

August 2012

# FAFEN Health Institution Monitor

A report based on the monitoring of

71 DHQs in as many districts in July 2012

Vol: 4, Issue: 126/Sept 2012

# Medical staff positions vacant at DHQs

# - Specialized services lacking

Most sanctioned positions of medical staff lay vacant at District Headquarter Hospitals (DHQs) monitored in July with 14 out of the observed 20 having less than 70% occupancy rate.

Transparency also surfaced as an issue - a number of facilities withholding information on the sanctioned posts and appointments of medical staff.

The scene was comparatively better for paramedical, administrative and support staff, both in terms of transparency and occupancy rates.

FAFEN observers who visited 71 DHQs to assess the standards of healthcare at these hospitals found specialized services lacking.

Mostly patients are referred to DHQs for specialized treatment. In June, 4,055 of them were referred to the hospitals monitored. However, lack of staff and equipment means they have to seek treatment at private clinics and hospitals, thus defying the very purpose of DHQs.

Fifty eight hospitals had no psychiatry services while another 41 did not have physiotherapy facilities; 37 were without chest specialists; 32 lacked cardiology services; 31 offered no orthopedic care and 26 operated without ENT specialists.

Similarly, the monitors reported radiology services non-existent at 19 DHQs 14 without dental, gynecology and obstetrics services; 12 having no pathology and pediatric departments and seven

lacking surgery units.

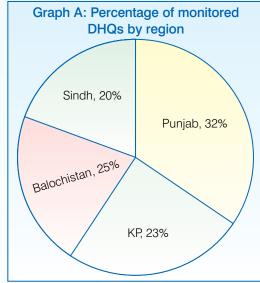
On the positive side, all the monitored hospitals had wards for in-patients, emergency wards for out-patients, x-ray rooms and laboratories. Sixty nine DHQs had dental and operation rooms; 67 had labour rooms; ophthalmology facilities and blood banks existed in 60 hospitals and 66 had generators for power backup.

Sixty four of the 71 DHQs had buildings in good condition; 69 had boundary walls and proper roads connected all the monitored hospitals.

All DHQs had electricity with 69 having fans; telephones available at 67 and Sui gas at 36 facilities. Except for two hospitals, all had medicines at the in-house pharmacies.

Clean drinking water was available at 58 health facilities while as many had running water in washrooms. Sixty DHQs had residential quarters for staff on the hospital premises and another 60 having these for doctors.

Government/elected officials made 49 visits to the 71 health facilities ignoring at least 22. Of the total visits, EDO/Health made 24, most of these being



supervisory/general visits; some others routine visits and a few meant to assess the quality of health services. MPAs made six visits and MNAs four while 15 visits were by some other government officials.

# **Detailed findings**

FAFEN governance monitors visited 71 health facilities in July - Punjab (23), Balochistan (18), Khyber Pakhtunkhwa (16) and Sindh (14).

# 1. Physical facilities

All the monitored hospitals had wards for in-patients, emergency wards for out-patients, x-ray rooms and laboratories. All but two DHQs had dental rooms, both in Balochistan; 69 had operation rooms for conducting major operations – only one DHQ each in KP and Balochistan did not have them.

Sixty seven hospitals had labour rooms but two in Balochistan and one each in KP and Punjab were without them. Eleven DHQs lacked ophthalmology rooms - Balochistan (seven) and Sindh and KP (two each). Another 11 did not have blood banks-Balochistan (eight), KP (two) and Sindh (one).

Only 23 DHQs had kitchens for preparing food for patients. The 48 that did not have them included Balochistan (15), Punjab and KP (14 each) and Sindh (five). Five DHQs lacked generators for power backup - Balochistan (four) and Sindh (one).

| S. # | Questions  | Y/N | Punjab | Sindh | KP | Balochistan | Total |
|------|--|-----|--------|-------|----|-------------|-------|
| 1.   | The health facility has wards for in-patients      | Yes | 23     | 14    | 16 | 18          | 71    |
| 1.   | The health facility has wards for in-patients      | No  | 0      | 0     | 0  | 0           | 0     |
| 2.   | The health facility has emergency wards for out-   | Yes | 23     | 14    | 16 | 18          | 71    |
| ۷.   | patients   | No  | 0      | 0     | 0  | 0           | 0     |
| 3.   | The health facility has an X-Ray room              | Yes | 23     | 14    | 16 | 18          | 71    |
| J.   | The health facility has an X-hay 100m              | No  | 0      | 0     | 0  | 0           | 0     |
| 4.   | The health facility has dental room                | Yes | 23     | 14    | 16 | 16          | 69    |
| 4.   | The health facility has dental footh               | No  | 0      | 0     | 0  | 2           | 2     |
| 5.   | The health facility has labour room                | Yes | 22     | 14    | 15 | 16          | 67    |
| J.   | The health facility has labour foom                | No  | 1      | 0     | 1  | 2           | 4     |
| 6.   | The health facility has operation room for major   | Yes | 23     | 14    | 15 | 17          | 69    |
| 0.   | operations   | No  | 0      | 0     | 1  | 1           | 2     |
| 7.   | The health facility has ophthalmology room         | Yes | 23     | 12    | 14 | 11          | 60    |
| 7.   | The health facility has ophthalmology footh        | No  | 0      | 2     | 2  | 7           | 11    |
| 8.   | The health facility has laboratory for tests       | Yes | 23     | 14    | 16 | 18          | 71    |
| 0.   | The health facility has laboratory for tests       | No  | 0      | 0     | 0  | 0           | 0     |
| 9.   | The health facility has blood bank                 | Yes | 23     | 13    | 14 | 10          | 60    |
| 9.   | The health facility has blood bank                 | No  | 0      | 1     | 2  | 8           | 11    |
| 10.  | The health facility has kitchen for preparing food | Yes | 9      | 9     | 2  | 3           | 23    |
| 10.  | for patients                                       | No  | 14     | 5     | 14 | 15          | 48    |
| 11.  | The health facility has a generator for power      | Yes | 23     | 13    | 16 | 14          | 66    |
| 11.  | backup   | No  | 0      | 1     | 0  | 4           | 5     |

# 2. General facilities

Sixty four hospitals operated out of buildings in good condition; 69 had boundary walls while proper roads connected all 71 DHQs monitored. Similarly, all of them had electricity with 69 having fans and another 67 telephones. However, three DHQs in Balochistan and one in Punjab had no phones. Thirty five DHQs lacked Sui gas - KP (12), Balochistan (11), Punjab (eight) and Sindh (four).

Except for two DHQs in Balochistan and one in KP, all others had medicines at the in-house pharmacies.

Sixty one DHQs were found clean and; 58 had clean drinking water available. Those without it included Balochistan (six), KP (five) and Sindh (two). Thirteen hospitals did not have running water in washrooms.

Sixty DHQs had residential quarters for staff on the hospital premises and another 60 had these for doctors. Sixty five hospitals had proper shades/places for waiting patients.

| S. # | Questions   | Y/N | Punjab | Sindh | KP | Balochistan | Total |
|------|---|-----|--------|-------|----|-------------|-------|
| 1.   | A proper read leads to bealth facility              | Yes | 23     | 14    | 16 | 18          | 71    |
| 1.   | A proper road leads to health facility              | No  | 0      | 0     | 0  | 0           | 0     |
| 2.   | Medicines are available at the in-house             | Yes | 23     | 14    | 15 | 16          | 68    |
| ۷.   | pharmacy  | No  | 0      | 0     | 1  | 2           | 3     |
| 3.   | The building is in a good condition                 | Yes | 22     | 13    | 15 | 14          | 64    |
| J.   | The building is in a good condition                 | No  | 1      | 1     | 1  | 4           | 7     |
| 4.   | The health facility has a landline telephone        | Yes | 22     | 14    | 16 | 15          | 67    |
| т.   | connection  | No  | 1      | 0     | 0  | 3           | 4     |
| 5.   | The health facility has a Sui Gas connection        | Yes | 15     | 10    | 4  | 7           | 36    |
| J.   | The ficality has a our das connection               | No  | 8      | 4     | 12 | 11          | 35    |
| 6.   | The health facility has clean drinking water        | Yes | 23     | 12    | 11 | 12          | 58    |
| 0.   | arrangements for patients                           | No  | 0      | 2     | 5  | 6           | 13    |
| 7.   | The health facility has electricity                 | Yes | 23     | 14    | 16 | 18          | 71    |
| , ·  | The Hould Had clotholty                             | No  | 0      | 0     | 0  | 0           | 0     |
| 8.   | The health facility has fans in wards               | Yes | 23     | 13    | 16 | 17          | 69    |
| 0.   | The health facility has faris in wards              | No  | 0      | 1     | 0  | 1           | 2     |
| 9.   | The health facility has washroom (with running      | Yes | 23     | 12    | 12 | 11          | 58    |
| J.   | water) for patients                                 | No  | 0      | 2     | 4  | 7           | 13    |
| 10.  | The health facility is clean                        | Yes | 23     | 12    | 14 | 12          | 61    |
| 10.  | The health facility is clear.                       | No  | 0      | 2     | 2  | 6           | 10    |
| 11.  | There are residential quarters for staff on the     | Yes | 21     | 12    | 14 | 13          | 60    |
| 11.  | premises of health facility                         | No  | 2      | 2     | 2  | 5           | 11    |
| 12.  | There is a boundary wall around the health facility | Yes | 22     | 14    | 16 | 17          | 69    |
| 14.  | There is a boundary wan around the nealth facility  | No  | 1      | 0     | 0  | 1           | 2     |
| 13.  | There is a residential house for the doctors on the | Yes | 22     | 12    | 15 | 11          | 60    |
| 10.  | premises of health facility                         | No  | 1      | 2     | 1  | 7           | 11    |
| 14.  | There is proper place/shade for waiting patients    | Yes | 22     | 14    | 13 | 16          | 65    |
| 14.  | There is proper place/shade for waiting patients    | No  | 1      | 0     | 3  | 2           | 6     |

# 3. Specialized medical services

Only 13 hospitals had psychiatry services. Those without these facilities included 18 DHQs in Punjab, Balochistan (17), Sindh (12) and KP (11). Similarly, 41 DHQs did not have physiotherapy services – Balochistan (16), Sindh (10), KP (eight) and Punjab (seven).

Thirty seven DHQs were without chest specialists; 32 did not have cardiology services; 31 offered no orthopedic services; 26 lacked ENT specialists; 19 had no radiology services; 14 operated without dental, gynecology and obstetrics services; 12 did not have pathology and pediatric departments and seven had no surgery facilities.

|      | 9, 1               |     | 0 )    |       |    |             |       |
|------|--------------------|-----|--------|-------|----|-------------|-------|
| S. # | Questions          | Y/N | Punjab | Sindh | KP | Balochistan | Total |
| 4    | Cardialogy (boot)  | Yes | 19     | 9     | 7  | 4           | 39    |
| 1.   | Cardiology (heart) | No  | 4      | 5     | 9  | 14          | 32    |
| 0    | Chart Specialist   | Yes | 13     | 12    | 6  | 3           | 34    |
| 2.   | Chest Specialist   | No  | 10     | 2     | 10 | 15          | 37    |

| S. # | Questions                             | Y/N | Punjab | Sindh | KP | Balochistan | Total |
|------|---------------------------------------|-----|--------|-------|----|-------------|-------|
| 3.   | Dental                                | Yes | 23     | 11    | 14 | 9           | 57    |
| 3.   | Derital                               | No  | 0      | 3     | 2  | 9           | 14    |
| 4    | ENT (For Nega Threat)                 | Yes | 18     | 8     | 11 | 8           | 45    |
| 4.   | ENT (Ear, Nose, Throat)               | No  | 5      | 6     | 5  | 10          | 26    |
| E    | Cype cology and Obstatrics            | Yes | 22     | 12    | 14 | 9           | 57    |
| 5.   | Gynecology and Obstetrics             | No  | 1      | 2     | 2  | 9           | 14    |
| 6    | Onbtholmology (o.co)                  | Yes | 23     | 12    | 12 | 10          | 57    |
| 6.   | Ophthalmology (eye)                   | No  | 0      | 2     | 4  | 8           | 14    |
| 7    | Outle are adia (base)                 | Yes | 20     | 9     | 11 | 0           | 40    |
| 7.   | Orthopedic (bone)                     | No  | 3      | 5     | 5  | 18          | 31    |
| 0    | Dethe de av. (die ave eie ef die eee) | Yes | 21     | 14    | 12 | 12          | 59    |
| 8.   | Pathology (diagnosis of disease)      | No  | 2      | 0     | 4  | 6           | 12    |
| 0    | Dadietrice (abildren)                 | Yes | 23     | 13    | 14 | 9           | 59    |
| 9.   | Pediatrics (children)                 | No  | 0      | 1     | 2  | 9           | 12    |
| 10   | Discontinuity                         | Yes | 16     | 4     | 8  | 2           | 30    |
| 10.  | Physiotherapy                         | No  | 7      | 10    | 8  | 16          | 41    |
| 4.4  | Develoieta :                          | Yes | 5      | 2     | 5  | 1           | 13    |
| 11.  | Psychiatry                            | No  | 18     | 12    | 11 | 17          | 58    |
| 10   | Dedicters (v. sec)                    | Yes | 18     | 12    | 12 | 10          | 52    |
| 12.  | Radiology (x-ray)                     | No  | 5      | 2     | 4  | 8           | 19    |
| 10   | Curan                                 | Yes | 23     | 14    | 16 | 11          | 64    |
| 13.  | Surgery                               | No  | 0      | 0     | 0  | 7           | 7     |

# Monitoring methodology

The Free and Fair Election Network (FAFEN) has launched a nationwide initiative to monitor governance processes under its Supporting Transparency Accountability and Electoral Processes in Pakistan (STAEP) in line with its mandate to strengthen all forms of democratic accountabilities in Pakistan. Objective information about governance processes is vital to encourage informed engagement of citizenry with elected and public institutions for progressive outputs. FAFEN Governance Monitoring aims at enriching the public discourse and debate on governance and developing research-based recommendations for reforms.

FAFEN advocates for transparency, accountability, responsiveness, representativeness and public participation as essential elements of democratic governance to enhance the output, efficiency and effectiveness of all elected and public institutions.

FAFEN Governance Monitors visit schools and colleges, heath facilities, police stations and other public institutions to monitor and evaluate their efficiency and efficacy in 200 National Assembly constituencies of 119 districts in Punjab, Khyber Pakhtunkhwa (KP), Balochistan, Sindh, Federally Administered Tribal Areas (FATA) and Islamabad Capital Territory (ICT). In addition, FAFEN is also monitoring complaints handling mechanisms of various public institutions to gauge their effectiveness.

Trained FAFEN Governance Monitors fill out standardized checklists during their monitoring visits, employing interviewing and observation techniques, and then transmit the data to the FAFEN Secretariat in Islamabad for data entry, cleaning and analysis. FAFEN plans to produce monthly thematic reports such as this one. This information will also contribute to FAFEN Bi-Annual State of Governance in Pakistan Reports.

FAFEN Governance Monitoring reports are based on non-probability sampling, and their findings should not be considered national or provincial generalizations. However, FAFEN's outreach across the country allows it to access most districts as well as urban and rural areas. Standardized methodology is applied across Pakistan to draw information in a uniform way through observation and interviewing. The observation and interviews are recorded on a standardized checklist. All information received at the FAFEN Secretariat is verified through multiple sources for authenticity and accuracy. These reports provide data analysis and inferences only for the monitored institutions within the sample. These reports are meant to present to relevant stakeholders a consolidated and current snapshot of the state of governance in public institutions in order to inspire public dialogue and as a contribution towards targeted interventions and reforms.

However, FAFEN's unique methodology to assess and evaluate governance processes continues to evolve. Any inaccuracies that may be noticed in the data or suggestions for improvement in the methodology can be sent to the email address at the end of this report.

# 4. Patients' perception

FAFEN observers interviewed three patients at each DHQ to assess the quality of services provided at the hospitals.

Ninety percent of those interviewed said the doctors were on duty while 77% expressed satisfaction over the time the doctors gave to attend to them. Eighty six percent appeared happy with the doctors' behaviour.

Moreover, 21% patients did not seem satisfied with the support staff; 28% said they did not get free medicines from the inhouse pharmacies while 4% complained money was sought for services supposed to be provided free.

|      |  | Pur | njab | Sir | ndh  | K   | P    | Baloo | chistan | То  | tal |
|------|--|-----|------|-----|------|-----|------|-------|---------|-----|-----|
| S. # | Questions  | Pat | ient | Pat | ient | Pat | ient | Pa    | tient   | 10  | ıaı |
|      |  | Yes | No   | Yes | No   | Yes | No   | Yes   | No      | Yes | No  |
| 1.   | Was doctor present on his/her duty at DHQ?                                     | 98% | 2%   | 81% | 19%  | 92% | 8%   | 87%   | 13%     | 90% | 10% |
| 2.   | Do you think doctor has given you enough time?                                 | 77% | 23%  | 76% | 24%  | 81% | 19%  | 74%   | 26%     | 77% | 23% |
| 3.   | Was the behaviour of doctor with you at DHQ good?                              | 91% | 9%   | 81% | 19%  | 81% | 19%  | 87%   | 13%     | 86% | 14% |
| 4.   | Did staff of the DHQ provide you all the required support and guidance?        | 91% | 9%   | 69% | 31%  | 83% | 17%  | 69%   | 31%     | 79% | 21% |
| 5.   | Did you get free medicine from in-house pharmacy as per doctor's prescription? | 79% | 21%  | 79% | 21%  | 56% | 44%  | 74%   | 26%     | 72% | 28% |
| 6.   | Did anyone at DHQ demand illegal money for providing services?                 | 6%  | 94%  | 2%  | 98%  | 6%  | 94%  | 0%    | 100%    | 4%  | 96% |

# 5. Appointment of medical, paramedical, administrative and support staff

FAFEN monitors visited 71 DHQs and sought information on appointments made against the sanctioned positions of medical, paramedical, administrative and support staff.

# 5.1 Medical staff

Of the 20 medical staff positions, all had occupancy rate below 75% except for those of physicians (81%).

Sanctioned positions of pediatricians, gynecologists (74% each), senior women officers (72%), medical officers (71%) and ophthalmologists (70%) were also filled.

However, the occupancy rate was lower for other posts. Sixty eight percent sanctioned posts of anesthetists, senior medical officers (66%), chest and E.N.T specialists (64% each), women medical officers (63%), orthopedic surgeons (62%), male chief medical officers and cardiologists (61% each), female chief medical officers (56%), radiologists and dermatologists (54% each), urologists (50%), psychiatrists (35%) and senior women officers (32%) were also occupied.

|      | Medical staff                     |        | San   | ction str | ength       |       |        |       | Posted |             |       |        | Oc    | cupancy | rate        |       | N      |       | of DH0<br>formati | Qs sha<br>on | ring  |
|------|-----------------------------------|--------|-------|-----------|-------------|-------|--------|-------|--------|-------------|-------|--------|-------|---------|-------------|-------|--------|-------|-------------------|--------------|-------|
| S. # | Name of post                      | Punjab | Sindh | ΚP        | Balochistan | Total | Punjab | Sindh | ΚP     | Balochistan | Total | Punjab | Sindh | ΚP      | Balochistan | Total | Punjab | Sindh | КР                | Balochistan  | Total |
| 1.   | Medical Officers                  | 698    | 161   | 332       | 197         | 1388  | 531    | 115   | 234    | 113         | 993   | 76%    | 71%   | 70%     | 57%         | 71%   | 23     | 14    | 16                | 18           | 71    |
| 2.   | Women Medical<br>Officers         | 163    | 98    | 38        | 96          | 395   | 128    | 45    | 25     | 51          | 249   | 78%    | 46%   | 66%     | 53%         | 63%   | 21     | 12    | 12                | 17           | 62    |
| 3.   | Chief Medical<br>Officer (Female) | 7      | 11    | 1         | 17          | 36    | 2      | 5     | 1      | 12          | 20    | 29%    | 45%   | 100%    | 71%         | 56%   | 5      | 7     | 1                 | 8            | 21    |
| 4.   | Chief Medical<br>Officer (Male)   | 13     | 22    | 28        | 38          | 101   | 5      | 14    | 13     | 30          | 62    | 38%    | 64%   | 46%     | 79%         | 61%   | 5      | 9     | 7                 | 15           | 36    |
| 5.   | Sr. Medical<br>Officers           | 144    | 159   | 146       | 27          | 476   | 83     | 115   | 91     | 24          | 313   | 58%    | 72%   | 62%     | 89%         | 66%   | 21     | 14    | 14                | 12           | 61    |
| 6.   | Sr. Women<br>Officers             | 71     | 79    | 13        | 7           | 170   | 16     | 29    | 5      | 4           | 54    | 22%    | 37%   | 38%     | 57%         | 32%   | 13     | 11    | 5                 | 6            | 35    |
| 7.   | Physician                         | 37     | 12    | 22        | 17          | 88    | 30     | 7     | 18     | 8           | 63    | 81%    | 58%   | 82%     | 47%         | 72%   | 23     | 12    | 14                | 14           | 63    |
| 8.   | Surgeon                           | 40     | 12    | 23        | 17          | 92    | 36     | 12    | 18     | 9           | 75    | 90%    | 100%  | 78%     | 53%         | 81%   | 23     | 12    | 14                | 15           | 64    |

|      | Medical staff         |        | Sand  | ction str | ength       |       |        |       | Posted |             |       |        | Oco   | cupancy | rate        |       | N      |       | of DH0<br>ormati | ્રેs sha<br>on | ring  |
|------|-----------------------|--------|-------|-----------|-------------|-------|--------|-------|--------|-------------|-------|--------|-------|---------|-------------|-------|--------|-------|------------------|----------------|-------|
| S. # | Name of post          | Punjab | Sindh | ΚP        | Balochistan | Total | Punjab | Sindh | κP     | Balochistan | Total | Punjab | Sindh | ĄХ      | Balochistan | Total | Punjab | Sindh | ΚP               | Balochistan    | Total |
| 9.   | Gynecologist          | 65     | 12    | 21        | 15          | 113   | 50     | 8     | 18     | 8           | 84    | 77%    | 67%   | 86%     | 53%         | 74%   | 23     | 12    | 14               | 13             | 62    |
| 10.  | Anesthetist           | 44     | 16    | 15        | 16          | 91    | 36     | 13    | 7      | 6           | 62    | 82%    | 81%   | 47%     | 37%         | 68%   | 22     | 12    | 12               | 15             | 61    |
| 11.  | Pediatrician          | 28     | 14    | 17        | 18          | 77    | 25     | 9     | 14     | 9           | 57    | 89%    | 64%   | 82%     | 50%         | 74%   | 22     | 14    | 13               | 16             | 65    |
| 12.  | Ophthalmologist       | 23     | 15    | 17        | 15          | 70    | 21     | 10    | 12     | 6           | 49    | 91%    | 67%   | 71%     | 40%         | 70%   | 22     | 11    | 14               | 14             | 61    |
| 13.  | Dermatologist         | 9      | 10    | 8         | 8           | 35    | 8      | 6     | 2      | 3           | 19    | 89%    | 60%   | 25%     | 37%         | 54%   | 9      | 10    | 7                | 7              | 33    |
| 14.  | Chest Specialist      | 17     | 12    | 9         | 9           | 47    | 13     | 10    | 4      | 3           | 30    | 76%    | 83%   | 44%     | 33%         | 64%   | 17     | 11    | 9                | 8              | 45    |
| 15.  | ENT Specialist        | 23     | 11    | 15        | 17          | 66    | 16     | 5     | 12     | 9           | 42    | 70%    | 45%   | 80%     | 53%         | 64%   | 22     | 11    | 14               | 16             | 63    |
| 16.  | Orthopedic<br>Surgeon | 26     | 9     | 14        | 7           | 56    | 22     | 5     | 7      | 1           | 35    | 85%    | 56%   | 50%     | 14%         | 62%   | 21     | 8     | 12               | 6              | 47    |
| 17.  | Radiologist           | 28     | 9     | 13        | 4           | 54    | 17     | 4     | 7      | 1           | 29    | 61%    | 44%   | 54%     | 25%         | 54%   | 21     | 9     | 12               | 4              | 46    |
| 18.  | Cardiologist          | 25     | 9     | 13        | 12          | 59    | 21     | 4     | 7      | 4           | 36    | 84%    | 44%   | 54%     | 33%         | 61%   | 21     | 9     | 12               | 12             | 54    |
| 19.  | Urologist             | 18     | 7     | 4         | 1           | 30    | 10     | 1     | 3      | 1           | 15    | 56%    | 14%   | 75%     | 100%        | 50%   | 18     | 7     | 3                | 1              | 29    |
| 20.  | Psychiatrist          | 9      | 7     | 7         | 2           | 25    | 4      | 2     | 2      | 1           | 9     | 44%    | 30%   | 29%     | 50%         | 36%   | 9      | 7     | 6                | 2              | 24    |

## 5.2 Paramedical staff

Of the 21 paramedical staff positions, 16 had over 75% occupancy rate. These included lady health workers (97%), dispensers (97%), midwives (94%), OT technicians (93%), dental technicians (92%), radiographers (91%), blood bank technicians, laboratory assistants (90% each), staff nurses, laboratory technicians (87% each), x-ray technicians, OT assistants (85% each), nursing sisters (82%), hem dialysis technician (81%), pharmacist (78%), physiotherapy technicians (75%).

The occupancy rate of other staff was comparatively lower - physiotherapist and ECG technicians (71%), ophthalmic technicians and ultrasound technicians (69% each) and nursing superintendents (58%).

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|--------|--------------------------------|--------|--------|-----------|-------------|-------|--------|-------|----------|-------------|-------|---------|----------|-------------|-------------|-------|--------|------------|-------------------|----------------|-----------|
|        | Paramedical staff              |        | Sand   | tion stre | ength       |       |        |       | Posted   |             |       |         | Occ      | upancy rate | 9           |       | N      |            | r of DH<br>nforma | Qs sha<br>tion | aring     |
| S. #   | Name of post                   | Punjab | Sindh  | ΚΡ        | Balochistan | Total | Punjab | Sindh | КР       | Balochistan | Total | Punjab  | Sindh    | ΚΡ          | Balochistan | Total | Punjab | Sindh      | В                 | Balochistan    | Total     |
| 1.     | Nursing<br>Superintendent(s)   | 18     | 8      | 9         | 1           | 36    | 11     | 4     | 6        | 0           | 21    | 61%     | 50%      | 67%         | 0%          | 58%   | 15     | 8          | 8                 | 1              | 32        |
| 2.     | Nursing Sister(s)              | 150    | 30     | 75        | 4           | 259   | 132    | 22    | 55       | 4           | 213   | 88%     | 73%      | 73%         | 100%        | 82%   | 17     | 11         | 5                 | 4              | 37        |
| 3.     | Staff Nurse(s)                 | 1145   | 209    | 695       | 134         | 2183  | 1092   | 187   | 558      | 70          | 1907  | 95%     | 89%      | 80%         | 52%         | 87%   | 23     | 13         | 13                | 18             | 67        |
| 4.     | Pharmacist(s)                  | 37     | 7      | 13        | 36          | 93    | 32     | 4     | 7        | 30          | 73    | 86%     | 57%      | 54%         | 83%         | 78%   | 22     | 7          | 10                | 15             | 54        |
| 5.     | Physiotherapist(s)             | 20     | 9      | 12        | 4           | 45    | 16     | 6     | 8        | 2           | 32    | 80%     | 67%      | 66.67%      | 50%         | 71%   | 20     | 9          | 8                 | 4              | 41        |
| 6.     | Lady Health<br>Visitor(s)      | 60     | 29     | 16        | 36          | 141   | 59     | 27    | 15       | 36          | 137   | 98%     | 93%      | 94%         | 100%        | 97%   | 22     | 14         | 9                 | 16             | 61        |
| 7.     | OT Technician(s)               | 83     | 23     | 28        | 30          | 164   | 77     | 22    | 28       | 26          | 153   | 93%     | 96%      | 100%        | 87%         | 93%   | 21     | 11         | 6                 | 15             | 53        |
| 8.     | Laboratory<br>Technician(s)    | 50     | 29     | 115       | 23          | 217   | 47     | 21    | 102      | 19          | 189   | 94%     | 72%      | 89%         | 83%         | 87%   | 22     | 14         | 15                | 13             | 64        |
| 9.     | Ophthalmic<br>Technician (s)   | 49     | 15     | 26        | 4           | 94    | 24     | 14    | 23       | 4           | 65    | 49%     | 93%      | 88%         | 100%        | 69%   | 16     | 12         | 13                | 3              | 44        |
| 10.    | Dental<br>Technician(s)        | 42     | 23     | 46        | 24          | 135   | 38     | 21    | 45       | 20          | 124   | 90%     | 91%      | 98%         | 83%         | 92%   | 23     | 14         | 15                | 15             | 67        |
| 11.    | ECG<br>Technician(s)           | 62     | 18     | 46        | 15          | 141   | 31     | 13    | 42       | 14          | 100   | 50%     | 72%      | 91%         | 93%         | 71%   | 20     | 12         | 14                | 13             | 59        |
| 12.    | Blood Bank<br>Technician(s)    | 22     | 11     | 16        | 2           | 51    | 20     | 9     | 15       | 2           | 46    | 91%     | 82%      | 94%         | 100%        | 90%   | 13     | 11         | 12                | 2              | 38        |
| 13.    | Ultrasound<br>Technician(s)    | 2      | 12     | 2         | 0           | 16    | 2      | 8     | 1        | 0           | 11    | 100%    | 67%      | 50%         |             | 69%   | 2      | 12         | 2                 | 0              | 16        |
| 14.    | Hem Dialysis<br>Technician(s)  | 9      | 11     | 7         | 0           | 27    | 9      | 7     | 6        | 0           | 22    | 100%    | 64%      | 86%         |             | 81%   | 4      | 8          | 5                 | 0              | 17        |
| 15.    | Physiotherapy<br>Technician(s) | 6      | 8      | 14        | 0           | 28    | 2      | 5     | 14       | 0           | 21    | 33%     | 62%      | 100%        |             | 75%   | 5      | 7          | 9                 | 0              | 21        |
| 16.    | Laboratory<br>Assistant(s)     | 82     | 27     | 31        | 33          | 173   | 73     | 25    | 29       | 28          | 155   | 89%     | 93.59%   | 94%         | 85%         | 90%   | 23     | 14         | 8                 | 15             | 60        |
| 17.    | Radiographer(s)                | 69     | 4      | 39        | 3           | 115   | 65     | 4     | 33       | 3           | 105   | 94%     | 100%     | 85%         | 100%        | 91%   | 21     | 4          | 12                | 2              | 39        |
| 18.    | X-Ray<br>Technician(s)         | 22     | 28     | 33        | 37          | 120   | 16     | 23    | 31       | 32          | 102   | 73%     | 82%      | 94%         | 86%         | 85%   | 11     | 14         | 9                 | 15             | 49        |
| 19.    | OT Assistant(s)                | 44     | 38     | 116       | 16          | 214   | 37     | 28    | 100      | 16          | 181   | 84%     | 74%      | 86%         | 100%        | 85%   | 13     | 14         | 14                | 11             | 52        |
| 20.    | Midwife (s)                    | 75     | 37     | 49        | 32          | 193   | 72     | 34    | 48       | 27          | 181   | 96%     | 92%      | 98%         | 84%         | 94%   | 22     | 13         | 8                 | 15             | 58        |
| 21.    | Dispenser(s)                   | 289    | 201    | 234       | 137         | 861   | 285    | 190   | 227      | 131         | 833   | 99%     | 94%      | 97%         | 96%         | 97%   | 23     | 14         | 12                | 18             | 67        |

## 5.3 Administrative staff

All DHQs provided information on the sanctioned positions and appointments of clerks while details of medical superintendent posts were shared by 66 of them.

The occupancy rate of senior store keepers was shared by 55 hospitals, assistants (49 DHQs), additional medical superintendents (35) and civil surgeons (25). Moreover, 18 and nine DHQs respectively provided information on chief RMOs and additional civil surgeons..

In Punjab, 62% positions of additional medical superintendents out of the sanctioned 24 were occupied. The occupancy rate for the remaining administrative staff was more than 80%. In Sindh at least two-fifths of the sanctioned positions were filled.

In KP, all the sanctioned posts of medical superintendents, civil surgeons, additional civil surgeons and assistants were filled. The occupancy rate of senior store keepers was 89%, clerks 90% and additional medical superintendents 50%.

Balochistan had half of the additional medical superintendent posts filled. However, for the rest of the posts, at least three-fourths were occupied.

|      | Administrative staff                     |        | Sanct | tion str | ength       |       |        |       | Posted | d           |       |        | Occ   | cupancy | rate        |       | Nun    |       | f DHQ<br>ormati |             | ring  |
|------|--|--------|-------|----------|-------------|-------|--------|-------|--------|-------------|-------|--------|-------|---------|-------------|-------|--------|-------|-----------------|-------------|-------|
| S. # | Name of post                             | Punjab | Sindh | Ā        | Balochistan | Total | Punjab | Sindh | ΑĀ     | Balochistan | Total | Punjab | Sindh | Ā       | Balochistan | Total | Punjab | Sindh | Ж               | Balochistan | Total |
| 1.   | Medical<br>Superintendent                | 23     | 9     | 16       | 18          | 66    | 22     | 9     | 16     | 18          | 65    | 96%    | 100%  | 100%    | 100%        | 98%   | 23     | 9     | 16              | 18          | 66    |
| 2.   | Civil Surgeon                            | 10     | 10    | 5        | 3           | 28    | 10     | 10    | 5      | 3           | 28    | 100%   | 100%  | 100%    | 100%        | 100%  | 8      | 10    | 4               | 3           | 25    |
| 3.   | Additional Civil<br>Surgeon              | 0      | 8     | 1        | 0           | 9     | 0      | 7     | 1      | 0           | 8     |        | 87%   | 100%    |             | 89%   | 0      | 8     | 1               | 0           | 9     |
| 4.   | Additional<br>Medical<br>Superintendents | 24     | 16    | 2        | 4           | 46    | 15     | 15    | 1      | 2           | 33    | 62%    | 94%   | 50%     | 50%         | 72%   | 17     | 12    | 2               | 4           | 35    |
| 5.   | Chief RMO(s)                             | 2      | 17    | 0        | 4           | 23    | 2      | 16    | 0      | 3           | 21    | 100%   | 94%   |         | 75%         | 91%   | 2      | 12    | 0               | 4           | 18    |
| 6.   | Assistant(s)                             | 11     | 10    | 20       | 17          | 58    | 10     | 8     | 20     | 16          | 54    | 91%    | 80%   | 100%    | 94%         | 93%   | 11     | 10    | 13              | 15          | 49    |
| 7.   | Clerk(s)                                 | 118    | 74    | 80       | 58          | 330   | 106    | 71    | 72     | 55          | 304   | 89%    | 96%   | 90%     | 95%         | 92%   | 23     | 14    | 16              | 18          | 71    |
| 8.   | Senior Store<br>Keeper (s)               | 35     | 16    | 18       | 9           | 78    | 31     | 15    | 16     | 8           | 70    | 89%    | 94%   | 89%     | 89%         | 90%   | 21     | 13    | 12              | 9           | 55    |

#### 5.4 Support staff

The support staff occupancy rate was better than that for other staff. Sixty three DHQs provided information on the sanctioned positions and appointments of support staff.

For dispensers and peons the occupancy rate was 97%; sanitary workers (96%); watchmen (95%) and gardeners (86%).

|      | Support staff at DHQ |        | San   | ction s | trength     |       |        |       | Poste | ed          |       |        | 0     | ccupanc | y rate      |       | Nu     |       | of DH<br>forma | Qs sha<br>tion | aring |
|------|----------------------|--------|-------|---------|-------------|-------|--------|-------|-------|-------------|-------|--------|-------|---------|-------------|-------|--------|-------|----------------|----------------|-------|
| S. # | Name of post         | Punjab | Sindh | А       | Balochistan | Total | Punjab | Sindh | А     | Balochistan | Total | Punjab | Sindh | δ       | Balochistan | Total | Punjab | Sindh | А              | Balochistan    | Total |
| 1.   | Dispenser            | 288    | 201   | 249     | 135         | 873   | 285    | 191   | 242   | 131         | 849   | 99%    | 95%   | 97%     | 97%         | 97%   | 23     | 14    | 14             | 18             | 69    |
| 2.   | Peons                | 122    | 127   | 68      | 90          | 407   | 118    | 124   | 68    | 87          | 397   | 97%    | 98%   | 100%    | 97%         | 97%   | 23     | 13    | 15             | 18             | 69    |
| 3.   | Watchmen             | 121    | 55    | 104     | 56          | 336   | 115    | 47    | 104   | 53          | 319   | 95%    | 85%   | 100%    | 95%         | 95%   | 21     | 13    | 13             | 17             | 64    |
| 4.   | Gardeners            | 75     | 30    | 88      | 25          | 218   | 73     | 24    | 69    | 22          | 188   | 97%    | 80%   | 78%     | 88%         | 86%   | 23     | 13    | 14             | 14             | 64    |
| 5.   | Sanitary Workers     | 710    | 251   | 210     | 59          | 1230  | 689    | 237   | 205   | 54          | 1185  | 97%    | 94%   | 98%     | 91%         | 96%   | 23     | 13    | 15             | 12             | 63    |

## 6. Referrals

Sixty one DHQs shared information on the number of patients referred to them by Tehsil Head Quarter Hospitals (THQs)/Rural Health Centers (RHCs)/Basic Health Units (BHUs). As many as 4,055 serious patients were referred to the monitored hospitals in June. Of these 2,419 were referred to the DHQs in Punjab, Balochistan (699), KP (674) and Sindh (263).

Forty seven DHQs shared information on the medico-legal cases treated in June. Of the 2,901 cases - 1,821 were treated in Punjab, Balochistan (427), KP (377) and Sindh (276).

| S. #  | Region      | No. of serious<br>patients referred to<br>DHQ in last<br>calendar month | Number of health facilities sharing information | Number of medico<br>legal cases treated<br>in last calendar<br>month. | Number of health facilities sharing information |
|-------|-------------|---|---|---|---|
| 1.    | Punjab      | 2419  | 22  | 1821  | 16  |
| 2.    | KP          | 674   | 15  | 377   | 12  |
| 3.    | Balochistan | 699   | 14  | 427   | 9   |
| 4.    | Sindh       | 263   | 10  | 276   | 10  |
| Total |             | 4055  | 61  | 2901  | 47  |

# 7. Government oversight

During the April-June 2012 quarter, government/elected officials made 49 visits to 71 DHQs ignoring at least 22. Of the total visits, EDO/Health made 24, most of these being supervisory/general visits – Punjab (nine visits), KP and Balochistan (six each) and Sindh (three).

Some others were routine visits and a few meant to assess the quality of health services. MPAs made six visits and MNAs four while 15 were by some other government officials – in Punjab (nine visits) and KP and Balochistan (three each).

| S. #  | Designation                      | Punjab | Sindh | KP | Balochistan | Total |
|-------|----------------------------------|--------|-------|----|-------------|-------|
| 1.    | MNA                              | 1      | 1     | 0  | 2           | 4     |
| 2.    | MPA                              | 2      | 1     | 2  | 1           | 6     |
| 3.    | EDO/Health                       | 9      | 3     | 6  | 6           | 24    |
| 4.    | Any other Government Official    | 9      | 0     | 3  | 3           | 15    |
| 5.    | Any other Elected Representative | 0      | 0     | 0  | 0           | 0     |
| Total |                                  | 21     | 5     | 11 | 12          | 49    |

# Annexure: List of monitored DHQs

| S. # | Name of health facility                     | District        | Province    |
|------|---|-----------------|-------------|
| 1.   | District Headquarter Hospital               | Awaran          | Balochistan |
| 2.   | District Headquarter Hospital, Kachhi Bolan | Bolan           | Balochistan |
| 3.   | Sheikh Fahad Hospital, Dalbandin            | Chagai          | Balochistan |
| 4.   | District Headquarter Hospital               | Dera Bugti      | Balochistan |
| 5.   | District Headquarter Hospital               | Jaffarabad      | Balochistan |
| 6.   | District Headquarter Hospital               | Kalat           | Balochistan |
| 7.   | Sheikh Zayed Hospital                       | Kharan          | Balochistan |
| 8.   | District Headquarter Hospital               | Khuzdar         | Balochistan |
| 9.   | District Headquarter Hospital, Chaman       | Killa Abdullah  | Balochistan |
| 10.  | District Headquarter Hospital               | Killa Saifullah | Balochistan |
| 11.  | District Headquarter Hospital               | Kohlu           | Balochistan |
| 12.  | District Headquarter Hospital               | Loralai         | Balochistan |
| 13.  | District Headquarter Hospital               | Mastung         | Balochistan |
| 14.  | District Headquarter Hospital               | Musakhel        | Balochistan |
| 15.  | District Headquarter Hospital               | Nasirabad       | Balochistan |
| 16.  | District Headquarter Hospital               | Nushki          | Balochistan |
| 17.  | District Headquarter Hospital               | Pishin          | Balochistan |
| 18.  | District Headquarter Hospital               | Zhob            | Balochistan |
| 19.  | District Headquarter Hospital               | Bannu           | KP          |
| 20.  | District Headquarter Hospital               | Battagram       | KP          |
| 21.  | District Headquarter Hospital, Daggar       | Buner           | KP          |

| S. #       | Name of health facility   | District                           | Province       |
|------------|---|------------------------------------|----------------|
| 22.        | District Headquarter Hospital   | Charsadda                          | KP             |
| 23.        | District Headquarter Hospital, Chitral  | Chitral                            | KP             |
| 24.        | District Headquarter Hospital, Dera Ismail Khan   | Dera Ismail Khan                   | KP             |
| 25.        | District Headquarter Hospital   | Karak                              | KP             |
| 26.        | District Headquarter Hospital   | Kohat                              | KP             |
| 27.        | District Headquarter Hospital   | Lakki Marwat                       | KP             |
| 28.        | District Headquarter Hospital, Timergara  | Lower Dir                          | KP             |
| 29.        | District Headquarter Hospital   | Mardan                             | KP             |
| 30.        | District Headquarter Hospital   | Shangla                            | KP             |
| 31.        | District Headquarter Hospital   | Swabi                              | KP             |
| 32.        | District Headquarter Hospital   | Swat                               | KP             |
| 33.        | District Headquarter Hospital   | Tank                               | KP             |
| 34.        | District Headquarter Hospital   | Upper Dir                          | KP             |
| 35.        | District Headquarter Hospital   | Attock                             | Punjab         |
| 36.        | District Headquarter Hospital   | Bahawalnagar                       | Punjab         |
| 37.        | District Headquarter Hospital   | Bhakkar                            | Punjab         |
| 38.        | District Headquarter Hospital   | Chakwal                            | Punjab         |
| 39.        | District Headquarter Hospital   | Dera Ghazi Khan                    | Punjab         |
| 40.        | District Headquarter Hospital   | Guiranwala                         | Punjab         |
| 41.        | Aziz Bhatti Shaheed District Headquarter Hospital                                       | Gujrat                             | Punjab         |
| 42.        | District Headquarter Hospital   | Hafizabad                          | Punjab         |
| 43.        | District Headquarter Hospital   | Jhang                              | Punjab         |
| 44.        | District Headquarter Hospital   | Jhelum                             | Punjab         |
| 45.        | District Headquarter Hospital   | Kasur                              | Punjab         |
| 46.        | District Headquarter Hospital   | Khanewal                           | Punjab         |
| 47.        | District Headquarter Hospital   | Layyah                             | Punjab         |
| 48.        | District Headquarter Hospital   | Lodhran                            | Punjab         |
| 49.        | Civil Hospital  | Multan                             | Punjab         |
| 50.        | District Headquarter Hospital   | Nankana Sahib                      | Punjab         |
| 51.        | District Headquarter Hospital   | Okara                              | Punjab         |
| 52.        | District Headquarter Hospital   | Pakpattan                          | Punjab         |
| 53.        | District Headquarter Hospital   | Rajanpur                           | Punjab         |
| 54.        | District Headquarter Hospital   | Sahiwal                            | Punjab         |
| 55.        | District Headquarter Hospital   | Sheikhupura                        | Punjab         |
| 56.        | Allama Iqbal Memorial Hospital  | Sialkot                            | Punjab         |
| 57.        | District Headquarter Hospital   | Toba Tek Singh                     | Punjab         |
| 58.        | Civil Hospital  | Badin                              | Sindh          |
| 59.        | Civil Hospital  | Dadu                               | Sindh          |
| 60.        | District Headquarter Hospital, Mirpur Mathelo   | Ghotki                             | Sindh          |
| 61.        | District Neadquarter Hospital, Milipul Mathelo  District Government Hospital, Paratabad | Hyderabad                          | Sindh          |
| 62.        | Civil Hospital  | Jacobabad                          | Sindh          |
| 63.        | Civil Hospital, Kandhkot  | Kashmore                           | Sindh          |
| 64.        | Civil Hospital  | Mirpurkhas                         | Sindh          |
| 65.        | District Headquarter Hospital   | Naushero Feroz                     | Sindh          |
| 66.        | Civil Hospital  | Sanghar                            | Sindh          |
| 67.        | District Headquarter Hospital   | Tando Allahyar                     | Sindh          |
|            |   | Tando Alianyar Tando Mohammad Khan | Sindh          |
| 68.<br>69. | District Headquarter Hospital   |                                    |                |
|            | Civil Hospital  | Tharparkar                         | Sindh<br>Sindh |
| 70.        | Civil Hospital  | Thatta                             |                |
| 71.        | District Headquarter Hospital   | Umerkot                            | Sindh          |

Free and Fair Election Network (FAFEN), established in 2006, is a coalition of 42 leading civil society organizations, working to strengthen all forms of democratic accountabilities in Pakistan. Governed by Trust for Democratic Education and Accountability, FAFEN's key achievements are:

- Observed the public display of Pakistan's draft electoral rolls and conducted the country's first statistically-valid voters' list audit in 2007
- Deployed more than 18,829 trained, neutral Election Day observers nationwide to watch the February 18, 2008 polls and 264 long-term observers to monitor the pre-election process
- Fielded long-term observers nationwide and published 19 pre-election reports
- For the February 18, 2008, General Elections, FAFEN conducted 260 simultaneous Parallel Vote Tabulations (PVTs)- the largest effort in the world
- Conducted its first survey, Constituents Aspirations Survey, in December 2008
  with a sample size of 3,124 respondents to get the description of the state of
  public opinion and also to get a deeper understanding of the values, attitudes
  and beliefs of people living in the constituencies
- Conducted mapping of organizations working for human rights within Pakistan
- Observed general elections at Gilgit-Baltistan in 2009 and by-elections in various constituencies of the Punjab, Balochistan and Khyber Pakhtunkhwa in 2010
- Implemented a unique methodology to observe parliamentary proceedings under its Parliament Watch Project
- Monitors public institutions across Pakistan and issues monthly reports on the state and performance of educational, health and other local level institutions. In addition, monthly reports on prices, crimes, incidence of disease, caseload in lower courts and political and electoral violence are issued.

FAFEN continues to implement robust programs in-between elections related to monitoring parliamentary affairs, connecting constituents to their elected representatives, monitoring the performance of public and elected institutions and advocating electoral and democratic reforms. FAFEN is also monitoring political and electoral violence, peace activities and promoting active citizenry through ongoing civic education activities across the country. FAFEN is currently implementing Supporting Transparency, Accountability and Electoral Processes in Pakistan (STAEP) in 200 National Assembly constituencies in 119 districts across Pakistan.



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