



## The Kenyatta National Hospital launches Strategic Plan

Kenyatta National Hospital launched its second Strategic Plan 2008 – 2012 in a colorful ceremony graced by the Minister for Medical Services Hon. Prof. Anyang' Nyong'o on Tuesday 15<sup>th</sup> December 2009.

The five-year plan sets out strategic interventions that will enable the hospital improve performance to the expected international standards and attain world -class status. These include rehabilitation and replacement of old equipment and facilities, enhancing training and research, attaining financial sustainability and realizing optimal institution capacity.

Development of the new Strategic Plan was necessitated by the hospital's desire to strategically reposition it self and remain competitive and relevant in the advent of globalisation. "We are currently experiencing global changes and we need to equip our staff with appropriate skills that will help them provide quality services to our patients and meet international healthcare standards" said the hospital's CEO Dr. Jotham N. Micheni.

According to the Chairperson Board of Management Mrs. Margaret Wanjohi the Strategic plan aligns the hospital strategic directions with the aspirations of Kenya vision 2030, the Ministry of Medical services Strategic plan 2008 – 2012 and the Millennium development goals.



The Minister for Medical Services, Hon. Anyang' Nyong'o accompanied by KNH Chairperson, Mrs. Margaret Wanjohi and KNH CEO, Dr. Jotham N. Micheni go through copies of the 2nd KNH Strategic Plan

## Ministry Pledge support to Implementation of the New KNH Strategic Plan

The Minister for Medical Services Hon. Prof. Anyang' Nyong'o has pledged that his Ministry will support KNH in realizing implementation of pledges envisioned in the hospital's second strategic plan 2008–2012. While launching the plan at the KNH grounds, the Minister said that his ministry will support implementation of the plan that seeks to transform the country's largest referral hospital into a World Class Status. "The plan is impressive, and we will support it especially in addressing some of the challenges the hospital continues to face in providing healthcare services" he said.

### **Need to Restore the Referral**

The Minister acknowledged that referral system in the country is not working properly. He attributed this to non-functioning government health

institutions that are ill equipped, understaffed, and lacked qualified personnel. This has forced KNH to bear the burden of providing primary healthcare to the increasing population of Nairobi and its environs, leading to overstretched resources and an overwhelmed work force. He assured the hospital management and staff that the government is in the process of establishing more health facilities in the country as well as equipping the existing ones. This will provide health services closer to the people and allow KNH to execute its core function as a referral hospital. He also noted that there is need to delink some services such as orthopedics, maternity, and paediatrics from KNH as a way of decongesting the hospital. Currently some wards such as Orthopaedic and paediatrics are highly congested with over 100% bed occupancy.

### **Staff motivation**

Prof. Nyong'o recognised that the hospital has inadequate personnel and at the same time they are poorly remunerated and therefore not well motivated. The Minister said that he has established a task force to look into the staff Rationalization and Restructuring with a view to not only ensuring that staffs are well motivated but also are adequate to handle the large number of patients to attain the WHO recommended nurse/patient ratio. He further commended members of staff for their diligence, integrity, and honesty amidst existing challenges in provision of healthcare. "Be committed to your work in patient care as a catholic priest is to celibacy" said the Minister.

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# Enhanced Communication is the Road Map To Achieve Our Vision

Kenyatta National Hospital recently launched its second Strategic Plan 2008-2012. The launch was done on 15<sup>th</sup> December 2009 by Professor Peter Anyang' Nyong'o. KNH in its Vision is focusing to be a world class referral hospital in the provision of innovative and specialized health care. Health care delivery systems employ both the science and the art of care delivery. Whereas there will be delays due to certain long procedures, our client

need to be advised that they will wait a while before they are attended because of this reason or another. This will make them wait with ease if not tolerance.

There are many such examples and "Yes We Can", but we require to cultivate positive attitude and the art of practice. Quality communication should ever be made part of us all the times.

Communication provides a

cognitive sense of caring, concern, affection and upholds dignity to our clients. It is a commitment to quality service, as well as efficient and reliable processes. Effective communication enhances ones sense of belonging.

Let us all incorporate empathetic communication in our daily chores and as part of our customer care for customer satisfaction. This is the way we should go towards a *World Class Referral Hospital*".

*By Lilian A. Omondi, Senior Nursing Officer*

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## Public urged to register with Health Insurance

The Minister urged members of the public to register with the National Health Insurance Fund to guarantee easy access to quality and affordable healthcare. With as little as KES. 160 per month a family would get a comprehensive medical cover for in-patient services and consequently ease the financial pressure, and worries associated with settling medical bills. He warned the public that their inability to settle medical bills may push KNH to a state of financial instability and hence poor services. He added that the Ministry of Medical Services will present the social healthcare bill to Parliament that will guarantee Kenyans access to quality healthcare.

## Medical Tourism

Hon. Nyong'o urged the management to look into the possibility of developing highly skilled professionals in

specialised healthcare with a view to marketing Kenya as medical tourist destination. "KNH is high potential for medical tourism and the hospital has the facilities and manpower necessary to sustain and support the venture". Said the Minister. He assured the management that his Ministry will support the marketing of the Hospital internationally.

KNH has indeed invested heavily in diagnostic and treatment facilities and equipment, as well as on our professional human resources. At present, only a handful of tourists come to local hospitals, although the refurbishment of Kenyatta National Hospital has brought patients from nearby countries into Kenya as medical tourists.

Finally, the minister urged the management to ensure implementation of the strategy by empowering capable, dedicated and efficient team that would over see the implementation of the plan.

## Pictorial



The Minister for Medical Services, Hon. Anyang' Nyong'o plants a tree during the occasion



The Minister for Medical Services, Hon. Anyang' Nyong'o receives a gift from KNH CEO Dr. Jotham N. Micheni



A section of the crowd follow proceedings of the launch



KNH Choir entertaining the guests

### Quotable Quote!

I am perfect in God's eyes, and he always cares for me in my distress.

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