



EYE DEPARTMENT PRESENTATION

**Presentation by: Dr Lisbon
Aliraki**

HOD Eye

Representing EMT

23/11/2021



UKS
Universitätsklinikum
des Saarlandes

Klinik für Augenheilkunde



Background of Mengo Hospital


- * Christian-founded, not-for-profit hospital, was established in 1897.
- * The Eye Department, established in 1990, is the biggest department at Mengo Hospital then fully Supported by CBM
- * mandated to provide comprehensive and affordable eye care services to the people of Uganda, both outpatient and inpatient.



UKS
Universitätsklinikum
des Saarlandes
Klinik für Augenheilkunde



- * Mengo Eye Department Semi autonomous
- * Comprehensive broad optical and Eye care services both Medical and surgical through:
- * 3 broad sections: General wing (15000, 25000, 35000), Private wing (50,000) and VVIP/Expresss section (100,000)
- * General and private patient hostel services
- * Opening hours 8-5pm weekdays, 9 to 1 pm on Saturdays. 24 hours emergency services all days and Sunday- Just report to Eye ward

- 
- * Special clinics (subspeciality)- Pediatrics, Low vision and Squint(orthoptic clinic) are Mon- Friday. Retina clinics – Tuesday and Thursday
 - * Glaucoma clinic all day
 - * Very modern Eye Drop production unit

 - * Modern Complete mobile Eye clinic Van for outreaches




- * Very Enthusiastic team to work with
- * 73 staffs in total on payroll and 13(3 are optometrist) staffs in the optical section-outsourced
- * Of the 73 (6(1) ophthalmologist, 29 nurses, 2 ward aids,9 ophthalmic clinical officers, 1 orthoptist, 2 low vision therapists, 10 support staffs (administrator, Coordinator, M&E, stores, Social worker, Accountant and front desk officer,4), 6 eyedrop production staff,


Achievement


- * Fairly well equipped and resourced with modern best equipments (for now some only found in Mengo)
- * Highly performing but could do more
- * Highly subsidized due to collaboration and assistance from individuals and development partners especially CBM over the years
- * **Well costed cost of services to detail**
- * Operational budget currently has grown from 7bn to 10bn
- * Eye department is expanding

Out Patient performance over 3 year period

		2018	2019	2020	2021
Average number of visits. (Excluding the Saturday Clinic)	Monthly	3235	7347	4622	4991
	Daily	147	334	210	226
	%age of Nas (Daily)	8(5%)	14(4%)	13(6%)	14(6%)

- 
- * Listens and act on clients concern through quartly patient satisfaction survey through M& E desk
 - * Monitor quality of service quarterly through Cataract surgical outcome
 - * Establish poor patient support pathway through Social worker who carefully established patients' ability to pay using modified Ministry of gender, labor and social development vulnerability assessment tool and documented

- 
- * Only Ugandan Vitreoretinal surgeons are at Mengo
 - * On going Diabetic Retinopathy screening and treatment (we need partnership with Medical departments all over the country)
 - * Ongoing Retinopathy of Prematurity screening (we need partnership with all NICU teams, Pediatricians, Neonatologist and Midwives all over the country)

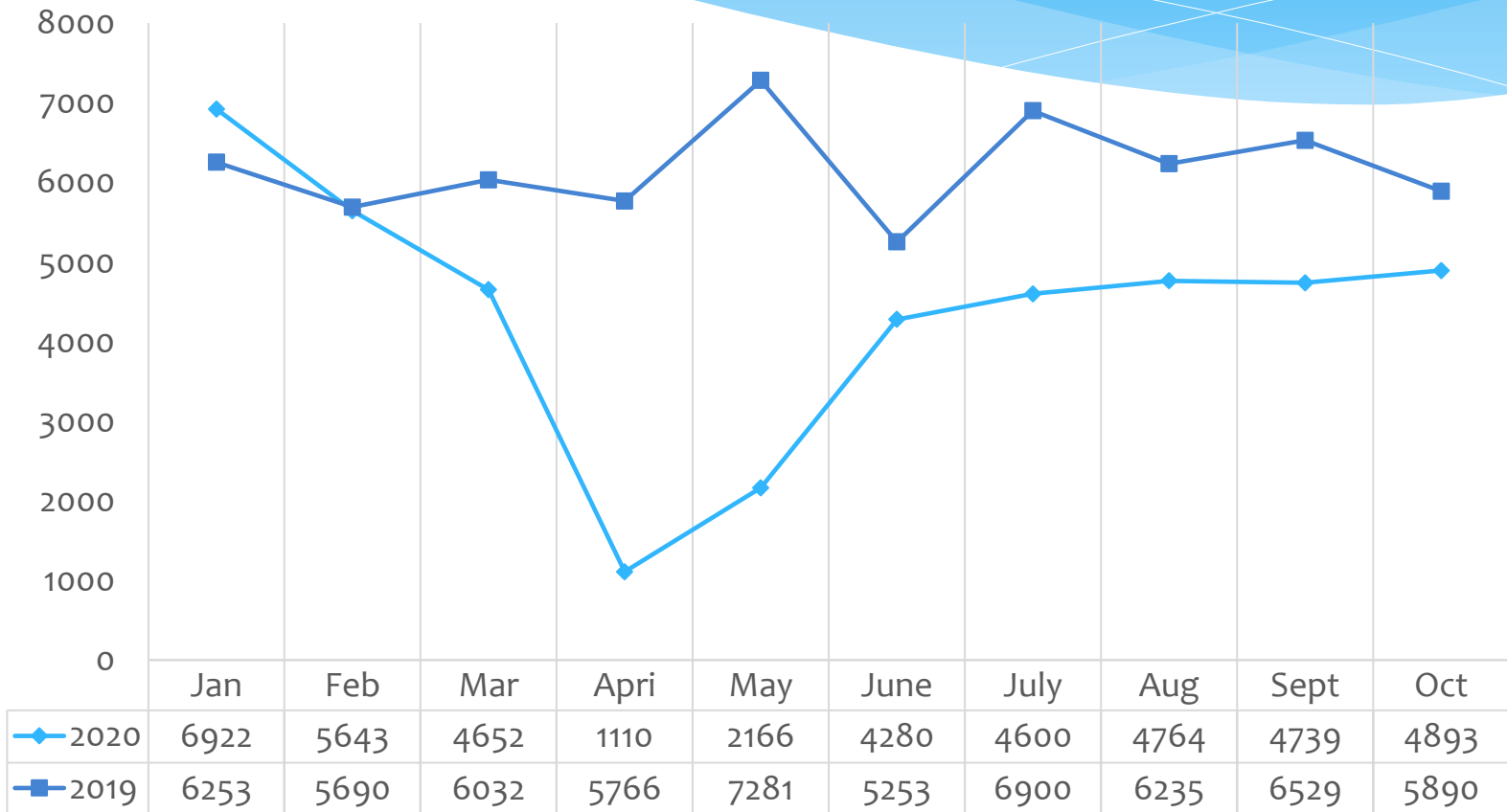
- 
- * Support other departments at Mengo as well
 - * Several other eye Units wanting to improve benchmark with Mengo
 - * Collaborate with all departments and other partners
 - * We have gone through with Quality improvement training and all protocol developed and displayed

Challenges

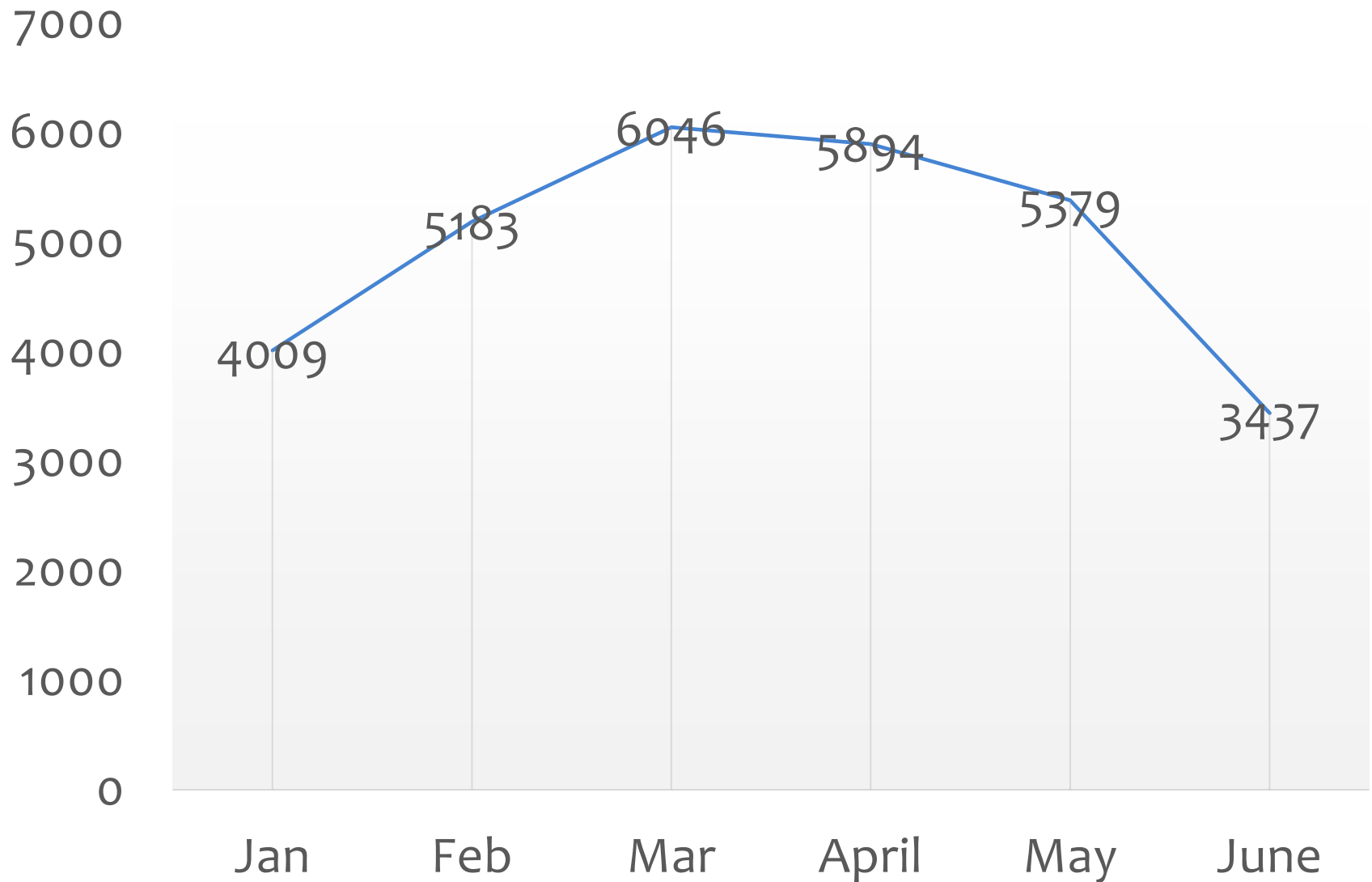
- High operational costs triggered by unfavorable taxation
- Getting HMT full attention
- Increasing number of poor clientele who cannot afford services
- Highly priced ophthalmic imported supplies (imported inflation)
- Ensuring staffs remained motivated and are retained and attracting More
- Procurement Huddles
- Sustainability in all its aspects (financial 90% target)
- The need to be better (Own and Patients demand driven)!
- Covid-19 pandemic effects and possibly similar!

COVID-19 Effect (OPD)

COMPARISION TREND OF 2020 VS 2019

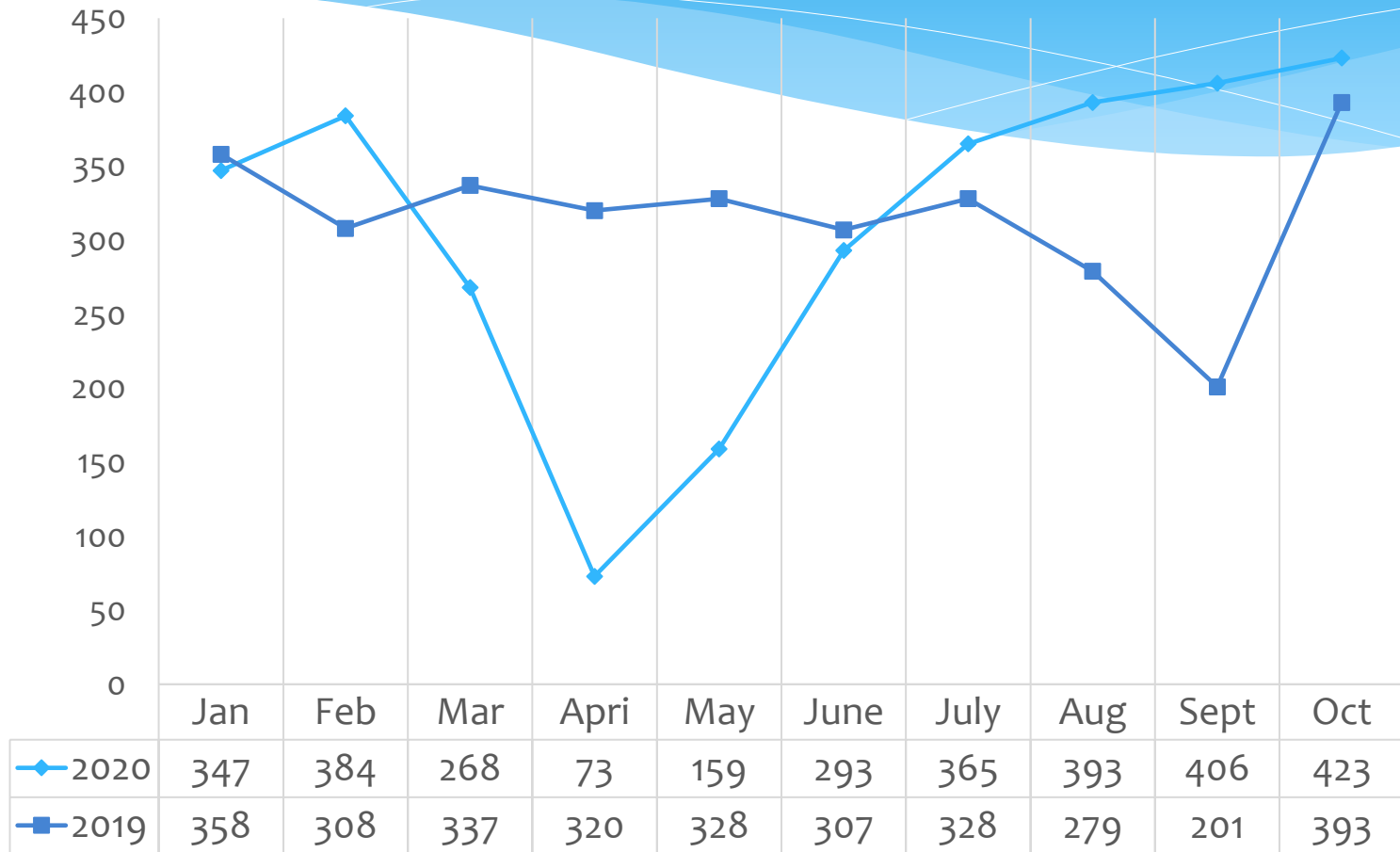


OPD PERFORMANCE TREND JAN-JUNE 2021

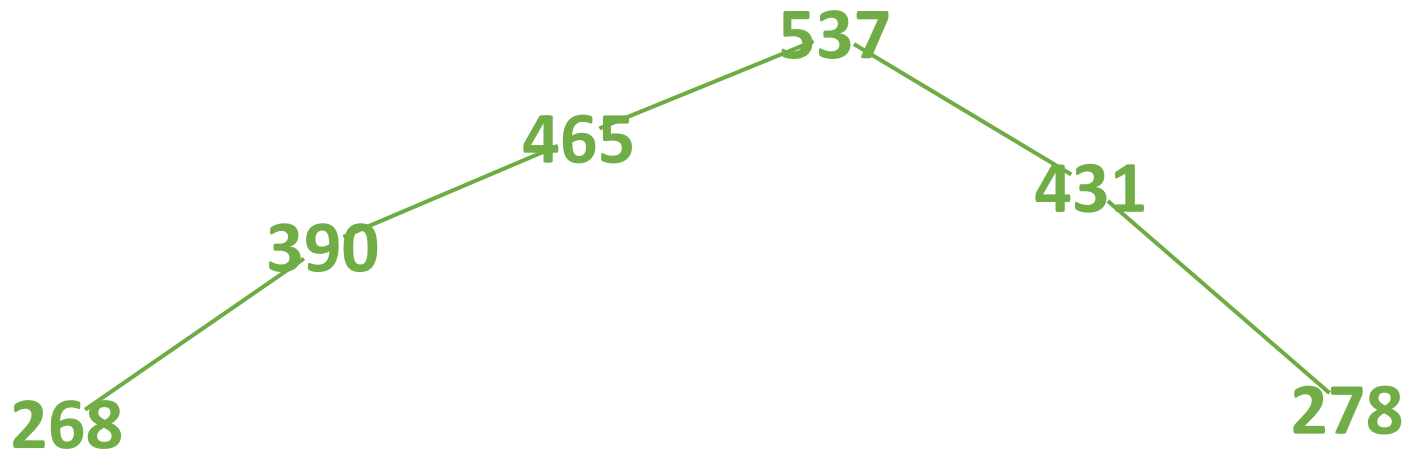


COVID-19 Effect (Theatre procedures

2020 VS 2019 THEATRE PERFORMANCE



TREND OF SURGERIES CONDUCTED JAN-JUNE 2021



Jan

Feb

Mar

April

May

June


Below is a table showing performance per payment category against set target

Payment Category	July	Aug	Sept	Total	Target	%age Achieved
Private	571	834	809	2214	1826	121
Top priority	1073	1661	1839	4573	3271	140
VVIP	18	55	72	145	29	500
General	32	110	1908	2050	5943	34
Priority	1055	2507	2505	6067	7214	84
Total	2749	5167	5298	15049	18283	82

Ongoing and Future Plans

- * Aiming to be a Centre of excellence for provision of affordable high quality comprehensive eye care services to the people of Uganda
- * Further skilling the staffs in the department on current and new services
- * Training Centre for all Eye care workers in a well-resourced centre
- * Generate local Knowledge for management of Eye diseases (Research)
- * Further Expansion in order to accommodate the current and plans
- * Equiping the centre
- * Introducing new services (80% of the services currently)

- 
- * Responding to patients Challenge
 - * Responding to the challenges posed in 2016-2020 4th National Eye Strategic Plan

- 
- * Fortunately, Eye is Blessed with yet MYP project supported largely by CBM (2019-2023(24) and Mengo
 - * Funds of up to 19bn (10% Mengo and 90% CBM)
 - * Visio partnership to support low vision patients with subsidized low vision devices (already in store on a revolving fund basis)
 - * Dr Bonner and team will support some of the poorest patients if we get around with Corona
 - * Mengo Eye departments reserves 2% from private to be used to support the poor as well
 - * Mobilize funds to support the poor locally!

New Eye Building Construction to start in December 2021



Proposed Eye Department Complex



- * Notably with CORNEAL BANK
- * 6 SUBSPECIALY CLINIC SPACE
- * E_ LIBRARY
- * 4 Theatres
- * Decent space for OUTPATIENT/DAY surgical Care
- * VVIP accommodations
- * WETLAB
- * LECTURE ROOMS
- * Call rooms
- * Investigation rooms

Project milestones

1. INFRASTRUCTURE:

- * Private Wing expansion
- * Theatre Expansion
- * Administration space
- * Imaging space
- * LEDPU remodeling
- * Pediatric Clinic Expansion

2. The department is well equipped with a number of equipment.

3. Service Marketing

4. Presence of a fully fledged retina Clinic

5. Trained own staffs

6. Reoriented many staffs from Kyambogo University, Makerere University, Parents and many more


Contacts

- * Booking and inquiry - 0414370739
0772865164
- * The system works very well

- * Simon Social Worker- 0702608287



***Thank you for Listening to
me**



* Now I and on behalf of the entire Eye Department invite you all to visit the eye department to see for yourself what is in store for you and your patients