

IMPACT

June 2017

LOVE YOUR HEART



آغا خان یونیورسٹی ہسپتال

The Aga Khan University Hospital



The Patients' Behbud
Society for AKUH

A BIG HEART: IN DISCUSSION WITH EBRAHIM SIDAT

Ebrahim Sidat is a Fellow Chartered Accountant (FCA) and retired three years ago as the Country Managing Partner and CEO of Ernst & Young Ford Rhodes (Ernst & Young - Pakistan).

Mr Sidat was twice elected as President of the Institute of Chartered Accountants of Pakistan (ICAP) and served its Council from 1975 to 1993. He is currently a member of the SECP Policy Board and is also a member of the Governance and Ethics Board of the Bahrain-based Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI). Mr Sidat has been a member of the Shariah Board of the State Bank of Pakistan for over a decade.

1. When did you start supporting The Patients' Behbud Society for AKUH (PBS) and why?

I was one of the pioneers of PBS. My association started in 2001, when the then President Shams Kassim-Lakha approached and asked me whether a system could be set up within AKUH for collecting zakat in a Shariah-compliant way. This gave me an opportunity to articulate a system and I had the privilege and honour of drafting PBS's constitution. We started operations in 2002 and I have been a member of the Executive Committee since then.

2. What are the most significant achievements of PBS over the last five years.

The Executive Committee of PBS decided from the beginning that PBS will be 100% Shariah compliant, and a few months ago,



PBS received Shariah certification from two renowned Shariah scholars. We have been Shariah-compliant since inception in all affairs related to zakat collection and disbursement and made a consistent effort to improve our systems, SOPs and vetting processes. However, we now have an independent third-party validation from Shariah scholars who conducted a thorough review of our processes and documentation. Over the last five years, we have brought in useful innovations. For instance, in partnership with HBL we now offer our donors the option of making contributions online, and our communication with our donors has become more broadbased and effective. Recently, a regional committee was set up in Lahore to expand our reach to a national level and going forward, PBS will consider setting up such regional committees in other major cities as well. There has been an upward trend in collections and in 2016, our target of Rs 200 million for zakat collection was Alhamdulillah surpassed!

3. Would you recommend PBS to donors as the best institution to give zakat to?

I would definitely recommend PBS to donors. Within AKUH, there are sound systems of control and transparency. The PBS Executive Committee has established something in conjunction with AKUH and the Hospital's system, to give poor patients through zakat, access to the best quality healthcare which is otherwise available to the rich and the affluent. All patients are treated equally at AKUH, as the doctors and medical staff are unaware who is paying for their treatment and who isn't. Our vetting process is highly transparent and patients from throughout the country are evaluated for eligibility for financial assistance. In many cases it is seen that AKUH becomes the hospital of last resort and patients come here when no other hospital is able to resolve their complex healthcare problem.

4. You are a successful professional and a role model for many. What are your personal and professional contributions to PBS?

I have been in public practice as a chartered accountant for over 40 years. You develop a habit of picking up what needs greater scrutiny. This helped create transparency in policy and practice, in association with our other colleagues on the Executive Committee. I interacted with senior leadership at the Hospital and the leadership has always been very cooperative and helpful. Not a single penny of zakat is spent on marketing or administrative expenses. 100% of zakat is spent on mustehiq patients. We also bring in prospective donors, who are given a tour of the Hospital and the welfare department to see for themselves the authenticity of the zakat collection and disbursal system. Many donors have sent us their zakat contributions after seeing the system in action with their own eyes!

HEALING HER WOUNDS

"I lost five children because of my heart problem."

The grief of this loss is still visible on forty-year old Gohar bibi's face.

Gohar bibi was born in Balochistan. When she was a child, Gohar moved to Hyderabad with her family. She was not educated and according to family tradition, was married at a young age. She bore nine children. Her health deteriorated with each successive child. To add to her sorrow, she also suffered five miscarriages. She would experience shortness of breath, high blood pressure and fainting spells. The doctors in Hyderabad, and Karachi where she eventually moved, kept giving her injections and medication for temporary relief. Her family remained ignorant of the seriousness of her condition but finally took her to Civil Hospital in Hyderabad, where after conducting tests, doctors diagnosed her with heart disease. However, her condition was too complex for them to treat.



Fortunately, a recently born infant in Gohar's extended family had been treated for heart disease at the Aga Khan University Hospital (AKUH). The Hospital's compassion towards the infant encouraged Gohar's family to also seek assistance.

When Gohar arrived at AKUH, the cardiac team took her under their wing. On evaluation, she was found to have a giant 11 cm ascending aortic aneurysm with severe aortic regurgitation (heart valve leakage). Her only option of treatment was urgent open heart surgery. Such surgeries are extremely high risk because of the complexity of the procedure.

Gohar also had to face other socio-economic challenges: she had small children who were dependent on her, she lived in poor conditions in a squatter settlement and did not have enough money to afford three meals every day. AKUH, with its state-of-the-art equipment, highly trained team and comprehensive care, was her best alternative. However, it was one she and her family could not normally have dreamt of.

Gohar's treatment was funded almost entirely by AKUH and The Patients' Behbud Society. She underwent a very complex open heart surgery which lasted almost 10 hours. The surgery was a complete success and Gohar was cured. Following her surgery, she continues to make regular follow-up visits to the cardiology clinics at AKUH free of charge, and was even referred to specialists at AKUH in order to have some of her other health issues resolved.

"The doctors here looked after me. They treated me well and restored my health," says Gohar, who has developed a strong bond with the cardiac team at AKUH.

At the time of her discharge after a major heart procedure, Gohar wanted to go back to Lyari on a public bus because she could not afford a taxi. The residents in the cardiac team would not hear of it! They collected the money and sent her home in a taxi.

"She is still on medication but she is much better now," says Gohar's sister-in-law, who often accompanies her to the Hospital.

Gohar is now focusing on her own health and looking after her young children. Although her life still holds challenges, the competence and kindness of the cardiac team at AKUH healed her heart - and many of her wounds.

LOVE YOUR HEART: THE HEART, LUNG AND VASCULAR SERVICE LINE AT AKUH KEEPS YOUR HEART HEALTHY

Your heart powers your whole body. It lets you love, laugh and live your life to the fullest. That is why it is important to look after it.

17.5 million people die worldwide from cardiovascular diseases each year, making it the leading cause of mortality from all illnesses. According to heart experts, the global epidemic of cardiovascular disease is not only increasing but also shifting from developed to developing countries. Two third of cardiovascular mortalities are occurring in developing countries such as Pakistan. Coronary heart disease is the leading cause of death in Pakistan and 12 Pakistanis die of a heart attack every hour.

The risk factors

Heart disease is associated with an unhealthy lifestyle, which includes excessive use of tobacco and alcohol, physical inactivity, poor sleep, stress and a poor diet (for example, with excessive salt intake). The classical risk factors such as hypercholesterolemia, diabetes, hypertension and smoking are present in our population with cardiovascular disease too and studies show that the South Asian population is prone to develop heart diseases at an earlier age - at least 10 years earlier than among other populations. This is due to the presumed metabolic syndrome which is unique to this part of the world: we have higher levels of homocysteine and lipoprotein A. Heart disease has added to Pakistan's socio-economic problems, becoming a growing source of concern.

How AKUH helps

The Aga Khan University Hospital helps you look after your heart by offering the highest quality, most advanced services to all patients regardless of their socio-economic background. The Hospital's Patient Welfare Programme offers financial assistance to patients who would otherwise not be able to access quality care. Nearly 22 per cent of our cardiology patients are unable to afford their treatment and receive support from the welfare programme.

The Heart, Lung and Vascular service line offers the services of the best cardiologists and cardiac surgeons in the country. The faculty has trained abroad and is performing state-of-the-art procedures. In order to maintain world-class standards, the University Hospital is part of the American College of Cardiology National Cardiovascular Data Registry and is able to monitor and compare its results with similar procedures in USA. Cardiac surgery services also maintains a database which is regularly compared to the Society of Thoracic Surgeons (STS) National Database in USA. We are the hospital of choice when it comes to the treatment of a very sick cardiac patient with multiple co-morbidities.

Some of the outstanding features of the service line are described below:

Newly opened cardiac emergency at AKUH

AKUH caters to patients from Sindh, Baluchistan and lower Punjab. In view of the growing cardiac needs of this increasing population, AKUH recently initiated a new separate cardiac emergency area. This area caters to patients with acute myocardial infarction, unstable angina or arrhythmias and congestive heart failure. With the introduction of the separate cardiac ER, the efficiency of the cardiac services offered to high-risk and emergency cases has improved tremendously.



Outpatient cardiopulmonary and cardiac-radiology services

It is essential to evaluate patients with potential cardiac illnesses and classify the risk of heart disease. The cardiopulmonary department offers state-of-the-art 3D echocardiography machines, Exercise Tolerance Testing (ETT), thallium testing and pulmonary function testing. AKUH is the ONLY hospital in the country with cardiac Magnetic Resonance Imaging (MRI) services. Our Computed Tomography (CT) coronary angiography unit is number one in the region in terms of quality of images and reporting.

Cardiac angiography suites

Two cardiac cath labs (angiography suites) are the hallmark of cardiac diagnostic and treatment services at AKUH. These angiography suites can be compared to suites of the top institutions in North America and are open 24 hours a day, 365 days a year, to cater to acute emergencies. All angioplasty stents and pace makers used in the unit are US Food and Drug Administration (FDA) approved. 250-300 cardiac procedures are carried out in the cath lab every month and the numbers are steadily rising. These procedures provide timely diagnosis of heart problems as well as suitable solutions and are able to save the lives of hundreds of patients every year.



Cardiac operating theatres

Using two dedicated cardiac operating rooms furnished with the best cardiopulmonary machines, the cardiac surgery team performs over 2000 cardiovascular procedures a year. This includes not only life-saving routine bypass procedures and valve replacement, but also more complex procedures such as minimally invasive open heart surgery procedures, aortic surgeries, and surgeries on patients with cardiogenic shock. The theatres are available 24 hours a day, throughout the year, to provide coverage to primary angioplasty patients. The team offers world-class service - the risk and outcomes of surgeries and angioplasties at AKUH is at par with the outcomes data of STS and the American College of Cardiology.

CCU, CICU and post-operative care

AKUH offers a 16 bedded CCU, an eight bedded CICU, a dedicated ward as well as private rooms for patients requiring cardiac procedures and post-operative space and care. Post-operative care is provided by well-trained, experienced nursing staff that cares for patients with extreme professionalism, dedication and compassion. The majority of the nurses have completed their Bachelor of Science in Nursing (BScN), and are more qualified than those in similar cardiac units in developing countries. Recently the Hospital introduced telemetry, a unique service in this region. Telemetry provides patients the highest standard of post-operative care. It provides a central monitoring system for the heart rate, rhythm and oxygen saturation for all ward patients and is supported by a dedicated nurse who remotely monitors the patients 24 hours a day, 365 days a year.

In the future, in order to help the Hospital continue to best meet the needs of the market, the Heart, Lung and Vascular service line will provide more advanced and specialist services. This includes implantation of artificial hearts for heart failure patients, lung transplantation, hybrid procedures and implantation of valves without open heart surgeries. These new procedures will put the Hospital on the map along with the top institutions of the world. However, to continue to provide access to all sectors of the population, the Hospital would like to keep strengthening its welfare programme. In 2016, the Hospital disbursed PKR 105 million to support 757 patient visits to heart specialist services. In the coming years, with the help of generous and committed donors such as yourselves, we hope to increase this number.

IN THE LIMELIGHT: EVENTS OF THE QUARTER

Golf tournaments: AKUH hosted golf tournaments in Karachi and Lahore, on January 29 and March 5 respectively, to raise funds for children suffering from congenital heart disease. The tournaments were attended by over 100 members of civil society and will fund 150 additional life-saving paediatric cardiac procedures.

"There are only a few hospitals in Pakistan that are able to perform surgeries on these young patients, including infants whose hearts are the size of a strawberry. The Aga Khan University Hospital has created a place where CHD patients can find help and hope." said Mr Hans Kedzierski, CEO, AKUH.



#AKUHcares4kids: On March 16, the specialists at the Paediatric and Child Health Department at Aga Khan University Hospital hosted a session to raise awareness about complex diseases and the high-quality medical treatment they are offering to young patients. The doctors at AKUH facilitate these patients in getting in touch with the welfare office at the Hospital.

Dr Babar Hasan, Service Line Chief, Children's Hospital, explains: "Paediatric patients with complicated diseases require specialised care. As a doctor here, I realised that for many, this specialised and high-quality treatment is not affordable. Welfare and zakat is their only hope to get multidisciplinary care of this level, essential if any improvement is to be expected."



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The Patients' Behbud Society for AKUH.

Mode of Payment: ☐ Cheque ☐ Wire Transfer

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Funding Options:

- ☐ General ☐ Paediatrics ☐ Congenital Heart Disease
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Please make your zakat contribution in favour of "Patients' Behbud Society for AKUH" and send to:

Resource Development Department,

Room # 13, Pink Office, Aga Khan University Hospital, Stadium Road, Karachi

Tel: +92 21 3486 3000; Cell: +92 300 072 3000

Email: patients.behbud@aku.edu Website: <http://pbs.akuh.org/>

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