



Monthly Newsletter

# SHIFA SPEAKS

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## PAKISTAN'S LEADING ORGAN TRANSPLANT PROGRAM

پاکستان کا کامیاب ترین آرگن ٹرانسپلانٹ پروگرام



کارنیا ٹرانسپلانٹ  
Cornea Transplant



بون میرو ٹرانسپلانٹ  
Bone Marrow  
Transplant



کڈنی ٹرانسپلانٹ  
Kidney Transplant



جگر ٹرانسپلانٹ  
Liver Transplant

ایک ہی چھت تلے ماہر ٹیم کی زیر نگرانی ٹرانسپلانٹ سروسز کی بین الاقوامی معیار  
کے مطابق فراہمی

امید اور زندگی کے سفر میں آپ کے ہم قدم





## SHIFA & PESHAWAR INSTITUTE OF CARDIOLOGY (PIC) INKED AN MOU FOR CAPACITY BUILDING OF PIC STAFF



Shifa International Hospital, Islamabad (SIH) and Peshawar Institute of Cardiology (PIC) have inked a Memorandum of Understanding to improve capacity building of staff working in PIC. The MoU was signed by Dr. Shahkar Ahmad (CEO, PIC) & Dr. M. H. Qazi (CEO SIH). Under the agreement, SIH would work for the capacity building of PIC staff and conduct research work on various heart related ailments. Speaking on the occasion, Dr. M.H. Qazi (CEO SIH), & Mr. Taimoor Shah (COO SIH) reiterated that Shifa being a Joint Commission accredited hospital will keep on working with other institutions to provide specialized trainings to healthcare professionals to uplift the quality of care in the country. The scope of the joint collaboration includes capacity building of PIC staff on JCI standards, infection control, quality, nursing, ACLS, BLS, etc. Dr. Shahkar Shah (CEO PIC) said that PIC is a state-of-the-art facility that is providing treatment to heart patients of Pakistan and neighboring Afghanistan. He said that collaboration with SIH will help us pursue the mission to serve the patient communities with dedication and professionalism.

### Construction Work For SHIFA NATIONAL HOSPITAL FAISALABAD (SNHF), KICKS OFF

Construction work of another landmark project of Shifa International Hospitals Ltd. (SIHL), known as Shifa National Hospital Faisalabad (Pvt.) Ltd. (SNHF) has begun on Sheikhpura Road in Faisalabad city. The groundbreaking ceremony featured representation from Interloop, HBL & Shifa Family who gathered at the site for Dua.

Dr. Manzoor H. Qazi (CEO, SIHL), Mr. Muhammad Zahid (Chairman & CEO, SNHF) & Mr. Musaddiq Zulqurnain (Chairman & CEO, Interloop Holdings) spoke on the occasion & reiterated their respective organizations' resolve to build SNHF in scheduled time & make the project success like earlier endeavors of the two organizations. SNHF is a subsidiary of SIHL for which the Interloop group & Shifa Family have joined hands.

SNHF will be a state of art Tertiary Care Facility that will provide world-class healthcare as an unparalleled extension of Shifa International Hospitals' model of unique modern healthcare. The facility has been designed to provide quality medical, surgical & allied clinical services with the best international practicing standards for the Faisalabad region within 32 months. SNHF's joint venture partners, bankers, SIHL consultants, shareholders & members of top management also graced the ceremony & Dua.



# CME Sessions, Webinars & Workshops

by Shifa Center of Professional Excellence (SCOPE) in collaboration with Shifa International Hospital

## 01- Guest Lecture – Robotic Surgery (Challenges in Developing Countries)

A guest lecture (hybrid format) titled "Robotic Surgery - Challenges in Developing Countries" was held by the Shifa Center of Professional Excellence (SCOPE) in collaboration with the Department of Surgery, SIH. Dr. Arif Malik, Consultant General Surgeon, SIH, gave an overview of the "rise of robots," followed by Dr. Amir Ali Khan, Surgical Oncologist & General Surgeon, Franciscan Physicians Network, Munster/ Dyer, IN, USA, who elaborated the "current state of robotic surgery & its challenges in the developing world." Dr. Khan shared his experience using Robotic Surgery, which allows surgeons to conduct a wide range of complicated surgeries with greater precision, flexibility, and control.



## 02- Update On Gynecological Malignancies

SIH collaboration with SCOPE organized a guest lecture (webinar) on update on gynecological malignancies. The guest lecture was delivered by Dr. Mian M. Khuram Shahzad, (Associate Member & Medical Director, Department of Gynecologic Oncology, H. Lee Moffit Cancer Center Tampa, FL USA). He shared the importance of methodologies used in medical treatment as per the criteria applied globally.



## 03- Nephrology and Dialysis – Workshop

A one-day workshop on Nephrology & Dialysis was organized by SCOPE in collaboration with the Department of Nephrology, SIH. Workshop was started with the welcome note by Dr. Syed Nayer Mahmud (Chief of Medicine & Allied, SIH) followed by a detailed lecture on the basics of Nephrology, Dialysis with Anemia, CKD, MBD, Access Management & Protocols, Kidney Stone Disease, etc. Dr. Syed Farhat Abbas (HOD, Nephrology, SIH) appreciated the efforts of Nephrology team in conducting this informative workshop.

## 04- Ambulatory Care Infections

SCOPE in collaboration with the Department of Pharmacy, SIH has organized a lecture on Ambulatory Care Infections. Lecture was delivered by Ms. Sundas Maria, (Clinical & Infectious Diseases, Pharmacist, SIH)



## 05- Randomized Control Trial

SCOPE conducted the guest webinar lecture on "Randomized Control Trial" by Lennart Gießing (Researcher, Konstanz University, Germany). Mr. Gießing, comprehended the importance of RCTs in research in medicine & International development & correlated the ICCT multi-site study in research.

## 06- Project Communication Management

SCOPE organized a webinar titled "Project Communication Management" by Ms. Tania Noreen (CME Officer – SIHL & Program Officer – SCOPE). Ms. Noreen discussed the project communication process followed by the essential elements of the project communication plan.



## SCAN THE CODE & WATCH THE INFORMATIVE VIDEOS



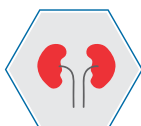
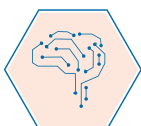
Advanced Technology that cures deafness, Cochlear Implant



Men's Health Problems discussed by Andrologists



Symptoms & Treatment of Prostate Cancer in Men



## EMPLOYEE TRAINING & DEVELOPMENT BY HUMAN RESOURCE DEPARTMENT

Soft skills are the people skills, personality skills, and communication abilities of the workforce needed for the long-term success of any organization. The training team conducted the following trainings:

**Conflict Management:** Topics covered included understanding conflict and resolving it by accepting it, how to stay calm in conflict, listening actively, and working together. The focus was to practice empathy and showing a positive attitude with patience to come out constructively from a conflict.

**Customer Service Skills:** Employees received training on the importance of customer service skills since it allows the company to achieve higher customer retention resulting in increased sales. Persuasive presentation skills, empathy, adaptability, active listening, decision-making, and open-mindedness are the primary elements of quality customer services that boost employee motivation and productivity.

**Stress Management:** In this session, workplace symptoms of stress were discussed to identify stressors and how stress can manifest in physical and mental form. Once stressors were identified, strategies to cope with stress were discussed including ABC strategy and bringing positive change to one's lifestyle and thinking.

**Communication Skills:** Discussions regarding effective communication were done where employees were trained about active listening, responsive behavior, body language, respect, two way communication and importance of good communication in work environment.

**Supervisory Skills:** Employees were trained on how to create a balance between team and management to accomplish high efficiency and effectiveness. Supervisory skills is a combination of people skills, technical skills, and self-management. The session included discussions on various situations they often faced and strategy execution using effective supervisory skills.



## SHIFA'S LEADERSHIP DEVELOPMENT PROGRAM (LEADS) 2022

LEADS is Shifa's Leadership Development Program- (Leading-self, Engage others, Achieve results, Developing coalitions and System transformation) to transform selected employees into leaders of tomorrow. These employees were selected based on their experience and identified an essential set of competencies. The opening ceremony was held in Ramada Hote. Mr. Taimoor Shah (Chief Operating Officer) and Mr. Malik Muhammad Uzair (Administrator HR & D) inaugurated the event by boosting the confidence and motivation of the participants.



## BEST WISHES TO MS. KALSOOM RAMZAN

Farwell of Ms. Kalsoom Ramzan - Associate Chief Nursing the Officer was held on 13 January 2022. Chief Operating Officer Mr. Taimoor Shah presented the shield to Ms. Kalsoom for her appreciable performance during her 21 years of service.



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*We would love to hear from you*

*If you have any questions, comments or any suggestions as to what can be included in this newsletter, please write to us at: [media@shifa.com.pk](mailto:media@shifa.com.pk) or call at 051 8463804/ 4532*