



# THE INFORMER



Volume 4, Issue 2

A MOTHER AND CHILD IS THE REASON WE EXIST

February 2015

WHPHA

A monthly newsletter of the Western Highlands Provincial Health Authority

## Ground Breaking Ceremony for Alkena Community Health Post

**A**lkena Community Health Post (CHP) in the Lower Kaugel area of Tambul/Nebilyer District in Western Highlands will soon operate from a new building and three staff houses following a ground breaking ceremony on Sunday, 1<sup>st</sup> March 2015.

The new facility will be jointly funded by the Australian Department of Foreign Affairs and Trade and the PNG Government through loan arrangements with the Asian Development Bank under its Rural Primary Health Service Delivery Program.

Alkena Community Health Post currently operates from an old run-down church building owned by the Evangelical Lutheran Church, a facility it has been using for more than 20 years.

Discussions on the setting up of a new CHP had started in 2012 between the Evangelical Lutheran Church of PNG who own the land and the Western Highlands Provincial Health Authority (WHPHA) but no decision had been reached until recently when the Church had finally agreed to handover a portion of its land for the CHP to be built.

The Chief Executive Officer of the WHPHA, Dr. James Kintwa said the creation of Provincial Health Authorities and Community Health Posts are service delivery reforms which are included in the 2011 – 2020 National Health Plan and the people of Alkena had witnessed the birth of another CHP in the province.

He told the crowd including donor agency representatives and Lutheran Church leaders that the people of Western



**ADB's Vice President, Administration and Corporate Management Operations, Mr. Bruce Davies doing the ground breaking for the Alkena CHP watched by the crowd including Dr. Kintwa and Minister Poponawa (right) and Pastor Tom Kalkum, Lutheran Church's Circuit President for Alkena (left).**

Highlands do appreciate the kind of services that are provided for them including health, education and others.

Dr. Kintwa thanked the Lutheran Church for giving up their land for the CHP and DFAT, ADB and the Member for Tambul/Nebilyer, Hon Benjamin Poponawa MP, for helping to fund the facility.

He said CHPs were level 2 facilities with Health Centres next up on level 3 to referral hospitals on level 7 and capacities of these different levels of services needed to be improved so that referral systems and modes of care recommended by the National Health Plan are fully operational for people to benefit from.

He said financial support and commitment was needed from the National Members of Parliament for such projects to be set up in the Districts and he was very happy for the support the WHPHA has received from the MPs from Western Highlands.

"I take my hat off to our Governor, Rt Hon. Paias Wingti and our Members of Parliament for giving us great support in providing vital health services to our people. This kind of support cannot be seen in other provinces"

he said.

Dr. Kintwa said Tambul/Nebilyer District would have two more CHPs built this year - one at Tsinzipai and the other at Bonga and Mul/Baiyer District would also have two built at Sanap and Kanimareta, all under the Rural Primary Health Services Delivery Program and all this was happening because of good support from the local MPs and donor agencies.

"The Western Highlands Provincial Health Authority is fortunate to have the support of donor agencies like DFAT and ADB and our MPs and because of this we are seeing more health facilities being built", he said.

He said through the support of the same group, construction of Kotna District Hospital has started and work would soon begin on Tambul and Tinsley District Hospitals.

Minister for Labour and Industrial Relations and Member for Tambul/Nebilyer, Hon. Benjamin Poponawa MP thanked DFAT and ADB for partnering with the Government to provide such vital services.

**Continued page 2**

### In this issue:

### Page

Ground breaking ceremony for Alkena Community Health Post	1
Message from the Chief Executive Officer	2
Alkena CHP ground breaking ceremony continued	2
District Health Officers sign Agreement	3
Interplast team creates miracles for many disabled	3
Children thankful for reconstruction of their bodies	4



# MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

## Setting Facility Service Targets for 2015



Dr. James Kintwa

Friday, 20<sup>th</sup> February 2015 was an important day for the Western Highlands Provincial Health Authority (WHPHA).

It was the day when our four District Health Officers (DHOs) for Hagen Central, Tambul/Nebilyer, Mul/Baiyer and

Dei signed an agreement containing facility service targets for their respective facilities to meet in 2015.

The agreement was signed on the last day of a week-long meeting of DHOs, facility managers and other staff from the rural facilities. The meeting was held at the Provincial Health Authority Conference Room in Mt Hagen.

The setting of facility service targets is a milestone for our organization following a process of consultation and negotiation between the DHOs, facility managers and the WHPHA Management over a period of time. It is aimed at providing a better and improved health service for our people.

I was in Port Moresby on official business and could not attend this important meeting but asked

the Deputy CEO, Mr. David Vorst to sign the agreements on behalf of the WHPHA.

Our core business as we all know is patient care and all facilities must make every effort to provide that care to enable a healthy community that will be the envy of other provinces.

If we do not provide the kind of care that our people deserve then our performance indicators drop because we are not doing our job that we are paid to do.

The agreement works both ways and allows us to monitor activity but also to quickly identify areas where a facility is not performing according to the agreement.

In those cases we will find out with the staff of the facility and the DHO what the problem is and work with them to overcome the problem that is preventing services being delivered to the community.

Of course our Call Centre will also assist us identify service gaps and I am looking forward to working with staff in the rural facilities to improve the access they have to much needed services.

As I have said before the Call Centre can also assist mothers find out more about their baby's health and the trained nurses who take the calls can offer advice on a range of other health issues as well.

The Call Centre is one of a number of strategies designed to increase accountability.

The drive for accountability is not confined to the rural facilities but is also a feature of the whole of government initiative to introduce bio data timekeeping systems which will accurately record times that staff come to work and when they leave work.

In the next few weeks the Mt Hagen Hospital will see the introduction of these systems and the Government has selected Time&Access to install the system across the public sector.

In the Highlands the system has been installed in Southern Highlands Province and we will be the next to have it installed at the hospital.

We are hoping that the system will support our middle managers to obtain greater efficiency from our staff. This is of course necessary as the public demands more and more services but we have to do that with the existing staff establishment.

Our Board and Executive Management team are committed to accountability and the Time&Access system is just one other strategy to realise that commitment.

When we are accountable and commit ourselves fully to our jobs, the services we provide will improve resulting in a healthy people and a healthy community. I urge each and everyone of us to go that extra mile and make a difference in the health of our people.

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

## Alkena CHP ground breaking

From page 1

He said the WHPHA was the first to build Community Health Posts in the country and acknowledged the support of the donor agencies. He also thanked Dr. Kintwa for his good leadership in ensuring such facilities were planned and built on time.

Minister Poponawa also said that the CHP needed to refer critically-ill patients to a bigger facility for proper care and treatment and this meant that the construction of Tambul District Hospital needed to be fast tracked. He said he had made available K6 million of the total K16 million to build the hospital and he needed partners to assist with the rest.

Mr. James Hall, the Minister and Counsellor for Development Cooperation at the Australian High

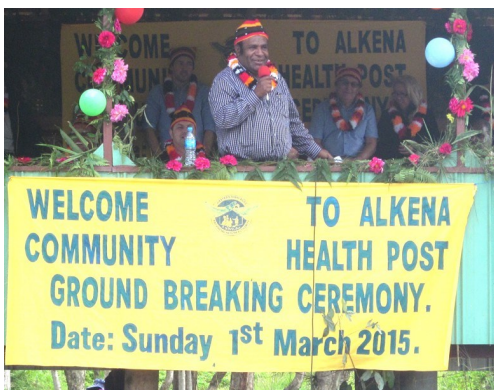
Commission in Port Moresby said DFAT partnered with ADB and WHPHA to build CHPs and other services such as water supply and it would donate K2 million towards the construction of Tambul District Hospital.

Asian Development Bank's Vice President, Administration and Corporate Management Operations, Mr. Bruce Davies said ADB was usually involved in big projects such as water supply, roads and infrastructure which were

important to the people.

He said as long as there was good leadership at the National and Provincial Government levels, ADB was willing to help, especially in areas of health and education where such services would improve the lives of many people.

*Below left - Minister Benjamin Poponawa speaking at the ground breaking ceremony and bottom, part of the crowd that witnessed the ceremony.*





## District Health Officers Sign Agreement

The Western Highlands Provincial Health Authority (WHPHA) in its efforts to provide a better health service for its people has set facility service targets for all facilities to meet this year.

An agreement containing the targets was signed by the four District Health Officers and the WHPHA management during a meeting in Mt Hagen on 20<sup>th</sup> February, attended by many of the facility staff.

The service targets for the rural facilities including health centres, health sub centres, community health posts and aid posts had been

set following a process of consultation and negotiation between the facilities and the management.

The Deputy Chief Executive Officer of the WHPHA, Mr. David Vorst signed the agreement on behalf of the CEO, Dr. James Kintwa who was out of the province on duty travel.

Mr. Vorst told the officers that the agreement was basically a monitoring tool to measure performance in the respective facilities.

"We want to find out why indicators go down so that we can assist you. We need to measure our

performance and see how we are getting on and provide assistance where we can", he said.

The Deputy CEO said maybe indicators were low because particular staff needed further training to improve the services that were provided in a facility.

"This agreement is not to measure your performance and punish you if the indicators go down but to assist you to improve. It means you have to do your job and we have to do ours by assisting you to do your job properly and better", he said.

*Below left - DCEO, David Vorst addressing the DHOs and facility managers and right, some of the officers preparing to sign the agreement.*



## INTERPLAST TEAM CREATES MIRACLES FOR MANY DISABLED

An Interplast team which visited Mt Hagen Hospital earlier this month has done great wonders for disabled people in the Western Highlands and the Highlands region.

The Australia & New Zealand Interplast team which returned on its annual visit has put smiles on many faces, especially young children who were disabled as a result of congenital or

acquired medical conditions.

The team of seven doctors and nurses including two national doctors was in Mt Hagen from 8-13<sup>th</sup> February, repairing bodies and rebuilding the lives of many people who would otherwise have had no hope of having their deformities corrected.

The Interplast team which was led by surgeon, Dr. Simon Donahoe included another surgeon, Dr. Christie McGill and local surgeons, Dr. Morath Maire of Port Moresby General Hospital and Dr. Richard Kulau of Mendi Hospital, anaesthetist, Dr. Allan Wallace and nurses, Chris Hunter and Hollie Janzen.

The team arrived on the morning of 8<sup>th</sup> February and went straight into business in the afternoon, conducting clinics and checking those that had been selected and listed to be seen and operated on by them.

The clinics continued the next day until after lunch when the first patients were taken into the operating

theatre to have their deformities corrected free of charge. More than 100 patients including some that had been referred from other Highlands hospitals were reviewed by the team.

More than 20 patients, most of them young children had been operated on for various defects including burn contractures and congenital abnormalities such as harelip and cleft palates.

Members of the Interplast team are volunteers who provide free medical treatment to people living with a disability as a result of a congenital or acquired condition.

They would normally visit Mt Hagen at the end of each year to provide this vital service but because they could not make themselves available last year, they had decided to visit early this year.

Western Highlands Provincial Health Authority's acting Deputy Director Medical Services, Dr. Timmy Tingnee thanked the team for spending its own time and resources to travel to Mt Hagen and provide such a vital service free of charge.

"We are privileged to have such a team come and do all these operations free of charge", Dr. Tingnee said. He added that he hoped they would return at the end of this year to assist more patients with similar problems.

*Dr. Richard Kulau of Mendi Hospital checking patient Daniel Hambru from Goroka before he was operated on to correct his upper lip.*





# Children thankful for reconstruction of their bodies

## James has face separated from shoulder

James Warki is a one-and-a-half-year-old boy who will never use his left arm and fingers again. Sadly, they were all burnt beyond recognition when he was a toddler.

Little James, from Bitam village in Dei District, Western Highlands met his fate when he was only five months old. Surprisingly he slipped out of his bilum where he was put to sleep inside the family home and rolled into the fire and burnt his hands and face.

According to his mother Serah, two other slightly bigger children had slept beside him when she left them to go and fetch water but these two children had never noticed baby James rolling out of the bilum and into the fire until it was too late.

The incident occurred on the night of 4<sup>th</sup> January 2014 at about 8pm and the toddler was taken to the nearby Kotna Health Centre where he was treated for severe burns before being sent to Mt Hagen Hospital for specialist treatment and attention.

The sad story about James is that he did not only lose his fingers but the left side of his face and chin were also severely burnt together with his left shoulder that the chin and shoulder could not be separated.

Doctors at Mt Hagen Hospital could not do much to separate the chin and shoulder and told the little boy and his parents to wait until the

Australia and New Zealand Interplast team made its next visit to Mt Hagen.

James and his mother Serah spent the next nine months in hospital while his burns were slowly healing up until September last year when they were discharged and told to wait until the surgeons arrived to separate his chin and shoulder.

James was given a new lease of life on 11<sup>th</sup> February 2015 when the surgeons operated on him and separated his face from the shoulder, allowing him to look up and see things clearly for the first time.

Mother Serah said the separation of the two body parts was something she never thought would happen and has heaped lots of praise on the surgeons for a job well done.



*One-and-a-half-year-old James and mother Serah are happy that his face is now separated from his shoulder, allowing him to see clearly.*

## Avila can now make use of burnt fingers



Baby Avila is two years old and comes from Murip village in the Mul Local Level Government area of Mul/Baiyer District, Western Highlands Province.

Born to father Max and mother Elizabeth of the Kumdi tribe, young Avila was born a perfect little girl with all the features of a healthy child.

However, several months ago, disaster struck when baby Avila accidentally fell into the fire inside their family home and had her left arm and fingers severely burnt, partly deforming it.

Mum Elizabeth had gone to the garden and left baby Avila with her grandmother when she had decided to collect dried leaves from trees to make fire inside the house when she met her fate.

The little girl cried in pain with her arm still inside the fire when the grandmother heard her and went to her rescue, pulling out a severely burnt arm and fingers.

She was taken to a nearby Aidpost where she was treated for burns before being brought to Mt Hagen Hospital for further treatment.

Her last finger was completely burnt and her forefinger was also badly burnt but thanks to the Interplast surgeons, this has now been straightened and she can use this together with the other three fingers.

Mum Elizabeth is grateful that her daughter has the full use of her left arm and fingers minus the last finger and has thanked the surgeons for "creating a miracle" on her daughter's arm and fingers.

*Two-year-old Avila with her mother Elizabeth at the surgical ward of Mt Hagen Hospital recovering from the operation.*