



# THE INFORMER



Volume 4, Issue 1

A MOTHER AND CHILD IS THE REASON WE EXIST

January 2015

WHPHA

A monthly newsletter of the Western Highlands Provincial Health Authority

## Concerned citizens clean up Mt Hagen City

Mt Hagen City for once became a city that it should be – clean and tidy – when concerned citizens took to the streets during Christmas and the New Year and cleaned it up.

Initiated by the Western Highlands Development Forum, an organization comprising concerned elites from the province, the city was first cleaned up on 29<sup>th</sup> December 2014 and then on 15<sup>th</sup> January 2015 to make it clean and healthy for everyone to do business and other activities.

Members of the Forum led groups in different parts of the city and carried out the clean-a-thon on both occasions, making the city look clean and tidy as it should always be.

Local radio stations such as Eagle FM Radio Western Highlands, Trinity FM and Krai Bilong Bible Network (KBBN) assisted by broadcasting awareness messages from the Forum members a few days earlier, urging the public to participate in the clean-up.

As a result of these messages, the response from the public was quite overwhelming with people turning up in big numbers on both occasions to clean up their city.

Some corporate citizens operating shops and other businesses in the city also took ownership of the city's cleanliness by cleaning up their respective front and back



yards, something which was always left to the City Authority to do.

Mt Hagen City Authority Manager, Pious Pim organized trucks to pick up all the rubbish and dispose of them at the city dump at Kerebug.

Staff of the Western Highlands Provincial Health Authority also participated in the clean-up campaign. Led by their Chief Executive Officer, Dr. James Kintwa, the non-clinical staff showed their concern for the health of those living and working in the city and took to the streets on both occasions and cleaned up the city.

The city became spotlessly clean on both occasions with blocked water ways and pipes thoroughly cleaned and a lot of people were heard publicly appreciating and commending those who were involved in organizing and cleaning up the city.

The organizers are now

planning to make this a regular event, preferably on a quarterly basis and are appealing to everyone living and doing business in the city as well as those visiting only to keep it clean at all times and throw their rubbish in the appropriate rubbish drums placed around the city.

**Pictured top and bottom - volunteers including men and women from nearby villages cleaning up the city.**



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# MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

## The Year 2015 to be the year of accountability



Dr. James Kintwa

During our Christmas gathering in 2013, I told all of us that that was the year of planning and that 2014 would be the year of implementation.

True to our word, 2014 saw many of our planned projects being implemented and I thank

you all for the part you played in ensuring the projects got off the ground.

We had a number of infrastructure developments take place including maintenance of our rural health facilities and beginning the construction of new facilities such as the Kotna District Hospital and a new 24-bed ward at Togoba Health Centre.

For this year, I would like us to make 2015 the year of accountability. We have planned and implemented what we have aimed to do and now we will have to be accountable for everything we do.

We have to be accountable to our community for the services we are mandated to provide, we have to be accountable to our service partners who work closely with us to provide the best possible health care to our people and we have to be accountable to our donors who provide the financial resources we need to extend our services.

But the most important thing is accountability

by our staff to the community which we are mandated to serve through our contracts of employment with the Western Highlands Provincial Health Authority.

We are all paid to do a job, whether it be a doctor, nurse, health extension officer, catering or hygiene staff, cleaner or tea boy and we must be accountable for everything we do.

We as an organization are taking many measures to improve our accountability as required under the Provincial Health Authorities Act 2007, Section 11 which says that "subject to the provisions of a provincial health partnership agreement, the purpose of a provincial health authority shall be to ... **make the provincial health authority accountable to the local community**".

We use all the tools available to us including social media – we have a Facebook page and a website and we try to put information into the community using the media including the print media and radio where we have a regular segment informing the community of what we are doing and providing health information.

More recently we have established a health Call Centre with the support of the Australian Department of Foreign Affairs. This is something that no other health organization in the country has done before and we have done this so that we are seen to be accountable to the people we serve.

The Call Centre is staffed 24 hours a day 7 days a week and those with health issues can

call a toll free number to seek health advice. People can also call the Call Centre and lodge complaints about staff not at work in a rural health facility or drug shortages etc.

We are telling people about the Call Centre through a number of means but one of the most innovative is that we are using targeted text messages using the Digicel network – a thousand text messages at a time to selected locations within the province.

This medium will also be used in future to tell the community about health events such as when a mobile clinic is going to an area – we can target the communities around where the clinic will be held so that they are aware of it and attend the clinic.

All these strategies are designed to improve the health status of our people by improving our accountability to the community.

We have set facility targets for facilities to be meeting targets and be accountable for services delivery.

Our senior managers should be managing staff on contracts using the Key Performance Indicators under the respective Key Result Areas.

The implementation of the National Health Services Standards would take predominance this year.

Finally, the Board's Audit and Risk Committee will provide governance oversight into processes so that set guidelines are followed.

**Dr. James Kintwa AFCHSM**  
Chief Executive Officer

## Local clan donates food to Hagen Hospital

At Hagen Hospital in the Western Highlands Province has received yet another donation of food items to feed its in-patients.

This time it is garden produce and a live pig donated by members of the Jika Nungupi clan of Togoba in the Nebilyer area of Western Highlands.

The food was gathered as part of a Thanksgiving Day celebration following a week-long combined church service to thank God for providing and looking after the people over the years.

The food which included kaukau, bananas, taro, corn, cabbages, pumpkins, onions and the live pig were donated on Monday, 5<sup>th</sup> January 2014, less than one month after Trukai Industries had donated 100 bags of 10kg roots rice on 15<sup>th</sup> December 2014 and a donation of more garden food by the Paiakona Community in the Upper Nebilyer area.

The donation by the Paiakona Community is an annual event where they gather food and donate it to the hospital after holding combined church services every Christmas.

Nungupi clansmen who brought the food to the hospital said they had gathered them for their local church pastors to thank God for His protection and guidance but because it was too much, they had decided to donate the extra food

to the hospital.

Nungupi Councillor, Paul Pagl said the Western Highlands Provincial Health Authority (WHPHA) was providing a good service for the people and his people would continue to donate food to the hospital every year.

He also said that his people numbering more than 800 lived on the other side of the Nebilyer

River which was too far from the nearest Health Centre at Togoba and requested that the WHPHA build an Aidpost for them.

Chief Executive Officer of the WHPHA, Dr. James Kintwa said he did not expect such a donation of food items and live pig from the clansmen and thanked them for the kind gesture, adding that the pig would be killed to celebrate the opening of the new Stage 2 Building at the hospital later this month.

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Dr. Kintwa (centre) and members of the Nungupi clan displaying some of the food.



# Four killed in nasty road accident at Togoba

Three women were killed instantly in a nasty road accident at Togoba outside Mt Hagen on 29<sup>th</sup> January 2015. Another girl died at the hospital some hours later through internal bleeding.

Twelve other people were also critically injured when a 25-seater PMV bus travelling from Enga Province ploughed into a group of mourners who were walking along the road and heading towards a nearby village to mourn the death of a relative.

Relatives of the victims reportedly attacked the driver and passengers, wounding the driver, crew and some passengers. They were also taken to the hospital for treatment.

The Mt Hagen Hospital Accident and Emergency Unit was packed to capacity as the dead and injured were rushed in at around 11am. Doctors and nurses from the wards and other sections were called in to assist those at the A&E attend to the accident victims.

It was a scene never seen before where clinical staff were very busy inside the A&E, attending to the injured while outside, hospital security guards had a hard time containing the crowd, mostly relatives who tried to push their way in to see their injured loved ones.

Those killed and injured were members of the Jika Paralgamb clan who were mourning the death of a clansman who had died in the

Philippines and whose body was to be flown to Mt Hagen the next day via Port Moresby.

The PMV bus was travelling downhill at high speed when it approached the group of mourners dubbed in mud and ploughed into them from behind, throwing them like toys all over the road.

Bystanders quickly gathered the dead and the injured and rushed them to the hospital in another vehicle, resulting in many of the lives being saved.

**Pictured below left and right - A&E staff assisted by their colleagues from other units work tirelessly trying to save the lives of those who were injured. Unfortunately a young girl died several hours later through internal bleeding.**



## Clan donates food to hospital

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He said Mt Hagen Hospital belonged to all the people of Western Highlands and he wanted to believe that the clansmen were giving the food free and not expecting something in return.

Dr. Kintwa said health services in the province were provided under long term plans by the WHPHA and Togoba Health Centre was one of

those under its plans for expansion and improvement.

He said Togoba would soon have a new 24-bed ward constructed to accommodate its in-patients and emphasized that this was not being done in return for the food that had been donated but it was something that had been planned to improve services there.

He further revealed that under the same plans, Kotna and Tambul Health Centres and Tinsley Baptist Hospital would be upgraded to District Hospitals starting this year with work on Kotna

Health Centre already in progress.

Meanwhile members of the St Paul's Catholic Parish in Mt Hagen City had also gathered food

Items, presents and cash during the Christmas period and donated them to the hospital.

The members led by their Parish Priest donated the food and K2000.00 in cash as well as presents for sick children during a gathering at the hospital on Boxing Day.

**Below - The food items and pig donated by the Nungupi clan of Togoba.**



