



# WHPHA NEWS

## Western Highlands Provincial Health Authority Quaterly News Letter

*Our Mission*

*"A Healthy Western Highlands"*

Edition : 03

January -March 2024

### Ground Breaking Ceremony of the Kinjibi Community Health Post



Health Minister Hon Tom Lino, Western Highlands Governor Wai Rapa, member for Anglimb South Waghi and Coffee Minister Hon Joe Kuli were amongst the delegates to officially launch the ground-breaking ceremony of the Kinjibi Community Health Post in Dei District.

**-Story Continues inside pg 6:**

### Inside this edition

#### Influx of patients



Page 4

#### CHW Upskilling Graduation



Page 5

#### STAFF FEATURE

"Opportunities don't happen you create them"



Page 8-9



Jane HOLDEN  
Acting Chief Executive Officer

Dear Readers ,

This newsletter is the third edition of newsletters we intend to publish.

Whilst a number of the articles you will have seen already, we want to ensure that the newsletter is more focused to our staff, partners, Provincial Govt, colleague PHAs and NDoH.

It is important that we use a platform such as this which I hope keeps us connected and also is focused on our collective achievements and challenges rather than articles only in newspapers.

I would also like to advise that the newsletter is also supported by our Facebook page and the new website.

Enjoy the newsletter and please provide feedback to Jill Mirr



## Article : Influx of patients

Mt Hagen General Hospital's Emergency Department (ED) has been and is having an influx of patients daily since Christmas and New Year.

ED records up to 5000 cases per month for the past 3 years unfortunately for the first time after 12 years saw 40 patients overnighted in ED and all were in critical condition and required in-patient treatment.

Mt Hagen hospital has a total of 279 beds of which ED however is allocated only 20 beds and to begin the year 2024, only 25 patients were allocated beds while 15 patients were on the floor which is against the clinical standards.

Most of the patients ED has been receiving since the Christmas of 2023, were from car accidents, alcohol-related clashes, and Knife wounded patients.

According to Emergency Physician Dr John McKup Jnr, up to 30% are from the Eastern End of Sothern Highlands and Enga. Mt Hagen Hospital is no longer the regional hospital for the highlands region according to the recent changes by NDOH, therefore we may only accept case that require specialist care.

McKup also added that it is believed that the influx is from the displaced population from our neighbourhood.

Sr Serah Dot, the Hospital manager also added that to treat this influx, we need to have enough manpower on the ground, appropriate modern equipment and other consumables, facilities updated to standards requirements and appropriate funding by the GoPNG.

Meanwhile, the Director of Medical Services for Western Highlands Provincial Health Authority (WHPHA) Dr Jonah Kurubi further gave a brief stating that the hospital occupancy rate for December 2023 and January 2024 was 100%. Our total attendees from all our front-line services have increased by about 25% after the festive season.

He adds that medical admissions for surgery, internal medicine, paediatrics, obstetrics, and gynaecology wards have increased. Our hospital's 279 capacity beds are full and cannot accommodate new admissions, therefore, floor beds at ED.

Kurubi further states that we are also seeing more category 3 cases

(non-emergency) that can be managed at the district and urban clinics, most have bypassed their facilities which reflects our rural facilities not resuming full operations and measures in place to address them.

Meanwhile, an urgent meeting was held on Friday 05th January 2024 convenience to put in place short-term measures firstly to encourage the general public to look after their health and secondly to promote people visiting your nearest facility for wellness health checks.

The hospital management is looking at accepting referrals from urban clinics and rural health facilities for non-emergency or category 3, ensuring all rural health facilities are in full operations and redeploying manpower to strengthen ED, strengthen regular wards and the possibilities of organizing repatriation for patients from other provinces.

Our Hagen Urban clinics are; Ogulbeng, Wagpel, Kagamuga, Susu mama town clinic and Angli-care.

Arrangements were also made to accommodate ED patients into any ward that has empty bed spaces for instance putting surgical admissions into the eye care ward.

Also, the Hospital has recorded 9 babies delivered on the 25th of December 2023, and 10 babies born on the 01 January 2024.



*Picture Caption: Patients at the Mt Hagen General Hospital's Emergency Department.*

## Article 2; CHW Upskilling Graduation

Staff career development has been and will always be the PHA's priority. Every year our Community Health Workers (CHW) undergo upskilling training to advance their knowledge in some areas of specialties.

To begin year 2024 with, 8 CHW workers in our PHA and two from Enga PHA Graduated from the 9th CHW upskilling graduation facilitated by the Western Highlands Provincial Health Authority.

The grandaunts thanked WHPHA and training staff for facilitating such an important program that will pave the way for better and improved service provision in the district health centres and facilities. They have also stated that they are grateful and will put into practice the skills learned during the 6weeks training.

WHPHA acting CEO Jane Holden congratulated the CHW officers and further urged them.



## January is Cervical Cancer Awareness Month



Our staff from the Cervical Cancer Clinic and Health Promotion gearing up for a cervical cancer roadshow awareness.

Cervical Cancer is one of the top killer diseases in Western Highlands and Papua New Guinea however it can be cured if detected early.

Our Clinic is a one-stop shop for treatment where you get tested and treated on the same day. Women are urged to make it their business and come for check-ups and together we can fight against Cervical Cancer.

Cervical cancer is the fourth most common cancer in women and is almost always related to human papillomavirus (HPV) infections.

The good news: the HPV vaccine has been proven safe and extremely effective in preventing cervical cancer.

Talk to your healthcare provider about prevention options – like the vaccine and screenings.

[Learn more here](#)

[https://www.who.int/images/default-source/imported/cervical-cancer-screening-senegal.tmb-1920v.jpg?Culture=en&sfvrsn=f-5cf0e9\\_10%201920w](https://www.who.int/images/default-source/imported/cervical-cancer-screening-senegal.tmb-1920v.jpg?Culture=en&sfvrsn=f-5cf0e9_10%201920w)





## Ground Breaking Ceremony of the Kinjibi Community Health Post



*Delegates officially doing the ground breaking for Kinjibi Community Health Post.*

Cont from Cover page

Western Highlands Provincial Health Authority Acting CEO Jane Holden stated that the community health post is a Level 2 facility that will be providing services like Blood Pressure (BP) checks and other basic health services to the community.

Holden also added that 3 staff houses, birthing and observation units, a generator and an incinerator were all included in the project.

WHPHA Chairman Sam Komi spoke on the importance of having such facilities at community disposals and further urged the community not to demand from the project.

## Caption Stories For January

### The Symposium Organizing Committee Met with WHP Governor



*From Left ; Dr John Mckup Jnr , WHPHA Acting CEO JANE Holden , Mt Hagen Hospital Manager Serah Dot and WHP Governor and 58th Medical Symposium Patron Hon Wai Rapa*

### Sausage Sizzles Fundraising for the 58th Medical Symposium Continues every Friday

Friday Sausage Sizzles fundraising  
Location ; Near Mt Hagen Hospital's Main Car Park.

Friends, Families, and members of the general public are invited to come by and support our team.

Grab a Hot Dog and a Soft drink of your choice for only K7.



### By : Dr John Mckup Jnr

The Symposium Organizing Committee Met with WHP Governor, Hon Wai Rapa, Patron of the 58th PNG Medical Symposium to be held in Mt Hagen from the 1st - 6th of September 2024

Looking forward to bringing health professionals from across the country and abroad into Mt Hagen and WHP to showcase our beautiful province, people and the work we do here in the health space

For a better, healthier and happier WHP!

## Opening of Mt Hagen General Hospital Refurnished Labor Ward Opening

Mothers in Mt Hagen and Western Highlands will now be delivering babies in a fully refurbished labour ward that was recently opened.

The renovations were done at a cost of K330,000 by WHPHA with capital funds allocated by NDoH to improve hospital facilities.

According to statistical reports from the Ward Manager Sr Susan Kolopu, over 400-500 babies are delivered at the M Hagen General Hospital in a month.

“With the upgraded facility now, we expect to deliver about 600 in a month,” Sr Kolopu said.

She also added that the facility upgrade is a motivation for her nurses and staff to work and deliver effectively.

“The labour ward will now and onwards a much better service compared to before,” Kolopu added.

The labour ward has a total of 10 midwives 8 Up-skilled CHWs, and ancillary staff who work tirelessly to keep the place running.

Meanwhile, PHA’s acting CEO Jane Holden during the opening urged the staff to look after the ward.

The small yet significant ceremony was witnessed by the Acting CEO, PHA deputy Board Chairman Sent Kolda, Directors and other Hospital staff members.

The renovation was completed in 48 days by Coffee Solutions Construction LTD.



*Pictures from the opening of the labour ward .*



## Staff Feature

“Opportunities don’t happen you create them”

– Naomi Bakri



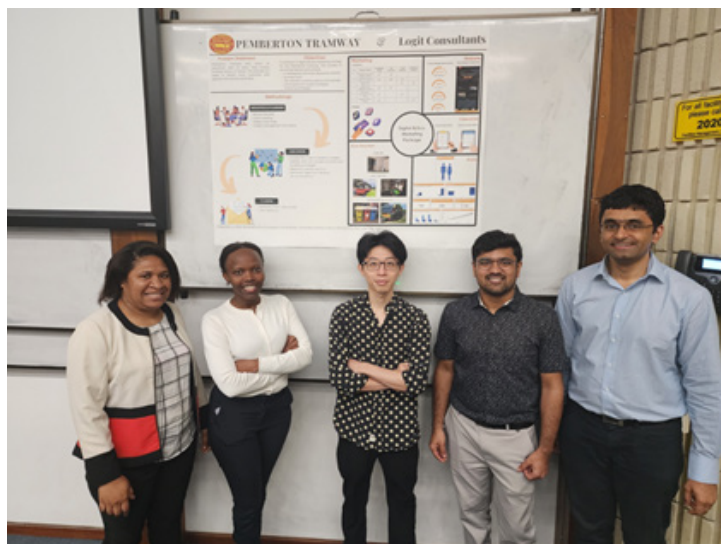
“Papua New Guinea's ICT industry was experiencing growth and development, albeit with some challenges. The ICT sector in PNG has been expanding due to increased internet penetration, mobile phone usage, and government initiatives to promote digital inclusion and infrastructure development.

However, there were also notable challenges facing the ICT industry in PNG, including limited access to reliable internet connectivity in remote areas, infrastructure constraints, cybersecurity threats, and a shortage of skilled ICT professionals.

Despite these challenges, there were opportunities for growth and innovation, particularly in areas such as mobile technology, e-commerce, and digital services.

The government of PNG has recognized the importance of the ICT sector for economic development. It has been implementing initiatives to address infrastructure gaps, improve digital literacy, and promote ICT innovation and entrepreneurship.

Efforts have been made to expand internet connectivity, enhance cybersecurity measures through its cybersecurity policy creation and the establishment of the cybersecurity centre, and facilitate public-private partnerships to drive ICT growth in the country.



*A picture of you in School and abroad with fellow course mates or other students*

Overall, while there are challenges to overcome, the ICT industry in Papua New Guinea shows promise for further development and plays a crucial role in driving economic growth, enhancing communication, and improving access to services for its citizens.”

These were the words of a young Papua New Guinean Mum when asked about her perception of the ICT Industry in PNG.

33-year-old Naomi Bakri, from Pou Village, Moge Komunka tribe in the Hagen Central District strongly emphasises that Embracing a career in the IT industry is not only a pathway to personal growth and success but also a means to contribute significantly to the development and advancement of our nation.

Naomi recently graduated with a Master of Information Systems and Technology at Curtin University, Bentley Campus Perth, Western Australia in 2023 and currently works as a network programmer with the Western Highlands Provincial Health Authority (WHPHA).

Naomi also received the Academic Excellence Award – with Distinction on Certificate and Academic Transcripts – (Master’s Degree) and Commendation Letters from the Faculty for the High Performance each semester during her Master’s Program.

“As Papua New Guineans, we have a wealth of untapped talent and potential waiting to be unleashed in the field of technology,” Naomi says.

Naomi shares her story and vividly recalls, that in the year 2007, she became highly motivated by the tremendous impact that technology had in PNG and its contribution to shaping our lives.

“Specifically, I was fascinated by the significant improvement in communication that technology brought about. I was eager to delve deeper and understand how communication is established between two mobile phones.”

Continue page 9



*Naomi and her family during her graduation*

Use strong, unique passwords for your accounts, be wary of suspicious emails or messages, and keep your devices and software up to date with the latest security patches.



*A Family Photo ; Naomi with Husband Charles and Son .*

She stated that it's amazing how the simple act of dialling a number or sending a text message can enable people to connect and share information seamlessly, no matter where they are in the world. With the advancement of technology, mobile phones have become an indispensable tool for communication, and I find it incredibly intriguing to learn about the science behind it.

When asked why she furthered her studies in the Industry she replied stating that, "As I work with advanced systems and technologies at WHPHA, I've witnessed how rapidly technology has evolved. I believe it's essential for me to pursue further studies to gain advanced skills and knowledge that can help me contribute meaningfully to enhancing healthcare services delivery in our province through technology."

"Given the quick pace of technological change and the challenges and threats that come with it, I was motivated to specialize in Information Security," she adds.

Naomi's message to fellow WHPHA staff and the public is, as we navigate this digital age, all of us must remain vigilant and proactive about cybersecurity. Cyber threats such as phishing scams, malware attacks, and data breaches are ever-present risks that can have serious consequences for individuals, businesses, and society as a whole.

I urge every one of you to prioritize cybersecurity in your daily lives. Whether you're browsing the internet, using social media, or conducting online transactions, take precautions to protect your personal information and digital assets.

*Any special individual, family, or organization you wish to acknowledge.*

I wish to express my appreciation to the late Mr. David Vorst, former CEO, for his invaluable support and approval of my study request. I am also deeply grateful to Mr. David Johnson, former CIO and my immediate supervisor, for his encouragement in pursuing my studies. Additionally, I extend my thanks to Dr. Paulus Ripa and the Staff Development Committees for their acceptance of my educational pursuits.

I would like to acknowledge the current A/CEO Ms. Jane Holden and the Executive Management for granting me the opportunity to pursue my studies in 2022. I am also indebted to my ICT colleagues for their dedication and extra efforts in managing ICT operations during my absence.

Special appreciation goes to the Department of Foreign Affairs and Trade (DFAT) for their sponsorship through the Australian Awards Scholarship PNG program and the Department of Health for approving and supporting my study. Last but not least, special heartfelt thank you to my beloved Husband and son for putting up with me and supporting me throughout my study period. Without the collective support of all those mentioned, this achievement would not have been possible. Therefore, I extend my heartfelt gratitude to each one of you.



## Paitents Satisfaction Survey Report .

With the interest in gathering feedback on how best a patient will rate the services Mt Hagen General Hospital offers, Hospital Manager Serah Dot conducted a survey involving 100 patients.

Generally, patients commended that Mt Hagen General Hospital's services are good compared to other hospitals they have been to.

Patients provided feedback based on the kind of questions they were asked during the survey and below are short statements and graphs presenting the findings.

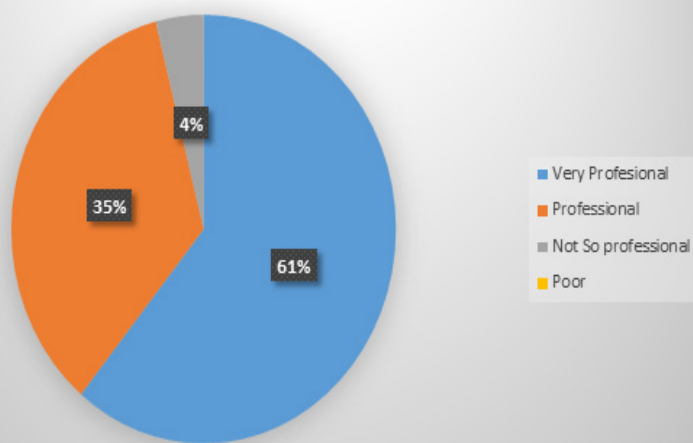
### 1.1 Patient Care

Patient care involves staff professionalism, the amount of time a nurse or a Doctor (health care worker) spends with the patients and their general approach towards patients.

Questions centred on, patient care and satisfaction with the treatment received and their general perception of patients on our health workers were frequently asked in the survey.

The feedback from patients indicated that our health workers, although fewer in number effectively deliver. Below is a pie chart presenting the rate of staff professionalism.

**Rate of Staff Professionalism**



The pie chart presents the patient's response to the professionalism of our staff (Nurses, Doctors, HEO, CHWs and others). The response clearly outlines that staff uphold their work ethics and professionalism when dealing with patients and this is a bonus for the Hospital and the PHA.

Also from the survey it was discovered that nurses and doctors spend more time with patients before treating them. All the other questions asked in the survey were about the patient's general perception of the hospitals, cleanliness, staff professionalism, patient care and whether or not patients will recommend the hospital to friends and family. Responses from the patients and the data collected are evidence that our staff still diligently performs their duties despite facing challenges like the influx of patient, and others.

## TRUKAI INDUSTRIES DONATES TO MT HAGEN HOSPITAL



Trukai Industry donated a total of twenty 10kg Trukai Rice bags to Mt Hagen General Hospital. The donation is ongoing support by the trukai industry as a community engagement program.

Upon receiving the Rice bags, Dr. Maddison Dat thanked Trukai Industry on behalf of the hospital management and the Western Highlands Provincial Health Authority

## Women in Leadership Training

21 women from our PHA have attended a 5 Days intensive training that focused on the case of having women in Executive Management Positions.

Pictured are women who were believed to have Leadership roles and have been identified as leaders to partake in the Executive Management Women in Leadership Training Program facilitated by Eddie Aila (trainer) PNG Business Coalition for Women, Care International, and PATH.



## Essential Emergency Care Systems Training

Essential Emergency Care Systems Training delivered in-house to our staff of Mt Hagen Provincial Hospital Emergency department

ALL Emergency department clinical staff undergoing this one day training spread over 4 days to cover our almost 50 staff

This training covered the usage of the Integrated Inter-agency Triage Tool (IITT) usage and aims to provide a safe and efficient emergency care to patients who seek our care

*Pictures of ED staff participating in the training by Dr John McKup Jnr*





## **Toksave Corner**

1: Medical Symposium Fundraising Continues Every Friday near the Mt Hagen Hospital main Car Park

2: Staff Wellness Clinic Opens every Monday- Friday.

3: News Letter Edition 4 to cover April- June.

To share news stories and content please do not hesitate to contact Jill  
MIRR

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