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Located in the heart of Southern Punjab, Mukhtar A. Sheikh Hospital (MASH) is a multidisciplinary tertiary care hospital, that aims to provide exceptional healthcare services through its state of the art facility. MASH’s goal is to provide unparalleled services by employing cutting edge technology in its operations. Mukhtar A. Sheikh Hospital strives to embrace best international healthcare practices by aligning with most notable medical professionals both nationally and internationally.

With compassion and commitment at its heart, Mukhtar A. Sheikh Hospital has opened its doors to serve individuals from all walks of life. Mukhtar A. Sheikh Hospital strives to become a pioneer in the healthcare industry, with a special focus on infection prevention & control and a paperless environment. Complying with the International Standards of quality, MASH aims to bring value-based and patient-centered healthcare to the Southern Punjab.
Mukhtar A. Sheikh is driven by the need to serve its community with exceptional medical care with compassion, commitment and innovation. Our aim is to become the fastest growing provider of specialized and general medical services for all.

To become the national model in healthcare services by achieving excellence through compliance with international standards.

1. Access: We strive to provide all medical services under one roof to individuals from all walks of life, irrespective of their background.
2. Compassion: We place patients and their well-being at the center of all that we do. Treating every individual with respect, dignity and compassion.
3. Commitment: We are committed to uphold the highest standards of professionalism and integrity.
4. Innovation: To provide best possible care to the patients, we will continuously innovate and adopt latest techniques and skills.
Pakistan Centre for Philanthropy initiated the first of its kind certification in South Asia, which endorses transparency, good governance and accountability in the nonprofit sector of Pakistan. PCP involves the evaluation of nonprofit organization on standardized parameters of internal governance, financial management and program delivery.
Board Members

Mukhtar A. Sheikh Hospital is established as a welfare hospital and is registered with Federal Board of Revenue as Non-Profit Organization under section 2(36) of Income Tax Ordinance, 2001.

Board of Members comprises of the following:

Mr. Faisal Ahmed Mukhtar - Chairman
(Director Pakarab Fertilizers Limited)

Mr. Rehman Naseem - Member
(Director Pakarab Fertilizers Limited)

Mr. Mukhtar Ahmed Khan - Member
(Fatima Group - Multan)

Mr. Zaheer Babar - Member
(Pakarab Fertilizers Limited - Multan)

Mr. Amir Shahnshah Athar - Member
(Pakarab Fertilizers Limited - Multan)

Mr. Faisal Ahmed Mukhtar - Chairman
(Director Pakarab Fertilizers Limited)

Joint Secretary Admin & HRD-Member

Mr. Rehman Naseem - Member
(Director Pakarab Fertilizers Limited)

Mr. Muhammad Qasim Samad Khan - Member
(Secretary WWF - ISB)

Mr. Mukhtar Ahmed Khan - Member
(Fatima Group - Multan)

Financial Advisor - Ministry of Finance-Member

Mr. Zaheer Babar - Member
(Pakarab Fertilizers Limited - Multan)

Mr. Qamoos Gul Khatak - Member
(Workers Representative)

Mr. Amir Shahnshah Athar - Member
(Pakarab Fertilizers Limited - Multan)

Mr. Maqbool Khan - Member
(Employers Representative)
The foundations of Mukhtar A. Sheikh hospital were based on a dream by the late Mian Mukhtar Ahmed Sheikh to establish a state of the art medical facility for the people of Southern Punjab regardless of their economic conditions. He envisioned a prosperous Southern Punjab by making quality healthcare and education available to all in turn empowering people so they can realize their true potential. Building on his dream, Mukhtar A. Sheikh hospital has been designed as a purpose built 500-bedded facility with state of the art medical technology and futuristic diagnostic centers. Compliance with top of the line HIMS system and HTM standards enables Mukhtar A. Sheikh Hospital to achieve unparalleled efficiency in healthcare industry.

We foresee Mukhtar A. Sheikh as a teaching hospital by inducting a medical college, research facility as well as paramedical training institute. The year 2019 has been all about establishing the core of the organization by building the right team that is able to bring the change envisioned. The whole organizational structure was reorganized to create an environment of empowerment and transparency that allows the employees to reach their full potential and increase their efficiency. Highly talented and experienced individuals from all over Pakistan and abroad have been made part of MASH, whose goals and interests are aligned with the organization’s mission of bringing innovation in the healthcare sector of the region.

Our foremost priority is our stakeholders—patients, employees, supporters and members, and we strive to remain committed in bringing change and a better tomorrow for them. At Mukhtar A. Sheikh Hospital, we believe that by enhancing employee experience we can enhance the patient experience and deliver what we promise.

Our aim is to take MASH towards excellence in Pakistan, a country of great potential. We will strive to make MASH a flagship medical facility in Southern Punjab— with the comfort and care beyond expectations within the region. The MASH family strives for excellence and takes pride in the growth and development of the facility. Thank you for allowing us to be a part of your lives and trusting us with your most precious possession— your valuable time.
It has become our greatest priority and mission to bridge the gap that is present in the quality of healthcare available for the privilege and under-privileged class of our society. We are determined to bring innovation and change in the healthcare sector through modern and novel solutions. To accomplish this and strive for excellence, we work as a team, which is compiled from diverse backgrounds of Pakistan and abroad to bring various expertise in the field of healthcare aboard.

I am very proud of the fact that MASH has established a culture that is driven and sustained by well qualified and ethical people, enabling us to stand amongst the big institutes in the market. We as a team are committed to bring change through our shared values of integrity, hard work, transparency and passion. The way forward for bringing change in the healthcare sector is by focusing on employee experience to enhance the patient experience.

We value equality and fairness in the treatment of all individuals regardless of their backgrounds. At MASH, “YOU”, the people matter, not your social standing or backgrounds. By already establishing our presence with bold initiatives and progressive reforms, we will continue to alter the status quo to make healthcare of international standards accessible to all.

This report comprises of financial statements and hospital’s achievements for the period 2019. This year has been marked as the year of great achievements and accomplishments that will carve the way for growth and prosperity in the years ahead. We mark 2020 as the year of “Mind & Brain Service Line”, where we will focus on various clinical and administrative activities such as seminars, lectures and events to create awareness among our community.

My heartfelt gratitude goes out to all stakeholders involved in making Mukhtar A. Sheikh Hospital a success and for their continued support and effort to become the agents of change in the healthcare sector of the region. I believe that with same level of passion and commitment we can achieve great milestones and emerge as the leading player in the industry.
Governance Committee

Quality Improvement And Patient Safety Structure and Information Flow

Level I
- Management & Clinical Governance Committee

Level II
- Institutional Quality Council

Level III
- Medical Executive Committee (MEC)
- Operational Committees
- Service Lines
  - Quality Improvement and Patient Safety (QPS)

Level IV
- Blood transfusion Committee
- Credentialing and Privileging Committee
- Hospital Ethics committee
- Infection Control Committee
- Medical Records Committee
- Pharmacy & Therapeutic Committee
- Antibiotics Stewardship Committee
- Senior Leadership Team
- Environment of Care Committee
- HR Committee
- HIMS Committee
- GI Surgery
- Internal Medicine
- Women's Health
- 24/7 Emergency Medicine and acute care
- Teeth and Skin
- Musculoskeletal and Sports Medicine
- Children's Hospital
- Kidney and Bladder
- Mind and Brain
- Family Health
- Eye and ENT
Senior Leadership Team

Dr. Aneela Darbar  
Medical Director, Head of Neuroscience Service & Sr. Consultant

Mr. Ali Abbas  
Head of Patient Experience & Hospitality

Mr. Altamash Pervaiz  
Head of Marketing & Resource Development

Mr. Jehanzeb Khan  
HRBP

Dr. Nouman Farid  
Head of Professional Services

Ms. Parveen Amirali  
Head of Performance Improvement

Mr. Umar Farooq  
Chief Financial Officer
Consultants

Dr. Aneela Darbar
Medical Director /HOD/Sr. Consultant
Fellowship in Skull Base & Vascular Surgery (USA)
Fellowship in Minimally Invasive Cranial Surgery (Australia)
Diplomat American Board of Neurosurgery
MBBS, FAANS, FACS

Dr. Abdur Rauf Mazhar
HOD/Sr. Consultant
American Board of Internal Medicine
American Board of Nephrology
MBBS

Dr. Ehtesham Khalid
HOD/Sr. Consultant
Diplomat American Board of Neurology
FCPS, MRCP(UK)
MBBS

Dr. M. Samee Akhtar
Sr. Consultant
FRCOG (UK)
DDFP (UK)
MRCOG (UK)
MBBS

Dr. Nauman Jhandir
Sr. Consultant
Diplomat American Board

Dr. Bilal Java
HOD/Sr. Consultant
MRCPCH
MBBS

Dr. Farrukh Rizvi
Consultant
Fellowship Surgical Oncology
FCPS
MBBS

Dr. Bilal Afzal
Diabetologist
M.Sc in Diabetes
PG Diploma in Diabetes
MBBS

Dr. Faeq Bhatti
Consultant
FCPS
MBBS

Dr. Maqbool Ahmed
Consultant
FCPS
MBBS

Dr. Naeem Muhammad Mansha
Consultant
RCPCCH
MRCPCH (London)
FCPS
MBBS

Dr. Syed Farrukh Murad Gillani
Consultant
Fellow of Hip & Knee Surgery
FRCS (Tr&Orth)
MRCS
PLAB
MBBS

Dr. Usman Saleem
Sr. Associate Consultant
FRCS (Tr&Orth)
FEBOT
MRCS
MCPS
MBBS

Dr. Abdur Rauf Mazhar
HOD/Sr. Consultant
American Board of Internal Medicine
American Board of Nephrology
MBBS
Consultants

Dr. Farah Nawaz
Associate Consultant
FCPS
MBBS

Dr. Jamal Hafeez
Associate Consultant
FCPS
MBBS

Dr. Maryam Nasreen
Associate Consultant
FCPS (Diagnostic Radiology)
MBBS

Dr. Najiya Barkat
Associate Consultant
FCPS (Histopathology)
MBBS

Dr. Rabiaa Mahmood Ali
Associate Consultant
FCPS (Diagnostic Radiology)
MBBS

Dr. Tehreem Rasheed
Associate Consultant
FCPS
MBBS

Dr. Rehana Yasmin
Consultant
FCPS
MBBS

Dr. Muhammad Ashfaq
Consultant
Fellowship in Hepatology & Liver Transplant
MRCP (UK)
MBBS
Clinical Activity

- No. of New Registrations: 4,732
- Pathology Tests Performed: 6,273
- Clinical Imaging Tests Performed: 927
- Beds Operational: 52
- Pharmacy: 10,692
- Surgical Procedures: 28
- Admissions: 58
- OPD Visits: 5,120
- Emergency Admissions: 295
We Hear & We Care

Serving individuals from all walks of life and providing them a ray of hope during their time of despair, is the main goal of Mukhtar A. Sheikh Hospital. We are determined to bring social change in the region by making healthcare of international standards accessible to all and enhancing their life quality.

Parveen Akhtar – 28 Years Old

My name is Parveen. I am from Vehari Chak no 22/WB and I belong to a very poor family who had never seen this type of hospital from inside. My husband is a laborer and runs the kitchen with his hard earned money, he is the sole bread winner of the family.

Previously I was working as a housemaid to support my family’s basic expenses but was unable to carry on due to the complications in my pregnancy. As I already have one son and a mother-in-law who is dependent on us, so leaving the source of my income created great troubles for us.

My son was one-year-old when due to lack of awareness regarding contraceptives I got pregnant again and my husband told me to carry this pregnancy forward despite our extreme poverty. The condition of our poverty can be foreseen from the fact that we haven’t paid our utility bills since last two months.

I came here back in May 2019 for free medical camp, when I found out that I was carrying twins. This news was a source of immense happiness for us but at the same time I was worried as well as doctor told me that I have some complications and I would have to go for C-Section to guarantee safety of myself and my twins. I was worried that how I would be able to bear the expenses of my treatment here. Initially my husband took me to the other hospitals on the perception that this hospital isn’t suitable for poor, but nobody agreed to take responsibility of me and my babies due to the complications in my case.

When I visited Mukhtar A. Sheikh Hospital again, the doctors here were so kind and professional to me that I agreed to not go somewhere else for my treatment. The representatives of the Social Welfare Department told me that hospital prioritizes patient’s health above all and won’t put our lives at risk, so they will try to provide me discount under welfare category. I submitted all the required documents and started to prepare for my operation.

My joy had no boundaries when I came to know that Social Welfare Committee of the hospital has approved welfare for me. My procedure was quite complicated, I lost a lot of blood and newborns had also difficulty in breathing, but the highly qualified and experienced doctors put all their efforts and miraculously saved the life of all of us.

My newborns are two months old now, healthy and happy. I will never forget what Mukhtar A. Sheikh Hospital did for my family. I hope and pray that the hospital prospers and supports many more people like me, who cannot afford lifesaving treatments and medications for their family and themselves.
Since then I have been dependent on my father who receives Rs. 6,500/- as pension from EOBI every month. My two brothers hold private jobs, but they can’t support me as they have their own families and a very limited income.

Due to my immobility, I developed bedsores on my back with no treatment available in sight. I consulted a number of doctors for my problem but everyone turned me away as according to them there was no treatment available for these sores. With no hope of treatment, I became despondent and felt helpless.

I came to Mukhtar A. Sheikh Hospital back in September 2019 for free medical camp where I consulted hospital’s general surgeon, who informed me that this hospital has all the facilities available which are needed for my treatment and all I needed to do was to get admitted here for a month at least and have major grafting on daily basis. I was worried that how would I bear the expenses of my treatment here, but the staff was so kind and cooperative to me that I readily agreed to doctor’s advice.

I was referred to the social welfare department of the hospital for discount. After my financial assessment, the representatives of the social welfare department informed me that they will try to provide me maximum discount under welfare for my treatment. With a newfound hope for a better life for the first time in a long while, I started to wait anxiously for the response from the hospital.

One day I received a call from the hospital and was told that the Social Welfare Committee of the hospital has approved discount for my treatment and I can come & get admitted here. I was beyond than happy and hopeful for a better tomorrow. With a newfound hope, I got admitted here after fulfilling the formalities of the admission and doctors started my treatment on daily basis and my wounds started to heal.

It has been 6 months now and I am healthy and happy. I will never forget what Mukhtar A. Sheikh Hospital did for me and my family.
M. Awais – 16 Years Old

My name is Muhammad Awais and I belong from the outskirts of Multan City i.e. Muhammad Pur Ghota. I am from a very poor family who could not afford treatment of my disease.

My father died two years ago and my mother is a maid in a private school, she is the sole breadwinner of our home and fulfils our basic expenses through her hard earned money.

Being the eldest among my siblings, I had to step out of home to share the burden of my mother. But initially I couldn’t find any job due to being underage. After a tedious period of hardships and struggles, I joined a local furniture shop as a trainee with the hope that one day I’ll be able to support my family on my own.

Since birth I had the problem of deviated septum, due to which I faced difficulty in breathing. Over the time I visited a number of government hospitals and private charity hospitals for my treatment where everyone advised me to undergo Septoplasty surgery. Due to our financial condition, I couldn’t manage to undergo this surgery and my condition was also creating problems for me professionally as I was unable to deliver my 100% in my job.

Someone informed me about the free medical camp at Mukhtar A. Sheikh Hospital, so I visited the hospital where the consultant gave me the same advice of getting Septoplasty surgery and referred me to the social welfare department of the hospital. To be eligible for the welfare I was required to submit relevant documents which I did in time and started to wait for the response from the hospital anxiously.

The waiting period was very hard on us as we had very little resources with us and I was further worried that if we would be able to afford treatment here or like in other hospitals turned away without treatment.

My joy had no bounds when I came to know that the Social Welfare Committee of the hospital has approved my treatment under Social Welfare. All the formalities of my admission were completed and I was given a date for the surgery. Surgery was performed on the appointed date and complete bed rest was advised for next few days. It has been a month now and I’m healthy, happy and grateful to Mukhtar A. Sheikh Hospital who translated our dream of quality healthcare into reality.
Free Medical Camp

Free medical camps are organized by Mukhtar A. Sheikh Hospital every week, to make medical care accessible to all individuals regardless of their economic background. The free medical camps started serving people from 8th March, 2019 and till today thousands of people have been provided with proper medical care that they can’t afford otherwise.

Foreign and local experienced doctors and nurses provide their services free of charge, providing free consultancy to all the individuals and providing welfare diagnostic services as well. At every free medical camp, approximately 150 people are treated without any discrimination based on their caste, creed, gender or religion.

<table>
<thead>
<tr>
<th>Category</th>
<th>Total Patients</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completely Free/Camp Patients</td>
<td>4,513</td>
<td>54%</td>
</tr>
<tr>
<td>Partially Free</td>
<td>3,910</td>
<td>46%</td>
</tr>
<tr>
<td><strong>Total Patients</strong></td>
<td><strong>8,423</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Patients' Data Dec-18 to Jun-19

![Patients' Data](chart.png)
Mukhtar A. Sheikh Hospital aims to provide quality healthcare to all patients without any discrimination. To provide subsidized treatment for deserving patients, hospital has established a social welfare section, which strives to provide quality healthcare through Welfare, Zakat and WWF (Social Security). After complete assessment and verification of the patients, welfare is offered to the deserving patients on the basis of their need and affordability.

### Social Welfare Department

<table>
<thead>
<tr>
<th>Department Name</th>
<th>Free patients</th>
<th>%</th>
<th>Partially Free patients</th>
<th>%</th>
<th>Total Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pathology</td>
<td>484</td>
<td>23%</td>
<td>1,331</td>
<td>64%</td>
<td>2,064</td>
</tr>
<tr>
<td>OPD</td>
<td>2,901</td>
<td>55%</td>
<td>535</td>
<td>10%</td>
<td>5,294</td>
</tr>
<tr>
<td>Radiology</td>
<td>296</td>
<td>22%</td>
<td>884</td>
<td>67%</td>
<td>1,316</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>-</td>
<td>0%</td>
<td>678</td>
<td>54%</td>
<td>1,257</td>
</tr>
<tr>
<td>IPD</td>
<td>-</td>
<td>0%</td>
<td>36</td>
<td>78%</td>
<td>46</td>
</tr>
<tr>
<td>Emergency</td>
<td>-</td>
<td>0%</td>
<td>151</td>
<td>74%</td>
<td>205</td>
</tr>
<tr>
<td>Physiotherapy</td>
<td>115</td>
<td>25%</td>
<td>47</td>
<td>10%</td>
<td>459</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3,796</strong></td>
<td><strong>36%</strong></td>
<td><strong>3,662</strong></td>
<td><strong>34%</strong></td>
<td><strong>10,641</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Department Name</th>
<th>Welfare</th>
<th>Zakat</th>
<th>WWF (Social Security)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welfare</td>
<td>856</td>
<td>1,697</td>
<td>8,466</td>
</tr>
</tbody>
</table>
In healthcare sector every second matters, as the delay of information can be quite destructive. The data regarding patients or any other associated aspect needs to be easily and quickly accessible, without any disruptions for effective decision making.

The manual record keeping system is outdated and replete with various problems, as it causes time wastage, ineffective use of statistical data, duplication of records, delay in decision making, increases work load, human errors and results in lack of confidentiality. To tackle these challenges and to speed up the processing, storing and retrieval of information to enhance patient experience, Mukhtar A. Sheikh Hospital has created a paperless environment through the implementation of Hospital Information Management System (HIMS).

Hospital Information Management System (HIMS), aims to provide an integrated information system to manage hospital's systems and operations more effectively and efficiently. MASH's HIMS aids in management and automation of patient's medical records and patient related documentations. For patient's facilitation and ease, we have also established a Patient Portal, through which patients can access their reports at home, at any time, without coming to the hospital.

This centralized data center assists better recording and storage of data, along with being a step towards creating a paperless environment. It allows for availability of patient’s charts and their associated records at the fingertips of the doctors, which enhances the coordination between the doctor and the patient. HIMS enhances productivity, reduces human error, provides quick access of the previous records and increases information security.

**HIMS Modules**
Family medicine is a field of primary care medicine where family physicians are skilled in treating people of all ages from young babies and children to adults and elderly. At Mukhtar A. Sheikh Hospital, family physicians deal with a number of health issues such as hypertension, hyperlipidemia, fibromyalgia, chronic pain, gout, headaches, anemias, diabetes, skin conditions, infectious diseases, respiratory infections and many more. We also provide screening and management plan for communicable diseases like Hepatitis A, B, C and E.

We focus on health promotion and disease prevention through health screening procedures, pediatrics and adult immunizations, pre-marital screening, smoker’s health screening, pre-employment and annual checks, stress and pain management.

**Trauma & Orthopedic Service**

We employ progressive and comprehensive approach towards orthopedic care, as we combine compassion with innovation. Our Trauma & Orthopedic department has been equipped and developed in line with international standards. There are two dedicated orthopedic wards, one for elective patients and other for trauma patients to reduce the risk of cross infection.

We aim to provide quality trauma and orthopedic services keeping in mind the requirements of the local population. We are providing a broad spectrum of trauma and orthopedic services at this stage:

- Treatment of all types of children and adults’ fractures and dislocations
- Arthroscopic surgery of knee, ankle and shoulder joints
- Joint replacement surgery including hip, knee and shoulder joints
- Sports injuries and soft tissue reconstruction of knee and shoulder joints
- Joint and spine injections for pain relief
- Foot and ankle pain management and deformity correction surgery
- Treatment of painful conditions of shoulder, elbow, wrist and hand
- Pediatric orthopedic services

**Children’s Services**

Our goal at Mukhtar A. Sheikh Hospital is to put the health of every child first while making their stay as comfortable as possible. To achieve this, MASH’s pediatrics department has been fully incorporated with latest and innovative equipment such as incubators, ventilators and other respiratory support machines. In order to fully facilitate our patients, 24/7 consultant led services are available, along with the facility of lung function testing lab, regular growth and development checkups, full management of extremely premature neonates and the facility of full vaccination program since birth.

Further to better cater to the needs of the children, a separate children’s ward, pediatric emergency, NICU and a nursery has also been established. We also offer the facility of newborn hearing screening tests, newborn assessment, neonate well baby follow-up, and dietary advice for children. Mukhtar A. Sheikh is also providing the facility of pediatric hematology, thalassemia & hemophilia clinics, pediatric oncology & palliative care clinic, allergy clinic and spirometry & asthma clinic.
Women’s Health Service Line

At Mukhtar A. Sheikh we understand the need of sound gynecological services. We aim to serve the region by ensuring that no woman loses her life due to lack of services to support women’s healthcare needs. We cover all ranges of services under Obs. & Gynecology.

We are providing state of the art care for women of all ages, through excellent labor rooms, dedicated operation theatre, state of the art baby care facilities and 24/7 emergency services. Our Women Health Service Line is providing the following main services:

- Pre-Pregnancy Counselling
- Care During Pregnancy
- Pain Free Delivery
- Well Women Clinic
- Women Weight Management & Nutritional Counselling
- Cancer Screening
- Post-menopausal Care
- Infertility Clinic
- Minimal Invasive Surgery

Kidney & Bladder

Kidney & Bladder Service Line provides comprehensive and multidisciplinary care to patients with acute and chronic kidney diseases. The department has a special focus on prevention of early stages of chronic kidney diseases progressing towards advanced stages of chronic kidney diseases. The objective of this approach is to avoid or delay the need for dialysis or kidney transplant for as long as possible through risk factor modification such as strict control of diabetes, high blood pressure and abnormal cholesterol levels in addition to dietary counselling by nutritionists.

The dialysis unit at Mukhtar A. Sheikh Hospital offers a clean, comfortable and high quality setup, with special attention to infection control. There are separate sections (with separate staff and separate equipment) of dialysis unit based on PCR status of dialysis patients with Hepatitis C infection. All patients who need vaccination for Hepatitis B are offered Hepatitis B vaccination at the time of initiation of dialysis.

Mind & Brain

Mind & Brain Service Line of Mukhtar A. Sheikh hospital caters to all aspects of neurosurgery, neurology and psychiatry. We treat a range of neurological disorders, including headaches, seizures/epilepsies, stroke, muscle disorders, neuromuscular junction problems, pediatric neurological disorders and movement disorders.

Our institute of psychiatry is catering patients of all age groups by providing evidence based and patient centric care, to promote mental wellbeing and rehabilitation of patients suffering from mental disorders.

The neurosurgery department of Mukhtar A. Sheikh Hospital strives to provide a range of surgical services through the availability of latest and innovative equipment, that are not available anywhere in the Southern Punjab:

- Minimally invasive brain tumor resection
- Endoscopic pituitary surgery
- Endoscopic & open skull base surgery
- Spinal pain management including epidural & facet blocks
- All kinds of spinal procedures including spinal cord tumor resection with intraoperative monitoring
- Minimally invasive spine surgery
- Spinal instrumentation for degenerative and traumatic spine
- Kyphoplasty
- Pediatric brain tumor resection
- Pediatric myelomeningocele repair
- Pediatric and adult hydrocephalus (ventricular peritoneal shunt)
- Indirect by pass for Moya disease
- Peripheral nerve surgery including carpal tunnel release and Ulnar nerve decompression

**Emergency**

Mukhtar A. Sheikh Hospital has established a state of the art Emergency Department, where acute medical and surgical cases are treated by highly trained consultants and nurses. To ensure all our patients are provided the best care and treated with empathy, efficiency and expertise, we have established:

- Designated Resuscitation Area with fully trained team on board.
- Acute Medicine Unit Area to evaluate the seriousness of the disease and provide the treatment accordingly.
- Observation Area where non-serious cases are managed.
- 24/7 General OPD for Adults.
- Minor Procedure Room.

**ENT**

We at Mukhtar A. Sheikh Hospital offers treatment and surgery for patients of all ages suffering from diseases and disorders of the ears, nose and throat. We have established state of the art ENT Clinic, which is equipped with world class diagnostic equipment, covering endoscopic examination for the diagnosis of nose, throat and ear problems, microscopic evaluation of ear diseases, hearing tests, hearing screening for newborns and diagnostic and therapeutic services for speech problems.

With the availability of the operating rooms which are fully equipped with advanced surgical instruments, we are performing all minor and major surgeries of nose (endoscopic sinus surgery, FESS), ear (ear exploration, stapedotomy, tympanoplasty), throat, salivary glands, neck and cochlear implant for mute and deaf babies.

**General Surgery**

With best surgical expertise by our side, Mukhtar A. Sheikh focuses on creating a comfortable and positive experience for our patients. General surgery is a discipline that requires knowledge of and responsibility for the preoperative, operative, and postoperative management of patients with a broad spectrum of diseases, including those which may require non-operative, elective, or emergency surgical treatment.

Our general surgeons are highly competent in diagnosis as well as treatment and management of:

- Alimentary tract
- Abdomen and its contents
- Breast, skin and soft tissue
- Head and neck, including trauma, vascular, endocrine, congenital and oncologic disorders
- Vascular system, excluding the intracranial vessels and heart
- Endocrine system, including thyroid, parathyroid, adrenal and endocrine pancreas
- Surgical oncology
- Comprehensive management of trauma, including musculoskeletal, hand and head injuries
• Complete care of critically ill patients with underlying surgical conditions, in the emergency room, intensive care unit and trauma/burn units
• Holistic treatment of morbid obesity and metabolic disease

Our specialists have vast experience in Advanced Minimally Invasive Surgery for complex surgical problems and we have established a comprehensive care for trauma and complex diseases.

Skin

We aspire to become the center for comprehensive dermatological services in the country through our team of experts and futuristic approach to skin diseases. Mukhtar A. Sheikh Hospital’s Skin Service Line provides comprehensive outpatient, inpatient, diagnostics and therapeutics services with particular expertise in chronic disease management including immunobullous disorders, autoimmune diseases, infections, sexually transmitted diseases, HIV, leishmaniosis, skin allergies, drug reactions, psoriasis, eczemas, acne and melasma.

Support Service Lines

Laboratory Services

Accurate and apt diagnosis are at the heart of healthcare industry. To provide premium quality diagnostic services and to become the best in the field of medicine, Mukhtar A. Sheikh Hospital has developed unparalleled laboratory. MASH’s lab services comprise of phlebotomy and fully equipped modern and technologically advanced laboratory, that is handled by a highly qualified team. All the testing in various lab sessions are done on automated machines, which are fully integrated with HIMS. The main services being provided are clinical and special chemistry, hematology, histopathology, microbiology and various components separation which is done in in-house blood bank.

Clinical Imaging

Mukhtar A. Sheikh Hospital’s Radiology department is equipped with the latest and state of the art equipment, that aims to provide all major services under one roof. Highly qualified and competent team has been hired to make patient’s experience as comfortable as possible, along with HIMS integration that increases the efficiency of the hospital procedures. We provide 24/7 services along with facility of timely reporting.

Currently following latest equipment are operational at the hospital:

• CT SCAN 160 Slice
• MRI 1.5 Tesla
• ULTRASOUND with Color Doppler & Liver Shearwave capability
• Digital X Ray

Operating Rooms

Operating rooms, where the most sensitive procedures takes place, should be kept fully integrated with latest equipment and designs with emphasis on sterilization to provide specialized care to the patients.

Operating rooms at Mukhtar A. Sheikh Hospital are purposely designed and equipped with latest equipment to enhance the quality level of services being provided. Our modular operating rooms are equipped with digital environmental controls, laminar air flow ceiling, PU flooring, glass and antibacterial stainless steel walls, HIMS integrated LCD viewer, auto sliding SS doors and electric OT tables.
Operating rooms are further HIMS integrated which ensures effective management of operations and activities. LED Lights set are installed in every OR to provide adequate visibility and flexibility in adjustment according to the surgeon’s needs. Each OR is also equipped with state of the art Anesthesia Workstation that is specifically designed to enhance patient safety and well-being.

Central Sterile Supply Department

Mukhtar A. Sheikh Hospital is committed to become the epitome of excellence in terms of healthcare quality, by meeting the international protocols of sterilization in its Central Sterile Supply Department (CSSD) and promotes patient safety through free HCV, HIV & HBV surgical supplies. CSSD is divided into three major zones to accomplish the functions of decontamination, steam and plasma sterilization and sterile storage.

Being the state of the art facility, MASH has incorporate latest equipment in its CSSD zones to make sterilization function more effective, such as automatic washer disinfectors, ultra-sonic cleaners, plasma sterilizer, heavy duty steam sterilizers and table-top autoclaves, along with the practice of controlled monitoring through different indicators.

Pharmacy Services

Mukhtar A. Sheikh Hospital’s Department of Pharmacy is committed to provide high quality, ethical and accessible pharmacy services based on international protocols. MASH has a fully centralized pharmacy, along with two satellite pharmacies for ER and OPD. Pharmacy is operated by a highly qualified team who is committed to spread the culture of medication safety at regional level.

HIMS with integrated Oracle based inventory management system (EBS) is being utilized for effective supply monitoring, so that our patients are provided with every medication that they require under our roof easily. Patient-centered pharmacist model is being followed to show our commitment in providing quality care for our patients by making them our top priority. Drug information is provided to healthcare professionals all over the hospital regularly and medication reconciliation process is practiced.

Physiotherapy Services

Mukhtar A. Sheikh Hospital understands the importance of physical therapy, as it can help patients to improve strength, flexibility and functional movement such as mobility, walking and balance. This is why we have employed the most qualified therapists who specializes in the evaluation and treatment of our patients towards recovery. Mechanical force & movements, manual therapy, exercise therapy and electrotherapy is used to remediate impairments and promotes mobility and function. Our physiotherapists deal with musculoskeletal problems, neurological disorders, neuromuscular problems, pediatrics and gynecological physiotherapy and pre-post-surgical rehab. Pediatrics and adult separate state of the art physiotherapy departments have been established, that are fully equipped with latest equipment and facilities.

Nutrition & Food Services

Mukhtar A. Sheikh Hospital plays a vital role in the prevention of chronic diseases and in overall well-being of patients by providing healthy and nutritious food options and a clean environment through its Food & Nutrition Service Line. The department is dedicated to meet the nutritional requirements of the patients, their attendants, hospital’s employees and medical staff.

MASH advocates consumption of healthy diets to protect individuals against chronic disease risks, such as obesity, diabetes and hypertension. This goal is accomplished through the availability of hygienic food at MASH’s cafeteria and the services of dieticians, which individuals can avail to get better understanding of their nutritious needs, as they provide nutritional screenings, assessments and education based on the established patient care plan.
Awareness Activities

International Epilepsy Day

One of the most prevailing neurological condition in our society is “Epilepsy”, which greatly effects an individual’s quality of life. Due to various stigmas and stereotypes associated with epilepsy in our culture, proper treatment and care is not imparted to the epileptic person, thus creating a strong need to spread awareness about epilepsy among the general public and to train the healthcare professionals on epilepsy’s prevention and its proper treatment.

For this purpose, Mukhtar A. Sheikh Hospital organized a campaign on epilepsy management, where presentations on epilepsy were conducted by our doctors, who diligently classified the definition of epilepsy, its types and the proper first aid procedure to be administered by the doctors. Presentations were followed by video examples and detailed patient cases for better understanding.

World Hand Hygiene Day

World Health Organization (WHO) promotes hand hygiene by celebrating World Hand Hygiene Day on 5th May, worldwide every year. Effective hand hygiene is at the very core of infection prevention and healthy life. It is one of the easiest and most affordable approach to fight antibiotic resistance and to keep a person out of hospital.

To create awareness on the importance of hand hygiene and to demonstrate how everyone can combat infections on a daily basis by themselves, “Hand Hygiene Day” was celebrated by MASH on 4th May, 2019. The event comprised of series of educational presentations followed by recreational activities for children, which was attended by hospital doctors, nurses, staff members and the students of PFL school.
International Infection Prevention Week

Mukhtar A. Sheikh Hospital celebrated International Infection Prevention Week, Global Handwashing Day and International Central Service Week to highlight the importance of infection control and prevention. With an emphasis on patient safety and quality care, several activities were conducted from 13-19th October, including Hand Hygiene campaign to reinforce the spirit of safety.

World Diabetes Day

Mukhtar A. Sheikh Hospital organized awareness activities on “World Diabetes Day”, which is celebrated on 14th November globally.

Diabetes is among one of the most prevalent diseases in the world. According to International Diabetes Federation 8.4% females and 9.1% males are inflicted with this disease.

To celebrate this event and create awareness among the community, Mukhtar A. Sheikh Hospital conducted various activities, which included “Free Diabetes Screening Camp” and “Awareness Sessions”, where information about diabetes, it's types, causes and management was highlighted and parents were advised regarding how to better support their diabetic children. To conclude the day, hospital’s staff, patients and their family members took part in “Diabetes Awareness Walk” with full zeal and enthusiasm.

Free Health Awareness Camp

Mukhtar A. Sheikh Hospital organized “Free Health Awareness Camp” at Mall of Multan from 29th November till 1st December 2019. Hospital’s team conducted free BMI calculation, free blood sugar and blood pressure check-ups. Visitors were provided free awareness related to their general health issues.

The facility of on-site patient registration was also available and patients were guided to avail free consultation at the hospital through “Free Medical Camp” on every Tuesday and Friday.
MASH Employee Night 2019 was organized to appreciate the efforts of the employees of Mukhtar A. Sheikh Hospital, that they have put in throughout the year. The night provided an opportunity to the employees to regroup their energy, relax and enjoy the fruits of their hard work. Different performances were arranged for the entertainment of the guests and at the end of the ceremony, various appreciation awards were distributed among the employees.
MASH Super Cricket League Season 2 was organized by Mukhtar A. Sheikh Hospital's sports committee. It was a three-day event, where various matches took place among the four teams of MASH i.e. Doctors Eagles, Management United, Nursing Avengers & Admin Gladiators. All the employees took part in the event with full zeal and enthusiasm. The event was full of festivities, laughter and entertainment. It boosted the energy of the employees and provided them a reprieve from their daily hectic routines. At the end of the event, award ceremony was organized, where trophies and medals were distributed among the winning team, along with the appreciating remarks by the CEO of Mukhtar A. Sheikh Hospital.
# Financial Highlights

## Patients' Data Dec-18 to Jun-19

<table>
<thead>
<tr>
<th>Panel</th>
<th>Total Patients</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completely Free/Camp Patients</td>
<td>4,513</td>
<td>52%</td>
</tr>
<tr>
<td>Partially Free</td>
<td>3,910</td>
<td>37%</td>
</tr>
<tr>
<td>Fully Charged</td>
<td>2,218</td>
<td>21%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>10,641</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

![Graph of Patients' Data](image)

- **Completely Free/Camp Patients** 4,513 (52%)
- **Partially Free** 3,910 (37%)
- **Fully Charged** 2,218 (21%)

![Graph of Patients’ Data %](image)

- **Patients’ Data %**
  - Completely Free/Camp Patients: 42%
  - Partially Free: 37%
  - Fully Charged: 21%

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**Note:**
- The data covers patients from December 2018 to June 2019.
Mukhtar A. Sheikh Hospital
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