



ANGAU MEMORIAL GENERAL HOSPITAL

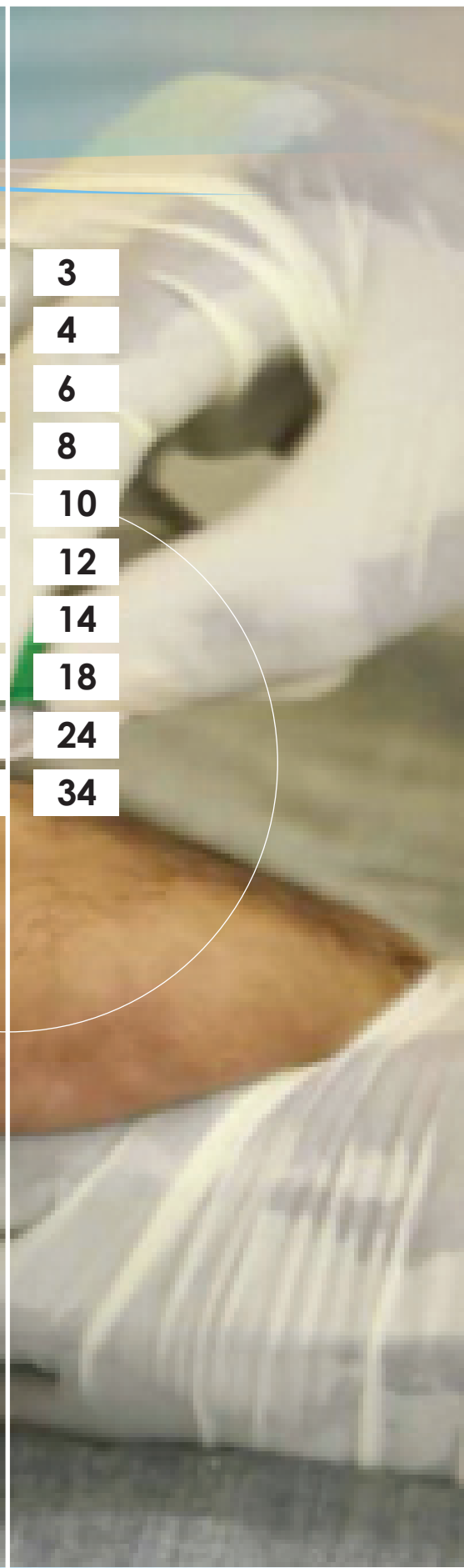


**2018** | ANNUAL REPORT  
A New Era in Health CARE and Hospital Management

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# Overview

**ANGAU Memorial General Hospital is located in the city of Lae, Papua New Guinea. Lae is both a city and a district within the 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 country 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

## Our Values:

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

## 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



## 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 Clients 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 2018 is presented in compliance with this statute requirements. Financial statements of receipts and payments for 2018 presented in this report are yet to be audited by the Auditor General's Office.



# Chairman's Report



Welcome to the 2018 Annual Report for ANGAU Memorial General Hospital.

To begin, I would like to give credit to the hardworking management and staff of ANGAU Memorial General Hospital who work under great pressure to provide quality health care to our patients. In 2018, among some of the ANGAU statistics included:

- 158,421 total patients treated
- 8,776 births
- 39,731 Accident & Emergency visits
- 37,313 Children's Outpatient visits with 4,163 immunisations given
- 3,296 surgeries conducted
- 16,968 malaria blood slides
- 4,575 patients treated for STIs
- 3,414 physiotherapy sessions
- 231 artificial limbs manufactured
- 1,696 victims of family and sexual violence seen at the Family Support Centre
- 4,100 dental patients seen
- 11,348 TB patients treated, and
- 7,109 blood donors.

The Rural and Urban Clinic Outreach unit has on a monthly basis visited most Lae Urban Clinics as well as Wampar, Situm, and Mumeng Health Centres in an attempt to reduce the number of referrals to ANGAU.

This past year was another year of significant activity for ANGAU with the new Family Support Centre completed and opened as well as significant preparation work commencing for the new, revitalised hospital facility by 2020 which will be able to address the health care needs of Morobe and the region through generous funding from the people and Government of Australia. The board has been encouraged by the significant progress on Phase I of the Top Town Housing Project undertaken by a Lae contractor.

Special thanks to the Morobe Provincial Supply and Tenders Board led by the Provincial Administrator to ensure this work commenced and has advanced well with the first 12 units estimated to be ready for occupancy by mid-2019.

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.

For those of you who have visited ANGAU, you will know that despite the new facilities being renovated and 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.

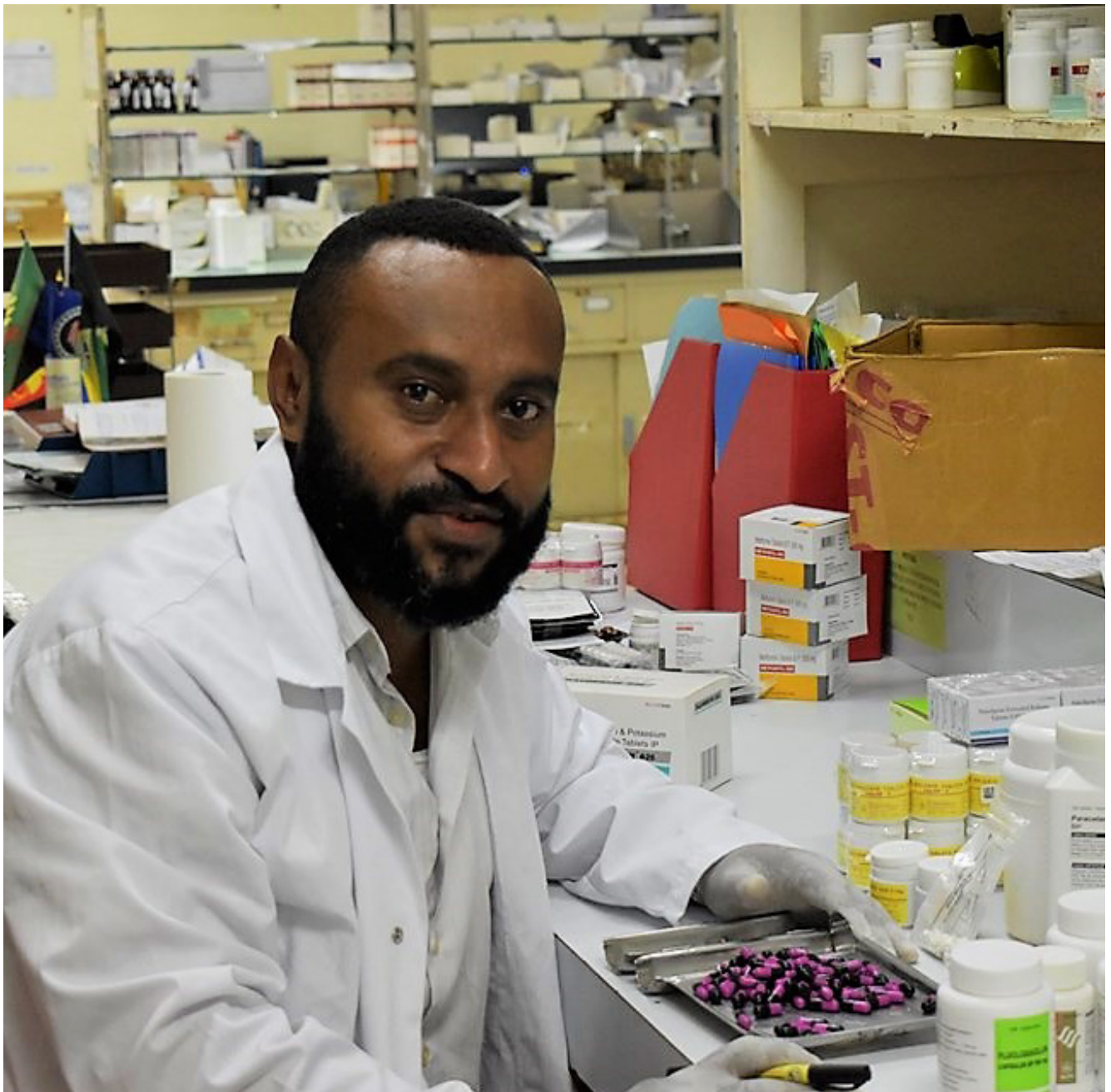
This past year ANGAU continues reach out to our stakeholders through our Facebook page and website ([www.angau.org](http://www.angau.org)) to provide information

and interactive feedback to our stakeholders.

At ANGAU, the focus of the Board of Management and the hospital's management and staff continues to be 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.

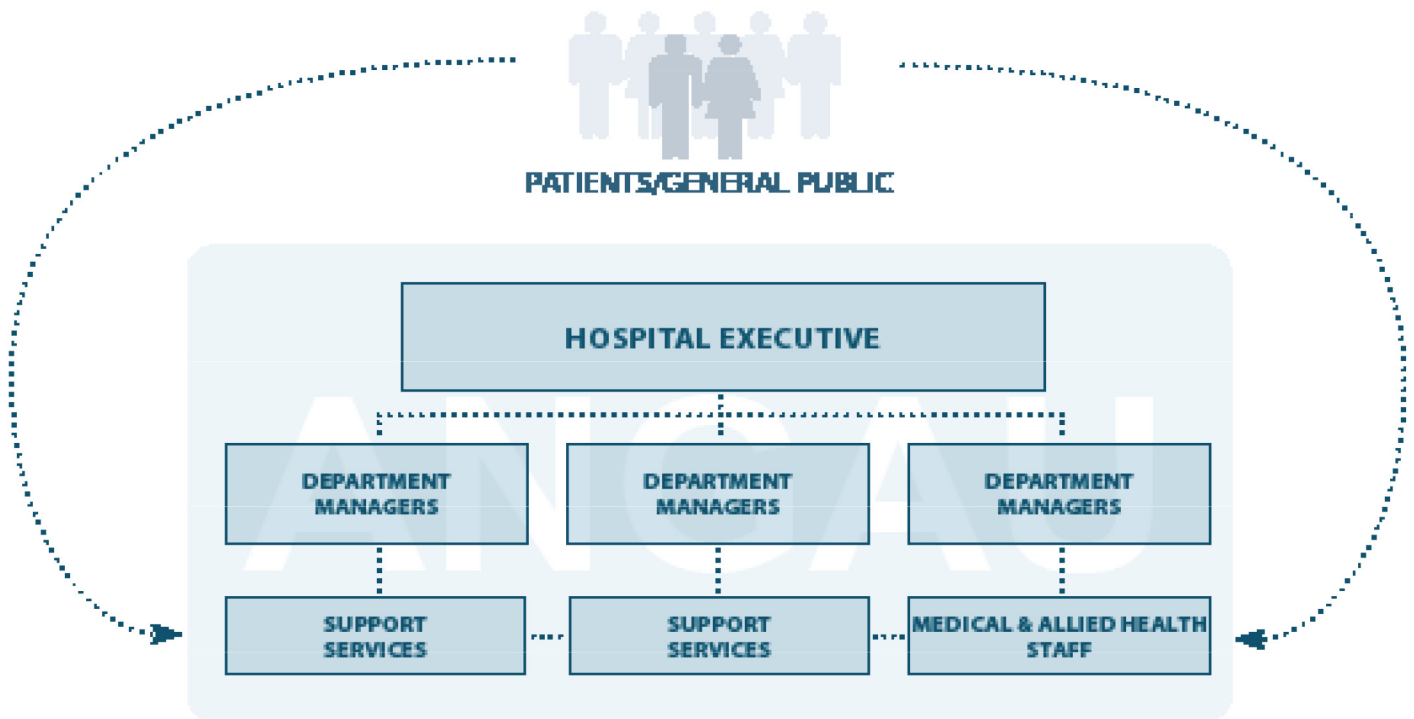
We thank you all for your support to ANGAU in 2018 and look forward to a successful 2019 with the transition to the Morobe Provincial Health Authority.

May God Bless each and every one of you.





# Organisational Structure



MANAGEMENT



**Chief Executive Officer**  
Chris Kenyhercz



**Director Corporate Services**  
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



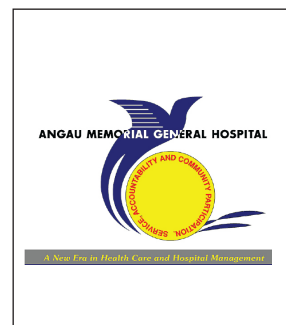
**Provincial Health Representative**  
Micah Yawing  
Provincial Health Advisor



**Business Representative**  
Nellie McLay  
Lae Chamber of Commerce



**Staff Representative**  
Simon Kasa  
Senior Medical Officer Urology





# NURSING SERVICES REPORT

The Nursing Directorate of ANGAU General Hospital like all other hospitals continues to do our part to support the National Government's Vision 2050. Every health worker is therefore challenged to effectively and efficiently harness the resources and professionalism available to achieve targets and objectives as a hospital as set under the NDoH plan of 2011-2020. Although health is everybody's business as quoted by health professionals, the Nursing Directorate realizes that the Health Sector Strategic Priorities 2016-2020 can only be possible if we all as nurses stay focused in delivering efficient and effective patient care. We have continued with our effort in strengthening patient care through improving the quality of health care. It is our responsibility to ensure good health care is administered to every patient. Only then 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.**



## STAFF

The nursing Directorate comprises the Director Nursing Service, two Deputy Directors Clinical and Administration, four Unit Supervisors and for Coordinators who are managing the Nursing Training, Nursing Research, Nursing Standards and Health Promotions. These perorations have been significant in every way at the hospital and some are captured below in the facilitating





the development of the health care.

However due to the current and ongoing redevelopment of the hospital, all these 20 Nursing Directorate staff and functions including the Executive Assistant and a Clerk will be relocate to the Gware Wing beginning 2019.

## Nursing Clinical Staff

## Distribution.

### UNIT 1 – Clinical Supervisor

Ops Theater	ICU	Surgical 1B	Ward 7D	Orthopaedic	Consultation	CSSD
Specialist - 5	Specialist - 3	Specialist - 3	Specialist - 1	-	-	Specialist - 1
N/O - 13	N/O - 11	N/O - 10	N/O - 7	N/O - 7	N/O - 7	N/O - 2
CHW - 9	CHW - 6	CHW - 5	CHW - 5	CHW - 5	CHW - 6	CHW - 3

### UNIT 2 – Clinical Supervisor

Ward 4BC	SCN	COPD	Blood Bank
Specialist - 3	Specialist - 4	Specialist - 2	Specialist - 2
N/O - 10	N/O - 9	N/O - 7	N/O - 4
CHW - 8	CHW - 6	CHW - 6	CHW - 1

### UNIT 3 – Clinical Supervisor

A&E	Med Wd 7A	Med Wd 7C	TB Wd 2CD	AM-DCC	FSC	TB Dots	Mental Health	Friends Clinic
Spe'list - 5	Spe'list - 2	Spe'list - 1	Spe'list - 1	Spe'list - 1	Spe'list - 1		Spe'list - 3	Spe'list - 1
N/O - 15	N/O - 13	N/O - 7	N/O - 3	N/O - 3	N/O - 5	N/O - 2	N/O - 3	N/O - 3
CHW - 11	CHW - 9	CHW - 2	CHW - 4	CHW - 4	CHW - 1	CHW - 3	CHW - 1	CHW - 2

### UNIT 4 – Clinical Supervisor

Ward 3B	Ward 3A	Ward 3C	AnteNatal	Ward 1CD	WWC	Physiotherapy
Specialist - 16	Specialist - 1	Specialist - 4	Specialist - 7	-	-	-
N/O - 17	N/O - 7	N/O - 8	N/O - 7	N/O - 7	N/O - 1	-
CHW - 6	CHW - 6	CHW - 5	CHW - 2	CHW - 3	-	-

The Nursing Directorate is still to fulfil its total staff ceiling. The ongoing recruitment will assist in strengthening the establishment especially when most of the vacant positions are now being sorted for appointments.

## TRAINING

The Nursing Directorate of Angau Hospital continues to support nursing staff training both internally and externally. These will enable activate and spontaneous up-skilling of knowledge.

In 2018 many nurses took up internal training courses and workshops facilitated by our in-house trainers. This is good and encouraged by management. Otherwise the Hospital management encourages the external training for our staff. As such in 2018 we see nine nursing staff being approved by the management and training committee to undertake further training mainly at the University of Papua New Guinea medical faculty. A further seven staff have been identified by training coordinator training beginning 2019. Angau hospital management encourages staff training as in turn can only help improve staff performance and enhance quality patient care.

## NURSING STANDARDS

To achieve Continuum of Care, the nursing staff must comply with the Nursing Standards. This outlines the procedures and practices that will guide nurses in their duties. This manual has taken a little longer than anticipated to be published. The circumstances surrounding the delay is being attended to with a term of reference for implementing the review process is now being circulated for appropriate stakeholders to review.

A workshop training on Documentation of Nursing Practices was formulated and conducted successfully during the year. In a way this workshop will enable participants to better understand the importance of nursing documentation.

The Nursing Clinical Practice Committee also adopted two policies this year. These are the Controlled Substance & Storage Policy (amended) and the Medical Certificate Issuance Policy.

## NURSING RESEARCH

Nursing Research will remain an integral part of our profession in nursing practices. The nurses symposiums is and will be the stepping stone for all research to enable our staff to be enriched by the outcomes to enhance their performances and in turn re-educate our other staff.

In 2018 a Research Paper presented by Mr

Ian Payau during the Popondetta Nurses Symposiums was awarded the second prize. We congratulate his efforts and we encourage other staff to leap beyond their comfort zones and strive to achieve such accolade.

## HEALTH EDUCATION

The Nursing Directorate encourages Health Education and Health Promotions to enable the population especially in and around Lae City to be educated on good health care and improved hygiene for healthier living. These programs are focused and delivered through three main activities to the public. These include;

- In – Reach Health Education Activities and Awareness
- Out – Reach Health Education Activities and Awareness
- World Health Days as declared throughout the year

The daily health clinics were very effective in 2018 through these training. Our focus on the Out-Reach Health Education Activities Awareness programs delivered 35 activities.

The outcome was very positive indication the awareness of our lifestyle is being considered seriously by individuals.

A Radio Doctor program with the theme 'My Health Matters' was initiated and approved this year to be aired through radio. With the approval of the local Catholic Radio Station 103.7 FM service, the program was been a success as many listeners in the city of Lae tune into this station. This program will continue in 2019.

## SERVICES

In what is a first for the hospital, staff in Ward 7A have stated on an ambitious project called 'Raising Nursing Leaders' with the aim of identifying potential team leaders so they can become confident in taking ownership and responsibilities of each shift. This is supported by the Nursing Administration and we anticipate the success to filter into and adopted by the other wards soon.

Statistics in 2018 will show that tuberculosis is the most common cause of admissions both Pulmonary and Extra Pulmonary followed by Malaria, HIV and Meningitis. These admissions are captured in Ward 7A and our thanks to the staff there with their nursing professionalism they have done extremely well in their nursing care.

Vaccination teams were immediately dispatched to the affected areas to administer immunization. With the outstanding preparedness of our specialist staff the outbreak was contained and ensured it did not re-emerged. There were a total of 25 patients seen with Measles and 19 with Polio, all treated and released.

NGO Marie Stopes are continuing the implants in the PostNatal ward with total of 1, 458 mothers receiving the treatment in 2018. However the number of mothers delivered at the PostNatal ward is a representation of the ever increasing population of Lae city as becoming the most industrious and populous city.

## TRIBUTE

The Nursing Directorate and all nursing staff pay tribute to our colleagues Mrs Alebo Malawaka who passed on in late 2018.

The late Mrs Malawaka was a very understanding, talented and most of all a very friendly nurse with the patients who she served. She was an active member of the Christian community that she serves and very outstanding in sports locally and when she represented the country. Her outstanding service to the nursing profession will surely be missed.

## ACKNOWLEDGEMENT

We acknowledge the following organizations and groups for their support and care giving:

1. St. Mary's Catholic Women's club for cooking food for patients.
2. Catholic Radio Station 103.7 FM for delivering the "My Health Matters" program.
3. The many denominations and Church group

visits in uplifting Patients spiritual needs.

4. Marie Stopes for continuing with the implants to assist in family life.
5. Team of Doctors from ANZ Pain Management.
6. HRM Morobe government for continued support in PSI training.

## CONCLUSION

Quality Nursing and Patient Care will always continue to be a nurse's professional mission and vision. The Directorate encourages and nurtures the development of our staff to maximize the opportunities available and ensure we perform to patient cliental expectation. We encourage nursing training to enable efficient management of the nursing and patient care. We encourage outreach programs to give population with Lae City a better and improved life and lifestyle. As we look forward the results show we are progressing extremely well to enable our hospitals to become most effective and referral hospital. The redevelopment of the hospital now taking place can only strengthen our mission through uplifting of staff performance and enhance health care. From the Nursing Services Directorate and all the nursing staff I wish to convey our sincere Thank you and appreciation to the Hospital Board, CEO, Management and John staff for supporting us in our success in 2018. We look forward to the redevelopment changes and challenges the New Year will bring.

**SR CONCILIA AMOL**

*Director Nursing Services*





# Corporate Services

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:-

## 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 management of annual budgetary appropriations, internal revenues, expenditures, accounting and reporting according to relevant standards and procedures.

### Achievements in 2018 include the following:

- 2017 Annual Accounts Audit done awaiting management response and final Audit Opinion from Auditor General's Office.
- 2017 quarterly and annual Financial Reports completed including monthly Bank

Reconciliation reports.

- Smooth installation and operations of the MYOB Accounting System, producing effective Monthly Bank Reconciliations and Financial 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.
- Adapt new budget and expenditure structure due to establishment of Morobe Provincial Health Authority (MPHA) in accordance with PHA Act.
- Liaise with Auditor General's Office for the Audit of 2018 books.
- Consider training opportunities to improve Staff on Strength (SOE) within accounts and revenue sections.

## 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 2018 include the following:** **Personnel Section:**

- Data cleansing of unattached officers
- Identifying aging workforce and recommending to DPM and Finance for retirement/retracement.
- Most casual absorbed into concept payroll

## **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 2018 include the following:** **Training and Development Section:**

- Two (2) Nursing Officer completed Bachelor in Nursing Administration/Nursing Education training at UPNG in 2018.
- One (1) Nursing Officer completed Bachelor in Community Health Nursing at UPNG in 2017.
- One (1) Nursing Officer completed Bachelor in Clinical - Pediatrics Nursing at UPNG in 2017.
- One (1) Corporate Services staff completed Certificate in Computing at ITI Lae in 2018.
- One (1) Medical Service staff enrolled for Office Administration at TAFE, Lae in 2018
- Forty six (46) public servants inducted into the public services with permanent status as public servants in 2018.
- Training Policy reviewed and updated by Training Committee in 2018.
- One Medical Officer graduated in Oncology from University of Wales (UK) in 2018.

## **Plans for the future:**

### **Training and Development Section:**

- Training Team to develop a five year Training Development Plan for ANGAU Hospital

Achievements in 2018 include the following:  
Organizational and Method Section:

- Advertisement, recruitment and new hires of about sixty four (64) medical, nursing and corporate services staff completed in 2018.
- Updating of establishment comparison table for 2018.
- O & M to have access to concept payroll system

## **Plans for the future:**

### **Organizational and Method Section:**

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

## **Achievements in 2018 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

## **GENERAL SERVICES SECTION**

The General Services Section is managed by the Coordinator of General Services with ninety eight staff working under him. There are twelve main sections in the General Services: (a) Laundry (b) Sanitary and Grounds (c) Stores and stationery (d) Kitchen (e) Transport and Communication (f) Patient Service Attendant (g) Patient Pottering (h) (i) Security (j) minor service contracts. . The Coordinator General Services is responsible for the overall management of Hospital Support Services for effective performance and output as per the Public Service General Orders.

The task includes managing and maintaining effective flow of Hospital services in non-clinical areas as aforementioned.

### **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 2018 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.

## **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 2018 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.
- Increase kitchen staff by five with up skills training to meet the demands of modern Hospital Kitchen services

## **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 2018 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 through computerized system



## **Achievements in 2018 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.

### **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 2018, 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 2018 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.

## **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 2018 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.
- Purchase of a new 30Kg washing machine to support the two 50Kg machine.

### **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.
- Recruitment of additional Seamstress
- Major purchase of additional new linens

## **Achievements in 2018 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 2018 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.

## **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 2018 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.

## **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 2018 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.

**MR AUNG KUMAL**  
Director Corporate Services



# Medical Services

## CORE FUNCTION

ANGAU Hospital functions as a regional referral Hospital for MOMASE, the Lae Urban Clinics in Lae & the 9 Districts of Morobe. ANGAU provides a wide range of clinical hospital specialized services as well as hosting the National Cancer Treatment Centre and the artificial limbs manufacture (NOPS) for lower limb amputees.

## OVERVIEW

ANGAU Hospital is the 2nd largest referral Hospital in PNG, strategically located in Lae where Lae happens to be the centre of Morobe Province as well as the rest of PNG. Lae is easily accessible to 80% of the County's Population by land, sea and air transport. This explains the high influx of patient's at ANGAU Hospital.

The Lae Urban Boundary covers parts of Nawae and the Huongulf Districts that have customary land owner run settlements. It is the settlement's growth that is contributing to the increase in LAE City's urban population growth. Lae's estimated population is around 350,000.

Morobe is PNG's largest Province with nine districts both by land mass and its population of 300,000-350,000 or more. The Morobe Provincial Government faces logistical challenges in delivering government services to its citizens over a large land and sea area where more than half the population is inaccessible by road. Air and sea transport are infrequent, risky and expensive to sustain and costly for the general population within these areas.

ANGAU Hospital's annual patient attendance while accessing various Hospital based services has been increasing every year as shown in this table. The monthly average admission to all wards in ANGAU was 1,422 for 2018.

Annual General Patient Attendance from 2014 - 2018

2014	2015	2016	2017	2018
92,774	100,060	110,701	139,298	158,421

ANGAU Hospital recorded births/deliveries in 2018 averaged 24.5 per day, with a monthly average of 731 and annually 8,776 which is second to PMGH.

The National Cancer Radiation Treatment Centre and the National Orthotic & Prosthetic Centres are both located at the ANGAU Hospital.

National and regional referrals are accepted and managed both as inpatient and outpatient.

## MANPOWER SUMMARY

In 2018 there were 196 staff members working under Medical Services responsible for the various clinical units and clinical support services in the hospital. Out of this, 148 members were under the Hospitals structure, while 43 were on the National Health Department positions and 5 officers were employed by the Provincial Health Division in Morobe.

The number of medical officers, (Registrars, & Specialist Medical Officers) working in the hospital

in various sections was 50.

## CLINICAL ADMINISTRATION

Clinical Administration is coordinated at the Director Medical Services office by three administrative support staff who attended to both staff and patient needs.

## EMERGENCY DEPARTMENT (ED)

The Emergency unit at ANGAU is open 24 hours, 7 days a week for all patients' main entry point except for labouring mothers who go straight to the Labour wards.

Annual ED Attendance From 2012 - 2018

2012	2013	2014	2015	2016	2017	2018
34,955	32,429	35,612	39,783	31,472	36,029	39,731

Trauma victims presenting to ED have increased to 20% of the total patient attendance in 2018 and have exhausted 70% of ANGAU's limited medical consumables and doctor's time. A user fee structure will recoup some cost as well as discourage trauma events in the community for the future.

## INTERNAL MEDICINE

Internal Medicine covers General Medicine, Infectious Disease (TB, HIV) and Psychiatry.

The Medical doctors are attending to an increase in TB, HIV and Lifestyle Diseases (Heart Disease, Hypertension, Diabetes) both in 2018 and the previous few years.

Malaria and Respiratory Track Diseases (Asthma, Chronic Obstructive Airways Disease) are still common in LAE.

TB, HIV, Diabetes and Hypertension with Heart Disease have been the leading causes of adult Morbidity and Mortality in ANGAU in the recent few years including 2018.

HIV/AIDS & TB combined had taken up more than half of the available patient bed space causing medical unit's excess block at ED.

Malaria is always prevalent in LAE due to its frequent wet season that impacts on our anti-malaria drug supply at ANGAU hospital

pharmacy too.

TB, HIV/AIDS, and all Sexually Transmitted disease are National Govt. exempted of any fees.

## ANUA MORIRI DAY CARE CENTRE (HIV CLINIC)

Anua Moriri Day Care centre is a day clinic that coordinates all HIV/AIDS patient management in supervising all patients counselling & administration.

### TB DOTS CLINIC

TB DOTS Clinic screens all new to confirm TB diagnosis, registers TB patients, and commences multidrug TB treatment then discharged to respective outpatient clinics and LAE Urban Clinics for continuation of this TB DOTS treatment.

TB DOTS Clinic manages referrals from Health Centres, Urban Clinics, Private Clinics, Church Health Facilities in LAE and other sections of ANGAU Hospital.

The number of TB cases has increased recently due to over-crowding and failure of the DOTS program resulting in defaulter cases and multidrug resistance. Children with TB are managed by the Paediatricians.

Annual Yearly Attendance TB DOTS Clinic from 2014 - 2018

2014	2015	2016	2017	2018
6,978	6,805	8,892	10,945	11,348

## COMMENT ON TB DOTS PROGRAM

Tuberculosis as a disease was well under control with only few sporadic cases using the old treatment regime. Its cure rate was high until the TB DOTS (Directly Observed Treatment) program was introduced. The DOTS regime places restriction on a patient's freedom of life by reporting to a health worker every day, week or month thus defaulter cases rise due to failure of compliance.

Multidrug resistance to TB drugs was uncommon using the previous regime that was used in the

1980s, 1990s and 2000 as it had been mandatory on health education for all TB treatment compliance, and reviews were done monthly or when necessary with adequate supplies of the TB Drugs to the patients.

## STD (FRIENDS) CLINIC

The friends (STD) Clinic attends to patients with Sexually Transmitted Disease. It is located on the first floor of GWARE Building and is run by the Provincial Disease Control Unit.

## PSYCHIATRY (Mental Health)

The Psychiatric Unit at ANGAU is a part of the Internal Medicine unit managing all mentally ill patients both as outpatient clinics and admitted inpatients.

Substance abuse, break down in our traditional cultures and the sudden change in western lifestyle have contributed to an increase in the incidence of psychiatric or mentally ill cases observed in the younger age group.

## SURGERY

The surgical unit covers General Surgery, Orthopaedics, Urology, Paediatric Surgery, ENT and Ophthalmology. There were 3,296 surgical cases operated on in 2018.

## EAR, NOSE & THROAT (ENT)

The ENT Clinic attended to a total of 4,572 cases in 2016 and 4,087 in 2017 and in 2018, attended to 3,907 cases.

## OPHTHALMOLOGY (EYE)

The commonest day surgery at the EYE Clinic is Cataract Surgery in the elderly with intra ocular implants.

General eye testing for both short & long sightedness etc done and prescriptions are written out for patients to buy eye glasses (spectacles).

Annual Eye Clinic Attendance 2016 - 2018

2016	2017	2018
2,860	3,021	2,799

## 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 2018 Paediatric unit admission cause distribution is similar with the six common causes of childhood morbidity as below but with a change in the order.

1. Pneumonia
2. Severe Malnutrition/Under nutrition
3. Diarrhoeal Diseases
4. Neonatal sepsis
5. Malaria
6. Meningitis
7. TB(Tuberculosis)

Severe Malnutrition/Under nutrition combined with Tuberculosis the most common cause of admission to the Children's ward.

## NEONATOLOGY

Special Care Nursery (SCN) manages sick new born babies admitted directly from the Birthing Suite and managed until the neonates are well enough to join their mothers.

In the year 2017 there were 1,190 neonates admitted to the SCN, this increased in 2018 to 1,537. The common causes of admission into the Special Care Nursery are Neonatal Sepsis, Severe Birth Asphyxia and Very Low Birth Weight (99%).

## CHILDREN'S OUTPATIENTS (COPD)

Children's Outpatient is the main entry point of all sick children under the age 14 years usually with a referral letter or as an emergency case for direct access. It is open from 8am to 4pm and manned by two experienced HEO's and several Paediatric Nursing Officers. Their admissions to the children's ward and the surgical ward for trauma cases like fractures.

Annual COPD immunization from 2016 - 2018

2016	2017	2018
14,307	13,800	4,163



Annual COPD Attendance From 2014 - 2018

2014	2015	2016	2017	2018
25,639	27,714	34,169	41,844	37,313

## PAEDIATRICS REVIEW & SPECIALISED CLINICS

The review clinics are ongoing management of a variety childhood illnesses like Cardiology, Neurology, Endocrinology, TB & HIV, Under Nutrition/Malnutrition

## OBSTETRICS AND GYNAECOLOGY (O&G)

The Obstetrics & Gynaecology section manages all birthing mothers in the labour ward and the female adult with diseases of their reproductive system (Gynaecology).

The six year annual hospital recorded births were an average 8,880 births which show that ANGAU hospital recorded births is second to PMGH.

ANGAU had in 2018 increased its number of specialist obstetricians from 2 to 4, where its recent statistics of safe motherhood and better baby care outcomes have been achieved.

Annual Hospitals Recorded Births from 2013 to 2018

2013	2014	2015	2016	2017	2018
8,882	8,332	9,241	9,101	8,941	8,776

## ANAESTHETICS & INTENSIVE CARE SERVICE

The Anaesthetic Unit assist all forms of surgery by putting patients to sleep during surgical operation as well as managing the critically ill patients on respirators in the Intensive Care Unit ICU.

This critical patient management service is occasionally faced with challenges due to shortage of essential drugs, malfunctioning Anaesthetic machines that support life both during surgery and when patients are unable to breathe normally.

## RURAL & URBAN MEDICAL OUTREACH

The Rural and Urban Clinic Outreach unit had at least weekly or twice weekly visited most urban clinics in the city so as to reduce their referral to ANGAU's Emergency Department.

The Wampar, Situm, and Mumeng Health Centres have also been visited and less frequently Wantoat and Mutzing.

The other district hospitals and health centres will be visited when logistics funding is made available by the new Provincial Health Authority.

Doctors and HEO are now available to continue this vital Rural & Urban outreach program to make health care accessible to the community in 2019.

## DENTAL CLINIC / ORAL HEALTH

ANGAU Hospital's Dental Clinic in Lae top 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. In 2017 the hospital took delivery of a three room dental clinic that is inadequate to meet the demand of the population of both Lae and Morobe Province. In 2018, the clinic attended to 4,100 with various oral health issues.

## CANCER CENTRE (ONCOLOGY)

The National Cancer Treatment Centre (NCTC) in ANGAU Hospital currently offers Palliative Chemotherapy to all Cancer Patients. It is currently jointly operated by NDOH and ANGAU hospital.

There has been no Radiation Oncologist at the NCTC for the last three years. The current Cobalt radiation source has decayed beyond its useful life and will require replacement with a new source which will need to be sourced through the International Atomic Energy Authority (IAEA).

It is advisable that patients present early so that they can benefit from all modes of cancer treatment (Surgery, chemotherapy and radiotherapy) for a better chance of cure/

survival.

## PHYSIOTHERAPY

The Physiotherapy clinic is a day-clinic run by our group of physiotherapist that attend various patients, post operatively, post stroke, chest congestions and various forms of disability to augment and accelerate their recovery to return back to near normal life as much as possible.

On certain occasions the physiotherapist do home visits as a follow up of some of their long term patients and to train relatives and the patients to continue exercise at home until regains or restoration of near normal function.

The graduate physiotherapist also supervises Resident physiotherapy graduates from the DWU.

Annual Physiotherapy Sessions for 2016 -2018

2016	2017	2018
3,932	3,655	3,414

## FAMILY SUPPORT CENTRE (FSC)

Family Support Centre is jointly manned by both Nursing officers and social workers. They conduct a day clinic but can be called in for emergencies to attend to victims of family violence. A new FSC building was provided by the Australian Government as part of the ANGAU REDEVELOPMENT PROGRAM. This building is located at the back of the hospital for privacy and ease of patient management.

In 2017 1,483 victims of abuse of all forms, out of this 1,414 were females and 69 males. Out of this most of the victims were females above the age of 13.

In 2018, adults accounted for 1308 and children accounted for 388.

Annual total victims attended to from 2015 - 2018

2015	2016	2017	2018
995	446	1,483	1,696

## SOCIAL AND SPIRITUAL WELFARE SERVICE

The Social Welfare service is offered by 3 qualified social workers and one Seminary Graduate

Pastor who all collectively or individually conduct counselling sessions for patients in need.

The hospitals counselling service offers relieve to both patients and relatives personal, social and spiritual needs.

Social workers 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.

## NATIONAL ORTHOTIC AND PROSTHETIC SERVICE (NOPS)

This rehabilitative supportive centre manufactures artificial limbs 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.

Total number of artificial limbs manufactured and fitted

2012	2013	2014	2015	2016	2017	2018
256	322	455	713	685	359	231

## MORTUARY SERVICE

The hospital had 4 containerised freezers with temperatures regulated to store remains of deceased persons before taken away for burial.

Twice weekly autopsies were conducted to determine the causes of death upon a coroners request for an autopsy.

In 2018 a total of 130 post mortem examination done at the Mortuary.

The hospital conducted a mass burial of 103 unclaimed bodies in 2018.

Annual total count of bodies stored in the Hospital mortuary.

2012	2013	2014	2015	2016	2017	2018
1,476	2,627	1,758	2,550	2,775	3,216	1,769

## BIOMEDICAL EQUIPMENT ENGINEERING

The Biomedical equipment maintenance unit maintain and repair all biomedical equipment in the Hospital. It is manned by three technicians. The Biomedical Unit has eventually run out of space to perform its operations.

## MEDICAL LABORATORY

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

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

## MALARIA LABORATORY

The Malaria Laboratory processes' blood slides for viewing malaria parasites microscopically. RDT is also done here to determine the presence of malaria antigens as evidence of malaria infection. RDT is 85-95% more reliable than malaria blood slides test since it detects the malaria antigen of an infected person.

Malaria Blood Test done at ANGAU

2016	2017	2018
9,741	8,094	16,968

## FRIENDS CLINIC (STI)

The Sexually transmitted disease clinic attended to 3,740 patients in 2017 which increased to 4,575 in 2018. These patients are exempted of any fees.

## BLOOD BANK

The Blood Bank is usually run by Nursing staff but functions under Medical Services is successfully attended to 6,185 donors in 2016,

then 7,511 in 2017 and in 2018 they attended to 7,109 donors.

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 diagnostic procedure that helps clinicians confirm diagnosis of various illness and bone injuries. The commonest is the plain X-Rays, conventional X-Ray machines, an Ultrasound Scan, Mammography machine and C. T. Scan. In 10 months, 16,362 X-rays were taken for various patients in 2018.

## PHARMACEUTICAL SERVICE

The Hospital Pharmacy was short supplied with pharmaceutical and medical consumables from the Government Base Medical Stores that it exhausted all its trust account funds to zero balance.

Annual Prescriptions Served at ANGAU Pharmacy

2015	2016	2017	2018
53,804	55,939	60,745	68,955

The trend of increase matches the increase in the general population as well as new emerging diseases.



*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.*





The hospital had no choice but to exhaust its limited funds to buy drugs and pharmaceutical consumables due to shortfalls by the NDOH.

Adequate funding for hospital's like ANGAU will enable it to continue to supplement pharmaceutical products short falls in the Govt. supply system.

Annual Hospital Expenditure on Pharmaceuticals & Medical consumables

2016	2017	2018
K820,728	K1,307,420	K2,466,197

## MEDICAL LIBRARY

Medical Library provides reference books and journals for all hospital staff who wish to further their medical training. Currently not fully resourced and plans for an internet cafe until after the hospital redevelopment is complete with a permanent Library space.

## PATIENT MEDICAL RECORDS

Patient Medical Records management is part of the hospitals statistics and other information that are collected daily and tabulated for such annual reports.

Patient Medical Records are used by doctors for teaching, research and monitoring various disease trends.

All data is useful information that the management uses for future planning both locally and nationally.

## CHALLENGES

1. Some specialised essential hospital staff positions are not readily available within country currently.
2. Hospital Redevelopment currently underway has accelerated the current manpower may be ill equipped to adopt easily by learning newer ways of patient care.
3. High cost and inadequate hospital Medical consumables (Drugs, Reagents, X-Ray films) and other Medical Consumables by NDOH has and will continue to force ANGAU hospital to exhaust internal funds like in 2018 where we were forced to impose minimum user fees to sustain services.
4. All of Lae City's Urban Clinics will benefit with a full time HEO backed up with regular medical visits by ANGAU Hospital doctors to meet urban patient expectation as well as reduce ANGAU ED attendance.





# ANGAU

## MEMORIAL GENERAL HOSPITAL



# FINANCIAL STATEMENTS

**For Year Ended 31 December 2018**



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## Declaration by Management

- a) The accompanying financial statements of the Angau Memorial General Hospital have been drawn up so as to give a view of the receipts and payments of the Hospital for the year ended 31 December 2018.
- b) This report has been prepared in accordance with the Finance Instructions 2/2004 issued under Section 117 of the *Public Finances (Management) Act 1995* and the International Public Sector Accounting Standard - *Financial Reporting Under the Cash Basis of Accounting*.
- c) We certify that all records and books of account have been properly maintained.
- d) We certify that the Statement of Receipts and Payments for the year ended 31 December 2018 is correct.
- e) As at the date of this statement there are reasonable grounds to believe that the Hospital will be able to pay its debts as and when they become due and payable.

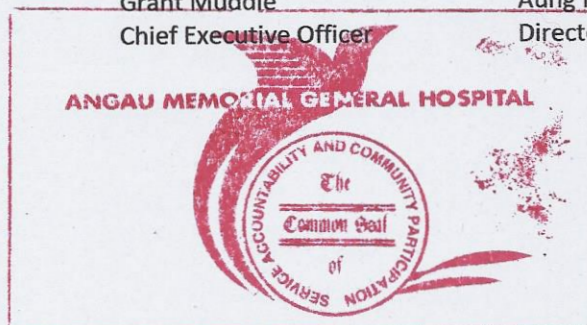
On behalf of the Board

Signed in Lae this 24<sup>th</sup> day of September 2019

David Wissink  
Chairman

Grant Muddle  
Chief Executive Officer

Aung Kumal  
Director Corporate Services



# Consolidated Statement of Accumulated Funds

As at 31 December 2018

	FY 2018	FY 2017
Accumulated Funds brought forward,	35,561,380	41,632,164
Operating surplus / (deficit)	(5,352,636)	(6,070,784)
Total Accumulated Funds	<u>30,208,744</u>	<u>35,561,380</u>

This is represented by :

## Current Assets

Operating bank account	4,836,899	7,463,376
Trust bank account	4,648	64,639
Redevelopment bank account	14,981,218	7,945,893
Interest Bearing Deposit	10,385,979	20,087,472
Net Cash / Funds Available	<u>30,208,744</u>	<u>35,561,380</u>



# Consolidated Statement of Receipts & Payments

For Year Ended 31 December 2018

	Notes	Receipts/Payments		Receipts/Payments		Receipts/Payments		Receipts/Payments		Receipts/Payments		Receipts/Payments	
		Total	Total	Controlled by	Government	Controlled by	Government	Controlled by	Government	Controlled by	Government	Controlled by	Government
		FY 2018	FY2017	Entity	Entity	Entity	Entity	Entity	Entity	Entity	Entity	Entity	Entity
				FY 2018	FY 2018	FY 2018	FY 2018	FY 2018	FY 2018	FY 2017	FY 2017	FY 2017	FY 2017

# Notes to and forming part of the Financial Statements

*For Year Ended 31 December 2018*

## **1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

The Angau Memorial General Hospital provides primary health and hospital services to the people of Morobe Province, mainly funded by the Government of Papua New Guinea. The objectives of the Hospital are to: manage and maintain curative services, improve standards of patient's care, provide training to medical students and other health staff and provision of specials doctors in the hospital and in the rural area.

The Angau Memorial General Hospital is established under the *Public Hospitals Act 1994* which regulates the services and functions of the Hospital, its Board, its CEO and the appointment of officers. The Hospital is a public body and reports and operates under the *Public Finances (Management) Act 1995*.

### **1.1 Basis of Accounting**

The financial statements are general purpose financial statements and have been prepared on a cash basis of accounting in accordance with the International Public Sector Accounting Standard (IPSASs) - *Financial Reporting Under the Cash Basis of Accounting* issued by the International Federation of Accountants.

The financial statements are in line with requirements for non-for-profit entities in Papua New Guinea as required by the Finance Instructions 2/2004 issued under Section 117 of the *Public Finances (Management) Act 1995*.

The accounting policies set out below have been applied in preparing the financial statements for the year ended 31 December 2018.

The going concern basis was used to prepare the financial statements.

### **1.2 Basis of Consolidation**

The financial statements incorporate operating bank account and other trust and project accounts.

The balances and effects of transactions between the accounts included in the financial report have been fully consolidated. Separate records were maintained for each account:

- (a) Operating Account with the BSP Bank; for the purpose of receiving government grants and used for payments of personal emoluments, goods and services and other ongoing expenses and fixed assets such as office equipment, plant & equipment and motor vehicles .
- (b) Trust Account with BSP Bank : for the purpose of collecting patient fees, donations, house rentals and other receipts. The money is used to pay for purchase of medical drugs, medical supplies and other operating expenses.
- (c) Project Redevelopment Account with BSP Bank; for managing funds for specific projects.



# Notes to and forming part of the Financial Statements

*For Year Ended 31 December 2018*

## **1.2 Basis of Consolidation (Cont)**

Project codes are assigned in the Hospital's financial system that enables the Hospital to separately identify and report on funds received for specific projects.

In many cases, this is necessary to meet contractual and accountability obligations imposed by funding bodies. The project monies are placed in special bank account and expended in accordance with the terms of government agreements. The monies are not available for other purposes.

## **1.3 Functional and Presentation Currency**

The financial report is presented in Kinas.

## **1.4 Foreign Currency Transactions**

Transactions denominated in a foreign currency are converted at the rate of exchange prevailing at the date of the transaction.

## **1.5 Comparative figures**

Where necessary, comparative figures have been adjusted to conform with changes in presentation in these financial statements.

## **1.6 Cash at Bank**

Cash at bank comprises cash on hand, cash at bank, deposits held at call and money market investments which can be readily converted to cash. The Hospital does not operate a bank overdraft.

## **1.7 Receipts**

Government Grants are recognized as revenue at the time the cash is received in the operating account. Patient fees are recognised as revenue at the time when the cash is collected.

Appropriations and other cash receipts are deposited into its bank accounts and are controlled by the Hospital's Board.

## **1.8 Payments**

Payments are recognized as expenses at the time the cheque is raised for payment.

## **1.9 Taxation**

The Hospital is exempt from paying all types of taxes, including income tax. This is in accordance with the *Income Tax Act 1959*, Section 24 Subsection A – Exemption of Public Authorities.



# Notes to and forming part of the Financial Statements

For Year Ended 31 December 2018

## 1.10 Events Since Balance Date

There is no event occurring after the balance date that could materially affect the financial position of the Hospital as at 31 December 2018.

## 1.11 Economic Dependency

The Hospital is to a significant extent dependant on monies received from the Government to fund its operations. In 2018, funding from Government represented 98.8 % (2017: 98.5%) of the total receipts.

## 1.12 Payments by Other Government Entities – Department of Finance

The Hospital benefits from payments made by Department of Finance. These payments constitute cash receipts and payments of the Hospital, and are controlled by the Hospital, as the Personal Emoluments have been appropriated through the National Budget.

The International Public Sector Accounting Standard (IPSASs) - *Financial Reporting Under the Cash Basis of Accounting* requires separate presentation of the Payments by Other Government Entities in the Consolidated Statement of Receipts and Payments. These financial statements did not follow the requirement hence; it represents a departure from IPSAS.

## 1.13 Fixed Assets

The Hospital does not maintain a fixed asset register and is therefore unable to disclose total balances for fixed assets in the financial statements.

Set out in the table below is a summary of fixed asset addition for the past 8 years :

	Office Equipment	Plant & Equipment	Motor Vehicles	Renovation & Construction	Total
FY 2011	164,630	535,578	134,642	114,682	949,532
FY 2012	140,152	917,013	79,990	5,430,722	6,567,877
FY 2013	309,586	738,613	561,511	1,494,394	3,104,104
FY 2014	633,847	2,147,813	56,089	4,807,104	7,644,853
FY 2015	1,019,371	1,483,595	-	4,570,495	7,073,461
FY 2016	404,960	47,140	-	234,523	686,623
FY 2017	323,914	4,941,005	-	251,807	5,516,726
FY 2018	147,627	597,420	1,677,767	3,767,192	6,190,006
	<u>3,144,087</u>	<u>11,408,177</u>	<u>2,509,999</u>	<u>20,670,919</u>	<u>37,733,182</u>

# Notes to and forming part of the Financial Statements

*For Year Ended 31 December 2018*

## 1.13 Fixed Assets (cont)

The Hospital owns land and set out below is a register of the current land holdings :

	Section	Allotment	Town	Province
Hospital Site - Markham Road, Lae	177	03	Lae	Morobe
Hospital Staff Housing - Markham Road, Lae	177	04	Lae	Morobe
Old Airport Land - Markham Road, Lae	375	13	Lae	Morobe
House & land - Sangeng Street, Omili, Lae	123	05	Lae	Morobe

## 1.14 Liabilities

The Hospital does not maintain a creditors ledger and is therefore unable to disclose balances for trade creditors and other liabilities in the financial statements.

## 1.15 Medical Materials

The Hospital incurred costs in purchasing medical drugs and pharmaceutical products that are not readily available in the Area Medical Store.

## 2. Government Grants

The Government provides grants to the Hospital through the Annual Budget and the Department of Health which are received in the operating account to finance the Hospital's operational requirements.

## 3. Interest Income

The Hospital earns a nominal amount of interest on the Hospital Trust Account held with BSP. The interest income earned on the trust bank account was transferred by way of automatic direct debit to a bank account nominated and controlled by Department of Health.

The Hospital also earns interest income on funds it has invested with an interest bearing deposit with Bank of South Pacific. The interest is re-invested with the principal amount of the term deposit.



# Notes to and forming part of the Financial Statements

For Year Ended 31 December 2018

## 4. Appropriations from Government

	2018 K	2017 K
Government Grants – CFC's	9,903,378	11,079,712
Government Grants – Cancer	11,264,890	174,603
Government Grants – Project Redevelopment	0	3,000,000
Other funds paid by government agencies – Concept Payroll	36,722,152	29,351,187
Medical equipment supplied by National Fisheries Authority	0	4,700,000
<b>Total</b>	<b>57,890,420</b>	<b>48,305,502</b>

## 5. Other Receipts

	2018 K	2017 K
Hospital Fees	366,126	207,174
Housing Rentals	157,978	152,831
Interest income – trust account	59,914	100,214
Additional subsidy for CEO salary	61,052	0
Other income	38,007	268,033
Donations	14,727	0
<b>Total</b>	<b>697,804</b>	<b>728,252</b>

## 6. Salaries, wages and employee benefits

Personal Emoluments payments comprise all payments out of government appropriations centrally administered by the Department of Finance, as well as payments from Operating Accounts, Trust Accounts and Project accounts.

	2018 K	2017 K
Wages	2,736,999	1,541,721
Overtime	305,066	212,042
Leave fares	1,423,449	2,045,356
Retirement Benefits, Gratuities and Retrenchments	2,021,314	1,096,069
Salaries & wages payments paid direct by Concept Payroll	32,015,006	27,076,741
Superannuation – permanent staff (paid for by Dept Finance)	2,689,261	2,274,446
<b>Total</b>	<b>41,191,095</b>	<b>34,246,375</b>



# Notes to and forming part of the Financial Statements

For Year Ended 31 December 2018

## 6. Salaries, wages and employee benefits (cont)

Note – Salaries & wages payments for permanent staff are paid directly through the Concept Payroll system. Net salary payments are made direct from Department of Finance bank account and as such these amounts are not processed through the Angau bank account. Payments made through Concept payroll must be added to salaries & wages paid from the Angau bank accounts to determine total personal emoluments.

## 7. Administration expenses

	2018 K	2017 K
Administration & Consulting	48,125	56,925
Transport and Fuel	722,890	575,637
Office materials & supplies	573,787	614,760
Training	109,961	161,880
Total	1,454,763	1,409,202

## 8. Other Expenses

	2018 K	2017 K
Travel & subsistence	188,813	283,755
Rental of properties	5,484,202	4,837,965
Routine maintenance	872,366	740,356
Other operating expenses	1,993,834	2,025,032
Interest transferred to consolidated revenue	0	1,033
Withholding tax	4,131	11,709
Memberships & subscriptions	45,887	40,235
Total	8,589,233	7,940,085

## 9. Capital Expenditure

	2018 K	2017 K
Office equipment	147,627	323,914
Motor vehicles	1,677,767	0
Plant & equipment	597,420	4,941,005
New construction & renovations	3,767,192	251,807
Total	6,190,006	5,516,726

# Notes to and forming part of the Financial Statements

For Year Ended 31 December 2018

## 10. Cash at Bank

	2018 K	2017 K
Operating account	4,836,899	7,463,376
Trust account	4,648	64,639
Project Redevelopment Account	14,981,218	7,945,893
Interest bearing deposit	10,385,979	20,087,472
Total	30,208,744	35,561,380

## 11. Related Party Transactions

The key management personnel (as defined by IPSAS 20 *Related Party Disclosure*) of the Hospital are the Minister, Secretary of Department of Health, members of the Board and the members of the senior management group.

The Minister is not remunerated by the Hospital.

The aggregate remuneration of the Board members and the number of members determined on an annual basis receiving remuneration are:

Aggregate Remuneration: K 31,398      Number of members      4 persons

Note – There are 8 members of the Board of Angau Memorial General Hospital. Of these, 4 members are public servants and do not received any additional remuneration for their duties as Board Members. The other 4 Board members receive remuneration which is detailed above.

The senior management group consists of the Chief Executive Officer, Director of Corporate Services, Director of Medicine & Director of Nursing. The aggregate remuneration of the members of the senior management group and the number of managers on an annual basis receiving remuneration are:

Aggregate Remuneration: K 1,698,149  
Number of persons      4 persons



# Notes to and forming part of the Financial Statements

For Year Ended 31 December 2018

## 12. Commitments

Commitments for future expenditure include operating and capital commitments arising from contracts. These commitments are disclosed when considered appropriate and provide additional relevant information to users.

The following are significant contracts entered with suppliers:

	2018 K	2017 K
Lae Builders & Contractors Limited (Northern Housing Project – Stage 1)	4,999,999	0
Total	4,999,999	0

The following amounts were unclaimed for work that had not yet been completed as at 31/12/2018 :

	2018 K	2017 K
Lae Builders & Contractors Limited (Northern Housing Project – Stage 1)	2,137,823	0
Total	2,137,823	0

*All amounts shown in the commitments note are nominal amounts inclusive of GST.*

In the normal course of business, the Hospital does not lease facilities, hence there are no minimum lease payments under lease agreements are not detailed in this note.

## 13. Contingent assets and contingent liabilities

Contingent assets and contingent liabilities are not recognised in the statement of Receipts and Payments, but are disclosed by way of note and, if quantifiable, are measured at nominal value. Contingent assets and contingent liabilities are presented inclusive of GST receivable or payable respectively.



# Statement of Receipts and Payments - Operating Account

For Year Ended 31 December 2018

	FY 2018	FY 2017
<b>Receipts</b>		
Appropriations from government	9,830,104	11,079,712
Grants & Other Assistance	264,890	174,603
Other receipts	77,936	233,613
Transfer from project account	0	197,809
Transfer from interest bearing deposit	9,757,276	0
<b>Total receipts</b>	<b>19,930,206</b>	<b>11,685,737</b>
<b>Expenditure</b>		
Salaries, wages & employee benefits	6,486,828	4,895,188
Supplies and consumables	3,872,450	2,466,475
Utilities	84,922	2,003,008
Administrative expenses	1,454,763	1,385,957
Other expenses	8,575,706	7,772,470
Capital expenditure	2,082,014	493,792
<b>Total expenditure</b>	<b>22,556,683</b>	<b>19,016,890</b>

# Statement of Receipts and Payments - Trust Account

*For Year Ended 31 December 2018*

ANGAU MEMORIAL GENERAL HOSPITAL		
Increase / (decrease) in cash	(2,626,477)	(7,331,153)
<b>Cash at end of the Year</b>	<b><u>4,836,899</u></b>	<b><u>7,463,376</u></b>

# Statement of Receipts and Payments - Project Account (Including Interest Bearing Deposit)

For Year Ended 31 December 2018

	FY 2018	FY 2017
<b>Receipts</b>		
Appropriations from government	0	0
Grants & Other Assistance	0	0
Other receipts	559,954	395,458
<b>Total receipts</b>	<b>559,954</b>	<b>395,458</b>
<b>Expenditure</b>		
Salaries, wages & employee benefits	0	0
Supplies and consumables	540,506	1,504,552
Administrative expenses	0	23,245
Other expenses	9,236	155,159
Capital expenditure	70,203	47,862
Transfer to operating account	0	197,809
<b>Total expenditure</b>	<b>619,945</b>	<b>1,928,627</b>



## Statement of Receipts and Payments - Other Government Agencies

*For Year Ended 31 December 2018*

	FY 2018	FY 2017
<b>Receipts</b>		
Appropriations from government	11,073,274	3,000,000
Other receipts	59,914	99,181
<b>Total receipts</b>	<b>11,133,188</b>	<b>3,099,181</b>
<b>Expenditure</b>		
Salaries, wages & employee benefits	0	0
Operating materials & supplies	0	18,115
Other expenses	4,291	12,456
Capital expenditure	4,037,789	275,072
Transfer to operating account	9,757,276	0
Transfer to cash on deposit	0	0
<b>Total expenditure</b>	<b>13,799,356</b>	<b>305,643</b>

# Statement of Receipts and Payments - Other Government Agencies

*For Year Ended 31 December 2018*

	FY 2018	FY 2017
<b>Receipts</b>		
Appropriations from government	36,722,152	34,051,187
Grants & Other Assistance	0	0
Other receipts	0	0
<b>Total receipts</b>	<u>36,722,152</u>	<u>34,051,187</u>
<b>Expenditure</b>		
Salaries, wages & employee benefits	34,704,267	29,351,187
Supplies and consumables	0	0
Utilities	2,017,885	0
Administrative expenses	0	0
Other expenses	0	0
Capital expenditure	0	4,700,000
<b>Total expenditure</b>	<u>36,722,152</u>	<u>34,051,187</u>
<b>INCREASE / (DECREASE) IN CASH</b>	<u>0</u>	<u>0</u>
<b>Cash at Beginning of the Year</b>	0	0
Increase / (decrease) in cash	0	0
<b>Cash at end of the Year</b>	<u>0</u>	<u>0</u>

# Statement of Receipts and Payments - Other Government Agencies

*For Year Ended 31 December 2018*

**ANGAU MEMORIAL GENERAL HOSPITAL**

**FINANCIAL STATEMENTS**

**FOR YEAR ENDED 31 DECEMBER 2018**



# Statement of Receipts and Payments - Other Government Agencies

*For Year Ended 31 December 2018*

## ANGAU MEMORIAL GENERAL HOSPITAL

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*“The ANGAU Memorial General Hospital would like to acknowledge all our great partners for your continuous support in 2018”.*

## **List of donors to ANGAU Hospital in 2018:**

Gideon’s Bible Society, PNG Forests Research Institute  
Huonville Primary School, Executive Security Systems  
BNBM Hardware, Lae Biscuit, Prima Small Goods  
Coca Cola Amatil PNG  
Global Media Consultant & Event Co.  
Evangelical Lutheran Church of PNG  
Lae Women’s Fellowship Group  
Australian Government  
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Johnstaff, Morobe Provincial Government  
University of Technology PNG, Panamax Pacific Limited  
Consort Express Lines, PNG Hunters, Lae Snax Tigers  
Toti City FC, IEA College of TAFE Lae  
National Department of Community Development  
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