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THE AGA KHAN UNIVERSITY

Newsletter



OCTOBER 2000

VOL 1. NO.4

The Aga Khan University Expands on Three Continents

New Programmes in Europe and Africa US \$ 20 Million for College of Arts and Sciences

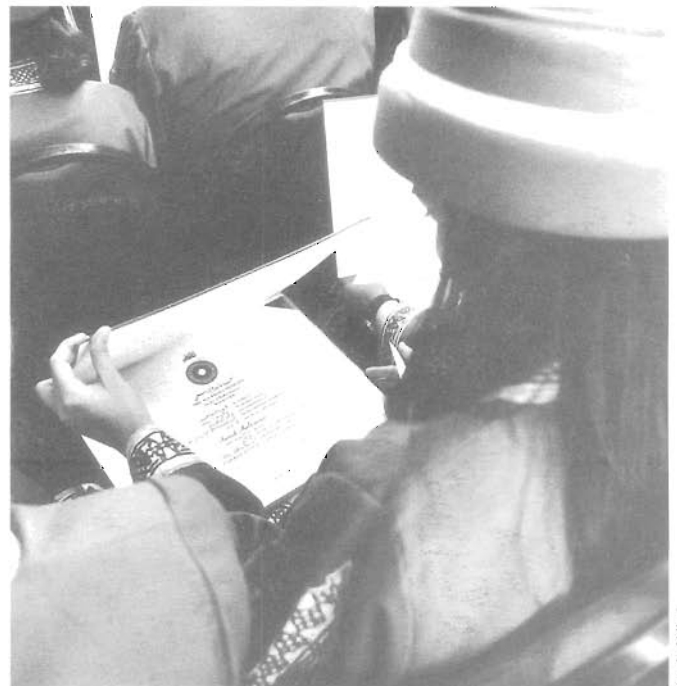
On October 21, 2000, in a ceremony combining the pageantry of academia with the intellectual traditions of Islam, the Chancellor of the Aga Khan University (AKU), His Highness the Aga Khan, presided over the University's 13th Convocation. His Excellency General Pervez Musharraf, Chief Executive of the Islamic Republic of Pakistan, was the Chief Guest.

The gathering of over 5,500 guests also included the Chairman and members of AKU's Board of Trustees, the Governor of Sindh, the Chief Justice of Pakistan, federal and provincial ministers and secretaries, senior government officials, diplomats, national and international academicians, donors, prominent citizens and the University's faculty, students and their proud parents.



General Pervez Musharraf, Chief Executive of the Islamic Republic of Pakistan (centre), His Highness the Aga Khan, Chancellor of AKU (right) and Dr. Shamsh Kassim-Lakha, President of the University.

His Highness the Aga Khan and General Musharraf congratulated the 200 graduates who had successfully completed their academic programmes. Eighty-nine graduated from the School of Nursing, including 58 receiving Nursing Diplomas and 31 Bachelor of Science in Nursing. Seventy-four completed their M.B.,B.S. programme and eight their Masters in Epidemiology. Twenty-nine students were awarded Masters of Education from the AKU Institute for Educational Development. The graduates, who were predominantly from Pakistan, also came from Canada, Kenya, the Kyrgyz Republic, Tajikistan, Tanzania, Uganda, the United Kingdom and the United States.



Sarah Suleman, a medical graduate, with her degree.

Shaheena Mithani from the Medical College gave the valedictory speech. The Chief Guest presented the Aga Khan University's coveted Gold Medal, awarded only five times in the previous 12 convocations, to Dr. Rushdia Zareen Yusuf. This medal recognises an outstanding medical graduate who achieves highest aggregate in three of the four certifying examinations, including the finals. This year's recipient topped all four certifying examinations. Commenting on her achievement, she said "AKU's excellent academic programmes and supportive faculty enabled me to reach the highest standards of excellence possible, by becoming the first female gold medalist in this prestigious institution."

Contd. on page 6

HIGHLIGHTS

Expanding Facilities Keep Pace with Growth	2
Inauguration of Professional Development Centre in Gilgit	3
Sixth School Improvement Programme Leaders Conference	3
Symposium on Cardiovascular and Pulmonary Diseases	4
New Appointments	5
AKUSON Achieves Chapter Status with STTI	8
Patient Welfare Programme	9
Interview: Dr. Philomena Drago-Johnson	10
UCA - World's First Mountain University	12
European Union Ambassadors Visit AKU-IED	12

Expanding Facilities Keep Pace with Growth

After extensive planning and securing of resources, major new developments on the AKU campus, Stadium Road, are a testament that the institute is moving ahead in the Health Sciences to fulfill its mission of setting the highest standards possible in teaching, research and service. The recent inaugurations of three new facilities as well as a foundation laying ceremony by His Highness the Aga Khan, for Ambulatory Care Building, in support of existing facilities of the University and University Hospital, have ushered a new phase in the University's rapid growth.



His Highness the Aga Khan and Her Highness Begum Aga Khan inaugurate the Ibn Ridhwan Building with representatives of the 200 Ismaili Health Professionals of Canada who gave donations for the building.



Dr. Anwar Siddiqui, Co-ordinator Research and Associate Professor Bio-Chemistry, giving a tour of the Bio-Safety Level 3 Laboratory in the Juma Building.

The first new facility to be inaugurated was the Ibn Ridhwan Building, housing the Community Health Sciences Department (CHS). It was built with the generous support of some 200 Ismaili Health Professionals of Canada, who collectively donated Can \$ 4 million. The CHS Department aims to promote human welfare, and develop and disseminate knowledge for the advancement of effective and affordable health systems, that would lead to the betterment of the people of Pakistan and the region. In his address at the ceremony, His Highness the Aga Khan emphasised the immediate impact of the Department as well as its vital contribution to the future evolution of the University. He said that not only is it currently analysing and responding to local needs to improve the standards of health care delivery, but will also be a key component of AKU's future Institute of Human Development.

Creating supportive conditions for independent research that focuses on local and regional needs, is another important



On a tour of the Sports and Rehabilitation Centre, accompanied by Dr. Robert Buchanan (right), Member of the Board of Trustees, AKU.



Laying the foundation of the Nazerali-Walji Ambulatory Care Building with Mr. and Mrs. Sultan Nazerali-Walji.

objective of the University. The newly inaugurated US \$ 3 million Juma Building, built with the generous support of anonymous donors from Kenya, will be the linchpin of the University's expanding research activities. With its state-of-the-art facilities, the first of its kind in Pakistan, it will provide both an enabling environment for research for the faculty and students as well as attract international research scholars of the highest calibre. As His Highness noted in his address at the ceremony, "a good university can exist without research programmes, but an exceptional one cannot."

The Sports and Rehabilitation Centre, the third new facility to be inaugurated, will considerably enhance rehabilitative patient care services and badly needed recreational facilities for students, faculty, staff and their families at the University. The Centre was funded by over 50,000 youth in 30 countries who donated a total of US \$ 3 million. This was matched by a generous gift of US \$ 3 million by His Highness. In addition to Rehabilitation Clinics that provide programmes for patients with cardiac, neuro-muscular and musculo-skeletal difficulties, the complex also has an Olympic-size swimming pool, cricket and soccer fields, a large gymnasium, a weight-training and aerobics room and tennis, squash and volleyball courts.

The foundation laying ceremony of the Nazerali-Walji Ambulatory Care building by His Highness, launched a new era in health care delivery in Pakistan. The Nazerali-Walji family from Canada, has generously donated US \$ 3 million against the total US \$ 4.3 million cost of the project. In response to changing health care needs, it will offer accessible and affordable quality care to patients, as well as become a "one stop" multi purpose facility, allowing flexibility and greater access to medical and diagnostic services for outpatients.

Inauguration of Professional Development Centre in Gilgit

On October 19, 2000, His Highness the Aga Khan inaugurated the Professional Development Centre Northern Areas (PDC-N) in Gilgit. The function was attended by their Excellencies Abbas Sarfaraz Khan, Minister for Kashmir Affairs and Northern Areas, Kurt Juul, Ambassador European Commission and the French Ambassador, Yannick Gerard.

Also present were Chief Secretary, Northern Areas, Sang-e-Mar Jan, Deputy Chief Executive, Northern Areas, Haji Fida Mohammad Nashad along with military officials, dignitaries and distinguished citizens of the area.

The PDC-N is a collaborative partnership between Aga Khan Education Service, Pakistan (AKES,P) and the Aga Khan

University Institute for Educational Development (AKU-IED). It was developed with generous support from the European Commission and the Aga Khan Foundation.

The 26,500 square feet facility spread over 3.5 acres will train in-service school teachers from the private and public sectors, in the remote valleys of the North. It aims to provide high quality classroom-based training to teacher educators, educational managers and instructional leaders. In his Convocation 2000 address, His Highness the Aga Khan highlighted that "AKU-IED's involvement with the Centre is a critical form of outreach and also furthers its efforts to contribute to the development of women professionals."



Professional Development Centre Northern Areas, Gilgit.

Sixth School Improvement Programme Leaders Conference

The Aga Khan University Institute for Educational Development (AKU-IED) organized the Sixth School Improvement Programme (SIP) Leaders Conference in Dar-es-Salaam, Tanzania from September 10 to 12, 2000. The Conference was held outside Pakistan for the first time, and AKU-IED was well supported in this by the Aga Khan Education Service, Tanzania.

The theme of the Conference was "Sustainability of Professional Development." Amongst its 60 participants were SIP leaders from the Aga Khan Development Network (AKDN), senior officials of the Aga Khan Education Service (AKES), Education Programme Officers of the Aga Khan Foundation, leaders of the Madrasa Project in East Africa, AKU-IED Faculty and government officials from East Africa.

Mr. Alkarim Dawood, Chairman of the Aga Khan Education Service, Tanzania, welcomed the delegates and thanked AKU-IED and the AKDN institutions for their commitment and efforts at improving educational quality through their various innovative programmes. Dr. Sadrudin Pardhan from AKU-IED reviewed the previous SIP Conference as well as shared the theme and objectives of the current Conference.

In her keynote address, Ms. Gulzar Kanji, Head of the Professional Development Centre, Northern Areas (PDC-N), identified the professional development of teachers and the role of head teachers in the process of improvement as key

components in any school improvement programme. She identified schools as agents of change, highlighting that both technological and political dimensions were powerful forces in determining whether any sustainable improvement could occur. Ms. Kanji further said that the infrastructure of education providers was a crucial aspect of a system as it helped synchronize the efforts for the management of change.

Representatives of AKES from Bangladesh, India, Kenya, Pakistan, Tanzania and Uganda made presentations on numerous SIP-related topics. Delegates from the major SIPs in India, Kenya, Tanzania, and Uganda, along with those from Madrasa Projects in East Africa and BRAC from Bangladesh, also shared their experiences and the results of their programmes. Dr. Kathy Bartlett from the Aga Khan Foundation, Geneva, concluded the Conference with a thought-provoking look at current educational and sustainability problems in East Africa, especially those arising out of an unprecedented HIV epidemic in the region.

The SIP Leaders Conference also provided the venue for a number of other related discussions focusing on educational and sustainability issues. The concept of sustainability in the context of developing human resources to address national needs was examined at length. The participants also considered mechanisms that could be implemented for harnessing funding, responding to client needs, creating and maintaining partnerships, and sharing information.

Symposium on Cardiovascular and Pulmonary Diseases

Cardiovascular diseases are a leading cause of death and disability world-wide. However, the developing world is experiencing a phenomenal rise in the incidence of such diseases, with seven million deaths occurring annually. Recognising the urgent need for effective preventive strategies in Pakistan and the region, AKU selected cardio-respiratory diseases as the theme for its annual research symposium, held on September 25-26, 2000. It was followed by a week-long workshop on Molecular Biology.

The chief guest, Dr. Abdul Malik Kasi, Federal Minister for Labour, Manpower and Health, Government of Pakistan, said that "We need to learn from the experiences of the West, but must customize and tailor these according to our environment. This requires the development of research to understand local disease patterns Health care providers, both in the public and private sector will need to work together to meet the challenge."

In his address, Dr. Shamsh Kassim-Lakha, President, AKU, noted that the University has always been conscious of its responsibilities towards the community. He said, "Cigarette

if it happened by the age of 40. Other lifestyle changes that significantly impact prevention include 30-60 minutes of exercise three to four times a week, weight loss and stress reduction. He emphasised that focusing on prevention is also the more cost-effective option in Pakistan, where resources and access to medical facilities are limited.

Other speakers included Dr. Iqbal Bata and Dr. Blair O'Neil, both from Dalhousie University, Halifax, Canada, who presented an update on the management of acute coronary syndrome and unstable angina. They highlighted the benefits of early intervention in high risk patients.

The second day of the Symposium concentrated on pulmonary diseases. Invited speakers included Dr. R. Hegele from the University of British Columbia, Dr. Hasan Arshad from St. Mary's Hospital in Southampton, UK, and Dr. Peter J. Rees from Guy's Hospital in London. They presented their research and updates on mechanisms of viral induced lung injury, pathogenesis of asthma and advances in asthma therapy, respectively.



Dr. Abdul Malik Kasi (left), Federal Minister for Labour, Manpower and Health, Government of Pakistan, discussing research on local disease patterns with Dr. Khawar Kazmi, Chief of Cardiology, AKU.

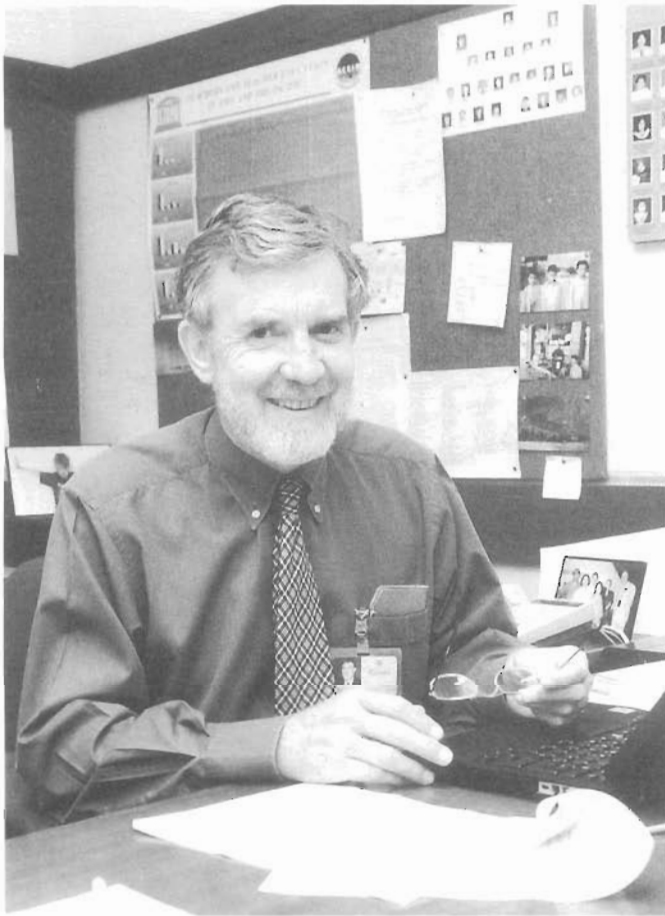
smoking is the number one risk factor in developing and aggravating heart and lung diseases. AKU wishes to expand its role in building a smoke free society. Therefore, the whole of AKU will be smoke free by 2001."

Data presented during the first session, which focused on cardiovascular diseases, emphasised that modifications of behaviour through modest lifestyle changes are pivotal in decreasing the incidence of cardiovascular diseases. In his presentation at the inaugural session, Dr. Andrew Ignaszewski from the University of British Columbia, Canada, highlighted some of the risk factors associated with a marked increase in the incidence of cardiovascular diseases. These include cigarette smoking, a high cholesterol and fat diet, hypertension and physical inactivity. He noted that stopping smoking can reduce the risk of deaths by up to 50%. Lowering cholesterol intake by 10% and maintaining it for life would reduce the risk of cardiovascular diseases by 50%.

Dr. Saulat Fatimi from AKU discussed new techniques in the field of thoracic surgery. He described his experience on video-assisted thoracoscopic surgery (VATS) performed on patients at the University Hospital. The first ever workshop in Pakistan on 'non-invasive ventilation' was also organised to introduce this new advance in the field of ventilation management. This technique has the potential of saving critically ill patients with respiratory failure without the need of ICU beds, and has been successfully used at AKU.

The Symposium provided an excellent opportunity for national and international scientists and researchers to share their work and experiences, and create linkages to promote research in the country. For the first time in Pakistan, separate sessions were allocated to research undertaken by medical students from several medical universities in Karachi. AKU remains committed to providing an enabling environment in which to conduct research into areas of particular relevance to Pakistan and the region.

Dr. Robert Baker Appointed Director General of New Planning Office



Dr. Robert Baker recently assumed the post of Director General of Planning, to head the newly created Planning Office at AKU. The Office was instituted to manage and coordinate the requirements of a rapidly expanding University.

Dr. Baker joined AKU as Professor and Director of the Institute for Educational Development in 1997. He continues as a Professor of Education at AKU, while fulfilling his duties as Director General of Planning. Prior to AKU, he worked in various South and South East Asian countries as a consultant and team leader on the design and evaluation of national social sector programmes with Save the Children (UK) and UNICEF. He has held faculty and management positions at several universities in Australia and Canada. Dr. Baker completed his undergraduate study at the University of Melbourne and the M.Ed. and Ph.D. degrees in Sociology of Education at the University of Toronto.

The need for a Planning Office was recognised some time ago by the Board of Trustees and is a response to the extensive development of new programmes and the expansion of existing programmes and facilities. Reporting to the President, the Director General, Planning, has responsibility for further development of the University's three and ten year

plans, and for development and oversight of implementation strategies. An updated Strategic Plan and Progress Report is to be presented annually to the Board.

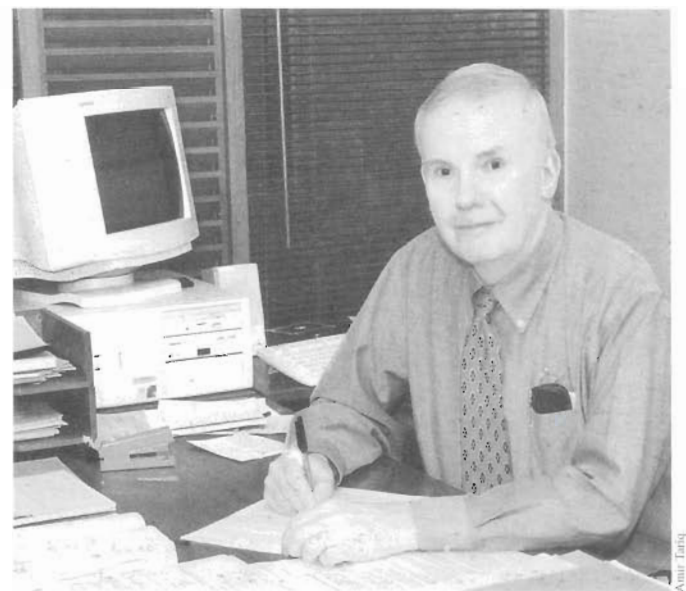
Among new developments with which the Planning Office will be concerned are outreach programmes and new campuses in Pakistan, East Africa and Central Asia, and specific initiatives which are now commencing, such as the Institute of Islamic Civilisations in London and the College of Arts and Sciences in Karachi, for which planning is in progress under the leadership of Mr. Robert Edwards, a Trustee of AKU.

Dr. Robert Frederick Maudsley – Dean of Faculty of Health Sciences

Dr. Robert Frederick Maudsley assumed the post of Dean, Faculty of Health Sciences at AKU on October 1, 2000. He brings with him over 30 years of rich experience and leadership in clinical practice, medical education, research and academic administration.

Dr. Maudsley has held several senior administrative positions including those of Associate Dean for Education at McMaster University and Vice-Dean, Faculty of Medicine at Queen's University in Canada. His last appointment before joining AKU was as Professor, Division of Medical Education, Dalhousie University. He is an Emeritus Professor of Obstetrics and Gynaecology, Queen's University, Canada.

The new Dean is a fellow of the Royal College of Surgeons of Canada and a Diplomate of the American Board of Obstetrics and Gynaecology. Dr. Maudsley recently received the Duncan Graham Award of the Royal College of Physicians and Surgeons of Canada for his outstanding contributions to medical education in Canada.



New Programmes in Europe and Africa US \$ 20 Million for College of Arts and Sciences

Contd. from page 1

Mildred Kwanboka Ongere from Kenya was conferred the Outstanding Graduate Award in the three-year Diploma programme of the School of Nursing, and Shirin Amirali Vellani and Laila Abdul Ali Sukhyani shared top honours in the two-year Bachelor of Science in Nursing programme.

In his convocation address, His Highness the Aga Khan highlighted the University's numerous achievements and its outreach both nationally and internationally. He said that its recent dynamic burst of activity and growth had required "years of study and planning, for securing the required funding to ensure that no new undertakings draw resources away from the existing ones."



Dr. Bernadette Dean, AKU-IED Faculty, carrying the Blazon.



Declaring the Convocation 2000 open: (left to right, front row) Dr. Camer Vellani, Rector AKU, Sahabzada Yaqub-Khan, Chairman of the Board of Trustees, His Highness the Aga Khan, Chancellor, His Excellency General Pervez Musharraf, Chief Executive of the Islamic Republic of Pakistan, Mohammed Mian Soomro, Governor of Sindh and Dr. Shamsh Kassim-Lakha, President of AKU.

His Highness reiterated the critical importance of donors to the University's rapid progress towards meeting its objectives. Indeed, at the conference on Indigenous Philanthropy held in Islamabad just prior to the Convocation, which His Highness had attended, AKU was cited as "one of the models of effective development of philanthropic resources and their uses in Pakistan."

In his address, the Chief Executive acknowledged the importance of the University's well-wishers and donors, whose generous financial aid had helped build confidence in the nation, as well as providing an example of how "support of philanthropic organisations can lead to sustainable development in the social sector and supplement the work of the government."

The Chancellor announced the implementation of the University's first international academic initiatives in Europe and Africa. The initial activities of the Institute of Islamic Civilisations (IIC) in London will include indexing and



Mrs. Pervez Musharraf, Her Highness Begum Aga Khan, Justice Irshad Hasan Khan, Chief Justice of Pakistan, Mrs. Shamsh Kassim-Lakha and guests.

creating an electronic archive of published works on Islamic civilisations in various languages, sponsoring thematic research in fields that have escaped attention and disseminating the information via the Internet, as well as short

courses, seminars and a postgraduate programme. The goal of the IIC is to further the study of the civilisations of Muslim societies through research as well as foster understanding of other cultural and intellectual traditions, with which Muslims live and interact. General Musharraf congratulated the University for this important initiative, "in view of the

stature reaffirmed the three East African countries' confidence in the University's "ability to successfully introduce and maintain educational programmes of the highest quality." His Highness also said that the addition of the College of Arts and Sciences would help AKU in moving beyond professional education towards becoming a comprehensive University in its classical form. The Chancellor announced a most generous US \$ 20 million grant to commence development of the College on a 400-acre site purchased from the Government of Sindh. Based on the "liberal arts" model, His Highness said that the College will aim to develop "the skills of critical thinking and analysis and a high order of proficiency in verbal and written communication," whilst "an emphasis on ethics, especially of Muslim societies, and on community service, will infuse all of its programmes."



Distinguished University Award for Dr. David Elliot Bell, founding member of the Board of Trustees, was presented to his daughter, Ms. Susan Barry Bell.

The Chief Executive assured His Highness that the Government of Pakistan would fully support any educational endeavours by the University benefiting the people of



M.B.,B.S. Degree: Dr. Rushdia Zareen Yusuf, recipient of AKU Gold Medal.



Nursing Diploma Programme: Mildred Kwanboku Ongere from Kenya.



AKU-IED: Manzoor Hussain, an M.Ed. student from Balochistan.



Dr. Cheves McCord Smythe, the first Dean of the Faculty of Health Sciences, receiving the Distinguished University Award.

widening gap between the reality of Islam and its perception in Western thought."

The University's first academic program outside Pakistan, the Advanced Nursing Studies Programme, accredited by East African countries, was developed in response to the invitation of the governments of Kenya, Tanzania and Uganda. The School of Nursing will soon be commencing this programme to provide in-service training and continuing and higher education courses in nursing practice, research and administration. The Aga Khan cited the programme as an example of South-South technical assistance. The Chief Executive recognised that this growth in AKU's international

Pakistan. He commended AKU for setting the "example of quality education for all others to emulate" and for its "ability to attract and maintain an outstanding faculty." He thanked His Highness for his "foresight in making ... a major contribution to the social sector uplift in Pakistan."

Reflecting on AKU's growing outreach as a truly national institution, His Highness mentioned two new developments in the health and education sectors, which are part of a "new pattern that would magnify the impact of the resources of AKU throughout important regions of the country." These include the Professional Development Centre that he inaugurated in Gilgit in the remote Northern Areas of Pakistan, as well as a hospital he has committed to build in the same region. Teachers and educational managers trained at the Centre will be taught by and receive certification from the University's Institute for Educational Development. The proposed hospital will strengthen the linkage between AKU and rural health centres.

A unique feature of this year's Convocation was the presentation of two Distinguished University Awards. Reading the citations, Dr. Shamsh Kassim-Lakha, President, AKU, said, "These awards recognise outstanding persons whose contributions have had a significant impact on society and the University."

Contd. on page 8

Nursing Profession in Pakistan Achieves an Important Landmark

Pakistan became the first Muslim country to achieve chapter status in the Sigma Theta Tau International (STTI) global network, when on, September 9, 2000, the Aga Khan University School of Nursing Honor Society (AKUSON-HS) received its Charter. STTI is an international honor nursing society, with more than a quarter of a million members representing 94 countries. It has 406 chapters in colleges and universities in Australia, Canada, China, South Korea, Taiwan and the United States. This linkage is particularly significant because it will assist in enhancing nursing education, research and practice in Pakistan.

One hundred and thirty-one nurses were inducted at the chartering ceremony. They included Ms. Faiz Alam Zaib, Vice President, Pakistan Nursing Council, Dr. Yasmin Amarsi, Associate Dean of Nursing, AKU, and other nursing



Shanaz Cassum with the Coat of Arms during the chartering ceremony of the AKUSON Honor Society.

leaders. Ms. Rafat Jan, Assistant Professor, AKUSON, was the prime mover for establishing this chapter and went on to become its founding President. Membership to the Chapter is by invitation to baccalaureate and graduate nursing students from all national nursing institutions, who demonstrate excellence in scholarship. Community nursing leaders exhibiting exceptional achievements in nursing are also invited for membership.

The AKUSON Honor Society was established in 1996, and its petition to become a chapter of STTI was accepted in 1999. At the chartering ceremony, the Chapter was formally named the "Rho Delta Chapter" by the Installing Officer nominated by STTI, Dr. Melanie Dreher, Dean and Professor, College of Nursing, University of Iowa. The Charter of Rho Delta was received by the founding President, Ms. Rafat Jan, while Shanaz Cassum, Vice-President, received its Coat of Arms.

The affiliation between AKUSON and STTI will provide Pakistani nurses access to international nursing literature and research, in particular, via the Virginia Henderson Electronic Library. Nurses in this country will also have publication opportunities in the Journal of Nursing Scholarship as well as be able to network and dialogue with the experts in their field at international research forums.

In the long term, this congregation of the best and brightest minds in nursing on a global level, will ensure the dissemination of nursing knowledge for the future benefit of mankind. Rho Delta will aspire to be a nursing "think tank", by proposing strategies to ensure through education, the professionalization of nursing practice and enhancement of quality health care delivery.

New Programmes in Europe and Africa

Contd. from page 7

Professor David Elliot Bell, who served as a founding Trustee on the Board of the University for 15 years, received the degree of Honorary Doctor of Letters. Sadly he passed away in September 2000, and Ms. Susan Barry Bell accepted the award on her father's behalf. Professor Bell was a distinguished economist, occupying significant positions both in the United States and internationally, including the post of Vice President for International Affairs at the Ford Foundation. He was an eminent academician, committed to helping developing countries evolve a sustainable infrastructure for widespread growth. As head of the Harvard Advisory Group for economic policy, he assisted the Planning Board of the Government of Pakistan develop its first five-year plan in the early 1950s, which remains a benchmark for both this country and others in the region. In recognition of his invaluable services to AKU, His Highness the Aga Khan had earlier established the David E. Bell Professorship, dedicated to advancement in the field of economics.

The second honour granted on the occasion was the title of Professor Emeritus bestowed on Dr. Cheves Smythe.

Dr. Cheves Smythe was the first Dean of the Faculty of Health Sciences and a Professor of Medicine of the Aga Khan University from 1982 to 1985. He was earlier the founding Dean of the University of Texas Health Centre at Houston in the United States, where he continues as a Professor of Medicine. His wisdom and insightful leadership in the crucial, formative years of the School of Nursing and the Medical College helped to lay the foundations for their subsequent successful development.

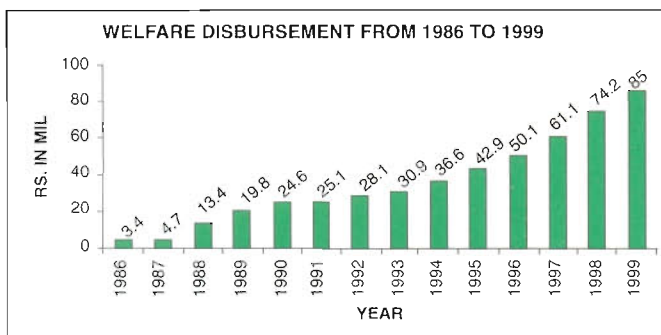
In his welcome address, Dr. Camer Vellani, Rector, AKU, highlighted the centrality of research in the new and existing units of the University to ensure sustainable progress based on sound knowledge and evaluation. Dr. Vellani also acknowledged His Highness's generous contribution of US \$ 5 million to the unrestricted University wide research endowment fund. "Reasoned inquiry is essential for valid assessment of need and effectiveness of services, and for enabling meaningful development and change," he said, and encouraged the graduates to use their expertise wisely for the benefit of society. He noted that the "University is a national and regional resource for development of skilled manpower, appropriate for the needs of developing countries."

Patient Welfare Programme

The Patient Welfare Programme enables the Aga Khan University Hospital (AKUH) to fulfil its philanthropic mission by assisting those who are unable to access its high quality medical treatment due to lack of resources. A consistent 70% of the patients who visit the Hospital each year are from the middle and lower socio-economic groups, and the demand for support is increasing.

Since its inception in 1986, Rs. 500 million (US \$ 9 million) has been disbursed to over 134,000 indigent patients. Additionally, subsidies of an equal amount have benefited all general ward and Community Health Centre patients. Ten percent of all patients admitted to the Hospital or 20 percent of patients admitted to the general ward currently benefit from the Programme. The budget for the year 2000 stands at Rs.100 million.

The welfare assistance budget is funded with the generosity of donors, and the Hospital itself is supplemented by on campus activities such as the volunteer-run gift, flower and snack shops, as well as the sale of AKUH greeting cards.



Through the Patients' Eyes

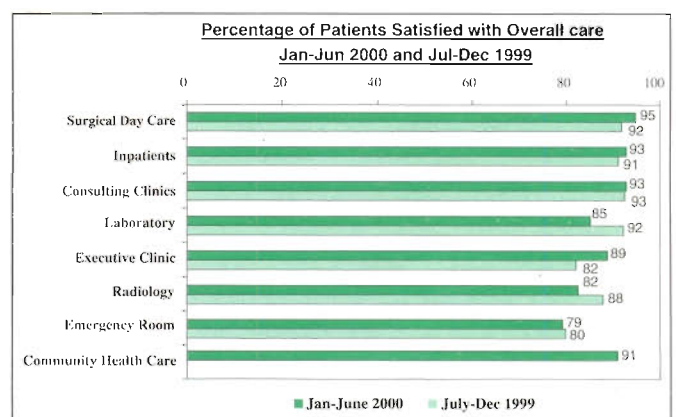
A patient's experience of illness and health care greatly affects how he or she perceives the health care services provided. Unless patients' needs are understood and met, it is impossible to build their trust and confidence in any institution or health care system. To this end, the Aga Khan University Hospital (AKUH) has encouraged seeking its patients' views on services received at the Hospital, and using these as a tool for self-examination and improvement. Here we examine the application of one such feedback tool - the survey.

Patient Satisfaction Surveys have been in use at AKUH for a long time. However, for the first time in 1996, based on the criteria of the prestigious Malcolm Baldrige Quality Award, interns from the Psychology Department of Karachi University conducted a 'Needs Survey' for the Hospital's inpatient and outpatient services, to identify patient needs, expectations and key satisfaction indicators.

In 1997, based on these findings, questionnaires for measuring satisfaction levels on key service factors for the Emergency Room (ER), Inpatients, Consulting Clinics (CC), and Diagnostic Services were developed by the Hospital's Patient Satisfaction Survey Task Force. A second Needs Survey was undertaken by the Hospital's Marketing Department in 1999, to determine if there was any change in patients' needs and expectations. The services being examined were expanded to include Surgical Day Care (SDC) and the Executive Clinic (EC). Face validity, content validity and construct validity of the measurement instruments was examined to assess the reliability and validity of the questionnaires.

AKUH's Marketing Department collects and stores patient satisfaction data, computes satisfaction scores and analyses data by using standard statistical techniques on an ongoing basis. It has been using the questionnaires developed in 1997 to regularly conduct Patient Satisfaction Surveys for ER, Inpatients, CC, Laboratory (both Main Laboratory and Collection Units), Radiology, Community Health Centre (CHC), SDC and EC. Patients from whom feedback is sought are selected randomly from the Hospital's computerized patient database. Interviews for all services, excluding Laboratory and Radiology (for which face-to-face interviews are conducted due to a large number of outside referrals), are done over the telephone within 5-7 days of a patient's utilization of the services.

The Department also prepares and circulates comprehensive yearly reports, showing the methodology, sample size, findings, conclusions, limitations and recommendations for each Hospital service, as well as quarterly satisfaction indicators comparing satisfaction levels within different areas of a service. Furthermore, on a monthly basis, it compares areas of patient dissatisfaction indicated in its ongoing surveys with the complaints received through the Hospital's



complaint boxes, and communicates this information to all service providers. The Department has accumulated a large quantity of valuable patient satisfaction data, which it is currently analyzing to see the trends over the last four years.

AKUH strives to provide high quality health care that meets or exceeds the needs and expectations of its patients. Patient Satisfaction Surveys are an invaluable tool for pinpointing whether or not this quality vision is being met.

Dr. Philomena Drago - Johnson: Utilising Minimum Facilities to Maximum Advantage



Dr. Philomena Drago-Johnson with patients.

Dr. Philomena Drago-Johnson was one of the first surgical residents to graduate from AKU in 1990, and is also presently an Honorary Lecturer in Surgery at the University. Since 1995, she has been the Medical Superintendent at Kunri Christian Hospital (KCH) in the interior of Sindh, Pakistan. Dr. Drago-Johnson has faced many challenges while working in a rural setting over the past five years, as well as opportunities to initiate change in an area steeped in folklore and misconceptions about health issues. She believes that close interaction with the local community to inculcate awareness through education, especially to empower women, is the way forward.

Why did you decide to pursue a career in medicine and specialise in surgery?

Medicine is in my genes. My father was a doctor and my earliest memories are of watching him in his clinic and longing for the day when I would help people the way he did. I don't know where the interest in Surgery developed as my father was a general practitioner. But at a very early age, I wanted a "quick cure" and surgery seemed to be the quickest way to alleviate a lot of problems.

Why did you decide to take up your current assignment, as opposed to working elsewhere in less difficult conditions?

Blame it on my husband! He persuaded me to work at Kunri Christian Hospital. I have grown to enjoy the challenge of utilising minimum facilities to maximum advantage. "Difficult conditions" are relative. Health care in any situation has its problems. I merely exchanged one set of problems for another!

How do you feel your work has impacted the health care delivery systems in the local community?

I feel the biggest impact I have made is with the community of local doctors. Initially, the air was filled with confrontational thinking. As we collaborated on common problems, some of us saw the power and value of working together to address certain issues, such as the high maternal mortality in the region. My colleagues began to realise that we don't need to compete. If we work together, we can complement each others' strengths, thereby providing better services to our patients.

As for impacting the community, I feel that I have not even begun to scratch the surface of centuries old problems and general lack of awareness about health issues. It is frustrating to try and convince people they need a certain treatment or operation, when their local healer has said something to the contrary.

Could you describe some of the challenges you face in a typical working day.

Misinformation and blatant malpractice stimulated by economic motivations is the main blockage to health care in this area, and can be very frustrating.

A common problem I often face is treating a patient with peritonitis, who has already been treated in another clinic with drips and expensive medicines, and when he is moribund, he is referred to us. We then struggle to save the patient's life. Usually, the cause is a perforated appendix or typhoid perforation, which is curable if caught in time. Instead, patients end up with two to three litres of pus in the abdomen, have to undergo multiple procedures and we end up paying a large portion of the medical bill because they usually have no money. The original culprit is usually some "kind" of doctor who was trying to save the patient from an operation!

Another common occurrence which makes me extremely angry is when a woman comes to us with a ruptured uterus after a dai (traditional birth attendant) has been trying for days to deliver a huge baby through a tiny pelvis, with the help of oxytocin injections. Again, such cases are only sent to us when the baby is long dead, and the woman is close to dying herself. We have no option but to operate immediately. This only reinforces this hospital's reputation as being a place "where they operate as soon as you enter the door."

Is it difficult to balance both a family life and a demanding career?

The support of my husband has been crucial in allowing me to pursue an exacting career while enjoying a family life. We have a shared parenting system. He looks after our two young children when I am called on emergencies, listens patiently as I vent daily frustrations and then cheers me up with good practical advice and a cup of tea! I could not manage without the two wonderful local, tribal women who look after my house and children during the day.

contd. on page 11

Volunteers Appreciation Evening



Audio Visual Library

On August 17, 2000, at the Volunteers Appreciation evening, Ms. Roshan Chanani, a volunteer, receiving an award from Barrister Shahida Jamil, the then Minister of Law, Culture, Sports, Tourism, Social Welfare and Women's Development, Government of Sindh and now Federal Minister for Law, Justice and Parliamentary Affairs. The volunteers at AKU are an integral part of the University's activities, contributing their talent and energies to its numerous activities.

Dr. Philomena Drago - Johnson

contd. from page 10

What are your short and long term priorities and challenges?

In one word: Education. Short term, I am trying to set up a School of Midwifery at KCH. This will enable the young women of this area who want to acquire some training, but whose families are unwilling to send them to the nearest large city, Hyderabad, to do so in their own area. These women will then provide good ante natal care and early detection of pregnancy related problems in their villages, thereby decreasing the high level of obstetric trauma we currently see.

Long term, I would like to train Family Health Physicians and GPs in surgical practices essential in a rural setting. I have trained several Family Physicians for the Aga Khan Health Service, Pakistan. It is very satisfying to hear the good work they are doing in the Northern Areas of Pakistan. I also hope that there will be a closer liaison between KCH and AKU. We can provide a working environment where the doctor must rely on his/her clinical judgement and skills, as there are limited diagnostic facilities available. AKU doctors, in turn, keep us up-to-date and bring a fresh point of view.

What role can women play in health care development in rural areas?

Awareness through education is the key here. Women have power when it comes to pinpointing health needs, as they are the main health care providers in rural areas. Unfortunately, their biases and folklore complicates health issues, and nothing can really happen without the men's help and the

mother-in-law's permission! We at KCH are trying to redress this imbalance in our community health work, and by using CHOs under the Mother and Child Welfare Association to set up Mother and Child Health Centres. This strategy is ongoing and has been operational for two years. But it is when women have some education that they will be able to stand up for themselves and their children and improve their health. Women health workers are currently doing a wonderful job of bringing health education to rural women's doorsteps.

How do you feel your training at AKU's Postgraduate Medical Education Programme has helped you in your work?

AKU's prestigious name often helps span the "credibility" gap a female doctor faces with the public. I can stand up in a meeting and defend myself because my broad-based training at AKU has given me the confidence to speak out. However, a lot of "high tech" medical practices I learnt at AKU often have little relevance to the type of care patients can realistically receive in a rural setting. I have therefore had to adapt my approach to diagnose and treat patients. But none of my postgraduate training is wasted. I can advise patients better because I have the necessary expertise.

SCHEDULE OF EVENTS

November - December 2000

Programme	Date
4th Series of International Conference on Infection Control	Nov. 23-25
CME Seminar-Psychiatry in Primary Health Care	Nov.20-21

UCA - World's First Mountain University in Central Asian States His Highness donates US \$ 15 Million to Regional Institution

In August this year, President Nursultan Nazarbayev of Kazakhstan, President Emomali Rahmonov of Tajikistan and President Askar Akaev of Kyrgyzstan signed an international treaty with His Highness the Aga Khan, establishing the University of Central Asia (UCA). It will be the world's first university dedicated exclusively to education and research on mountain regions and societies. On the occasion, His Highness announced an endowment of US \$15 million for the University, to be equally distributed for its programmes in each country.

As a regional institution, UCA will have its main campus in Khorog, Tajikistan, with programmes and facilities in Kyrgyzstan and Kazakhstan. It will serve 25 million inhabitants on the world's highest mountain ranges. It will have several distinctive features such as internationally recognised standards, academic partnerships and institutional linkages. It will also emphasise distance learning and fully exploit information and communications technologies.

In announcing the launch, His Highness said, "By creating intellectual space and resources, this University will help turn the mountains that divide the nations and territories of Central Asia into links that unite its peoples and economies in a shared endeavour to improve their future well-being."

The University will begin by providing educational services via its division of Continuing Education, to upgrade professional skills. AKU-IED's work in Tajikistan and Kyrgyzstan has already identified the great demand for such

in-service programmes, particularly in curriculum development, preparation of teaching material and learning packages, etc. An interdisciplinary graduate programme will come next, fostering research into issues of importance for sustainable economic and social development in mountain areas such as geology of mountains and mining, mountain ecology and high-altitude agriculture and development economics. The undergraduate programme will also seek to address regional concerns as well as provide a broad knowledge base in market economics, business, sociology, history, philosophy and ethics.

In his Convocation 2000 address, His Highness emphasised, "It is not another programme or division of AKU – let me be very clear about that." There is therefore no question of AKU resources being diverted. His Highness continued, "it is the addition of a younger sibling to the family of Aga Khan institutions, and like any younger brother or sister it will need the help of its elders."

Several AKU faculty and staff members have assisted the organisational commission that conceptualised UCA, including Dr. Shamsh Kassim-Lakha, President of AKU, who is Co-Chair of the group, along with Mrs. Munira Inayotava, the then Minister of Education for Tajikistan. The opportunities for linkages between UCA and AKU in the future are many. AKU is one of the few institutions in the region with experience in managing components and field sites physically distant from one another. It has also established an impressive record in fundraising and prudent investment and overall management of endowment funds.

European Union Ambassadors Visit AKU-IED



On October 31, 2000, the Heads of Missions of the European Union (EU) visited AKU-IED. Dr. Gordon MacLeod, Acting Director, AKU-IED, gave a presentation on the Institute, thanking the EU for its continued funding generosity, as well as outlining research initiatives and programmatic and outreach activities. Dr. MacLeod also emphasized the various multiplier effects built into the programme to maximize impact. The Heads of Missions met with a group of graduates of the two-year Master of Education Programme (M.Ed.) and students of the M.Ed. Class of 2002. The Greek Ambassador, His Excellency Mr. Dimitri Loundras, thanked AKU-IED for an "enlightening presentation" and appreciated the "fantastic work" done by AKU and the Aga Khan Foundation.

Sadia Muzaffar, presented an overview of her experiences as an M.Ed student to the EU representatives. She acknowledged the support of the IED family in her professional and personal development, and was confident that her future interactions with the Institute would enhance her continuing growth as a teacher.