

# Weekly Health updates

January 2018

MINISTRY of HEALTH & MEDICAL SERVICES  
Shaping Fiji's Health



## VALELEVU HEALTH CENTRE TO OFFER 24/7 SERVICES



Minister for Health and Medical Services, Hon. Rosy Akbar while unveiling the plaque for the establishment of the 24/7 service at the Valelevu Health Centre last week

There is good news for the people living in the Nasinu and Nausori areas as the Valelevu Health Centre will now open its services to make it 24/7. As previously announced by the Minister for Health and Medical Services, Hon. Rosy Akbar, this is part of the Government's effort to enhance and improve the accessibility of the health services for all Fijians. Valelevu Health Centre is the busiest health centre in Suva. It serves a total population of 56,086 and each day between 500 and 700 patients are seen.

The introduction of 24/7 services means patients will no longer need to wait until the Health Centre opens or face the journey to CWM Hospital in Suva when they require urgent care overnight. The extended operating hours at Valelevu is also expected to help reduce pressure on busy services at CWM Hospital.

To cater for the 24/7 services, the Ministry will increase staffing levels, extend the emergency room and improve space for patients and staff. There will also be a full time ambulance with a driver stationed at Valelevu. Minister Akbar elaborated that there are ongoing quality improvement programs undertaken by the Ministry of Health and Medical Services to ensure that its customers, the patients and their families are provided the best health care services that they deserve. In the last 5 years the Fijian Government has invested a total of \$102million into upgrading and constructing new health facilities around Fiji. In the Suva- Nausori corridor there are new health facilities to open that will uplift the health services and improve accessibility. We are looking at the new Makoi Maternity Unit and Nakasi Health Centre.

In terms of the capital purchase, the Ministry has in the last 5 to 6 years spent a total of \$43.2 million dollars for the purchase of biomedical equipment for the health services around Fiji.



(wearing the garland) Minister for Health and Medical Services, Hon. Rosy Akbar while sharing a light moment with a patient at the Valelevu Health Centre

## NEW AMBULANCE FOR LABASA HOSPITAL



Japanese ambassador to Fiji His excellency Mr Masahiro Omura congratulates Mr Jaoji Vulibeci, Medical Superintendent Labasa Hospital after formalising the donation of the new ambulance at the Japanese Embassy.

Residents in the north will now have a better ambulance service after the arrival of the new \$USD80,000 ambulance donated by the Japanese government.

The formalising of the grant has been completed and the ambulance will be delivered to the hospital soon. The Japanese Ambassador His excellency, Mr Masahiro Omura while signing the contract said that the government and the people of Japan have always contributed towards the development of the health sector in Fiji.

"The project for provision for ambulance to Labasa

Divisional hospital is our continued contribution to the health sector in Fiji and I acknowledge your important role in saving lives", H.E Omura said. Mr Jaoji extended the appreciation to Mr Omura on behalf of the Health Ministry and assured that the ambulance will be put to proper use while the maximum benefit is provided to the people. He further stated that there was a need for a four wheel drive ambulance considering the road conditions in the north and this donation answers that call.

## OVER 3500 FEEDBACKS RECEIVED ON THE HEALTH CUSTOMER CARE LINE 157

A total of 3590 feedbacks have been received through the Health Customer Care Centre, the helpline "157" from June 2016 to January 2018. Of this there were a total of 3011 calls, 149 emails and 430 SMS received. All calls are acknowledged within 24 hours and referred to the relevant Ministry staff to be investigated and addressed.

The Helpline has been able to assist the ministry in identifying gaps and having these addressed in a prioritized manner. It has created opportunities for the Health Ministry to work with the Ministry of Civil Service in organizing a "Customer Care Training" for clinicians which will be facilitated by FNU as a strategy to improve customer services within the health system. It has also enabled the Ministry to monitor and enhance its resource/equipment operations.

From June 2017 to date [January 8, 2018], the following feedbacks were commonly received through the helpline;

People have raised concerns via the Customer Care Centre about a variety of issues such as long waiting times, staff attitudes and delays in obtaining results and reports. There has been no single 'stand out' issue although we have been surprised by the number of calls relating to environmental health issues (drainage, garbage). On the positive side, there have been number of calls from people wishing to comment on improvements in the services offered by

doctors and nurses.

Prank Calls have been noted and these are usually from callers who are not owners of the mobile numbers as registered in the database when SMS or calls were received. There were general enquiries such as whether the health centres are open during weekend and public holidays or whether a certain doctor is working.

Other feedbacks received are not health related but customers are advised to call the appropriate government agencies for their issues to be addressed. There have been complaints about the staff attitude and unsatisfactory treatment about clinicians-nurses and doctors equally. Hence, the Health Ministry with the Ministry of Civil Service is looking at providing Customer Service Training to the clinicians with the objective of empowering service providers to be customer friendly and focused in improving customer oriented services. Other complains include the unavailability of services – equipment breakdown. The helpline is a real-time medium that responds and registers all customers accessing 157 via calls or sms or even through emails.

It is linked to a database that notifies the health service providers [Risk Managers and Sub-Divisional Medical Officers, Medical Superintendents, Divisional Medical Officers and other departmental heads on feedbacks from customers

## KOICA FEASIBILITY TEAM EXPLORES CLIMATE CHANGE & HEALTH PROJECT WITH MINISTRY OF HEALTH & MEDICAL SERVICES



Minister Rosy Akbar (5th from right) with representatives from KOICA and staff of the Ministry of Health Headquarters.

A KOICA Feasibility Team visited Fiji last week to explore a Climate Change & Health Adaptation project that the Ministry of Health & Medical Services has developed.

The project is aimed at strengthening health capability of integrated response to impact of climate change. The project is focused in addressing the burden of the Climate Sensitive Diseases or CSD's. The outcomes of the project are threefold; to develop a model climate resilient green health facility; strengthen surveillance system of CSDs and also strengthen the capacity of integrated response to the impact of climate change on health.

The feasibility team met with the Honorable Minister for Health & Medical Services and the staff of Climate Change, Health Emergency & Disaster Risk Management Unit of the Ministry. The Feasibility team consisted of two health experts and an architect,

accompanied by the KOICA Suva Office staff. The feasibility team met with various stakeholders from Ministry of Economy, Climate Change Unit, Ministry of Infrastructure and Transport, Fiji Roads Authority, Town and Country Planning Office, World Health Organization, Fiji National University, and key staff within the Ministry of Health & Medical Services.

Minister Akbar stated that the Ministry of Health & Medical Services envisions that the KOICA technical and financial support will help Fiji construction a "green Health facility" and this project showcases Fiji's commitment to Climate Change agenda.

The project if funded is expected to commence in 2019 and will last for four years. The decision on potential support may be announced by KOICA in mid-September of this year. The feasibility team left for Korea on Monday.



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