



Christian Institute of Health Sciences & Research Nagaland



ANNUAL REPORT 2025-2026

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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

As I reflect on the past year at CIHSR, my heart is filled with gratitude to God for His faithfulness and for the many people who make our work possible. This annual report is more than a record of achievements; it is a testament to what can be accomplished when a community is united by a shared purpose of serving others.

CIHSR was founded with a vision to bring quality healthcare, education, and hope to the people of Nagaland and the Northeast. Today, that vision remains as relevant as ever. In a region where access to specialized healthcare and professional training continues to be a challenge, we are privileged to play a role in transforming lives through compassionate care, learning, and innovation.

Over the past year, we have continued to make steady progress. Our healthcare teams have served thousands of patients with dedication and excellence. Our students and trainees have grown in knowledge, skills, and character. We have strengthened our educational programs, expanded opportunities for learning, and encouraged research that addresses the unique needs of our communities. We have also invested in developing our people because we believe that institutions grow only when individuals grow.

As a Christian institution, our faith continues to shape who we are and how we serve. We believe that every person is created with dignity and worth. This conviction calls us to pursue excellence, act with integrity, show compassion, and steward our resources responsibly. These values are not merely statements on paper; they are principles that influence our decisions and define our culture.

Looking ahead, we have much to be excited about. We envision CIHSR becoming a leading center for healthcare, education, research, and leadership development in Northeast India. We aspire to prepare healthcare professionals who are clinically competent, spiritually grounded, and committed to serving society. We also seek to strengthen partnerships and embrace innovation so that we can better meet the evolving needs of our region.

None of this would be possible without the commitment of our staff, faculty, students, governing board, partners, supporters, and the communities we serve. Thank you for believing in the mission of CIHSR and for walking this journey with us.

As we move forward together, may we continue to learn, grow, and thrive in our calling to serve. With God's grace, I believe our best days are still ahead.

Dr. Sedevi Angami
Director

May, 2026





MEDICAL SUPERINTENDENT'S REPORT

The year 2025–2026 marked continued growth and a strong commitment to excellence at CIHSR. Clinical services were strengthened, infrastructure expanded, and innovations in patient care embraced. Despite increasing demands, the institute remained steadfast in delivering holistic, safe, and high-quality healthcare.

Key developments during the year included the establishment of a Psychiatry Department and Plastic Surgery Outpatient Department (OPD), initiation of laparoscopic surgeries in the Gynaecology department, strengthening of intensive care and cardiac care services, enhancement of oncology services, and improvements in patient waiting and support areas to ensure a better patient experience.

HOSPITAL STATISTICS 2025–2026		MATERNITY & SURGICAL SERVICES	
Outpatient Visits	145,880	Major Surgeries	2,944
Admissions	12,438	Minor Surgeries	4,515
Average OPD Visits per Day	522	Deliveries	1,110
Average Emergency Patients per Day	54	LSCS Rate	23.82%
OPD-to-IP Conversion Rate	5.05%		
Bed Occupancy Rate	61.66%		
Net Death Rate	1.92%		

CIHSR achieved significant milestones in maintaining quality healthcare and patient safety while effectively managing an increasing patient load with improved outcomes. Quality and patient care remained central through regular clinical audits, strong infection control practices, patient-centered approaches, and continuous staff training to enhance service delivery.

Looking ahead, CIHSR aims to further strengthen its position as a center of excellence by expanding super-specialty services, enhancing diagnostic and interventional facilities, advancing academic and research activities, integrating digital health technologies, improving community outreach, and continuing to improve infrastructure and patient care experience.

In conclusion, the year 2025–2026 has been marked by progress and resilience, made possible by the dedication of our staff and the trust of our patients.

Dr. Bendangtoshi Jamir
Medical Superintendent

May, 2026

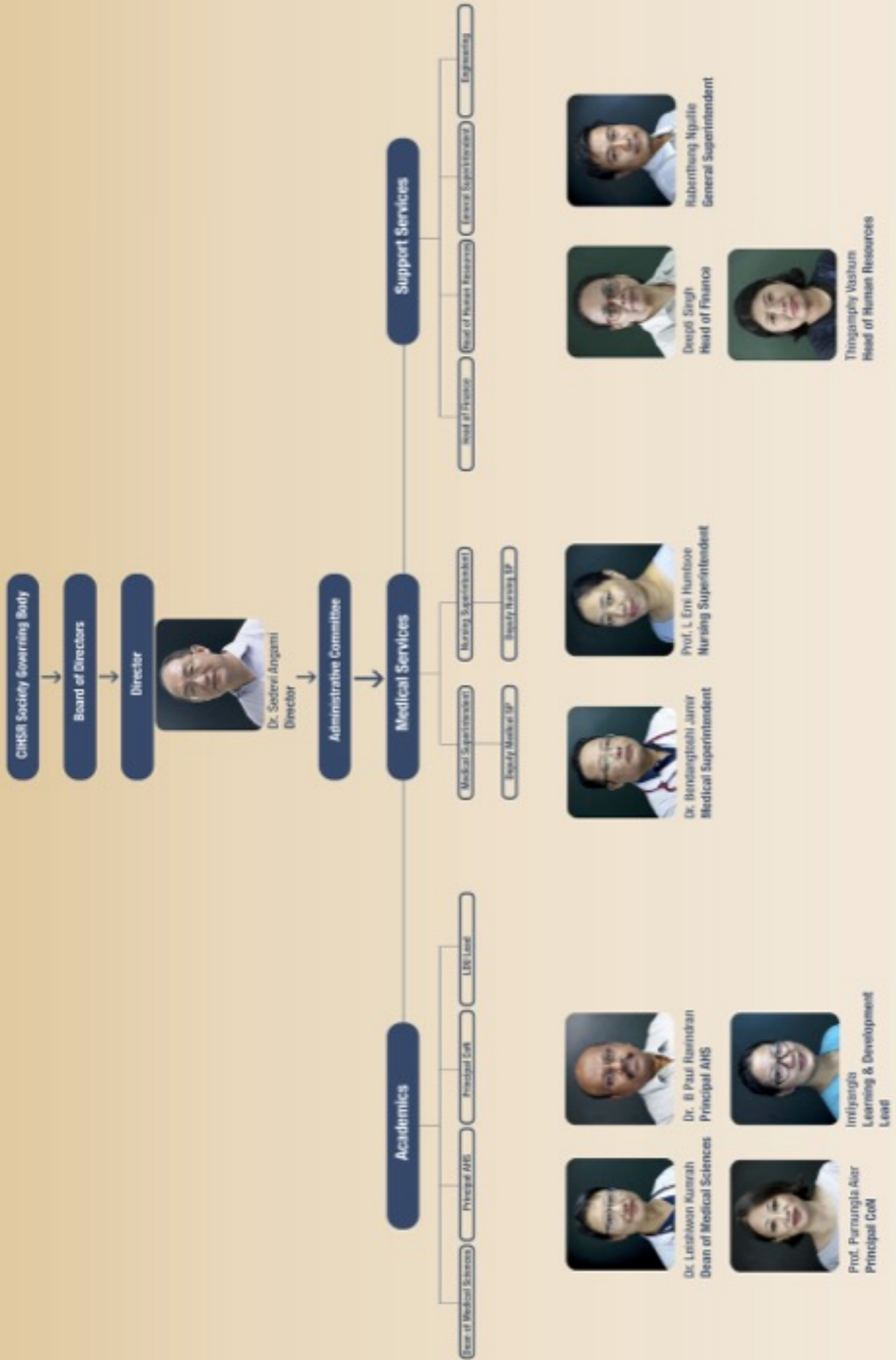
GOVERNING BODY - CIHSR SOCIETY

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

ORGANOGRAM



CLINICAL SERVICES STATISTICS



STATISTICS 2025-2026

OPD-1,45,792

IPD-12,434

Daily Average-508

Operations(Minor)
4749

Operations(Major)
2929

Modular OT
6 Units

Haemodialysis
11,424

UGI Endoscopy
4040

Colonoscopy
497

ECG
11,820

CT Scan
7875

X-Ray
32,534

Gastroscopy
2754

ECHO
6687

Nasal Endoscopy
954

Speech & Language
Therapy - 1047

Audiometry
1174

Cardiac Procedures
469

Ayushman
17,883

ARSH
2315

JSSK
775

Physiotherapy
5560

Laboratory Tests
3,06,799

Emergency-19,747

Statewise New Patient Registration

Assam
11,285

Nagaland
46,661

Other States
854

2025-26 was a year of growth, innovation, and service excellence, marked by the launch of new specialties, expansion of critical care services, enhanced patient infrastructure, and the delivery of high-quality healthcare to over 145,000 outpatient visits and 12,000 admissions.



The Department of Medicine is one of the busiest clinical departments at CIHSR, providing comprehensive care for adult patients with acute, chronic, and multisystem diseases. Supported by a multidisciplinary team, the department delivers outpatient, inpatient, critical care, endoscopy, dialysis, and specialized diagnostic services. The department also serves as an academic centre through its DNB General Medicine Programme, contributing to postgraduate medical education and workforce development.

Academic & Professional Development

- Continued operation of the DNB General Medicine Programme with two postgraduate seats annually.
- A consultant successfully completed a Postgraduate Diploma in Allergy and Asthma from CMC Vellore.
- Initiated plans for a dedicated Adult Asthma & Allergy Clinic.
- A faculty member is currently pursuing a Postgraduate Diploma in Lifestyle Medicine through CMC Vellore.
- Maintained a robust academic and teaching schedule for postgraduate training.

Conferences & Collaborations

- Collaborated with the TB Association of Northeast India to organize the 6th Northeast TB and Chest Diseases Conference on 29–30 November 2025 at CIHSR.
- Continued participation in professional development programmes to enhance clinical expertise and evidence-based practice.

Institutional Impact

- Managed over 33,000 outpatient visits and 4,400 admissions, making it one of the highest-volume departments in the institution.
- Expanded expertise in respiratory medicine, allergy, lifestyle medicine, and gastrointestinal endoscopy.
- Strengthened postgraduate medical education through the DNB programme.
- Continued to serve as a referral centre for complex adult medical conditions across Nagaland and neighbouring regions.

Way Forward

- Increase DNB General Medicine seats from 2 to 4 annually.
- Pursue long-term development of an MD General Medicine Programme.
- Establish weekly specialty clinics including:
 - Nephrology Clinic*
 - Neurology Clinic*
 - Asthma & Immunology Clinic*
 - HIV Clinic*
- Expansion of existing Diabetic Clinic services.
- Strengthen structured research programmes and postgraduate thesis development.
- Encourage publications and academic scholarship among faculty and trainees.
- Develop CIHSR into a Regional Centre of Excellence for Endoscopy Training and Services in Northeast India.

PROCEDURE	2025
Upper GI Endoscopy	3,990
Colonoscopy	523
Bronchoscopy	10
Pulmonary Function Tests	303
Barium Swallow	157



PROCEDURE	2025
Endoscopic Foreign Body Removal	16
Emergency Endoscopy	9
Esophageal Dilation	15
Endoscopic NG/Frunk Tube Insertion	19
Polypectomy	26
Sclerotherapy	19
Endoscopic Band Variceal Ligation (EVBL)	95

SURGERY



The Department of Surgery serves as a major tertiary surgical referral centre for Nagaland and neighbouring regions of Assam and Manipur. The department provides comprehensive surgical care through specialized units including General Surgery, Paediatric Surgery, Oncosurgery, Urology, and Plastic & Aesthetic Surgery. The department also continues to contribute to medical education through its DNB Postgraduate Training Programme, admitting two trainees annually from across India.

Expansion of Surgical Services

Several advanced services were introduced during the year:

- Launch of the Smile Train Programme for cleft and reconstructive surgery patients.
- Introduction of an in-house Wound Care Technician Course for Hospital Assistants.
- Expansion of Advanced Laparoscopic GI Oncosurgery services.
- Introduction of Laparoscopic Nephrectomy and advanced endourological procedures.
- Introduction of Endovascular Laser Ablation procedures for: Varicose veins, Haemorrhoids, Fistula-in-ano, Pilonidal sinus disease
- Introduction of Chemoport Insertion Services for cancer patients requiring chemotherapy.

The department strengthened surgical capabilities through the acquisition of:

- 4K Laparoscopic Camera System
- NeoV Laser System
- UnivLabs LED Surgical Light

These additions enhanced precision, visualization, and patient outcomes in minimally invasive and laser-assisted surgical procedures.

Research & Publications

- Faculty and trainees actively contributed to surgical research through:
- Presentations at NECASICON 2025, Shillong.
- Publications in:

Journal of Acute Care Surgery, Journal of Carcinogenesis, Cureus Journal of Medical Sciences

These contributions strengthened the department's academic profile and research culture.

Institutional Impact

- Provided advanced tertiary surgical care for patients across Nagaland and neighbouring states.
- Expanded minimally invasive, oncological, reconstructive, and laser-assisted surgical services.
- Strengthened cancer surgery capabilities through advanced laparoscopic oncological procedures and chemoport services.

Way Forward

- Develop a dedicated and comprehensive Oncosurgery Department.
- Introduce Simulation-Based Surgical Training for DNB trainees.
- Establish a Centre of Excellence in Minimal Access Surgery.
- Develop a Tertiary Cancer Care and Research Centre at CIHSR.





The Department of Cardiology continues to serve as a leading centre for advanced cardiovascular care in Nagaland and neighbouring regions, providing comprehensive medical and interventional cardiology services. The department offers management of complex cardiac conditions, including percutaneous coronary interventions (PCI), pacemaker implantation, device therapies, heart failure management, and cardiac rehabilitation.

New Services & Facilities

- Launched a structured Cardiac Rehabilitation Programme to support patient recovery, lifestyle modification, and long-term cardiac health.
- Established a dedicated Cardiac Rehabilitation Unit.
- Integrated cardiac OPD and diagnostic services, improving continuity of care and patient experience.
- Installed a new Treadmill Test (TMT) System to enhance cardiac rehabilitation and functional assessment services.

Academic & Professional Achievements

- Successfully completed the second batch of the PDCCN (Post-Diploma in Cardiac Critical Care Nursing) programme under the Learning Development Unit.
- Completed data collection for an Aortic Dissection Case Series Study, contributing to cardiovascular research.
- The Head of Department completed the Advanced Strategic Management Programme at IIM Kozhikode, strengthening departmental leadership and strategic development.

Cardiac Diagnostics

- The department maintained a high volume of advanced diagnostic services, including:

Echocardiography (ECHO)

Paediatric Echocardiography

Transesophageal Echocardiography (TEE)

Treadmill Testing (TMT)

Holter Monitoring

- Diagnostic service volumes showed consistent growth throughout the reporting period, supporting comprehensive cardiac assessment and treatment planning.



Institutional Impact

- Continued to function as the state's leading advanced cardiac referral centre.
- Expanded access to affordable cardiac care through Ayushman Bharat and other patient support mechanisms.
- Strengthened cardiac rehabilitation and chronic heart failure management services.
- Enhanced critical care capacity and advanced interventional cardiology services.

Way Forward

- Apply for DrNB Accreditation in Cardiology through the National Board of Examinations.
- Upgrade the PDCCN programme into an INC-recognized Post-Diploma in Cardiothoracic Vascular Nursing.
- Establish a regional Cardiac Care Network through teleconsultation and digital health platforms.
- Strengthen referral pathways with PHCs and CHCs for early diagnosis and management of cardiac emergencies.
- Launch the NuCARD Pilot Study to evaluate innovative models of delivering cardiac care in resource-limited settings.

PAEDIATRICS



The Department of Paediatrics provides comprehensive child healthcare services ranging from preventive and developmental care to advanced neonatal and paediatric intensive care. Services include well-baby clinics, immunization, developmental and nutritional assessments, management of acute and chronic childhood illnesses, postgraduate medical education, and research. As one of the most well-equipped paediatric centres in Nagaland, the department serves children from across the state and neighbouring regions.

New Clinical Services & Technology

•The department introduced several advanced services to strengthen critical care and specialized paediatric management:

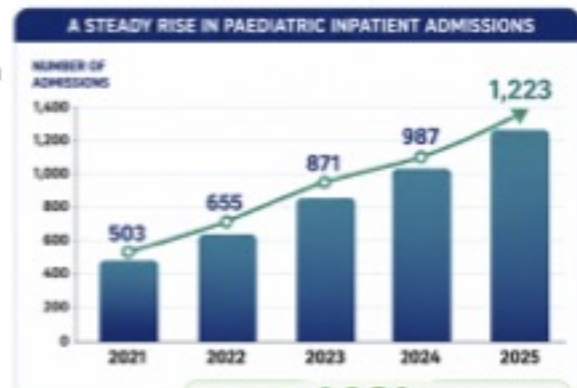
Bedside Ultrasound Services

Automated Peritoneal Dialysis Machine

High-Frequency Oscillatory Ventilator (HFOV)

Smile Train Nutrition Programme

These additions have significantly enhanced the department's capacity to manage critically ill children and complex paediatric conditions.



143%

**GROWTH IN ADMISSIONS
OVER FIVE YEARS**

From 503 admissions in 2021
to 1,223 admissions in 2025

Academic & Research Achievements

•Dr. Tenukala Aier presented a research paper at the Scientex International Pediatric Summit, Dubai (May 2025) on clinical and laboratory characteristics of paediatric systemic lupus erythematosus in Northeast India.

•Dr. Wonashi Tsanglao published research in Health Policy and Planning titled: "Overcoming barriers to pediatric intensive care in low-resource settings: an institutional experience from Northeast India."

These achievements highlight the department's growing contribution to paediatric research and evidence-based practice.

Institutional Impact

➤Managed over 10,500 outpatient visits and more than 1,200 admissions, reflecting increasing trust in paediatric services.

➤Strengthened critical care capabilities through new technologies and specialized equipment.

➤Expanded access to advanced paediatric care for children across Nagaland and neighbouring states.

➤Enhanced care for children with complex conditions including cancers, neurological disorders, nephrological diseases, and neonatal complications.

➤Contributed to regional paediatric research, education, and professional development.

Way Forward

➤Continue strengthening PICU and NICU services through advanced technologies and specialized training.

➤Expand specialty clinics and developmental care services.

➤Enhance paediatric research and academic output.

➤Strengthen community outreach, preventive healthcare, and child nutrition programmes.

➤Continue improving access to affordable, high-quality paediatric healthcare through government healthcare schemes and multidisciplinary collaboration.



The Department of Dermatology, Venereology, Leprology and Cosmetology (DLV&C) has been providing specialized dermatological care since 2007 and remains a pioneer in advanced dermatological and cosmetic procedures in Nagaland. Equipped with state-of-the-art technologies including Fractional CO₂ Laser, PICO Laser, and HIFU, the department offers comprehensive medical, surgical, and cosmetic dermatology services.

Advanced Clinical Services

•Continued leadership in advanced dermatology and cosmetic procedures, including:

*Laser treatments
Botox injections
Thread lifts
Dermal fillers*

Equipped with state-of-the-art equipment, including Fractional CO₂ LASER, PICO LASER and HIFU, the department caters to approximately 50 patients daily and performs around 400 procedures monthly.



Academic & Training Achievements

- Two dermatology assistants successfully completed the Skin Technician Certificate Course, with one additional trainee currently enrolled.
- Faculty members actively participated in numerous national and regional conferences, workshops, CMEs, and professional development programmes.
- Conducted multiple Psychodermatology CMEs in collaboration with Psychiatry, Psychology, and Medicine departments, promoting interdisciplinary care.
- Presented research findings and expert lectures at national dermatology conferences and academic forums.

Research & Scholarly Contributions

- Ongoing retrospective studies and case series by departmental consultants.
- Research paper titled "Kaposi's Sarcoma in Northeast India: An Underrecognized Burden" accepted for publication in the International Journal of Research in Dermatology (IJORD).
- Presented research on patient satisfaction and quality improvement in dermatology services at DERMACON 2026.

Institutional Impact

- Continued to serve as one of the region's leading centres for dermatology and cosmetic services.
- Expanded access to advanced laser and cosmetic procedures within Nagaland.
- Strengthened interdisciplinary collaboration through Psychodermatology initiatives.
- Contributed to research, academic excellence, and workforce development through training programmes and scientific presentations.

Way Forward

- Continue ongoing research projects and increase scientific publications.
- Host the CUTICON Conference, the annual conference of the Northeast States Branch Dermatology Association, in collaboration with the Nagaland Chapter of IADVL.
- Organize a Dermoscopy Workshop to strengthen diagnostic and educational capabilities.
- Establish a DNB Programme in Dermatology at CIHSR to enhance postgraduate training and academic excellence.



The Department of Oncology provides comprehensive cancer care services for patients from Nagaland and neighbouring states, including Assam and Manipur. The department offers a multidisciplinary approach to cancer management through chemotherapy, radiation therapy, targeted therapy, immunotherapy, and hormonal therapy.

Comprehensive Cancer Care

- Continued delivery of multidisciplinary cancer treatment services including:
- Chemotherapy, Radiation Therapy, Targeted Therapy, Immunotherapy, Hormonal Therapy
- Served patients from Nagaland as well as neighbouring states, reducing the need for patients to travel outside the region for cancer treatment.
- Expanded access to affordable cancer care through PMJAY and CMHIS health insurance schemes.

Service Expansion

- Completed preparations for the launch of Brachytherapy Services, scheduled to commence in 2026.
- Advanced planning for a PET-CT Scan Facility, expected to become operational in the near future.
- These additions will significantly strengthen cancer diagnosis, staging, and treatment capabilities while reducing the need for patients to seek services outside the state.

Research & Academic Development

- Encouraging growth in departmental research activities with increasing staff participation in oncology-related research projects.
- Strengthened the department's academic and research culture to support future development as a teaching and research centre.

Patient Support Initiatives

- Continued support for financially vulnerable patients through the Rev. Moa Longchar Cancer (RML) Foundation
- Fund, which provides ₹2 lakh annually for cancer patient assistance.
- Utilized the fund to support economically disadvantaged patients undergoing cancer treatment.

Institutional Impact

- Improved access to advanced cancer treatment services within Nagaland.
- Reduced financial and logistical burdens for patients through local treatment availability and government healthcare schemes.
- Strengthened the foundation for advanced oncology services through planned expansion of brachytherapy and PET-CT facilities.
- Promoted research and academic development within oncology services.

Future Plans

- Apply for and establish a DNB Programme in Radiation Oncology.
- Launch the Nurse Physician Assistant in Clinical Oncology Programme, strengthening the oncology workforce.
- Undertake prospective research on cancers prevalent in Nagaland and the Northeast region.

Seek research funding through:

Indian Council of Medical Research (ICMR)

National Grant Schemes and other funding agencies.

- Develop a Comprehensive Dedicated Cancer Care Centre at CIHSR.

- Progress toward becoming a Regional Cancer Centre serving Nagaland and the Northeast region.

OBSTETRICS & GYNAECOLOGY



The Department of Obstetrics & Gynaecology provides comprehensive healthcare services for women across all stages of life, from adolescence through menopause. The department offers a holistic approach to women's health, encompassing maternal care, reproductive health, preventive services, and overall wellness. Through its 24x7 emergency services, community engagement initiatives, and affordable healthcare model, the department continues to improve maternal and women's health outcomes across the region.

Clinical Service Expansion

- Strengthened departmental capacity with the addition of a new consultant in October 2025.
- Successfully introduced Laparoscopic Gynaecological Surgery Services, expanding minimally invasive treatment options for women.
- Installed a new Colposcopy Machine, enhancing cervical cancer screening and preventive oncology services.

Professional Development & Training

- One consultant successfully completed a Fellowship in Gynaecological Laparoscopy.
- One consultant underwent a two-week observational training programme at CMC Vellore, strengthening clinical expertise and knowledge exchange.
- Three staff nurses completed specialized exposure training in maternity care at Makunda Christian Hospital, enhancing maternal and newborn care competencies.

Academic Activities

- Successfully completed the second batch of the DNB Obstetrics & Gynaecology Diploma Programme.
- Organized Continuing Medical Education (CME) programmes:
 - Approach to the Management of Endometriosis (15 October 2025)
 - Breastfeeding CME Programme (23 January 2026)
- These activities strengthened academic learning and evidence-based clinical practice.

Institutional Impact

- Expanded access to comprehensive women's healthcare services.
- Improved maternal and reproductive health outcomes through continuous emergency care and patient education.
- Strengthened preventive women's health services through enhanced cervical cancer screening capabilities.
- Advanced clinical excellence through staff training, fellowship development, and academic activities.
- Increased community engagement and women's health awareness through church and community outreach initiatives.

Way Forward

- Develop antenatal care packages and support programmes for women from lower socio-economic backgrounds.
- Strengthen partnerships with church leaders and women's fellowship groups for health education and outreach.
- Strengthen partnerships with mission hospitals and healthcare institutions for training, referrals, and collaborative care.
- Develop structured staff competency programmes and mentorship systems.
- Upgrade the existing DNB Diploma programme to a DNB Degree Programme in Obstetrics & Gynaecology.
- Expand research activities, publications, and academic collaborations.

AESTHETIC PLASTIC SURGERY



The Plastic Surgery Department focuses on reconstructive and restorative surgery, helping patients regain function, appearance, and dignity. Through multidisciplinary collaboration with Paediatrics, Dentistry, ENT, Anaesthesia, Orthopaedics, and Speech Therapy, the department delivers comprehensive care. During the year, CIHSR strengthened its commitment to cleft care through a renewed partnership with Smile Train, providing free treatment and support for patients across the Northeast.

New Facilities & Services

- Inauguration of the new Plastic Surgery Complex on 23 February 2026, improving service delivery and interdisciplinary collaboration.
- Renewal of partnership with Smile Train (USA) through a Memorandum of Understanding signed on 15 October 2025.

Academic & Professional Achievements

- Conducted CME and Workshop on Basic Suturing Techniques in collaboration with the Department of Surgery.
- Organized CME and Workshop on Laparoscopic Suturing and Knotting.
- Representation at international and national academic platforms, including: *International Craniofacial Chang Gung Webinar* and *AMASICON 2025 International Conference*.
- Dr. Bona Lotha served as international faculty at the ICC Webinar.



Signing of MoU with Smile Train

Research & Publications

The department produced multiple scientific publications during the year, including:

- Forehead flap reconstruction research.
- Development of an aesthetic reconstructive surgery programme in a teaching hospital setting.
- Clinical research on ureteric calculi management.
- Publication of The Smile Booking focused on cleft lip diagnosis and management.

Outreach & Community Engagement

- Conducted surgical outreach services at Longpang, Tuensang (two missions).
- Participated in geriatric health awareness programmes in collaboration with DABA.
- Conducted Smile Train awareness through a podcast aired on local media.

Statistics

- Smile Train programme operational from October 2025.
- 23 cleft surgery patients received Smile Train sponsorship and underwent corrective surgeries during the reporting period.
- Growing patient referrals and increasing waiting list for reconstructive and cleft surgery services.

Way Forward

- Develop the Happy Smile Programme into a regional teaching and skills-training centre within 2–3 years.
- Expand research output and publication activities.
- Strengthen interdisciplinary training and collaborative research.
- Establish CIHSR as a state-of-the-art centre for aesthetic and reconstructive surgery serving Nagaland and the Northeast region.



The Department of Dentistry provides comprehensive, affordable, and quality oral healthcare services to the community through a multidisciplinary approach encompassing preventive, restorative, prosthetic, endodontic, orthodontic, oral surgical, and maxillofacial services. The inauguration of the new Dental Department facility in February 2026 significantly enhanced the department's capacity and service delivery.

New Services & Procedures

- Introduced Aesthetic Composite Veneers, expanding cosmetic and restorative dentistry services.
- Enhanced management of dental trauma, complex endodontic procedures, post-and-core restorations, and aesthetic rehabilitation of anterior teeth.
- Continued provision of comprehensive oral and maxillofacial surgical services, including facial trauma management, reconstruction, cyst excisions, scar revisions, and treatment of precancerous lesions.

New Facilities & Equipment

- Relocated to the newly established Dental OPD Block adjacent to the Aesthetic Plastic Surgery Department.
- Expanded infrastructure with:
 - Two new dental chairs
 - Portable Digital Dental X-ray System with Laptop
 - Piezotome Surgical Unit
 - Electrocautery Unit
- Established an in-house Dental Laboratory, improving service efficiency and prosthetic rehabilitation capabilities.

Academic & Professional Achievements

- Senior Dental Technician completed an Advanced Dental Laboratory Certificate Course in Vijayawada.
- Faculty contributed to professional education through Continuing Dental Education programmes under the Indian Dental Association.
- Dr. Sarah Katoholi Shohe successfully completed a Postgraduate Aesthetic Dentistry Course from Manipal, Karnataka.

Institutional Impact

- Expanded access to advanced oral healthcare services in Nagaland.
- Strengthened integration of dental, oral surgery, and maxillofacial care within CIHSR.
- Improved patient experience through upgraded infrastructure and advanced equipment.
- Enhanced aesthetic, restorative, and rehabilitative dental services to meet evolving patient needs.

Way Forward

Introduce advanced cosmetic dental services, including:

- Veneers and professional teeth whitening procedures
- Install an Orthopantomogram (OPG) Imaging System to strengthen diagnostic capabilities.
- Pursue the long-term vision of becoming a Centre of Excellence in Dental Healthcare for Nagaland and the Northeast region.



The Department of ENT (Otorhinolaryngology) provides comprehensive care for ear, nose, throat, head and neck disorders, serving patients across Nagaland and neighbouring regions. The department offers outpatient and inpatient services, surgical interventions, audiological assessments, speech and language services, and advanced diagnostic endoscopy procedures.

Community Outreach & Public Health

- Conducted a Hearing Aid Dispensing Programme in Longpang, Tuensang, where approximately 100 individuals underwent hearing screening and 30 semi-digital hearing aids were distributed through support from the Euleros Christian Society.
- Participated in a Rural Surgical Camp at PHC Longpang, Tuensang, in collaboration with the Department of Surgery:
 - 9 thyroid surgeries performed.
 - Multiple minor surgical procedures conducted.
- Head & Neck Cancer and Anti-Tobacco Awareness Programme attended by approximately 70 participants.
- Observed World Hearing Day 2026 in collaboration with the Community Health Department and College of Nursing through awareness activities and hearing screening programmes for school children.



Education & Workforce Development

- Launched the SCOPE Training Programme for Health Assistants, a specialized course focused on ENT outpatient procedures to strengthen clinical skills and improve patient care.
- Continued professional development and departmental expansion through recruitment of new consultants.
- Supported advanced subspecialty training through fellowship opportunities in Head and Neck Surgery.

Institutional Impact

- Strengthened access to hearing healthcare services through community screening and hearing aid distribution programmes.
- Expanded head and neck surgical services through outreach surgical camps.
- Maintained high patient volumes across outpatient, inpatient, surgical, and diagnostic services.
- Promoted hearing health awareness among children and rural communities.

Way Forward

- Establish a dedicated Vertigo Clinic with Video Electronystagmography (VENG) services.
- Implement the Endosafe Programme in the ENT Endoscopy Unit to strengthen patient safety, quality assurance, and procedural standards.
- Continue expanding advanced diagnostic and subspecialty ENT services.



PHYSICAL MEDICINE & REHABILITATION



The Department of Physical Medicine & Rehabilitation (PM&R) provides comprehensive rehabilitation services aimed at restoring function, reducing disability, improving quality of life, and facilitating community reintegration for individuals with physical impairments and chronic health conditions. Through a multidisciplinary team comprising physiatrists, physiotherapists, occupational therapists, prosthetists, and orthotists, the department delivers specialized rehabilitation services.

Service Expansion & Innovation

The department strengthened rehabilitation services through the introduction of:

Platelet-Rich Plasma (PRP) Therapy for:

- Osteoarthritis*
- Ligament injuries*
- Meniscal tears*
- Rotator cuff injuries*

Community-Based Rehabilitation (CBR) Programme, launched in Dhansiripar Circle in September 2025.

Expansion of:

- Neurorehabilitation Services*
- Paediatric Rehabilitation*
- Clubfoot Clinic*
- Amputee Rehabilitation*
- Chronic Pain Management Services*

These initiatives enhanced access to rehabilitation care both within the hospital and in community settings.

Specialized Procedures

The department performed increasing numbers of:

- Ultrasound-Guided Procedures
- Selective Nerve Root Blocks (SNRB)
- Chronic Pain Interventions
- Musculoskeletal Rehabilitation Procedures

Institutional Impact

- Expanded rehabilitation services across hospital and community settings.
- Improved functional outcomes and quality of life for patients with disabilities, neurological disorders, musculoskeletal conditions, and chronic pain.
- Strengthened disability-inclusive healthcare through community outreach and awareness programmes.
- Successfully initiated the Bachelor of Occupational Therapy (BOT) Programme, strengthening rehabilitation education and workforce development.

Way Forward

- Launch Oncological Rehabilitation Services.
- Establish Surgical Rehabilitation Programmes.
- Develop specialized rehabilitation training programmes to address regional workforce needs.
- Enhance public awareness and accessibility of rehabilitation services across Nagaland.





The Department of Ophthalmology has been serving the visual health needs of the people of Nagaland for over a decade, providing a comprehensive range of eye care services from basic vision assessment and refraction to advanced ophthalmic surgery. During 2025–26, the department continued to expand its surgical services and strengthen its diagnostic and treatment capabilities.

Clinical Services

Continued provision of comprehensive eye care services including:

Refraction and vision assessment

Comprehensive eye examinations

Cataract surgery

Minor ophthalmic procedures

General ophthalmology consultations

Maintained steady growth in patient volume and surgical services during the reporting year.

SERVICE INDICATOR		TOTAL
 Outpatient Visits (DPO)		4,768
 Major Surgeries		178
 Phacoemulsification Cataract Surgeries		144
 Minor Eye Procedures		619
 4,768+ Outpatient Visits Delivered	 178+ Major Surgeries Performed	 144+ Cataract Surgeries Restoring Vision
		 619+ Minor Eye Procedures Completed

Infrastructure & Technology Enhancement

- Procured a new Legion Phacoemulsification Machine in November 2025.
- Strengthened cataract surgery services through improved surgical technology and enhanced procedural efficiency.
- Expanded the department's capacity to deliver modern cataract surgery with better patient outcomes.

Institutional Impact

- Provided eye care services to nearly 5,000 patients during the year.
- Performed 178 major ophthalmic surgeries, including a high volume of cataract procedures.
- Enhanced surgical capacity through investment in modern phacoemulsification technology.
- Continued to improve access to specialized eye care services within Nagaland, reducing the need for patients to seek treatment outside the state.

Way Forward

- Increase the number of cataract surgeries performed annually.
- Expand access to vision-restoring services across the region.
- Launch Community Ophthalmology Outreach Programmes.
- Initiate School Eye Screening Programmes to support early detection of visual problems among children.
- Develop the department into a Tertiary Eye Care Centre offering multiple ophthalmology subspecialties.
- Expand advanced eye care services so patients can access comprehensive ophthalmic treatment within Nagaland without travelling outside the state.



The Department of Urology provides specialized care for diseases affecting the genitourinary system, including the kidneys, ureters, bladder, prostate, and external genitalia in both males and females. The department manages a wide range of conditions such as urinary tract stones, urinary tract infections (UTIs), benign prostatic hyperplasia (BPH), urological cancers, and male infertility.

Advanced Urological Services

The department continued to provide a comprehensive range of urological procedures, including:

TURP (Transurethral Resection of the Prostate)
PCNL (Percutaneous Nephrolithotomy)
URSL (Ureteroscopic Lithotripsy)
Nephrectomy (Open and Laparoscopic)
Ureterolithotomy (Open and Laparoscopic)
TURBT (Transurethral Resection of Bladder Tumour)
ESWL (Extracorporeal Shock Wave Lithotripsy)

A major achievement during the year was the expansion of laparoscopic urological surgery, both in volume and complexity compared to previous years.

Academic & Research Achievements

The department maintained a strong academic focus through publications and conference participation:

- Published research in the Cureus Journal of Medical Sciences:
- Award-winning poster presentation (3rd Prize) at NECASICON 2025:
- Postgraduate paper presentation at NECASICON

Community Outreach & Education

- Organized a Healthy Ageing Awareness Camp at Senjum Village, Dimapur, in collaboration with the TNAI CIHSR
- Chapter on World Geriatric Day (18 October 2025).
- Participated in induction training programmes for Community Health Officers (CHOs) under NHM Nagaland at CIHSR.

Institutional Impact

- Expanded access to specialized urological care within Nagaland.
- Increased the scope and complexity of minimally invasive laparoscopic procedures.
- Strengthened clinical research and academic contributions through publications and conference presentations.
- Contributed to healthcare workforce development through postgraduate training and CHO educational programmes.

Way Forward

- ▶Introduce RIRS (Retrograde Intrarenal Surgery) using flexible ureteroscopy for advanced kidney stone management.
- ▶Organize Prostate Cancer Awareness Programmes and Screening Camps.
- ▶Increase publications in national and international peer-reviewed journals.
- ▶Support postgraduate trainees in presenting research at zonal and national conferences.
- ▶Continue strengthening research and evidence-based clinical practice.



Established in 2014, the Department of Developmental Pediatrics addresses the growing need for comprehensive services for children with Intellectual and Developmental Disabilities (IDD) in Nagaland. Through clinical services, parent training, community awareness programmes, and the Precious Gems School, the department supports children and families affected by developmental disabilities. In March 2026, Precious Gems School celebrated its 10th Anniversary, marking a decade of service and support to families across the region.

Programme Growth & Service Expansion

- Increased annual intake capacity at Precious Gems School from 16 to 18 families per session, helping reduce waiting lists and improve access to services.
- Introduced Sibling Support Sessions to address the emotional and psychosocial needs of siblings of children with developmental disabilities.
- Celebrated 10 Years of Precious Gems School, which has supported and trained more than 380 families since its inception in 2016.

Staff Development

Staff members pursued advanced professional training:

- Enrollment in M.Ed. Special Education
- Enrollment in Community-Based Inclusive Development (CBID) Course
- Continued multidisciplinary collaboration with the Department of Psychiatry through regular academic sessions.



Training & Awareness Activities

- Workshops and awareness programmes reached teachers, parents and community stakeholders.
- Educational institutions across Dimapur, Kohima, Tseminyu, Wokha, and Zunheboto
- Total direct workshop participation exceeded 300 participants during the reporting year.

Institutional Impact

- Continued to serve as one of the few specialized centres for developmental disabilities in Nagaland.
- Strengthened family-centred care through parent training and sibling support initiatives.
- Expanded awareness and capacity-building programmes among educators and communities.
- Promoted inclusive education and early intervention for children with developmental challenges.

Way Forward

- Establish a Bachelor of Education (B.Ed.) Programme in Special Education, strengthening the state's capacity to train special educators and support inclusive education initiatives.

ANAESTHESIA



The Department of Anaesthesia provides comprehensive perioperative care, critical care support, pain management, and emergency anaesthesia services across CIHSR. The department supports a broad spectrum of surgical specialties and cares for patients of all ages, from neonates to the elderly. Through a strong focus on patient safety, clinical excellence, and teamwork, the department ensures safe and effective anaesthesia services both inside and outside the operating theatre.

Service Enhancements

- Strengthened paediatric anaesthesia services following the completion of a six-month WFSA Fellowship in Paediatric Anaesthesia by Dr. Samzai Lungalung at CMC Vellore.
- Introduction of anaesthesia services for cleft lip and cleft palate surgeries under the Smile Train Programme.
- Addition of a Difficult Airway Cart, further enhancing preparedness for complex airway management.
- Continued provision of advanced airway management using C-MAC Video Laryngoscope and Fiberoptic Bronchoscope.

Academic & Professional Development

- Faculty and staff participated in specialised Smile Train Anaesthesia Skills Training in Bangalore.
- Anaesthesia team members provided support services at Christian Hospital, Bissamcuttack, Odisha.
- Departmental participation in the ECS-CIHSR surgical outreach camp at Longphang, Tuensang.

Education & Research

➤ Continued training under DNB Anaesthesiology, DNB Diploma Anaesthesia, and B.Sc. Anaesthesia & Operation Theatre Technology programmes.

Ongoing research in:

Difficult airway assessment and prediction.

Erector Spinae Plane Block (ESPB) in mastectomy patients.

Haemodynamic effects of spinal anaesthesia during caesarean sections.

Way Forward

- Establish a dedicated Pain Management Clinic for chronic pain, palliative care, and post-operative pain follow-up.
- Develop the department into a Centre of Excellence in Perioperative Medicine.
- Expand training programmes and evolve into a regional anaesthesiology training hub through collaborations with national and international professional bodies.



ICU & HDU



The Adult Critical Care Department comprises the Intensive Care Unit (ICU) and High Dependency Unit (HDU), providing advanced monitoring, life-support interventions, and specialized care for critically ill adult patients. The ICU functions as a Level 2 open general intensive care unit where critical care specialists work collaboratively with primary consultants to deliver patient-centred care. The HDU serves as a step-down unit, ensuring safe transition and continued monitoring of patients recovering from critical illness.

Quality & Patient Safety Initiatives

- Strengthened quality assurance through regular monitoring and presentation of departmental Key Performance Indicators (KPIs).
- Conducted systematic audits of invasive procedures including:

Central line insertions, Intubations, Extubations

- Implemented structured audit and review systems for all Advanced Cardiac Life Support (ACLS) and resuscitation events.

- Continued mandatory orientation and competency-based training for postgraduate trainees, medical officers, nurses, and students through departmental induction programmes.

New Equipment & Clinical Enhancements

- Added new critical care equipment including:
- Sequential Compression Device (SCD) for Deep Vein Thrombosis prevention.
- Patient Warming Blankets for temperature management.
- Ultrasound Machine for bedside assessment and procedures.
- Clinical Documentation & Monitoring Improvements

Academic & Capacity Building Achievements

Implemented a Google Learning Management System (LMS) for structured induction and staff training.

Integrated the Adult ICU ABC Protocol into the CIHSR institutional intranet.

Launched:

One-Year Post Diploma in Critical Care Nursing (4 students enrolled)

Accelerated Critical Care Hospital Assistants Course (3 students enrolled)

These programmes contribute significantly to the development of critical care expertise within the state.

Institutional Impact

- Provided advanced critical care services to over 5,000 critically ill patients during the year.
- Strengthened patient safety through protocol-driven care, audits, and standardized documentation.
- Expanded critical care training opportunities for nurses and hospital assistants.
- Enhanced institutional preparedness through structured ACLS reviews and continuous quality improvement programmes.
- Continued to serve as a key referral centre for critical care services in Nagaland.

Way Forward

- Achieve 100% ACLS certification for departmental staff.
- Ensure all staff complete at least one critical care training programme.
- Complete development and implementation of critical care protocols.



ORTHOPAEDICS



The Department of Orthopaedics provides comprehensive care for disorders and injuries affecting the musculoskeletal system, including bones, joints, ligaments, tendons, and muscles. Services include both surgical and non-surgical treatment modalities, fracture fixation, joint replacement surgery, arthroscopic procedures, rehabilitation, pain management, and long-term follow-up care.

Clinical Services

Continued provision of comprehensive orthopaedic services including:

Trauma and fracture management

Joint disorders and degenerative conditions

Fracture fixation surgeries

Joint replacement procedures

Arthroscopic surgeries

Rehabilitation and follow-up care

Maintained consistent growth in patient volumes and operative workload throughout the year.

SERVICE INDICATOR		TOTAL	AT A GLANCE				
	Outpatient Consultations (OPD)	6,212	 718 TOTAL PATIENTS & SURGICAL INTERVENTIONS 322 Inpatient Admissions + 396 Surgical Procedures (241 Major Surgeries + 155 Minor Surgeries)				
	Inpatient Admissions	322					
	Major Surgeries	241					
	Minor Surgeries	155					
	6,212+ Outpatient Consultations Delivered		322+ Inpatient Admissions Managed		241+ Major Surgeries Performed		155+ Minor Surgeries Completed

Academic & Professional Development

- Dr. Puloto Yephthomi participated in the Second Annual Conference of the Society of Pelvi-Acetabular Surgeons and the 6th AIIMS-ACSST Pelvic Acetabulum Course at AIIMS New Delhi.
- Dr. Nungdilong completed the 37th Healthcare Management Development Programme conducted by the Christian Medical Association of India.
- Dr. Nungdilong successfully completed the American College of Surgeons Advanced Trauma Life Support (ATLS) Course at CMC Vellore and became a certified ATLS Provider.
- Dr. Nungdilong and Dr. Puloto conducted a Workshop on Total Hip Replacement during the 70th Annual National Conference of the Indian Orthopaedic Association (IOACON 2025) in Guwahati.

Service Activity Highlights

- Managed over 6,200 outpatient consultations during the year.
- Performed 396 surgical procedures (major and minor surgeries combined).
- Recorded sustained surgical activity throughout the reporting period, reflecting increasing utilization of orthopaedic services.

Institutional Impact

- Strengthened access to specialized orthopaedic care within Nagaland.
- Provided timely management of trauma, fractures, and musculoskeletal disorders.
- Enhanced clinical expertise through advanced professional training and national academic participation.
- Contributed to capacity building in orthopaedic surgery through conference presentations and surgical workshops.
- Continued to support improved mobility, functional recovery, and quality of life for patients across the region.

Way Forward

- Expand advanced orthopaedic surgical services and subspecialty care.
- Strengthen trauma management capabilities and rehabilitation services.
- Enhance patient access to specialized musculoskeletal care within the state.
- Promote evidence-based orthopaedic practice and quality improvement initiatives.

LABORATORY SCIENCES & BLOOD CENTRE



The Department of Laboratory Sciences & Blood Centre is a multidisciplinary diagnostic and academic unit providing comprehensive laboratory services across Biochemistry, Clinical Pathology, Microbiology, Histopathology, Cytology, Haematology, Serology, Molecular Diagnostics, Immunohematology (Blood Centre), and Research.

Major Achievements

- Achieved Entry-Level NABL Accreditation, marking a significant milestone in quality assurance and laboratory excellence.
- Expanded diagnostic capabilities through the introduction of Molecular (PCR)-based Testing across multiple disciplines.
- Strengthened oncology diagnostics with an extensive Immunohistochemistry (IHC) Panel, making CIHSR the only laboratory in Nagaland offering comprehensive histopathology and oncology diagnostic services.
- Successfully completed full Laboratory Information System (LIS) integration with the Hospital Management System (HMS).

Academic Excellence

- Continued implementation of the B.Sc. Medical Laboratory Technology (MLT) Programme under Nagaland University.

Research & Scientific Contributions

Published and accepted research in:

Oncology and Epstein-Barr Virus studies

Critical Care Laboratory Medicine

Parasitology

Vitamin D Assessment Studies

Ongoing projects include:

ICMR Foodborne Pathogen Surveillance Project

DPT Genomics Project (Northeast India)

Nasopharyngeal Carcinoma DNA Methylation Study in collaboration with CMC Vellore.

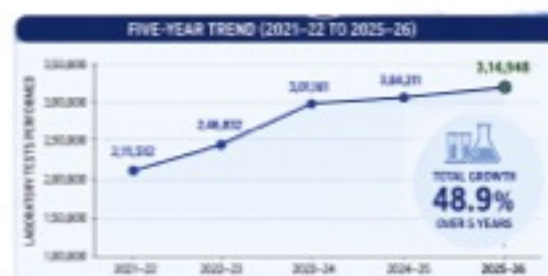
LABORATORY TESTS PERFORMED	
YEAR	LABORATORY TESTS PERFORMED
2021-22	2,11,512
2022-23	2,46,832
2023-24	3,01,161
2024-25	3,04,211
2025-26	3,14,948

Institutional Impact

- Strengthened diagnostic services through molecular testing and advanced oncology diagnostics.
- Improved laboratory quality standards through NABL accreditation.
- Enhanced patient care through expanded testing capabilities and improved diagnostic accuracy.
- Contributed significantly to healthcare education, workforce development, and biomedical research.
- Established itself as a leading diagnostic and pathology centre in Nagaland and the Northeast region.

Way Forward

- ▶ Achieve Full NABL Accreditation.
 - ▶ Become the First Fully NABL-Accredited Blood Centre in Nagaland.
- Academic Expansion**
- Establish a Comprehensive DNB Pathology Programme.
 - Develop a State-of-the-Art Molecular and Advanced Diagnostic Centre.
 - Establish a parallel High-End Research Facility.
 - Implement the Laboratory Excellence Through Mentorship Programme.



ULTRASONOGRAPHY



The Department of Ultrasonography is an integral component of CIHSR's Diagnostic and Interventional Imaging Services, providing high-quality ultrasound diagnostics and image-guided interventions for patients across Nagaland and neighbouring regions. The department supports both outpatient and inpatient care through routine diagnostic imaging, obstetric imaging, bedside portable scans, infertility workups, and a wide range of ultrasound-guided procedures.

Comprehensive Diagnostic Services

The department continued to provide a broad spectrum of ultrasound services, including:

Abdominal Ultrasound
Pelvic Ultrasound
KUB (Kidney, Ureter & Bladder) Scans
EFAST for Trauma Patients
Obstetric Ultrasound
Obstetric Anomaly Scans
Small Parts Imaging
Thyroid
Breast
Scrotum
Musculoskeletal
Neurosonography
Elastography
Doppler Studies



SERVICE VOLUME BY CATEGORY		
SERVICE CATEGORY	TOTAL	% OF TOTAL
 Routine Ultrasound Scans	21,079	(93.4%)
 Obstetric Scans	3,485	(15.4%)
 Elastography	55	(0.2%)
 Doppler Studies	541	(2.4%)
 Cranial Ultrasound	128	(0.6%)
 Obstetric Anomaly Scans	198	(0.9%)
 Ultrasound-Guided Procedures	578	(2.6%)

Ultrasound-Guided Interventional Procedures

The department provides a growing range of minimally invasive image-guided interventions, including:

FNAC (Fine Needle Aspiration Cytology)
Biopsies
Pleural, Ascitic & Pericardial Fluid Drainage
Percutaneous Drainage Procedures
Percutaneous Nephrostomy
Percutaneous Transhepatic Biliary Drainage
Nerve Blocks & Hydrodissection
Intra-articular Injections & Aspirations
Sclerotherapy
Tumour Marker Clip Placement
Ultrasound-Guided Endovascular Laser Ablation for Varicose Veins

New Academic Initiative

Launched a Six-Month Ultrasound Training Course under the provisions of the PCPNDT Act, 1994, commencing on 1 September 2025.

Way Forward

- Organize a Continuing Medical Education (CME) programme in ultrasonography.
- Increase departmental research activities and scientific publications.
- Introduce Contrast-Enhanced Ultrasonography (CEUS).



The Community Health Department (CHD) extends CIHSR's healthcare mission beyond the hospital by delivering health promotion, disease prevention, and curative services to underserved rural communities. Working in partnership with the Government of Nagaland and community stakeholders, the department focuses on strengthening primary healthcare, community-based mental health services, non-communicable disease (NCD) prevention, and rehabilitation initiatives for vulnerable populations across Chümoukedima, Dhansiripar, Medziphema, and surrounding areas.

Community-Based Mental Health Programme

- Continued mental health outreach services across 19 villages in Dhansiripar Block.
- Strengthened collaboration with the Department of Psychiatry, enabling specialist consultations through psychiatrists, psychiatric nurses, and clinical psychologists.
- Maintained a dedicated HELPLINE service to support caregivers and monitor patient progress.

Non-Communicable Disease (NCD) Awareness Programme

- Successfully implemented Phase II of the NCD Awareness Programme in Medziphema Block, covering 21 villages.
- Conducted training programmes for ASHAs, NSRLM village facilitators, staff nurses, and medical officers.
- Organized health awareness seminars promoting healthy lifestyles, balanced nutrition, physical activity, and reduction of tobacco, alcohol, and unhealthy dietary habits.
- Conducted community screening camps for hypertension, diabetes, obesity, and other NCD risk factors.

Community-Based Rehabilitation Programme

- Continued training and capacity building for the Department of Physical Medicine & Rehabilitation (PM&R) on community development and social mobilization.
- Initiated rehabilitation activities in Pimla and Dhansiripar villages, identifying persons with disabilities and facilitating appropriate interventions.



Institutional Impact

- Expanded access to mental health services in underserved rural communities.
- Strengthened preventive healthcare through NCD awareness, screening, and early intervention.
- Built community-level healthcare capacity through training of frontline health workers.
- Fostered collaboration between CIHSR specialists, government health services, and community organizations.

Way Forward

- Expand outreach medical services to additional underserved and unreached areas of Nagaland.
- Develop more need-based and outcome-focused community health programmes.
- Continue strategic partnerships with the Government of Nagaland and other stakeholders to improve community health outcomes.



The Department of Psychiatry was established on 1 April 2025, marking a significant milestone in expanding mental health services at CIHSR. The department provides comprehensive mental healthcare through psychiatric consultation, psychological assessment, psychotherapy, counselling, addiction management, neuropsychological evaluation, family therapy, cognitive rehabilitation, and consultation-liaison services.

Establishment of a New Clinical Service

Successfully launched the Department of Psychiatry on 1 April 2025.

Established dedicated Psychiatry OPD services with:
Consultant Psychiatrist services

Clinical Psychology services

Appointed an additional psychiatrist during the year.

Created two dedicated Clinical Psychology consultation rooms to strengthen multidisciplinary mental healthcare delivery.

Introduced MSc Psychiatric Nursing services in October 2025.

Multidisciplinary & Institutional Collaboration

Participated in:

Neuro-Rehabilitation Clinic

Disability Certification Board

Consultation-Liaison Services with other departments

Contributed to teaching and training of:

DNB students

Nursing students

Allied Health students

Learning & Development programmes

Chaplaincy initiatives

These collaborations reinforced integrated and holistic patient care across CIHSR.



3,094
TOTAL PATIENT
ENCOUNTERS

Institutional Impact

Established the first dedicated Psychiatry Department at CIHSR.

Expanded access to mental healthcare for patients across Nagaland, Assam, and Manipur.

Strengthened multidisciplinary care through collaboration with rehabilitation, medical, and community health services.

Improved mental health awareness through outreach, education, and advocacy programmes.

Enhanced access to psychological services, counselling, and addiction treatment.

Began laying the foundation for future specialized mental health services within the region.

Way Forward

► Establish dedicated Inpatient Psychiatry Services.

► Develop a specialized De-addiction Service.

► Strengthen rural outreach programmes.

► Develop trauma and disaster mental health response services.

► Introduce Postgraduate Psychiatry Programmes.

► Establish an Institute of Mental Health & Behavioural Sciences as a regional centre.

DIALYSIS



The CIHSR Dialysis Unit is the largest haemodialysis centre in Nagaland, providing comprehensive kidney replacement therapy services with a strong commitment to service, care, and compassion. The unit operates with 24 dialysis beds, 26 haemodialysis machines, and 2 ICU dialysis machines, delivering both routine and emergency renal care services. In addition to patient care, the department plays a significant role in training dialysis technologists and nurses, contributing to workforce development in renal healthcare.

Clinical Services

- Continued provision of zero-cost haemodialysis services under PMJAY/CMHIS schemes.
- Extended financial assistance through the Thomas Cook Charity Programme for uninsured and economically disadvantaged patients.
- Maintained 24x7 emergency haemodialysis services for critically ill patients.
- Continued provision of Sustained Low Efficiency Dialysis (SLED) in ICU settings for haemodynamically unstable patients.
- Retained status as the largest haemodialysis unit in the state.



Education & Training

- Started the second batch of Post Diploma Dialysis Nurse Technology (PDNT) with CIHSR-sponsored nursing staff.
- Launched the second batch of B.Sc. Dialysis Therapy Technology (BDTT) with full student enrollment.
- Continued training programmes for nursing and dialysis personnel, including ICU staff development.
- Supported 16 students across BDTT and PDNT programmes during the reporting year.

International Collaboration & Capacity Building

- Strengthened collaboration under the International Society of Nephrology (ISN) Sister Renal Centre Programme in partnership with CMC Vellore.
- Facilitated staff training visits and educational exchanges with CMC Vellore.
- Organized a Continuing Medical Education (CME) programme on "Improving Nephrology Practice: Transforming Renal Care in Northeast India."
- Conducted a free renal health screening programme for the community.

Institutional Impact

- Continued to provide life-sustaining dialysis services to patients across Nagaland and neighbouring regions.
- Expanded access to affordable renal replacement therapy through government insurance and charitable support.
- Served as a major referral centre for advanced dialysis services, including ICU-based SLED dialysis.

Way Forward

- Introduce Plasmapheresis, Peritoneal Dialysis, Hemoperfusion, Patient Renal Education Unit
- Continue mentorship and educational partnerships with CMC Vellore.
- Strengthen collaborations with regional and local healthcare institutions.
- Develop into a Regional Renal Service Centre with:
 - Dedicated Department of Nephrology
 - Renal Transplant Centre
- Multiple advanced dialysis modalities and comprehensive kidney care services.



The Department of Palliative Care enhances the quality of life of patients with serious and life-limiting illnesses through compassionate, holistic care. Services include symptom and pain management, psychosocial and spiritual support, family counselling, bereavement care, and home-based services, ensuring dignity, comfort, and patient-centred care throughout the illness journey.

Comprehensive Palliative Care Services

Provided specialized symptom management and pain relief services for patients with serious illnesses. Ensured safe and effective use of essential opioid medications under specialist supervision and in compliance with NDPS Act guidelines.

Delivered holistic care through:

Physical symptom control

Pain management

Psychosocial support

Patient and family counselling

Bereavement support services

Supported caregivers and families experiencing stress, fatigue, and burnout associated with long-term patient care.

SERVICE INDICATOR	TOTAL
 Outpatient Consultations (OPD)	1,115
 Admissions	248
 Inpatient Service Days	1,258
 Inpatient Consultations from Other Departments	162
 Patient Home Visits	152
 St. Joseph Palliative Care Visits	44
 TOTAL COMMUNITY PATIENTS SEEN	752

Integrated Multidisciplinary Care

•Strengthened partnerships with healthcare institutions and community organizations to extend palliative care services beyond the hospital setting.

Community & Home-Based Care

- Expanded access to care through community outreach and home-based care services.
- Provided direct support to patients in their homes, improving continuity of care and reducing barriers to access.
- Continued collaboration with community-based palliative care initiatives including services at St. Joseph Palliative Care Centre.

Institutional Impact

➤Improved quality of life for patients suffering from cancer, organ failure, stroke, and other chronic serious illnesses.

➤Strengthened family and caregiver support through counselling and bereavement care.

➤Extended palliative care services beyond hospital walls through home-based and community outreach programmes.

Way Forward

- Develop structured training programmes in palliative care for doctors and nurses.
- Pursue accreditation and partnerships with established palliative care training institutions in India.
- Strengthen community-based palliative care services.
- Expand home-based care programmes and outreach partnerships.



The Emergency Department (ED) serves as the frontline of acute patient care at CIHSR, providing 24/7 comprehensive emergency services for trauma, medical emergencies, poisoning, and cardiac life support. Equipped with dedicated resuscitation bays, triage and observation units, ventilators, defibrillators (AEDs), multi-parameter monitors, point-of-care ultrasound, and fully stocked crash carts, the department ensures rapid assessment and life-saving interventions.

Emergency & Event Medical Services

- Continued round-the-clock emergency care for trauma, critical illness, poisoning, and cardiac emergencies.
- Provided AED and Advanced Cardiac Life Support (ACLS) specialist coverage for major sporting events, including:
 - Dr. T. Ao Junior Girls National Football Championship (December 2025)
 - All India U-13 ASMITA Zonal Football League (February 2026)
- Deployed emergency medical teams for community events, charity runs, and public gatherings.
- Supported the National Red Run 3.0, organized by NACO and the Ministry of Health & Family Welfare, and participated in charity events supporting differently-abled children.

Academic & Capacity Building

- Conducted 16 in-service training sessions for doctors, nurses, technicians, and support staff.
- Organized 2 Continuing Medical Education (CME) programmes.
- Conducted a Primary Trauma Care Workshop for AYUSH doctors in Nagaland in collaboration with Lifeline Foundation.
- Delivered Basic Life Support (BLS) training for Regional Ayurveda Research Centre personnel.
- Conducted a First Responder Workshop for CIHSR Ambulance Drivers.
- Hosted a week-long training collaboration with Dr. Nathan Kinder, Emergency Medicine Specialist from the USA.
- Staff participated in specialized training on dog bite and snakebite management through the Department of Health & Family Welfare.

Institutional Impact

- Strengthened emergency preparedness and trauma response capabilities within CIHSR and the wider community.
- Expanded emergency medical support for sporting events, public health initiatives, and community outreach activities.
- Enhanced workforce competency through structured emergency care training programmes.
- Contributed to building emergency response capacity among healthcare workers, ambulance staff, and first responders across Nagaland.

Way Forward

- Establish a dedicated Emergency Medicine Residency Training Programme.
- Introduce simulation-based mass casualty drills and emergency preparedness exercises.
- Expand the Community First Responder Network across Dimapur, Chümoukedima, and Niuland districts.
- Procure additional transport ventilators to strengthen critical care transport services.
- Launch a Tele-Emergency Consultation Service to support peripheral healthcare facilities.
- Conduct annual multidisciplinary emergency refresher training for healthcare staff.

HOSPITAL INFECTION CONTROL



The Hospital Infection Control (HIC) Department plays a critical role in ensuring patient safety and quality healthcare delivery across CIHSR. The department is responsible for preventing and controlling healthcare-associated infections (HAIs), strengthening antimicrobial stewardship, monitoring infection trends, conducting surveillance activities, and promoting compliance with infection prevention and control (IPC) standards.

Accreditation & Quality Achievements

- Achieved ICOMPLY Accreditation from CAHO for excellence in:
 - Infection Prevention & Control (IPC)*
 - Antimicrobial Stewardship Practices*
- Strengthened institutional quality systems through enhanced infection control monitoring and compliance activities.

INDICATOR	PREVIOUS YEAR	CURRENT YEAR	TREND
Ventilator-Associated Pneumonia (VAP)	11.3	8.4	↓ IMPROVED
Catheter-Associated Urinary Tract Infection (CAUTI)	0.2	0.4	↑ INCREASED
Central Line-Associated Bloodstream Infection (CLABSI)	1.2	1.1	↓ IMPROVED
Surgical Site Infection (SSI)	1.7%	2.2%	↑ INCREASED



The department demonstrated reasonable reductions in VAP and CLABSI rates while continuing targeted interventions to address CAUTI and SSI trends.

Antimicrobial Stewardship Programme (ASP)

- Initiated Antimicrobial Stewardship Programme (ASP).
- Established a core team to develop:
 - Hospital Antibigram*
 - Institutional Antimicrobial Policy*
- Laid the foundation for improved antibiotic stewardship and rational antimicrobial use across the institution.

Infection Prevention & Surveillance

- Improved hand hygiene compliance across Operation Theatres and inpatient areas, achieving 60–90% compliance rates.
- Strengthened surveillance systems through structured monitoring tools and software-assisted data management.
- Conducted regular audits and multidisciplinary rounds in collaboration with Medical Superintendent and Nursing leadership teams.

Occupational Safety Improvements

- Monitored and investigated all Needle Stick Injury (NSI) incidents.
- Reported 5 NSI cases related to GRBS lancets.
- Conducted Root Cause Analysis (RCA) and implemented corrective actions, including:
 - Introduction of ultra-safe lancets*
 - Post-exposure prophylaxis (PEP)*
 - Follow-up monitoring*

Institutional Impact

- Strengthened patient safety through enhanced infection prevention measures.
- Improved compliance with national and international infection control standards.
- Advanced antimicrobial stewardship practices to combat antimicrobial resistance.
- Enhanced staff awareness and accountability through continuous education and surveillance programmes.

Way Forward

- Further develop and implement the Antimicrobial Stewardship Programme.
- Improve hand hygiene, ANTT (Aseptic Non-Touch Technique), and care bundle compliance.
- Expand infection control research and clinical audit activities.
- Develop structured IPC training modules for staff, students, interns, and trainees.

HEALTH INFORMATION MANAGEMENT



The Health Information Management (HIM) Department plays a vital role in supporting clinical, administrative, academic, and statutory functions at CIHSR through effective management of patient information and hospital data. The department also contributes to workforce development through the Bachelor of Science in Health Information Management (B.Sc. HIM) Programme, currently in its seventh batch.

Digital Transformation & Medical Records Management

- Continued progress in the digitization of patient records with approximately 40,000 inpatient charts scanned to date.
- Advanced efforts toward the development of a comprehensive Electronic Medical Record (EMR) System.
- Strengthened medical record storage, retrieval, and documentation systems to support continuity of care and research activities.

Data Quality & Reporting

- Improved data accuracy, consistency, and reporting processes across the institution.
- Enhanced collaboration with departments for:
Data collection

Key Performance Indicator (KPI) monitoring

Institutional reporting and planning

Continued submission of statutory reports and healthcare data to government agencies and healthcare schemes.

Academic Contribution

- Continued implementation of the B.Sc. Health Information Management Programme, currently in its 7th batch.
- Supported practical training for:
8 students
2 interns
- Contributed to the development of skilled healthcare information management professionals.

Institutional Impact

- Supported data-driven decision-making through comprehensive reporting and analytics.
- Advanced CIHSR's digital transformation journey through large-scale medical record digitization.
- Strengthened statutory reporting, insurance processing, and institutional performance monitoring.
- Contributed to healthcare workforce development through HIM education and training programmes.
- Provided critical hospital statistics that support planning, quality improvement, and strategic growth.

Way Forward

- Continue digitization of inpatient medical records and EMR development.
- Strengthen data quality assurance and reporting systems.
- Improve operational efficiency through enhanced digital workflows.
- Build staff capacity in health information management and data analytics.
- Support timely access to information for patient care, research, and institutional planning.

INDICATOR	TOTAL
Total Outpatients Registered	1,45,726
Total Day-care Patients	4,229
Total Inpatient Admissions	12,434
Total Inpatient Service Days	48,369
Bed-Occupancy Rate	61.66%
Bed Turnover Rate	4.9
Average Length of Stay	3.9 days
Average Daily Inpatient Census	134 patients/day
Gross Death Rate	3.49%
Net Death Rate	1.90%





The Nursing Services Department remains central to CIHSR's mission of delivering safe, compassionate, and patient-centred care. Guided by newly established Vision, Mission, and Core Values, the department focused on strengthening professional nursing practice, workforce development, patient safety, quality improvement, and staff engagement.

Strategic Nursing Transformation

- Established a new Vision, Mission, and Core Values Framework to guide nursing practice and professional excellence.
- Completed institution-wide Competency Mapping and Training Needs Assessment (TNA) for nursing personnel.
- Established 15+ mentoring and peer support groups to strengthen staff wellbeing, engagement, and professional development.

Patient Safety & Quality Improvement

- Introduced standardized MEWS2 (Modified Early Warning Score) for early detection and escalation of patient deterioration.
- Restructured nursing assessment and documentation formats to improve patient monitoring and record quality.

Workforce Development & Education

- Launched a structured Preceptorship Programme for newly recruited nurses.
- Introduced Continuous Competency Training (CCT) for Hospital Assistants.
- Developed over 100 Direct Observation of Procedural Skills (DOPS) Checklists for competency assessment and validation.
- Achieved 60%+ completion of the TNAI Digital Health Module among nursing staff.

Institutional Impact

- Strengthened nursing competence through structured competency mapping and professional development.
- Improved patient safety through MEWS2 implementation, infusion safety programmes, and enhanced documentation systems.
- Positioned the nursing workforce to support future accreditation, quality improvement, and clinical excellence goals.

Way Forward

- Close competency gaps through targeted role-based development programmes.
- Build succession planning frameworks and emerging nurse leader programmes.
- Complete development of Competency and Training Monitoring Software.
- Expand digital learning and mandatory training programmes.
- Sustain and strengthen:
 - MEWS2 implementation
 - Infusion safety practices
 - Documentation audits
 - Evidence-based nursing care



PROGRAMME	PARTICIPANTS
Continuing Nursing Education (CNE)	869
BLS Refresher Training	239
Mental Health in Workplace	115
Induction & Orientation	54
Lean Management	39
Preceptorship Programme	34
Saline Process Witness Training	20
Interpersonal Skills Workshop	10
AHA Basic & Pediatric Advanced Life Support	15
AHA BLS & ACLS	3





The Outreach Service Department continued its mission of empowering communities through health promotion, community-based training, and livelihood enhancement programmes. Through partnerships with community organizations, educational institutions, and churches, the department strengthened primary healthcare awareness and capacity building across Nagaland and neighboring regions.



Key Highlights

- Conducted Community Lay-Leaders Health Training Certificate Course (CLHTC) and Community Health Promoters Certificate Course (CHPC) in partnership with CMC Vellore.
- Trained 54 Community Health Promoters through the CHPC programme at Oriental Theological Seminary.
- Conducted CLHTC training for 18 participants, including trainees from Nagaland, Assam, Arunachal Pradesh, and Myanmar.
- Delivered multiple First Aid, NCD Screening, and Health Awareness Training Programmes in collaboration with the Community Health Department and Government of Nagaland.
- Engaged 49 B.Sc. Nursing students, 16 seminary interns, 33 social work students, and 10 DBT project staff through community orientation and training programmes.
- Organized income-generating skill development programmes, including tailoring, handicrafts, eco-printing, bamboo crafts, painting, detergent making, and other livelihood skills.
- Successfully completed a Basic Cutting & Tailoring Course with 9 graduates.
- Conducted rehabilitation and therapeutic craft activities for individuals living with chronic illnesses and disabilities, promoting social inclusion, emotional well-being, and income generation opportunities.
- Participated in community outreach initiatives, fundraising activities, World Disability Day exhibitions, and mental health support programmes.

Impact

➤ The department's health promotion programmes improved access to healthcare, strengthened preventive health practices, supported chronic disease management, and empowered community leaders to serve as health advocates in underserved areas. Livelihood and value-added programmes enhanced participant well-being, fostered creativity and social connectedness, and created opportunities for sustainable income generation.

Way Forward

- Develop a 3–5 day Health Promotion Training Programme for primary healthcare volunteers to strengthen community-based healthcare capacity.
- Design and implement a 3–5 day Income Generation Skills Curriculum to support livelihood development and community empowerment.
- Refine, brand, and market selected community-produced products, enabling sustainable income generation and supporting departmental initiatives.
- Establish three Skill Development and Production Centres for vulnerable and underprivileged groups to promote self-reliance, skill enhancement, and economic empowerment.



The College of Nursing (CON), a NAAC-accredited institution of CIHSR, continues its mission of achieving "Nursing Excellence for Individual and Community Transformation." During the year, the College strengthened simulation-based education, expanded digital and blended learning approaches, and advanced the integration of Learning Management Systems (LMS).

Academic Excellence & Infrastructure

- Inaugurated the Christy Simpson Simulation Centre on 16 May 2025, significantly enhancing simulation-based clinical education.
- Awarded an 'A' Grade in the Academic and Administrative Audit conducted by the Directorate of Higher & Technical Education, Government of Nagaland.
- Strengthened digital learning through Learning Management Systems (LMS) and blended learning initiatives.
- Celebrated the College's 15th Foundation Year under the theme "Reflect and Renew."

New Academic Programmes

- Received approval from the Nagaland Nursing Council to introduce:

Post Basic Diploma in Critical Care Nursing

Post Basic Diploma in Emergency and Disaster Nursing

Student Development & Community Engagement

- Active student participation in health camps, awareness programmes, blood donation drives, NSS activities, and community outreach initiatives.
- Established satellite centre extension activities across nursing specialties focusing on adolescent health, healthy lifestyles, menstrual hygiene, breast self-examination, and stress management.

Faculty Development

- Faculty participated in advanced training programmes in Bioethics, Hospital Administration, Healthcare Management, Simulation Training, Organizational Leadership, M.Sc. Nursing, and Ph.D. studies.
- Implemented Faculty Mentor-Mentee and Induction Orientation Programmes..

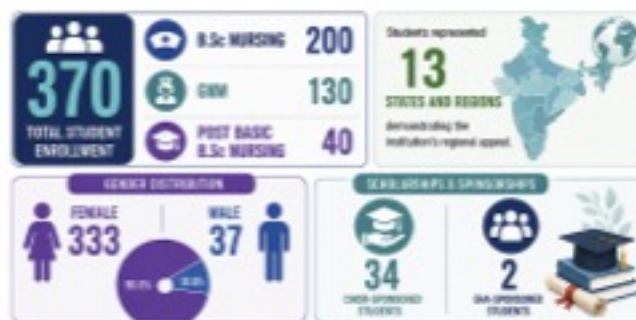
Alumni Achievements

- Alumni received national and international recognition in healthcare institutions across India, Singapore, and the United Kingdom.
- Several alumni secured prestigious appointments through AIIMS and NPSC recruitment processes.
- Strengthened alumni engagement through annual alumni meetings and alumni networking initiatives.

Way Forward

- Prepare for 2nd Cycle NAAC Accreditation (2027).
- Introduce M.Sc Nursing programmes in Medical-Surgical Nursing and Child Health Nursing.
- Launch a One-Year Post Basic Diploma in Cardiothoracic Nursing.
- Implement Learning Management and Student Management Systems.
- Pursue NSS registration and Green Audit initiatives.

STUDENT STRENGTH & FACULTY





The North East Regional Multi-Disciplinary Paramedical Institute (NERMPI) continues to play a pivotal role in developing skilled allied health professionals for Nagaland and the Northeast region. During 2025-26, NERMPI expanded its academic offerings, strengthened research activities, enhanced student development initiatives, and celebrated several institutional milestones.

Academic Expansion

NERMPI continued to offer programmes in:

Medical Laboratory Science (BMLS)
 Anaesthesia & Operation Theatre Technology (BAOTT)
 Health Information Management (B.Sc. HIM)
 Physiotherapy (BPT)
 Radiotherapy Technology (BRTT)
 Medical Radiology & Imaging Technology (BMRIT)
 Dialysis Therapy Technology (BDTT)
 Occupational Therapy (BOT)



New programmes proposed for 2026-27:

B.Sc. Nuclear Medicine Technology (NMT)
 B.Sc. Accident & Emergency Response (AER)

Nagaland University conducted inspections for affiliation renewal and programme expansion during the year.

Academic Performance

•NERMPI maintained excellent academic outcomes across multiple programmes.
 Several programmes achieved 100% pass rates.

Education Fair

•Organized the 4th NERMPI Education Fair. Attracted 455 students, parents, and teachers from various schools and colleges.

Research, Innovation & Academic Excellence

•Two NERMPI teams were shortlisted in the Department of Telecommunications (DoT) 5G Labs Hackathon.
 •Faculty members showcased research excellence at national and international forums, including the 4th International Conference on Advances in Radiation Oncology at the IAEA, Vienna, Austria. Their work earned multiple recognitions, including Best Oral Presentation, Best Paper, and Best Poster Presentation awards at ICMRI-2025 and ICMLS-2025

Institutional Impact

➤Strengthened allied health education in Nagaland and Northeast India.
 ➤Expanded academic offerings to meet emerging healthcare workforce needs.
 ➤Enhanced student exposure through research, innovation, and community engagement.

Way Forward

►Launch B.Sc. Nuclear Medicine Technology and B.Sc. Accident & Emergency Response programmes.
 ►Expand academic affiliations and healthcare education opportunities.
 ►Strengthen research, innovation, and faculty development initiatives.
 ►Enhance digital learning, student support systems, and industry collaborations.

LEARNING & DEVELOPMENT UNIT



Established in November 2024, the Learning & Development Unit (LDU) serves as CIHSR's central platform for workforce development, capacity building, and institutional learning. Guided by its motto, "Learn, Grow, Thrive," the LDU integrates professional, organizational, and personal development initiatives to nurture competent, compassionate, and service-oriented healthcare professionals.

Academic & Training Programmes

The LDU successfully coordinated and strengthened multiple academic and skill-development programmes, including:

Established Programmes

Post Diploma Dialysis Nurse Technology (PDNT)
Post Diploma in Cardiac Critical Care Nursing (PDCCCN)
Post Diploma Clinical Educator Course
Skin Technology Certificate Course
Health Caregiver Course



New Programme Initiatives

Indian Diploma in Paediatric Critical Care Nursing (IDPCCN)
Wound Technician Course
Specialized Course on OPD Procedures in ENT (SCOPE)
Critical Care Assistant Course



Certificate in Community-Based Inclusive Development (CBID) under the Rehabilitation Council of India

These programmes expanded specialized healthcare training opportunities within Nagaland and the Northeast region.

Competency Mapping Initiative

• Successfully completed Phase 1 of Competency Mapping Software Implementation.

Major Milestone

• The LDU organized its first Graduation Ceremony, celebrating the successful completion of multiple training programmes.

PROGRAMME / ACTIVITY	ACHIEVEMENT
Community Health Officers Trained (COH)	30
Graduates Certified at 1 st LDU Graduation	38
Faculty Development Programme Participants	17
Simulation Training Participants	31
WISERS for the Journey Participants	32
Departmental Workshop Participants	200

Institutional Impact

- Established a centralized framework for staff development and institutional learning.
- Expanded specialized healthcare training programmes to address regional workforce needs.
- Strengthened leadership development, communication skills, and faculty training.
- Introduced competency-based workforce planning through competency mapping systems

Way Forward

- Implement Phase 2 of the Competency Mapping System.
- Launch the Physician Assistant in Clinical Oncology (PACO) programme.
- Conduct Faculty Development Programmes twice annually.
- Introduce outcome-based evaluation of all training programmes.
- Enhance data-driven assessment of learning outcomes and workforce development.



The Front Desk Department serves as the primary point of contact for patients and visitors, playing a critical role in patient registration, appointment coordination, information services, and patient navigation. During 2025–26, the department focused on improving registration processes, reducing waiting times, and introducing digital payment solutions to enhance operational efficiency and patient satisfaction.

Digital Transformation & Service Improvement

- Successfully introduced the One Stop Registration System, streamlining patient registration and revisit processes.
- Implemented Online Billing Services at OPD Front Desk counters for investigations and related services.
- Expanded digital payment capabilities, including:

Card Payments

QR Code Payments

Digital Receipt Generation

Conducted staff training to ensure efficient operation of the new registration and billing systems.

Patient Experience Enhancement

- Reduced congestion at billing counters through decentralized billing services at OPD sub-counters.
- Improved patient flow and reduced registration waiting times.
- Strengthened support for emergency cases by facilitating rapid identification and referral of critically ill patients.
- Enhanced overall patient convenience through faster and more accessible registration and billing services.

Statistics & Operational Impact

Registration Efficiency

- Approximately 70% of daily patient registrations and revisit registrations are now completed directly at the registration counter through the One Stop Registration System.
- Significant increase in digital transactions through POS systems, reducing dependence on cash handling and improving billing efficiency.

Institutional Impact

- Improved patient access to healthcare services through streamlined registration and billing processes.
- Reduced waiting times and overcrowding in OPD areas.
- Strengthened digital healthcare service delivery through cashless and technology-enabled systems.
- Enhanced patient satisfaction through improved convenience, accessibility, and operational efficiency.

Way Forward

► Online Appointment System

The department plans to introduce an integrated Online Appointment Booking Platform, allowing patients to: Book OPD appointments remotely through the hospital website and mobile application.

Access QR code-enabled appointment services.

Receive SMS reminders and notifications.

Utilize integrated online payment options.

► Expected Outcomes

Further reduction in patient waiting times.

Decreased overcrowding in OPD and billing areas.

Improved communication regarding doctor availability and schedule changes.

Reduced missed appointments and enhanced patient satisfaction.



The Billing Department serves as a critical support function within CIHSR, ensuring accurate, transparent, and timely billing services for patients across outpatient, inpatient, and ward settings. Operating 24/7, the department manages patient billing transactions, invoice generation, cashless services, and revenue collection while supporting the institution's commitment to efficient, patient-centred care. Through its OPD Billing, IP Billing, and Ward Billing units, the department plays a key role in maintaining financial integrity and operational efficiency.

Service Improvements & Infrastructure Enhancement

- Strengthened inpatient billing operations through the addition of manpower and improved shift management, resulting in smoother patient flow and enhanced service quality.
- Activated a dedicated Medicine OPD Billing Counter to reduce congestion at the main billing area.
- Implemented annual ward clerk rotation to improve workforce development and operational effectiveness.
- Installed seven barcode readers across billing counters, improving billing accuracy and reducing processing errors.
- Enhanced financial security through installation of a custom-built vault and additional CCTV surveillance.



Revenue Collection

Total Revenue Processed: ₹97.35 Crore

Billing Department collections accounted for ₹57.28 Crore (58.83%) of total collections.

HIS collections contributed ₹36.61 Crore (37.61%).

Front Desk collections contributed ₹3.47 Crore (3.56%).

Operational Impact

- Maintained uninterrupted 24x7 billing support across hospital services.
- Improved patient experience through faster billing processes, enhanced security systems, and optimized staff deployment.

Way Forward

- Achieve a billing accuracy rate of 99% or higher through enhanced validation and auditing processes.
- Strengthen communication and coordination between clinical departments, insurers, and patients.
- Reduce claim denials through standardized billing and coding practices.

CORPORATE OFFICE



The Corporate Office, formerly known as the Health Schemes Office, oversees the administration and coordination of CMHIS, AB-PMJAY, and other empanelled organizations associated with CIHSR. The department ensures compliance with government and institutional healthcare schemes while facilitating seamless access to healthcare services for beneficiaries. Through strategic partnerships with educational institutions, government organizations, and healthcare schemes, the Corporate Office plays a vital role in expanding healthcare access and strengthening patient support systems.

Scheme Management & Partnerships

- Managed implementation of CMHIS and AB-PMJAY, which constitute the majority of beneficiaries served through the Corporate Office.
- Coordinated healthcare services across 16 empanelled organizations government agencies, faith-based organizations, and corporate partners.
- Continued providing subsidized healthcare services, cashless treatment facilities, health check-up programmes, and referral support through institutional partnerships.
- Strengthened access to affordable healthcare for government employees, pensioners, students, staff, and economically vulnerable populations.

Healthcare Access Initiatives

- Facilitated cashless treatment under AB-PMJAY and CMHIS schemes.

Supported beneficiaries under:

CMHIS (EP) – Coverage up to 20 lakh for government employees, pensioners, and dependents.

AB-PMJAY/CMHIS (General) – Coverage up to 5 lakh for eligible beneficiaries.

- Expanded access to advanced healthcare services for patients from Nagaland and neighbouring states.

Institutional Impact

- Enabled affordable healthcare access for thousands of beneficiaries through government-sponsored health insurance schemes.
- Strengthened CIHSR's role as a regional referral centre serving patients from multiple Northeast states.
- Supported high-cost treatments such as dialysis, chemotherapy, cardiac care, radiation therapy, and surgery through cashless healthcare mechanisms.
- Fostered institutional partnerships that expanded healthcare benefits to educational institutions, government agencies, and community organizations.





The Quality Cell serves as the central unit responsible for quality assurance, patient safety, accreditation compliance, and continuous quality improvement across CIHSR. The department oversees implementation of institutional quality standards, development of policies and protocols, performance monitoring, staff training, and patient safety initiatives. CIHSR continues to maintain its NABH Pre-Accreditation Entry Level Certification, first achieved in 2020.

Accreditation & Quality Leadership

- Continued strengthening institutional quality systems in preparation for Full NABH Accreditation. Maintained compliance with NABH quality and patient safety standards.
- Continued active membership and engagement with the Consortium of Accredited Healthcare Organizations (CAHO), enabling benchmarking and adoption of best practices in healthcare quality management.

National & Regional Quality Initiatives

- Successfully conducted the NABH Gunvatra Yatra Programme at CIHSR in collaboration with:
Quality Council of India (QCI)
National Board for Quality Promotion (NBQP)
- This programme positioned CIHSR as a key quality improvement partner within Nagaland.

Patient Safety Initiatives

- Signed a Memorandum of Understanding (MoU) with the Patient for Patient Safety Foundation, India on 5 September 2025. Strengthened institutional commitment toward:
Patient safety
Patient engagement
Quality healthcare delivery
- Mr. Pelezoto Pius Kikhi, Senior Quality Manager, was recognized as a Patient Safety Ambassador by the Patient for Patient Safety Foundation, India.

Professional Representation & Knowledge Sharing

- Represented CIHSR at the CAHO Jeevan Programme in Shillong.
- Mr. Pelezoto Pius Kikhi served as a speaker and participated in CAHOCON 2025 in New Delhi with a multidisciplinary institutional team.

Capacity Building & Training

Conducted a series of Lean Management (TIMWOODS Methodology) training sessions for nursing staff.

Institutional Impact

- Strengthened CIHSR's quality assurance and accreditation systems.
- Enhanced staff awareness and competency in quality management principles.
- Promoted patient safety culture through partnerships, training, and advocacy initiatives.
- Improved institutional readiness for Full NABH Accreditation

Future Plans

- Achieve Full NABH Accreditation.
- Establish CIHSR as a Recognized Centre for Quality Promotion under CAHO.
- Serve as a regional hub for quality improvement training and healthcare excellence initiatives.
- Strengthen quality indicators, audits, and performance monitoring systems.



Accounts & Finance — CIHSR Annual Report 2025-26

The Accounts and Finance department presents the audited financial statements for the year, reflecting a **total income of Rs. 93.74 Cr** against expenses of Rs. 86.32 Cr, yielding a healthy **surplus of Rs. 7.42 Cr**. Hospital receipts constitute 92% of total income, with fees from the College of Nursing and Allied Health Sciences contributing 6%. Notably, 13% of hospital receipts have been channelled as charity to beneficiaries in need, underscoring the institution's commitment to its social mission.

Key Funding & Research

PM DivNE granted **Rs. 34.5 Cr** for Radiation Therapy upgradation, covering Brachytherapy, PET CT Scan, and SPECT. Research expenditure included **Rs. 91,96,480** from the Department of Biotechnology and **Rs. 37,79,768** from ICMR, reflecting active engagement in nationally funded research programmes.

PMJAY & Empanelled Organisations

CIHSR stands as the **highest provider of services under PMJAY in Nagaland**, serving 17,655 beneficiaries. Subsidised services were extended to a wide range of empanelled organisations including Grace Mission School, Shemrock School, Great Commission Higher Secondary School, Zoological Park, IRP, United College of Theology & Missions, Tetso College, 165 Military Hospital Rangapahar, MUT, NIIT, AAI, Patkai Christian College, and EHA, among others.

Statutory Auditors

L D Souza and Company, Chartered Accountants, Guwahati – responsible for independent audit verification of all financial statements.

Compliance Record

Fully compliant with Income Tax, GST, EPF, ESI, and PT. Awarded a **Central Government certificate for the 3rd consecutive year** for timely GST return filing.

Our Team

A team of six members, two of whom joined during the year. Strict segregation of duties is practised. Two interns gained practical exposure, and team members regularly attend workshops and hospital visits for professional development.



The Human Resources (HR) Department continues to play a strategic role in building and sustaining a workforce aligned with CIHSR's mission of service, compassion, and excellence. During the year, the department focused on recruitment, leadership development, staff engagement, succession planning, employee welfare, and institutional culture.

Workforce Growth & Recruitment

- Welcomed 140 new employees across various departments.
- Managed workforce transitions while maintaining institutional stability.
- Continued strengthening recruitment and onboarding processes to support expanding healthcare services.

Leadership Development & Capacity Building

- Invested in leadership formation and succession planning initiatives. 23 staff members participated in advanced leadership programmes including: Advanced Strategic Management Programme
- MAOL
- CHRO
- Integrated Mission Leadership
- Conducted regular mentoring programmes involving: 75 staff mentored through weekly leadership sessions.
- Peer learning groups and succession planning initiatives.

Institutional Outreach & Mission Engagement

- Supported outreach and service activities at: Christian Hospital Bissam Cuttack, Odisha
- Longpang PHC (House of Hope), Tuensang

Strategic HR Initiatives

- Organized Nursing and Allied Health recruitment and career initiatives.
- Introduced and revised key policies related to: PhD sponsorship support
- DNB Resident deployment
- Institutional sponsorship applications

Human Resource Systems & Innovation

- Initiated implementation of: Job Description Software within HRMS.
- Strategic Planning Software to strengthen organizational planning and workforce management.
- Advanced succession planning discussions and talent development initiatives.

Way Forward

- Strengthen Succession Planning across key leadership positions.
- Enhance HR Analytics and workforce data utilization.
- Improve recruitment, onboarding, and retention strategies.





Operational Excellence & Process Improvement

Indent and asset requisitions

Purchase orders

Goods Receipt Notes (GRNs)

Invoice processing and uploads

Improved workflow efficiency, resulting in smoother operations and reduced delays in supply management.

Reduced stock-out risks through improved demand forecasting and inventory planning.

Enhanced cost control by minimizing excess inventory and optimizing stock holding levels.

Introduced an Advanced Shelf Management System

Inventory variance maintained at less than 1%, reflecting excellent inventory accuracy and control.

Continue implementation of the 5S Methodology to maintain an organized and efficient work environment.

Further strengthen inventory tracking and stock management systems.

Improve reporting mechanisms and data-driven inventory management.

Through preventive maintenance, calibration, repair services, safety inspections, technology assessment, and staff training, the department supports uninterrupted patient care and clinical services. The team works closely with all departments to maintain high standards of equipment performance, regulatory compliance, and operational safety.

BIO MEDICAL

Successfully installed equipment for the Dental and Aesthetic Minor Operation Theatre, expanding procedural capabilities.

Supported installation of equipment for Bracey Therapy in the Radiation Therapy Department.

Oversaw installation and commissioning of RO Water Plants for Dialysis and Drinking Water services.

Completed installation of the Laundry Facility, including industrial washer, extractor, and dryer systems.

Implement advanced equipment maintenance strategies to improve equipment lifespan and reliability.

Expand technical training programmes for biomedical personnel and end users.

Strengthen regulatory compliance systems and documentation processes.

Continue supporting technological advancements and infrastructure growth across CIHSR.

ESTATE



The Estate Management Department is responsible for maintaining a clean, green, safe, and sustainable campus environment across CIHSR. The department oversees landscaping, campus beautification, green asset management, waste management, integrated farming initiatives, and general estate maintenance.

Sustainability & Campus Development

Introduced a structured monthly maintenance schedule, improving the efficiency and consistency of estate operations.
 Strengthened campus-wide waste segregation and composting systems to support environmental sustainability.
 Initiated a pilot integrated farming programme, incorporating vegetable cultivation and orchard management.
 Revived and improved the functioning of the campus greenhouse and nursery facilities

Environmental Improvements

Expanded regular lawn maintenance coverage across major institutional blocks.
 Strengthened waste segregation practices across departments.
 Initiated compost production for internal estate and landscaping use.
 Improved survival rates of newly planted trees, shrubs, and creepers.

Way Forward

Expand orchard and plantation areas.
 Increase compost production and composting capacity.
 Develop a fully functional Integrated Farming Model within the campus.

ACKNOWLEDGEMENT

- North Eastern Council
- Govt of Nagaland
- CMC, Vellore
- Emmanuel Hospital Association
- Rev. Moa Longchari Cancer Foundation
- All departments of CIHSR

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 Kamei	
10	Dr. Roshine	
11	Dr. Pringprang Salgra D. Shira	BoD & GB
12	Dr. Varghese Philip	
13	Dr. Salra 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 Raomal	EHA- HEAL
26	Dr. Rebecca Sinate, Regional Director, NER, EHA	
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 Kaliath, Project Manager, DMMU, EHA	
33	Dr. M C Mathew	Research Workshop
34	Dr. Rebekah CMC Vellore	
35	Dr. Sudha	
36	Ms. Suchitra Chakraborty	Smile train inspection
37	Mr. Ranjit Singh	
38	Mr. Sunny Philip	Transform 4 Life
39	Dr. Reenu	
40	Dr. Sorojini	
41	Dr. Valsa	Physics Workshop resource Person
42	Dr. T Ganesh	
43	Dr. Niyas	
44	Dr. Jibon Sharma	
45	Dr. Santosh Mathew	EMFI Conference
46	Dr. Hansraj Jain	
47	Dr. Latha Paul	
48	Dr. Sukumar Chituri	
49	Dr. Rohan Ramesh Dr. Tintu Varghese Dr. Vijayalakshmi B	Research Workshop
50	Mr. Gavin, CMC Vellore Mr. Vinoth Jacob Mr. Om Prasad Biswal Ms. Malini B	Inauguration & Development of Prosthetic and Orthothist Unit
51	Judy Ann John	Research Day
55	Dr. Jayaprakash Mulyil	
56	Dr. M C Mathew	Novo NORDISK CBID
57	Shivangini Kar Dave & Amrita	
58	MS. Jubin Varghese	Skill Development
59	Mr. Paul C Dass	Convocation
60	Dr. John Oomen	
61	Dr. Raj Kumar Songa	



- 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

[SNAPSHOTS]



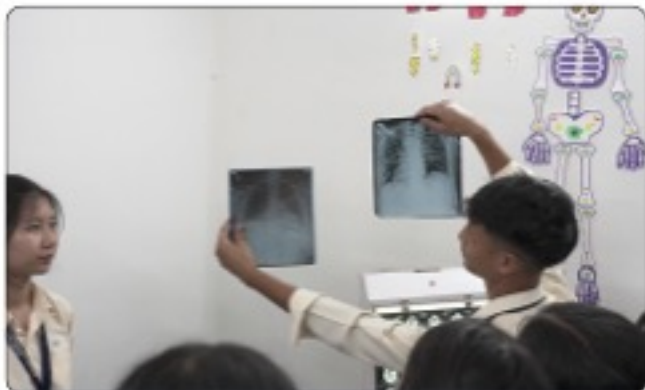
6th Graduation Ceremony



Star Award Programme



Dr. Vinod Shah speaking on Foundation Day



Education Fair



North-East Regional TB Conference



Cultural Day Cum Fundraise



Bamboo Park Inauguration by Dr. MC Mathew



Heidelberg University conducts orientation session



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