

# THQs Lack Specialized Services in Dermatology, ENT and Pathology

**A Report Based on Monitoring of 46 THQs across Pakistan in February 2011**

More than 90% of secondary care hospitals at Tehsil and Taluka level, monitored by FAFEN during February 2011 nationwide, do not have specialized healthcare services to cater to the needs of the patients with skin and ENT diseases.

Besides specialized dermatology and ENT departments, 93% of the monitored THQs lacked Cardiology services, 89% did not have Orthopedic (bone) services, 72% did not have Ophthalmology (eye) services, and 39% did not have Surgical services. The absence of such specialized services may also be responsible for the high incidence of skin and ENT diseases as reported by FAFEN in its Health Scan Reports<sup>1</sup> for January and February 2011. According to FAFEN Health Scan, Scabies was the third most officially reported disease in 24 districts, and Respiratory Tract Infections have remained the most commonly reported set of diseases in monitored districts. These deficiencies at Tehsil or Taluka level also increase the burden of patients on DHQs or already overburdened tertiary care hospitals.

Another disturbing observation was the lack of Pathology (diagnostic) services in 74% monitored THQs nationwide, while 63% did not have Radiology (diagnosis through imaging) services. This is worthy of attention, especially when combined with the fact that 45,485 diseases in Health Offices, as reported in FAFEN's Health Scan, were undiagnosed.

Deficiencies in specialized services are independently observable in the monitored facilities, but FAFEN Governance Monitors rely on information shared by health administration staff for occupied medical, paramedical and non medical posts. Alarming limited numbers of the facilities monitored by FAFEN shared information on staffing.

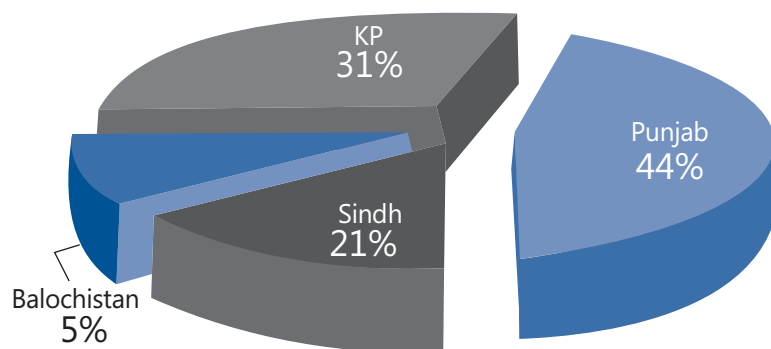
In February 2011, 39% sanctioned posts for Women Medical Officers (WMOs), 23% for Chief Medical Officers (CMOs), 32% for Medical Officers (male) and 28% for Gynecologists were lying vacant nationwide. At least half of the monitored THQs nationwide withheld information about these posts. All the sanctioned posts for Pediatricians, Physicians, Anesthetists, Ophthalmologists, Chest Specialists, ENT Specialists, Dental Surgeons and Surgeons were filled in the facilities in all regions which shared this information. However, with the exception of Dental Surgeon posts, (regarding which information was shared by 31 THQs), the number of THQs sharing information did not exceed 41% (nationwide) of the total (46) for any of these categories.

Likewise, occupancy rates of various categories of Paramedical staff at the THQs which provided information in this regard were generally good. Nationwide, 23% Staff Nurses posts were observed to be unfilled. All the sanctioned posts for Lady Health Workers were filled in all regions, except in KP, where a 90% occupancy rate was observed. All the sanctioned posts for Ophthalmic, Dental, ECG, and Blood Bank Technicians were filled, as were those of Senior Store Keepers. However, information about

these sanctioned posts of the paramedical staff was shared by no more than 74% THQs for each category nationwide. Fourteen percent (14%) sanctioned posts for Operation Theater Technicians, 12% for Laboratory Assistants, 6% for Laboratory Technicians, 7% for Radiographers, and 3% for X-Ray Technicians were vacant.

With regard to conditions of physical and medical infrastructure, the monitored THQs were also lacking in basic amenities like

**Graph A: Districts Covered (Region-Wise)**



<sup>1</sup> <http://www.fafen.org/site/v1/admin/products/p4d74e7ab93046.pdf>, <http://www.fafen.org/site/v1/admin/products/p4d4fd8a4ea04b.pdf>



**FAFEN Health Institution Monitor**

telephone lines and gas connections in February 2011. Nationwide, 30 monitored THQs did not have a Sui gas connection. Alternative means, like usage of gas cylinders or electricity have issues of safety and/or cost effectiveness. Furthermore, lack of telephone connections, as observed in seven monitored THQs nationwide, cause communication gaps between medical staff, patients and relatives of patients, and are all the more grievous in case of emergencies or medico legal cases.

On a positive note, electricity was present in all of the monitored THQs; however, 20% lacked fans. Medicines were available in the in-house pharmacy in 98% facilities, 93% were clean and as many had washrooms with running water for patients, while properly shaded waiting areas were present in 87% of the facilities. Arrangements for clean drinking water were in place in 83% facilities. In addition, apart from three THQs monitored in Punjab, all other facilities monitored by FAFEN had functional ambulances.

In the November 2010 – January 2011 quarter, 47 visits by government officials and elected representatives were made to the 46 THQs monitored in February 2011. Visits made by EDO/Health (27) and other Government Officials (10) dominated, while 10 visits were made by elected representatives, including two by MNAs and six by MPAs. It is possible that the lack of government attention and oversight by peoples’ representatives is in part responsible for the alarming lack of specialist departments like Dermatology, ENT and Pathology.

FAFEN’s Governance Monitors visited 46 THQs in 39 districts nationwide during February 2011. Twenty two (22) THQs were visited in 17 districts of Punjab, 13 in 12 districts in KP, nine in eight districts in Sindh and two in as many districts in Balochistan.

**Table A: Number of THQs Monitored (Region Wise)**

Province	No. of Districts Covered (Per Month)	% of Districts Covered	No. of THQs Visited
Punjab	17	44%	22
Sindh	8	21%	9
KP	12	31%	13
Balochistan	2	5%	2
<b>Total</b>	<b>39</b>	<b>100%</b>	<b>46</b>

A detailed analysis of FAFEN’s findings is as under:

## 1. Specialist Medical Departments

It was observed that 96% of the monitored THQs did not have Dermatology departments; 22 in Punjab, 13 in KP, seven in Sindh and two in Balochistan. Treatment of skin diseases should be a priority, especially in light of the high levels of Scabies reported in government health facilities in the country; it was the third most common disease in the monitored 57 districts as per the FAFEN Health Scan Report of February 2011.

Nationwide, 93% THQs lacked ENT (Ear, Nose, Throat) departments; 19 in Punjab, 13 in KP, nine in Sindh and two in Balochistan. Chest departments were lacking in 91% monitored THQs nationwide – 19 in Punjab, 13 in KP, eight in Sindh and two in Balochistan. As Respiratory Tract Infections have remained the most commonly reported set of diseases in districts monitored by FAFEN<sup>2</sup>, such specialists are a vital part of district and/or tehsil level health facilities.

Pathology (diagnostic) departments were lacking in 74% monitored THQs nationwide – 16 in Punjab, 10 in KP, six in Sindh and two in Balochistan. Similarly, out of 46 monitored THQs, 29 did not have Radiology (diagnosis by imaging) departments – 11 in Punjab, nine in KP, seven in Sindh, and two in Balochistan. This is disturbing, especially when combined with the fact that 45,485 diseases in Health Offices of the monitored 12 districts nationwide were undiagnosed<sup>3</sup>. While this may in part be due to the complexity of cases, the diagnostic capability of health officials, as well as lack of dedicated specialists and medical staff (as demonstrated by the number of vacant medical and paramedical posts; refer to Section 2) in health facilities is also factor.

Nationwide, 39% monitored THQs did not have Gynecology and Obstetrics departments, and a similar percentage did not have Pediatrics (children’ health) departments. Six THQs each in Punjab and KP, five in Sindh and one in Balochistan lacked Gynecology and Obstetrics departments, while seven facilities monitored in KP, five each in Punjab and Sindh and one in Balochistan did not have Pediatric departments.

With regard to other specialist departments, Cardiology specialists were also lacking in 93% monitored THQs nationwide in February 2011, of which 21 were in Punjab, 12 in KP, eight in Sindh, and two in Balochistan. Moreover, 89% monitored THQs did not have Orthopedic (bone) departments – 19 in Punjab, 12 in KP, eight in Sindh and two in Balochistan. Also, 71% monitored THQs nationwide did not have Ophthalmology (eye) departments; 13 in Punjab, 12 in KP, six in Sindh and two in Balochistan.

Surgical departments were not present in 18 of the monitored facilities – eight in KP, five in Sindh, four in Punjab and one in Balochistan. Medical specialist departments were lacking in 13 monitored THQS nationwide – four each in Punjab, Sindh and KP, and one in Balochistan.

Dental departments were lacking in 13 monitored THQs; six in KP, four in Sindh and three in Punjab.

<sup>2</sup> <http://www.fafen.org/site/v1/admin/products/p4d74e7ab93046.pdf>, <http://www.fafen.org/site/v1/admin/products/p4d4fd8a4ea04b.pdf>

<sup>3</sup> <http://www.fafen.org/site/v1/admin/products/p4d4fd8a4ea04b.pdf>

**Table 1: Specialist Medical Departments**

Sr. No.	Question	Yes/No	Punjab	Sindh	KP	Balochistan	Total
1.	Gynecology and Obstetrics	Yes	16	4	7	1	<b>28</b>
		No	6	5	6	1	<b>18</b>
2.	Pediatrics (children)	Yes	17	4	6	1	<b>28</b>
		No	5	5	7	1	<b>18</b>
3.	Pathology (diagnosis of disease)	Yes	6	3	3	0	<b>12</b>
		No	16	6	10	2	<b>34</b>
4.	Surgery	Yes	18	4	5	1	<b>28</b>
		No	4	5	8	1	<b>18</b>
5.	Radiology (x-ray; diagnosis through imaging)	Yes	11	1	4	0	<b>16</b>
		No	11	7	9	2	<b>29</b>
6.	Medicine	Yes	18	5	9	1	<b>33</b>
		No	4	4	4	1	<b>13</b>
7.	Cardiology (heart)	Yes	1	1	1	0	<b>3</b>
		No	21	8	12	2	<b>43</b>
8.	Chest	Yes	3	1	0	0	<b>4</b>
		No	19	8	13	2	<b>42</b>
9.	Dental	Yes	19	5	7	2	<b>33</b>
		No	3	4	6	0	<b>13</b>
10.	Dermatology (skin)	Yes	0	2	0	0	<b>2</b>
		No	22	7	13	2	<b>44</b>
11.	ENT (Ear, Nose, Throat)	Yes	3	0	0	0	<b>3</b>
		No	19	9	13	2	<b>43</b>
12.	Ophthalmology (eye)	Yes	9	3	1	0	<b>13</b>
		No	13	6	12	2	<b>33</b>
13.	Orthopedic (bone)	Yes	3	0	1	0	<b>4</b>
		No	19	8	12	2	<b>41</b>
14.	Medicine	Yes	18	5	9	1	<b>33</b>
		No	4	4	4	1	<b>13</b>

## 2. Appointment of Medical and Non Medical Staff against Sanctioned Posts

FAFEN Governance Monitors visited 46 THQs nationwide in February 2011. The administrations of these facilities were requested for information regarding appointments made against sanctioned posts of medical, paramedical, and administrative staff.

### 2.1 Appointment of Medical Staff

Nationwide, deficiencies were seen in appointments of Women Medical Officers (WMOs), Gynecologists, Chief Medical Officers (CMOs), and Medical Officers (male).

Of the 112 sanctioned posts for WMOs in the 35 THQs which shared information, 68 were filled (61% nationwide). In seven THQs in Sindh, 59% posts were lying vacant, followed by 44% in nine facilities in KP, and 31% in 17 facilities in Punjab. All three sanctioned posts were filled in two THQs observed in Balochistan.

The occupancy rate for CMOs was 77% nationwide in the monitored THQs. In five THQs in Punjab, 85% occupancy rate was observed for CMOs, followed by 73% in seven THQs in KP, and 72% in similar number of facilities in Sindh. The only sanctioned post for CMO in one THQ in Balochistan was filled.

Medical Officers (male) had a nationwide occupancy rate of 68% in the monitored THQs. In eight THQs in Sindh, 82% posts for Medical Officers were filled. However, lacks were seen in other regions, as 37% posts in 20 THQs in Punjab were unoccupied, followed by 37% in two THQs in Balochistan, and 27% in 11 THQs in KP.

All the sanctioned posts for Physicians were filled in Punjab, Sindh, and KP. Three facilities shared this information in Punjab, as did one each in Sindh and KP. Information in this regard was not shared by any THQ in Balochistan.

Similarly, 100% occupancy rates for Surgeons were observed in 15 THQs in Punjab, two in Sindh and one in KP, while no facility in Balochistan shared this information.

Nationwide, 72% sanctioned Gynecologist posts were filled. In 14 facilities in Punjab, 29% Gynecologist posts were lying vacant. One such post was sanctioned in the only THQ in KP which shared this information, which was filled. No other region shared information. All Pediatrics posts in 13 THQs in Punjab, three in Sindh, two in KP, and one in Balochistan were filled.

Ten THQs in Punjab and one in KP had 100% occupancy rates for Anesthetists, while information was not shared in other regions.

Ophthalmologist posts in eight Punjab THQs and three in KP were fully occupied. Dermatologists' posts in one THQ and Chest Specialists posts in two facilities in Sindh were also completely filled. ENT Specialists were present in two THQs in Punjab (these were the only facilities nationwide which shared information), while Dental Surgeons had 100% occupancy rates in 18 facilities in Punjab, six in KP, five in Sindh and two in Balochistan.

**Table 2.1: Appointment of Medical Staff**

Sr. No.	Name of Post	Sanction Strength					Posted					Occupancy Rate					THQs Sharing Information				
		Punjab	Sindh	KP	Balochistan	Total	Punjab	Sindh	KP	Balochistan	Total	Punjab	Sindh	KP	Balochistan	Total	Punjab	Sindh	KP	Balochistan	Total
1.	Women Medical Officers	64	29	16	3	112	44	12	9	3	68	68.75%	41.38%	56.25%	100.00%	60.71%	17	7	9	2	35
2.	CMO	13	18	11	1	43	11	13	8	1	33	84.62%	72.22%	72.73%	100.00%	76.74%	5	7	7	1	20
3.	Medical Officers (Male)	153	38	48	8	247	97	31	35	5	168	63.40%	81.58%	72.92%	62.50%	68.02%	20	8	11	2	41
4.	Physicians	4	1	1	n/a	6	4	1	1	n/a	6	100.00%	100.00%	100.00%		100.00%	3	1	1	0	5
5.	Surgeons	16	2	1	n/a	19	16	2	1	n/a	19	100.00%	100.00%	100.00%		100.00%	15	2	1	0	18
6.	Gynecologists	24	n/a	1	n/a	25	17	n/a	1	n/a	18	70.83%		100.00%		72.00%	14	0	1	0	15
7.	Anesthetists	11	n/a	1	n/a	12	11	n/a	1	n/a	12	100.00%		100.00%		100.00%	10	0	1	0	11
8.	Pediatricians	13	3	2	1	19	13	3	2	1	19	100.00%	100.00%	100.00%	100.00%	100.00%	13	3	2	1	19
9.	Ophthalmologists	8	3	n/a	n/a	11	8	3	n/a	n/a	11	100.00%	100.00%			100.00%	8	3	0	0	11
10.	Dermatologists	n/a	1	n/a	n/a	1	n/a	1	n/a	n/a	1		100.00%			100.00%	0	1	0	0	1
11.	Chest Specialist	n/a	2	n/a	n/a	2	n/a	2	n/a	n/a	2		100.00%			100.00%	0	2	0	0	2
12.	ENT Specialists	2	n/a	n/a	n/a	2	2	n/a	n/a	n/a	2	100.00%				100.00%	2	0	0	0	2
13.	Dental Surgeons	18	6	6	2	32	18	6	6	2	32	100.00%	100.00%	100.00%	100.00%	100.00%	18	5	6	2	31
<b>Total</b>		<b>326</b>	<b>103</b>	<b>87</b>	<b>15</b>	<b>531</b>	<b>241</b>	<b>74</b>	<b>64</b>	<b>12</b>	<b>391</b>	<b>73.9%</b>	<b>71.8%</b>	<b>73.6%</b>	<b>80.0%</b>	<b>73.6%</b>	<b>125</b>	<b>39</b>	<b>39</b>	<b>8</b>	<b>211</b>

## 2.2 Appointment of Paramedical Staff

Occupancy rates of various categories of Paramedical staff at the THQs which provided information in this regard were generally good. All the sanctioned posts for Ophthalmic, Dental, ECG, and Blood Bank Technicians were filled, as were those of Senior Store Keepers, in the facilities which shared this information. Nationwide, 77% (255 of a sanctioned 333) Staff Nurses posts were observed to be filled. Forty nine percent (49%) posts in 10 THQs in KP, 44% in seven in Sindh, and 12% in 20 in Punjab were vacant in February 2011. All the sanctioned posts for Lady Health Workers were filled in 20 THQs in Punjab, eight in Sindh and two in Balochistan, however in eight facilities in KP, a 91% occupancy rate was observed.

Sanctioned posts for Operation Theater Technicians were filled 86% nationwide in the monitored THQs. With the exception of nine THQs in Sindh, where 100% occupancy of Operation Theater Technicians was observed, two facilities in Balochistan, nine in KP, and 14 in Punjab had shortfalls of 33%, 18% and 14% respectively.

Nationwide, 94% posts sanctioned for Laboratory Technicians were filled in the monitored facilities. While 15% sanctioned posts for Laboratory Technicians in 10 THQs in Punjab were vacant, all sanctioned posts in facilities in other regions (12 in KP, eight in Sindh, and one in Balochistan) were filled. Laboratory Assistants were also present in eight THQs in Sindh, five in KP, and one in Balochistan, against sanctioned posts, however, a shortfall of 19% was seen in 18 facilities in Punjab.

Ophthalmic, ECG and Blood Bank Technicians posts were fully occupied. However, nationwide, only five THQs provided information regarding Ophthalmic Technicians posts, 11 did so for ECG Technicians, and three for Blood Bank Technicians. Therefore, this can not be held to be representative of all 46 THQs visited by FAFEN in February 2011. All sanctioned posts for Dental Technicians were fully occupied in 15 THQs in Punjab, nine in Sindh, eight in KP, and two in Balochistan.

Similarly, all sanctioned posts for Radiographers were also filled, in eight facilities in KP, and one in Balochistan, while 9% posts in 18 THQs in Punjab were lying vacant. Hundred percent (100%) occupancy rates of X-Ray Technicians were observed in six facilities in Punjab, eight in Sindh and one in Balochistan. In eight facilities in KP, 9% posts were lying vacant.

All posts for Senior Store Keepers in 13 THQs in Punjab, eight in KP, six in Sindh and one in Balochistan were filled.

**Table 2.2: Appointment of Paramedical Staff**

Sr. No.	Name of Post	Sanction Strength					Posted					Occupancy Rate					THQs Sharing Information				
		Punjab	Sindh	KP	Balochistan	Total	Punjab	Sindh	KP	Balochistan	Total	Punjab	Sindh	KP	Balochistan	Total	Punjab	Sindh	KP	Balochistan	Total
1.	Staff Nurses	224	36	73	n/a	<b>333</b>	198	20	37	n/a	255	88.39%	55.56%	50.68%		<b>76.58%</b>	20	7	10	0	<b>37</b>
2.	Lady Health Visitors	23	9	55	4	<b>91</b>	23	9	50	4	<b>86</b>	100.00%	100.00%	90.91%	100.00%	<b>94.51%</b>	20	8	8	2	<b>38</b>
3.	Operation Theater Technicians	22	10	14	3	<b>49</b>	18	10	12	2	<b>42</b>	81.82%	100.00%	85.71%	66.67%	<b>85.71%</b>	14	9	9	2	<b>34</b>
4.	Laboratory Technician	20	8	20	2	<b>50</b>	17	8	20	2	<b>47</b>	85.00%	100.00%	100.00%	100.00%	<b>94.00%</b>	10	8	12	1	<b>31</b>
5.	Ophthalmic Technicians	1	3	1	n/a	<b>5</b>	1	3	1	n/a	<b>5</b>	100.00%	100.00%	100.00%		<b>100.00%</b>	1	3	1	0	<b>5</b>
6.	Dental Technicians	15	9	11	3	<b>38</b>	15	9	11	3	<b>38</b>	100.00%	100.00%	100.00%	100.00%	<b>100.00%</b>	15	9	8	2	<b>34</b>
7.	ECG Technicians	1	7	4	n/a	<b>12</b>	1	7	4	n/a	<b>12</b>	100.00%	100.00%	100.00%		<b>100.00%</b>	1	7	3	0	<b>11</b>
8.	Blood Bank Technicians	n/a	n/a	3	n/a	<b>3</b>	n/a	n/a	3	n/a	<b>3</b>			100.00%		<b>100.00%</b>	0	0	3	0	<b>3</b>
9.	Laboratory Assistants	37	9	8	2	<b>56</b>	30	9	8	2	<b>49</b>	81.08%	100.00%	100.00%	100.00%	<b>87.50%</b>	18	8	5	1	<b>32</b>
10.	Radiographers	32	n/a	9	3	<b>44</b>	29	n/a	9	3	<b>41</b>	90.63%		100.00%	100.00%	<b>93.18%</b>	18	0	8	1	<b>27</b>
11.	X-Ray Technicians	8	8	11	2	<b>29</b>	8	8	10	2	<b>28</b>	100.00%	100.00%	90.91%	100.00%	<b>96.55%</b>	6	8	8	1	<b>23</b>
12.	Senior Store Keepers	15	6	8	1	<b>30</b>	15	6	8	1	<b>30</b>	100.00%	100.00%	100.00%	100.00%	<b>100.00%</b>	13	6	8	1	<b>28</b>
<b>Total</b>		<b>398</b>	<b>105</b>	<b>217</b>	<b>20</b>	<b>740</b>	<b>355</b>	<b>89</b>	<b>173</b>	<b>19</b>	<b>636</b>	<b>89.2%</b>	<b>84.8%</b>	<b>79.7%</b>	<b>95.0%</b>	<b>85.9%</b>	<b>136</b>	<b>73</b>	<b>83</b>	<b>11</b>	<b>303</b>

### 2.3 Appointment of Administrative Staff

All 38 posts sanctioned for Medical Superintendents in as many THQs nationwide were filled 18 in Punjab, nine each in Sindh and KP, and two in Balochistan, in similar number of facilities in each region respectively.

Five THQs in Sindh and two in Punjab shared information regarding postings of Additional Medical Superintendents; four and six posts were sanctioned respectively, and 100% occupancy rates were observed.

Information regarding sanctioned posts and appointments of Deputy Medical Superintendents was also shared only in one THQ in Punjab and five in Sindh, where all posts were observed to be filled.

Nationwide, 43 posts were sanctioned for Chief WMO, in 20 THQs which shared information. One post was sanctioned in one facility in Balochistan, and was occupied. In Sindh and KP, 28% and 27% posts respectively were lying vacant in seven facilities in each region, while 15% were vacant in five THQs in Punjab. All posts for Senior Clerk were filled in six facilities in KP, five in Sindh, and one in Balochistan, while eight facilities in Punjab were observed to have 10% shortfall in occupancy.

**Table 2.3: Appointment of Administrative Staff**

Sr. No.	Name of Post	Sanction Strength					Posted					Occupancy Rate					THQs Sharing Information				
		Punjab	Sindh	KP	Balochistan	Total	Punjab	Sindh	KP	Balochistan	Total	Punjab	Sindh	KP	Balochistan	Total	Punjab	Sindh	KP	Balochistan	Total
1.	Medical Superintendents	18	9	9	2	<b>38</b>	18	9	9	2	<b>38</b>	100.00%	100.00%	100.00%	100.00%	<b>100.00%</b>	18	9	9	2	<b>38</b>
2.	Additional Medical Superintendents	4	6	n/a	n/a	<b>10</b>	4	6	n/a	n/a	<b>10</b>	100.00%	100.00%			<b>100.00%</b>	2	5	0	0	<b>7</b>
3.	Deputy Medical Superintendents	1	5	n/a	n/a	<b>6</b>	1	5	n/a	n/a	<b>6</b>	100.00%	100.00%			<b>100.00%</b>	1	5	0	0	<b>6</b>
4.	Chief WMO	13	18	11	1	<b>43</b>	11	13	8	1	<b>33</b>	84.62%	72.22%	72.73%	100.00%	<b>76.74%</b>	5	7	7	1	<b>20</b>
5.	Senior Clerk	10	5	7	1	<b>23</b>	9	5	7	1	<b>22</b>	90.00%	100.00%	100.00%	100.00%	<b>95.65%</b>	8	5	6	1	<b>20</b>
<b>Total</b>		<b>46</b>	<b>43</b>	<b>27</b>	<b>4</b>	<b>120</b>	<b>43</b>	<b>38</b>	<b>24</b>	<b>4</b>	<b>109</b>	<b>93.5%</b>	<b>88.4%</b>	<b>88.9%</b>	<b>100.0%</b>	<b>90.8%</b>	<b>34</b>	<b>31</b>	<b>22</b>	<b>4</b>	<b>91</b>

### 4. General Facilities

In February 2011, a majority of the THQs monitored by FAFEN Monitors were clean (93%), had electricity (100%) and were adequately stocked with medicines (98%; with the exception of one THQ monitored in Punjab, the remaining 45 were adequately stocked with medicines). Deficiencies were observed with regard to amenities like telephone lines and gas connections.

Nationwide, 30 monitored THQs did not have a Sui gas connection; 11 each in Punjab and KP, six in Sindh, and two in Balochistan. This points towards usage of gas cylinders, which is a less than safe practice in health facilities, or electricity, which is not cost effective.

Telephone landline connections were also lacking in seven monitored THQs nationwide, three in KP, two in Punjab and one each in Sindh and Balochistan, risking communication gaps between medical staff, patients and relatives of patients, and all the more grievous in case of emergencies or medico legal cases.

Clean drinking water arrangements for patients were in place in 83% of the monitored THQs, with lacks observed in three facilities each in Punjab and KP, and one each in Sindh and Balochistan. All of the observed THQs had washrooms with running water for patients, except for three facilities monitored in KP. Apart from four THQs monitored in KP, and two in Punjab, the remaining 40 facilities had properly shaded waiting areas for patients.

While all the monitored facilities had electricity, fans in wards were present in 37 of the 38 THQs that shared information with FAFEN observers.

**Table 4: General Facilities**

Sr. No.	Question	Yes/No	Punjab	Sindh	KP	Balochistan	Total
1.	The THQ is clean.	Yes	20	8	13	2	<b>43</b>
		No	2	1	0	0	<b>3</b>
2.	The THQ has a landline telephone connection.	Yes	20	8	10	1	<b>39</b>
		No	2	1	3	1	<b>7</b>
3.	The THQ has a Sui Gas connection.	Yes	11	3	2	0	<b>16</b>
		No	11	6	11	2	<b>30</b>
4.	The THQ has electricity	Yes	22	9	13	2	<b>46</b>
		No	0	0	0	0	<b>0</b>
5.	The THQ has fans in wards.	Yes	18	8	10	1	<b>37</b>
		No	1	0	0	0	<b>1</b>
6.	The THQ has clean drinking water arrangements for patients.	Yes	19	8	10	1	<b>38</b>
		No	3	1	3	1	<b>8</b>
7.	The THQ has wash room [with running water] for patients.	Yes	22	9	10	2	<b>43</b>
		No	0	0	3	0	<b>3</b>
8.	There is proper place/shade for waiting patients.	Yes	20	9	9	2	<b>40</b>
		No	2	0	4	0	<b>6</b>
9.	Medicines are available in the in-house pharmacy.	Yes	21	9	13	2	<b>45</b>
		No	1	0	0	0	<b>1</b>

### Monitoring Methodology

The Free and Fair Election Network (FAFEN) has launched a nationwide initiative to monitor governance processes under its Democratic Governance Program 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, health facilities, police stations and other public institutions to monitor and evaluate their efficiency and efficacy in 150 National Assembly constituencies of 108 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.



## 5. Medical Infrastructure

While most of the 46 THQs monitored in February 2011 had the required rooms for specialist medical services, 48% THQs nationwide did not have an ophthalmology (eye) room – 12 in Punjab, five in KP, three in Sindh and two in Balochistan. Nationwide, 96% facilities had X-Ray rooms, except for two THQs monitored in Punjab. A similar proportion had labour rooms, with one THQ each in Balochistan and Punjab being deficient. Dental rooms were present in 91% monitored facilities, while four Punjab THQs did not have one. Similarly, five THQs nationwide – two in Punjab and one each in Sindh, KP and Balochistan did not have operation rooms for general surgery. Laboratories were also missing in three of the monitored THQs nationwide; two in Punjab and one in KP. Since serious patients from Rural Health Centers are referred to THQs for treatment, it is imperative for all these rooms to be present in all of them.

All of the monitored THQs nationwide had wards for indoor patients; however, eight did not have emergency wards (with 20 to 50 beds) for outdoor patients. Three such THQs were observed each in Punjab and KP, and one each in Sindh and Balochistan.

Apart from three THQs monitored in Punjab, all other facilities monitored by FAFEN had functional ambulances. Generators were absent in seven facilities nationwide – four in KP, two in Punjab and one in Sindh. It is essential for backup power generators to be present on the premises to ensure treatment without interruptions, especially major surgeries being carried out under anesthesia, since prolonged unconsciousness of the patient (such as due to power failure) can lead to coma and even death.

**Table 5: Medical Infrastructure**

Sr. No.	Question	Yes/No	Punjab	Sindh	KP	Balochistan	Total
1.	The THQ has an X-Ray Room.	Yes	20	9	13	2	<b>44</b>
		No	2	0	0	0	<b>2</b>
2.	The THQ has dental room.	Yes	18	9	13	2	<b>42</b>
		No	4	0	0	0	<b>4</b>
3.	The THQ has ophthalmology room.	Yes	10	6	8	0	<b>24</b>
		No	12	3	5	2	<b>22</b>
4.	The THQ has labour room.	Yes	21	9	13	1	<b>44</b>
		No	1	0	0	1	<b>2</b>
5.	THQ has operation room for general surgery.	Yes	20	8	12	1	<b>41</b>
		No	2	1	1	1	<b>5</b>
6.	The THQ has wards for indoor patients.	Yes	22	9	13	2	<b>46</b>
		No	0	0	0	0	<b>0</b>
7.	THQ has emergency (20-50 beds) ward for outdoor patients.	Yes	18	8	10	1	<b>37</b>
		No	3	1	3	1	<b>8</b>
8.	The THQ has laboratory for tests.	Yes	20	9	12	2	<b>43</b>
		No	2	0	1	0	<b>3</b>
9.	The THQ has medico-legal services.	Yes	18	9	13	2	<b>42</b>
		No	4	0	0	0	<b>4</b>
10.	The THQ has a functional ambulance.	Yes	19	9	13	2	<b>43</b>
		No	3	0	0	0	<b>3</b>
11.	The THQ has a generator for power backup.	Yes	20	8	9	2	<b>39</b>
		No	2	1	4	0	<b>7</b>

## 6. Patient Satisfaction

FAFEN Monitors interviewed patients at the monitored THQs to gauge their satisfaction regarding the behavior of the doctors and staff, as well as time given to them by the same.

Complaints regarding absence of doctors were made by five patients interviewed at the monitored facilities; two in Punjab and one each in Sindh, KP, and Balochistan. Patients also complained about the behavior of doctors; four in Punjab, and two each in Sindh and KP; eight in all. A similar number (8) of patients complained about lack of time given to them by the doctors; four in Punjab, three in KP, and one in Sindh.

Nationwide, eight patients were not satisfied with the support and guidance provided to them by the staff of the facility – three in Punjab, two each in Sindh and KP, and one in Balochistan. On a positive note, none of the patients questioned reported demands for illegal money in exchange for services by the staff.

Free medicines were denied to ten patients – four in Punjab, and three each in Sindh and KP.

**Table 6: Patient Satisfaction**

Sr. No.	Questions	Punjab		Sindh		KP		Balochistan		Total	
		Patient		Patient		Patient		Patient		Yes	No
		Yes	No	Yes	No	Yes	No	Yes	No		
1.	Was doctor present on his/her duty at THQ?	20	2	8	1	11	1	1	1	40	5
2.	Was the behavior of doctor with you at THQ good?	18	4	7	2	10	2	2	0	37	8
3.	Do you think doctor has given you enough time?	17	4	8	1	8	3	2	0	35	8
4.	Did staff of the THQ provide you all the required support and guidance?	18	3	7	2	9	2	1	1	35	8
5.	Did anyone at THQ demand illegal money for providing services.	0	22	0	9	0	13	0	2	0	46
6.	Did you get free medicine from in-house pharmacy as per doctor s prescription?	17	4	6	3	9	3	2	0	34	10

### 7. Referrals and Medico Legal Cases

A total of 811 serious patients were referred to DHQ and/or other tertiary care hospitals according to information shared by health administration of 36 THQs nationwide. Most of these cases were observed in Punjab, 448 in 17 THQs, followed by 181 in seven THQs in Sindh, 171 cases in 10 facilities in KP, and 11 in two facilities in Balochistan.

Nationwide, 782 medico legal cases were treated in the last calendar month in 30 THQs. No facility in Balochistan shared information in this regard. Here as well, most cases were observed in Punjab, 425 in 15 THQs, followed by 271 in 7 THQs in Sindh. In eight THQs in KP, 86 medico legal cases were treated in January 2011.

**Table 7: Referrals and Medico Legal Cases**

Sr. No.	Region	Number of Serious Patients Referred to DHQ and/or Other Tertiary Care Hospital in Last Calendar Month	THQs Sharing Information	Number of Medico Legal Cases Treated in Last Calendar Month	THQs Information
1.	Punjab	448	17	425	15
2.	Sindh	181	7	271	7
3.	KP	171	10	86	8
4.	Balochistan	11	2	0	0
<b>Total</b>		<b>811</b>	<b>36</b>	<b>782</b>	<b>30</b>

### 9. Government Oversight

In the November 2010 – January 2011 quarter, 47 visits by government officials and elected representatives were made to the 46 THQs monitored in February 2011. Visits made by EDO/Health (27) and other Government Officials (10) dominated, while 10 visits were made by elected representatives in all. One visit by an MNA was reported in one THQ each monitored in Punjab and Sindh. Six visits were made by MPAs – three in KP, two in Punjab and one in Sindh. Other elected representatives made one visit each to Punjab and KP.

**Table 9: Government Oversight**

Sr. No.	Designation	Punjab	Sindh	KP	Balochistan	Total
1.	MNA	1	1	-	-	2
2.	MPA	2	1	3	-	6
3.	EDO/Health	15	6	5	1	27
4.	Any other Government Official	5	-	4	1	10
5.	Any other Elected Representative	1	-	1	-	2
<b>Total</b>		<b>24</b>	<b>8</b>	<b>13</b>	<b>2</b>	<b>47</b>



## Annex: List of Monitored THQs

Sr. No.	Name of the Health Facility	Province	District	Tehsil
1.	Tehsil Head Quarter Hospital, Kot Sultan	Punjab	Layyah	Layyah
2.	Tehsil Head Quarter Hospital, Sadiqabad	Punjab	Rahimyar Khan	Sadiqabad
3.	Tehsil Head Quarter Hospital, Chunian	Punjab	Kasur	Chunian
4.	Tehsil Head Quarter Hospital, Shakargarh	Punjab	Narowal	Shakargarh
5.	Tehsil Head Quarter Hospital, Daska	Punjab	Sialkot	Daska
6.	Tehsil Head Quarter Hospital, Khushab	Punjab	Khushab	Khushab
7.	Tehsil Head Quarters Hospital, Chak No. 90 SB	Punjab	Sargodha	Sargodha
8.	Tehsil Head Quarter Hospital, Pind Dadan Khan	Punjab	Jhelum	Pind Dadan Khan
9.	Tehsil Head Quarter Hospital, Kabirwala	Punjab	Khanewal	Kabirwala
10.	Tehsil Head Quarter Hospital, Minchin Abad	Punjab	Bahawalnagar	Minchinabad
11.	Tehsil Head Quarter Hospital, Shahpur Sadar	Punjab	Sargodha	Shahpur
12.	Government Haji Abdul Qayyum Hospital, Sahiwal (THQ)	Punjab	Sahiwal	Sahiwal
13.	Tehsil Head Quarter Hospital, Mankera	Punjab	Bhakkar	Mankera
14.	Tehsil Head Quarter Hospital, Esa Khel	Punjab	Mianwali	Isa Khel
15.	Tehsil Head Quarter Hospital, Jand	Punjab	Attock	Jand
16.	Tehsil Head Quarter Hospital, Fateh Jang	Punjab	Attock	Fatehjang
17.	Tehsil Head Quarter Hospital, Hazro	Punjab	Attock	Hazro
18.	Tehsil Head Quarter Hospital, Gujar Khan	Punjab	Rawalpindi	Gujar Khan
19.	Town Hospital, Mumtazabad	Punjab	Multan	Mumtazabad Town
20.	Town Hospital, Rahimabad	Punjab	Multan	Shah Rukh-e-Alam Town
21.	Government Mazang Hospital, (Town Hospital)	Punjab	Lahore	Data Ganj Bux Town
22.	Government Hospital, Shahdra (Town Hospital)	Punjab	Lahore	Ravi Town
23.	Tehsil Head Quarter Hospital, Ghotki	Sindh	Ghotki	Ghotki
24.	Tehsil Head Quarter Hospital, Daharki	Sindh	Ghotki	Daharki
25.	Tehsil Head Quarter Hospital, Diplo	Sindh	Tharparkur	Diplo
26.	Taluka Head Quarter Hospital, Kunri	Sindh	Umerkot	Kunri
27.	Tehsil Head Quarter Hospital, Tando Muhammad Khan	Sindh	Tando Mohammad Khan	Tando Mohammad Khan
28.	Talka Head Quarter Hospital, Golarchi	Sindh	Badin	Golarchi
29.	Tehsil Head Quarter Hospital, Kandiaro	Sindh	Naushero Feroz	Kandiaro
30.	Tehsil Head Quarter Taluka Hospital, Tando Adam	Sindh	Sanghar	Tando Adam
31.	Tehsil Head Quarter Hospital, Kashmore	Sindh	Kashmore	Kashmore
32.	Tehsil Head Quarter Hospital, Hangu	KP	Hangu	Hangu
33.	Tehsil Head Quarter Hospital, Darosh Chitral	KP	Chitral	Chitral
34.	Tehsil Head Quarter Hospital, Besham	KP	Shangla	Alpuri
35.	Tehsil Head Quarter Hospital, Chakdara	KP	Lower Dir	Adinzai
36.	Civil Hospital, Thana Khass (THQ)	KP	Malakand	Batkhela
37.	Tehsil Head Quarter Hospital, Ghazi	KP	Haripur	Ghazi
38.	Tehsil Head Quarter Hospital, Wari	KP	Upper Dir	Wari
39.	Tehsil Head Quarter Hospital, Balakot	KP	Mansehra	Balakot
40.	Tehsil Head Quarter Hospital, Takht Bhai	KP	Mardan	Takhtabai
41.	Tehsil Head Quarter Hospital, Banda Daud Shah	KP	Karak	Banda Daud Shah
42.	Tehsil Head Quarter Hospital, Pahar Pur	KP	Dera Ismail Khan	Paharpur
43.	Tehsil Head Quarter Hospital, Shabqaddar	KP	Charsadda	Shabqadar
44.	Tehsil Head Quarter Hospital, Daraban Kalan	KP	Dera Ismail Khan	Daraban
45.	Tehsil Head Quarter Hospital, Duki	Balochistan	Loralai	Duki
46.	Tehsil Head Quarter Hospital, Khanozai	Balochistan	Pishin	Karezat

## About FAFEN

Free and Fair Election Network (FAFEN), established in 2006, is a coalition of 43 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 Parliamentary 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 Democratic Governance Program in 150 National Assembly constituencies in 108 districts across Pakistan.



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