



ANGAU MEMORIAL GENERAL HOSPITAL 2017 ANNUAL REPORT



Content

Overview	3
Mission Statements	5
Chairman's Report	6
CEO's Report	8
Organizational Structure	10
Board and Management	12
Corporate Services Report	13
Nursing Services Report	16
Medical Services Report	19
Financial Statements	24
Thank you	37

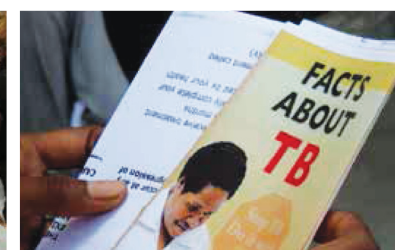
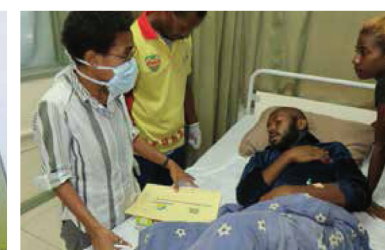
Overview

ANGAU Memorial General Hospital is located in the city of Lae, Papua New Guinea. Lae is both a city and a district within Morobe Province and is part of four provinces that make up the Momase region.

In addition, given its location and transport linkages, ANGAU also provides services to the highlands region of Papua New Guinea. The hospital was officially opened on April 7, 1964. ANGAU is the acronym for the Australia New Guinea Administrative Unit.

It was a unit set up during World War II but later was incorporated as an independent legal entity under Section 6 of the Public Hospital Act.

Lae and its surrounding community that also covers parts of the Nawae and the Huon Gulf Districts population is estimated to be between 300,000-350,000 people.



ANGAU Memorial General Hospital, the 2nd largest referral Hospital in the Morobe coast where it is easily accessible to 85% of Papua New Guineans by road, sea and air transport. As a result of its accessibility there has been a high influx of patient attendance at ANGAU Hospital.

MOROBE is one of the largest Provinces in PNG with nine districts. The final population statistics from the 2011 census show that Morobe Province is growing at an average rate of 2.06% per annum. The total population of Morobe at the time of the 2011 Census was 674,810 persons. This makes Morobe the most populous Province in PNG with 9.3% of the national population. The population is projected to increase up to around 821,600 by the year 2020.

MANAGEMENT

ANGAU hospital has a governing body that consist of nine board members with one chair, a deputy chair and seven board members. The Board is also supported by four full time members of the executive management team which is the Chief Executive Officer and three Directors.

Our Vision, Mission Statement, Values and Strategy

Our Vision:

To develop the Hospital into a centre of excellence for the provision of quality tertiary health services and meeting the national and international standards

Mission Statement

CLIENT FIRST

To strive for excellence in the provision of caring for the wellness of the community.

STAFF DEVELOPMENT

Participation in professional and development training of health staff.

RESULT BASED

To improve and maintain the health and well being of all who access our services

Our Value:

- Access in delivery of caring services
- Responsible management of resources
- Community participation

EXCELLENCE IN DELIVERY OF CARING SERVICES

Support staff professional development. Empower our health staff with skills, authority and responsibility to deliver the services in an efficient and effective way. That we offer our health staff with adequate opportunity and support to enhance their skills and recognition of the fact that motivated and skilled staff are the organizations greatest asset.

RESPONSIBLE MANAGEMENT OF RESOURCES

Ensure that there is a balance for the needs of our clients and the organization's needs to remain economically viable without compromising the Public Hospital Standards.

COMMUNITY PARTICIPATION

Encourage local community participation in planning and in decision-making process in and feedback to the hospital in relation to hospital services.

GOALS

• Improving

HealthAchieve the best possible health results with available resources. Improve the level of the hospital's hygiene and cleanliness to the highest standard possible.

• Improving Quality and Customer Focus

Build a Management and Facilities Environment, which promotes and supports continuous quality improvements and is customer focused. Ensure community participation in planning, development and evaluation of hospital services. Develop greater linkages and effective partnerships between the Hospital and Provincial Health Services and other service providers. Establish mechanisms to identify issues for joint attention and explore ways to strengthen primary care services and facilities.

• Improving Resource Management

Develop workforce planning and other human resource initiative to ensure a well-trained flexible and motivated workforce. Apply workforce planning at all levels and enhance performance through development of managers and staff. Develop and implement a hospital facilities master plan including achievements of a new hospital.

ANNUAL PUBLIC MEETING AND ANNUAL REPORT

The annual public meeting is held once each calendar year in accordance with provisions of the hospital's By Laws and the Act. Notice is publicly advertised a month prior to the meeting. The Public Hospital Act 1995 (Amended) requires that the hospital furnish to the Minister for Health an annual report on the progress and performance of the Board of Management including audited financial statements.

This Annual Report for 2016 is presented in compliance with this statute requirements. Financial statements of receipts and payments for 2016 presented in this report are yet to be audited by the Auditor General's Office.



Chairman's Report



Dr Chris Kenyhercz
Chief Executive Officer

At ANGAU, the focus of the Board of Management, the hospital's management and staff remains on providing the facilities as well as a new level of health care...



Welcome to the 2016 Annual Report for ANGAU Memorial General Hospital. To begin, I would like to give credit to the hardworking management and staff of ANGAU who work under great pressure to provide quality health care to our patients. In 2016, among some of the ANGAU statistics included:

- 110,701 total patients treated
- 9,101 births
- 31,470 Accident & Emergency visits
- 34,170 Children's Outpatient visits with 14,307 immunizations given
- 207,500 pathology laboratory tests
- 13,500 malaria blood slides
- 5,000 HIV/AIDS patients treated
- 8,890 TB patients treated, and
- 2,809 bags of blood donated

This past year was another year of significant activity for ANGAU with new facilities constructed and opened across the hospital through generous funding from the Government of Australia including:

- a new state-of-the-art dental clinic
- operating theatre
- project development office, and
- a 40-bed post-natal ward.

Services upgrades were also undertaken in the Gware Wing to improve ANGAU's operating room capabilities. Special mention needs to be made of the generous donation of a much-needed CT scanner and mammography unit by the National Fisheries Authority to supplement and complement the existing diagnostic capabilities of the hospital. There are several new projects including a TB Ward and Family Support Centre, currently in advanced stages of planning set to begin soon and with other remedial works are being staged accordingly to see ANGAU through the transition to a new, revitalised hospital facility by 2020 which will be able to address the health care needs of Morobe and the region. However given the shortfall in available funds from the Government of Papua New Guinea,



Pictured from right: PNG Foreign Affairs Minister Hon. Rimbink Pato, Australian Foreign Minister Hon. Julie Bishop, ANGAU Board Deputy Chairlady Sarah Haoda Todd, CEO Dr Christopher Kenyhercz, ANGAU Board Chairman David Wissink, Australian Minister for International Development and the Pacific, Hon. Conchetta Fierravanti-Wells, Australian High Commission Minister Counselor Mr Ben David and the Delegation

the planning process for the redevelopment of ANGAU has been revised to make the most efficient use of the funding available from the Government of Australia with technical support provided by the National Department of Health. The planning process for the new ANGAU remains an inclusive process with consultation during the design phases of the project with ANGAU staff and other key stakeholder groups. The project is controlled by a Steering Committee made up of key Government of Papua New Guinea and Government of Australia stakeholders including myself and the ANGAU CEO.

The board has been disappointed by the lack of progress on the staff housing project which started well but has stalled within the various National Government offices in Port Moresby. Such projects in future will be contained to a budget ceiling which will allow project approvals to take place through the provincial supply and tender systems in Lae. For those of you who have visited ANGAU, you will know that despite the new facilities being opened, parts of the hospital remain overcrowded and as such we are working with the Morobe Province, the National Department of Health, and the Government of Australia to ensure that selected district health facilities, which include urban clinics in and around Lae, have the capacity to treat basic health issues so instead of coming to Lae patients

can be treated in the districts where they live. This past year the ANGAU team conducted community outreach through special events including blood drives, World TB Day, World Malaria Day, and World AIDS Day. I would like to thank the Lae community through business houses, church groups and individuals who have continually supported these activities and events through the donation of food items, promotional gear but more importantly volunteering their time and talent to ANGAU and our patients who sincerely appreciate efforts made to comfort them in their time of need. This past year ANGAU has also reached out to the wider community through the popular social media platform Facebook and a new ANGAU website (www.angau.org) was launched to provide information to our stakeholders. At ANGAU, the focus of the Board of Management and the hospital's management and staff remains on providing the facilities as well as a new level of health care service of which Lae, Morobe, the Momase Region and Papua New Guinea can be proud. We thank you all for your support to ANGAU in 2016 and may God Bless each and every one of you.

DAVID WISSINK
Chairman



Dr Chris Kenyhercz
Chief Executive Officer

CEO's

2017 Annual Report

2017 has been a year of action... we are moving forward with the ANGAU Memorial General Hospital Redevelopment Plan. This has been a long time in the making however, I believe that the improvements thus far have been worth the wait both to our patients and staff.

Major Campus Improvements:

The PDO, (Project Development Office), is now the home to Administration and Corporate Services. This has allowed us to reduce our operating costs by eliminating unnecessary temporary office units and consolidating them into the former CEO and DCS offices. Along with this, is the ability to streamline processes by combining like areas. We have also reduced the number of previously rented physicians units by placing them into existing offices.

We now have a design team on site from Australia. They are called Johnstaff and we are very excited about what new and innovative ideas they can bring us.

We have commissioned and have built a new CT Scan, Mammography, and Ultrasound Rooms in Radiology located within GWARE for preparation for NFA promised equipment of a new CT Scanner and Mammography Unit.

New fencing and boom gates have been installed around the perimeter of ANGAU campus to increase security.

Construction began last quarter for our new Family Support Center complex.

Renovation to the RMO quarters.

Staff Engagements:

We held our third annual staff Christmas Party at Lae Internation Hotel with great success and attendance.

With the help of the Department of Personnel Management, we have added 93 new staff positions to the ANGAU and are confident of recruiting more staff to meet our needs as we grow.



Notable Events for 2017:

ANGAU management has been given control of operations for the National Cancer Hospital located within ANGAU. This is a welcome addition to ANGAU MGH.

Challenges:

Financial constraints due to reduction in hospital budget are proving difficult.

Staffing of physicians, nurses and ancillary staff problematic due to availability and DPM requirements.

Trying to secure funding for advancement and much needed development to the National Cancer Hospital of ANGAU.

Maintaining hospital operations and services during redevelopment ANGAU MGH.

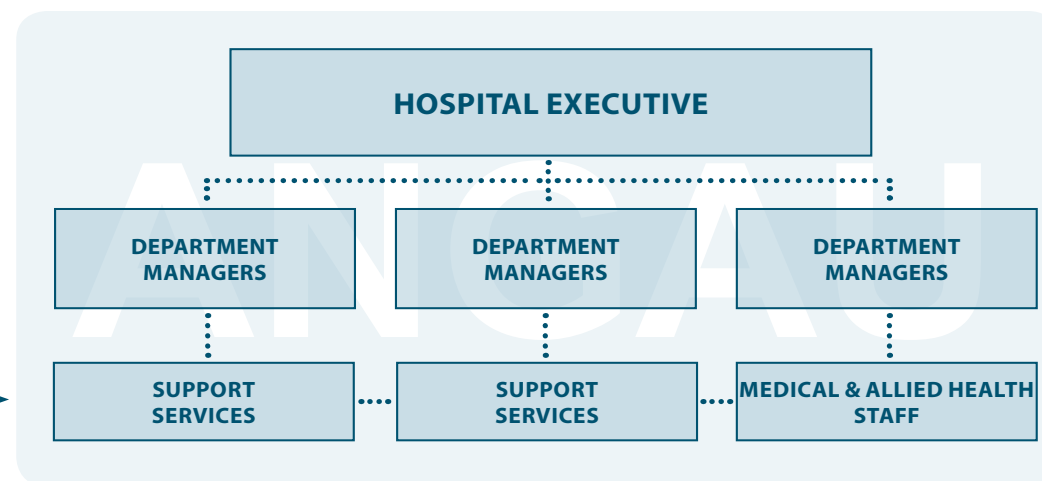
Closing Remarks:

ANGAU is moving forward with construction of our new hospital and housing units. We have committed partners who are helping achieve that goal. The staff has been excellent in their support and is awaiting a new era for ANGAU Memorial General Hospital to begin. With God's help...our journey has begun.

Organisational Structure



PATIENTS/GENERAL PUBLIC



MINISTER FOR HEALTH

DEPARTMENT OF HEALTH

ADMINISTRATOR
CHIEF EXECUTIVE OFFICER

BOARD OF MANAGEMENT

MAJOR SUB-COMMITTEES

- Resource Management Committee
- Health Services Committee (Patient Care)
- Medical Appointment Committee
- Tender Committee

We are a Government organization with public interest at our hearts.

Patients young and old and from all walks of life use health care services provided by the ANGAU hospital.

Hospital Executive Management

In carrying out its duties, the Hospital Board and Management is supported by sub-committees.

- The Finance Committee is responsible for overseeing expenditure, presenting health care services budget and monitoring the hospital's core activities performance on patient care.

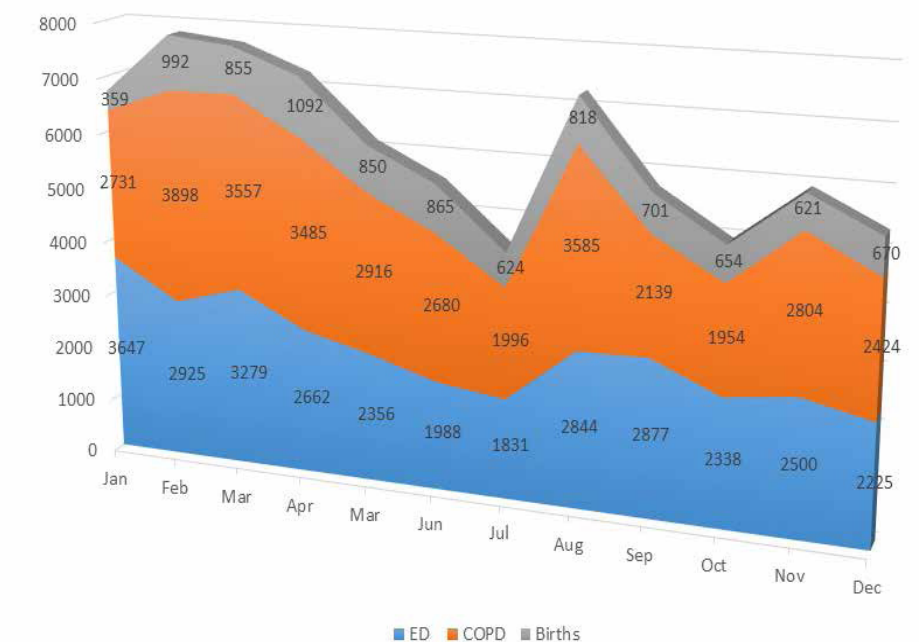
- The Training Committee is responsible for overseeing the hospital's human resources strategy and advising the hospital management on training of staff and related matters.

- The Resource Committee is the guiding force in overseeing hospital projects and activities. It monitors all activities and projects initiated. It acts as an advisory to the Board.



Safe blood is constantly on high demand. Pictured here is a staff from the Laga Industry in Lae who volunteered to donate blood to our mobile blood bank unit.

Total number of Admissions into ANGAU per month



This graph shows the total number of attendance at the Emergency Department, COPD and the Labour ward for Births in 2016

MANAGEMENT



Chief Executive Officer
Dr Chris Kenyhercz



Director Finance Administration
Aung Kumal



A/Director Medical Services
Dr Ruso Peroni



Director Nursing Services
Sr Concilia Amol

BOARD & Management

ANGAU Board Members and the Management are from a wide sector of the community with a lot of experience put together. They represent different sectors in Morobe for the interest of the people and hospital to ensure services are delivered.

BOARD



Board Chairman
David Wissink,
GM Sustainability & External Relations
Wafi-Golpu Joint Venture



Deputy Chairlady
Sarah Haoda Todd
Entrepreneur and owner of Lae
Everclean and PNGIANKALA Fashion



Women's Representative
Carol Yawing
Lae Urban LLG



Religious Representative
Pastor Bonny Sinako
ELC PNG



Business Representative
Nellie McLay
Lae Chamber of Commerce



Staff Representative
Simon Kasa
Senior Medical Officer Urology



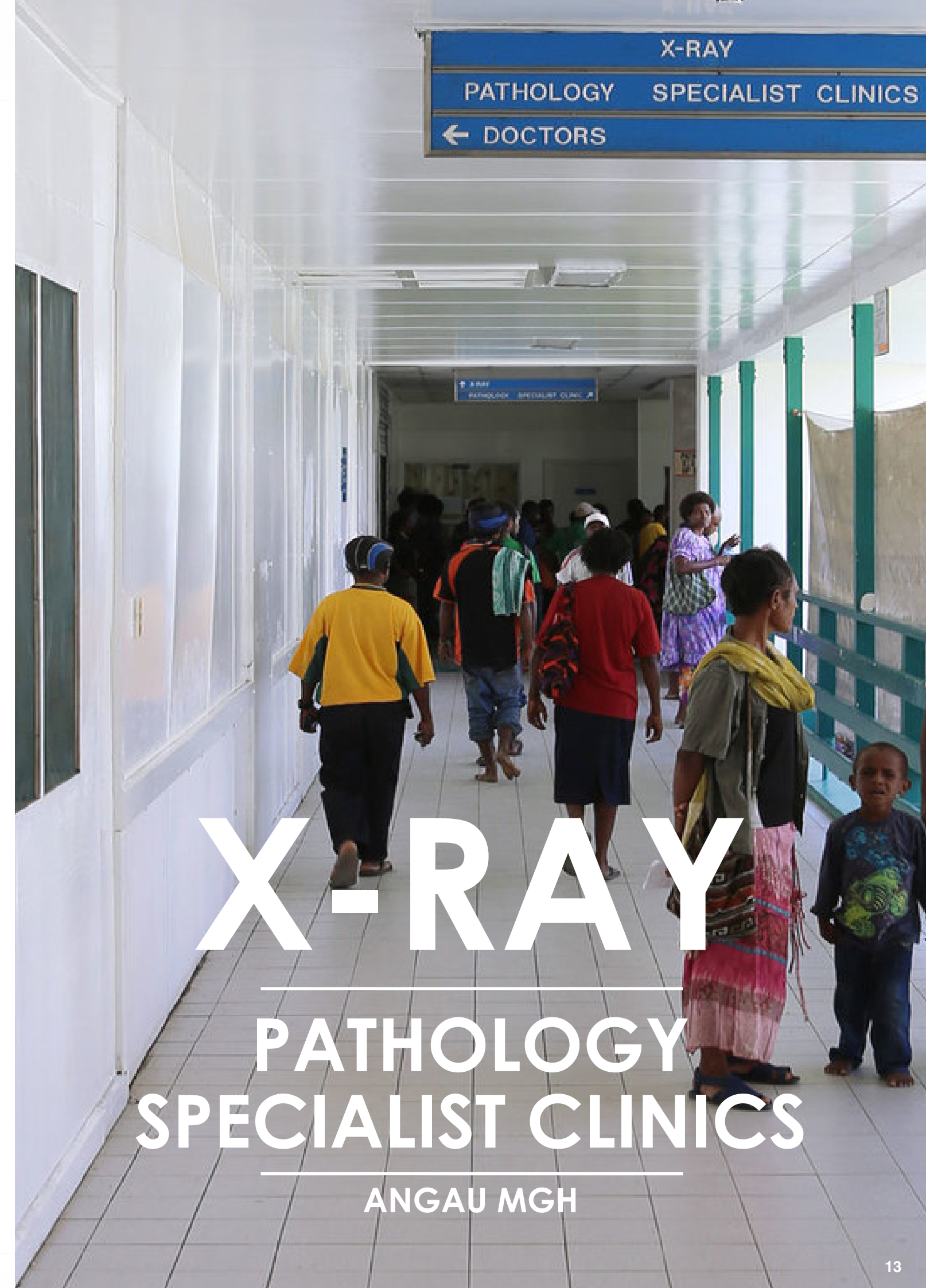
Provincial Health Representative
Micah Yawing
Provincial Health Advisor



Women's Representative
Sheila Harou Pati
Acting Provincial Administrator,
Morobe Provincial Government



General Representation
Brian Alois
Morobe Regional Manager,
Department of Works



X-RAY
PATHOLOGY
SPECIALIST CLINICS

ANGAU MGH

NURSING SERVICES REPORT

FORWARD

The year 2017 saw PNG citizens going to the polls in the National General Elections and what a year it was. The National Health Department saw a change in its political head.

Nevertheless the department policy, objectives and strategies are maintained and continue. We at the Nursing Directorate of Angau General Hospital like all other hospitals must also continue our mission.

In support of the National Government Vision 2050 we also realize the magnitude of the government's free health care policy.

Every health worker is therefore challenged to effectively and efficiently harness what resources and professionalism available to achieve targets and objectives individually or as a hospital as set under the NDoH plan of 2011-2020.

Although health is everybody's business, the Nursing Directorate realizes that the Health Sector Strategic Priorities 2016-2020 can only be possible if all nursing personnel adhere to the primary focus of patient care and its procedures.

The nursing professionals are the front line medical staff attending to patients of all and various illnesses. It is our responsibility to ensure good health care is administered to all who need it.

In achieving this the overall health care challenges in the country can take a leap forward for the next generation to grow up **Smart, Wise, Fair, Healthy and Happy**.

The Nursing Directorate comprises four Units and various sections to help uphold



our mission and vision. Some operations are detailed below to capture the deployment of health care at the hospital.

HUMAN RESOURCE MANAGEMENT

A total of 36 staff were employed in 2017 within the Nursing Directorate. These included 18 nursing officers and 18 community health workers. There are also candidates selected for various positions as advertised. The final process of employment should take place in 2018.

TRAINING

The Nursing Directorate of Angau Hospital will continue to support nursing staff training internally and externally. This will enable active and spontaneous up skilling of knowledge. Despite minimum financial support for training the hospital board and management has continually sent staff for training.

We believe that further education and trainings will only enhance individual capabilities in employment. As such in 2017 we see as many as fourteen personnel on various trainings and at

various in-country higher learning institutions. This good number of participation will continue into 2018 with seven staff who are already sent for further studies this year 2017. We congratulate some nursing staff who recently graduated with their Bachelor Degree in their respective fields of study.

They include Sr. Wilma Sebbby, Sr. Waku Albert, Sr. May Nawik, Sr. Rose Mathias, Sr. Jacinta Kuzi and Mr Kelamu Yawing. The Lae School of Nursing graduates every year will certainly help in strengthening our workforce. The selected 2017 graduates have settled into various sections and wards.

NURSING STANDARDS

As envisaged in 2016 the review of the Nursing Procedure Manual is still ongoing throughout 2017. This manual was adopted from the original PNG Nurses Procedural Manual in 2008. By 2014 a version was adopted for Angau Hospital. The above review is to enable a 3rd edition to maintain uniformity with new and practiced standards.

The hospital Nursing Standards Coordinator has involved various professionals within the hospital sections and units to participate in its development. The actual task to carry out this review has been divided into six stages and by end of 2017 stage three was achieved. We anticipate the publication of the procedural manual after various evaluations by July of 2018.

NURSING RESEARCH

Nursing research will remain an integral part of our profession in nursing practices. We must attend all nurses' symposiums as possible to enable our staff to be enriched by the outcomes to enhance their performances and in turn re-educate our other staff. A highlight of 2017 symposium held in Kokopo, ENB was awarding of the Best Research Study by our staff Sr Cherolyn Polomon.

We congratulate her of this achievement. The Nursing Directorate congratulates her on behalf of all nursing staff. We will continue to encourage other staff to leap beyond their comfort zones and achieve such accolades.



HEALTH EDUCATION

The Nursing Directorate encourages Health Education and Promotions to enable the surrounding population especially around Lae City to be educated about good health care and improved hygiene.

Under the professional guidance of a senior supervisor the programs are organized and delivered to the public through;

- In-Reach/ Out-Reach Health Education Awareness
- Other Celebrations were held on the appointed days throughout the year.

This year our focus on the Out-Reach Health Education Awareness programs with a minimum of twenty awareness programs had a very good participation and attendance record. This program also highlights other services provided at the hospital and many participants will continue to utilize these and other services within.

SERVICES

In 2017 Obstetric and Gynaecology ward of Angau hospital continued with the VIA (Visual Inspection of Acetic acid) test for the cancer of cervix. This is a very important test that is being

carried out and preliminary statistics show a good patient attendance. This year the unit recorded a total of eighty nine patients and we anticipate this number to grow in the coming years. Interesting but it is being the only year result the age group that recorded the highest attendance is between twenty six years to forty nine years. It needs more such data to show the real issue area. An Orientation Guideline for nurses was created in 2001.

After various reviews the Nurse Manager of Ward Seven D took on the responsibility to complete the second edition. This review was completed in November 2017 and the Directorate take this opportunity to thank the ward Seven D Nurse Manager for this important work. The nurse at this hospital value this guideline and we anticipate all staff to become knowledgeable in their respective roles and duties through this document.

The Well Women's Clinic (WWC), the Post Natal Ward (PNW) and the Blood Bank Section (BBS) continue to shine in their service delivery. WWC continues to provide public awareness of the clinic and its services to the public within Lae city.

The unit also participated in various events during the year including World TB day, World Diabetic day, World Aids day, Global Pink Ribbon day and

the famous Global Hand Washing day. Such activities as recognized and acted continue to provide real life changing attitude to patients to become aware of their life. The PNW had an increase in its total Admissions for the year. As compared to 2016 the data acquired showing this change is due to more being carried out within the unit. The Blood Bank Services had a big year. The number of services it provides had big increases indicating quality outreach programs carried out. We are very happy that the population is becoming aware of the roles of these vital services.

TRIBUTE

The Nursing Directorate and all nursing staff pay our homage to our colleague Nr Menila Setu who passed on in 2017. Late Nr Setu was a very outstanding, talented and a very friendly nurse. She was a former president of Community Health Workers Association. At time of her passing she was an active member of the Christian Nurse's Association.

ACKNOWLEDGMENT

We wish to acknowledge the following organizations and groups for their support and care giving to various wards and sections;

1. St. Mary's Catholic Women's club for cooking food for patients
2. All denominations and Church group visits to uplift patients spiritual needs
3. Soroptomist International for the funds given to Well Women's Clinic and Family Support Centre and Cancer Unit.
4. The many private companies that have helped and contributed in 2017 towards patient's need.

CONCLUSION

Quality Nursing Care and Patient Care will always continue to be a nurse's mission and vision. As we have progressed from 2016, we did show up as a Directorate to enable our nursing staff to maximize the opportunities available and ensure we perform to patient expectation. We encouraged nursing training to enable efficient management of the directorate. We encouraged outreach programs to give our population within Lae City a better and improved life and life styles. As we look forward the results have and will show we are progressing well to enable our hospital become the best as it can be. The edevelopment of the hospital now taking place can only strengthen our mission through uplifting of staff performance and enhance life styles as a whole. From the Nursing Services Directorate and staff I wish to convey our sincere thank you and appreciation to the hospital Board, CEO and Management for supporting us in our successful employment in 2017. We are ready and look forward to the challenges of 2018.

SR CONCILIA AMOL
Director Nursing Services



Corporate Services

Annual Report 2017

The Director Corporate Services is responsible to the Chief Executive Officer (CEO) for all administration staff and services. Main responsibilities of Corporate Services include providing and ensuring efficient delivery of essential services in the following functional areas: Finance, Human Resource, Supply Services, Catering Services, Transport Services, Security Services, Technical Services, Domestic Services and Staff Accommodation

Below are brief descriptions, achievements and future plans for the following functional areas:-

1. Finance Section

The Finance Section is managed by the Hospital Accountant. There are three main sections in the Finance: (a) Revenue Section (b) Accounts Payable (c) Budget. There are seven Revenue staff including the Revenue Accountant and eight Accounts staff totaling fifteen staff all reporting to the Hospital Accountant. The Accountant is responsible for the efficient management of finance and budgeting as per the Public Finance Management Act, Public General Order, Audit Act 1989 and other relevant Financial Procedures and Legislative Requirements. The task also includes sourcing and raising revenues and efficiently managing expenditures through the budgetary and accounting procedures and process.

Achievements in 2017 include the following:

- 2016 Annual Accounts Audit done awaiting final Audit Opinion from Auditor general's Officer.
- 2017 quarterly and annual Financial Reports completed including monthly Bank Reconciliation reports.

- Smooth installation and operations of the MYOB Accounting System, producing timely quarterly Bank Reconciliations and Finance Reports.

Plans for the future:

- Developing and implementing guideline to improve requisition processing time and payment and procurement procedures and processes.
- Continue to improve strengthen Accounts payable and Revenue sections.
- Installing and processing casual payroll system into the MYOB system.
- Improving budget management and expenditure control system
- Increasing internal revenue options for the Hospital in line with redevelopment plan.
- Centralizing the procumbent system for the hospital in line with the redevelopment.

2. Human Resource Section

The Personnel Section is managed by the Human Resource Manager with thirteen staff working under him. There are four main sections in the Human Resource Management: (a) Personnel Section (b) Staff Development and Training (c) Organization and Method (d) Industrial Relations. The Human Resource Management (HRM) is responsible for the overall management of human resource for effective performance and output as per the Public Service General Orders.

The task includes managing and improve organizational development and manpower

placement, staff motivation and performance management, pay roll management through the Alesco Concept Payroll System, managing and improve staff capacity efficiency through trainings as directed by the Training Committee and maintaining work place health & safety.

Achievements in 2017 include the following: Personnel Section:

- Data cleansing of unattached officers
- Identifying aging workforce and recommending to DPM and Finance for retirement/retracement.

Plans for the future: Personnel:

- Recruitment of five additional staff to assist in the Personnel Section
- Create and fill four new positions for Alesco Concept Pay Roll System.
- Alesco Concept Payroll System to be housed together with the Human Resource Management.
- Create and fill specialized IT position for the Alesco Concept payroll System.
- Improve accessibility to internet and IT services to the Human Resource Management.
- Mini achieve for storage of salary files.

Achievements in 2017 include the following: Training and Development Section:

- Three (3) Nursing Officer completed Bachelor in Nursing Administration/Nursing Education training at UPNG in 2017.
- One (1) Nursing Officer completed Bachelor in Community Health Nursing at UPNG in 2017.
- Two (2) Nursing Officer completed Bachelor in Clinical - Pediatrics Nursing at UPNG in 2017.
- One (1) Nursing Officer completed Diploma in Health Teaching at UOG in 2017.
- One (1) Nursing Officer completed Bachelor in Health Education and Promotion at UOG in 2017.
- One (1) Nursing Officer completed Diploma in Eye Care of Nursing at DWU in 2017.
- One (1) Corporate Services staff completed Certificate in Accounting at ITI Lae in 2017.
- Three (3) Corporate Services staff completed Certificate 4 in Office Administration at Coronation TAFE College in 2017.
- One (1) Corporate Services staff completed Diploma in Accounting at DWU in 2017
- One (1) Corporate Services staff completed Diploma in Project Management at DWU in 2017
- Fifty eight (58) public servants inducted into the public services with permanent status as public servants.

Plans for the future:
Training and Development Section:
• Review, update and implement Training Policy for all ANGAU staff
• Review and create pathway for Corporate Services staff to be included in the Training Plan

Achievements in 2017 include the following: Organizational and Method Section:

- Advertisement, recruitment and new hires of about sixty four (64) medical, nursing and corporate services staff.
- Updating of establishment comparison table for 2017.

Plans for the future: Organizational and Method Section:

- Recruitment of two additional staff to assist in the Organizational and Method Section



Achievements in 2017 include the following: Industrial Relations:

- Fast tracked and addressed all outstanding disciplinary cases by having regular disciplinary committee meetings.

Plans for the future: Industrial Relations:

- Recruitment of two additional staff to assist in the Industrial Relations Section

3. Supply Services

The Supply Services is managed by the OIC Stores and Supplies. The Procurement Officer is responsible for the procurement of all Hospital supplies based on the Public Financial Management Act. Procurement of supplies including medical waste bags, body bags and other waste bags, cleaning detergents, laundry powders, beddings and linens stationeries and other general supplies. The goal of the Supplies Services is to improve efficiency and quality in the purchase of Hospital supplies, based on WHO/NDoh approved standards, stock availability and reasonable pricing.

Achievements in 2017 include the following:

- Improved procurement of Hospital supplies by strictly adhering and complying with the three important criteria of procurement process: (a) quality based on WHO/NDoh standards (b) stock availability (c) reasonable pricing.

Plans for the future:

- Recruitment of two additional staff to assist Stationery Officer and Store man
- New modernized building and computerized procurement system in place as part of redevelopment plan.
- Training to build staff capacity and competency to manage procurement process and systems for improved and efficient Supply Services.

4. Catering Services

The Catering Services is managed by the Catering Manager with eleven (11) staff working under him on two shift basis. The Catering Section is responsible for providing catering

services to the patients in the Hospital. Quality and nutritional diet is key to patient recovery and is an essential service to patient care in the Hospital

Achievements in 2017 include the following:

- Increased budget for purchase of fresh fruits and vegetables, thus improvement of menu and nutritional diets for patients.

Plans for the future:

- Purchase new sets of kitchen utensils and equipment
- Provide baking services for fresh whole meal breads and buns replacing biscuits
- New modernized kitchen with modernized kitchen utensils and equipment as part of the redevelopment plan.
- Improved menu, with three course meals served on plates, replacing trolleys.

5. Transport Services

The Transport Services covers both Transport and Communication Services. The Transport Section is managed by the Transport Manager with fourteen Drivers working under his supervision on shift basis. The goal of the Transport Section is to provide quality, reliable and efficient Transport Services to the Hospital staff, patients and stakeholders. Vehicles are maintained, serviced, registered and insured by the Transport Manager on a timely basis for smooth operations of Transport Services.

The Communication Services is managed by OIC Communication with eight staff working under his supervision on three shifts. The current Communication System in ANGAU Hospital includes, the PA System, Telephone System and Radio Network System The main role of Communication Section is to coordinate Transport Services, staff movement, receiving external calls and disseminating information to staff.

Achievements in 2017 include the following: Transport Services:

- The decision to use more than one workshop to service vehicles has improved service time, service quality and service cost.
- Three (3) additional drivers recruited to adequately cover the shift basis and daily administrative duties.

Plans for the future: Transport Services:

- Put all the aging and default vehicles out for tender
- Purchase of ten new vehicles, two buses and eight Toyota Land cruiser ten sitters for hospital duties.
- Install GPS tracking system for all vehicles and introduce and implement vehicle pass out system.
- Develop and implement transport policy
- Improve transport management

Achievements in 2017 include the following: Communication Services:

- Hospital maintains a good Communication Services to staff, and stakeholders as a result of good coordination and management.

Plans for the future: Communication Services:

- Three additional staff recruited including two ladies to cover morning shift to adequately cover the three shifts.
- New modernized Communication Facilities with modernized Communication equipment as part of redevelopment plan.
- Build Communication staff capacity and competence through formal training and job attachments to efficiently manage Communication Services for the Hospital.

6. Security Services

Security Services is an essential service to the Hospital. The primary goal of this service is to

protect staff, patients and Hospital property from any harm, danger or threats from within or without. In 2017, the Security Services for the Hospital was provided by an outside contractor, Executive Security Services (ESS). The company was selected through the normal tender process. There were nine guards working on day shifts and eleven guards working on night shifts seven days a week. There was also security escorts provided during pickups and drop offs for on call doctors and evening and night shift nurses.

In the course of normal operations, guards were stationed in strategic locations in the Hospital premises and were instructed to carry out specific tasks as per the Standard Operating Procedures (SOP). They (guards) reported security issues and concerns including progress on specific assignments to the Coordinator of General Services. The Coordinator reports these issues to the Director of Corporate Services who then updates the Management Team on a weekly basis.

Achievements in 2017 include the following:

- There was no major security issues and concerns.
- The Security personnel provided professional services on a day to day basis.

Plans for the future:

- Installation of alarm and camera system throughout the Hospital premises.
- Installation of vehicle tracking systems for all Hospital vehicles.
- Personal tracking device for senior management staff.

7. Domestic Services

The Domestic Services covers Laundry Services, Patients Service Assistance (PSA) and Grounds Services. The Laundry Service an essential service to the Hospital is managed by the OIC Laundry with nine staff working under his supervision on two shift basis. Sheets, linens and other materials used in the wards or in the operating theaters including drapes and gowns are washed and refreshed daily for good patient care and smooth operations especially in the operating theaters.

Seamstress services is also an important services under Laundry where materials are sewn for linens, sheets and drapes for use in the Hospital.

The Laundry services is now centralized and all Laundry Services are done at the central Laundry Facility. The Hospital is currently using two laundry machines and two dryers donated to the Hospital by the PNG Gaming Board. The machines are serviced on a monthly basis by Nice Tumas Limited, a company contracted by ANGAU to do the service.

The PSA Services is managed by the PSA Supervisor with twenty four staff mainly casuals working under his supervision on normal working days and two hours during weekends. The main function of PSA is to assist clinical staff clean the wards to ensure hygiene is maintained in the wards according to Infection Control Standards, collect stationeries for the wards, changing linens, dropping off soiled linens to the laundry and bringing cleans linens back to the wards and the operating theaters. PSA provides essential services towards patient care, clinical staff as well as the general public.

The Grounds Services is managed by the OIC Grounds with six staff working under his supervision. The main function of Grounds includes, cleaning around the campus, beautifying, landscaping and emptying of rubbish to assigned disposal area. The Grounds are also responsible for the burning and disposal of medical wastes. The Hospital currently has a new incinerator built by the NDoH.



Achievements in 2017 include the following: Laundry Services:

- Continued to engage Nice Tumas Limited to do monthly service to the laundry machines – No major break down disrupting services.
- Purchased of new compressors (10 hp) – No chemical build up disrupting services as previously experienced.
- Time, cost saving and smooth flow of services as a result of centralizing all Laundry Services at a central location.

Plans for the future: Laundry Services:

- Purchase of two more washers and one more dryer to meet the increased and timely demand for laundry services.
- Recruitment of six additional staff to complete three shifts cycle.
- Build laundry staff capacity and competence through formal training and job attachments to administer Laundry Services to International Standards.
- New modernized Laundry facilities with modernized Laundry washers and dryers as part of redevelopment plan.

Achievements in 2017 include the following: Grounds Services:

- Hospital campus continue to remain clean as a result of good coordination and ground service management.
- Established nursery on campus to grow plants for campus beautification program.
- Medical wastes are promptly and professionally treated following NDoH Standards - No issues with public or Authorities on treatment or disposal of medical waste.

Plans for the future: Grounds Services:

- Develop and implement Beautification/ Landscaping Plan for Hospital campus to complement ANGAU Redevelopment Plan.

- Recruitment of ten additional staff to boost manpower to cater for the expansion of campus and Grounds activities as per the Redevelopment Plan.
- Build Ground staff capacity and competence through formal training and job attachments to administer and implement the Beautification/Landscaping Plan for ANGAU Hospital campus.

Achievements in 2017 include the following: PSA Services:

- Hospital wards continue to remain clean and hygienic as a result of good coordination and service management.
- Infection Control Standards carried out – No major issues of infections or cross infections reported.
- In house Infection Control trainings carried out as and when required.

Plans for the future: PSA Services:

- Review and update Infection Control Standards to meet new requirements and challenges.
- Build staff capacity and competence to professionally implement Infection Control Standards through formal and in house trainings and job attachments.
- New modernized PSA facilities with modernized cleaning equipment and chemicals as part of redevelopment plan.

8. Staff Accommodation

The Hospital Management recognizes the importance of providing suitable and safe accommodation for staff/ employees of ANGAU Hospital who are entitled to accommodation. Providing accommodation to staff/employees is also a means of attracting and retaining essential staff and maintaining out of hours and on call services. The Hospital provides a limited number of staff accommodation for essential and on call staff in institutional houses and living quarters on campus. Most contract officers are housed in rental properties off campus by way of

Lease Agreements with the land lords and Real Estate Agents.

Institutional houses on campus are the property assets of the Hospital and come under the direct control of the Management and the Board. The Housing Committee makes decisions on accommodation requests, relocations, bond fees and other matters relating to staff accommodation both on and off campus. These decisions are made based on the ANGAU Housing Policy, the Public Service General Orders and the National Doctors and Nurses Agreements/Awards.

Achievements in 2017 include the following:

- Commenced long overdue maintenance work on institutional houses on campus.
- Improved control of usage of utilities (Power and water) by installing easy pay meters for power and water connection to individual institutional houses on campus.
- Accommodate all staff eligible for accommodation on campus as well as accommodate and relocated most staff living off campus to appropriate locations.

Plans for the future:

- Recruitment of a full time Housing Officer
- Review Nursing Awards and allocate houses to Nursing Officers eligible for accommodation.
- Review and update staff housing records and create and implement an appropriate record keeping system.
- Build staff accommodation, and other facilities for income generating purposes.
- Review, update and implement ANGAU Staff Accommodation and Housing Policy.

9. Facilities

The Facilities Section is managed by the Facilities Manager with twenty two staff working under him. There are nine Technical Trade Units in the Facilities Section: (a) Facilities Management and Administration (b) Projects (c) Electrical (d) Mechanical (e) Plumbing (f) Carpentry

(g) Air Conditioning and Refrigeration (h) Assets Management (i) Information and Communication Technology. The Facilities Management Section is responsible for the efficient and effective management of all Facilities to ensure that the Hospital achieve its Core Business, which is Patient Care. Patient Care which is the Core Business of the Hospital. As much as possible, despite the Section being inadequately funded and less equipped with better tools, equipment, and working facilities, the Section continues to strive to achieve better outcomes to support Patient Care and Service Delivery at the Hospital.

The Facilities Section receives around 80 to 100 job requests from the client departments in a month. The Section attends to the jobs and completes about 82% of the job requests submitted for a month. Sometimes delays and nonattendance on many of the job requests in a timely manner is simply due to understaffing and non-availability of the raw material required to execute a planned task as soon as it is required.

As per the daily job requests, inspections are conducted to identify the following:

- Materials - Quantities of the different types of materials required to complete the job
- Manpower - Determine what technical trades and how many officers of each trade are required
- Machinery - Assess if there is any need for the use of machinery
- Money - Obtain quotations/pricing from suppliers/service providers for analysis and cost effective project /job implementation

Based on the above information, the management is advised either the job would require open public tendering or procured internally as per provisions of the Public Finance Management Act

Achievements in 2017 include the following:

- Creation of proper asset management mechanism
- Major renovations to the operating theatres
- Replacement of 280 KVA Standby Generator set with a 500KVA Gen set.

Plans for the future:

- Restructuring of the Facilities Sections to upgrade skills to meet ANGAU Redevelopment standards.
- Going forward strategies for the Facilities Section would be to decide on an appropriate option where modern technical skills sets, equipment and tools can be viably deployed to service the modern day hospital that is now technologically driven.
- New modernized storage facilities with modernized inventory control and management systems in place as part of redevelopment plan.

2017 MEDICAL SERVICES REPORT

CORE FUNCTION

ANGAU is a specialist referral Hospital that provides a wide range of clinical and clinical support services, Health Training, Referral Centre as well as providing clinical support to MOMASE and LAE Urban Clinics & Rural MOROBE.

OVER VIEW

ANGAU Hospital is the 2nd largest referral Hospital in the country, strategically located in the centre of PNG and the MOROBE Province. LAE is therefore readily accessible by 80% of the PNG population through sea, air and land transport. This is one of the many causes for the high influx of patient attendance at ANGAU Hospital.

The LAE Urban Boundary covers a part of the NAWAE and the HUON Gulf District land mass with an estimated population of 300,000 - 350,000 people. The city of LAE is caged in with satellite customary land owner run settlements that have exponentially grown in recent years contributing to the City's population growth.

MOROBE is currently PNG's largest Province with nine districts by land mass and its indigenous population, it was recently estimated that

MOROBE's population would be around 900,000 to one million people with the annual national population growth rate at 3.7% year in 2018.

ANGAU Hospital's annual total patient attendance accessing various Hospital Based Services has been increasing annually over the years.

2014	2015	2016	2017
92,774	100,060	110,701	139,298

ANGAU Hospital's Recorded Births have been increasing every year reflecting the country's population growth trend. This recorded birth figure does confirm that ANGAU is second only to Port Moresby General Hospital.

2013	2014	2015	2016	2017
8,882	8,332	9,241	9,101	8,941

The National Cancer Radiation Treatment Centre and the National Orthotic & Prosthetic Centres are both located on the ANGAU Hospital Grounds. National referrals for this group of patients come from all over PNG and remain inpatients in their respective Cancer and Limb wards for months until discharged.

MAN POWER SUMMARY

In 2017 there was 178 Medical Services staff on duty running the various clinical units of the hospital, out of that, 130 were on ANGAU hospital's position, 43 were under the National Health Department and 5 Officers working in ANGAU employed by the Division of Health, MOROBE Provincial Government. Fifty (50) Registered Medical Officers including SMO, SSMO were both individually and collectively as a unit running all the core clinical services in 2017.

ADMINISTRATION CLINICAL

Clinical Administration coordinated the Acting Director Medical Services with three industrious administrative support staff that attend to both staff and patient needs.

EMERGENCY DEPARTMENT (ED)

Emergency Department at ANGAU Hospital is open for all hours for emergencies only. ED

is the main entry point for all patients except for obstetrics emergencies and children within working hours. In 2017 the ED attendance increased to 39,783 in 2015, this dropped down to 31,472 but increased again to 36,028 in 2017 as shown below.

2012	2013	2014	2015	2016	2017
34,955	32,429	35,612	39,783	31,472	36,029

Out of this 3,917 were referrals from the urban clinic, rural health centres, and airlifted by the chopper for the year 2017. This accounted for only 14% of the number of patients attended to at the ED at all hours. The growing number of Trauma Cases attended to at ANGAU is exhausting 70% of our limited Medical Supplies and Consumables.

The commonest cause for ED attendance and admission was:-

1. Respiratory Track Disease 24%
2. Malaria 15%
3. Trauma 14%
4. Gastro Intestinal Disease 6%
5. Others all combined 40%

INTERNAL MEDICINE

The Emergency Department admitted 1,600 patients to the adult Medical Unit. The Medical Unit took delivery of total of 2,523 patients in 2016. This excluded patients who had been admitted to the Cancer and Limb wards.

The Medical Wards in 2016 common causes for admission were TB, HIV, Malaria, Lifestyle Diseases and Respiratory Track Diseases like Asthma & Chronic Obstructive Airways Disease (COAD).

TB, HIV, Diabetes and Hypertension combined appeared to be the leading causes for all adult Morbidity and Mortality. HIV/AIDS & TB or combined took up more patient bed space resulting in medical unit excess block. Malaria is prevalent disease in rainy LAE as it will affect all residents and some visitors to LAE now or in the future.

ANUA MORIRI DAY CARE CENTRE (HIV CLINIC)

Anua Moriri Day Care centre is functionally a day clinic that coordinates all HIV/AIDS patient management in LAE, MOROBE Province and

the MOMASE region. It does counselling for HIV testing and clinically manages HIV positive patients with Anti Retroviral Treatment (ART). The total patient attendance at the Centre was 4,820 up to September 2016 which suddenly jumped to 10 375 in 2017.

TB DOTS CLINIC

TB DOTS Clinic is open during working hours to screen, register, and follow up review of all outpatient TB treatment. The TB DOTS Clinic receives referrals from Health Centres, Urban Clinics, Private Clinics, Church Health Facilities around LAE and other sections of ANGAU Hospital. In 2014 the TB DOTS clinic attended to a total of 6,978 TB patients, then 6,805 patients in 2015. In 2016 the Clinic attended to a total of 8,892 which increased to 10,945 in 2017. Urban migration resulting in over-crowding, has provided an easy opportunity for the spread of TB in the crowded houses and settlements surrounding the city. All children with TB are managed by the children's doctors.



STD (FRIENDS) CLINIC

The friends Clinic attends to all Sexually transmitted Disease except HIV/AIDS is on the first floor of GWARE Building that is run by the Provincial Disease Control Unit. The STD Clinic attended to 3,037 patients in 2016 and 3,740 patients in 2017. Number of patients with STD infection attending the clinic for treatment is increasing despite the risk of HIV.

PSYCHIATRY (MENTAL HEALTH)

The Psychiatric Unit in ANGAU Hospital had two experienced Psychiatrist since 2011. There has been an increase in the incidence of substance abuse in the community where the two Psychiatrists have been managing these psychiatric patients, commonly the younger age.

SURGERY

The number of surgical operations done using our main operating theatre was 2,468 (2316 un-updated figure) by all theatre users in 2017. For general surgery there were 1,111 cases operated EAR, NOSE & THROAT (ENT) The ENT Clinic attended to a total of 4,572 patients in 2016 and 4,087 for 2017. Of this 100 cases were operated on in 2017.

OPHTHALMOLOGY (EYE)

The Eye Clinic attended to 2,860 patients in the year 2016 and 3,021 in 2017. Apart from eye testing for glasses, the commonest day surgery done at the EYE Clinic is Cataract Surgery in the elderly with intra ocular implants. There were 36 major eye cases done in the main operating theatre in 2017.

PAEDIATRICS/CHILD HEALTH

The Paediatric Unit manages all new borne babies up to 13 year old children. These babies and children are admitted mainly through the Children's Out Patient (COPD) during the day and ED after hours.

In 2016 and 2017 child admission cause distribution is very similar with the six common causes of childhood morbidity as below.

1. Severe Malnutrition,
2. Pneumonia,
3. TB,
4. Malaria,
5. Diarrhoeal diseases
6. Anaemia

Severe undernourished children with TB appear to account for almost half of the common causes to the children's ward. The total number of children with the combined problem has been 1,000 - 1,600 between the years 2015 to 2017. Note in 2017 admission for the combined undernourished TB children was 1,390.

NEONATOLOGY

Special Care Nursery (SCN) is a section caters for sick new born babies admitted directly from the Birthing Suite and managed until these neonates are well enough to join their mothers. In 2017, 1190 new borne babies were admitted and treated at the Nursery. The common causes for admission to the Special Care Nursery were Neonatal Sepsis, Birth Asphyxia and Very Low Birth Weight that account for up to 99% of all SCN admissions.

CHILDREN'S OUTPATIENTS (COPD)

Children's Outpatient Attendance:

2012	2013	2014	2015	2016	2017
16,752	20,631	25,639	27,714	34,169	41,844

The number of immunization given at the COPD amounted to 14,307 in 2016 to 13,800 in 2017.

PAEDIATRICS REVIEW & SPECIALISED CLINICS

The review clinics are ongoing management of a variety childhood illnesses like Cardiology, Neurology, Endocrinology, TB & HIV, Undernourishment.

OBSTETRICS AND GYNAECOLOGY (O&G)

The Obstetrics & Gynaecology section manages all birthing mothers in the labour ward and the adult females with diseases of their reproductive system. ANGAU Memorial Hospitals recorded births have been progressively increasing until recently.

The number of ANGAU Hospitals recorded Births from 2013 to 2017 is shown in the table below.

2013	2014	2015	2016	2017
8,882	8,332	9,241	9,101	8,941

These figures are second only to Port Moresby General Hospital that delivers over 12,000 babies a year. This trend in the reported figures on maternal health indicators are continuing to rise per year due to an increase in the reproductive age population in LAE and PNG as a whole.

The Obstetrics & Gynaecology Clinics attendance:

2013	2014	2015	2016	2017
4,521	978	2,703	4,462	7,388

The total number of O & G Surgery

2015	2016	2017
1,028	1,136	1,158

ANAESTHETICS & INTENSIVE CARE SERVICE

The Anaesthetic Unit assist all forms of surgery by putting patients to sleep during the operation as well as managing the critically ill patients on respirators. The anaesthetic records show that 2,170 patients were anaesthetized for surgery in 2015 which increased to 2,516 in the year 2016. This vital hospital service was affected due to shortage of essential drugs, malfunctioning Anaesthetic Equipment that required maintenance but that improved in 2017. The statistics is not available at this time.

RURAL & URBAN OUTREACH

The Rural and Urban outreach unit attempts to make regular weekly or twice weekly visits the urban clinics at Malahang on Tuesdays, Buimo Road Clinic on Wednesdays and Milford Haven Clinic on Thursdays in an attempt to reduce the urban clinic referral to ED. The Wampar Rural Health Centre at NADZAP was also visited intermittently in 2016 while other Rural Health Facilities were not visited due to logistics issues.

Other centres visits did not eventuate due to none availability of funding with the Provincial counterparts.

DENTAL CLINIC /ORAL (HEALTH SERVICE)

The Dental Clinic in town has been operational, providing much needed tooth extractions and fillings. It is being run jointly by both the Provincial Health and The ANGAU Hospital staff.

In 2017 the hospital took delivery of a small dental clinic with 3 rooms that is inadequate to meet the demand of the population of both LAE and MOROBE Province. They attended to 1,850 dental patients with various dental problems.

CANCER RADIATION TREATMENT CENTRE (ONCOLOGY)

The PNG Cancer Treatment Centre in LAE offers mostly Palliative Radiation Therapy and Chemotherapy to cancer patients, many of whom present at a very late stage.

In 2016 and 2017 only chemotherapy services were offered due to a non availability of a Radiation Oncologist. This will continue for a while until the necessary ~~man power~~ is on the ground with an active radiation source. ~~It is important for the public to know that without surgical excision for any localised cancer, there may be no cure except palliative treatment with Chemotherapy and Radiation.~~

PHYSIOTHERAPY

The Physiotherapy staff attended to 1,355 patients with 3,932 rehabilitative procedures/sessions on these patients to regain their normal physical function in 2016. It also conducts newly graduated physiotherapy Graduates from the DWU. In 2017 they attended to 2,234 patients and performed 3,655 exercise sessions. At times the physiotherapist do home visits and train relatives and patient to continue exercise at home for rapid recovery and restoration of normal function.

Below is a table of the number of physiotherapy sessions for each year from 2013 to 2017.

2013	2014	2015	2016	2017
2,203	3,067	3,507	3,932	3,655

FAMILY SUPPORT CENTRE / WOMEN & CHILDREN'S SUPPORT CENTRE

Staff at the FSC attended to women, children and men who were all victims of some form of violence. This facility treats, counsels and provides other supportive care to the victims of violence. In 2015 a total of 995 patients were attended to while the total number of Intimate Partner Violence (IPV) was 564. The Sexual Violence cases reported to the FSC for 2016 was 362 with another 84 people presented to FSC for counselling relating to previous violence or threatened violence.

In 2017 1,483 victims of abuse of all forms were attended to, out of this 1,414 were females and 69 males. Majority of the victims were over 13 years of age.

SOCIAL AND SPIRITUAL WELFARE SERVICE

The Social Welfare section provides a very significant Service, attending to the personal needs of the patients and their relatives. They connect the hospital with Churches, Business houses, the Government agencies, court

house, welfare court, many none Government organisation to organise support for the patients and their relatives. In 2017 the social workers attended to 180 patients with relatives of the patients.

NATIONAL ORTHOTIC AND PROSTHETIC SERVICE (NOPS)

This is the supportive centre where artificial limbs are manufactured for individual patient needs; their sheltered workshop builds coffin boxes and sold to relatives of the deceased.

The 14 National Orthotic and Prosthetic staff members will be in 2018 transferred to ANGAU Hospital structure. NOPS fitted 359 artificial limbs in fitted in 2017.

The table below shows the number of artificial limbs manufactured and fitted up to 2017.

2012	2013	2014	2015	2016	2017
256	322	455	713	685	359

They sold 198 crutches in 2014, 149 crutches in 2015 and 82 crutches in 2016 and 82 crutches in 2017. It made and sold 128 coffins to relatives of the deceased in 2015 and 72 in 2016 and 70 coffins sold in 2017.

MORTUARY SERVICE

The hospital had 4 containerised freezers with temperatures regulated to store dead bodies before taken away for burial. Twice weekly autopsies were conducted to determine the causes of death upon a coroners request.

The number hospital recorded deaths brought in for storage (both inpatient and DOA) in the hospital mortuary over the years is shown on the below table, before taken away by relatives for burial.

Below is a table of dead bodies stored in the hospitals mortuary before taken away for burial in the last six years.

2012	2013	2014	2015	2016	2017
1,476	2,627	1,758	2,550	2,775	3,216

There is a significant number of unclaimed bodies (100+) currently stored in the hospital mortuary awaiting burial. Relatives of the deceased have been encouraged to come forward and claim their loved ones body and offer them a decent resting place /burial.

BIOMEDICAL EQUIPMENT ENGINEERING

The Biomedical Unit has eventually run out of space to perform its operations as expected of them. This unit functions to ensure that all biomedical equipment is in good working condition.

MEDICAL LABORATORY

The medical laboratory is a diagnostic facility that supports clinicians in accurately managing their patients by providing an up to date and timely report on body specimens collected and sent for analysis.

ANGAU Hospital offers Medical Laboratory test for Biochemistry, Haematology, Serology (HIV, Hepatitis & Immunology), Microbiology and Histopathology.

Biochemistry: handled 15,100 blood specimens and carried out over 150,000 various biochemistry tests.

Haematology: 22,166 haematology specimens and carried out 250,000 different haematology test based each request.

The commonest request was for Full Blood Count and ESR.

Serology = 10,800 in 2016, in 2017 we did 7,482. Immunochemistry=279 in 2016, in 2017 we did 435. Histopathology= 363 test done in 2016, in 2017 only 271 test were done.

Microbiology specimens received for gram stain, culture and sensitivity was 6,281 Pap Smears done in 2016 was 4,070 but in 2017 it was reduced to 1,279.

Hepatitis B surface Antigen test was 757.

HIV test for new cases was 435

VDRL test blood grouping and STD clinic was 4,921

Widal's Test to rule out Typhoid infection was 1,356

Blood Grouping 5,154

Blood X-matches = 3,653,

MALARIA LABORATORY

The Malaria Laboratory smeared a total of 9,741 malaria blood slides stained and viewed under the microscope for malaria diagnosis in 2016. In 2017 there were 8,094 blood slides done by the malaria laboratory. It must be noted there is a 25-35% error in the diagnosis with the blood slides but the population insist on getting blood slides to

get a density count of the malaria parasites than the RDT (Random Diagnostic Test). RDT is 85-95% more reliable than malaria blood slides test since it detects the antibody/antigen of the malaria parasite in an infected person.

FRIENDS CLINIC (STI)

This clinic attended to 3,740 patients with sexually transmitted infections in the year 2017.

BLOOD BANK

The Blood Bank is a Medical Services function that is successfully run by Nursing Officers. Blood Bank attended to 6,185 donors in 2016 that increased to 7,511 clients donated 4,368 bags in 2017. Out of this 3,400 bags were X-matched but transfused only 2,999 bags on 2,659 patients in 2017.

Blood Donor Attendance over the last six years.

2012	2013	2014	2015	2016	2017
4565	5571	5932	7417	6146	6955



The Staff of the blood bank do a commendable job to ensure that ANGAU Hospital is well stocked with blood for all surgery throughout the years.

MEDICAL IMAGING

Medical Imaging is a medical procedure that helps clinicians confirm diagnosis of various illness and bone injuries. The commonest is the plain X-Rays, conventional X-Ray machines, two CR machines as well as an Ultrasound Scan, C T Scan was installed and operational with a mammography machine installed recently.

ANGAU MEMORIAL GENERAL HOSPITAL



In 2016 a total of 15,046 plain X-Ray examinations were done with 30 special radiological examinations and in 2017 records ~~have been misplaced by the medical imaging unit.~~

PHARMACEUTICAL SERVICE

Government Hospital Pharmacies depends heavily pharmaceutical and medical supplies from the Government Base Medical Stores that procures and distributes them to all health facilities around the country.

The Hospital pharmacy in turn dispenses them to all sections of the hospital as well as dispensing to patients directly through a doctor's prescription.

In the year 2015 a total of 53,804 prescriptions were served, in 2016 a total of 55,939 prescriptions were served with and in 2017 a total of 60,745 prescriptions were served. The trend of increase

matches the increase in the general population rather than any disease trend.

ANGAU Hospital Trust Account funds were exhausted when so many of the basic essential medicines were not supplied by the Base Medical Stores.

The Hospital spent over K820, 728 in 2016 and 1,307:42 million in 2017 to buy drugs and hospital consumable supplies due to shortfalls by the NDOH contracted supplier thus depleting the hospital's Trust Account altogether. This situation is unlikely to improve in 2018.

MEDICAL LIBRARY

Medical Library provides reference books and journals for all hospital staff who wish to further their medical training. It is not fully resourced now but will be looked at when we relocate

to another location later. An internet cafe is planned which will boost the flow of educational information for all our staff.

MEDICAL RECORDS

Patient record management is critical to the hospitals statistics and information management since all data is important useful information that is relied on to make future plans by the hospital, the Department of health and the PNG Govt.

CHALLENGES WORTH ATTENTION

1. There is chronic shortage of skilled manpower both in clinical and administrative support services which will not be solved for a long time.
2. Hospital Redevelopment currently underway in a sporadic piece meal type will take another

3-5 years to complete where the staff will live with the various changes like physically changing locations and learning newer ways of managing/running the hospital.

3. High cost and inadequate hospital supplies, Drugs, Reagents, X-Ray films and other hospital consumables by NDOH had forced ANGAU hospital to exhaust its trust funds.
4. All LAE city urban clinics ideally require a Health Extensive Officer and a decent number of nurses to adequately attend to the LAE urban population.

RUSO PERONE
DMS



ANGAU Memorial General Hospital
Markham Road,
PO Box 457
Lae, 411
Morobe Province
Papua New Guinea

Telephone: +(675) 472 6095/7095
Fax: +(675) 472 3015
Email: angauhosp@gmail.com
Website: www.angau.org

