watched by Board Members and other staff.