

पोखरा स्वास्थ्य विज्ञान प्रतिष्ठान  
रामघाट, पोखरा-१०



Western Regional Hospital





# Annual Report



F/Y 2078/079

Pokhara Academy of Health Sciences  
Western Regional Hospital  
Pokhara, Kaski

# Outline of Presentation

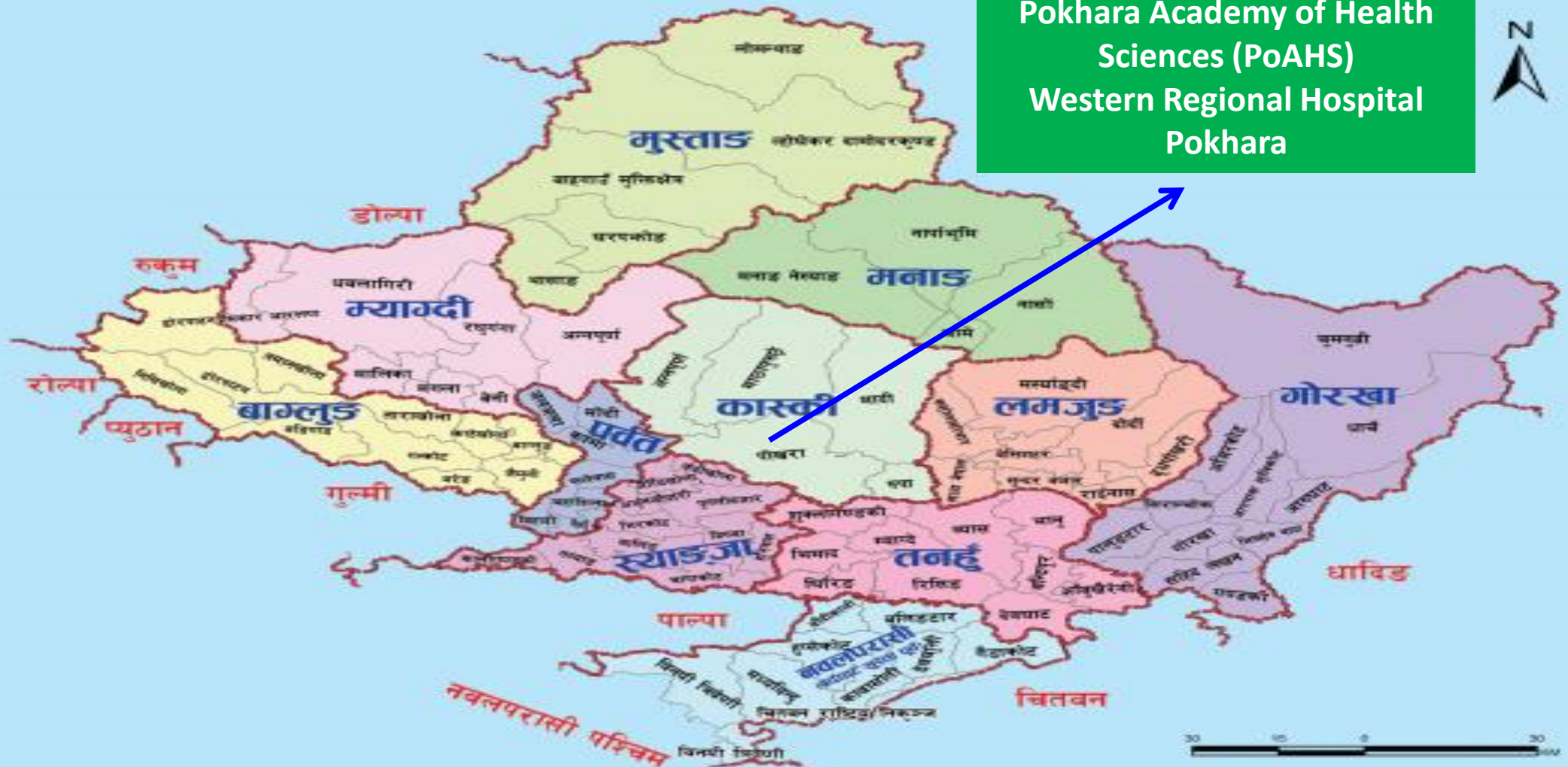
- Catchment Area Map
- Historical Development
- Bed Distribution
- Infrastructure
- General Features of Hospital
- Service Catchment area
- Hospital Services
- Human resource
- Financial Situation
- Hospital Services
- Hospital Statistics
- Mortality, Morbidity Statistics
- MPDR Indicators
- Health Insurance Statistics
- Target group Free health service
- Immunization Statistics
- OCMC Statistics
- COVID-19 Statistics
- Major Innovations
- Hospital Strengths
- Major Challenges
- Recommendations



# General Catchment Area

## गण्डकी प्रदेश

Pokhara Academy of Health  
Sciences (PoAHS)  
Western Regional Hospital  
Pokhara



# Historical Development of Western Regional Hospital

- Hospital was established in 2012 BS named as "Soldiers Board Hospital" with strongly initiated by Major Bir Singh Gurung and his friends.
- In 2019 BS, this Hospital was handed over to the Government of Nepal and developed as a 15 beded district hospital of Kaski.
- In 2032 BS, this Hospital and INF shining Hospital merged as a Gandaki Zonal Hospital with capacity of 50 beds.
- In 2043 BS, Gandaki Zonal Hospital upgraded to 150 beded Western Regional Hospital .
- In 2046 BS, 50 more beds were added and upgraded as a 200 beded hospital.

- In 2061 BS, 150 more beds were added for the separate expansion of post operative and orthopedic ward. Maternity/Gynae and NCU wards were also separately conducted in this period.
- In 2069 chaitra, Government of Nepal decided to upgrade WRH to 500 bedded.
- In 2072 Paush, Government of Nepal declared to make WRH as Pokhara Academy of Health Sciences.
- In 2076 Falgun 25, Academy conducted MD/MS entrance exam and admission process started
- From 2077 Shrawan 1, regular Classes of MD/MS were started .
- No.of MD/MS students enrolled in first year (2076 batch) was 17, in second year (2077 batch) was 26 and in third year (2078 batch) was 33. Altogether 76 students were enrolled in PoAHS till yet.
- The running beds distribution of WRH are as follows.

# Beds Distribution

Department	Deluxe cabin	Cabin Beds	Semi Cabin Beds	General Beds	Total beds
Medical ward				30	30
Pediatric			2	34	36
Orthopedic		2		44	46
Post operation				8	8
Gynecology		3		35	38
Surgical				50	50
ICU				9	9
NICU				30	30
PICU				6	6
Maternity		3		52	55
Dialysis				15	15
Emergency				27	27
NRH				10	10
COVID				48	48
Total		8	2	398	408

# Infrastructure

❖ Hospital ownership land: (207+62) Ropani

❖ Own Building:

❖ Hospital area: (Adequate)

❖ Doctor quarter: (Inadequate)

❖ Staff quarter: (Inadequate)

❖ Major Functional Medical Equipment:

❖ MRI Machine	1	❖ Fibro-Scan	1
❖ CT Scan	1	❖ Endoscopy	1
❖ Cath-Lab	1	❖ Anesthesia Work station	10
❖ ERCP	1	❖ C-Arm	2
❖ Echo Machine	1	❖ X-ray Machine	7
❖ Ventilator	30	❖ USG Machine	7
❖ Oxygen Concentrators	79		
❖ ABG Machine	5		
❖ BIPAP/CPAP	38		



# GENERAL FEATURES OF WESTERN REGIONAL HOSPITAL

## LOCATION AND AREA:

Western Regional Hospital is located in Ramghat, ward No.10 of Pokhara Metropolitan city of Kaski district. It has covered 269 ropanies of land with boundary wall. Roads in north, south and west sides have surrounded the hospital. It is located at the distance of about 1 Km from the center of the city, 2 km from the inter-city bus park and 3 Km from the domestic airport and 1.5 kilometer from the international airport.

Altitude: 856 m from sea level

GPS Co-ordinates : N 28 12'46"

E 83 59'54"

## CATCHMENT AREA:

Though this is a regional hospital so previous western region is the major catchment area of this hospital. Mainly patients from the neighbouring districts of Kaski visit this hospital. In addition, the patients from whole Gandaki province as well as throughout the country also visit this hospital.

# Hospital Services

- Emergency Services
- Indoor Services
- OPD Services
- Health Insurance Service
- COVID-19 Treatment Service
- Telemedicine Service

# OPD Services

- Medical
- Surgical
- Orthopedic
- Antenatal
- Gynecology
- ENT
- Dental
- Psychiatric
- COVID OPD
- Ophthalmology

- Pediatric
- Dermatology
- Physiotherapy
- Cardiology
- Urology
- Nephrology
- Gastrology
- Hepatology
- Neuro-Surgery
- PAC

# Indoor Services

- Medical
- Surgical
- Gynecology
- Maternity
- Paediatric
- Orthopedic
- COVID Isolation

- ICU
- NICU
- PICU
- ENT
- Operation
- Dental



# Major Hospital Services

## Preventive Services

- MCH Clinic
- Immunization
- Family Planning
- Nutrition Rehabilitation home
- HTC/PMTCT (Prevention of mother to child transmission of HIV)

# Curative Services

## OPD

- ❖ Medical
- ❖ Surgical
- ❖ Orthopedic
- ❖ ENT
- ❖ Antenatal
- ❖ Gynecology
- ❖ Pediatric
- ❖ Dermatology
- ❖ Dental
- ❖ Psychiatric
- ❖ Physiotherapy
- ❖ Cardiology
- ❖ Gastrology
- ❖ Nephrology
- ❖ Hepatology
- ❖ Neuro-Surgery
- ❖ Urology
- ❖ Ophthalmology
- ❖ COVID OPD
- ❖ PAC

## Indoor services

- ❖ Medical
- ❖ Surgical
- ❖ Gynecology
- ❖ Maternity
- ❖ Pediatric
- ❖ Orthopedic
- ❖ ENT
- ❖ ICU
- ❖ NICU
- ❖ PICU
- ❖ COVID Isolation
- ❖ Operation
- ❖ Dental

# Diagnostic Services

## ❖ Laboratory Services

- Hematology
- Parasitology
- Bacteriology
- Virology
- Biochemistry
- Immunology
- Serology
- Cytology
- Histo-pathology
- Hormonology

- ❖ MRI
- ❖ CT-Scan
- ❖ Cath-lab
- ❖ ERCP
- ❖ Echocardiography
- ❖ X-Ray
- ❖ Ultrasound
- ❖ ECG
- ❖ Endoscopy
- ❖ Colonoscopy
- ❖ Holter monitor
- ❖ Tread Mill Test

- ❖ Fibro-Scan
- ❖ Mammography
- ❖ Uroflowmetry
- ❖ Audiometry

# Special Programme

- ART
- CAC, PAC
- MCH Clinics (Immunization, Family planning)
- Safe Motherhood
- Methadone Maintenance Programme
- Nutrition Rehabilitation Home
- OCMC
- Social Service Unit
- Geriatric Service
- Dialysis
- Free Primary Emergency Treatment
- Telemedicine
- Kidney Transplant



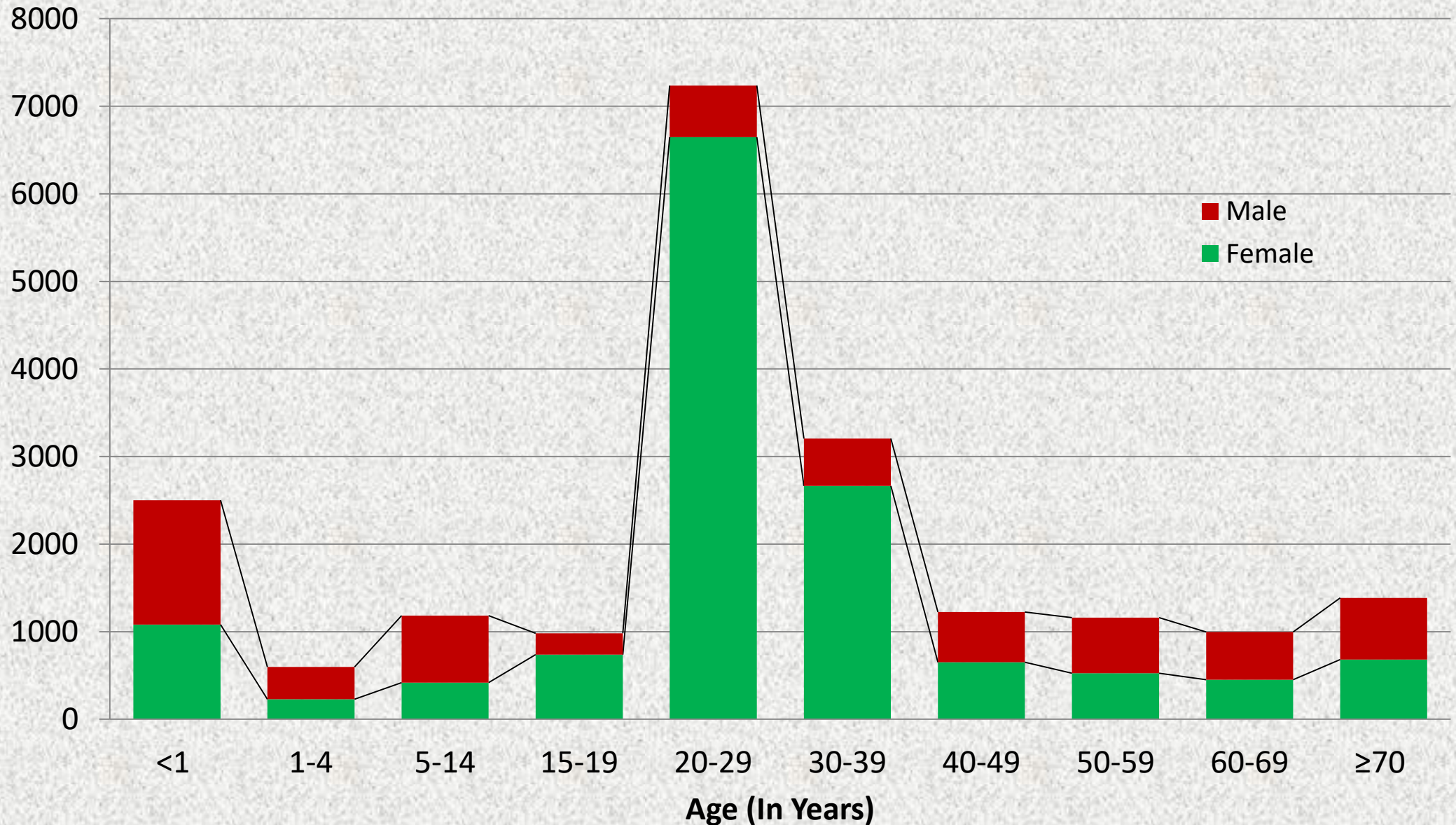
# Hospital Statistics

S. N	Contents	F/Y 2075/076	F/Y 2076/077	F/Y 2077/078	F/Y 2078/079
1	Total Number of OPD Cases	269979	213773	130454	272359
2	Total Number of Emergency Cases	39728	39251	26033	40739
3	Total Number of Inpatients Discharged	20669	17321	14228	20466
4	Total Number of Lab Services Provided	2025254	1220320	943553	1745257
5	Total Number of Hospital Services Provided	309707	253024	156487	313098
6	Total Number of Delivery Conducted	8399	7374	5346	7840
7	Total Surgery Cases	6784	5615	4184	7203
8	Number of CAC Services Provided	245	212	172	256
9	Total Maternal Deaths	1	3	5	9
10	Total Hospital Deaths	256	193	484	493

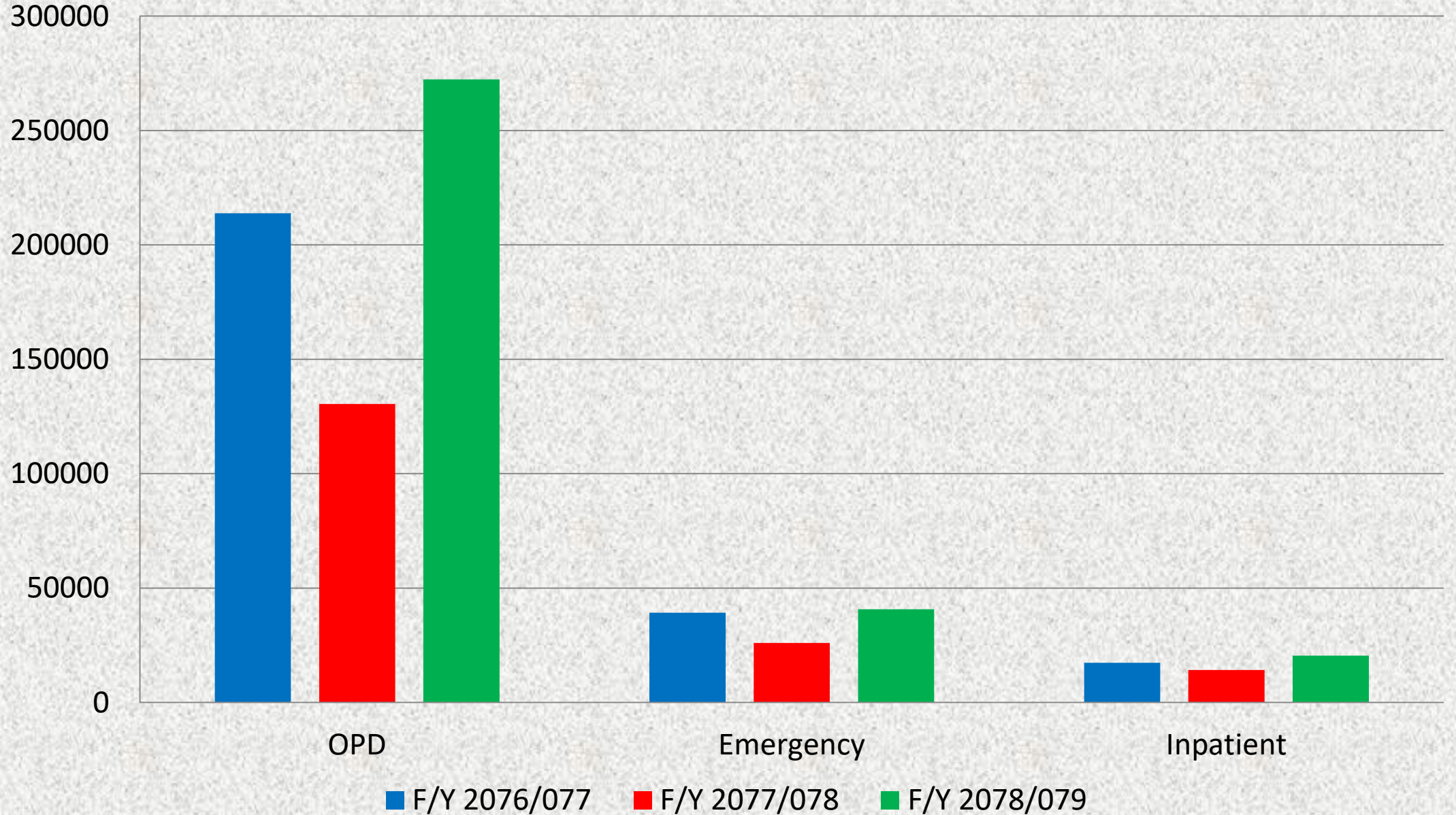
# Inpatients Discharged in F/Y 2078/079

Age Group (In Years)	Number			% of Subtotal		% of Total
	Female	Male	Sub-Total	Female	Male	
Less than 1 year	1082	1420	2502	43.25	56.75	12.23
1 to 4	228	369	597	38.19	61.81	2.92
5 to 14	417	765	1182	35.28	64.72	5.78
15 to 19	737	244	981	75.13	24.87	4.79
20 to 29	6646	589	7235	91.86	8.14	35.35
30 to 39	2666	538	3204	83.21	16.79	15.66
40 to 49	652	571	1223	53.31	46.69	5.98
50 to 59	525	635	1160	45.26	54.74	5.67
60 to 69	452	544	996	45.38	54.62	4.87
70 and above	682	704	1386	49.21	50.79	6.77
Total	14087	6379	20466	68.83	31.17	100.00

# Age wise Inpatients in F/Y 2078/079

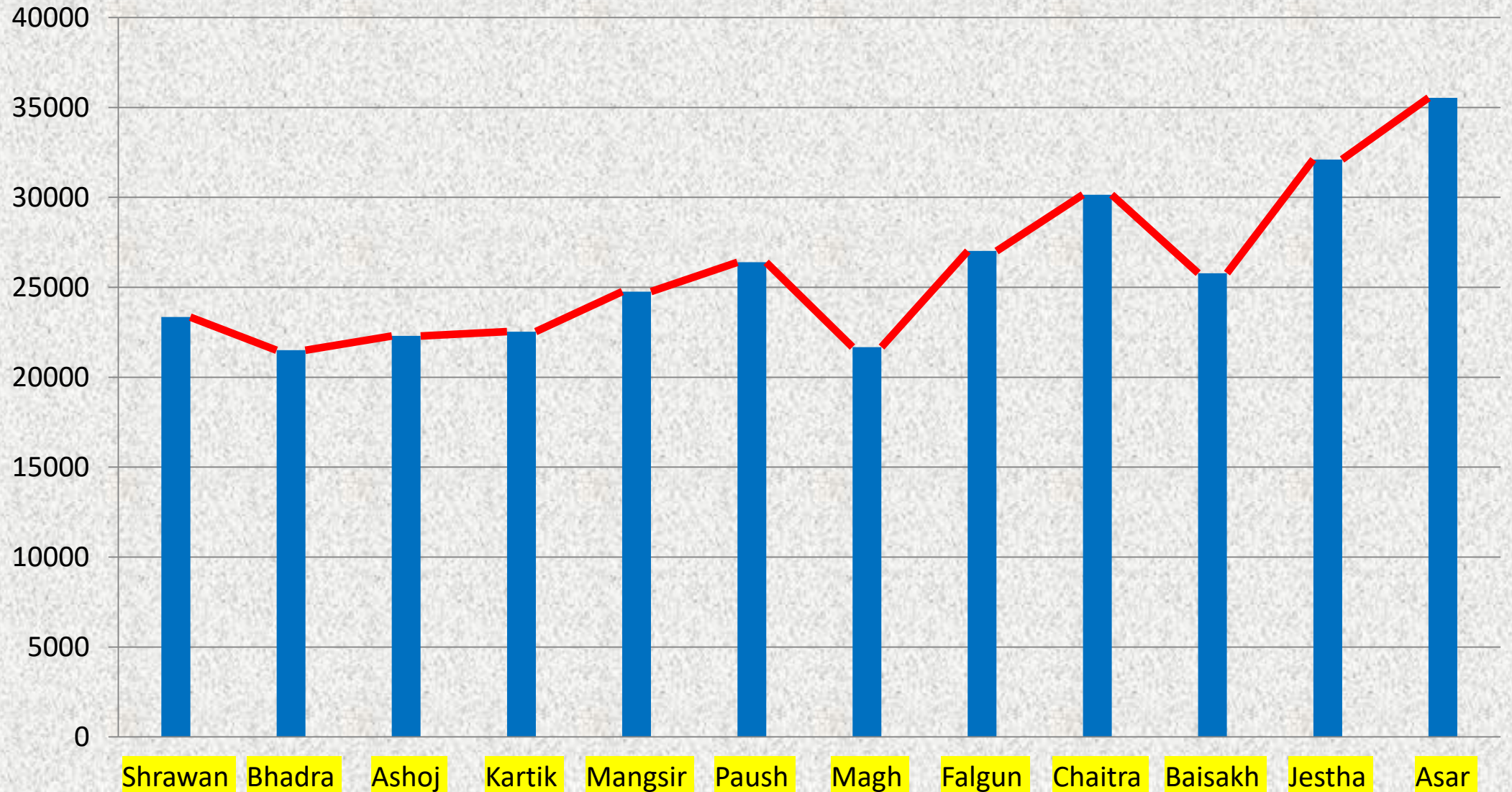


# Flow of Patients in WRH





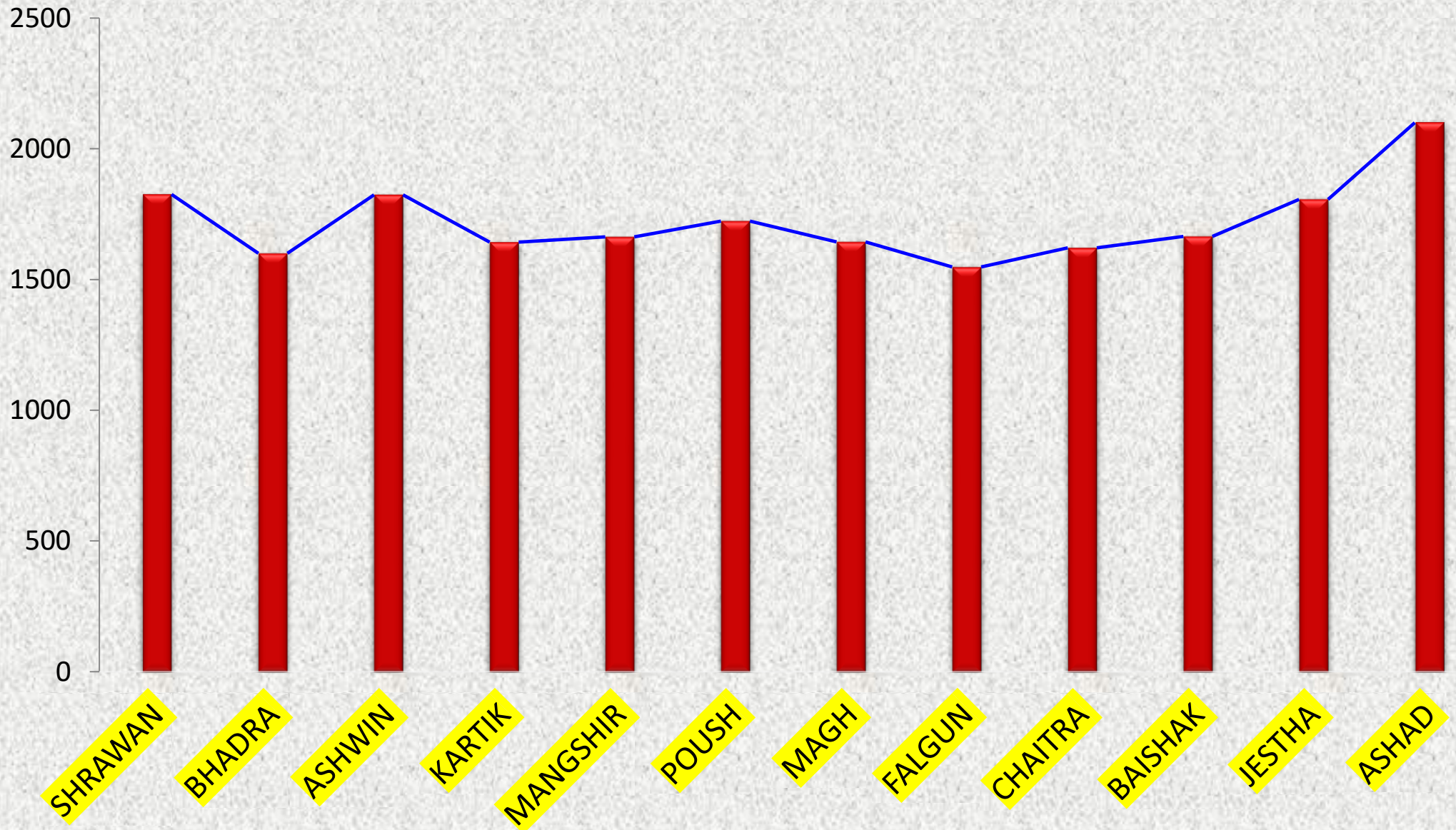
# Month-wise OPD Patients in F/Y 2078/079



# Department wise Service

OPD Service				Inpatients Service			
S.N	Department	No.	Percent	S.N	Wards	No.	Percent
1	Medical	85401	27.3	1	Maternity	8196	40.0
2	Antenatal	38779	12.4	2	Surgery	2622	12.8
3	Orthopedic	32062	10.2	3	Medical	2062	10.1
4	Surgery	22121	7.1	4	Pediatric	1745	8.5
5	Paediatric	21574	6.9	5	NICU	1715	8.4
6	Gynaecology	17401	5.6	6	Orthopedic	1410	6.9
7	ENT	14905	4.8	7	COVID	1012	4.9
8	Dental	14273	4.6	8	Gynaecology	979	4.8
9	Dermatology	8427	2.7	9	ICU	459	2.2
10	Psychiatric	6556	2.1	10	ENT	206	1.0
11	Urology	3006	1.0	11	PICU	60	0.3
12	COVID	2456	0.8				
13	Neuro-Surgery	2031	0.6				
14	Eye	1099	0.4				

# Month-wise Inpatients in F/Y 2078/079

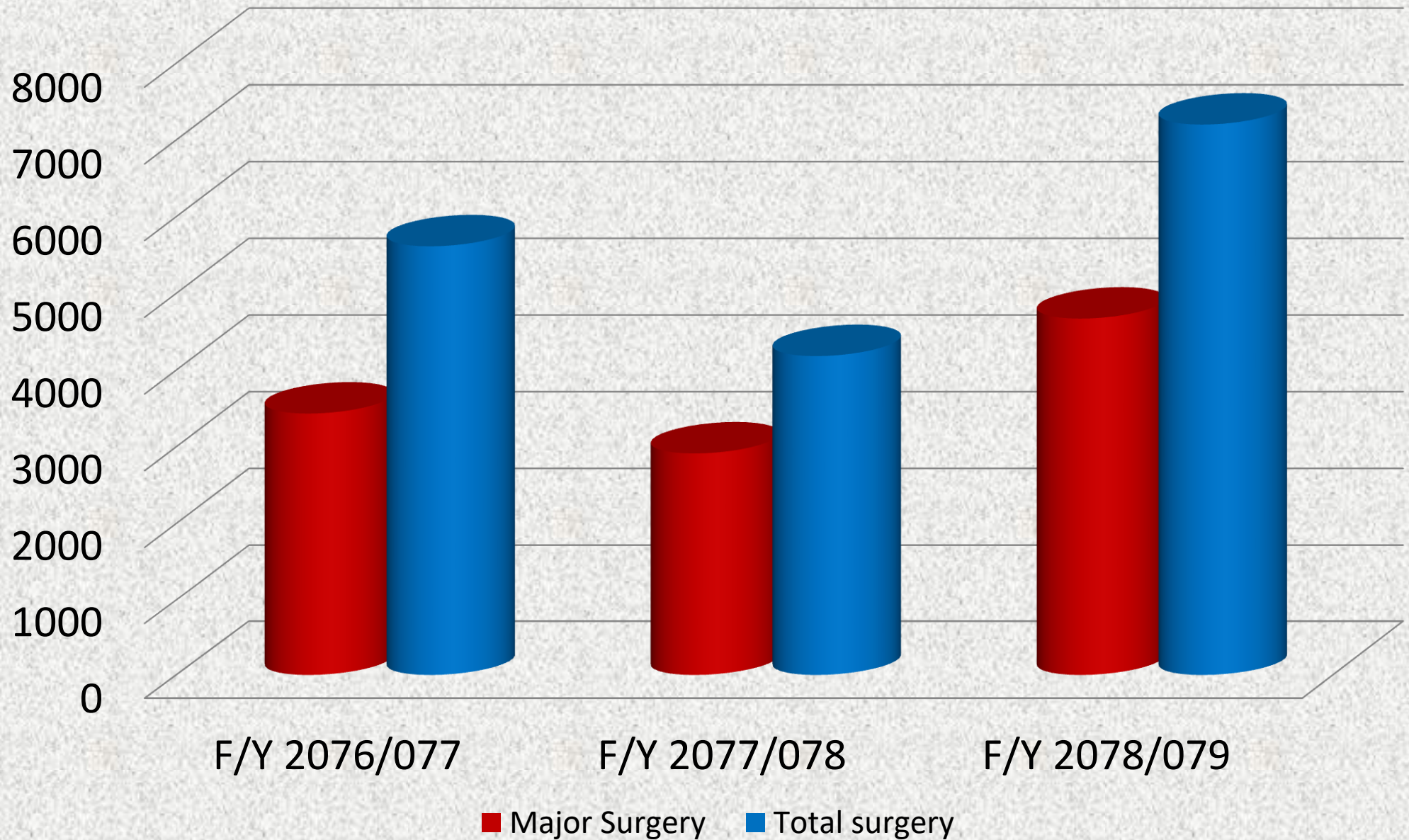


# Hospital Indicators

S.N	Indicators	F/Y 2076/077	F/Y 2077/078	F/Y 2078/079
1	Outpatient Sex Ratio	37	31	38
2	Inpatient Sex Ratio	39	48	31
3	Deaths within 48 hours of admission	62	13	114
4	Deaths after 48 hours of admission	131	79	379
5	Average number of Radiographic Image	249	177	340
6	Average Number of Laboratory Tests	3343	2585	4782
7	Bed occupancy Rate	55.68	46.86	62.8
8	Average Length of Stay	3.9	4.1	3.95
9	Bed Turnover Rate	52	42	58
10	Bed Turnover Interval	2.9	4.6	2.3
11	% of Surgeries among inpatients	32	29	29



# Total Surgery Vs. Major Surgery



# Department wise Operation in F/Y 2078/079

S.N	Department	Major	Intermediate	Minor	Total
1	OBS/Gynae	2556	12	125	2693
2	Surgery	1308	521	255	2084
3	Orthopedic	730	271	137	1138
4	ENT	69	0	111	180
5	Dental	11	13	1084	1108
	Total	4674	817	1712	7203

# Lab Services

F/Y	Laboratory Services (In <i>Number of tests</i> )							
	Paracitology/ Bacteriology	Virology	Hematology	Hormones/ Endocrinology	Biochemistry	Immunology	Other Tests	Total
2076/077	44060	63142	635263	36515	420751	17794	2795	1220320
2077/078	41022	82914	349685	29098	409463	29550	1821	943553
2078/079	64669	78449	948398	65836	558397	26442	3066	1745257

# Top 10 Morbidity Among Inpatients

S. N	Morbidity in F/Y 2076/077		Morbidity in F/Y 2077/078		Morbidity in F/Y 2078/079	
	Disease	No. of Patients	Disease	No. of Patients	Disease	No. of Patients
1	Fever	519	COVID-19	1336	Bac.Sepsis	1024
2	Appendicitis	507	Bac.Sepsis	532	COVID-19	900
3	COPD	443	Pneumonia	352	Pneumonia	625
4	Bac.Sepsis	394	Appendicitis	346	Appendicitis	570
5	ARI	362	Kidney Disease	225	NNJ	339
6	Pneumonia	308	COPD	190	Abortion	302
7	Kidney Disease	284	Cholelithiasis	178	COPD	286
8	NNJ	222	Inguinal Hernia	154	ARI	274
9	Cholelithiasis	214	AGE	145	Kidney Disease	265
10	AGE	213	NNJ	139	Fever	263

# Top Ten Mortality Among Inpatients

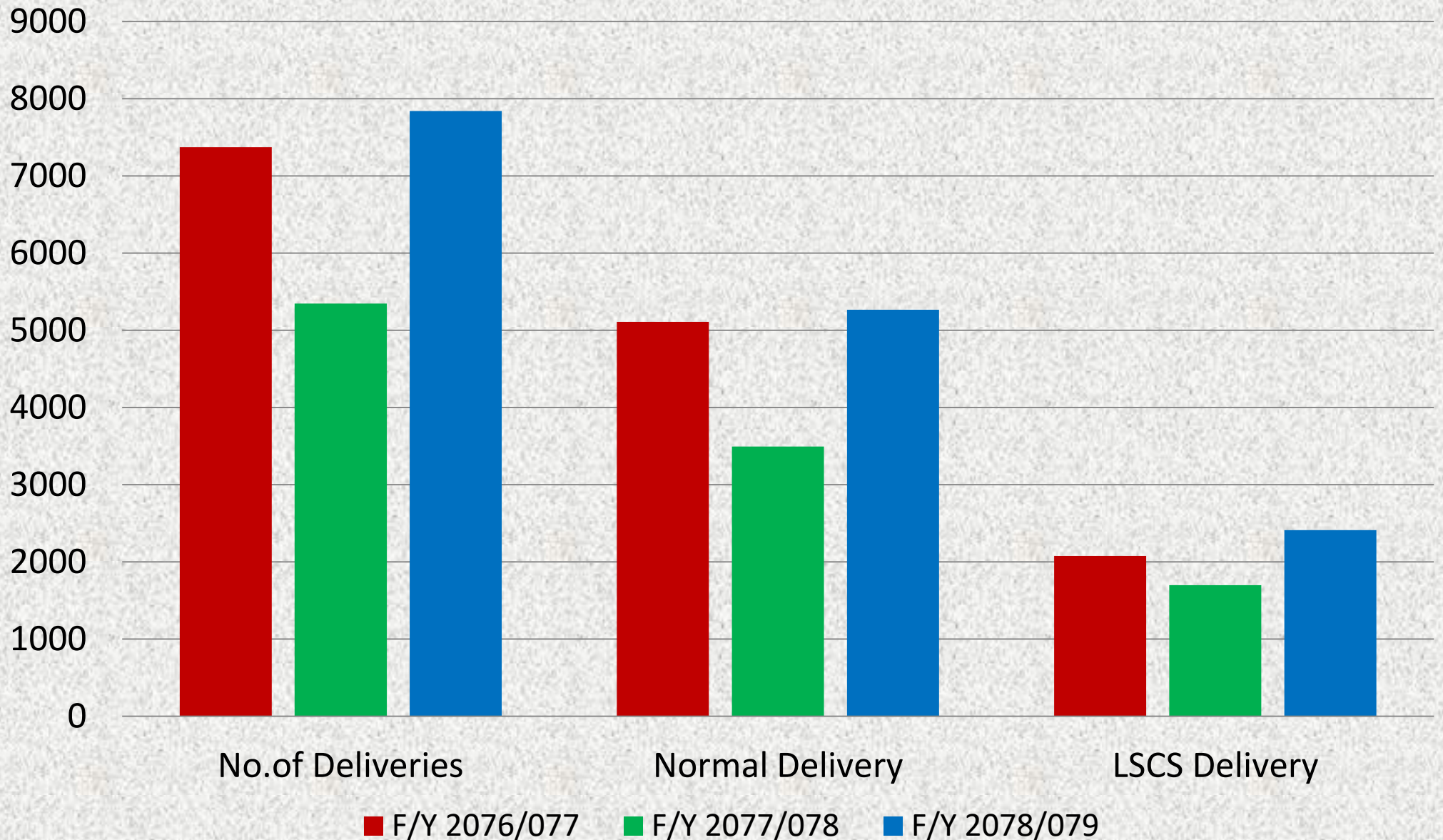
S. N	Mortality in F/Y 076/077		Mortality in F/Y 077/078		Mortality in F/Y 078/079	
	Disease	No. of Patients	Disease	No. of Patients	Disease	No. of Patients
1	COPD	28	COVID-19	228	COVID-19	161
2	Kidney Disease	23	Pneumonia	36	Bac.Sepsis	69
3	LBW	17	Bac.Sepsis	34	Pneumonia	26
4	Liver Disease	15	LBW	24	COPD	22
5	Septicaemia	13	Kidney Disease	18	Heart Disease	22
6	Pneumonia	10	Liver Disease	17	Birth Asphyxia	17
7	Birth Asphyxia	7	Birth Asphyxia	16	Liver Disease	16
8	DM	6	COPD	15	LBW	13
9	HIV	6	Stroke	7	Septicaemia	11
10	Neonatal Aspiration	5	Septicaemia	5	Kidney Disease	9

# Hospital Delivery Statistics

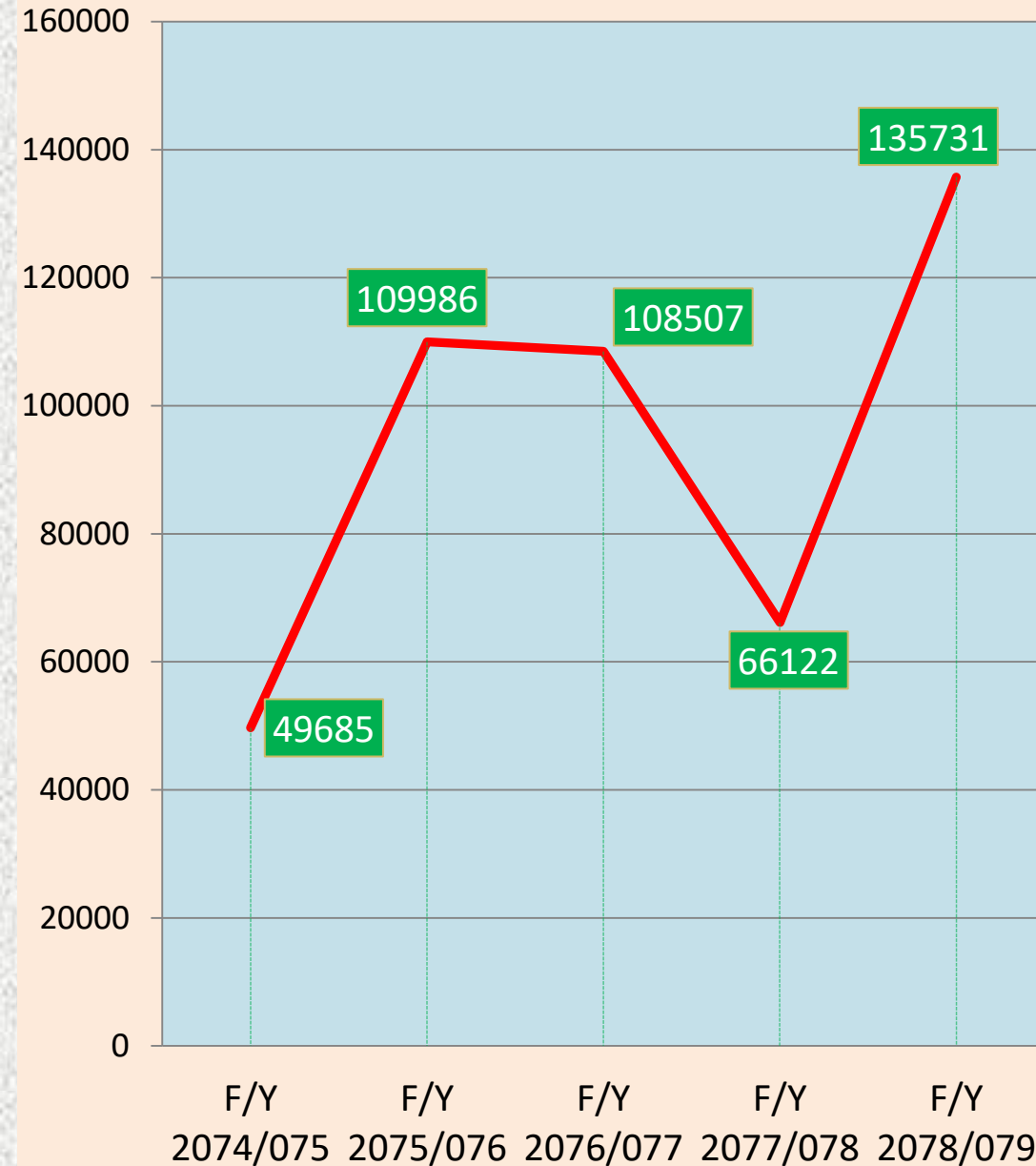
Description	F/Y 2076/077	F/Y 2077/078	F/Y 2078/079
No. of Deliveries	7374	5346	7840
No. of Normal Deliveries	5113	3496	5268
No. of Assisted Deliveries (Complicated)	149	129	113
No. of LSCS	2078	1700	2414
LSCS %	28.18	31.79	30.79
Breech	33	21	45
No. of Maternal Deaths	3	5	9
No. of Perinatal Deaths	141	180	215
No. of Early Neonatal Deaths	30	67	94
No. of Late Neonatal Deaths	3	2	15
No. of Still Birth	111	113	121



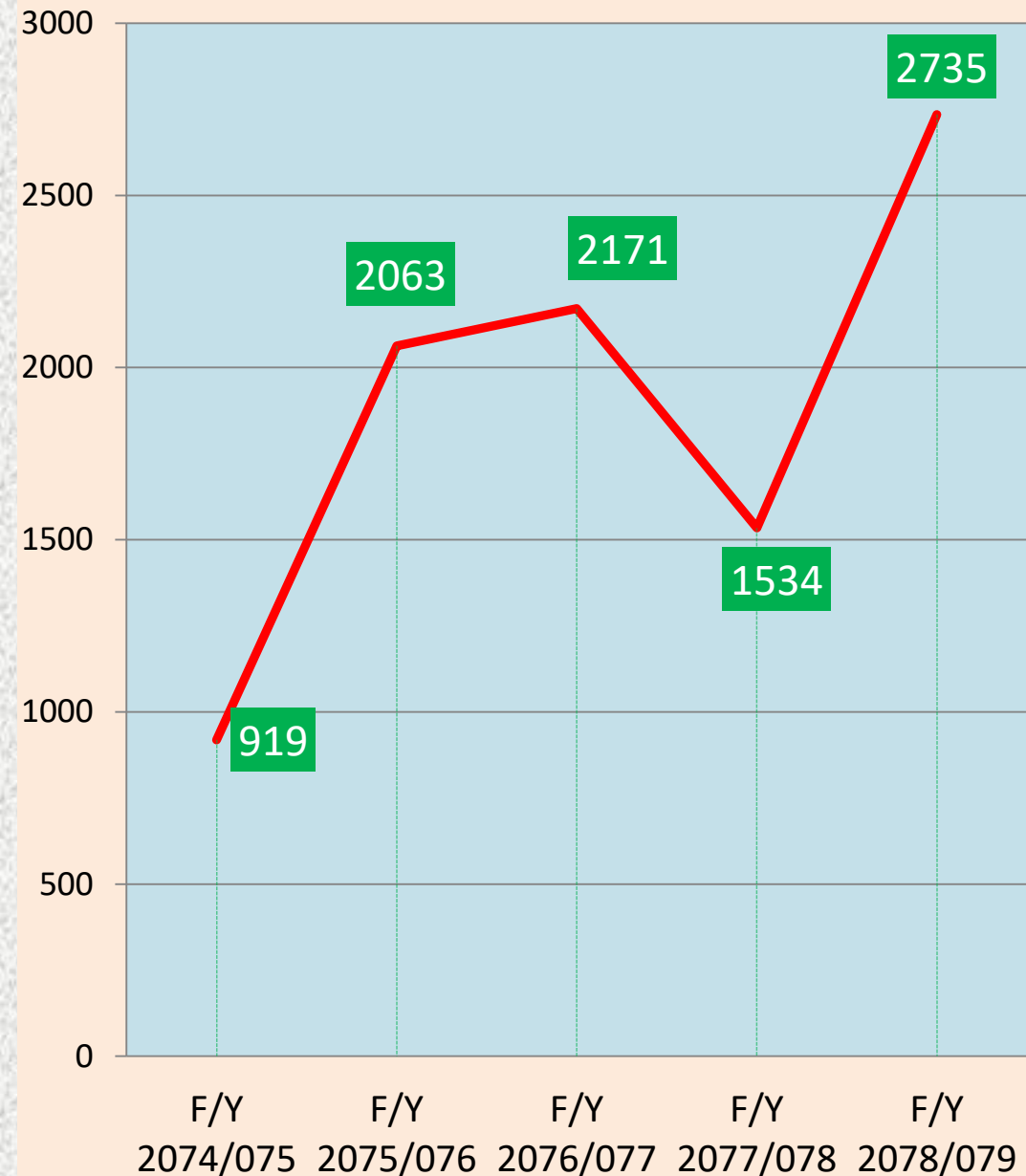
# Hospital Delivery Statistics



## Trend of HI OPD Patients



## Trend of HI Inpatients



# Target Group Free Health Service

F/Y	Poor	Helpless	Disabled	Sr. Citizens >60	FCHV	Gender Based violence	Others	Total
2076/077	2242	65	256	1622	22	35	65	4306
2077/078	1957	56	195	1545	5	16	57	3831
2078/079	4135	71	186	1646	9	56	58	6161

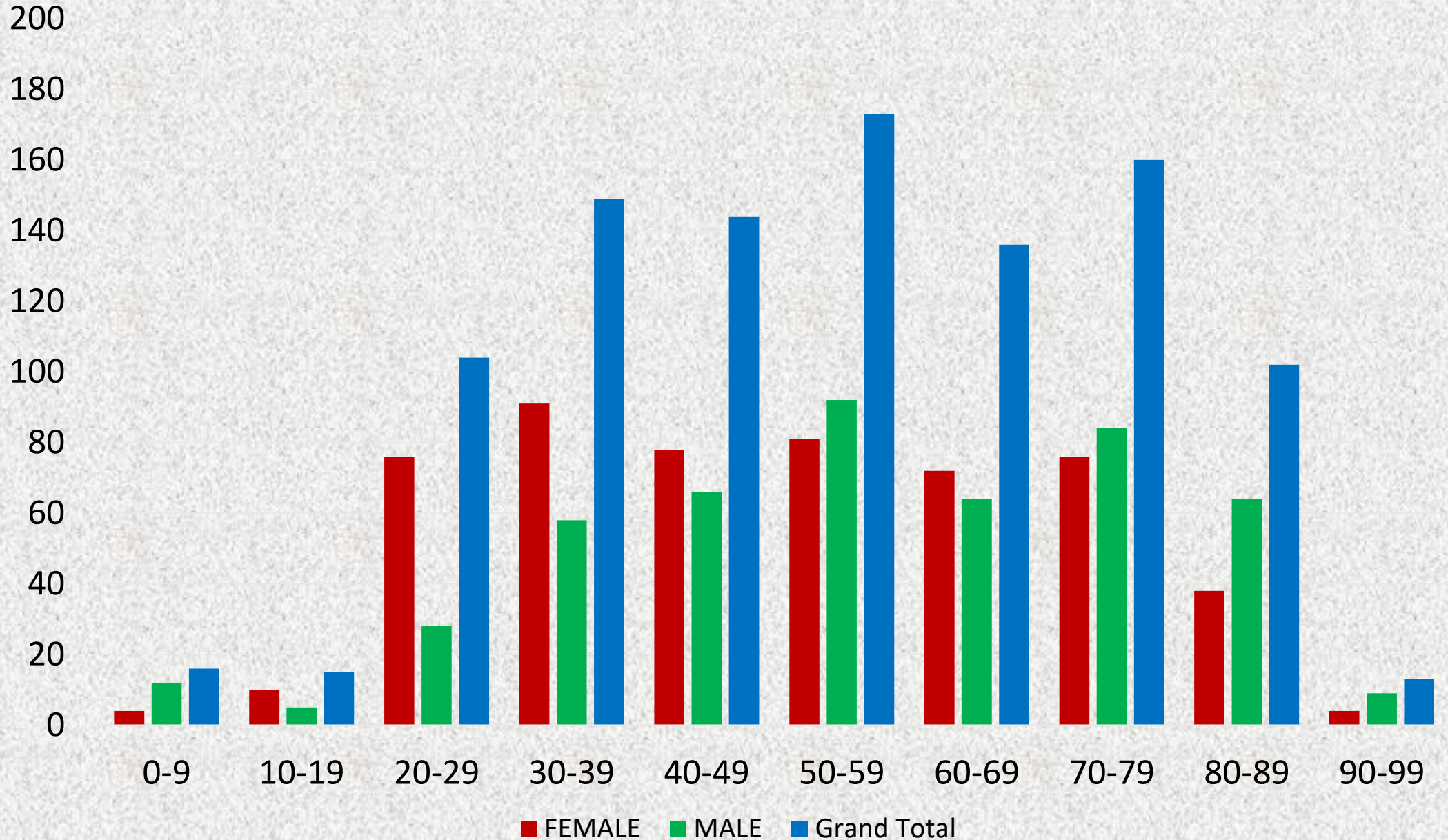
# Free Health Service

F/Y	EMERGENCY	OPD	INDOOR
2076/077	1430	1318	1558
2077/078	1356	1321	1154
2078/079	2464	2094	1603

# Free Health Service

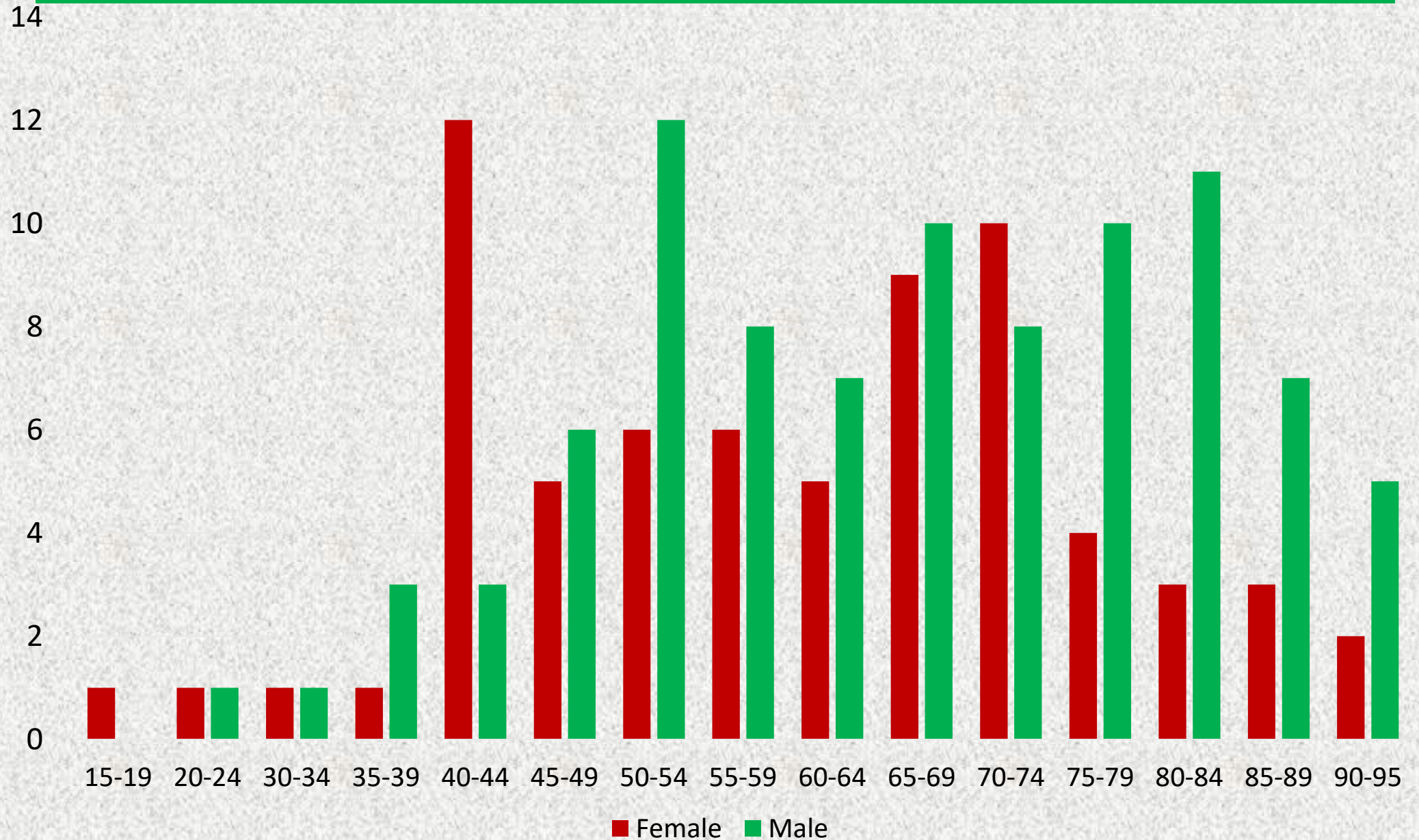
Total Number of Patients Taken Free Services By Gender				Total Exempted Amount (in Rs)
F/Y	Male	Female	Total	Total
2076/077	2393	1913	4306	70,99,778
2077/078	2108	1723	3831	69,78,525
2078/079	3634	2527	6161	1,04,96,953

# COVID Admission in F/Y 2078/079

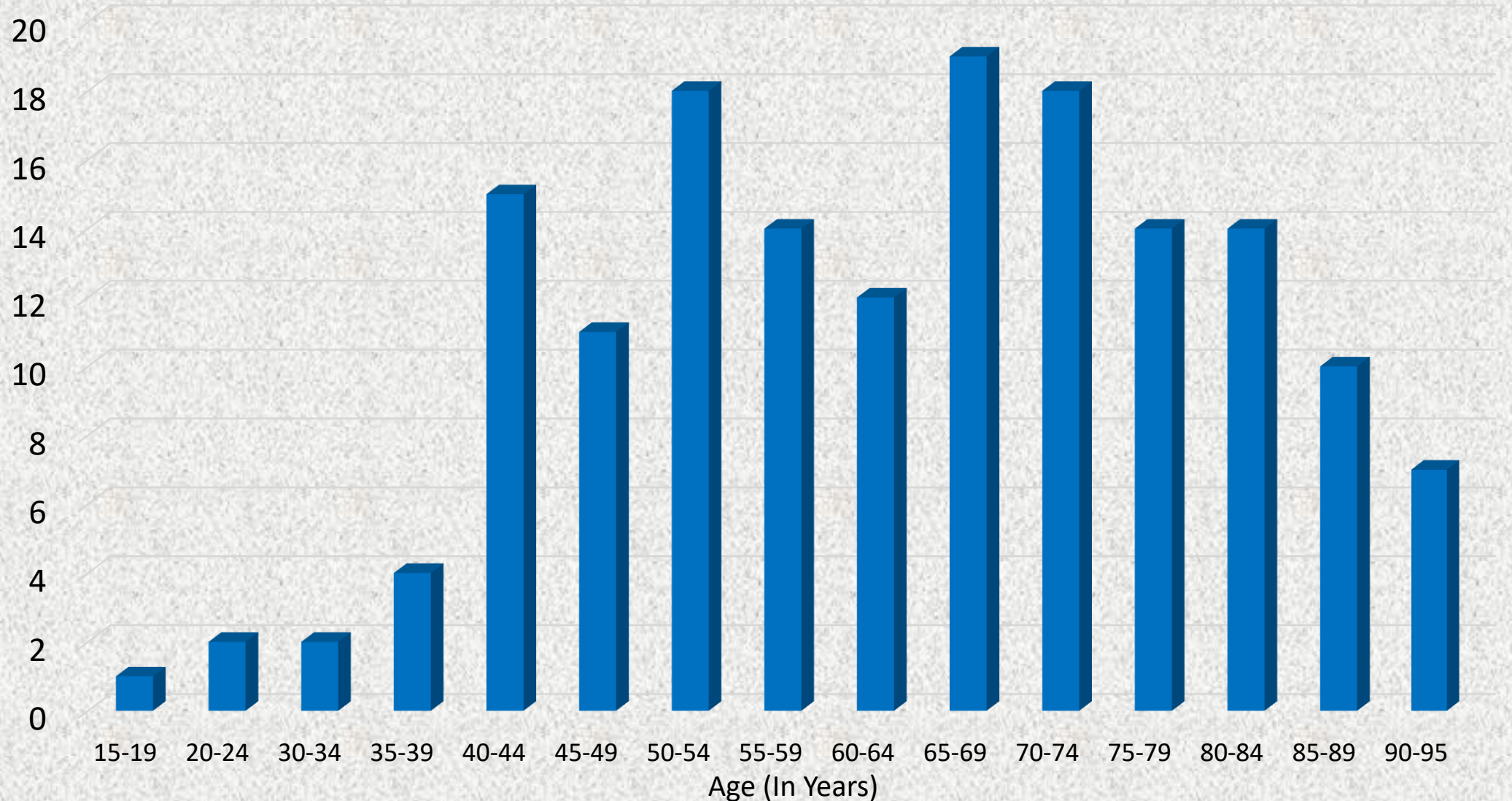




# Age wise COVID death (F/Y 2078/079)



# Age wise COVID Death in F/Y 2078/079



# Major Innovations

- Development of PAHS
- Installation of Oxygen Plant
- Starting Super- Speciality Services like cardiology, Gastrology, Nephrology, Urology, hepatology, Neurosurgery etc
- Installation of MRI Machine
- Installation of Cath-lab Machine
- installation of CT-Scan Machine
- Kidney transplant service
- COVID-19 treatment center
- Starting of COVID OPD
- Hospital waste management
- Expansion of dialysis Service
- Established NICU Service from NCU Service
- MD seat allocation (17+26+33 seats)

# Continued.....

- Computerized Lab (Interfacing Lab data)
- Hospital beds Increased
- Shifted Maternity and Neonatal service from the new maternity building.
- Token system for OPD and Insurance counter
- Separate Health Insurance Counter
- New services; RIRS, PCNL, ESWL, Fibro-Scan, Biopsy, Vit.D, B12 etc

# Hospital Strength

- Adequate Hospital ownership land
- Adequate Water Supply
- ICU, PICU, NICU services
- Advanced Medical Equipments
- Own hospital Pharmacy
- Attachment with PAHS
- Health Insurance Program

# Major Challenges

- Patient's crowd management
- Management of Health Insurance Program
- To run Academic activities MBBS/Nursing in PAHS
- Dead body management
- Insufficient financial subsidy
- Accessibility of beds in critical care unit and other wards too
- Operation management
- To manage quarter for staffs
- To develop as a central and competitive hospital of Gandaki province



# Recommendations

- Need to expand ICU, Maternity, Medical and other over crowded wards.
- Need to expand OT services
- Need to expand Emergency department
- Need to establish MICU unit
- Need to start EHS
- Need to expand Hospital Pharmacy and counter in Non-Overlapping Mode.
- Need to initiate for E-ticketing
- Need to initiate for the installation of EMR system
- Need to follow up the O& M survey progress
- Need to prepare HR Projection.
- Need to prepare and implement Scientific Master plan of Hospital and Academy
- Need to promote medical research and academic activities.
- Need to manage staff & public parking, Public toilet etc.
- Need to expand CCTV coverage throughout the hospital.

# Continue..

- Need to establish the Critical Care Management of heart, kidney etc
- Interdepartmental coordination
- Construction of library building.
- To improve overall sanitation system with liquid waste management.
- To increase financial subsidy
- Construction of adequate staff quarter
- Scientific Management of Health Insurance Program
- Development of EMR system
- To run other Academic activities in PAHS

# Additional Recommendations

- Need to write final diagnosis in the front page of each medical records. (In most of the cases only provisional diagnosis is mentioned i.e Fever ↓, ? sepsis etc.)
- Need to specify the outcome of discharge i.e recovered, LAMA, death etc) in the front page of medical records.
- Need to write the death information (i.e date and time) and cause of death in the front page of medical records in death cases.
- Need to write Inpatient number and other necessary information in the front page of medical records.

# Additional Recommendations

- For any correction in firstly recorded information in medical records please justify the cause and keep the signature properly.
- Need to write the diagnosis rather than the history in the diagnosis part of medical records in case of NICU patients.
- Need to notify the implant removal case in the front page of medical records especially in ortho and other related case.
- Need to provide discharge paper of mother when she is discharged but their neonates are still admitted in NICU which causes the mothers are not getting medicines prescribed in discharge paper.
- Need to provide the computerized discharge paper to the patient party.

Some  
Photos





## COVID Management and Appreciation







Oxygen Plant Handover Program



Oxygen Plant





# Inauguration Program of Oxygen Plant







## COVID Vaccine Immunization Roll out in Gandaki Province



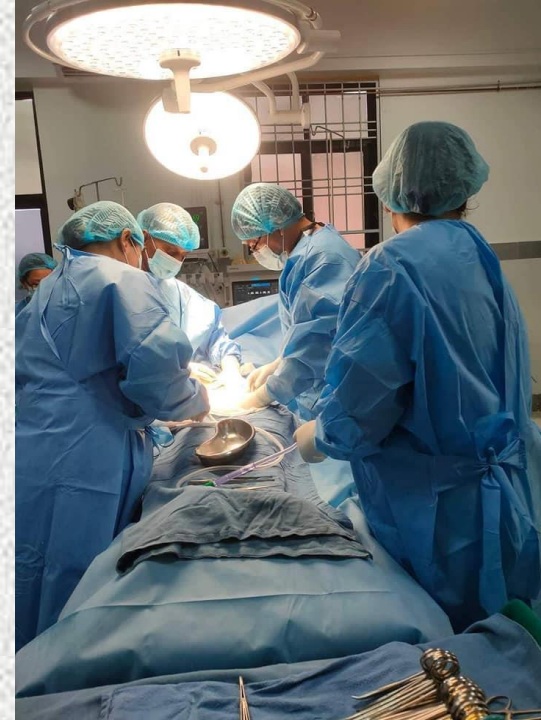




# Cath-Lab Installation and handover Program







## Kidney Transplantation in Pokhara







## Installation of CT-Scan Machine







## Hospital Photos





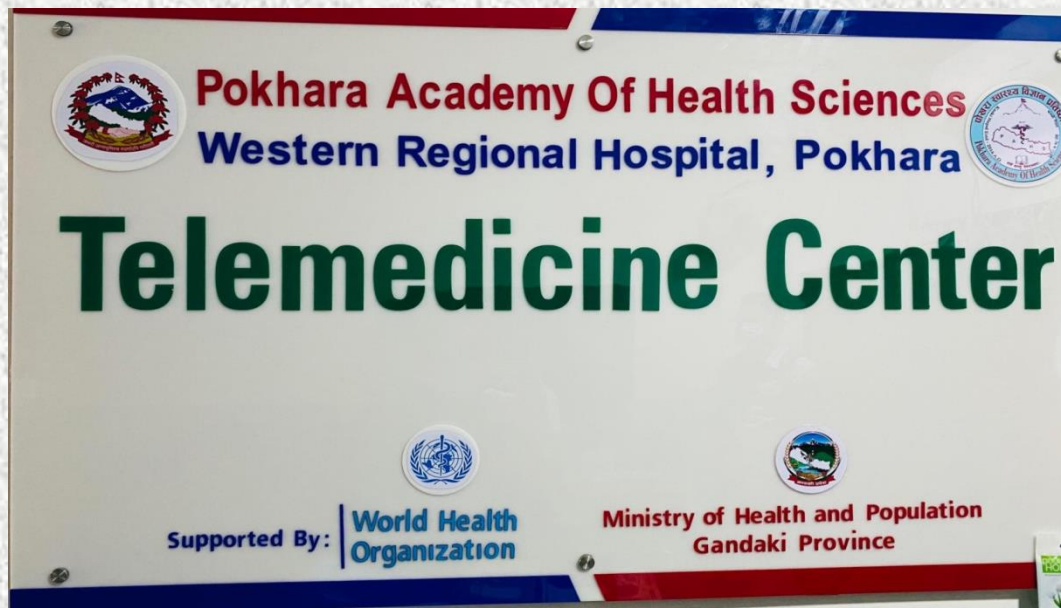
Government of Nepal  
Ministry of Health & Population  
Pokhara Academy of Health Sciences  
Western Regional Hospital, Development Board  
Ramghat, Pokhara-10, Kaski

### Citizen Charter

Sl. No.	Service	Standard	Actual	Remarks
1.	24x7 Emergency Services	24x7	24x7	
2.	First Aid Services	24x7	24x7	
3.	Referral Services	24x7	24x7	
4.	Outpatient Services	24x7	24x7	
5.	Inpatient Services	24x7	24x7	
6.	Diagnostic Services	24x7	24x7	
7.	Pharmacy Services	24x7	24x7	
8.	Maternity Services	24x7	24x7	
9.	Neonatal Services	24x7	24x7	
10.	Paediatric Services	24x7	24x7	
11.	General Medicine	24x7	24x7	
12.	General Surgery	24x7	24x7	
13.	Orthopedic Services	24x7	24x7	
14.	Cardiology Services	24x7	24x7	
15.	Neurology Services	24x7	24x7	
16.	Psychiatry Services	24x7	24x7	
17.	ENT Services	24x7	24x7	
18.	Ophthalmology Services	24x7	24x7	
19.	Dermatology Services	24x7	24x7	
20.	Radiotherapy Services	24x7	24x7	
21.	Chemotherapy Services	24x7	24x7	
22.	Transfusion Services	24x7	24x7	
23.	Rehabilitation Services	24x7	24x7	
24.	Preventive Services	24x7	24x7	
25.	Health Promotion Services	24x7	24x7	
26.	Health Education Services	24x7	24x7	
27.	Health Screening Services	24x7	24x7	
28.	Health Monitoring Services	24x7	24x7	
29.	Health Assessment Services	24x7	24x7	
30.	Health Intervention Services	24x7	24x7	
31.	Health Evaluation Services	24x7	24x7	
32.	Health Research Services	24x7	24x7	
33.	Health Innovation Services	24x7	24x7	
34.	Health Implementation Services	24x7	24x7	
35.	Health Monitoring Services	24x7	24x7	
36.	Health Assessment Services	24x7	24x7	
37.	Health Intervention Services	24x7	24x7	
38.	Health Evaluation Services	24x7	24x7	
39.	Health Research Services	24x7	24x7	
40.	Health Innovation Services	24x7	24x7	
41.	Health Implementation Services	24x7	24x7	
42.	Health Monitoring Services	24x7	24x7	
43.	Health Assessment Services	24x7	24x7	
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45.	Health Evaluation Services	24x7	24x7	
46.	Health Research Services	24x7	24x7	
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62.	Health Implementation Services	24x7	24x7	
63.	Health Monitoring Services	24x7	24x7	
64.	Health Assessment Services	24x7	24x7	
65.	Health Intervention Services	24x7	24x7	
66.	Health Evaluation Services	24x7	24x7	
67.	Health Research Services	24x7	24x7	
68.	Health Innovation Services	24x7	24x7	
69.	Health Implementation Services	24x7	24x7	
70.	Health Monitoring Services	24x7	24x7	
71.	Health Assessment Services	24x7	24x7	
72.	Health Intervention Services	24x7	24x7	
73.	Health Evaluation Services	24x7	24x7	
74.	Health Research Services	24x7	24x7	
75.	Health Innovation Services	24x7	24x7	
76.	Health Implementation Services	24x7	24x7	
77.	Health Monitoring Services	24x7	24x7	
78.	Health Assessment Services	24x7	24x7	
79.	Health Intervention Services	24x7	24x7	
80.	Health Evaluation Services	24x7	24x7	
81.	Health Research Services	24x7	24x7	
82.	Health Innovation Services	24x7	24x7	
83.	Health Implementation Services	24x7	24x7	
84.	Health Monitoring Services	24x7	24x7	
85.	Health Assessment Services	24x7	24x7	
86.	Health Intervention Services	24x7	24x7	
87.	Health Evaluation Services	24x7	24x7	
88.	Health Research Services	24x7	24x7	
89.	Health Innovation Services	24x7	24x7	
90.	Health Implementation Services	24x7	24x7	
91.	Health Monitoring Services	24x7	24x7	
92.	Health Assessment Services	24x7	24x7	
93.	Health Intervention Services	24x7	24x7	
94.	Health Evaluation Services	24x7	24x7	
95.	Health Research Services	24x7	24x7	
96.	Health Innovation Services	24x7	24x7	
97.	Health Implementation Services	24x7	24x7	
98.	Health Monitoring Services	24x7	24x7	
99.	Health Assessment Services	24x7	24x7	
100.	Health Intervention Services	24x7	24x7	



## Citizen Charter and Hospital Services







Thank You