



KHYBER PAKHTUNKHWA HUMAN CAPITAL INVESTMENT PROJECT (KP – HCIP), HEALTH DEPARTMENT PESHAWAR

(All communications should be addressed to the Project Director and not to any official by name.)

Contact: 091-9211605 Website: <https://hcp.healthkp.gov.pk/>

Address: House # 240, Street # 13, Defence Colony, Shami Road Peshawar



Monitoring & Evaluation Report of the Health Facility

Health Facility: Government General Hospital Nishtarabad, Peshawar

Report Date: September 17, 2025

Type of Facility: Category-C Hospital

1.0 Summary

Government General Hospital Nishtarabad in Peshawar presents a robust and well-functioning healthcare institution. The facility demonstrates strong performance in service delivery, infrastructure, record-keeping, and staff training. Key strengths include a high volume of patient services, excellent availability of essential registers and tools, functional basic amenities, and a comprehensive commitment to staff training across critical health domains.

2.0 Facility Overview & Basic Amenities

The hospital is equipped with all essential basic amenities, ensuring a functional and patient-friendly environment.

- **Signage, Electricity, and Backup Power:** The facility has clear signage, a functional main electricity supply, and a functional backup power system.
- **Water and Waiting Areas:** Clean drinking water is available for patients. Separate waiting areas for male and female patients are provided, promoting a culturally sensitive environment.
- **Staffing:** The hospital is adequately staffed with a complement of technical and non-technical personnel. Janitorial and caretaker staff are deployed and uniforms were observed indicating good professionalism and discipline.

3.0 Service Delivery Performance

The hospital is a high-volume service provider, indicating it is a crucial health hub for its catchment area.

- **Outpatient Services (OPD):** The previous month's OPD was recorded as 18469 patients.
- **Maternal & Child Health (MCH):** The facility has an active MCH program. Key data points include:
 - **Deliveries:** A remarkably high number of 200 deliveries were conducted in the previous month (August 2025).



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- ANC/PNC/FP: Services for Antenatal Care (ANC), Postnatal Care (PNC), and Family Planning (FP) are operational, with data recorded in the respective registers.
- The immunization program is active, with 41 children under 1 year fully immunized.
- Referrals: The system for managing complications is in place, with pregnant women being referred to higher-level facilities when necessary.

4.0 Record Keeping & Data Reporting (DHIS-2)

The hospital maintains an **excellent** standard of record-keeping. Nearly all essential registers—including OPD, ANC, MCH, FP, Laboratory, Radiology, Operating Theatre (OT), and stock registers—are available and in use.

- DHIS-2 Reporting: While the facility has submitted DHIS-2 reports (specifically the Daily, Monthly, and Quarterly reports).
- Medicine Store: The store is well-maintained, and essential medicines are available.
- Expired Medicines: No expired medicine was found; however, near-to-expiry medicines were observed, their list was displayed, and they were kept separate from the other stock.

6.0 Health Promotion & Infrastructure

- Health Education: An LED screen is available and is being used to display key health messages, which is a valuable tool for patient education and awareness.
- Labor Room: The labor room is fully equipped and functional. It is available with a continuous electric supply, backup power, a delivery table, and a delivery set with a baby cot, meeting the necessary standards for safe delivery services.

7.0 Healthcare Waste Management (HCWM)

The hospital has a highly effective and health waste management system as described below:

- Systems in Place: A waste management plan exists, a committee with clear roles is notified, and waste is segregated at the point of generation.
- Equipment & Facilities: Color-coded bins are available and used correctly. Safety boxes for sharps are available and functional.
- Cleanliness: Overall cleanliness is excellent, with no waste on the floors, regular mopping, and clean washrooms (including labor room washrooms).

8.0 Grievance Redressal Mechanism (GRM)

A Grievance Redressal Mechanism is in place.



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- Committee & Tools: A GRM committee is notified with 12 members, a complaint box is installed.
- Awareness & Process: GRM awareness banners are displayed. The frequency for opening complaint boxes is recorded, and meetings of the Grievance Redressal Committee (GRC) are conducted and recorded monthly.

9.0 Monitoring, Supervision & Staff Training

The facility receives regular oversight and its staff is exceptionally well-trained.

- Supervision: The hospital was visited in the previous month by IMU Health, District/Provincial Health Management, and PMU KP-HCIP, demonstrating active monitoring and support.
- Training: Staff have received comprehensive training on all critical areas, including:
 - DHIS-2 recording & reporting
 - Clinical services: Family Planning (FP) and RMNCH
 - Support services: Infection Prevention & Control (IPC), and Waste Management.
 - Governance: Grievance Redressal Mechanism (GRM) and Quality of Care.

10.0 Review of Electronic Medical Record System (EMRs) and Data Management at Government General Hospital, Nishtarabad

During the M&E visit to the Facility, MIS Officer KP HCIP, Mr. Inayat Khan had a detailed sitting with the MIS staff of MERF and reviewed the data collection/ generation, data punching, Data analysis, EMRs and DHIS-2 with the following findings and recommendations:

10.1 Observations / Findings

1. The EMRs system is currently functional only through the hospital's local area network (LAN) and cannot operate independently or via cloud access.
2. Some sections in the EMRs are not being filled properly by the OPD staff during patient diagnosis.
3. Patient details are also being recorded separately in DHIS-2 tools and manual registers, leading to duplication of effort.
4. A local reporting structure that is similar to DHIS-2 tools is included in the EMRs.
5. Data is being regularly incorporated into DHIS-2 by HIS officers.
6. The EMRs lacks a visual dashboard for key performance indicators (KPIs) monitoring and analysis.

10.2 Recommendations

1. To give access for the local reporting structure of EMRS for KP-HCIP PMU is possible.



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2. Enhance the local reporting structure by adding analytical functions for better insights.
3. Integrate export functions (Excel/PDF/CSV) into the local reporting system for improved usability.
4. Develop a visual dashboard to monitor KPIs and support evidence-based decision-making and also give access to KP-HCIP PMU.
5. Introduce a patient registration card system to standardize patient identification and streamline record-keeping.

10.3 Conclusion

The EMRs system at Government General Hospital, Nishtarabad, provides a good foundation for digital record management but requires further enhancements to ensure efficiency, integration, and real-time analysis. Implementing the above recommendations will strengthen the hospital's data management practices and align them more closely with provincial health information systems

11.0 Pictorial Presentation





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