



CHRISTIAN INSTITUTE OF HEALTH SCIENCES & RESEARCH NAGALAND

ANNUAL REPORT 2023-2024



NORTH EAST REGIONAL MULTI-DISCIPLINARY PARAMEDICAL INSTITUTE

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VISION

To develop Christ centered leadership in healthcare, transforming communities through compassion, innovation and excellence.

MISSION

CIHSR strives to be a vibrant community of healthcare workers in the spirit of Jesus Christ by:

- Providing quality, ethical, accessible and affordable healthcare with a focus on the poor and vulnerable sections of society.
- Training and capacity building of compassionate healthcare professionals to be servant leaders.
- Engaging in contextual research to improve health outcomes
- Partnering with communities and likeminded organizations to impact health.



DIRECTOR'S NOTE



CIHSR is in its 17th year of existence. The last year has been eventful with several initiatives taking place.

Academics - The Allied Health Sciences College finally got its official recognition from the Nagaland University. Anaesthesiology degree course was upgraded in the DNB Post Graduate program. Research has taken off with several papers being published by our staff in National and International papers.

Infrastructure - The MRI was installed. The 5G Lab was granted to CIHSR from the Dept of Telecommunications, Govt of India. The PK John-Multipurpose Building was completed and is now being used for sporting activities and institutional functions by our staff and students.

People – Several personal formation processes were initiated with Dr. MC Mathew, Dr. Varghese Philip and Dr. Sheila Varghese who strengthened the process of reflection and retreats to enable our staff to develop in their spiritual and personal life.

Processes – We completed our 3rd Strategic Plan process across the institute and started implementing the various initiatives. The new salary revision was implemented satisfactorily. We remain the largest provider of the PMJAY free healthcare scheme in the state. Patients from neighbouring states continue to arrive in increasing numbers.

Networking – We were involved significantly in support to the people of Manipur in the relief camps, healthcare training, Trauma and healing workshops, health infrastructure support and relief medicines. We continued our support to Tuensang through ECS. Our community health dept started the new initiatives on NCDs in partnership with the NHM and NSRLM depts. of the state Government. Several collaborative research projects have been initiated with CMC Vellore.

We remain grateful to our supporting partners: EHA, CMC Vellore, Bangalore Baptist Hospital and the Nagaland Government for their continuous support and encouragement in the growth of CIHSR. We have been blessed by our Lord Jesus Christ to be a blessing to our neighbours and region.

May He find us worthy to continue to labour faithfully in his field as we endeavour to fulfil His purpose in our lives and those around us.

Sedevi Angami
Director, CIHSR

July, 2024



GOVERNING BODY - CIHSR SOCIETY

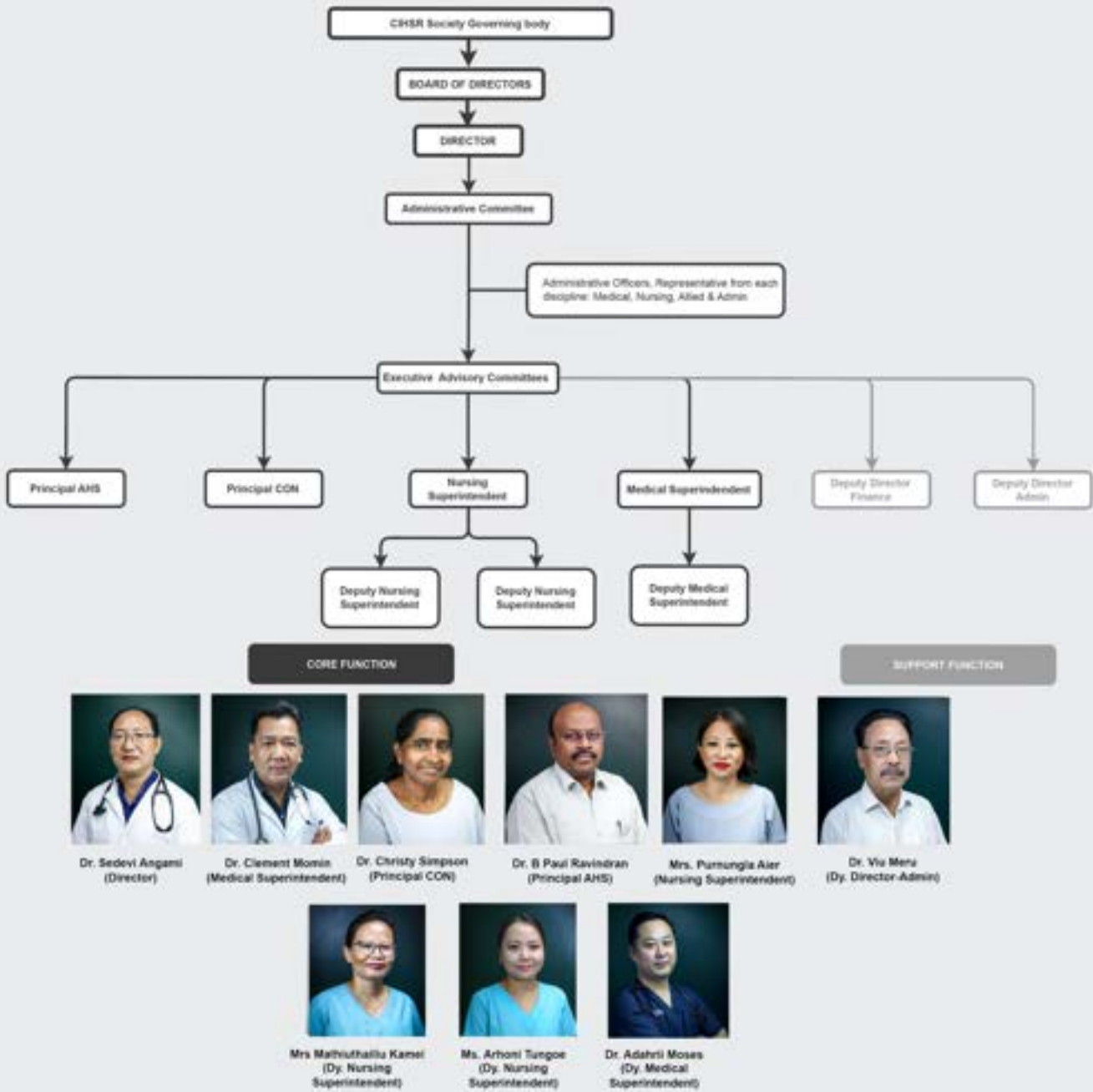
1	Chief Secretary to the Government of Nagaland	President
2	Executive Director, EHA, New Delhi	Vice President
3	EHA Nominee	Treasurer
4	Director CIHSR	Member
5	Development Commissioner - GoN	Member
6	Finance Commissioner - GoN	Member
7	Com-Secy, H&FW - GoN	Member
8	Principal Director, H&FW GoN	Member
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

GOVERNANCE STRUCTURE

CIHSR ORGANOGRAM



CLINICAL SERVICES STATISTICS



STATISTICS 2023-2024

OPD-1,36,437

IPD-11,972

Daily Average-487

Operations(Minor)
4357

Operations(Major)
3058

Modular OT
5 Units

Haemodialysis
9519

UGI Endoscopy
4274

Colonoscopy
448

ECG
8025

CT Scan
8124

X-Ray
26,424

Gastroscopy
2891

ECHO
4302

Nasal Endoscopy
719

Speech & Language
Therapy - 921

Audiometry
1140

Cardiac Procedures
380

Ayushman
15,205

ARSH
2416

JSSK
567

Physiotherapy
4486

Laboratory Tests
3,01,161

Emergency-19,732

Statewise New Patient Registration

Assam
11,014

Nagaland
44,883

Other States
202

New facilities like the MRI, Blood Centre, Occupational Therapy, Neuro Electrophysiology, Prosthetics and Orthotics added much needed impetus towards patient care and services.



Medicine Department



Medicine Department provides services in:

- OPD
- IP
- ICU
- Haemodialysis
- patient education through nurse educators and
- Master health check-up facility
- Teleconsultation services
- Diabetic clinic

The department runs DNB Medicine course and has 6 trainees.

The department conducts journal club every Wednesdays and case presentations every Thursdays and few CMEs. Dr Imnanaro is involved in teaching the M Med students and Ayush doctors.

Intensive Care Unit (ICU) is seeing a major improvement with standard protocol being developed ICU and mentoring by Dr Manju (Critical Care Medicine) and nursing staff headed by Ms Theyiesinuo (Msc Nursing).

Emergency UGI endoscopies for critical patients can be done in our ICU without having to be shifted to diagnostic block.

Our department has set up Neurolab which is able to do Nerve Conduction Study(NCV),Electromyography (EMG),Evoke potential etc.

Our diagnostic Bronchoscopy is gradually being revived and our old dysfunctional PFT machine got replaced with a new one. We are able to do chronic tunnelled haemodialysis catheter(Permcath) insertion as day care bedside procedure thereby reducing the cost significantly for Chronic Kidney Disease patients.

Our Diabetic clinic will be restructured and we plan to develop it into a comprehensive diabetes care centre for North East.



Surgery Department



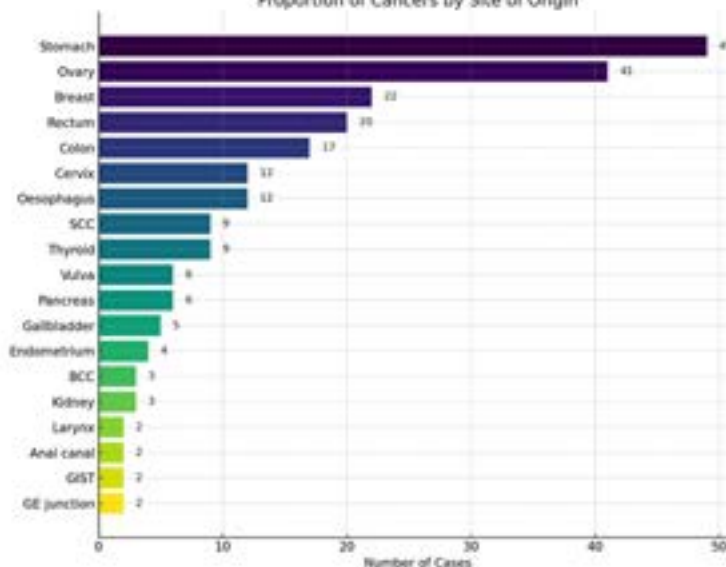
Outpatient
10,034

Major Surgeries
1461

Inpatient
1699

Minor Surgeries
2756

Proportion of Cancers by Site of Origin



Achievements:

1. Advanced laparoscopic procedures for complex Onco-surgical and also for general surgical procedures. In Onco-surgery, Lap. Assisted=43 and major laparoscopic 24 was performed.
2. 3rd position in Poster presentation in ASICON '23.
3. Initiation of 'Happy Smiles' at CIHSR by Plastics and aesthetics. Total of 16 cleft lips and 1 palate repair in '23.
4. Health awareness program for geriatrics in collaboration with DABA in 3 sectors of Dimapur in '23.
5. Introduction of Nuances of cleft lip and palate (A user guide) in Surgery dept. in March '24 by Plastic and aesthetics unit.

Plans:

- For health awareness and Surgical camp to Tuensang in collaboration with 'Eleutheros Christian Society'.
- To write the user guide nuances for eyelid for functional and aesthetic rejuvenation and Rhinoplasty.
- Health awareness program for geriatrics in collaboration with DABA (Ongoing program)

Departmental activities:

1. Paediatric surgical camp with Dr. Jacob Chacko on 27/3/23 to 31/3/23 and 19/2-24/2/24.
2. Urology surgical camp with Dr. Lionel on 25th to 26th of March '24.
3. Workshop in laparoscopic hernia on 15th Sept. '23 (Faculty Dr. Albert khiangte, Apollo Hospital from Guwahati).
4. CME on 26th Oct '23 in collaboration with medicine dept. on the topic "Acute Pancreatitis and its management".

New equipment and facility:

1. Acquisition of a 4K laparoscopic camera system last year and since then, many advanced laparoscopic surgeries have been done.
2. Starting of new facility for plastics and aesthetics in the surgery department.



The **Cardiology Department** is a young department that has been growing steadily over the past 2 years. It is actively performing life-saving acute coronary interventions and conduction system support implants, as well as optimal medical therapy for various cardiac disorders ranging from heart failure to cardiac arrhythmias. We are the only cardiac centre with the facilities to provide such care in the state.

Services provided:

1. Diagnostic

- a. Echocardiography
- i. Transthoracic
- ii. Transesophageal
- iii. Adult
- iv. Paediatric
- b. Holter Monitoring
- c. Treadmill test
- d. Coronary Angiography
- e. Peripheral Angiography

2. Interventions

- a. Coronary Angioplasty
- b. Cardiac Pacing
- i. Emergency Temporary Pacing
- ii. Dual and single chamber permanent pacing
- iii. AICD
- iv. CRTd
- v. CRTp
- c. Pericardial Tapping

Highlights of 2023-2024

- Interventional Cardiology
- a. **161** Coronary Angiograms
- b. **112** Patients underwent coronary angioplasties
- c. **131** Coronary Stents implanted
- d. **58** Pacemaker implants
- Advanced heart failure therapy - Cardiac Resynchronisation with Defibrillator Therapy (CRTd) was initiated in the department in 2023.
- Free coronary angioplasties and heavily supported pacemaker implants under the CMHIS/Ayushman bharat health scheme.
- Diploma in Cardiac Nursing was successfully launched in Sept 2023.
- Advanced Coronary Diagnostics - Intravascular ultrasound (IVUS) was initiated in the dept.
- New IP service - Intensive Coronary Care Unit (ICCU) began functioning in August 2023.
- Completion of the ICMR cardiac disease registry-A total of 2131 patients with cardiac disease registered in the online system.

Academic Publication: Two case reports were successfully published.

- Effectiveness of late coronary angioplasty in restoring sinus rhythm in inferior wall myocardial infarction with complete heart block, Clinical case reports (Wiley).
- An interesting cause for congenital MR, CASE - American Society of Echocardiography (Cardiovascular imaging case reports)

Future Plans

- Cardiac Rehabilitation Program to provide comprehensive care to all cardiac patients.
- Structural heart disease intervention-ASD, VSD and PDA device closures are actively being pursued.
- Complex Coronary Interventions to be pursued.
- Publication-Series on Aortic Dissection being pursued.
- Additional Cardiologist required.
- Diploma in Cardiac Nursing program in the pipeline.
- National level registry program to develop guidelines for managing heart diseases in pregnancy.



Paediatrics Department



Paediatrics Department provides primary preventive paediatric care, which addresses areas of well-baby check-ups, immunizations, developmental assessments, nutritional assessments, and proper physical activities. The department is well equipped with Intensive Care Units for both neonates and the older children (NICU and PICU). Bed strength: Paediatric ward 27 bed. CICU: 8 bed (PICU), 6 bed (NICU).

Outpatient
11,452

Admission
871

New services and facilities

OPD

- Asthma clinic – every Tuesday
- a) Started doing Skin prick test for sensitivity.
- b) CIPLA Company does free PFT during clinic days.
- Online vaccine data entry through U-win is done for all the beneficiaries.

CICU

- Cooling therapy
- TPN preparation
- Bili blanket

New Facilities

- Mira cradle
- Laminar flow
- Bili blanket
- Portal USG (POCUS)

Achievements:

1. Participated in breastfeeding quiz competition organised by IAP Nagaland branch on 6th August, 2023. CIHSR paediatric department won the 1st prize.
2. Shifted ward successfully on September 12th 2023.
3. Increased bed at CICU (PICU-8), (NICU-6)
4. SPARROW- critical patient transport
5. Increased bed in paediatric ward from 22 to 27
6. Shifting ward successfully on Feb 2023
7. Aquarium is installed in pediatric ward
8. Collection and distribution of clothes to poor patients
9. Collection of toys for ward IP children

Academics:

Paper publication:

Tsanglao WR, Jamir S. Pulmonary paragonimiasis in a child with chronic recurrent wet cough Lancet Infect Dis 2023; 23: e454

Tsanglao WR, Kikon S, Aier T. An 8-yearold boy with diffuse cystic pulmonary tuberculosis: An intriguing story. Indian J Case Reports. 2023; 9(2):57-59

Other Academic Activities:

1. CNE organized private 2nd flood on topic safe guarding patients vital role of nurses in medication safety.
2. CNE organized by Private 1st flood on 6 march 2024 on topic stepping up safety:- Unveiling nurses role in fall prevention journey.
3. CNE organized by cath lab on 23 Feb 2023 on topic Steme alert rapid response to acute myocardial infarction.
4. Inter-departmental quiz competition was held as a part of team building exercise on 22nd September, 2024 among then PGs, Medical Officers and nurses, initiated by Paediatric Dept.
5. Refresher training program on “Vaccine preventable disease surveillance” was held on 24th March by Dr. Sheila Longkumer, Surveillance Medical Officer, WHO for Paediatric staffs.

Future Plans

- IAP PICU Accreditation.
- Critical care Nurse diploma course for PICU/NICU.
- To have own Hemo-dialysis for critically ill children.
- Playroom for children



Dermatology Department



The **Department of Dermatology** has been functioning since November 2007. The department caters to both out-patients and in-patients and sees 50 patients on average per day. The number of procedures done per month has been steadily maintained at around 400 procedures in a month.

The department has been a pioneer in the field of LASER, Botox, thread lifts and dermal fillers within the state, and houses 3 different types of LASERs with the state-of-the-art Fractional CO2 LASER. The department takes a keen interest in keeping abreast with the latest updates and has presented Academic papers at various national and international conferences. The department also routinely participates in providing community dermatological services with the Community Health Department of the Institute. Besides these activities, the Department is involved in School Health Education in collaboration with the Community Health Department and the Community Health Nursing Department, College of Nursing(CON), CIHSR.

Procedures/month

400

Patients 2023-2024

12,579

Highlights & Achievements

- Started Microneedling RF for acne scars/ striae in early 2023.
- Started intralesional Bleomycin injection for palmo-plantar and periungual warts.
- Started Lipolysis injection for lipoma and double chin reduction.
- Started Mesobotox/Microbotox for various indications.
- The cosmetology unit is enhanced by the addition of 2 more new equipments which are
Hydrafacial for deep skin cleansing and rejuvenation
HIFU (high intensity focused ultrasound) for tightening and firming the skin.
- Started Community Dermatology in Medziphema block in collaboration with Community Medicine Dept once a month.
- Started the Skin Technology Course in 2023.

Future plans:

The department plans to be more active in the area of research and publications. Dr Aveni Koza and Dr Sentila are in the process of doing some retrospective studies and working on some case series to be completed by early 2025.

Our long term goal is to set up the DNB course in Dermatology at CIHSR.



Obstetrics & Gynaecology



The **Obstetrics and Gynaecology Department** is committed to delivering health care services to women looking for gynecological solutions offering a wide range of services from pre-pregnancy care to childbearing and post-menopausal care.

The department is well equipped with Cardiotocographic Fetal Monitors, fetal Doppler, Baby Resuscitation equipments and Ultrasound Machine to take care of obstetrics cases. The department also offers service such as Gynae/ Gynae-Oncology and basic Reproductive care.

Highlights & Activities

- Fundraise conducted on 27th November for world kindness day
- Departmental social work (Ward) once every month
- Dr Rebeki visited 6 churches to give talk on Women Health.
- Dr Bendangtoshi Jamir attended conference on Patient Safety (Hyderabad) and Patient Experience (Bangalore).
- Departmental Meetings (Every 3 month)
- Nurses meet once a month
- Mentoring of staffs and students by senior staffs
- Dr Nidese, MBBS, MD OBG has joined the department from November 2023

Academic Activities

- Workshop on DAKSH Skills Lab Training from 11th to 15th March 2024
- Workshop on surgical suturing technique on 27th November 2023
- Staffs Nurses completed Online certificate course on Leadership, Stress management and Infection control.
- Departmental In-service class for staffs nurses twice a month
- Classes for DNB students.
- Clinical Case discussion among the consultants.

Future Plans

Expansion of department by opening up 16 bedded Gynae Ward



Dr. Rebeki's Church Visitation (Sodzulhou Christian Revival Church)



Workshop on Surgical Skills and Suturing technique



ENT Department



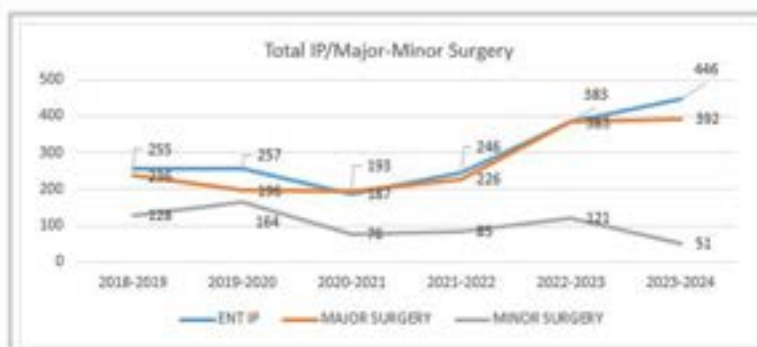
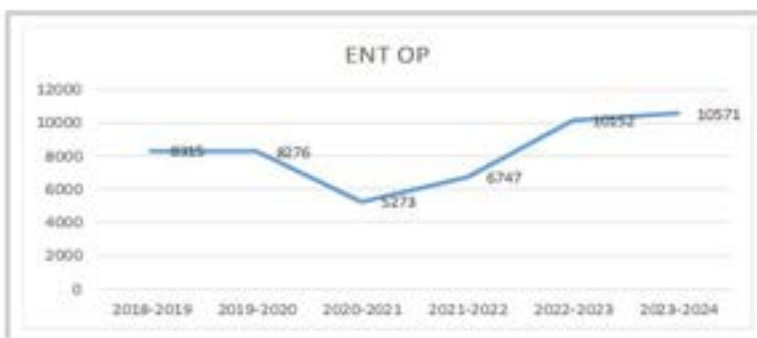
It was a hectic year with more patient visiting the ENT Dept and benefiting from variety of diagnostic and surgical procedure. Most services were covered under PMJAY/CMHIS Scheme which made it easy on the patient. The new set of endoscope (Olympus set) helped with better diagnosis and follow up of patient. We also launched the New Born Hearing Screening and tried screening most newborn delivered in the hospital.

Highlights

- Partnered in organizing Head and Neck Cancer Awareness month in April 2023.
- Departmental Strategic plan meet on 2nd April 2023 at Green Doors, Sovima.
- Started New Born Hearing Screening program with the new BERAPHONE OAE/ABR Screener.
- Started Flexible Endoscopic Evaluation of Swallowing.
- Dr. (Prof) Mary John Paed Otology and Cochlear Implant Unit, CMC Vellore visited in August 2023 for hands on surgery camp on Middle ear reconstruction. CME on Cochlear implant organized in Kohima in association with Nagaland Chapter of NEBAOI.
- New Olympus Endoscopy system installed in the department.
- 1st March 2024, hearing awareness meet organized in Dimapur Airport to commemorate World Hearing Day

Achievements

- New paper publication on Noise Induced Hearing loss by Dr Voto Swuro.
- 3rd best Stall in the NERMPI EduFest.
- Ms. Divya Jr Audiologist won the young innovators award in E- Naga Summit.



PROCEDURE	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Nasal Endoscopy	311	424	277	346	649	719
Flexible Laryngoscopy	145	220	440	624	778	569
Otoendoscopy		11	28	82	310	269
Rigid Laryngoscopy	192	161	112	206	289	287



Physical Medicine & Rehabilitation



Physical Medicine and Rehabilitation (PM&R), also known as Rehabilitation Medicine, is a branch of medicine which focuses on restoring functional ability and enhancing quality of life using medical management, physical therapies and supportive devices. PMR involves a multi-disciplinary professional team consisting of: Physiatrist (PMR Doctor); Rehabilitation Nurse; Physiotherapist (PT); Occupational therapist (OT); Orthotist and Prosthetist (P&O and social and vocational worker).

New services: Botox injection for the management of spasticity, C- arm guided Selective Nerve block, nerve block for spasticity management, Trigger point block injections and nerve block for chronic musculoskeletal pain, ultrasound screening of intramuscular cyst and management.

Achievements: PMR Department along with the Rehabilitation team celebrated the 1st international Disability day at CIHSR on 4th December, 2024 as an institution.

The **Neuro Rehabilitation Stroke Clinic** started in February 2024 focuses on post stroke care and management, and functional outcome.

Occupational Therapy

New services

- Neuro Rehab Clinic.
- Group therapy for Adults & Children's.
- Therapy sessions for adults.

Academics

Bachelor in Occupational Therapy course subject to approval.

Physiotherapy unit

New services

- Onco Rehab: On Ca of Head & Neck and Lymphedema

New Procedure

Physiotherapy pain management with Dry needling, Cupping therapy, Kinesio-taping and Soft tissue manipulation

New Addition of Equipment

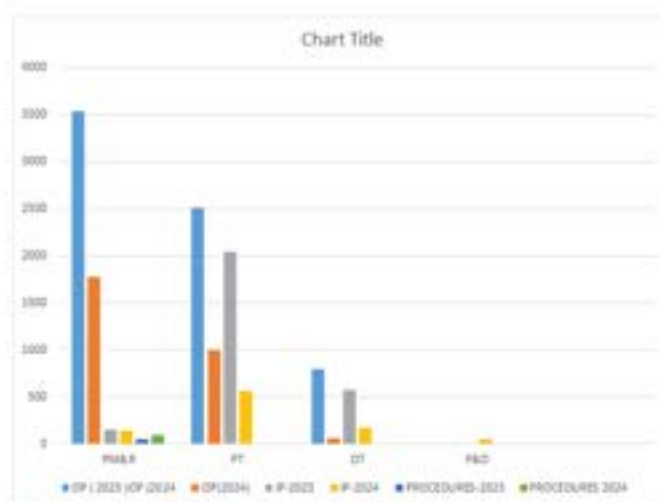
Received new TENS machine in replacement of Old TENS machine

Achievement/Academics

Started with the first Batch of BPT degree course under the affiliation of Nagaland University.

Prosthetic and Orthotic Unit

Prosthetics and Orthotics (P&O) in CIHSR is a unit that is well underway. The initiation of the department began in the month of April 2023. Planning and the layout for the building of P&O was made after which the construction had begun. The construction is expected to be completed by end of the year 2024.





Ophthalmology Department



The **Ophthalmology Department** was started in November 2012 under the able hands of Dr. Sushil Daniel and has since been growing in every aspect to provide quality eye care in this region. The department provides services like comprehensive eye examination, refraction, glaucoma screening, diabetic retinopathy screening, dry eye screening and diagnosis alongwith treatment of other eye problems. The department performs surgeries like Phacoemulsification cataract surgery, Pterygium surgery, Entropion/ ectropion correction, DCR/DCT and other eye problems needing surgery.

The department also routinely participates in providing Community Ophthalmology services with the Community Health Department of the Institute. The Department is involved in school eye screening programme in collaboration with the Community Health Department.

There has been a steady growth in the number of eye surgical cases with the majority of cases operated being Phacoemulsification cataract surgery.

Services

Refraction
Glass Prescription
Cataract Surgery (Phaco)
Glaucoma screening
Fundus evaluation
Pterygium surgery
Entropion / Ectropion correction
DCR / DCT
Lid mass excision
Dry eye screening
Diabetic Retinopathy screening

YEAR	2023-2024
OUTPATIENT	4132
INPATIENT	02
SURGERIES	
MAJOR	187
MINOR plus EYE PROCEDURES	478
A SCAN BIOMETRY	131
PERIMETRY	19
OCT	109

Future Plans and Aspirations

- The Department plans to start Bsc.Optomtry course with an aim to train mission minded students to reach out and provide eye care in remote inaccessible places in Nagaland.
- With adequate man-power, to actively participate in Community Ophthalmology to meet the eye care needs in the community
- To Re-start the School Eye Screening Programme.



Dental Department



The **Dental Department** provides Dental treatments for both genders, geriatrics, adults and children. It deals with all walks of life, not just giving back smiles but also the functionality of the body as a whole.

The procedures/treatment performed and provided are as follows:

- 1.Oral Surgery:** Exodontic surgeries, Disimpactions (including cancer/ radiation patients), splintings, coronectomy, Flap surgeries, incisions & drainage of abscess, curettage.
- 2.Endodontics:** Root Canal Treatments, pulpotomies.
- 3.Conservative treatments:** Restorations-tooth colored, silver, metal crowns, ceramic crowns, Porcelain Fused to Metal crowns.
- 4.Periodontics:** Oral Prophylaxis –Scaling & root plannings.
- 5.Prosthodontics:** Complete dentures and removable partial dentures-acrylic dentures, flexible dentures, crowns and bridges, obturators, dental casts and models, NAM(Naso alveolar moulding device,nasal elevators).
- 6.Orthodontic Treatments:** Fixed Braces,Removable simple hawleys appliances, retentive appliances.
- 7.Pedodontic procedures :** Pulpotomies, Pulpotomies, fluoride releasing fillings, tooth colored fillings, stainless steel crowns, extractions of deciduous teeth.
- 8.Inpatient Dental Consultations & managements.**
- 9.Oral medicine & Dental X-rays-IOPA, bitewings.**

New Patients 1591	Repeats/Revists 4383
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TOTAL PATIENTS
5974

Future Plans

- To seek additional dental officers & machineries from the govt. as the hospital is in partnership with Nagaland Govt.as well.
- To procure additional dental chairs in the future.
- To start aesthetic (cosmetic) procedures like veneers,etc.
- Concious Sedation for Pedo (kids) Root canal treatments & extractions.



Community Health Department



The **Community Health Department (CHD)** conducts outreach projects with specific focus on health promotion, prevention and curative services among poor, disadvantaged and marginalized communities living in rural and hilly areas.

From 2011, the department focused on Strengthening the Primary Health Care Programs in Dhansiripar block in partnership with the Department of Health and Family Welfare Government of Nagaland. In 2021, the Community Based Mental Health Program was introduced and this was followed by the Health Awareness Program on Non-Communicable Diseases (NCD) in 2023 in Medziphema block, with additional partnership from the Nagaland State Rural Livelihood Mission (NSRLM), Government of Nagaland.

DHANSIRIPAR BLOCK (A). Community Based Mental Health Program

During 2023-2024, 75 individuals with various mental disorders were assessed and followed up at regular intervals through field visits, provision of counseling, psychotherapy and medication to the beneficiaries and support to caregivers in 19 villages. The HELPLINE assisted in maintaining communication with the caregivers. Mental Health Awareness Seminars were also conducted regularly among women Self Help Groups (SHG) in all the villages.



MEDZIPHEMA BLOCK (B). Health Awareness Program on Non-Communicable Diseases (NCD)

The project covers all 23 villages scattered in the valley and hilly regions of the block. The activities commenced in January 2024 with the training of various government health cadres and NSRLM staff on Non-Communicable Diseases and the Program Implementation Strategy in Medziphema block. Following this, the Health Awareness Seminars were conducted among the communities on Non-Communicable Diseases, Risk Factors, Lifestyle Modifications and appropriate medical care.



Dengue Awareness Campaign 2023

In response to the alarming rise in the number of people affected by the Dengue outbreak in Dimapur during the year, the 'Dengue Awareness Campaign 2023, Fight the Bite, Beat Dengue' was conducted by the Christian Institute of Health Sciences and Research (CIHSR) in partnership with the National Vector Borne Disease Control Programme (NVBDCP), Nagaland Health Mission, Government of Nagaland, on 21 and 22 September 2023 at CIHSR.

Future Plans

The Community Health Department envisions the implementation of outreach activities even in other unreached areas of Nagaland where communities will benefit from the community health and development programs through awareness, empowerment and sustainable health practices.



Outreach Services Department



Outreach Service Department existed as a very small invisible department since 2019 in CIHSR. As a young and very new existing department, we have only three members in the department with 2 nurses and one skill trainer cum health promoter.

The department provides Primary Healthcare Training courses for the lay- leaders in community in collaboration with CMC Vellore Distance Education Department. The courses are Community Lay-Leaders Health Training Certificate Course (CLHTC) and Community Health Promoters Certificate Course (CHPC). Students from various faith based organizations, NGOs, seminaries undergo basic health promotion as well as income generation skills training. The department also organizes participatory programs for people living with chronic health issues such as alcoholism, terminal cancer, kidney failure and mental health issues.

Activities

Health awareness and health promotion program was organised at Wanglee Market in Kamjong District, Manipur, which lies in the border of India-Myanmar. The program was conducted with missionaries of Poumai Naga Baptist Association and Amazing Grace Mission School, Wanglee Market . The health promotion was attended by people living in village, truck drivers and students from schools and hostels.

A team visited Kangpokpi Mission Hospital in strife torn Manipur with medical supplies and equipments to support the need there.

The Outreach department also organized a one-day training program on the theme “Best Out of Waste” in collaboration with ANMA Integrated Development Association (AIDA) in AIDA Training Hall, Don Bosco Campus Dimapur, Nagaland.

In collaboration with CMC Vellore distance education department, a Training Of Trainers for Community Health Promoters Course for staff nurses and two nurses was completed with certification for Community Health Promoters Certificate Course (CHPC) Training.

Community Health Promoters Certificate Course with Kuki Baptist Convention youths was held where 24 participants completed the 1st contact program. The second contact program was organized in February 2024 and only 7 could turn up and complete the course.

Apart from these, various other training programs were conducted such as Men’s fellowship health promotion, income generation skills, vocational training, community lay leaders training, cutting and tailoring program and Community Health Promoters Course.





Palliative Care Department



The **Palliative Care Department** works in line with the vision of CIHSR providing accessible, affordable, inclusive, compassionate and a good quality of service. Our goal is to ensure patients and their families to receive the best possible palliative care and we ensure our work reaches health professionals, patients, care givers and the community through our outpatient department, inpatient department and home based care services.



During the year 2023-24, we could attend 1496 patients in the OPD, 76 as in-patient and 110 were reached out through the home based care service. Our partnership with the St. Joseph Palliative Care centre was continuing and 177 visits to the centre were made during the year, providing consultations and treatment for the patients receiving palliative care.

We have earned the trust and respect from our patients and their families by providing a good symptom control and best possible psychological, social and spiritual support and being transparent with them in our clear goal settings and communications.

The training programme for the home based care givers through Education department collaborating with the Indian Institute of Entrepreneurship, Guwahati continues. During the year 42 candidates were trained as a "Care-givers" for elderly people and patients with palliative care needs.

We aim to increase the awareness of palliative care among health care professionals, patients, families and in the community and reach out to many who are suffering because of life threatening illness.

OPD	IP admissions	IP service days	IP Consultations	Home Visits	St Joseph PC center
1496	76	593	367	110	177



Laboratory Sciences



The **Laboratory Department** is a comprehensive facility that encompasses several specialized section including Biochemistry, Microbiology, Molecular Diagnostics, Haematology, Histopathology, Clinical Pathology, and Blood centre. The Department is dedicated to providing accurate and timely diagnostic services to aid in the diagnosis, treatment, and monitoring of diseases.

The Dept. is Pre-entry NABL M(ELT) accredited. These quality checks ensure that every test and procedure meets national and international standards. Further, the department is actively involved in academic pursuits, including a training program for students pursuing their Bachelor of Science in Medical Laboratory Technology (Bsc MLT).

New Services

Anti-Thyroglobulin
New IHC marker

New Sections

Serology
Histopathology

New Facility

Mobile blood Donation Van – Donated by ICICI Bank

Research/Projects

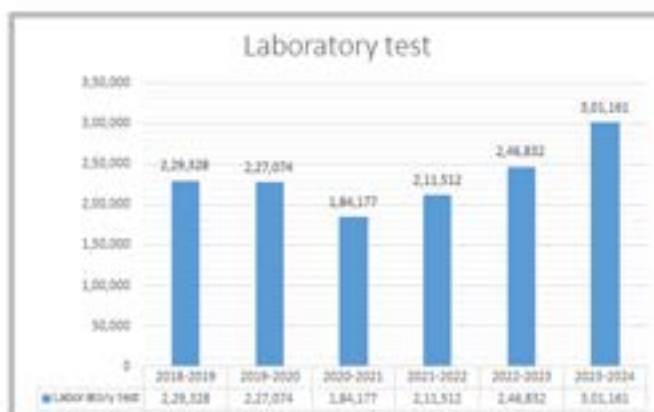
- 3 research paper Published in indexed journal by the staff of department of laboratory Sciences in 2023-24.
- 2 project proposal accepted and started (one from ICMR and one from CMC Vellore).

New Instruments Installed

Sysmex –XN-550 Cell counter
Abbott Architect i1000SR
Tarson Rockymax
GXMTB/XDR with 10 color GeneXpert® technology
BioMérieux Vidas
Grossing station table
REMI-R8 BL Centrifuge

Academics/Training

- CME conducted on Topic – Procalcitonin as an early marker for sepsis.
- Inhouse Training on Vitros 5600, Sysmex-XN -550 & Abbott Architect.
- 4 staff attended a training on ISO-15189-2022 standard.
- 4 staff attended Faculty Development program given by medical education unit from CMC vellore.
- Mentorship program with CMC vellore was initiated and Dr. Pamela HOD Clinical Biochemistry, Dr. Christudoss, Professor Neurobiochemistry, CMC vellore visited the CIHSR Dept. of Laboratory Sciences.





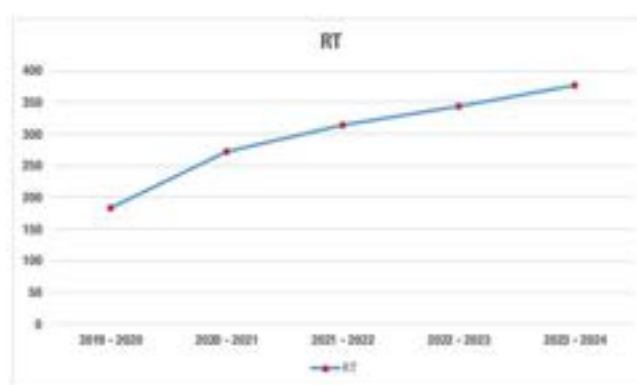
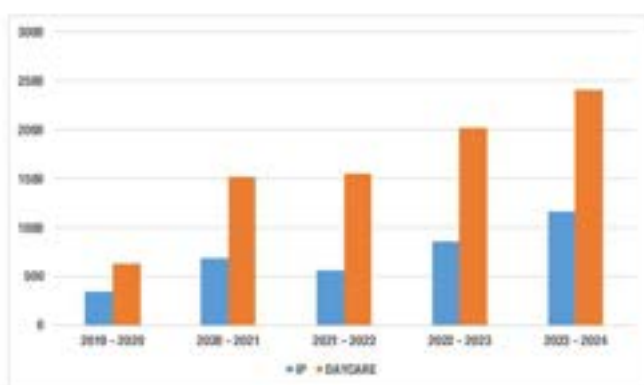
Radiation Oncology



The **Department of Radiation Oncology** is involved in planning and treating of cancer patients in all sub sites. We have a very strong and dedicated team of oncologist, medical physicist, technologist and staff nurse who are involved in contouring, planning and execution of treatment, educating patients in terms of chemotherapy and radiation therapy. The Ayushman and the CMHIS scheme has benefitted the patients enormously as they get free treatment in relation to chemotherapy and radiation therapy.

Highlights

We treated our patients based on the latest guidelines and recommendations for both chemotherapy and radiotherapy. We have started sending molecular studies for those cases that are indicated. We have also started using different immunotherapies and targeted therapies apart from chemotherapy. We celebrated cancer survivor day with a program on 24th June 2023, CME on Nasopharyngeal carcinoma on 14th October 2023, Cervical cancer awareness program on 30th January 2024.



Future plans

We are hoping for more services with radiologist, medical oncologist, haematologist, brachytherapy and PET CT scan for our patients. In the future, we would also like to create more awareness and preventive measures for cancer by reaching out to the communities in schools, Churches, NGOs etc. We are also working towards research and paper publications and looking ahead for applying for DNB courses in the near future.



Radiology Department



Radiology Department is considered as one of the backbone of diagnosis service, the last couple of years has seen a tremendous progress in terms of quality and statistical. Equipped with decent qualified professionals and modern machineries, the department processes,

- Routine X-rays
- Special procedures (X-Ray)
- Routine CT Scanning
- CT guided procedures
- Multi-phased CT procedures
- CT Angiogram
- Lithotripsy (E.S.W.L)
- MRI

The department runs 24X7 providing diagnosis round the clock catering to all medical emergency needs.

Achievement and Addition

- Started MRI service from January 2024 with installation of 1.5 Tesla GE MRI
- B.Sc Radiology and Imaging Technology course initiated under NU. Session will begin with 2024-2027 batch.

List of procedure	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Routine X- Ray	18,510	12,688	17304	20350	23589
X-RAY Procedures	275	87	96	252	234
CT SCAN	4188	3753	4140	5601	7341
MRI	na	na	na	na	335 (Jan-March 2024)

Plans for the coming year

- Short term specialized training for CT & MRI
- Need for a Radiologist
- Plan to sponsor students in pursuing higher studies in alliance with the NERMPI project.



The **Ultrasound Department** forms an integral part of the diagnostic & imaging services of our institute catering to the requirements of the community in and around Nagaland and aiding the different clinical departments in diagnosis and management of the patients for the last 16 years .The department provides OPD services, in patient services including portable/bed side scans for sick and non- ambulatory patients obstetric scans ,basic infertility work up and 24 hours emergency services . In addition, we are also able to provide a number of invasive procedural facilities.

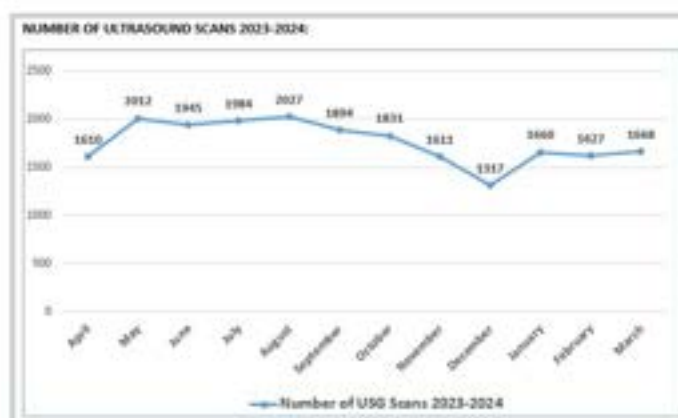
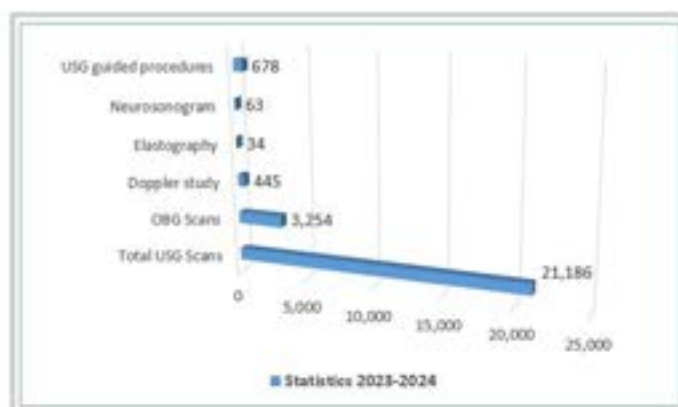
Highlights

Servcies

- Abdominal scan
- Obstetric scan
- Fast/E-fast for trauma patients
- Small parts: Musculoskeletal/neck/thyroid/breast/ scrotum/orbits/chest
- Neurosonogram
- Doppler studies.
- Elastography.
- ULTRASOUND GUIDED PROCEDURES
- FNAC/Biopsy
- Pleural/Ascitic/Pericardial tapping
- Percutaneous drainage/percutaneous nephrostomy
- Percutaneous transhepatic biliary drainage

New Facilities

- Ultrasound guided nerve block & hydrodissection.
- Ultrasound guided Intraarticular injection/aspiration
- Ultrasound guided Sclerotherapy.
- Ultrasound guided tumor marker clip placement





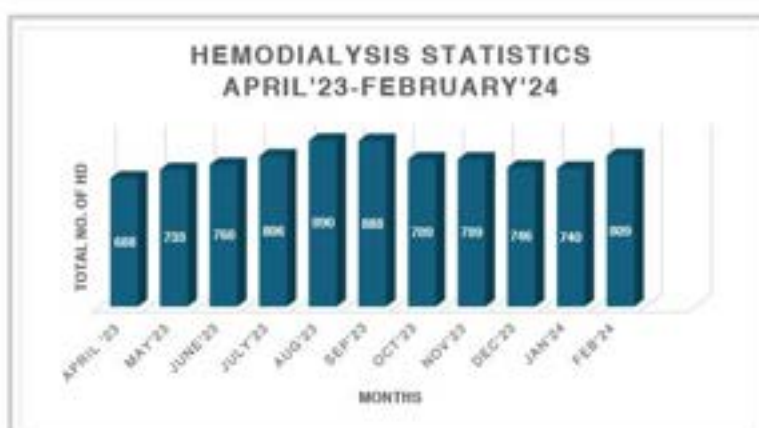
Dialysis Unit



The **Dialysis Unit** provides life-sustaining Hemodialysis (HD) Treatment to those with kidney failure, both chronic kidney disease (CKD) & acute renal failure (ARF) patients. Hemodialysis is a blood purification treatment that replaces the filtering functions of the kidneys such as the removal of excess fluid and nitrogenous wastes, and balancing acid-base values & electrolytes.

The population of patients with kidney failure has hiked enormously in the past years and the Dialysis Unit along with the wards, OPDs & ICUs have witnessed them. A total of 8638 HDs were performed from April '23 to Feb '24.

- CIHSR has the largest Hemodialysis Unit in the state, thereby-
- The highest number of HD machines
- The largest number of patients on Maintenance HD (MHD) also the largest no. of patients on MHD under CMHIS & PMJAY.
- The largest RO plant.



Upcoming projects

- The first BSc Dialysis Therapy Technology course (4 years) in the state will commence this year, approved by Nagaland University.
- SISTER RENAL CENTRE PROGRAM LEVEL B:
The International Society of Nephrology (ISN) has assigned & funded CMC Vellore's Department of Nephrology to be the Supporting Centre to CIHSR (Emerging Centre) as part of their Global Kidney Health Improvement Initiative. The aim in 2024 is to establish the long-awaited 'Peritoneal Dialysis Unit', Training for Tunnelled Catheter Insertion, and Training for Point of Care Ultrasound in Nephrology (POCUN).
- HD Machine & Equipment: Care & Maintenance protocol- Initiated in March 2024, this project aims at training all the BSc Technologists in machine care as well as basic maintenance, record keeping & reporting systems, networking with the hospital's BME department & Machine Engineers along with developing an SOP which will be effective & standardized.
- Kangpokpi Christian Hospital Dialysis Training: We will be training a nurse from KCH for 6 months. They plan to develop their first Hemodialysis Centre.
- Minor OT: For HD/PD catheter insertions.
- Extracorporeal Blood Therapies: Plasmapheresis (Total Plasma Exchange) in ICU.
- Pediatric Hemodialysis: In collaboration with NICU/PICU.



Nursing Services



Nursing Service Department is headed by Nursing Superintendent and 2 Deputy Nursing Superintendents. The department has 162 Registered Nurses, 36 Nursing Apprentice, 7 ANM Nursing Aid and 53 Hospital Assistants. The Registered Nurses along with the nursing apprentice and the Hospital assistants collaborate to ensure the delivery of high-quality care to patients, all aimed at ensuring optimal patient care and well-being.

Highlights

1. Continuing Nursing Education

- Induction Orientation Programs
- a. Induction and orientation classes of new nurse recruits for 3 days.
- b. Ward Specific Orientation, which a new nurse is expected to complete within 2 months of their posting in the ward, with post-training assessments.
- Regular ward classes
- Continuous competency training classes
- State and District Level Seminars:
 - a. District Level Seminar on "Stepping up safety: Unveiling Nurses Role in Fall Prevention Journey "6th March 2024
 - b. State Level Seminar on "Safe Guarding Patient's Life: Vital Role of Nurses in Medication Safety" on 4th October 2023
 - c. State Level Seminar "CODE BLUE: ABC TO CPR" on 26th May 2023

2. Spiritual Activities

- Evangelical Nurses Fellowship of India-CIHSR Unit monthly fellowship
- Ward prayers – every shift

3. Networking & Collaboration

- Trained Nurses Association of India-CIHSR Unit. Many networking and outreach programs have been conducted with the aim to spread awareness on health. TNAI also take steps towards nurses' engagement in non-clinical areas as mentioned in the following:
 - Breast cancer awareness program was conducted with the DABA Women Department on 28th October 2023.
 - Nurses week – a weeklong celebration of nurses was also organized with various activities from 6th to 11th May, culminating with the International Nurses Day celebration on 12th May 2023.

Achievements

- Sponsorship of staff for further studies and Trainings/Workshop/Conference
- First prize in Quiz Competition (Nurses) on Breast feeding organized by Indian Academy of Pediatrics-Nagaland Branch in August 2023.
- Achievement of Ward/Departmental goals: The Departmental goals did a lot to bring the teams together towards a common cause.

Looking ahead

- Nursing Excellence Accreditation
- Leadership and management training for senior nurses
- Towards incorporation of Daily Nursing Reports and Key Point Indicators in software.
- Full time M.Sc Supervisors in each of the clinical areas
- Nurses trained in specific nursing skills like colostomy, burns, neonatal, emergency and disaster nurse, oncology, cardiac, critical care, lactation nurse etc.



HOSPITAL INFECTION CONTROL



The **Hospital Infection Control Department** is a multidisciplinary committee which is a crucial part of a healthcare facility's patient safety program. The scope of Hospital Infection Control Department (HIC) has a part in all areas and departments where patient care, treatment and service are rendered. Aiming to promote and facilitate the prevention and control of healthcare associated infections, strengthen antimicrobial stewardship program and there by improve the quality of patient care in the Institution.

Our objectives are:

- Active education, training and supervision of members of the health care team on aspects related to infection prevention and control practices.
- Performing active surveillance for healthcare associated infections.
- Promoting and facilitating antibiotic stewardship.
- Formulating and facilitating compliance to Infection Prevention and Control Protocols.
- Liaising with health care workers in various departments to help prevent and control hospital acquired infections.
- Ensuring that the protocols and procedures are incorporated into the Hospital Infection Control Manual, which is reviewed and revised (where necessary) at least once a year.

Hospital Infection Control Department comprises of HIC committee, HIC team and other committee/teams. Hospital infection Control Committee (HICC) consist of representatives from the Hospital and Nursing Administration along with the HIC team members.

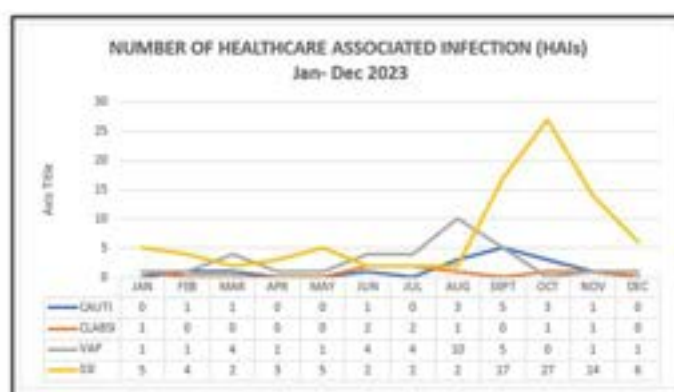
Achievements/ Academics

- Hospital infection control in itself is a unique discipline which requires additional training for practicing and therefore, our Infection control nurse (ICNs) has been certified as CPHIC (Certified professionals in Hospital Infection Control) basic and advance program by CAHO
- We are committed to achieving 80% compliance to hand hygiene by all employees of CIHSR and so we promote hand hygiene culture by following the WHO multimodal strategy in bringing a culture change. One of the key components of this is making everyone aware of hand hygiene and so we started our first World Hand hygiene Day celebration at CIHSR in 2023 which is now celebrated on the 5th of May every year with one week of activities and awareness programs based on WHO theme.

Future plans

HIC depart aims towards working in the following areas:

- Operationalize Antimicrobial stewardship program
- Achieve HIC quality standards
- HIC curriculum for trainings





Training, Education & Development



The **Training Education and Development Department** provides service in the area of patient education (under Medicine department) and training. The patient education is provided on common health conditions to the patient coming to Medicine OPD and those admitted in Private and Medicine wards.

The nursing team in the MOPD performs all OPD patient's initial assessment, other assessment such as annual health check-up for staff and school health scheme, master health check-up. The staff also visit the schools as part of the school health activities: student's health assessments and health education.

The two trainings that are housed under this department are: Health Caregiver Course and Clinical Educator Course. The Health caregiver course is a 5-month training which is linked to the Indian Institution Engineers (IIE) Guwahati. The focus of the training is home based elderly care.

The Clinical educators course is a one-year course, started to develop nurses in the area of patient education.

Highlights

A. Health caregiver Course:

The Health caregiver course completed two batches of students in the year 2023.

- Retreat was introduced from 2nd batch onwards.
- Uniform T shirt was provided to the 4th Batch.
- Placement: Pain & Palliative centre Chumukedima, Open Doors Diphupar, Medezar Bangalore, Patient's Home in Dimapur and Mokokchung. Some are taken for the Hospital Assistant job in CIHSR.

B. Clinical Educator Course

The Clinical Educator course was started in July 2023 with four students from the OPD areas. This is a blended learning experience. Out of the four contact classes planned, 2 have been completed. Currently the learners are doing the level 3 Modules.

Statistics for 2023-2024:

Health Caregiver Course			
Batch	Months	No. of students appeared exam	No. of students cleared IIE exam
2 nd Batch	March to July	13	13
3 rd Batch	July to December	30	30
Clinical Educator Course			
1 st Batch	September 2023 to July 2024	No. of students enrolled: 4	

Future Plan

- To mentor OPD nurses in Patient education
- To encourage the nurses who are involved in patient education to undergo CEC course
- To conduct one faculty development programme for the health caregiver course trainers (OPD Nurses)
- To work towards university affiliation for Clinical Educator Course



Fourth Graduation Ceremony

The **College of Nursing, CIHSR** is the first nursing college in the state of Nagaland which was accredited by National Assessment and Accreditation Council (NAAC) in Feb, 2022.

Staffing: College

M.Sc N Professors : 18
M.Sc N Tutor : 3
B.Sc N Tutor : 17

No of Students:

GNM	89
B.Sc N	179
PBBScN	33
Diploma in Cardiac Nursing	2
Diploma in Dilaysis Nursing	1

TOTAL : 304



Academic Activities

- Academic Year: B.Sc Nursing first year academic year started in the month of Sep 11th , 2023. According to INC, the course must be started in August.
- On line Learning Management NagaEd was launched for the first semester B.Sc N & GNM
- Inspection: Had INC inspection in the month of Dec 14th & 15th for GNM seat enhancement. Another 20 seats sanctioned. NU inspection was done in April 21st for validity renewal.
- Simulation Lab: Construction is in process in 3rd floor of CoN.
- NAAC: Annual Quality Assurance Report (AQAR) Submitted on Feb 2024.
- Online Student Management by NEXT Education Private Ltd was initiated in the month of Nov 2023, still on process.
- Graduation ceremony of Nursing and Allied sciences and DNB Graduates was held on 21st April 2023.
- Applied to Indian Nursing Council(INC) for enhancement of seats for GNM from 30 -50. Students will be admitted from academic year 2024 -2025.
- Nagaland University inspection team came on 21st Feb for renewal validity. Result awaited.

Continuing Nursing Education : Training

- Regular CNE was conducted twice a month.
- Workshop on statistical Package for Social Sciencess was conducted in by Dr. Rohan and the team.
- Theyiesinuo: Patient Safety: Quality Tools and Techniques. Organized by CAHO, Aug 26-27th ,2023.
- Laishram Vidyalakshmi. Documentation Practices: Guide to SOPs & Manual Writing.
- Implementation in Hospitals Certified personnel for Hospital Control, by CAHO.

Higher Studies

- M.Sc N Nursing: Ms. Watitola Longkumer - Mental Health Nursing, Ms. Hannah Sumi- Medical Surgical Nursing
- MAOL Course : (3 Yrs Program) Mrs. Nukshijungla Ao and Mrs. Worlanso A Shimray
- Postgraduate Diploma Course : Mrs. Purnungla Aier: Hospital Admin and Mrs. Bendangmenla Ao : Christian Bioethics

Placement : 100%

Research : 9

Publication: 9

North East Region Multi-Disciplinary Paramedical Institute (NERMPI)



NERMPI is an educational institution dedicated to shaping the future of healthcare professionals in the North East region. As we reflect on the past year, it is with great pride and enthusiasm that we share the strides and achievements made in advancing healthcare education and training. NERMPI currently offers a diverse range of Health Sciences courses catering to the needs of the healthcare sector.

List of programs and courses offered:

1. Bachelor of Science in Medical Laboratory Technology (BSc. MLT)
2. Bachelor of Science in Anaesthesia & Operation Theatre Technology (BSc. AOTT)
3. Bachelor of Science in Health Information Management (BSc. HIM)
4. Bachelor of Physiotherapy (BPT)
5. Bachelor of Science in Radiotherapy Technology (BSc. RTT)
6. Bachelor of Science in Medical Radiology & Imaging Technology (BSc. MRIT)
7. Bachelor of Science in Dialysis Therapy Technology (BSc. DTT)
8. Bachelor of Occupational Therapy (BOT)
9. Diploma in Hospital Equipment Maintenance (DHEM)
10. Skin Technology Certificate Course

Affiliated under the **Nagaland University (NU)**, NERMPI continually strives for academic excellence. Building upon our foundation, we are proud to announce the addition of two new programs in 2023: Bachelor of Physiotherapy (BPT) and Bachelor of Science in Radiotherapy Technology (BSc. RTT). It may also be mentioned that the curriculums for Bachelor of Science in Medical Radiology & Imaging Technology (BSc. MRIT) and Bachelor of Science in Dialysis Therapy Technology (BSc. DTT) have been approved by NU.

Admissions 2023-24

No. of candidates applied	98 (Nagaland: 53, Other states: 45)
No. of candidates appeared for written exam	59
No. of candidates appeared for interview	48
No. of candidates shortlisted	28
No. of candidates joined college	22

Highlights

- At the CIHSR-Fourth Graduation Ceremony, 37 students from NERMPI were conferred their degrees and diplomas; 31 diplomas and 6 degrees. Also, 19 students were awarded “Certificate of Honour” for academic excellence.
- Learning Management System (NagaEd) launched for NERMPI.
- NERMPI 2nd Education Fair Conducted. Over 650 students from various schools and colleges across Dimapur, Chumoukedima, Niuland districts, accompanied by teachers and parents attended.
- NERMPI college inaugurated by Shri. J. Alam, IAS, Chief Secretary to the Govt. of Nagaland. NERMPI Logo & Motto (Learn Excel Achieve Deliver) launched; designed by Mr Imyanglu Ozukum. College Magazine “Youthesta” released.
- NERMPI organised a symposium on ‘Physics and Engineering in Medical Sciences’. Resource persons from reputed institutes such as CMC Vellore, IIT Guwahati, AIIMS Bhopal, etc., presented talks on various topics.

Current Status: NERMPI currently have 55 BSc. students, 14 interns, and 2 diploma students across various courses and programs.

As we look towards the future, we anticipate a surge in the number of applicants for our diverse range of courses. Additionally, with pending approvals for new programs and the introduction of the Skin Technology Certificate Course, we are poised to further elevate our contributions to healthcare education and training.



Human Resources



The **Human Resource Department** (HRD) of 4 members deals with all aspects of employer-employee relationship, and is about supporting and managing the organization's people and associated processes. The HR plays a critical role in meeting the needs of staff in several ways through Recruitment, Selection and on- boarding, Performance Management, Employee Relations, Employee benefits, Training and Development, Employee Grievance Redressal Mechanism, Employee Exit, Organizational Policies, Health.

Highlights

- Completion of the Goal Setting Software on the HRMS
- Completion of the Leave Management Software on the HRMS initiated by Mrs Imlirenla Longchar with the software developer.
- CIHSR takes strong cognizant of Leadership development for staff to help them enhance their ability and effectively perform their role in the organization.

Attrition rate FY April 2023 to March 2024

All staff= 65	
622 x 100	10.45%
Nurses attrition rate= 37	
208 x 100	18%
Pharmacists attrition rate= 6	
14 x 100	42%

Expenses for Staff's external training/workshop/conference/observation FY 2023-2024

Doctors	25	8,70,711/-
Nurses	13	2,78,008/-
Allied Health Sciences	11	1,69,297/-
Hospital Assistant	1	5,361/-
Support service	15	4,85,234/-
College of Nursing	5	3,86,709/-
TOTAL		₹ 21,93,320/-

Overview of the total number of staff as on 31st march 2024

Total number of employees	
Nursing service	174
Nurses in OPDs/Dept.	34
Doctors (Consultants, Senior residents & Medical officers)	52
Allied Health	97
General Admin	20
Support services	92
College of Nursing	39
Hospital assistants	108
Part time faculty (CoN & NERMP)	4
Term staff	2
Total strength	622

Future Plans

- Job Description software on the HRMS
- Credentialing and Privileging software on the HRMS
- HR Manual



Quality Cell



CIHSR in its vision to transform communities through compassion, innovation, and excellence, undertook the herculean task of **NABH Pre-Accreditation Entry-Level** Hospital Certification and achieved it on 10th January 2020.

CIHSR is also a registered member of the **Consortium of Accredited Healthcare Organisations (CAHO)** which is a not-for-profit society that facilitates accredited HCOs to share best practices and provide benchmarking while promoting and continuously improving the quality and safety of healthcare services provided by the HCOs across India.

Highlights

- Mr. Pelezoto Pius Kikhi, Quality Manager, appointed in the Consortium of Accredited Healthcare Organizations (CAHO) Governing Committee as the State Chairman (Nagaland) for the second time in March 2024.
- Mrs. Laishram Vidyalakshmi (M.Sc. Tutor / Quality Officer) and Ms. Sedevono Ziephru (M.Sc. Tutor / Quality Officer) successfully completed Advance Certified Professionals for Quality Implementation in Hospitals (CPQIH) Program of CAHO held from 25th – 28th January at Kolkata.
- Introduced Clinicalkey Now software for doctors through CAHO, which is a digital health solution that provides evidence based, localized, actionable, and accessible content. This platform has a unique combination of clinical best practices followed by leading Indian clinicians to manage common disease conditions seen in India, along with global clinical guidelines and medical calculators, to help physicians make better decisions at the point of care.
- Introduced Ibhar software for management of Incident reports, Audits and Trainings in compliance with NABH standards.

Trainings conducted

- Training for all Heads of Department, Supervisor and In-charges on “7 Quality Tools”.
- Trainer: Mr. Pelezoto Pius Kikhi
- 1st Batch: 11th to 12th January, 2024.
- 2nd Batch: 18th to 19th January, 2024.
- 3rd Batch: 31st January to 1st February 2024



The **Pharmacy Department** at CIHSR plays a pivotal role in providing essential medications and pharmaceutical services to patients seeking treatment at our institute. This annual report aims to highlight the department's activities, achievements, and initiatives undertaken over the past year.

1. Overview of Departmental Structure:

The Pharmacy Department is segmented into various sections to efficiently manage the dispensing of medications and related services:

- a. In-Patient Pharmacy: Provides medications and pharmaceutical services to all in-patients.
- b. Out-Patient Pharmacy: Serves patients visiting the hospital on an outpatient basis.
- c. Oncology Pharmacy: Specialized in providing medications for cancer patients.
- d. Pharmacy Main Store: Manages the inventory and distribution of pharmaceutical supplies.

2. Departmental Expansion

In response to the increasing patient load, the management has undertaken the following expansion. Initiatives:-

Deployment of a Runner: A dedicated runner has been deployed to deliver medications directly to the patient bedside for admitted patients. This initiative enhances the efficiency of medication delivery and improves patient experience.

3. Patient Service and Satisfaction

The Pharmacy Department remains committed to providing prompt, efficient, and compassionate service to all patients. The introduction of the runner service has significantly improved the accessibility of medications for in-patients, ensuring timely administration and enhancing overall patient satisfaction.

As we look ahead, the Pharmacy Department aims to further streamline its operations, enhance medication management processes, and explore opportunities for collaboration and innovation to meet the evolving needs of our patients and community. Additionally, the department endeavors to introduce a Diploma in Pharmacy course.





Health Information Management (HIM)

The **Health Information Management (HIM) Department** is responsible for managing and safeguarding patient health information.

The departments play a pivotal role in ensuring the accuracy, accessibility, and confidentiality of medical records while adhering to regulatory standards and best practices. Currently, the department is engaged in the process of scanning Inpatient charts and is planning to implement a comprehensive EMR system in the near future.



The hospital operates with a total of 207 inpatient functional beds as of March 2024 Statistics and 16 bassinets. These beds are distributed across various wards, including surgical- 28 beds, Medicine- 28 beds, Pediatric-17, under CICU- NICU- 6 beds and PICU-6 beds, Special-12 beds, Private- 42 beds, Labour -16 beds, ICU - 16 beds), Oncology - 18 beds, ICCU -6 beds.

Additionally, we manage a Bachelor's program in Health Information Management affiliated under the Nagaland University. At Present, we have a total of 8 students distributed across 4 batches enrolled in the program.

Statistics for the period 2023-2024:

Total Outpatients Registered	136437
Total Daycares	3238
Total Inpatient Admissions	11972
Total Service Days/ Inpatient Head Counts	46929
Inpatient Bed Occupancy Rate	62.61%
Bed Turn-over Rate	5
Average Length of Stay	3.9 Days
Average Daily Inpatient Census	128 / Day
Hospital Gross Death Rate	3.93%
Hospital Net Death Rate	2.25%



Corporate Office

The **Corporate Office**, formerly the Health Schemes Office, is responsible for managing all empanelled organizations with the hospital. CMHIS/PMJAY are the major chunk of patient that this office looks after. In accordance with the provisions, it meets the needs of the various enrolled/empanelled schemes. Among the group are:

1. CMHIS/PMJAY – Cashless
2. NIT – Credit on OPD and IPD
3. Airport Authority of India- only IPD
4. Schools – 20 % discount on service
5. Church/Catholics - 20 % discount on service
6. IRB - 20 % discount on service

Statistics Report of AB-PMJAY/CMHIS 2023-2024

Sl. No.	Month	Nagaland	Interstate	Claim amount
1	April	995	40	17124965
2	May	1202	81	23560068
3	June	1152	85	22048276
4	July	1232	97	21492497
5	August	1300	111	23522929
6	September	1257	69	20744665
7	October	1218	72	20514165
8	November	1243	74	24037909
9	December	1109	88	22337889
10	January	1280	92	22546490
11	February	1265	86	24371629
12	March	1266	86	12971086
Total		14519	981	255272568



Biomedical Engineering

The **Biomedical Engineering Department** plays a pivotal role in ensuring the efficient functioning and safety of medical equipment within the hospital premises. Our dedicated team of biomedical engineers and technicians diligently worked towards maintaining, calibrating, and repairing various medical devices, thereby contributing significantly to the delivery of high-quality healthcare services.

Services provided

- Equipment Maintenance
- Calibration and Testing
- Repair and Troubleshooting
- Safety Inspections
- Technology Assessment and Procurement
- Training and Education
- Regulatory Compliance

Major Facility Installed

- Started course Diploma in hospital Equipment.
- MRI (installation process)
- Ro Plant (Dialysis and Drinking water)
- Laundry setup (Industrial washer, Extractor and Dryer installed)



Fire & Safety

At CIHSR, the **Fire Safety Department** is headed by a fire and safety officer, who receives support from the control room staff, security personnel, and engineering team. The department aims to achieve two primary goals: preserving life and protecting property.

CIHSR consists of various buildings, including residential, educational, institutional, assembly, and business structures. Most of these buildings were constructed before 2016. Therefore, the department has developed a five-year plan strategy to fulfil the NBC2016 standards by 2028. The department also plans to collaborate with the district fire and emergency services to develop a full-fledged fire department in CIHSR.

Apart from the equipment installations, the CIHSR Fire & Safety Department also plans to conduct mock drills every three months for random departments of CIHSR and also collaborate with the district fire and emergency services department to conduct basic fire drills for the outsourced security team.





Electrical Engineering

Electrical Department at CIHSR hospital is responsible for managing and maintaining the electrical systems and equipment's within the hospital premises which includes electrical power supply, lighting systems, emergency power backup systems (DG & UPS), Solar Plant and medical equipment that require electrical power.

The department, along with NERMPI has started the Diploma in Hospital Equipment Maintenance program.

Future Plans

- To Establish a system for continuous monitoring and improvement of energy performance, installing energy meters (EM) block/department wise. Periodically reassess energy consumption and identify additional opportunities for optimization.
- To change Solar PV off grid into On-grid System.
- To upgrade DG set to 1000kva as per present load analysis
- Upgradation of Electrical distribution system.



Logistics

The **General Stores - Logistics Department** serves as an essential support system for all other hospital divisions, ensuring seamless operations through the oversight of procurement, storage, and distribution of both medical and non-medical supplies.

Highlights

- Enhanced efficiency and collaboration with other departments regarding indent/asset requisitions, purchase orders, GRN generation, and invoice upload processes.
- Optimization of inventory management through the monitoring of usage patterns and stock levels, leading to reduced instances of stockouts and lower inventory holding costs.
- Both the previous and current year's stocktake revealed inventory variances below 1%.
- Provided valuable data and guidance to all hospital departments for budgeting purposes in the upcoming year.



Estate, Transport & Control Room

The **Estate Management** team at CIHSR is responsible for keeping the campus clean and visually appealing. They maintain areas, including the hospital, College of Nursing, Allied Health Sciences, Students Hostel, Staff Residential Areas, Nursery, and more.

The **Control Room** is responsible for ensuring the hospital campus's safety and security. These control rooms are equipped with cutting-edge technology. The control room is manned 24/7.

The **Transport department** is critical to the proper operation of the institute. The workforce ensures that vehicles are checked, drivers are properly trained, and transportation services are efficient and dependable.



Estate Management Team



LEADERSHIP DEVELOPMENT



CIHSR takes strong cognizant of Leadership development for staff to help them enhance their ability and effectively perform their role in the organization.

Currently, there are 7 staff members enrolled in **Post Graduate Diploma course in Hospital Administration** offered by Tata Institute of Social Sciences (TISS) and **Diploma in Hospital Administration** from CMC Vellore, Distance Education department.

The **Master of Arts in Organizational Leadership (MAOL)** program provides an educational experience which focuses on specific needs faced by organizational leaders. Some of the needs addressed by the program are modelling servant leadership, with stewardship of financial and human resources, financial management and planning from a Biblical perspective, assessing cultural and economic realities of the regions the organization serves and strategic management in a world that is in constant change. One can enhance their leadership skills while remaining actively involved on the job.

About 10 staff have completed the MAOL program and 16 staff are currently pursuing the course. On completion of the program, professional goals will have to be charted out by every staff that has significant institutional impact which will then be vetted by Administrative officers' committee with a clear plan of implementation.

Several others have attended a two week course on **Healthcare Management Development Program**.





DNB COURSES



CIHSR was accredited for three (3) DNB Post MBBS Broad Specialty courses initiated by the National Board of Examinations & Medical Sciences (NBEMS), New Delhi in Family Medicine since 2013, General Medicine and General Surgery since 2016. DNB Post MBBS & DNB Post Diploma seats in Paediatrics were accredited in 2021 and two DNB Diplomas in Anaesthesia and Obstetrics & Gynaecology in 2022. The institute also got accredited in January of this year 2024 in DNB Post MBBS & DNB Post Diploma seats in Anaesthesiology.

Details of courses:

NBEMS Accredited Specialty	No. of seats	Course Type
Paediatrics	1 [*]	DNB Post Diploma
Anaesthesiology	1	DNB Post Diploma
Family Medicine	2	DNB Post MBBS (Broad Specialty)
General Surgery	2	DNB Post MBBS (Broad Specialty)
General Medicine	2	DNB Post MBBS (Broad Specialty)
Paediatrics	1	DNB Post MBBS (Broad Specialty)
Anaesthesiology	1	DNB Post MBBS (Broad Specialty)
Anaesthesiology	2	DNB Post MBBS Diploma
Obstetrics & Gynaecology	2	DNB Post MBBS Diploma



RESEARCH & STUDIES

All biomedical and health research activities conducted in CIHSR comes under the purview of the **Institutional Review Board – CIHSR (IRB- CIHSR)** regardless of the sponsorship. Guided by the universal ethical principles of Beneficence, Autonomy and Justice, the IRB-CIHSR functions to ensure quality research backed with rationality, justification and protection of the rights and safety of the human research participants. Researchers are expected to have knowledge about the institute's IRB, adhere to the underlying universal principle of protecting human research participants and acquire approval for conducting any biomedical and health research. The IRB members share the responsibility of reviewing research protocol, make sound judgement and provide solutions or recommendations for conducting research. The IRB includes Ethics and Scientific Committee, comprising a total of 23 members (Ethics = 10, Scientific = 13).

During the period, April 2023-March 2024, the IRB has reviewed a total of **45 studies**. The studies have been segregated into department-wise, status of studies and type of review, for progress monitoring and training requirements. A total of 16 studies have been submitted for review by the Diplomate of National Board (DNB) candidates, 10 studies from the Consultants, one from other department, 9 each from Allied Health Sciences (AHS) and College of Nursing (CON). Of the total 45 studies, 21 studies are ongoing, eight studies have been completed, while 13 studies were reviewed by the IRB but was not undertaken. Depending on the type of study, IRB provides two types of review - Expedited and Full Board. Among the studies that were reviewed by the IRB, a total of three studies have been published.

A total of six studies have been submitted and reviewed by the IRB- Two studies are funded projects by **Indian Council of medical Research (ICMR)** which are to be conducted over a period of three years, One study is funded through the **CMC Vellore & Mission Network Collaborative Research Grant (CMCV&MNC Grant)**, and three studies are carried out in collaboration with **NIHR Global Health Research Unit in Surgery**.





FINANCE & CHARITY

The **Accounts and Finance team** is responsible for the historical recording of transactions, cash management, vendor management, payroll disbursement budget forecasting and monitoring, and compliance of all regulatory obligations.

Highlights

1. Networking:

- Instrumental in facilitating bank funding for the purchase of MRI from WGE.
- Hosted a webinar series in Finance and Administration under Skill Development Series, for Healthcare Administrators in the Northeast region.
- Represented the Institution in the Finance and Administration workshop organized for the network hospitals by CBCNEI as a resource person.

2. Systems:

- Facilitated the installation of POS machines from Pine Labs for convenient payment by patients.
- Prepared and disseminated SOP for credit card transactions.

3. Staff Development:

- The Accounts Manager attended a 2-week residential training on Healthcare Management Development Program organized by Christian Medical Association of India.
- Two staff attended workshop on Income Tax and GST organized by GoN.

4. Cross Functional Support:

- Facilitated the staff to comply with the requirement of the Income Tax Act by conducting workshop for batches.
- Supported various departments of the hospital in organizing CME and Symposiums.
- Conducted an orientation for the HODs of all departments in the process of preparation of budgets.
- Supported the Stores and Pharmacy with systems, workflow processes and stock verifications.
- Motivated the Billing department with emphasis on their contribution as individuals and as a department to the Hospital.

In 2024-25 we plan to revise the existing finance manual and to disseminate the same to all the staff of CIHSR.





REGISTRATIONS/LICENSES

- BIOMEDICAL WASTE DISPOSAL
- NAGALAND POLLUTION CONTROL BOARD
- FORM B (PNDT ULTRASOUND)
- HOSPITAL REGISTRATION
- SOCIETY REGISTRATION
- 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
- BUILDING SAFETY FOR HOSPITAL-PWD
- ISO
- TRADE LICENSE HOSPITAL
- Cath Lab
- Quality Assurance- Radiology Equipment
- CERTIFICATE OF RECOGNITION
- DISABILITY CENTER
- CON AFFILIATION- NAAC
- CON AFFILIATION- GOVT. OF NAGALAND
- CON AFFILIATION- NAGALAND UNIVERSITY
- ESI
- NABL
- Approval of RSO- Dr Paul Ravindran
- RT Licence for Medical Accelerator Unit
- Ayushman Certificate of Empanelment
- Blood Centre License
- CSR REGISTRATION
- NABH
- AHPI
- SIRO



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- Mrs. Tsuknungainla & Children
- Azim Premji Foundation
- All departments of CIHSR
- Dr. Varghese Philip
- Mr. Sunny Philip
- Dr. MC Mathew
- Canon India
- ICICI





Photograph by Dr. Tanyang LalYang



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