



2024-2025 ANNUAL REPORT

Christian Institute of Health Sciences & Research
Nagaland

CONTENTS

	Page No.
Vision & Mission	3
From The Director's Desk	4
Medical Superintendent's Report	5
Governing Body-CIHSR Society	6
Board of Directors-CIHSR Society	7
Organisation Organogram	8
Clinical Statistics	10
Medicine Department	11
Surgery Department	12
Cardiology Department	13
Paediatrics Department	14
Dermatology Department	15
Obs & Gynaecology Department	16
Ear, Nose & Throat Department	17
Physical Medicine & Rehabilitation Department	18
Ophthalmology Department	19
Dental Department	20
Urology Department	21
Development Paediatrics Department	22
Radiation Oncology Department	23
Anaesthesia Department	24
Laboratory Sciences Department	25
Radiology Department	26
Ultrasound Department	27
Dialysis Unit	28
Adult ICU/HDU	29
Emergency Department	30
Nursing Services Department	31
Community Health Department	32
Outreach Services	33
Palliative Care Department	34
ACADEMICS & IRB : TED, DNB, College of Nursing, NERMPI, IRB	35-39
Quality Cell	40
Human Resource	41
Finance & Accounts	42
Billing, HIM, Pharmacy, Hospital Infection Control, Dietitian, Electrical & Fire Safety	43-48
Library & Chaplain, Estate & CSSD, Events, Visitors, Licenses/Registrations	49-53



VISION

To be a Christ-centered leader in healthcare, transforming communities to flourish through compassion, innovation and excellence.

MISSION

CIHSR strives to be a vibrant community of healthcare professionals in the spirit of Jesus Christ through patient centric service with a focus on the poor and vulnerable, comprehensive quality education, research, community collaboration and empowerment.



FROM THE DIRECTOR'S DESK

CIHSR is nearing the completion of 19 years of existence. Several initiatives have borne fruit and taken shape. The hospital's services now cover all basic specialties with some higher specialties. Developments have been very quick in some departments, while others are developing their strategy for growth. We now have DNB courses in 6 disciplines. The Allied Health Sciences College has 8 courses. The College of Nursing has increased the seat capacity of its programmes. Several in-house courses have been developed, and these are now being consolidated under the Learning and Development unit. There have been transitions of senior staff who have contributed much, and many worthy staff have taken their places.

What does the next chapter hold for CIHSR? We live in uncertain times with rapid political upheavals, financial challenges of the PMJAY non-payments, major conflicts in multiple parts of the world, and an aggressive Healthcare industry that has commercialized health. The profile of the younger generation force is changing with different aspirations. The public now demands more accountability and quality of service. Social media has created a bizarre world of no-holds-barred spread of both true and fake information. The virtual world seems more real than the real world. Knowledge is now freely available to the masses, and there is a flat hierarchy in access to professional education and information.

We must face these new challenges with great courage, boldness, and innovation. Our mandate is to emphasize our values proactively. We must explore more arenas of healthcare and leadership. We must work on our objectives rigorously and follow them through with tenacity and grit. We will need to be agile and adapt rapidly. Our learning process must be very dynamic.

There is no option for growth. We need to fail fast and learn fast. We have to constantly monitor the pace of our growth while ensuring that every one of our staff is included in this growth. We will need to watch for drift from our vision and motto.

As we enter into another year, we need to be even more Christ-centred and include Him in all our plans and activities. This must be palpable in all we do with concrete manifestations.

May we enter into this new period with boldness, humility, and implicit trust in the Lord who has brought us thus far.

Sedevi Angami
Director

May, 2025





MEDICAL SUPERINTENDENT'S REPORT

It is with great pleasure and gratitude that I present the Medical Superintendent's Annual Report 2024-25. This report highlights the significant achievements, challenges, and growth we have experienced over the past year, as we continue to advance our mission of providing high-quality healthcare and innovative medical education.

As a leading healthcare institution in Nagaland, CIHSR is committed to being a beacon of excellence in medical services, research, and education. Our focus remains on improving patient care, fostering medical research, and enhancing the educational outcomes for our students and professionals.

In the past one year, some of the key achievements in patient care, services and recognitions include:

New Services: Prosthetics & Orthotics, ACLS ambulance, Endovascular surgery, Laser for fistula, Fibreoptic bronchoscopy in PICU

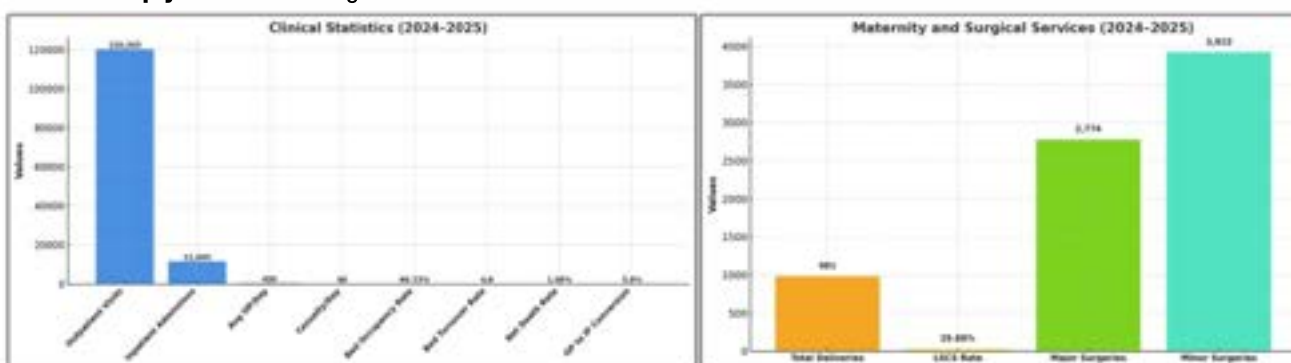
New Equipment: Neo Laser, 4K surgery camera, transport incubator, DVT machine, PIMA CD4 analyser

Digital Improvements: Online registration, POS systems, One-Stop Registration improved patient satisfaction

Recognitions

CAHO ACE Certificate – 80%+ in CSSD quality audit

CAHO IComply Award – Recognized for excellence in IPC/AMS



While the year has been a productive one on many fronts, we faced several challenges, like resource constraints, particularly in terms of human resources, infrastructure constraints for new facilities and services, and patient-related issues like high patient load and longer waiting times in certain departments.

Looking ahead, CIHSR aims to continue striving for excellence in every aspect of healthcare, education, and community service. Some key initiatives for the coming year include: Expansion of clinical services, patient satisfaction and research and innovation.

I want to express my heartfelt gratitude to the dedicated medical staff, nurses, administrative personnel, and all partners who have supported us throughout the year. I also extend my appreciation to our patients, whose trust in our services motivates us to work harder every day for a healthier and compassionate society.

Dr. Bendangtoshi Jamir
Medical Superintendent

May, 2025

GOVERNING BODY - CIHSR SOCIETY

1	Chief Secretary to the Government of Nagaland	President
2	Executive Director, EHA, New Delhi	Vice President
3	EHA Nominee	Treasurer
4	Director CIHSR	Member
5	Development Commissioner - GoN	Member
6	Finance Commissioner - GoN	Member
7	Com-Secy, H&FW - GoN	Member
8	Principal Director, H&FW GoN	Member
9	Deputy Commissioner, Dimapur	Member
10	North East Council Nominee: Health advisor	Member
11	Representative: Naga Baptist Church Council	Member
12	Representative: North East India Council of Churches	Member
13	Representative: Mizoram: Duertlang Hospital	Member
14	Representative: Meghalaya: KJPS Hospital	Member
15	Representative: Catholic Church	Member
16	Representative: CMC Vellore	Member
17	Representative: CMC Ludhiana	Member
18	Representative: CMAI	Member
19	Representative: EMFI	Member
20	Representative: CBCNEI	Member

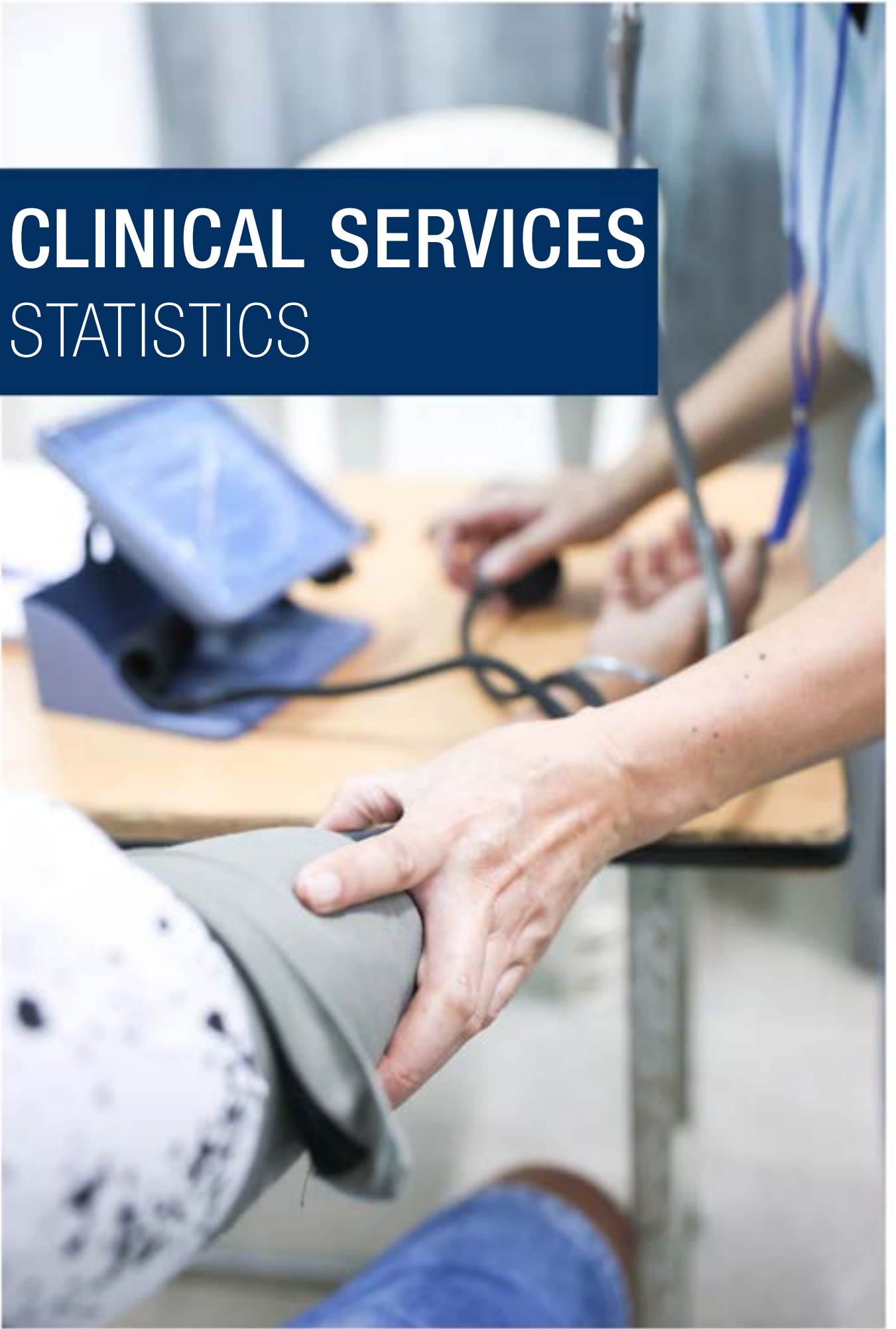
BOARD OF DIRECTORS - CIHSR SOCIETY

1	Executive Director, EHA	Chairperson
2	Director, CIHSR	Secretary
3	EHA Nominee & Finance Head, CIHSR	Treasurer
4	Commissioner & Secretary, H&FW, GoN	Member
5	Principal Director, DHFW, GoN	Member
6	Director, CMC Vellore	Member
7	Principal, CMC Vellore	Co-opted Member
8	Social Worker	Co-opted Member
9	Strategic Planner in Health	Co-opted Member
10	HR Expert	Co-opted Member
11	Dean, College of Nursing Vellore	Co-opted Member
12	Chairman, Finance & Audit Committee, CIHSR	Co-opted Member

CIHSR
ORGANOGRAM



CLINICAL SERVICES STATISTICS



STATISTICS 2024-2025

OPD-1,20,365

IPD-11,605

Daily Average-430

Operations(Minor)
3922

Operations(Major)
2776

Modular OT
6 Units

Haemodialysis
10,209

UGI Endoscopy
4274

Colonoscopy
489

ECG
10,081

CT Scan
7167

X-Ray
26,198

Gastroscopy
2907

ECHO
5410

Nasal Endoscopy
477

Speech & Language
Therapy - 720

Audiometry
1115

Cardiac Procedures
449

Ayushman
17,318

ARSH
2386

JSSK
514

Physiotherapy
5011

Laboratory Tests
3,04,004

Emergency-17,822

Statewise New Patient Registration

Assam
11,979

Nagaland
41,086

Other States
777

The addition of new facilities such as the revamped Gynecology Ward, Telestroke Unit, Digital Radiography Room, the launch of the Prosthetics and Orthotics Unit, and a Memorandum of Understanding (MoU) with the Department of Social Welfare for a Geriatric Care course has provided a much-needed boost to patient care and services.



General Medicine is among CIHSR's busiest departments, providing comprehensive adult care across OPD, inpatient, ICU, dialysis, and specialized procedures. Staffed by 5 physicians, a dietitian, ICU intensivist, dialysis technologists, and nurse educators, the department also runs a DNB postgraduate program with 2 seats/year and a strong academic framework.

Core Services

- OPD & Inpatient care
- Hemodialysis & Critical Care
- Endoscopy, Colonoscopy, Bronchoscopy
- Pulmonary Function Test, Nerve Conduction Study, Biothesiometry
- Weekly Diabetic Clinic & Master Health Checkups

2024-25 Highlights

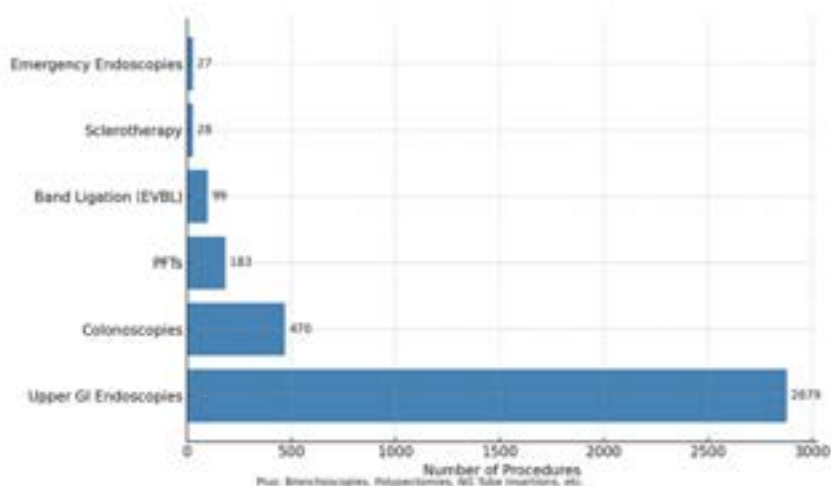
Consultant Training

- 1 completed Post Graduate Diploma in Mental Health (PGDMH – CMC Vellore)
- 1 pursuing PG Diploma in Allergy & Asthma (CMC Vellore)

CMEs Conducted

- Renal biopsy & Lupus Nephritis (Nov 2024, with CMC Vellore)
- Endocrinology & Rheumatology (April 2025, with Apollo Guwahati)

Key Procedures Performed (2024)



Future Plans

- ▶Increase DNB seats from 2 to 4; work toward MD Medicine program
- ▶Launch new weekly clinics in Nephrology, Neurology, Asthma/Immunology, and HIV
- ▶Establish regional training center for Endoscopy in Northeast India
- ▶Encourage structured research & subspecialty fellowships

SURGERY DEPARTMENT



The Department of Surgery at CIHSR is a multi-specialty hub providing advanced surgical services across General Surgery, Onco-surgery, Urology, Plastic & Reconstructive Surgery, and Paediatric Surgery. Over the past year, the department has rapidly expanded both its service capacity and infrastructure to meet growing regional healthcare demands.

Department Overview

- Serves patients from Nagaland, Assam, Manipur, and beyond.
- Strategically moving towards becoming a comprehensive tertiary surgical care center.
- Active in community outreach, skill development, research and surgical education.

New Services Introduced

- “Smile Train” Cleft Care Program (Initiated by Plastics, Aesthetics and Reconstructive Unit).
- Advanced laparoscopic GI oncology and emergency surgeries.
- Endovascular ablation for varicose veins, haemorrhoids, fistulas.

- In-house certified Advanced Dresser's Skill Course

New Facilities & Equipment

- State-of-the-art Minor OT for Plastic & Aesthetic Surgery
- Comprehensive Gastro-Onco Centre
- 4K Laparoscopic Camera System and Neo-laser for precision surgery

Workshops & Camps

- State's First Laparoscopic & Suturing Simulator Workshop
- Laparoscopic Hernia Workshop
- Endovascular Ablation Surgical Camp
- Paediatric Laparoscopic Surgical Camp with CMC

Academic Achievements

- Case report published in NBE Journal of Medical Sciences
- Poster presentation awards at ASICON'24 and NECASICON'24
- Authored guidebooks: Nuances of Cleft Lip and Palate,
- Master Class in Blepharoplasty

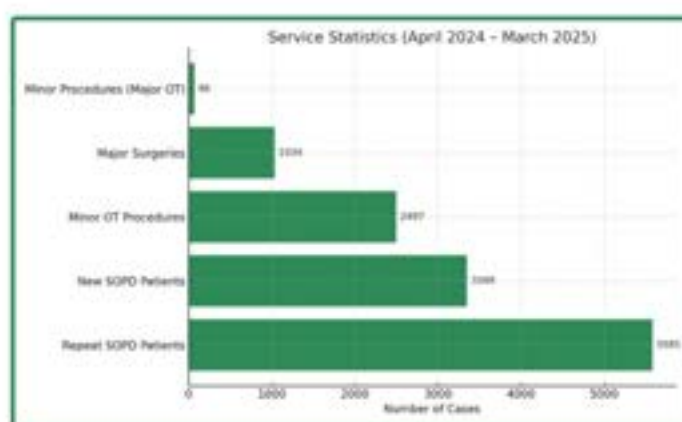
Future Plans

Short-Term

- Nurse and assistant training, enhanced OT operations, academic research

Long-Term

- Establish a Comprehensive Cancer Care Centre
- Launch Renal Transplant Services
- Expand advanced laparoscopic and reconstructive surgery programs





The Cardiology Department remains the only center in the state offering comprehensive acute coronary interventions, cardiac pacing, and advanced diagnostics. The focus this year was the groundwork for launching a **Cardiac Rehabilitation Program**, strengthening infrastructure and team capacity for chronic cardiac care.

Key Services Provided

Diagnostics

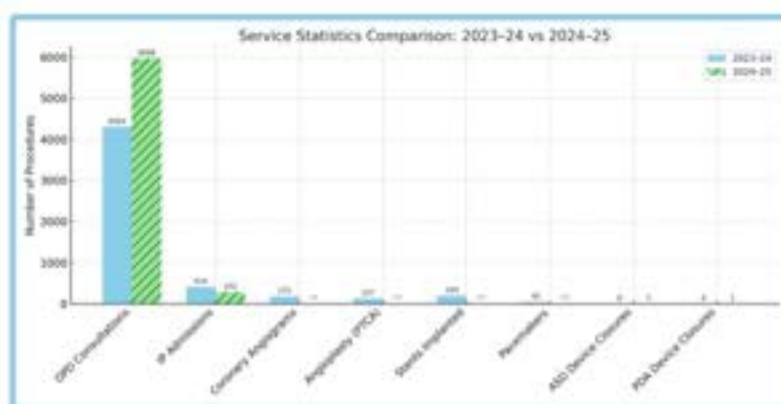
Echocardiography (Transthoracic, Transesophageal), Holter Monitoring (Wi-Fi loop recorders), Treadmill Test, Coronary/Peripheral Angiography

Interventions

Coronary Angioplasty, Temporary & Permanent Pacemakers (Single/Dual), AICD, CRTd/p, ASD & PDA Closures, Pericardial Tapping

Highlights & Milestones

- **Structural Heart Camp with Dr. Shruti (CMC):**
 - 4 ASD closures (3 adult, 1 pediatric), 1 PDA closure
 - ASD device closure services initiated
- **Post Diploma in Cardiac Nursing:** Ongoing in-house training linked with upcoming INC-certified Critical Care program
- **Cardiac Rehabilitation Prep:**
 - Rehab team formed, protocols & workbook developed
 - Equipment acquired: 1 Echo machine, 2 TMT machines
 - Facility renovation in final stages
- **PACER Team Formed:** To drive excellence in cardiac care, rehab, and clinical discussions
- **Technology Upgrade:** Transition to **Wi-Fi enabled loop cardiac rhythm recorders** as the standard arrhythmia diagnostic tool
- **New Cardiologist Joined:** Dr. Viya Nagi (DM, Trivandrum) strengthens the team with interventional expertise



Future Plans

- ▶ Launch **Cardiac Rehab Program** for chronic and post-acute cardiac care
- ▶ Advance structural heart interventions (VSD, PDA closures)
- ▶ Expand to complex coronary interventions with intravascular imaging
- ▶ Start national registry for cardiac disease in pregnancy (with Obstetrics Dept.)
- ▶ Plan for a dedicated cardiac ward above the diagnostic facility
- ▶ Implement **Project Young@HEART** to promote heart health awareness via school outreach



The Paediatrics Department at CIHSR delivers comprehensive preventive, critical, and developmental care for neonates and children. With 44 beds across the Paediatric Ward, NICU, and PICU, the department is recognized for its specialized facilities and multidisciplinary expertise, attracting referrals from across Nagaland and neighbouring states.

Core Services

- Primary preventive care: immunizations, nutrition, development screenings
- Neonatal and paediatric intensive care (NICU & PICU)
- High-risk infant care and chronic illness management
- Resident education and research in child health

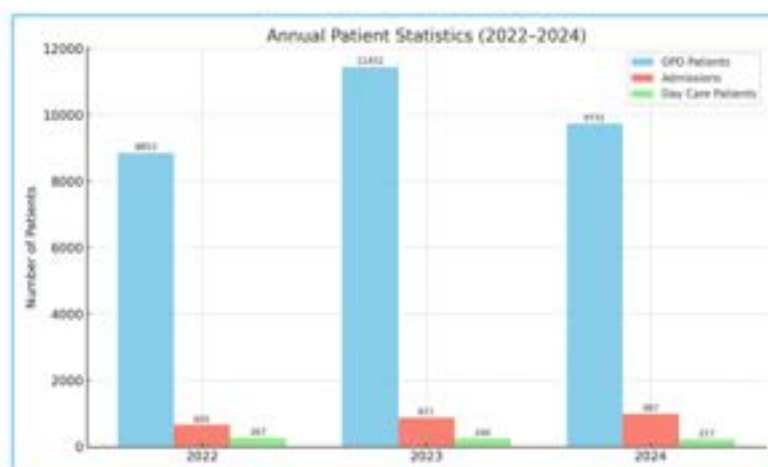
Key Highlights

New Services Introduced

- Bili Blanket Therapy (June 2024)
- Cooling Therapy in CICU (Dec 2024)
- Needle-Free Injection System (OPD, Nov 2025)
- Paediatric Bronchoscopy Procedure
- High Risk Infant Clinic (HRIC)

New Equipment Added

- Bronchoscope
- Transport Incubator
- Needleless Vaccine Delivery System



2024 saw the highest number of admissions in the last three years.

Educational & Community Activities

- World ORS Day, Breastfeeding Week, Children's Day, Interdepartmental quiz
- CME on Kangaroo Mother Care, Workshops on tracheostomy, NRP
- Playroom inaugurated, stalls at hospital carnivals

Academic & Professional Achievements

- PICU Nursing Diploma Course (IAP) started in March 2025
- Dr. Wonashi Tsanglao awarded Fellowship at the Royal College of Paediatrics (FRCPC), UK
- Dr. Adwiteeya presented 3 posters, winning 1st prize at Meghpedicon for pediatric pneumothorax case

Future Plans

- ▶ Launch Paediatric Subspecialties (Nephrology, Neurology, Hemato-oncology)
- ▶ Initiate Paediatric Haemodialysis and ECMO services
- ▶ Develop Diploma in Paediatric Critical Care (Doctors)
- ▶ Offer short-term skill training for remote healthcare workers

The department continues its legacy of excellence in paediatric care, education, and innovation, with a focus on expanding specialty services and training.



Operational since 2007, the Dermatology Department, led by Dr. Leishiwon Kumrah along with Dr. Sentila Longkumer and Dr. Aveni Koza, continues to lead in advanced dermatological care in Nagaland. Equipped with cutting-edge technologies like **PICO LASER**, **Fractional CO2 LASER**, and **dermoscopy**, the department provides both clinical and aesthetic services to approximately 30–50 patients daily, performing nearly 400 procedures per month.

Key Services & Facilities

- **New Additions:** PICO Laser, dermoscopy tools, upgraded beds, and lighting.
- **Advanced Procedures:** Botox, thread lifts, fillers, and laser treatments.
- **Community Services:** Monthly camps in Medziphema with Community Medicine; school/youth ARSH talks; World Vitiligo Day awareness events.

Academic Engagements

- Hosted and attended multiple workshops, CMEs, and national conferences including **DERMACON 2025**, **ACSICON**, **ANBAI**, and more.
- Faculty contributed as speakers and chairpersons at state and national forums.
- In-house capacity building included a **Faculty Development Program** and **Online & Blended Learning** training.



Future Plans

- ▶ Launch **Dermoscopy workshop** and continue ongoing **research projects**.
- ▶ Expand physical infrastructure: relocate lounge, repurpose existing space for laser treatments.
- ▶ Work towards establishing a **DNB course** in Dermatology at CIHSR.



The Obstetrics & Gynaecology (OBG) Department at CIHSR is dedicated to providing comprehensive healthcare services for women—ranging from antenatal care and safe deliveries to emergency obstetric interventions. The department also plays a pivotal role in community health education, particularly on cervical cancer, family planning, and women's lifestyle-related issues.

Core Functions & Impact

Full-spectrum maternity care including antenatal, intrapartum, and postnatal services

Emergency interventions for ectopic pregnancies and obstetric emergencies

Education initiatives within the hospital and community to address women's health issues

Significant contributions to reducing maternal and infant mortality/morbidity

Highlights of 2024–25

New Services Introduced

Laparoscopic procedures initiated

Thermal ablation for cervical lesions

HPV-DNA testing for cervical cancer screening

New Equipment Added

Thermo coagulator machine for cervical treatment

Academic Achievement

100% pass rate for the first batch of DNB (Diploma in OBG) trainees

Departmental Growth

Increased patient load and improved service utilization across outpatient, inpatient, and surgical services (specific numbers not provided)

Future Vision

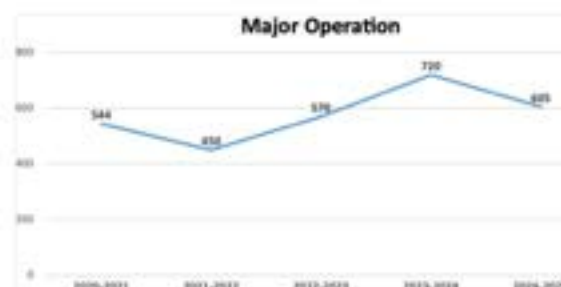
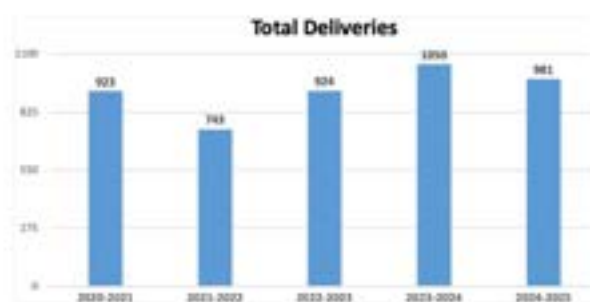
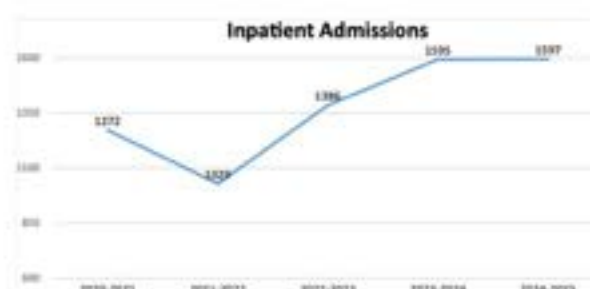
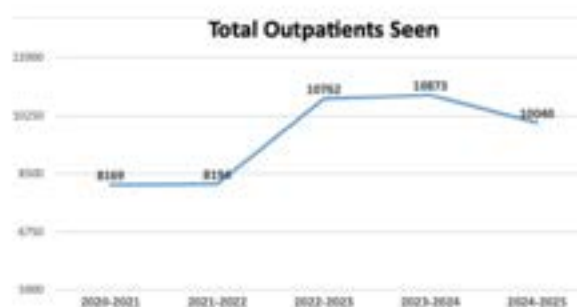
Expansion of services to include

Infertility clinic

Preventive oncology unit

Advanced laparoscopic offerings

Long-term goal: Establishment of a dedicated Obstetrics & Gynaecology complex equipped with advanced infrastructure and specialized units





Over the past 15 years, the ENT Department has steadily expanded its services in **head and neck diseases**, **hearing care**, and **speech rehabilitation**, providing both surgical and outpatient care alongside patient-centric innovations.

Key Activities & Achievements

- **Surgeries:** Performed via both **microscopic and endoscopic techniques**.
- **New Procedure:** Introduced **telescopic laryngeal surgery**.
- **Speech Therapy:** Implemented **PROMPT therapy** for children with speech and learning delays.
- **Training:** Completed ENT module for the **Hospital Assistant course**.
- **Patient Services:** Initiated **day-care procedures** and **online cashless billing** at OPD.
- **Community Awareness:** Celebrated **World Hearing Day 2025** with Home Guards & DRSF.

Service Statistics

	22-23	23-24	24-25
OPD Patients	10152	10571	8402
Inpatients -	383	446	409
Major Surgeries -	383	392	371
Minor Procedures -	121	51	450
Nasal Endoscopy -	649	719	477
Flexible Laryngoscopy -	778	569	864
Rigid Laryngoscopy -	689	287	556
Audiometry -	1193	1140	1115
Tympanometry -	352	438	450
Speech & Language Therapy -	995	921	720



Future Plans

- ▶ **Vertigo Clinic with Video Electro-Nystagmography**
- ▶ **Launch ENT OPD Assistant Training Course**

PHYSICAL MEDICINE REHABILITATION



The PMR Department focuses on restoring function and improving quality of life for individuals with physical impairments and disabilities. The multidisciplinary team, comprising physiatrists, nurses, physiotherapists, occupational therapists, prosthetists & orthotists, and vocational workers, delivers patient-centered care through outpatient clinics, procedural interventions, and rehabilitation programs.

Core Focus Areas

- **Medical Rehabilitation** for neurological, musculoskeletal, and pediatric conditions
- **Pain Management** through non-operative physical interventions
- **Reintegration into Society** by maximizing patients' functional and vocational independence

Key Services & Clinics

➤ Special Clinics Launched

CTEV Clinic in partnership with Cure Feet India
Musculoskeletal Pain Clinic
Pediatric Rehabilitation Clinic

➤ Therapeutic Interventions

Platelet-Rich Plasma (PRP) injections
 Caudal epidural injections
 Prolotherapy
 Ultrasound-guided procedures

➤ In-House Services

Prosthetics & Orthotics (P&O) unit established
 Disability certification initiated for pediatric cases

Patient Statistics (2024–25)



Community Engagement

- **World Stroke Day:** Celebrated with patients and caregivers
- **Spinal Cord Injury Day:** Observed in collaboration with Emergency Department
- **CBID Training:** Department contributed to Community-Based Inclusive Development training under RCI

Future Plans

- ▶ Community-Based Rehabilitation services launch
- ▶ Wheelchair Distribution Drive planned with charitable partners
- ▶ Expand use of Ultrasound-Guided PRP Injections
- ▶ Launch of Community-Based Rehabilitation (CBR) to extend OT services beyond the hospital

Occupational Therapy Highlights

Monthly Pediatric Clinic: Dedicated services for children with developmental and functional issues

Inpatient Rehabilitation Support: OT provided as part of multidisciplinary care for hospital inpatients

Academic Expansion: OT academic program in progress, pending formal approval.

Physiotherapy Highlights

Onco-rehabilitation for cancer patients

New Equipment Procured:

Ultrasound therapy machine

Interferential Therapy (IFT) unit

TENS unit

Academic Involvement: 3rd batch of BPT students to be enrolled.



The Department of Ophthalmology continues its mission of serving the visual healthcare needs of Nagaland. With a dedicated team of ophthalmologists, optometrists, and support staff, the department delivers services ranging from basic eye exams to complex eye surgeries.

Team Composition

Consultants: Dr. T. Lipoksanen Jamir, Dr. Akholu Vadeo (joined in 2024)

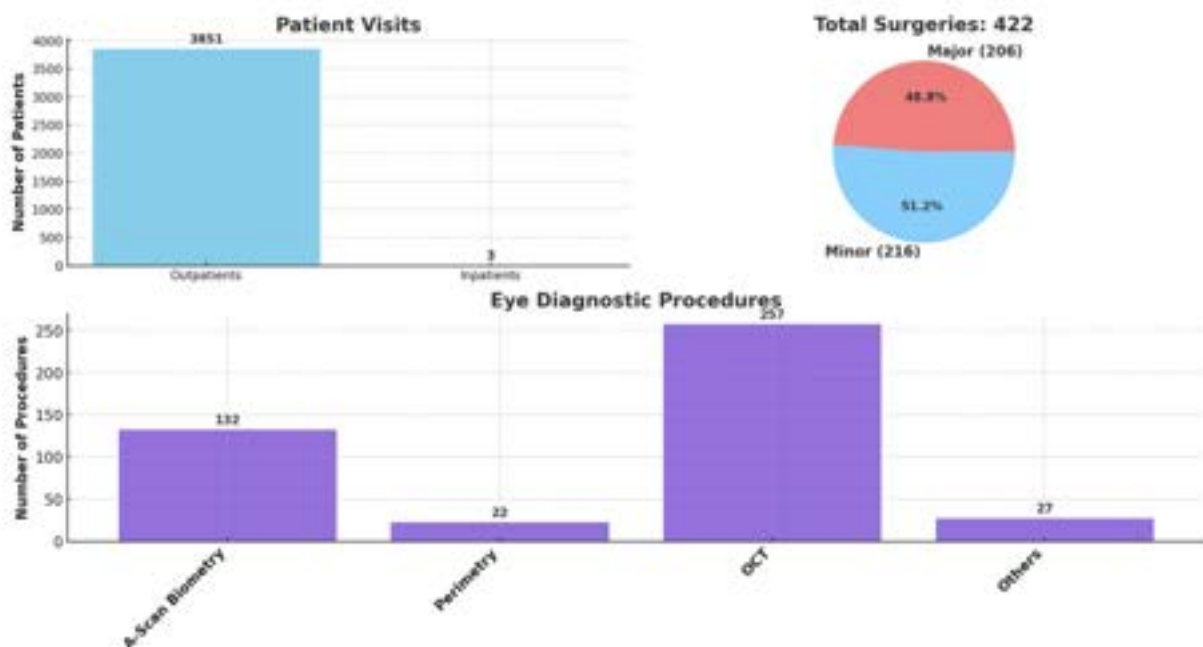
Optometrists: Anamika Mech, Wimesanne Nrak

Support: Mhabeni Kithan (GNM Nurse), Virhii Movi (Hospital Assistant)

Key Highlights

- **New Equipment:** LED vision testing chart installed
- **Service Growth:** Expansion in surgical volume and diagnostic procedures
- **New Staff Addition:** Strengthened clinical capacity with a second ophthalmologist

Patient Care Statistics Overview (With Numbers)



Future Plans

- ▶ **Cataract Surgery Drive:** Plan to increase cataract procedures
- ▶ **Community Outreach:** Launch of ophthalmology outreach and school screening programs
- ▶ **Long-term Vision:** Develop into a Tertiary Eye Care Centre offering subspecialty services within the state



The Dental Department provides comprehensive oral healthcare services—ranging from general dentistry and orthodontics to oral and maxillofacial surgery. The team handles a wide range of patient needs daily with a patient-centric approach and aims to improve oral health standards in the community

Services & Daily Operations

- Patient visits averaged 17 per day, with 4,820 patients seen across the year.
- Common treatments include fillings, root canals, extractions, dentures, orthodontic assessments, and aesthetic restorations.
- Diverse patient cases highlighted include geriatric, pediatric, orthodontic, and trauma-related dental care.
- Team: Dr. E. Aremo Yanthan, Dr. Sarah Katoholi Shohe, Dr. Khriekhetuo Kire (Oral & Maxillofacial Surgery), Mr. Shamuel Gurung, and support staff.

The Dental Department provides a comprehensive range of services, categorized into the following key areas:

Oral & Maxillofacial Surgery / Oral Medicine, Diagnosis, and Treatment Planning

In-Charge: Dr. Khriekhetuo Kire

Health Assistant: Mr. Shanjothung

General Dentistry and Aesthetic Dentistry

In-Charge: Dr. Sarah Kataholi Shohe

Health Assistant: Mr. Shanjothung

Periodontics and Prosthodontics

In-Charge: Mr. Shamuel Gurung

General Dentistry and Orthodontics

In-Charge: Dr. E. Aremo Yanthan

Health Assistant: Mr. Dirisinang

Key Highlights

- **New Services:** Oral & Maxillofacial Surgery activated with the joining of Dr. Khriekhetuo Kire (Oct 2024).
- **New Equipment:** AI Portable X-ray, Piezotome, Electrocautery, Digital sensors, Apex locators, Surgical headlights, Endomotors, and more.
- **Observances:** World Oral Health Day 2025 celebrated; staff attended Continuing Dental Education (CODE) and HOMS 2024.

Performance & Growth

- **OPD Revenue:** ₹66.68 L (April–March), exceeding projections.
- **IP Revenue:** ₹2.39 L (73% growth post-Oct 2024 with new surgical services).
- **Growth in OPD/IP cases** attributed to expanded services and improved efficiency (1:8 doctor-to-procedure ratio).

Future Plans

- **Department Expansion:** Relocating to a larger space by mid-2025 to accommodate growing patient volume and upgraded infrastructure.
- **Continue fostering Christ-centered dental leadership** aligned with the mission: Serve, Nurture, Transform.



The Urology Department at CIHSR provides specialized care for diseases of the urinary tract and male reproductive system. With expanding surgical capabilities and a rising patient base, the department is attracting patients not only from within the state but also from neighboring districts and states for urological services.

Scope of Services

•Stone Disease Management

ESWL (shockwave therapy)

URSL (ureteroscopy)

PCNL (percutaneous nephrolithotomy)

•Laparoscopic (Keyhole) Surgeries

Nephrectomy, Ureterolithotomy, Varicocele repair

Renal cyst surgeries, Partial nephrectomy

•Reconstructive Urology

Urethroplasty (anastomotic & substitution types)

Treatment for urethral strictures and urinary complications

•Sexual & Male Reproductive Health

Erectile dysfunction, Premature ejaculation, Infertility management

•Vascular Access

AV fistula (AVF) creation for dialysis patients

Key Highlights

➤ **Advanced Laparoscopic Urology** introduced for both benign and malignant cases.

➤ **Reconstructive Urology Services** now provided in-house (avoiding external referrals).

➤ **Increased referrals from Assam and Manipur**, reflecting regional trust despite those states having their own medical colleges.

Future Plans

► **Launch RIRS (Retrograde Intrarenal Surgery)** for renal stones in the coming months

► **Long-Term Vision: Establish Nagaland's first Kidney Transplant Program**, offering local transplant care to renal failure patients who currently rely on centers outside the Northeast

The Urology Department continues to strengthen its position as a trusted destination for high-quality urological care in the region, driven by innovation, surgical skill, and patient-centered service.



Established in 2014, the Department of Developmental Pediatrics addresses the needs of children with developmental disorders and disabilities. It offers comprehensive services through clinical assessments, the **Precious Gems School**, family support, and community outreach. Since inception, the department has supported **357 families** from Nagaland and neighbouring states.

Apart from the regular OPD services and training from the School, the department is involved in promoting awareness in the Churches, NGO's. Schools and the community to encourage help-seeking behaviour in the area of disability and mental health problems.

Key Services

Assessment & Diagnosis: Intellectual and developmental disabilities.

Precious Gems School: Parent and child training with developmental disabilities.

Family Counselling: Emotional and behavioural support.

Awareness Programs: Conducted across churches, schools, NGOs, and communities.

Academic Activities: Weekly case conferences and parent classes every Friday.

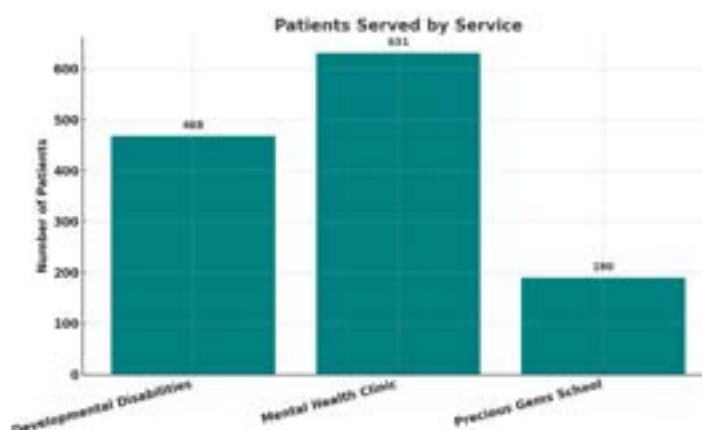
Highlights

➤ **Speech Therapy:** Regular sessions for schoolchildren.

➤ **New Tools:** Acquired WISC-IV for advanced developmental assessments.

➤ **Support Group Formation:** Formed "**Blessed Bonding**" in Dimapur, an NGO led by parents advocating for children with special needs who were trained in Precious Gems school.

Statistics (April 2024 – March 2025)



Staff

Acting HoD: Mrs. Imlibenla Mongro (Clinical Psychologist)

Team includes Child Psychologists, Special Educators, a Nurse, and a Speech & Language Therapist.

Future Plans

► **Residential Facility:** To accommodate out-of-district/state families needing school services.

► **Formal Training Program:** Initiate a UGC-recognized B.Ed in Special Education.



The Oncology Department at CIHSR continues to provide comprehensive cancer care, managing a growing number of patients from Nagaland and neighboring states like Assam and Manipur. With advancements in medical technology and accessible health schemes such as PMJAY and CMHIS, the department has seen increased trust and patient influx, including those seeking continued care after receiving treatment outside the state.

Key Services

- Treatment for both solid and lymphoproliferative tumors

Therapies Administered

- Chemotherapy
- Radiation therapy
- Targeted therapy
- Immunotherapy (newly introduced)
- Hormonal therapy

Highlights

- Immunotherapy Initiated: Custom treatments based on molecular diagnostics

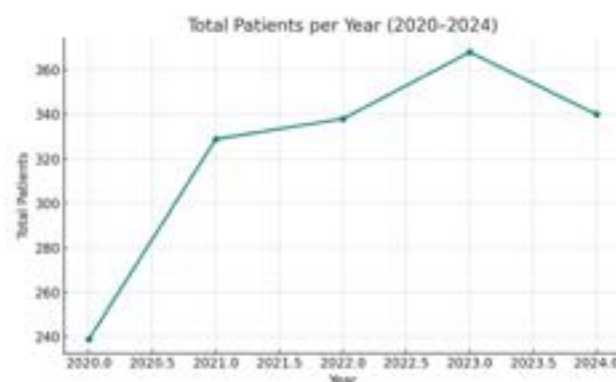
Awards & Recognition

- Ms. Unix J, RTT, received the Young Radiation Technologist Award at Bhopal (2024)
- Dr. Shirley, co-PI in an international contouring study (Aarhus University & IAEA), published in the ASCO Journal

Patient Statistics



Here is the line graph showing the Patient Footfall (2020–2024) for IP (Inpatients), OP (Outpatients), and the total number of patients. The graph highlights a steady and significant increase in all categories, especially from 2022 onward.



Radiation Therapy Patients
Stable usage: ~340–370 patients/year in recent years

Future Plans

- Brachytherapy Services: To launch soon for cervical and early-stage tumors post-construction
- Academic Expansion: DNB in Radiation Oncology planned within the next 1–2 years, pending staff recruitment



The Department of Anaesthesia at CIHSR provides high-quality perioperative, critical care, and acute pain management services. With a growing caseload of complex surgeries across all age groups, the department emphasizes precision, teamwork, safety, and continual adaptation to emerging technologies.

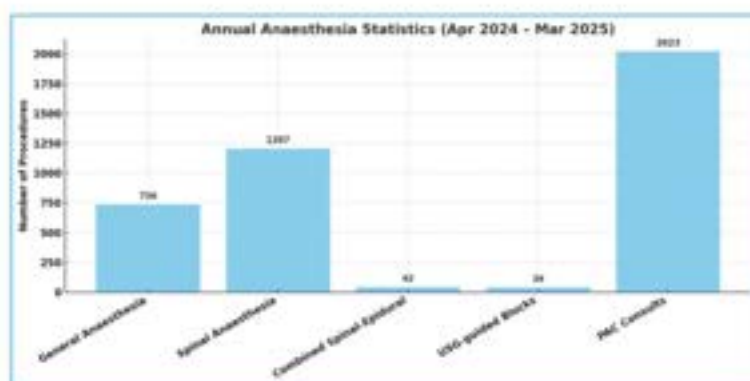
Key Services

- Pre-Anaesthesia Clinic (PAC)
- General and Regional Anaesthesia (Spinal, Epidural, Caudal)
- USG-guided Nerve Blocks
- Difficult Airway Management (VL, Bronchoscope)
- Anaesthesia beyond OR (ERCP, CT, Cath Lab)
- 24x7 Emergency Coverage

Highlights

- Expansion of **ultrasound-guided regional anaesthesia** for ortho/general surgeries
- Acquisition of advanced equipment including:**
 - AMBU Flexible Video Bronchoscope
 - McGrath Portable Video Laryngoscope
 - HOTDOG Warming System
 - B-Braun Nerve Stimplex

Annual Statistics (Apr 2024–Mar 2025)



Academics & Research

- Hosted CME on “**Anaesthesia and Patient Safety**”
- Airway management workshops for DNBs and medical officers
- Ongoing research on difficult airway prediction & surgical safety audit

Courses offered

- DNB Diploma & Degree in Anaesthesia
- B.Sc in Anaesthesia & OT Technology

Looking Ahead

Short-Term (1–3 Years)

- ▶Launch Pain Management Clinic (Chronic & Post-operative)

Long-Term (5–10 Years)

- ▶Develop into a **Center of Excellence** in perioperative medicine
- ▶Become a **Regional Anaesthesia Training Hub** in collaboration with national/international partners



The Laboratory Department is a multidisciplinary diagnostic facility comprising Biochemistry, Microbiology, Molecular Diagnostics, Haematology, Histopathology, Clinical Pathology, and the Blood Centre. It upholds national standards via rigorous internal/external quality controls and holds pre-entry NABL M(ELT) accreditation.

Beyond diagnostics, the department actively contributes to academics by offering structured training programs for BSc Medical Laboratory Technology (MLT) students, nurturing the next generation of skilled laboratory professionals.

Key Highlights

New Tests Introduced

- Homocysteine, Thyroglobulin, Testosterone, AMH, ATG, ATPO (Biochemistry/Serology)
- Xpert® MTB/XDR and HPV DNA (Serology)

Infrastructure Upgrades

Installed 11 new instruments including:

- Tosoh AIA 360 (Immunoassay)
- CD4 Analyser, VDRL Rotator, Sperm Quality Analyzer, -80°C Freezer, Anaerobic Jar
- Implemented Laboratory Information Management System (LIMS) for data integration and efficiency

Academic & Research Contributions

- **Training:** Staff attended trainings and workshops on ISO standard Mitigation Training, Foodborne Pathogen Surveillance organised by ICMR-NICED and C-DAC, Virology-ARI Molecular Technique, Online Blended Learning Management and Research Publication by faculty from CMC, Vellore and publication
- **Projects:** 3 active research projects (ICAD, ARI, ICMR-FoodNet) in collaboration with CMC Vellore and ICMR

Workshops Organized

- State-level Blood Centre workshop (Apr 2024)
- Food safety awareness (Aug 2024, Jan 2025)
- Research publication workshop (Feb 2025)
- Visitors: Site monitored by ICMR HQ and scientists from New Delhi & Kolkata in Sept 2024.

Future Plans

Services

- ▶ Full NABL Accreditation
- ▶ Establish TB Lab and Reference Lab for hemoglobinopathies, bleeding disorders, and leukemia
- ▶ Launch PCR-based testing in Microbiology, Serology, Hematology, and Histopathology
- ▶ Regional Blood Centre capacity-building for Nagaland

Academics

- ▶ Start MSc MLT program
- ▶ Pursue NAAC accreditation for AHS College

Research

- ▶ Expand involvement in regional research and collaborative projects



The Radiology Department at CIHSR provides 24x7 diagnostic imaging services, playing a vital role in disease diagnosis, emergency care, and monitoring patient recovery. With cutting-edge technologies and a skilled team of radiologists and technologists, the department continues to evolve as a key pillar in patient-centered healthcare delivery.

Core Services

- X-Rays (CR & DR): Essential for evaluating fractures and chest conditions
- CT Scans: High-resolution, cross-sectional imaging for brain, chest, and abdomen
- MRI (1.5 Tesla): Non-radiative imaging for soft tissue and organ diagnostics
- ESWL: Non-invasive kidney and urinary stone treatment using shockwave therapy
- Specialized MRI Procedures: Cardiac MRI, MRCP, MR venogram, and MR angiogram
- 24/7 Imaging Services: Emergency and routine diagnostics available round the clock

Key Highlights

New Services

- MRI 1.5 Tesla system fully operational
- Introduction of Digital Radiography (DR 400I System)

New Equipment

- Motorized floor-mounted DR 400I Digital Radiography System

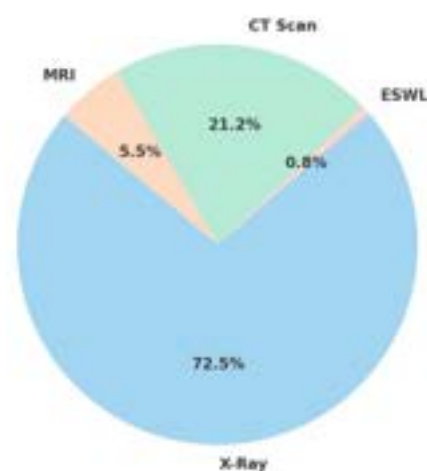
Academic Achievement

- Launched BSc MRIT program: 7 students enrolled in 1st semester, 1 student in 3rd semester

Service Statistics



Imaging Procedures in 2024-25 (Total: 32,746)



Future Plans

- Commission Mammography and Cardiac CT Scanner
- Start short-term specialized training in CT and MRI
- Sponsor students for higher studies under the NERMPI project

The department remains committed to providing accurate, timely diagnostics and expanding access to advanced imaging techniques in the region.



The Ultrasonography Department is a cornerstone of diagnostic and interventional imaging at CIHSR. For over 17 years, it has supported the clinical departments with high-quality imaging, aiding diagnosis, procedures, and patient management across outpatient, inpatient, emergency, and critical care settings.

Core Services

- Routine Scans: Abdominal, pelvic, obstetric, KUB, and small parts (thyroid, scrotum, breast, etc.)
- Trauma Assessment: EFAST
- Specialized Imaging:
 - Neurosonogram
 - Elastography
 - Doppler studies (obstetric, carotid, renal, limb vessels)

USG-Guided Procedures

- FNAC, biopsies, fluid tapplings
- Percutaneous drainages and nephrostomy
- Tumor marker clip placement, nerve blocks, sclerotherapy, intra-articular injections

Highlights & Additions

New Services Introduced

- Obstetric Anomaly Scans
- Ultrasound-Guided Endovascular Laser Ablation for varicose veins

New Equipment

- Philips Affinity 70 Premium Ultrasound System (Jan 2025)

Staff Addition

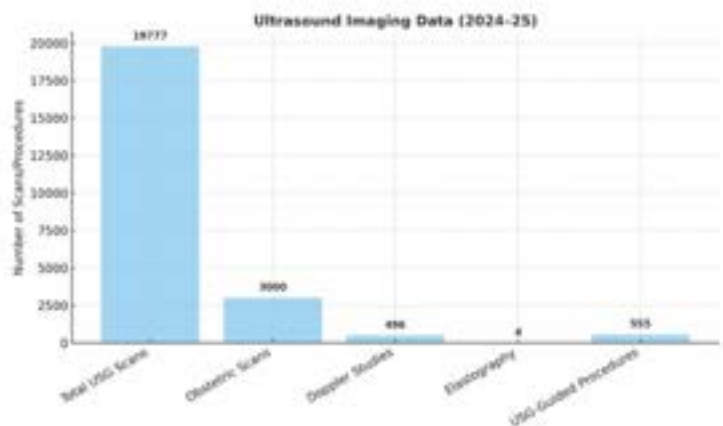
- Radiologist Dr. Visar Linyu joined to support obstetric scans

Future Plans

- ▶ Launch contrast-enhanced ultrasonography
- ▶ Introduce teaching and certification courses in ultrasonography
- ▶ Contribute to research and academic publications

With robust imaging infrastructure and skilled professionals, the Ultrasonography Department remains integral to CIHSR's mission of delivering precise, accessible, and patient-centered diagnostics.

Total volume from April 2024–25: 20,832



(Total USG scans (Excluding doppler studies, Elastography & procedures))

Highest monthly scan volume recorded: July 2024 - 2,017 scans





The Dialysis Unit, the largest in Nagaland, operates 30 beds with 24 hemodialysis (HD) machines and 2 ICU-based machines. It provides 24x7 life-sustaining HD care to patients with CKD and ARF. In 2024, CIHSR launched the state's first B.Sc. Dialysis Therapy Technology course.

Key Activities & Highlights

- **Monthly In-Service Training:** Conducted on technical topics (e.g., CRBSI, SLED, anticoagulation, AVF complications), SOP reviews, and leadership development.
- **Online Training:** Partnered with CMC Vellore through ISN Sister Renal Centre training initiative.
- **Academic Milestones:** Hosted CIHSR's 1st Nephrology CME (Nov 2024).
- **Post-Diploma Nursing Program:** First graduate joined the workforce in Jan 2025.

New Equipment

- Installed 4 new HD machines in January 2025.

Notable Challenges

- **Staffing Shortage:** 3 dialysis technologists and 1 nurse resigned; only 2 replaced.
- **Patient Overload:** Waiting list exceeded 70+ patients since Sept 2024, limiting new admissions.

Strategic Initiatives

- **Internships:** MoU initiated with ICFAI University, Tripura to host BSc student interns.
- **Skill Delegation:** Students trained in connection, priming, and termination to support workflow.
- **Quality Improvement:** Monthly goal-setting and reporting system for staff accountability.



Future Plans

- **Service Expansion:** Plasmapheresis, Peritoneal Dialysis, Hemoperfusion, and Minor OT setup.
- **Training Hub:** Introduce 1-year Dialysis Nurse Technologist course; host interns from other institutes.
- **Regional Vision:** Grow into a Regional Renal Service Centre with a full Department of Nephrology and Renal Transplant Centre.
- **Collaborations:** Partner with CMC Vellore, Manipal, NGOs, and local hospitals.
- **Research:** Ongoing study on Physical Therapy Impact in HD Patients (with PMR Department).

ADULT ICU & HDU



The Adult Intensive Care Unit (ICU) and High Dependency Unit (HDU) form the backbone of acute care at CIHSR, providing advanced, tiered care for critically ill patients. The ICU delivers continuous life support and monitoring, while the HDU—launched in May 2024 with six beds—serves as a vital step-down unit enhancing patient flow, long-term recovery, and caregiver training.

HDU Contributions

The HDU bridges ICU and general ward care, focusing on caregiver empowerment through practical training in:

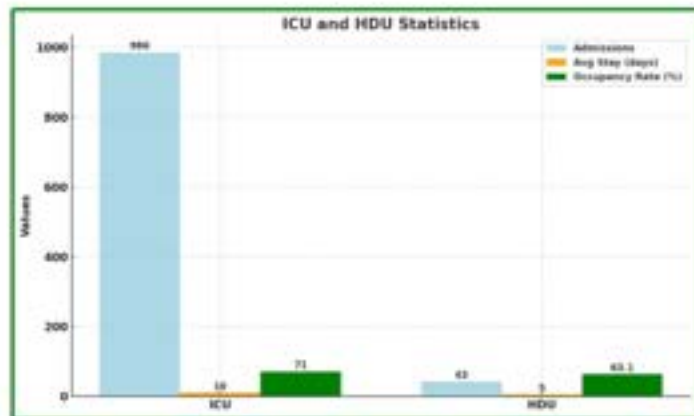
- Nutrition & hygiene
- Physiotherapy & mobility
- Tracheostomy care
- DVT & pressure sore prevention

This approach has improved patient safety, reduced readmissions, and enhanced recovery outcomes.

Staffing & Quality Initiatives

New staff undergo structured induction, competency mapping, and privileging. A transition bed and procedure bed in the ICU support step-up care and complex monitored procedures. Equipment upgrades include a DVT compression device, rectal probes for hypothermia monitoring, and a new intubation cart. Academic highlights include onboarding 18 new staff and international placement of senior nurse Ms. Chubabila.

Statistics of ICU and HDU (Apr 2024–Mar 2025)



Looking Ahead

►Infrastructure

- Expand HDU to 10 beds
- Upgrade counselling rooms (with AV recording)
- Set up a department library/resource centre

►Clinical Governance

- Develop an ICU Treatment Manual
- Enhance Antimicrobial Stewardship Program

►Service Optimization

- Strengthen training for transitional/home care
- Advance holistic, multidisciplinary care models

►Workforce Development

- Launch Post-Diploma Course in Critical Care Nursing
- Start a 1-year Critical Care Technician Program

EMERGENCY DEPARTMENT



The Emergency Department (ED) at CIHSR operates 24/7 to provide immediate, life-saving care for acute illnesses, trauma, and other critical conditions. It also functions as a key hospital entry point for admissions and public health emergencies.

Core Functions

Triage: Prioritizes patients by urgency (e.g., heart attacks, strokes).

Diagnosis & Stabilization: Rapid tests and interventions for critical care.

Resuscitation: Manages cardiac arrests, severe bleeding, etc.

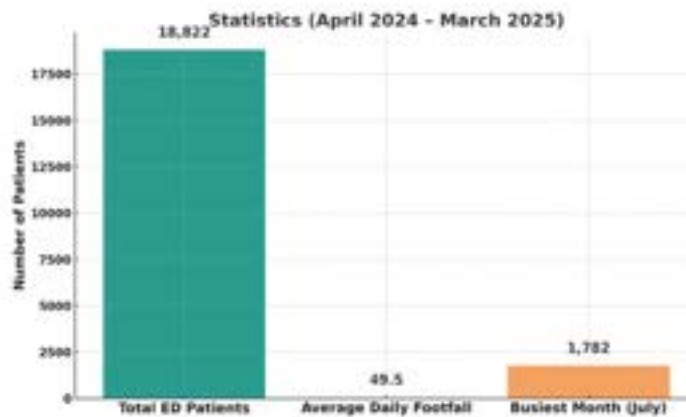
Coordination: Works with specialists for admissions and referrals.

Community Engagement: Delivered **Basic Life Support (BLS)** training to non-medical staff and colleges like Tetso College and St. Joseph University.

Capacity Building

• **30+ In-Service Classes** conducted to update staff on emergency care protocols.

• **Disaster Preparedness:** Trained to handle outbreaks, mass casualties, and natural disasters.



Key Challenges

• **Overcrowding:** Addressed via improved triage and referral strategies.

• **Staffing & Tech Needs:** Calls for more personnel, equipment, and better tech integration (e.g., telemedicine, EMR).

Future Plans

▶ **Diploma in Emergency & Trauma Nursing:** Candidate intake process underway.

▶ **Bachelor's in Emergency Medical Technician (EMT):** To launch by 2026.

▶ **"First Line Defenders" Certification:** Emergency skills training for hospital assistants (2025 launch).

▶ **Infrastructure Expansion:** Plans to upgrade to a 25-bedded ED with smart classrooms and teaching aids.

NURSING SERVICES



The Nursing Service Department remains committed to high-quality, patient-centered care through competency development, leadership training, and holistic staff support. This year, we focused on workforce development, technological upgrades, and nursing innovations to improve service delivery and staff well-being.

Core Initiatives & Programs

- **INSPIRE Program:** Monthly in-service and competency-based training
- **CNE Programs:** Quarterly events at state/district levels
- **Orientation:** Induction for new hires and ward-specific programs
- **Fellowships:** Monthly nurse fellowship meetings

Specialized Nursing Roles Introduced

- Clinical Nurse Educators
- Cardiac and Rehabilitative Nurses
- Dialysis Nurse Technicians

Service Innovations

- Indent and Supply Management System (ISMS) for better ward-level inventory control.
- Ward In-charges Management Training Program
- Initiation of Annual General Body Meetings and Monthly Nursing Team Meetings

Achievements

- Ms. Theyiesinuo (Adult Critical Care) – Best Oral Paper at 1st National Nursing Conference, CIHSR (In Picture)
- Ms. Mohini Lama (CICU) – Best Oral Presentation at Institutional Research Day

Training & Certification Programs

- Ongoing and completed in M.Sc. Nursing, Post Basic BSc, Organizational Leadership, Clinical Education, Cardiac and Pediatric Critical Care Nursing

In-Service Training Highlights

- Saline Process Witness: 26 nurses
- Medical Emergency Preparedness: 17
- Induction Programs: 53 new staff
- Emotional Health (TOT): 3

Future Goals

- Expand specialized nursing roles and leadership succession planning
- Implement Nursing Operational Excellence and pursue Nursing Excellence Accreditation
- Strengthen inter-institutional collaborations



STAFFING OVERVIEW

(as of March 2025)



Total Nurses:
261



Qualifications:

M.Sc. - 10

B.Sc. - 66

PBBSc - 14

GNM - 149, ANM - 14



Specialized roles:

4 Clinical Educators

2 Cardiac Nursing Diploma

2 Emergency/Oncology Diploma



Attrition Rate: 12%

COMMUNITY HEALTH



The CHD continues to deliver health promotion, prevention, and curative services to marginalized rural communities, focusing on primary health care in Dhansiripar block, mental health outreach, and NCD awareness in partnership with government bodies and CIHSR.

Key Programs & Highlights

1. Dhansiripar Block – Community Based Mental Health Program

- Covered 19 villages; 57 individuals followed up with home visits, counseling, psychotherapy, and medication.
- 237 home visits conducted; 601 helpline calls received.
- 4 awareness seminars conducted with 76 participants.
- Some beneficiaries engaged in skills training for rehabilitation.

2. Medziphema Block – Health Awareness Program on Non-Communicable Diseases (NCDs)

- Pilot Phase 1 (Jan–Aug 2024): Covered 23 villages.
- 23 seminars and screening camps held; 934 participants reached; 852 screened for NCDs.
- Community action plans adopted for healthy lifestyle changes.
- Monthly dermatology camps treated 144 patients across 5 sessions.
- Trainings conducted for ASHAs, government health staff, and NSRLM workers.
- State- and district-level meetings held to plan Phase 2 implementation.

3. Dengue Awareness Campaign (Aug 2024)

- Themed “Beat Dengue: Our Health, Our Responsibility.”
- Conducted in partnership with Nagaland Health Mission & NVBDCP.
- 2-day event attended by 265 participants from 84 councils/institutions.
- Focused on prevention, symptoms, entomology, and control strategies.
- IEC materials distributed for community-wide dissemination.

4. Community Based Rehabilitation Program (CBR)

- Resumed after COVID-19 delay; training sessions conducted for CHD and PMR teams to reinitiate implementation.

Future Plans

- Expand outreach medical services to other underserved areas in Nagaland, focusing on sustainable health education, community empowerment, and preventive care.

DHANSIRIPAR BLOCK

Community Based Mental Health Program



MEDZIPHEMA BLOCK

Health Awareness Program on Non-Communicable Diseases



OUTREACH SERVICES



Key Program Areas

- **Health Promotion & Education**
- **CLHTC (Community Lay-Leaders Health Training Certificate Course):** Graduated 14 trainees from NE region
- **CHPC (Community Health Promoters Certificate Course):** 14 trainees completed 2nd contact program
- **School Health Programs:**
 - Health assessments for ~1,330 students (Shemrock, GCK, GCMS, Highland Hall)
 - Healthcare awareness programs in schools and colleges
- **Internship Programs-** Basic healthcare training and income generation skills for college students

Income-Generating Skill Programs

- 40+ craft-based vocational skills taught: tie-dye, tailoring, eco-printing, bamboo work, T-shirt painting, etc.
- Beneficiaries included patients with chronic illness, mental health challenges, caregivers, and youth
- Training of Trainers (ToT) programs with NGOs like Gracious Life Foundation
- Participation in CIHSR's national oncology and nursing conferences to exhibit products

Capacity Building & Workshops

- Workshops on conflict management, mental health caregiving, and skills training (with proVision India)
- Clinical Educator Course facilitated at CIHSR
- Beekeeping training & setup in partnership with Honey Mission, Govt. of Nagaland
- Participated in CHE Consultation in Delhi

Departmental Impact

- **Community Empowerment:** Lay leaders and clients enabled to deliver healthcare education and self-care
- **Therapeutic Outcomes:** Vocational crafts provided emotional relief and social connectedness
- **Income Potential:** Handmade crafts contributed to self-sufficiency among clients

Future Plans

- ▶ Develop short-term (3–5 days) health promotion and vocational training curricula
- ▶ Market-label and refine 3 key vocational products
- ▶ Establish 3 skill development centers for vulnerable groups within 3 years

KEY PROGRAM AREAS





The Palliative Care Department at CIHSR continues its mission of delivering compassionate, holistic, and quality care to patients and families facing serious illnesses. Services are extended through outpatient consultations, inpatient care, home-based services, and partnerships with community institutions.

Core Services & Impact

- **Integrated Partnership:** Regular weekly visits and clinical support provided to St. Joseph Palliative Care Centre, strengthening community-based care.
- **Symptom Management & Support:** Patients received comprehensive pain relief and symptom control along with psychological, social, and spiritual support.
- **Bereavement Support:** Ongoing care extended to families even after the loss of their loved ones.
- **Caregiver Training:** 10 students trained as certified caregivers for elderly and palliative patients.
- **Community Engagement**
 - Observed World Palliative Care Day by distributing brochures and conducting an awareness session with state dignitaries at St. Joseph Centre.
 - Aimed to raise acceptance and awareness of palliative care among professionals, patients, and families.

Patient Statistics

PATIENT STATISTICS

Year	OPD	Admissions	IP Consults	Home Visits	St. Joseph PC Center
2022-23	1562	63	334	122	—
2023-24	1496	76	367	110	177
2024-25	1556	136	216	136	393

Future Goals

- ▶ Attain accreditation from the **Indian Association of Palliative Care**
- ▶ Launch training courses for doctors and nurses in palliative care
- ▶ Broaden interdisciplinary and community-oriented services for holistic care delivery

Together, the department remains committed to making palliative care accessible, inclusive, and known to every community member we serve



The Training, Education and Development (TED) Department, plays a crucial role in supporting **patient education** under the Department of Medicine, and coordinating key training initiatives. Patient education primarily focuses on common health conditions and is delivered to individuals in the Medicine Outpatient Department (OPD) as well as in inpatient wards. The TED Department also manages **teleconsultation services** in collaboration with the front desk team, ensuring that patients have access to medical guidance beyond in-person visits.

In addition to patient education, the TED Department oversees various staff development programs. One of its key initiatives is the **Home-Based Health Caregiver Course**, in which nursing staff actively participate as trainers. Through these efforts, the TED Department and MOPD nursing team collectively enhance the quality of care, patient awareness, and workforce capability within the hospital setting.

Key Training Programs

- **Health Caregiver Course** (5 months): Home-based elderly care (Affiliated to IIE, Guwahati)
- **Clinical Educator Course** (1 year): Builds nursing education capacity

Highlights

- ↗ **Workshop on Teaching Strategies** (Aug 2024) for 24 trainers
- ↗ **Clinical Educator Course**: 4 graduates in Batch 1; 6 students in Batch 2
- ↗ **Diabetic Foot Care Training**: 3 nurses completed Phase 1 (via CMC Vellore)
- ↗ **4th Health Caregiver Batch**: 100% pass rate (10 students)

Future Plans

- ▶ Enroll staff in specialized courses (e.g., Diabetes, Stroke)
- ▶ Produce 3–6 patient education videos
- ▶ Launch research studies on patient education
- ▶ Strengthen operations of the Diabetic Clinic
- ▶ Collaborate with organizations to grow the caregiver course

Learning & Development Unit (LDU)

Established: November 2024

Vision: To inspire and empower staff in their professional, organizational, and personal growth.

Motto: Inspire – Discover – Equip

Core Focus Areas

- Staff development through workshops and mentoring
- Integration of values, leadership, and communication skills
- Emotional and spiritual health programming

Key Trainings & Programs (2024–25)

- ↗ **Communication Skills**: For NERMPI, Billing, Skin Tech, HA, and others
- ↗ **Leadership Workshops**: Lead Like Jesus, Work-Life Transformation
- ↗ **Pastoral & Emotional Support Training**: Clinical Pastoral Education, Emotional Health Care (Transform4Life)
- ↗ **Creative Engagements**: Staff-patient communication video; World Day Against Trafficking presentation



CIHSR is accredited by the National Board of Examinations in Medical Sciences (NBEMS) to offer various postgraduate medical programs. The institution focuses on rigorous academic training, structured assessments, and national-level clinical exposure for postgraduate students.

DNB Specialties & Intake

Specialty	Year Accredited	Seats	2024 Admitted
Family Medicine (Post MBBS)	2013	2	2
General Surgery (Post MBBS)	2016	2	2
General Medicine (Post MBBS)	2016	2	2
Obstetrics & Gynaecology (Dip.)	2021	2	2
Anaesthesiology (Dip.)	2021	2	2
Pediatrics (Post MBBS + Dip.)	2022	2	1+0
Anaesthesiology (Post MBBS + Dip.)	2024	2	1+0

Academic Structure & Continuous Assessment

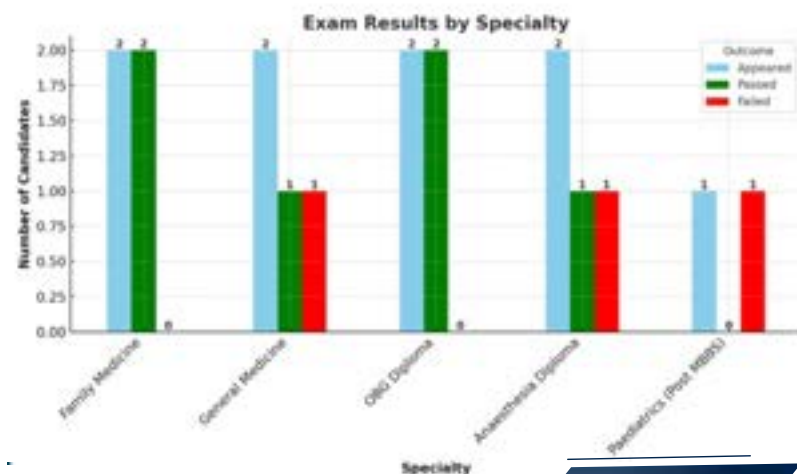
- **Mock Tests:** Bi-weekly (Family Medicine), Monthly (Others)
- **Clinical Tools:** Mini-CEX (monthly), DOPS (weekly), Field Notes, HOD Reports (3-monthly), 360° Assessments
- **Learning Platform:** NagaEd LMS used across departments

External Rotations (CMC Vellore)

Second-year PGs undergo 2-month specialty postings across departments like Psychiatry, Geriatrics, Neurology, Endocrinology, Plastic Surgery, Pediatric Oncology, and more, enhancing clinical breadth and hands-on training.

Faculty Development

- **Workshops:** Mentoring with Dr. Bruce Hayes, AI in Teaching, Manuscript Writing
- **Programs:** MAOL-DAI, blended Faculty Development Course with CMC Vellore
- **Research & Publication:** With Dr. Rohan Ramesh from CMC Vellore
- **Manuscript Writing Workshop:** Regular meetings with CMC Vellore mentors



Exam Results (Final Exit)



The College of Nursing (CoN), CIHSR, continued its commitment to excellence in education, research, and service. Celebrating its 13th Foundation Day on 21 October 2024, CoN reaffirmed its mission to transform communities through competent, compassionate nursing.

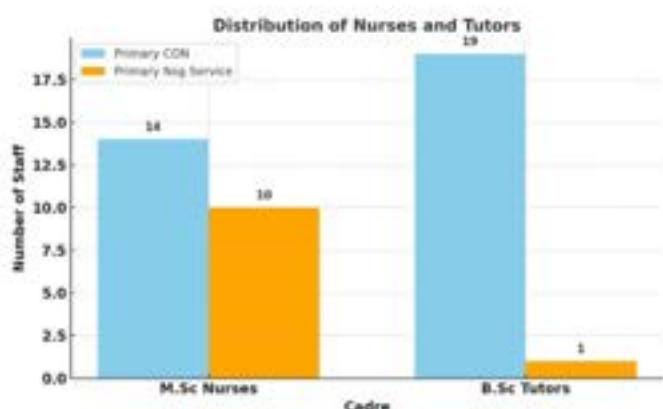
Academic & Administrative Highlights

Leadership Updates: Principal Purnungla Aier (from Aug 2024); GNM Vice Principal Nukshijungla Ao (from Jan 2025).

Program Expansion: GNM seats increased from 30 to 50 (2024); B.Sc. Nursing from 40 to 50 (2022).

Faculty Development: 33 faculty across cadres; 2 on study leave for M.Sc. Nursing; established CNE Dept (HoD: Ms. Worlanso Shimray); adjunct faculty from CMC Vellore.

Outreach: Satellite centres adopted by each specialty department to extend grassroots impact.



Student Development

Enrollment: 315 male and 24 female students.

Support Initiatives: Mentorship, remedial classes, counselling, career readiness, and leadership training.

Co-Curricular Engagement: NSS and SNA programs, blended learning strategies, and student-led initiatives.

Sponsorships: 24 students supported by CIHSR, 1 by EHA.

Achievements

MoUs: 2 international and 9 state/regional partnerships.

First National Nursing Conference (April 2024); 2 students presented papers with full sponsorship.

Innovation: Simulation trainers (5 faculty trained); launched international cell; implemented Online Student Management (Next Learning Platform).

Publications: 8 published, 1 in process, 6 ongoing; 4 Ph.D. enrollments.

New Initiatives: Red Ribbon and Alumni registrations, annual student magazine, newsletter.

Way Forward

Collaborations: Christian Medical College, Vellore & Novo Nordisk Foundation (PEP).

Academic Proposals: 2 Diploma Nursing Courses submitted to INC.

Strategic Goals: Revise Nursing Procedure Manual, register NSS, conduct Academic & Administrative Audit (AAA).

Innovations & Research: Incubation Centre, LMS, collaborative research, faculty/student exchange.



North East Regional Multi-Disciplinary Paramedical Institute (NERMPI), affiliated with Nagaland University, remains committed to advancing healthcare education in the Northeast through its wide range of Health Sciences programs. This year marked significant milestones in academic growth, outreach, faculty development, and student achievement.

Programs Offered

NERMPI currently offers 9 undergraduate and 1 diploma program, including:

- Bachelor of Science in Medical Laboratory Technology (BSc. MLT)
- Bachelor of Science in Anaesthesia & Operation Theatre Technology (BSc. AOTT)
- Bachelor of Science in Health Information Management (BSc. HIM)
- Bachelor of Physiotherapy (BPT)
- Bachelor of Science in Radiotherapy Technology (BSc. RTT)
- Bachelor of Science in Medical Radiology & Imaging Technology (BSc. MRIT)
- Bachelor of Science in Dialysis Therapy Technology (BSc. DTT)
- Bachelor of Occupational Therapy (BOT)
- Diploma in Hospital Equipment Maintenance (DHEM)
- Bachelor of Science in Nuclear Medicine Technology (BSc. NMT) applied for Academic Session 2026-27
- Bachelor of Science in Accident & Emergency Response (BSc. AER) applied for Academic Session 2026-27

Key Events & Academic Progress

•Admissions 2024–25

78 applicants, 49 appeared for written test and 35 students joined (including 1 lateral entry)

- University Exam Results:** 100% pass in most semesters; notable performance across all programs
- BOT curriculum approved;** batch to start in 2025–26
- Graduation:** Batch of 2020 (BSc. MLT, AOTT, HIM) completed degrees with internships

Workshops & Conferences

- Blood Banking Workshop (April 2024)
- CMPI Advanced Teaching Course in Medical Physics (Jan–Feb)

Institutional Milestones

- Inspection & Affiliation:** Nagaland University conducted inspection for affiliation extension and feasibility of new programs
- 3rd Education Fair:** Held in November to promote health science education; engaged students, teachers, and parents
- Lumina Fall Fest (Oct):** First inter-collegiate cultural and academic festival
- Community Outreach (Oct):** 1st-year students conducted mapping, awareness, and health services at Selhouphe village

Faculty & Development

➤**Best Teacher Awards:** Dr. Chenithung Ezung & Mrs. Vidyalakshmi

➤**Faculty Development Program:** Cross-departmental training in medical education

Foster Parent Program: Staff volunteers offered mentorship and emotional support to students

Celebrations & Recognition

➤**NERMPI Foundation Day:** Meritorious students awarded; college magazine “Youthesta” launched

➤**Christmas Celebration:** Celebrated Second Advent

➤**Best 3D Print Awards** presented during Foundation Day



The College of Medical Physics of India (CMPI) conducted its first-ever Advanced Teaching Course in Medical Physics in Northeast India at NERMPI, CIHSR, Dimapur, from 31st January to 1st February 2025.



The Institutional Review Board (IRB) at CIHSR, established in 2013, serves as the **only registered ethics committee** in Nagaland, upholding **national and international ethical standards** for all research involving human participants. The committee is currently chaired by **Dr. A. Wati Walling**, Associate Professor in Sociology and Dean (Academic), holding degrees in M.A., M.Phil., and Ph.D. (IIT Bombay).

Core Responsibilities

- Review and approve research proposals (internal & external)
- Evaluate scientific validity, ethical rigor, and informed consent quality
- Pay special attention to **vulnerable populations**
- Monitor ongoing studies for compliance
- Conduct **monthly scientific meetings** and **quarterly full committee reviews**

Key Contributions

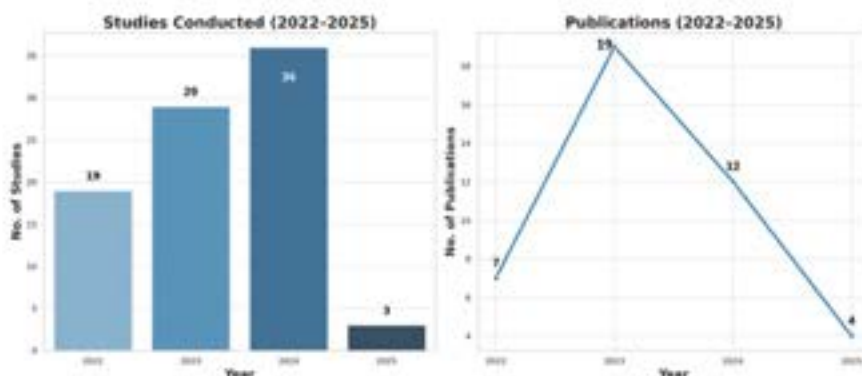
- Provides ethical clearance for **academic and policy-relevant research**
- Enables publications and influences local health policies through ethically sound studies

2024–25 Highlights

- **New Initiatives**
- Began **external study reviews** (with fees)
- Launched **research consultation services** (since Oct 2024)

Milestones

- SOP revision completed with **8 new SOPs** (Nov 2024)
- Permanent registration with the **Department of Health Research (DHR)** (Feb 2025)
- **DSIR renewal** completed (Feb 2025)
- Organized CIHSR's **1st Research Workshop** (14–19 March 2025)
- Hosted **1st Institutional Research Day** with oral & poster presentations (21–22 March 2025)



Future Plans

- ▶ Launch an **indexed healthcare journal** to publish regional research
- ▶ Register with **CDSCO** to broaden ethical review for **clinical trials and drug studies**



The Quality Cell at CIHSR is a dedicated unit focused on enhancing healthcare service quality, ensuring patient safety, and driving continuous institutional improvement. It plays a pivotal role in maintaining CIHSR's quality assurance framework and is actively engaged in meeting and sustaining the standards set by the **National Accreditation Board for Hospitals & Healthcare Providers (NABH)**. CIHSR achieved the **NABH Pre-Accreditation Entry Level Certification** in January 2020, with successful renewals in 2022 and 2024, currently valid through September 2026—a testament to the institution's steadfast commitment to healthcare excellence.

Additionally, as an active member of the **Consortium of Accredited Healthcare Organizations (CAHO)**, the department participates in national-level benchmarking and knowledge-sharing initiatives, enabling CIHSR to remain aligned with best practices and innovations in healthcare quality.

Overview

- Oversees CIHSR's compliance with NABH standards
- Drives protocol implementation, monitoring of outcomes, and service optimization
- Conducts regular staff training and safety workshops
- Maintains active collaboration with CAHO for national benchmarking and knowledge exchange

Major Highlights

- **NABH Pre-Accreditation Entry Level Certification** renewed (Valid through Sept 2026)
- **CAHO Membership** renewed in March 2025
- **Certified Infection Control Professional (CICP)** awarded to Ms. Theyiesinuo by CAHO (Oct 2024)
- **World Patient Safety Day** celebrated in collaboration with CAHO (Sept 2024)
- **CIHSR's First Quality Newsletter** launched on 11th May 2024
- **Faculty Recognition:** Mr. Pelezoto Pius Kikhi selected as Lean Healthcare faculty for CAHO (July 2024)
- **Participation in CAHOCON 2024**, Kolkata by CIHSR leadership and Quality Cell team

Training & Workshops Conducted

- **20 Mar 2025** – Lean process training for Dialysis Department
- **15 Feb 2025** – Clinical Audit class
- **8 Feb 2025** – Incident Reporting Workshop
- **10 Dec 2024** – Lean session at OP Pharmacy
- **11 Oct 2024** – 5S Workshop for Anesthesia interns

Future Plans

- Achieve designation as a Centre for Quality Promotion under CAHO

The Quality Cell continues to champion CIHSR's mission of compassionate and excellent care through strategic quality interventions and a strong commitment to safety and performance improvement.



The HR Department, with a 4-member team, oversees all employee lifecycle operations including recruitment, onboarding, benefits, training, policy implementation, and grievance redressal. With a **staff strength of 675**, along with **35 apprentices, 7 project staff, and 2 deputed staff**, HR continues to serve as a strategic partner in institutional growth.

Key Highlights

Technology & Process Enhancements

- ↗ Job Description Software implemented in HRMS
- ↗ Strategic Planning Software under consideration

Employee Milestones & Promotions

- ↗ 99 staff promoted (April: 59 | October: 40)
- ↗ 133 staff inducted
- ↗ 32 employees recognized for 10 years & 10 for 15 years of service
- ↗ **Employee of the Year: Ms. Laishram Vidyalakshmi**

Staff Benefits Disbursed

- Annual Health Check-up: 427 employees
- Leave Encashment: ₹9.99 lakh
- Home Travel Reimbursement: ₹23.84 lakh
- Children's Education Scheme: ₹1.5 lakh
- Training Sponsorship: ₹13.4 lakh

Attrition Metrics

- Overall attrition rate: 7.1%
- Nurses: 4.5%

Key Policies Introduced

- Earned Leave Gifting (Dec 2024)
- Retirement & Reemployment Guidelines (Apr 2024)
- No cap on Professor posts for MSc Nursing/AHS (Jul 2024)
- PhD education support policy (Jan 2025)

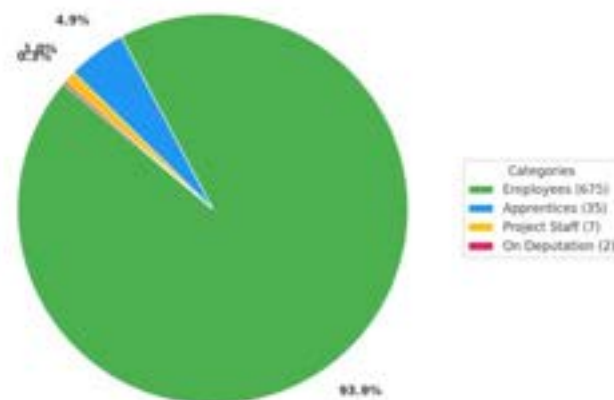
Training & Staff Development

- ↗ Conducted dozens of **internal training** sessions including:
 - ↗ **Emergency Code Response**, Hand Hygiene, Biomedical Waste, IPC, Work-Life Formation
 - ↗ **Annual Retreats** for assistants, artisans, and DNB trainees
 - ↗ **Saline & Conflict Resolution** workshops
 - ↗ **Prevention of Sexual Harassment** sessions (monthly)
- ↗ Staff Sponsored for Further Studies: 40+ employees across diverse programs (IIM, CMC Vellore, CIHSR, NLSIU, etc.)

Future Focus

- ▶ Strategic Planning Software Implementation
- ▶ Continued focus on staff development, retention, and digital HR operations

Workforce Composition





The Finance Department, led by a six-member team, has undergone significant structural and operational improvements. A professional role assessment and relocation to a new office have boosted efficiency and morale. The department supports institutional financial stability through effective budgeting, compliance, and technological adoption.

Key Highlights

➤ Financial Management & Budgeting

- Efficient allocation of institutional funds and annual budget monitoring.
- Cost-control initiatives supporting financial sustainability.

➤ Revenue Cycle Management

- Improved billing systems across OPDs.
- Insurance claims and reimbursement handled despite provider inconsistencies.

➤ Compliance & Risk Mitigation

- Full adherence to financial regulations and tax laws.
- Conducted audits for transparency.
- Insured high-value equipment and initiated asset replacement funding.

➤ Expense Control & Procurement

- Oversight of vendor contracts and purchasing.
- Cost-saving initiatives without affecting patient care.

➤ Payroll & Employee Benefits

- Timely salary disbursement and benefit processing.
- Compliance with labor laws; retirement fund oversight(e.g., Gratuity).

➤ Financial Literacy

- Senior officers provided financial training for clinicians and students

Future Plans

► Reorganizing the Chart of Accounts (CoA)

- Streamline classifications for improved clarity and reporting.
- Enable data-driven decisions through enhanced financial visibility.

► Cost Center-Based Accounting

- Allocate and track expenses by department or service unit.
- Improve budgeting and identify high-cost areas.

► Second-Line Leadership Development

- Build internal leadership pipeline for long-term sustainability.
- Promote knowledge-sharing, delegation, and innovation.

INCOME DISTRIBUTION 2024-2025





The HIM Department plays a pivotal role in healthcare delivery by managing patient data, generating hospital statistics, supporting administrative decisions, and ensuring accurate insurance processing. With six dedicated staff, six students, and one intern, the department is also nurturing the next generation through its B.Sc. in Health Information Management program.

Core Responsibilities

Medical Records Management: Organizing and maintaining inpatient charts ensuring patient records stay updated and accessible.

Health Statistics: Producing monthly, quarterly and annual reports which provide valuable insights for improvements.

Administrative Support: Data-backed planning and reporting helping to shape better healthcare services.

Insurance Processing: Handling reimbursement claims efficiently allowing for uninterrupted patient care.

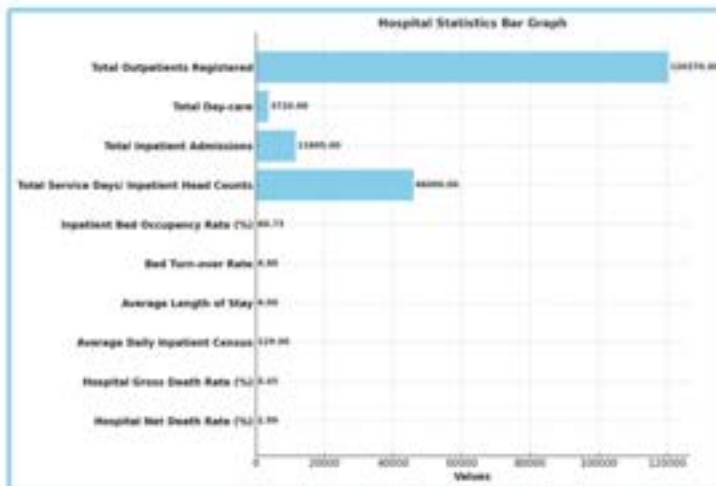
Education & Training: Ongoing academic program for future HIM professionals through our Bachelor of Science in Health Information Management program.

Key Highlights

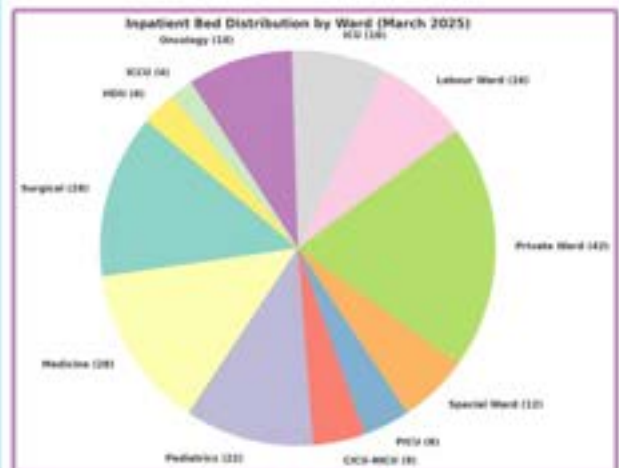
➤ **EMR Transition:** Launched scanning project for full integration of electronic medical records (EMRs)

➤ **Healthcare Impact:** Enhanced accessibility, accuracy, and decision-making through streamlined information systems

Major Statistics (April 2024 – March 2025)



Total Inpatient Beds: 215 + 16 Bassinets across various wards including Medicine, Surgery, ICU, Pediatrics, Oncology, and Maternity.



Looking Ahead

► 100% EMR Integration

► Technology-driven innovations for improved care outcomes and administrative efficiency



The Billing Department at CIHSR is a vital, 24x7 operational unit responsible for accurately managing and processing all financial transactions related to patient care. It serves as the first and final point of contact in a patient's hospital journey and is structured into three core sections:

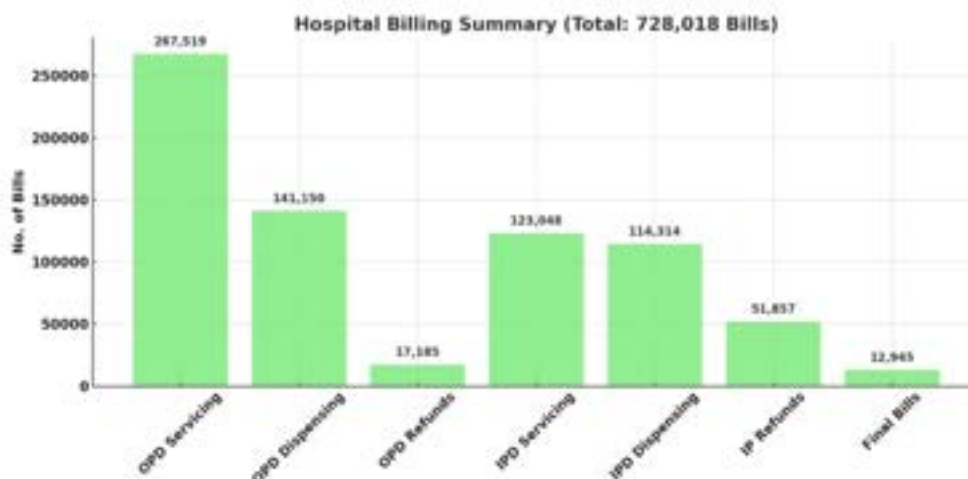
- **OPD Billing:** For outpatient consultations and procedures
- **Ward Billing:** For inpatient admissions, treatments, and discharges
- **Health Insurance Schemes Office:** Coordinates with AB-PMJAY, CMHIS, NIT, Airport Authority, and other partners

All operations adhere strictly to institutional policies, ensuring transparency, accuracy, and patient-centered service.

Key Highlights & Initiatives

- **Annual Seasonal Ward Cycle:** Implemented to optimize staffing during high-demand seasons
 Winter (Nov–Feb): 8:00–16:30 (Mon–Fri), 8:00–13:00 (Sat)
 Summer (Mar–Oct): 9:00–17:30 (Mon–Fri), 9:00–14:00 (Sat)
- **Cashless Billing Introduced:** Collaborated with Front Desk to enable cashless billing in Dermatology, ENT, and Radiotherapy OPDs for faster service.
- **Digital Payment Upgrade:** Replaced Pine Labs POS with 18 Razorpay POS terminals for smoother, user-friendly digital transactions.

Billing Statistics (Apr 2024 – Mar 2025)



➤ 8.52% increase in total bills compared to the previous year.

Plans Ahead

- **Cross-Training Program:** A phase-wise cross-training of Billing and Front Desk teams will be launched to boost manpower flexibility, service quality, and overall process efficiency.



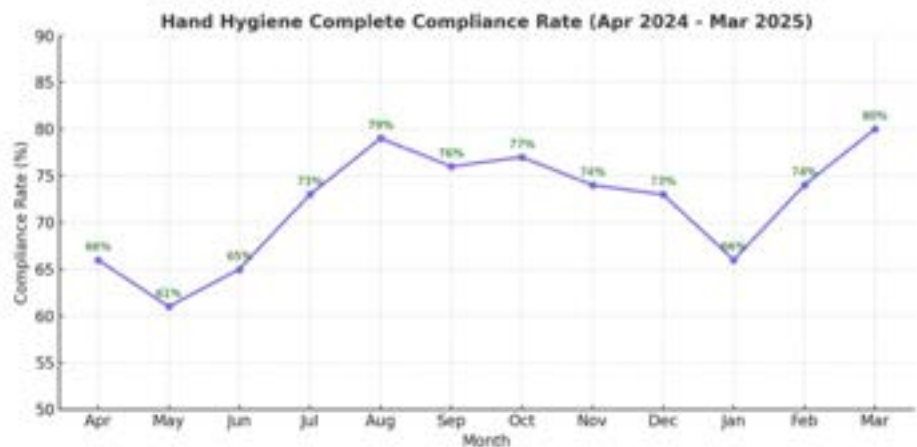
The HIC Department, led by Dr. PC Hmingmuanpui (Chairman) and Ms. Theyiesinuo (ICN Head), works across all patient care areas to prevent and control healthcare-associated infections (HAIs) and implement antimicrobial stewardship programs. The department achieved “Centre of Excellence” recognition in March 2025 by CAHO through the iComply program.

Key Activities

- **Daily Audits & Surveillance** on hand hygiene, biomedical waste segregation, care bundle compliance, ANTT practices, and antibiotic use
- **Infection Reporting & RCA:** Regular tracking of HAIs with root cause analysis and preventive actions
- **Annual Training:** 567 staff trained in IPC practices in July 2024
- **Staff Education:** Orientation sessions for all new staff and students
- **Awareness Campaigns:** Celebrated World Hand Hygiene Day with 310 participants

Infection Surveillance (Apr 2024 – Mar 2025)

HEALTHCARE-ASSOCIATED INFECTIONS vs ISCCM BENCHMARK		
Indicator	Avg. Incidence	ISCCM Benchmark
VAP	12.4 /1000	3.3
CAUTI	0.2 /1000	3.3
CLABSI	1.2 /1000	2.0
SSI Rate	1.8%	—



Exposure & PEP

- Needle stick injuries: 20 | Mucosal exposures: 9
- HIV PEP given: 15 (including 4 for unknown exposures)
- Hepatitis B PEP: 1; Hep C PEP: 0
- Vaccination: 217 completed Hep B doses (105 staff, 112 students)

Certifications & Recognition

- Ms. Theyiesinuo: Silver Medalist – National CICP Exam
- Ms. Chunwiliu: Completed CPHIC & ACE for CSSD (Basic + Advanced)

Future Plans

- Achieve NABH 6th edition IPC standards
- Boost hand hygiene compliance >60%, enforce ANTT & isolation
- Reinforce Antimicrobial Stewardship
- Launch IPC training via Moodle LMS
- Conduct audits on care bundles, hand hygiene, and AMR trends

Exposure & PEP

Needle stick injuries: 20
Mucosal exposures: 9

HIV PEP given: 15
(including 4 for unknown exposures)

Hepatitis B PEP: 1
Hep C PEP: 0

Vaccination: 217 completed Hep B doses
(105 staff, 112 students)



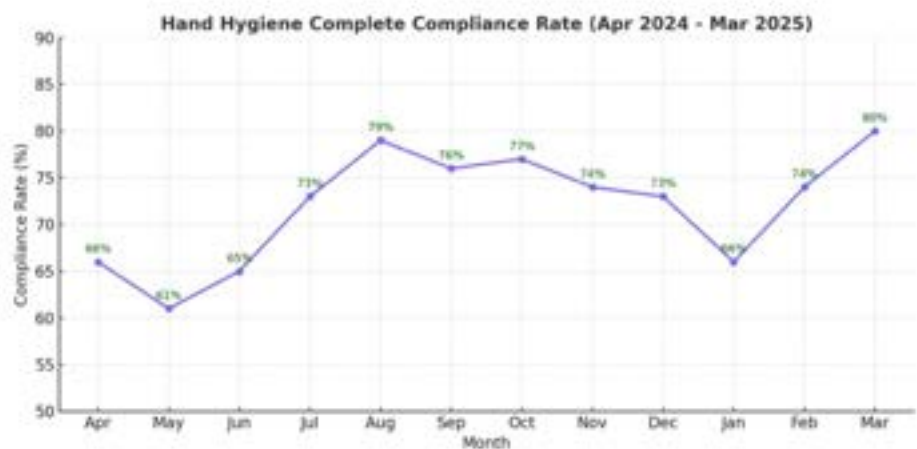
The HIC Department, led by Dr. PC Hmingmuanpui (Chairman) and Ms. Theyiesinuo (ICN Head), works across all patient care areas to prevent and control healthcare-associated infections (HAIs) and implement antimicrobial stewardship programs. The department achieved “Centre of Excellence” recognition in March 2025 by CAHO through the iComply program.

Key Activities

- **Daily Audits & Surveillance** on hand hygiene, biomedical waste segregation, care bundle compliance, ANTT practices, and antibiotic use
- **Infection Reporting & RCA:** Regular tracking of HAIs with root cause analysis and preventive actions
- **Annual Training:** 567 staff trained in IPC practices in July 2024
- **Staff Education:** Orientation sessions for all new staff and students
- **Awareness Campaigns:** Celebrated World Hand Hygiene Day with 310 participants

Infection Surveillance (Apr 2024 – Mar 2025)

HEALTHCARE-ASSOCIATED INFECTIONS vs ISCCM BENCHMARK		
Indicator	Avg. Incidence	ISCCM Benchmark
VAP	12.4 /1000	3.3
CAUTI	0.2 /1000	3.3
CLABSI	1.2 /1000	2.0
SSI Rate	1.8%	—



Exposure & PEP

- Needle stick injuries: 20 | Mucosal exposures: 9
- HIV PEP given: 15 (including 4 for unknown exposures)
- Hepatitis B PEP: 1; Hep C PEP: 0
- Vaccination: 217 completed Hep B doses (105 staff, 112 students)

Certifications & Recognition

- Ms. Theyiesinuo: Silver Medalist – National CICP Exam
- Ms. Chunwiliu: Completed CPHIC & ACE for CSSD (Basic + Advanced)

Future Plans

- Achieve NABH 6th edition IPC standards
- Boost hand hygiene compliance >60%, enforce ANTT & isolation
- Reinforce Antimicrobial Stewardship
- Launch IPC training via Moodle LMS
- Conduct audits on care bundles, hand hygiene, and AMR trends

Exposure & PEP

Needle stick injuries: 20
Mucosal exposures: 9

HIV PEP given: 15
(including 4 for unknown exposures)

Hepatitis B PEP: 1
Hep C PEP: 0

Vaccination: 217 completed Hep B doses
(105 staff, 112 students)

PHARMACY



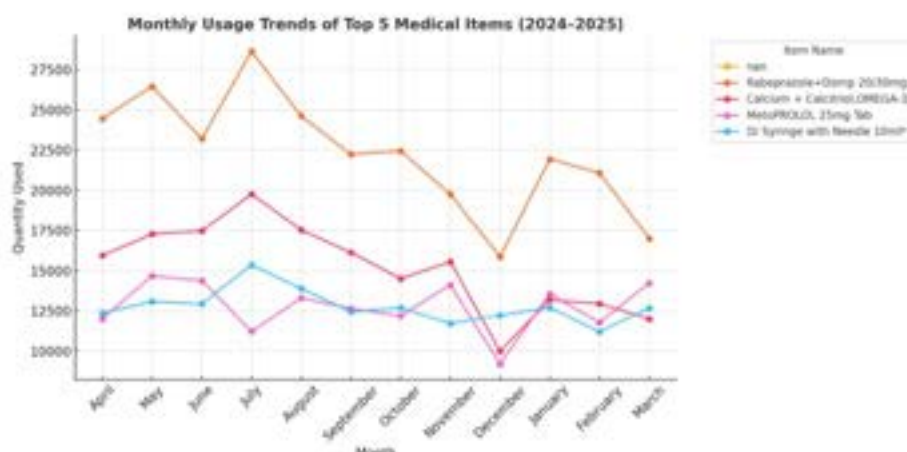
The Pharmacy Department at CIHSR is a critical component of patient care, providing **24x7 medication access and ensuring safe, accurate, and timely pharmaceutical services**. Operating with a Christ-centered, patient-first philosophy, the department supports hospital-wide care delivery through efficient medication management, safety protocols, and collaborative practice.

Core Services & Roles

- **Round-the-clock Operation:** Pharmacy services available 24/7, including emergency hours, to meet all inpatient and outpatient medication needs.
- **Interdisciplinary Collaboration:** Pharmacists work closely with doctors and nurses for patient counseling, medication reconciliation, and optimizing therapy.
- **Patient Education:** Empower patients and caregivers through drug information and guidance, enhancing treatment adherence and outcomes.

Key Highlights

- **Inventory Team Formation**
- Ensures uninterrupted stock of essential drugs
- Monitors expiry dates and prevents wastage
- Enhances safety and timely service through proactive stock management
- **Medication Safety Measures**
- Quarterly audits conducted
- Best practices in labeling and drug storage maintained
- **24x7 Pharmacy Operations**
- Ensured continuous care, especially during nights and emergencies



Future Plans

- **Expand Clinical Pharmacy Services:** Enhance pharmacist roles in direct patient care including medication review and counseling
- **Technology Upgrade:** Improve inventory control with upgraded software and tracking tools
- **Ongoing Training:** Continue skill-building through NABH-compliant education for staff

The Pharmacy Department remains committed to **innovation, accuracy, and compassion**, ensuring medication safety and effectiveness for every patient served.

DIETETICS



The Dietetics Department provides comprehensive nutritional care, with a mission to promote health and well-being through evidence-based dietary counseling, individualized nutrition plans, and continuous patient education. Services support patients with chronic diseases, recovery post-surgery, and those with specific dietary needs such as diabetes, cancer, CKD, cardiac issues, gastrointestinal disorders, food intolerances, and more.

Core Functions

- **Nutritional Assessment:** Evaluating age, lifestyle, medical history, and dietary habits.
- **Personalized Meal Plans:** Designed for a wide range of medical conditions and recovery stages.
- **Diet Counseling & Education:** Covers portion control, healthy food choices, eating disorders, and weight management.

2024–2025 Highlights

- Hand Dynamometer introduced for non-invasive assessment of muscle mass and malnutrition risk.
- Subjective Global Assessment implemented to evaluate and diagnose nutritional status.
- Food Frequency Chart added to diet plans for easier understanding and personalization.

Statistics

↗ **Total Patients Served:** 1,246 (April 2024 – March 2025)

Future Plans

- ▶ **Dietary Kitchen Service (long-term):** To provide nutritionally tailored, safe meals to inpatients, enhancing recovery and overall health outcomes.

The **General Stores Department** ensures the smooth internal supply chain of CIHSR by managing the procurement, storage, and distribution of medical supplies, lab consumables, stationery, and equipment.

The department supports uninterrupted hospital operations through timely delivery, inventory control, and strategic stock planning.

GENERAL STORES

Key Highlights

- ↗ **Workspace Improvement:** Office whitewashed and reorganized for better efficiency.
- ↗ **Store Layout Restructuring:** New labelling system introduced for faster item identification and improved inventory control.
- ↗ **Operational Growth:**
- ↗ **GRNs generated increased from 826 (2023–24) to 1001 (2024–25)**
Reflects a 21% rise in quantity and value of items handled due to expanding institutional demands.

Future Plans

- ▶ **Implement 5S Methodology**
Focus on Sort, Set in order, Shine, Standardize, Sustain
Aimed at enhancing cleanliness, order, and efficiency.
- ▶ **Recruit Additional Staff**
To manage increased operational workload and maintain high service standards.

ELECTRICAL



The Electrical Department is tasked with the safe operation and maintenance of CIHSR's electrical infrastructure. This includes power supply systems, lighting, solar power, DG sets, UPS units, and electrification of medical areas. The team comprises qualified engineers, ITI tradesmen (2), and experienced electricians (4), led by HOD Er. Neiyazo Ndang and Acting HOD Er. Aying Longchar.

Key Responsibilities

- Routine checks, repairs, and preventive maintenance of critical infrastructure
- Oversight of emergency power systems and hospital electrification
- Collaboration with NERMPI for the Hospital Equipment Maintenance Diploma, completing training of the first batch

Major Projects Completed

- 1010 kVA DG installation & stack (Sept 2024)
- New OTIS lift in CAB (Dec 2024)
- Electrification for:
 - CT Room (Jan 2025)
 - DR Room & Chapel Hall (Mar 2025)
 - P&O Unit (Feb 2025)

Future Plans

- **Energy Monitoring System:** Install energy meters per block/department for efficiency tracking
- **Solar Upgrade:** Convert off-grid solar PV to on-grid system

The Fire & Safety Department focuses on life preservation and property protection, maintaining fire systems and promoting emergency readiness. The department aims to align with **NBC 2016 standards** by 2028, particularly important as many campus buildings were constructed prior to that year.

FIRE & SAFETY

Key Responsibilities

- Regular inspections of all fire safety systems in collaboration with civil, electrical, and biomedical teams.
- Staff education and scheduled mock drills across hospital units.
- Training and awareness sessions to promote campus-wide safety.
- Equipment & Maintenance

Infrastructure Upgrades (2024–25)

- Fire detection & alarm systems in Ward & Diagnostic Blocks
- Simulation Lab equipped with: hydrant system, gas suppression, and fire alarm system

Capacity Building & Training

- Two staff sent to CMC Vellore for 1-year fireman training (returning May 2025)
- Regular fire safety classes and mock drills scheduled monthly across all wards and services (2025–26 calendar planned)

Future Focus

- Continue infrastructure upgrades
- Strengthen emergency response through scheduled drills and staff awareness
- Develop a comprehensive fire department in partnership with district services

LIBRARY



The Central Library (**Abraham Joseph Centre for Learning**) serves as a **knowledge hub** for students, faculty, researchers, administrators, and staff. Located in a two-storied building with seating capacity for 232 readers, it supports academic and clinical excellence through a robust collection of physical and digital learning resources.

Key Services

- Lending & Borrowing
- Reference Assistance
- Reprography & Printing
- Internet & Computer Lab Access
- Periodicals & Newspapers
- E-Resources & Online Databases
- Koha-OPAC System for catalog and circulation management

Resources & Infrastructure

- ↗ Over 6,000 volumes of medical and allied health sciences literature
- ↗ Tailored collections supporting the College of Nursing, NERMPI, and DNB programs
- ↗ Two floors organized by discipline for targeted academic use

Usage Statistics (April 2024 – March 2025)

- Library Users: 29,200
- Books Issued: 2,357

The **Chaplaincy Department** provides holistic spiritual care through ward visits, home visits for palliative patients, morning chapel devotions (Monday to Friday), Bible classes for students, bereavement support, and coordination of institutional spiritual activities in partnership with Team Renovare.

CHAPLAINCY

Key Highlights

New Additions

- A guitar was donated to the Hall of Hope by a well-wisher.
- Fresh flowers were donated regularly by mothers from the Community Church.

Achievements

- ↗ Initiated a monthly prayer fellowship for security personnel.
- ↗ Assisted 8 families by facilitating blood donations from College of Nursing (CON) and Allied Health Sciences (AHS) students.

Service Statistics (Dec 2024–Mar 2025)

- 117 in-patients and 28 caretakers were visited in the hospital.
- 39 palliative care patients were visited at home or in care centers.

Looking Ahead

- ▶ Continue Clinical Pastoral Education (CPE) programs.
- ▶ Launch a new Fellowship in Clinical Chaplaincy and Counselling (FCCC).

ESTATE



The Estate Department plays a vital role in creating and maintaining a clean, green, and serene campus environment that promotes health, well-being, and sustainability for patients, staff, and students.

Core Responsibilities

Campus Maintenance: Regular upkeep of landscapes, gardens, walkways, and infrastructure.

Sustainability Initiatives: Management of fisheries, orchards, and green spaces to support eco-conscious living.

Waste Management: Ensures effective disposal and promotes recycling to maintain hygiene and reduce environmental impact.

Key Highlights

- **Greenery & Aesthetic Enhancement:** Added lush gardens and improved landscapes, especially near the Guest House.
- **Greenhouse Expansion:** Progress toward sustainability by growing local flora and contributing to a self-sufficient ecosystem.
- **Improved Waste Disposal:** Introduced recycling initiatives to improve campus cleanliness and eco-friendliness.
- **Positive Feedback:** Patients, staff, and students have expressed appreciation for the enhanced natural beauty and cleanliness.

Future Plans

- ▶ **Environmental Awareness Campaigns:** Promote sustainability across the CIHSR community.
- ▶ **Waste Disposal Upgrades:** Implement better systems for segregation and recycling.
- ▶ **Landscape Development:** Continue to expand green areas and strive toward a self-sustaining, eco-friendly campus.

The Linen, Laundry, and Central Sterile Services Department (CSSD) play a critical role in maintaining hospital hygiene, efficiency, and patient safety, ensuring seamless support to clinical operations.

CSSD

Linen Department

Core Functions: Sourcing, stitching, repair, and condemnation of linen items.

Production: Over 150 linen product types manufactured; 25 new items introduced in response to changing institutional needs.

Quality Control: Monthly audits conducted across patient care areas to assess linen availability, quality, and accountability.

Laundry Department

• **Processing Capacity:** Over 1,000 linen items processed daily using two washing machines, one extractor, and one dryer (each with 30 kg capacity).

• **Standards:** Maintains strict infection control protocols to ensure hygienic linen processing.
CSSD (Central Sterile Services Department)

• **Sterilization Workload:** Sterilizes over 200 reusable medical instruments daily.

• **Upgrades:** Two horizontal autoclaves installed this year to enhance operational efficiency.

• **Training & Compliance:** All staff completed ACE CSSD training under CAHO and received certification following a compliance audit.

EVENT LIST



DATE	EVENT
10th to 12th April 2024	National Nursing conference
27th April 2024	Head and Neck Oncology Multi Disciplinary Summit
22nd to 27th April 2024	Medical Laboratory Professionals Week
26th April 2024	Dedication of new Gynea ward
3rd to 15th June 2024	PGDFM contact Program
28th & 29th June 2024	Photography & Cinematography Workshop by Canon India
5th July 2024	One day symposium College of Nursing
18th July 2024	New patient guest house inauguration by Dr. Saira Paulose, Executive Director EHA
18th July 2024	CAB Inauguration by Dr. Varghese Philip
10th August 2024	NABH Inspection- Dr. Parmod Pahlaria
17th Sept 2024	Patient safety Day Celebration- Dr. Jeet Patwari & Dr. Promod Pahlaria
12th October 2024	New Guest House Inauguration by Mr. Vardharajan S
17th to 19th Oct 2024	NERMPI Collegeiate Festival
16th November 2024	NERMPI Education fair
26th to 28th Nov 2024	Faculty Development Program
5th & 6th Dec 2024	Short Film Screening -Celebrating 25 Hornbill festival
18th Dec 2024	CON Fest
19th Dec 2024	
8th to 9th Feb 2025	NE Shiloh
24th Feb 2025	NERMPI Foundation Day
22nd Feb 2025	CSSD Inspection
28th Feb 2025	P&O inaugural
11th March 2025	Hall of Hope inauguration
14th March 2025	Inauguration of digital Radiography Room Inauguration
18th March 2025	Signing Ceremony of Memorandum of Understanding (MoU) Between the Department of Social Welfare and Christian Institute of Health Sciences and Research (Referral Hospital) for Training Geriatric Caregivers
22nd March 2025	Research Day
25th March 2025	Visits by Shri Yugal Joshi, Programme Director NITI Aayog
29th March	Retreat with Dr. MC Mathew

VISITORS LIST

Sl. No	Name of the Visitor	Purpose
1	Dr. M C Mathew	Staff Development
2	Adv. Samuel Abraham	Legal Advisor
3	Dr. Prakash	SHP guide
4	Mr. Sunny Philip	Transform 4 Life
5	Mr. Jibi Thomas	
6	Mr. George Cherian	
7	Dr. Summa	PGDFM Contact Program
8	Mrs. Revathi Selvakumar	
9	Dr. Dei Gratia Lamlee Kamel	
10	Dr. Roshine	
11	Dr. Pringprang Salgra D. Shira	BoD & GB
12	Dr. Varghese Philip	
13	Dr. Saira Paulose	
14	Dr. Jachin Velavan	
15	Mr. Lyric Abraham	
16	Dr. Rebecca Zacharia	Disaster Management
17	Mr. Peniel Malakar	
18	Mr. Sunny Philip	Transform 4 Life
19	Dr. Jeet Patwari	World Patient Safety Day
20	Dr. Pramod	
21	Mr. S Varadharajan & family	Guest House Inauguration
22	Dr. & Dr. Arun Mathai	Neurologist from CMC Vellore
23	Dr. Joseph	Nephrologist CMC Vellore
24	Dr. Vivek Nambiar	Amrita Institute Kochi
25	Mr. Shem Raomai	
26	Dr. Rebecca Sinate, Regional Director, NER, EHA	EHA- HEAL
27	Peniel Malakar, Disaster Management Practitioner	
28	Deborah Sangma, Geo Hazard Society	
29	Subhas Das, Coordinator, FWBS, Bihar	
30	Johnson Singson, Managing Director, BMCH, Alipur, Assam	
31	Dr. Asolie Chase, Managing Director, BCH, Tezpur, Assam	
32	Godwin Jose Kallath, Project Manager, DMMU, EHA	Research Workshop
33	Dr. M C Mathew	
34	Dr. Rebekah CMC Vellore	
35	Dr. Sudha	Smile train inspection
36	Ms. Suchitra Chakraborty	
37	Mr. Ranjit Singh	Transform 4 Life
38	Mr. Sunny Philip	
39	Dr. Reenu	
40	Dr. Sorojini	Physics Workshop resource Person
41	Dr. Valsa	
42	Dr. T Ganesh	
43	Dr. Niyas	EMFI Conference
44	Dr. Jibon Sharma	
45	Dr. Santosh Mathew	
46	Dr. Hansraj Jain	
47	Dr. Latha Paul	Research Workshop
48	Dr. Sukumar Chituri	
49	Dr. Rohan Ramesh Dr. Tintu Varghese Dr. Vijayalakshmi B	Inauguration & Development of Prosthetic and Orthothist Unit
50	Mr. Gavin, CMC Vellore Mr. Vinoth Jacob Mr. Om Prasad Biswal Ms. Malini B	
51	Judy Ann John	
55	Dr. Jayaprakash Muliylil	Research Day
56	Dr. M C Mathew	Novo NORDISK
57	Shivangini Kar Dave & Amrita	
58	MS. Jubin Varghese	CBID
59	Mr. Paul C Dass	Skill Development
60	Dr. John Oomen	Convocation
61	Dr. Raj Kumar Songa	

REGISTRATION LICENSES



- Hospital Registration
- Society Registration
- NABH
- NABL
- CAHO
- AHPI
- SIRO
- ESI
- Form B (PNDT Ultrasound)
- Form 21 to sell/stock/exhibit for sale, or distribute by retail DRUGS specified in schedule C and C(1)-Pharmacy
- Form 20 to sell/stock/exhibit for sale, or distribute by retail drugs other than those specified in schedule C and C(1)-Pharmacy
- Form 3G Narcotic Drugs Morphine /Fentanyl
- Form 20F
- Ketamine/Meprobamate/Barbitals
- Quality Assurance- Radiology Equipment
- Certificate of Recognition of Disability Centre
- CON Affiliation- NAAC
- CON Affiliation- Govt. of Nagaland
- CON Affiliation- Nagaland University
- Biomedical Waste Disposal
- Nagaland Pollution Control Board
- Building safety for hospital-PWD
- Ayushman Certificate of Empanelment
- Blood Centre License
- CSR Registration
- ISO
- Trade License Hospital
- Cath Lab

ACKNOWLEDGEMENT

- North Eastern Council
- Govt of Nagaland
- CMC, Vellore
- Emmanuel Hospital Association
- All departments of CIHSR

GLIMPSES & HIGHLIGHTS



National Nursing Conference



Head & Neck Oncology Multi-Disciplinary Summit



Patient Guest House Inauguration



New Guest House Inauguration



1st CIHSR Research Day



Digital Radiography Room



Consultative Meeting with Novo Nordisk



MoU with Dept. of Social Welfare,
Govt. of Nagaland



Christian Institute of Health Sciences and Research
4th Mile, Chumoukedima (Formerly Dimapur), Nagaland
Phone: +91 3862-242555
www.cihsr.in