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Introduction

We are pleased to present this comprehensive report to the esteemed members of Ardingly Old Jeshwang Association, providing an overview of our institution's activities and accomplishments during the period January 1, 2023 to October 31, 2023. In an ever-evolving healthcare landscape, our commitment to excellence and dedication to the well-being of our patients and the broader community remain unwavering.

Over this period, we have striven to make remarkable progress in various aspects of our operations, reflecting our core values of professionalism, trust, and a profound sense of purpose. Our key achievements during this time span across patient care, staff performance, and technological advancements have brought us closer to our vision of delivering top-tier healthcare services.

In this report, we will delve into the specifics of these achievements and share details on the substantial changes that have occurred. We will explore the enhancement of remuneration, extension of our services, procurement of cutting-edge medical machines, and the steps taken to improve the overall image of our facility. Moreover, we will discuss our financial performance, the successes we have achieved in community engagement, the challenges we have faced, and our plans for the future.

This report encapsulates our journey towards excellence and the dynamic initiatives we have undertaken to ensure that our health facility continues to serve as a beacon of healthcare, embracing cutting-edge technology and upholding the highest standards of professionalism and trust. We are confident that the information contained within will reflect our commitment to the hospital's mission and the well-being of our community.

Key Achievements

In our unwavering pursuit of excellence, we have achieved several significant milestones over the reporting period. These accomplishments underscore our commitment to providing top-notch healthcare services, fostering a culture of innovation, and building strong relationships with the community we serve.

Improved Patient Care

One of our paramount achievements has been the marked improvement in patient care. We have focused on enhancing the patient experience, ensuring timely access to medical services, and increasing patient satisfaction. Our patient care initiatives have resulted in reduced waiting times, improved clinical outcomes, and higher overall patient satisfaction scores.

Successful Staff Initiatives

Our dedicated and skilled staff members have been the driving force behind our accomplishments. We have successfully implemented a range of staff initiatives aimed at fostering professional growth and job satisfaction. These efforts have led to improved staff retention rates, a more motivated and engaged healthcare team, and the recruitment of more qualified medical personnel, including specialist doctors, to further enhance our capabilities.

Advancements in Medical Procedures and Technology:

We have actively embraced cutting-edge medical procedures and technology to provide our patients with the best care possible. Your assistance in advanced medical equipment and our dedication to staff training have not only improved treatment outcomes but have also positioned us as a center of medical excellence.

Enhanced Image and Positive Community Response:

Our commitment to improving the image of our facility and engaging with the community has yielded satisfactory results. We have elevated our facility's reputation and fostered a deeper sense of trust within the community. Positive feedback and engagement from community members reinforce our dedication to their well-being. These accomplishments reflect our commitment to innovation, quality, and community well-being, setting a strong foundation for the continued success and growth of our facility.

Increase in Remuneration

Compensation Enhancement

Recognizing the dedication and hard work of our staff, we made adjustments to compensation packages, ensuring that our employees are not only rewarded fairly but competitively within the healthcare industry. These enhancements included salary increases aligning our remuneration packages with the skill and commitment demonstrated by our staff.

Benefits Enrichment

In addition to remuneration, we expanded our benefits programs to better meet the needs of our staff. This included improvements in healthcare coverage for staff and family members and professional development opportunities. By these offerings, we aim to support the well-being of our employees and their families.

Positive Impact on Employee Motivation

The changes in staff compensation and benefits have significantly boosted employee motivation. Staff members feel recognized, valued, and invested in. This has translated into a more engaged and motivated workforce, resulting in improved job performance, higher levels of commitment to our facility's mission, and a strengthened sense of belonging.

The changes in staff compensation and benefits underline our commitment to not only attracting but retaining top talent in the healthcare industry, recognizing their dedication and the crucial role they play in delivering good patient care.

Extended Services

During the reporting period, we took deliberate steps to expand our healthcare services, introducing new specialties, advanced lab tests, scanning procedures, and in-patient services, with the primary goal of enhancing patient care and positively impacting the community we serve.

New Specialties and Expertise

We are proud to announce the addition of several new healthcare specialties to our roster. These include, but are not limited to, pediatrics, gynaecology and enhanced Maternal and Child Health. These specialized services not only broaden our scope but also enable us to offer a more comprehensive and specialized approach to patient care.

Advanced Lab Tests and Diagnostics

Our commitment to delivering accurate and timely diagnostics, backed by the procurement of a Hematology analyzer and Chemistry analyzer by Ardingly Association and its donors, led to the introduction of advanced laboratory tests and imaging services in the facility. These tests, ranging from Complete blood count (Hematology Analyzer), Renal Function Tests, Liver Function Test, Lipid Profile and Electrolyte (Chemistry Analyzer), empower our healthcare professionals to make quicker, more precise diagnoses. Patients benefit from earlier detection and more effective treatment plans.

Scanning and Imaging Excellence

With the acquisition of a state-of-the-art Ultrasound from Ardingly Association, we've significantly enhanced our capabilities in radiology and imaging. Our upgraded scanning and imaging services facilitate faster, more detailed diagnoses, reducing the stress and uncertainty patients often experience during medical evaluations.

In-Patient Services

Expanding our in-patient services has allowed us to accommodate more patients in need of specialized care. Our in-patient facilities are equipped with the same advanced medical technology as our outpatient services and staffed with experienced healthcare professionals, ensuring high-quality, round-the-clock care.

Benefits to Patients:

These additions have tangible benefits for our patients. They enjoy streamlined healthcare journeys with quicker, more accurate diagnoses and tailored treatment plans. The availability of specialized services reduces the need to seek care at multiple facilities, improving the overall patient experience.

Benefits to the Community

These expanded services are a testament to our dedication to community health. By offering a more comprehensive suite of healthcare options locally, we contribute to better health outcomes for our community, reduce the need for patients to travel long distances for specialized care, and strengthen the overall well-being of our community. We remain steadfast in our mission to provide accessible, high-quality healthcare to our community.

Enhanced Image of the Facility

Enhanced Image and Reputation: A Commitment to Excellence

Over the reporting period, our unwavering commitment to excellence and innovation has significantly contributed to the elevation of our hospital's image and reputation.

Renovations and Modernization

Our investment in facility renovations and modernization efforts has resulted in a more welcoming healthcare environment. The upgraded infrastructure, modern waiting areas, and improved public spaces, provides a comfortable and reassuring atmosphere for both patients and their families.

Extended Services

The introduction of new healthcare services and specialties has instilled patient trust in our ability to cater to diverse medical needs.

New and Advanced Medical Equipment

The procurement of advanced modern medical equipment has significantly improved our diagnostic and treatment capabilities. Patients and referring physicians have expressed their confidence in our state-of-the-art resources.

More Qualified Medical Professionals:

Recruiting more qualified medical professionals, including specialist doctors and skilled healthcare staff, has bolstered our clinical expertise. Their presence adds to our reputation for medical excellence and demonstrates our commitment to delivering the highest standards of care.

Positive Feedback and Community Trust

As a result of these comprehensive improvements, we've received positive feedback from patients and the community. Patients report more positive experiences, timely access to care, and improved outcomes. The community has recognized our dedication to their well-being and continues to trust us as a reliable source of healthcare.

Stronger Local and National Presence

Our elevated image and reputation have not only fostered stronger relationships within our local community but have also extended to the national healthcare landscape. We are increasingly seen as a center of medical excellence and a source of accurate, complete and up-to-date medical statistics (data) which serve as a decision support system for policy makers. We have recently been mentioned at the National Assembly as a model health facility with significant investment in modern technology and as a symbol of healthcare excellence, fostering a reputation of trust and quality.

We are deeply committed to maintaining and further enhancing this image as we continue to provide high-quality healthcare services to our community.

Financial Performance

Financial Performance: Ensuring Fiscal Responsibility and Sustainability

In this report, we delve into the financial performance of our facility during the reporting period, providing insight into our fiscal health, key financial metrics, revenues, expenses, and highlighting both our financial successes and challenges (see Annex A).

Key Financial Metrics

- **Revenue Growth:** Our facility experienced steady revenue growth due to increased patient volumes, expanded service offerings, and a strong focus on revenue cycle management.
- **Expense Management:** Our commitment to prudent expense management has allowed us to control costs, resulting in improved operating efficiency and reduced waste.

Revenues

Our revenues increased during the reporting period, reflecting a higher number of patients availing our services and the introduction of new specialties and advanced healthcare offerings. This revenue growth indicates our ability to meet the healthcare needs of our community.

Expenses

While we managed our expenses effectively, it's important to note that healthcare expenses, particularly in maintaining state-of-the-art medical equipment and recruiting top medical professionals, can be substantial. We believe these investments are essential for providing the highest quality of care.

Financial Successes

We celebrate several financial successes during this period. These include:

- **Revenue Diversification:** Our expanded service offerings and specialties have diversified our revenue streams, reducing reliance on any single source.
- **Cash Reserves:** We maintained healthy cash reserves to ensure operational continuity and the ability to invest in further improvements.

- **Improved Collections:** Our proactive approach to revenue cycle management resulted in faster collections and a reduction in outstanding accounts receivable.

Financial Challenges:

Despite our successes, we did encounter some financial challenges:

- **Rising Costs:** The healthcare industry's ongoing cost increases, including labor costs, medical equipment, and supplies, posed challenges to our financial management.
- **Economic Uncertainty:** Economic fluctuations such as rising cost of living, in our region impacted patient volume and the ability to forecast revenue accurately.
- **Medical Insurance:** The lack of a reliable healthcare payment provider poses challenges to patients to finance their healthcare out of their pockets. This challenge negatively impacts the facility because of the reduced number of clients.

Our hospital has made commendable progress in maintaining fiscal responsibility and ensuring sustainability. While we celebrate our financial achievements, we remain vigilant in addressing challenges as we strive to provide high-quality healthcare services to our community.

Community Engagement

Our ongoing efforts in community outreach and various partnerships demonstrate our pivotal role in improving community health and well-being.

1: Health Education

We have been diligent in conducting health education. This initiative encompasses topics such as nutrition, mental health, preventive care, and chronic disease management. Our collaborations with local schools and community organizations have enabled us to reach a broad spectrum of our community, ensuring that they have access to essential health information.

2: Health Awareness Campaigns

We have conducted health awareness campaigns over the years. During these campaigns, our facility offers free health screenings for conditions such as diabetes, hypertension, and provide free laboratory tests and medication for all who are able to attend and register in time. These screenings are offered at our facility, within the community, to make healthcare services more accessible to residents.

3: Community Health Covers (Financial Assistance)

Recognizing the financial challenges that many families face, we offer free healthcare services to underprivileged members of our community and primary schools located within our community. We work closely with community and religious leaders to ensure that patients from the above categories receive the necessary medical care without enduring undue financial burdens. The value, in monetary terms, of our Community Health Cover is attached in Appendix B.

Ardingly Old Jeshwang Health Centre remains steadfast in its commitment to improving community health and well-being. We are certain that our efforts in community outreach and partnerships continue to make a profound impact on the health of our community members.

Challenges Faced

Several significant challenges have been impacting our healthcare services. These challenges are crucial for us to understand and address in order to ensure the continued effectiveness and accessibility of our healthcare facilities.

1. Increased Cost of Living and Reduced Disposable Income

One of the most pressing challenges we face is the rising cost of living, which directly impacts our community's disposable income. As the cost of housing, transportation, and basic necessities continue to increase, many of our community members find themselves with less discretionary income for medical services. This can result in delayed or foregone medical treatments and reduced overall healthcare utilization.

2. Rising Cost of Medical Personnel

The increasing cost of employing and retaining qualified medical personnel, including doctors, nurses, and support staff, is a significant concern. Attracting and retaining top talent in the medical field demands competitive salaries and benefits, which can strain our budget and affect our ability to provide affordable healthcare. Another prevailing situation is the economic migration of medical personnel to territories and countries that offer more competitive remuneration packages. This has raised concerns about our ability to attract and retain highly qualified medical professionals. This challenge can have several detrimental effects on our healthcare system.

1. **Shortages in Critical Specializations** The loss of medical personnel in specialized fields can lead to shortages and impact our ability to provide comprehensive care.
2. **Decreased Continuity of Care** Frequent turnover in medical staff can hinder the establishment of long-term patient-provider relationships, affecting the quality of care and patient outcomes.
3. **Reduced Institutional Knowledge** As experienced professionals leave for better opportunities, we may lose valuable institutional knowledge and expertise.

Strategies to Address the Challenge. To mitigate the impact of economic migration and retain our valuable medical personnel, we need to consider several strategies:

1. **Competitive Compensation Packages** Regularly reviewing and adjusting compensation packages to be more competitive with international standards can help retain our medical talent.
2. **Professional Development Opportunities** Offering continuous professional development and training opportunities can incentivize medical professionals to stay and grow within our healthcare system.
3. **Improving Work-Life Balance** Striking a balance between work and personal life is crucial to retaining staff. Implementing flexible schedules and ensuring fair workload distribution can help.
4. **Creating a Supportive Work Environment** Fostering a positive and supportive workplace culture can enhance job satisfaction and reduce the likelihood of medical personnel seeking opportunities elsewhere.
5. **Engaging in Government Advocacy** Collaborating with relevant authorities to advocate for better working conditions and competitive remuneration for medical personnel is essential.
6. **International Partnerships** Exploring partnerships with international healthcare organizations to facilitate knowledge exchange and collaborative programs can encourage medical professionals to stay within our healthcare system.

Addressing the challenge of economic migration among medical personnel is critical to the stability and quality of our healthcare system.

3. Expensive Medical Equipment

The procurement and maintenance of advanced medical equipment is a fundamental requirement for providing high-quality care. However, these devices often come with a substantial price tag, leading to increased operating expenses and potentially limiting our ability to upgrade or expand our services.

4. High Cost of Electricity and Internet Connectivity

Reliable access to electricity and internet connectivity is essential for healthcare operations, as it underpins electronic health records, telemedicine, and diagnostic technologies. The increasing cost of electricity and high-speed internet services is burdening our facility, as these costs are substantial.

Addressing these challenges is crucial for maintaining the quality and accessibility of our healthcare services. We need to explore strategies that will allow us to navigate these obstacles effectively.

1. Equipment and Technology Investment

Strategic planning for equipment procurement and maintenance, as well as exploring partnerships for shared access to expensive technology, can help control equipment-related costs.

2. Energy Efficiency and Connectivity Optimization

Investing in energy-efficient technologies such as Solar and negotiating cost-effective internet connectivity solutions may help us reduce overhead costs while maintaining essential services.

Future Plans

We have several exciting initiatives that will contribute to our commitment to providing high-quality healthcare services and enhancing our facility's sustainability and capabilities. These plans are part of our ongoing efforts to meet the evolving healthcare needs of our community.

1. Establishment of a Labour Ward

We are planning to solicit funds for the establishment of a Labour Ward to better accommodate the increasing number of expectant mothers in our community. The upgraded facility will feature state-of-the-art equipment, private birthing suites, and a supportive environment for mothers and their families.

2. Establish of an Observation Ward

Recognizing the importance of observation and short-term patient care, we plan to create a dedicated Observation Ward. This facility will cater to patients who require monitoring, brief treatment, or assessment, helping to relieve pressure on our emergency department and ensure efficient patient flow.

3. Solar Power

To address the rising energy costs associated with fossil fuels and improve our hospital's sustainability, we are committed to diversifying our energy sources. The introduction of solar power, as part of an integrated energy mix, will help reduce our dependence on conventional energy sources and thereby lower our energy expenses.

4. Ambulance Services

Ensuring timely and reliable patient transportation is essential for our healthcare system. We plan to request support to acquire an ambulance equipped with advanced medical technology to provide safer and more efficient transport for patients in critical condition. The importance of a new Ambulance:

1. **Emergency Response** A new ambulance will allow us to improve our response time to emergencies, ensuring that we can reach patients quickly and provide critical care when every minute counts
2. **Patient Safety** The latest medical technologies and safety features incorporated into modern ambulances are essential to provide the best care and ensure the safety of our patients during transport.
3. **Increased Capacity** Our current ambulance often operates at or near its capacity. A new ambulance will increase our capacity to serve a larger number of patients efficiently

5. Digital X-ray

To enhance our diagnostic capabilities and reduce the time required for imaging, we will need digital X-ray technology. This modern approach will not only improve imaging quality but also enable us to share and store digital images more efficiently.

6. Soft-tissue Probe for Scanner

The acquisition of a soft-tissue probe for our ultrasound scanner will significantly enhance our diagnostic capabilities. It will allow us to conduct detailed soft tissue imaging, improving our ability to detect and diagnose various medical conditions.

We believe that these future plans align with our mission to provide comprehensive, efficient, and sustainable healthcare services to our community. Each initiative addresses specific needs and opportunities, and together, they represent our commitment to delivering the highest quality of care while adapting to the ever-changing healthcare landscape.

Conclusion

We continue to value your support to our health facility. Your assistance directly impacts the well-being and safety of our community members. Your support is not merely an investment in our healthcare system; it is an investment in the lives of our community members. We are deeply grateful for your unwavering dedication to the success of our facility and the health of our community.

Appendix A: Statistics

Patient Statistics

Reporting Period Jan-01, 2023 to Mar-31,2023

Summary for Entire Health Facility

Total	8,908				
Male	3,029		Under 5	Under 14	Above 14
Female	5,879	Male	593	438	1,998
		Female	652	398	4,829
Cash	Insurance	Corporate	NHIF		
8,349	0	567	0		
Average Daily Registration		98			

Reporting Period Apr-01,2023 to Jun-30,2023

Summary for Entire Health Facility

Total	8,895				
Male	3,018		Under 5	Under 14	Above 14
Female	5,877	Male	681	467	1,870
		Female	625	438	4,814
Cash	Insurance	Corporate	NHIF		
8,490	1	417	0		
Average Daily Registration		97			

Reporting Period Jul-01,2023 to Sep-30,2023

Summary for Entire Health Facility

Total	11,319				
Male	4,004		Under 5	Under 14	Above 14
Female	7,315	Male	831	572	2,601
		Female	857	494	5,964
Cash	Insurance	Corporate	NHIF		
10,657	2	672	0		
Average Daily Registration		123			

Test Statistics

Reporting Period Jan-01, 2023 to Mar-31,2023

Summary for Entire Health Facility

Total Clients	3,914		Under 5	Under 14	Above 14
Male	1,427	Male	374	203	850
Female	2,487	Female	375	227	1,885

Reporting Period Apr-01,2023 to Jun-30,2023

Summary for Entire Health Facility

Total Clients	3,547		Under 5	Under 14	Above 14
Male	1,243	Male	389	215	639
Female	2,304	Female	345	215	1,744

Reporting Period Jul-01,2023 to Sep-30,2023

Summary for Entire Health Facility

Total Clients	4,887		Under 5	Under 14	Above 14
Male	1,853	Male	454	273	1,126
Female	3,034	Female	468	279	2,287

Radiology Statistics

Summary for Entire Health Facility

Total Clients	385		Under 5	Under 14	Above 14
Male	4	Male	2	0	2
Female	381	Female	29	0	352

Reporting Period Jan-01,2023 to Sep-30-2023

Cover Statistics

The total amount of community assistance cover provided as at the end of the third quarter is Gambia Dalasi Two Hundred and Eighty Thousand, Eight hundred and eight (**GMD280,808.00**)