

Organizational Direction

Federal Teaching Hospital, Ido-Ekiti

Visior

To reduce the morbidity and mortality due to communicable and non – communicable diseases to the barest minimum in Ekiti State with a view of meeting Global targets on the elimination of disease and to significantly increase the life expectancy and quality of life of the people of Ekiti State and Nigeria in general.

Mission

To use our highly skilled staff, modern techniques, and technologies to deliver timely, efficient, qualitative, accessible, equitable and affordable, Health care Services tailored to meet the health needs of the teeming population of Ekiti State and its environs and train all cadres of health care professional as well as support Health Research works, thereby strengthening the promotive, preventive, curative and rehabilitative Health care delivery services in the state.

Foreword

The Evolution C
Federal Teaching Hospite
Ido-ekiti In Three Year

By Chief Medical Director – Prof. Ebenezer Adekunle Ajayi

My desire to be part of the change agenda of President Muhammadu Buhari GCFR majorly influenced my decision to apply for the vacant position of the Chief Medical Director/Chief Executive Officer (CMD/CEO) of Federal Teaching Hospital, Ido Ekiti (FETHI), in 2017. At that time, the negative press about the hospital arising from perception of the public about poor service delivery was a cause for concern. It was a hospital struggling to survive as would be expected of any community that had been made a war zone. Morale of the workforce was abysmally low, basic utility such as power and water was a luxury, consumables and drugs were hard to get in the hospital, quality service delivery had been replaced with incessant industrial actions among many other ills unexpected of such an institution.

I want to thank the Honorable Minister of Health and leadership of the Federal Ministry of Health for recommending my appointment as the CMD/CEO of FETHI to the President and Commander-In-Chief of the Armed Forces, Federal Republic of Nigeria. My deep appreciation goes to Mr. President for the confidence he reposed in me by appointing me to serve my country in this capacity. God has helped me to take up this national assignment faithfully, loyally, honestly and with all my strength. This compendium of the activities of the hospital under my leadership in the first three years of my stewardship tells the beautiful story of how the corporate integrity of FETHI is being regained, confidence is being built for workforce and clients as well as progressive restoration of quality service delivery to Nigerians. It is an unfolding story of a journey in leadership and team work. It is my belief that as you go through it, you will be inspired to commit yourself to become a development partner with FETHI and support our desire to continue with the evolutionary journey of repositioning FETHI for greatness.

I am immensely grateful to the Governing Board of FETHI under the leadership of Alhaji Mohammed A. Sukababa for the unwavering support to me and commitment to see that FETHI is truly transformed. I also thank members of Management Committee, leaders of Unions/ Associations in the hospital and many other stakeholders whose continuing supports have in no small measure helped the path to recovery and growth we have charted for ourselves. I am indebted to my wife and children for their prayers and understanding.



Table Of Content

Organizational Direction	ii
Foreword	iii
Background	1
The Five Point Agenda	4
Step 1: Employee Engagement	5
Policies And Developments On Employee Engagement	5
Common User Group (cug) Mobile Phones	5
Establishment Of Fethi Rebranded Telegram Group	5
Regular Meetings With Various Union Executives	5
Open Forum Meetings	6
Medical Certificate of Fitness	6
Outcomes	6
Step 2: Physical Infrastructure	7
Re-Constructing and Remodelling Projects	7
The Tunde Aladesanmi Theater Complex	7
The Reconstructed Labour Ward in Maternity Complex 8	
Redesigning of the Male Medical, Female Medical and	
Male Surgical wards	8
The Redesigning/Remodeling of the Paediatric Department	8
Expansion of Mental Health Departmental Building	12
Playing Ground for Staff	12
Acquisition and Renovation of New Annex	
Clinics Building at Ado-Ekiti	12
Renovation of the Hospital Mini Conference	
Hall and Board Room	14
Renovation of Community Medicine Department	1.
Renovation of the Maternity Clinics Building	1.
Upgrade of Several Departmental Seminar Rooms	1.
New Physical Infrastructures:	10
Newly Completed Physiotherapy Department	16
Modern Accident and Emergency Building:	17
Patient's Relative Pavilions	17
Patient's Seats at Various Outpatient Clinics	17
New Cafeteria for Staff and Patients	17
Radiology Building:	17
House Officers' Buildings:	18
Hospital Central Store Building	18
Outcomes:	18
Step 3: Equipment Procurement, Maintenance & Management	23
Procurement of New Equipment	23
Installation of 3500kg Incinerators	23
Modern Special Artificial Teeth Facilities	
(Dental Technology Laboratory)	23
Laboratory Equipment	24

	Federal Teaching Hospite Ido-ekiti In Three Yea (2018-2021) — Working Titl
Motorized Birthing Beds	24
Equipment in other Departments	26
Commissioning and Installation of Generators	26
Maintenance and Management of Equipment	27
Efficiency Evaluation Tours	27
tep 4: Human Capital Development	32
FETHI/ABUAD Partnership	33
3-Day Seminar on Improving Service Delivery	33
Seminar on Developing and Implementing Clinical	
Practice Guidelines (CPGS): A Paradigm Shift for Better Patient Care.	33
Sniff for better ratient Care.	33
In-House Capacity Training on Work Ethics and Attitude	33
Training for Mid-Wives	33
Continuous Professional Development Training	
(An 8-Day Training on Health and Safety)	34
5-Day ICT Training for Hospital Secretaries	34
3 Day Heads of Department Capacity Building Retreat	34
Trainings on the Clinical Management of Patients	
with Severe Acute Respiratory Infection (SARI)	
Associated With COVID-19	34
Nurses' Seminar (Standardized Nursing Languages)	34
Seminar on Rebuilding the Confidence of Health	
Records Practitioners	34
Waste Disposal Management Sensitization	34
wasie Disposar Management Sensinzarion	5 4
FETHI Kitchen Staff Training Seminar	35
Creation of Client Information Desks (CID)	35
itep 5: Community Engagement	36
Engaging Other Government Parastatals	36
Partnership with Nigerian Television	
Authority (NTA), Ado-Ekiti	36
Partnership with the Federal Road Safety	
Corps (FRSC), Ido-Ekiti Unit Command	36
National Agency for Food, Drugs Administration	
Control (NAFDAC)	36





iv

	Community Outreach Programs	37
	Fund Raising for Indigent Patients – Alaanu Fund	37
	Road Repair Works on Ora-Aaye Èkìtì Road	37
	Healthy Living Radio Program	37
	End-of-Year Free Surgery Outreach	37
	Cancer Awareness Campaign at Federal	
	University of Oye-Ekiti, Ekiti State.	38
	Ido Day Celebration	38
	Ise-Ekiti Development Council	38
	Outreach to Igogo, Ekiti – World Kidney Day	38
	Tuberculosis Awareness Campaign to Ire-Ekiti	39
	Health Care Delivery to Erinjiyan Residents	39
	Other Community Outreach Programs	39
	Outcomes from Community Engagement	39
ОТН	ER AREAS OF EVOLUTION	40
	Information Technology	41
	COVID-19 Management	41
	Contact Tracing	41
	Community Sensitization	41
	Areas of Growth	41
	Social Media	47
SUM	MARY OF SOME REFORM INITIATIVES CARRIED	
OUT	FOR EFFECTIVE SERVICE DELIVERY	48
SUS	TAINING THE EFFORTS TO REPOSITION FEDERAL	
TEAC	CHING HOSPITAL, IDO EKITI, EKITI STATE:	62
Testi	monials	64
Testi	monials/ Stakeholders' Perceptions About FETHI's Service	65
	Olojudo of Ido-Ekiti, Oba (Capt.) Ayorinde Ilori-Faboro:	
Back	ground	65
	Change in Hospital Dynamics and Environment	65
	Dr. Kayode Akinlade, The Most	
	Valued Friend of the Hospital	66

vi

The Evolution (
Federal Teaching Hospit
Ido-ekiti In Three Yea
(2018-2021) - Working Tit

Letter from a Patient's Relative, Prince Olorunfemi	
F., After His Father Received the Services of FETHI:	67
The Impression of The President, Ido-Ekiti Youth Vanguard,	
Hon. Layokun Abiodun Kester, About the Services	
and Leadership of the Federal Teaching Hospital,	
Ido-Ekiti (FETHI):	67
Background	67
Staff Relations	68
Medicare Service Delivery	68
Community Impact	68
Community Investment	69
The Chairman of Ido-Ekiti Development Council,	
Hon. Olurotimi Afolabi Wonder's Perceptions	
about the Present Leadership f FETHI and	
Services Improvement:	70
Background	70
Hospital Environment	70
Health Services	70
Community Impact	70





vii

Background

Federal Teaching Hospital, Ido-Ekiti

In 1956 in the Old Western Region of Nigeria, Ido General Hospital (which would later be renamed the Federal Teaching Hospital, Ido-Ekiti) was established by the Federal Government of Nigeria.

In 1998, as part of the Federal Government's policy to establish Federal Medical Centre(s) (F.M.C.s) in States where there were no Teaching Hospitals, the Ido General Hospital was renamed Federal Medical Centre (FMC), Ido-Ekiti by the administrative pronouncement of the then military Head of State.

The Mission of the then Federal Medical Centre, Ido-Ekiti was to be a part of the Federal Government's Drive to provide affordable, qualitative, and accessible Medicare to every state of the federation, and particularly to the people living in the grass root of Ekiti State and its environment. Following this restructuring, the Centre's administrative operations started officially in July 1998 and full operations commenced in 1999 with six (6) departments. The Federal Medical Centre, Ido-Ekiti took many giant strides and changed the face of healthcare in its region, through its numerous achievements and outstanding performance, such that 16 Years after it had become a Federal Medical Centre and having made discernible and positive impacts in its community and the environs, its potentials, capacity, and its strategic location became apparent to all. This once again brought the hospital on the radar of the Federal Government of Nigeria and the Afe Babalola University, Ado Ekiti (ABUAD), a World-Class Private University.

In October 2014, the Federal Government of Nigeria and the Afe Babalola University, Ado Ekiti (ABUAD), entered a partnership by virtue of a Memorandum of Understanding which led to the upgrade of the Hospital from a Federal Medical Centre to a Teaching Hospital. The purpose of this partnership was for FETHI to serve as Training Hospital for the clinical training of its medical students and other allied health professional students at the Afe Babalola University, Ado Ekiti (ABUAD).

Currently, Federal Teaching Hospital, Ido-Ekiti has Residency Training Programs in eight (8) departments, an Accredited School of Nursing Program and has a bed capacity of three hundred (300). The Hospital also has twenty-two (22) Clinical and Four Non-Clinical departments which is a far cry from the Six (6) Departments it began its operations with in 1999.

Today, Federal Teaching Hospital, Ido-Ekiti, is one of the fastest growing Teaching Hospitals in the country as well as a foremost cutting-edge primary, secondary and tertiary health service provider, and clinical training institution in Nigeria.



In less than two decades of its history, Federal Teaching Hospital, Ido-Ekiti, has successfully carved a niche for itself as a foremost clinical training flagship in the country through its robust Residency Training Programme, accreditations of National and West Africa Post Graduate Medical Colleges in specialties like; Obstetrics and Gynecology, Internal Medicine, Family Medicine, Community Medicine, Surgery, Mental Health, Paediatrics and ENT.

FETHI's Residency Training Program has unarguably taken an enviable position among its peers in the country as evident in her success story at the professional postgraduate examinations and the quality of training manpower produced, coupled with the requests for collaboration, partnership, and cooperation from sister institutions within and outside the state. These are feats of the Hospital's laudable strides since its inception.

Unfortunately, between 2013-2017, the hospital was engulfed in serious crisis of confidence between Management and majority of the workforce. By 2016, the hospital had been brought to its knees as a result of the crisis with attendant loss of huge resources to government and the several communities the hospital was to serve. A Ministerial Panel of Inquiries set up in 2016 by the Honorable Minister of Health documented in details this unfortunate phase in the life of the hospital. It was in this unfavorable milieu that Prof. Ebenezer Adekunle Ajayi was handed the leadership of





the hospital in January 2018. In three years, the hospital has had been repositioned and now evolving as one of the best in the industry.

The Hospital is located at Ido-Ekiti in Ido/Osi LGA of Ekiti State and continues to be a healthcare icon in Ekiti State and other neighboring States of Kwara, Osun, Kogi and Ondo as it fulfils its Mandate to significantly increase the life expectancy and quality of life of the people of Ekiti State and Nigeria. As it stands today, the Hospital is one of the fastest growing Teaching Hospitals in Nigeria. As it stands today, the Hospital is one of the fastest growing Teaching Hospitals in Nigeria, evidences abound!

The Evolution Of Federal Teaching Hospital Ido-ekiti In Three Years (2018-2021) – Working Title

The Five Point Agenda Federal Teaching Hospital, Ido-Ekiti

To deliver on the promise of Enhanced Qualitative Health Service Delivery in Federal Teaching Hospital, Ido-Ekiti, a Five Step Approach was adopted which is enumerated below:













STEP **EMPLOYEE ENGAGEMENT** Federal Teaching Hospital, Ido-Ekiti

The Hospital Management recognized that Qualitative Health Service Delivery could only be achieved with an engaged, active, and invested workforce that is dedicated to delivering optimum Health Services to its Clients.

This is because the workforce of a hospital often, determines the Hospital's general ambience, spirit, and drive and to change Client experience across the Hospital, we must start with the demeanour and general disposition of its workforce to the work, their colleagues and to workplace. The more united the Hospital's workforce is, the greater the Health Service Delivery Quality and Benefits to Patients and Clients alike.

Thus, the Management made Employee Engagement one of its first and primary focuses and set out to foster a culture of openness and unity which would in turn encourage the flow of ideas, collaborative efforts and a wholesome and conducive environment for Clients and Staff alike.

In this regard, the Vision is Hospital where every member of staff takes ownership of the Hospital's vision and mission statements, corporate culture, and systems. We believed that this type of envisioned workforce will imbibe the cherished code of global best practices in their respective areas of specialization.

POLICIES AND DEVELOPMENTS ON EMPLOYEE ENGAGEMENT

Some of the policies and developments so far include:

5

COMMON USER GROUP (CUG) MOBILE PHONES

A Common User Group (CUG) Mobile Phones Plan was implemented to enable employee to communicate easily with one another without the hassle of fear of additional costs to the Employee. With the introduction of the CUG phones, employees shared important information in a timely and direct way that positively enhanced Timely and Life-saving Service Delivery to Clients.

Establishment of FETHI Rebranded Telegram Group

The Hospital Management established the Rebranded FETHI Telegram to enhance multi-media message sharing amongst members of staff in situations when a phone call would not be enough to address the situation.

The establishment of the Rebranded Telegram group fostered collaboration during team projects and efforts as well as during everyday hospital activities.

Regular Meetings with Various Union Executives

Regular meetings were organized with the Various Union Executives by the Hospital Management to ensure that the hospital maintained a cooperative and cordial relationship with the Unions.

As a result of these meetings, the Management:

· Stayed abreast of the activities of the Unions and

Associations,

- on staff grievances
- responsively.

Open Forum Meetings

To ensure that all employees have a Outcomes forum at which they can share ideas Following the implementation of between the Management and Hospital-wide value restoration.

to its Clients. This has included Positive Procedural changes in Patient Care, Care Delivery and Services offered to Clients.

Medical Certificate of Fitness

The Hospital Management implemented a compulsory wellness check before promotion policy for all hospital staff to ensure the wellbeing of staff who are entrusted with managing the health of Clients/Patients. This included Blood Pressure, Glucose level and

Cholesterol level Checks.

 Received timely information This development sent a signal to all hospital staff that the Management Resolved and attended to of the Hospital was just as interested cogent staff grievances in their well-being as that of Client/Patients and this has engendered more trust in the current hospital's management.

and information on how to improve these policies and the new the Hospital's Services, the developments, massive changes Hospital's Management set up have been recorded in Staff periodic Open Forum Meetings Engagement which is evident by the

In the words of the Leadership of the This exchange of ideas has led to a Medical and Health Workers Union marked improvement in the of Nigeria (MHWUN), Ekiti State Services which the Hospital delivers Council, there has been peaceful coexistence among the staff since the inception of [FETHI's Current] administration.

> Another marked change which the council noted that positively impacted the FETHI's Value System was the absence of preferential treatment to any association or union due to the democratic principles of the hospital's administration as well as the value placed on fair play, equity, justice and commitment to the Well-being of the Hospital's members.





Cross Section of New Members of Staff During Orientation





Physical Infrastructure Federal Teaching Hospital, Ido-Ekiti

The Second Step in the Hospital Administration's Agenda was the development and improvement of the Physical Infrastructures necessary to deliver Qualitative Health Service Delivery.

There is no doubt that Well-planned and maintained Physical Infrastructures within the Hospital plays a major role in the healing process and experience for Patient/Clients by creating a healing environment that does not compromise on functionality whilst balancing other physical aspects that Client/Patients may interact with during their care.

Thus, the Hospital's administration has devoted itself to ensuring that the Physical Infrastructures of the Hospital are not only functional but also balances other physical requirements such as lighting, temperature and more in other to provide a wholesome recovery environment for Client/Patients and staff alike. Leveraging on existing Physical infrastructures and real estate belonging to the Hospital, FETHI's administration commissioned Reconstructions and

Remodelling of existing

infrastructures and the Construction of new physical Infrastructure to create room for its anticipated growth and to gradually bring the Hospital up to international standards.

Re-Constructing and Remodelling Projects

To enhance existing Physical Infrastructures, FETHI embarked on several reconstruction and remodelling projects, mostly from IGR, some of which include:

The Tunde Aladesanmi Theater Complex

The hospital's theatre (named after one of its deceased staff, a Senior Surgeon, Dr TUNDE ALADESANMI) is a three star ultra-modern Theatre complex. The project was a response to the yearnings of the hospital's theatre users.

The Complex features a refurbished Recovery Room, Theatre Manager and Nurse Station, Exit Corridor for waste, Scrub station, and a Mini-Conference room with seating capacity of 20 with monitors linked to theater suites.





The Tunde Aladesanmi Theater Complex

7



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Ido-ekiti In Three Year
(2018, 2021) Working Title

The theatre features four separate entrances instead of a singular one and the complex's facilities cater for Theater Personnel and Relatives of Patients being treated. It also boasts of a Pharmacy Unit and a Pay point window.

The Reconstructed Labour Ward in Maternity Complex

Another Physical infrastructure project was the reconstructed Labour Ward in the Maternity Complex. This project included the addition of Three (3) Motorized Delivery Beds, Cardioticography Machine, Handheld Doppler Machine.

With the New Labour room and equipment, patients now enjoy a better delivery experience. The Labour ward was also awarded the title of the Neatest Procedural Area and Delivery rates have increased.

Redesigning of the Male Medical, Female Medical and Male Surgical wards

The Male and Female Male Surgical Wards were also redesigned to improve efficiency and the delivery of Quality Health Services.

The Redesigning/Remodeling of the Paediatric Department

The Paediatric Department caters for babies and young children who above all other categories of Patient requires a stimulating environment within which to receive care and to recuperate.

Thus, the Hospital Management planned and executed the remodelling of the department in line with Medical Best Practices. The Department now features a Play Area for toddlers and Children and Multi-Media Facilities to keep them entertained and learning while they recover. The Ambience was also brightened with colourful drawings that are designed to capture the imagination of its occupants.









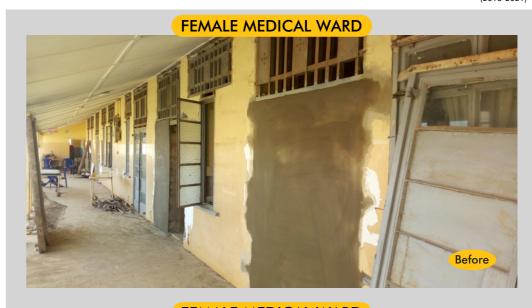






9













Federal Teaching Hospital Ido-ekiti In Three Years (2018-2021) – Working Title

PEADIATRIC WARD





11

Expansion of Mental Health Departmental Building

The need for expansion of the Mental Health Departmental building arose when accreditation panel visited the hospital sometimes ago and the management of the hospital promised to do the needful before their return visit. The expansion project is fast heading to completion, as the management also considered the comfortability of the Mental Health patients, some of whom were on rehabilitation and that of their care givers as sacrosanct.





Mental Health Departmental Building Expansion.

Playing Ground for Staff

The management of the hospital has encouraged regular exercises by constructing a playing ground that will have a volleyball and lawn tennis courts for her members of staff who have interest in sporting activities. The construction is going on and a portion of the ground is already in use by the athletes to keep fit and healthy at leisure.

Acquisition and Renovation of New Annex Clinics Building at Ado-Ekiti

The management of the hospital has recently acquired and renovated the defunct Alafia Hospital, Ado-Ekiti to be its new Annex clinics in the state capital. The complete renovation and reconstruction is ready for service delivery. It is a 45 bedded facility to cater for the needs of majority of our NHIS patients who live in Ado Ekiti.





New Addo Anex Clinics



NEW ADO ANNEX CLINICS

13













Renovation of the Hospital Mini Conference Hall and Board Room

The mini conference hall of the hospital where several academic and official activities are being held, has also been renovated and already in use. This hall is the only one within the hospital where Unions and Associations of Staff also hold their congresses and other social activities on regular basis. The same thing for the Board Room to improve the corporate image of the hospital.

















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Renovation of Community Medicine Department

The building housing the Community Medicine Department of the hospital has been in a sorry state for long. The renovation involved re-roofing, reconstruction in part and repainting.





Community Medicine Department

Renovation of the Maternity Clinics Building

The maternity clinics building in Obstetrics and Gynecology department has also been renovated. The renovation became expedient as a result of series of roofing and sealing leakages which had not only inconvenient the members of staff working therein but also the patients housed within the building. Re-roofing and reconstruction to increase the number of consulting rooms were done,





Renovation Of the Maternity Clinics Building

Upgrade of Several Departmental Seminar Rooms

Some departmental seminar rooms for academic activities were refurbished and upgraded to create enabling environment for learning and teaching.

15



Community Health Seminar Room

New Physical Infrastructures:

The Hospital's Administration also worked on the development of new infrastructures. The new infrastructures were mostly products of capital appropriation. They include:

Newly Completed Physiotherapy Department

FETHI's Physiotherapy department was augumented by the completion of a new building which is designed to cater for the unique needs and requirements of the department as well as the needs and the requirements of the Clients/Patients who will be cared for within the building. It features:

- * Gymnasium
- * Treatment Rooms
- * Consulting Rooms
- * Seminar Room
- * Administrative Offices
- * Conference Room
- * Common Room, Etc.



Old Physiotherapy building





- * MRI Suite
- * Ultrasound Suite
- * X-Ray Suite
- * Call Rooms, Etc.

House Officers' Buildings:

The House Officers' Building project when completed will features four (4) additional newly constructed quarters for House Officers. Some of the features include:

- * 1 Bedroom Flat
- * Kitchenette
- * Mini Sitting Room
- * Other Conveniences
- * Etc.

Hospital Central Store Building

The hospital has just completed the construction of a main store where procured equipment, drugs, machines, stationaries and other clinical and non-clinical materials are being kept for safety and accountability.

Outcomes

Following the numerous Physical Infrastructure projects that were taken on, FETHI, is gradually approaching international best standards in its various clinical and Non- Clinical Departments. This is enabling her to deliver Quality Healthcare Services to the people of Ekiti State and Nigeria at large whilst gradually attaining International best practice in all its Clinical Departments.

The physical infrastructure upgrades have further served to increase Community interest in the success of the Hospital and has built up Communal trust in the Services delivered by the Hospital. Thus, FETHI has come to enjoy the benefits of an invested community which has often time led to charitable donations of items for the use of the Hospital.





A new Accident and Emergency building, which happens to be the first dedicated A&E building in the history of the hospital is under construction. It will be fully dedicated to managing Accident and Emergency cases. This building will feature:

Physiotherapy Complex

- * Recovery and Resuscitating Rooms
- * Wards
- * X-Ray room
- * Theater Suite
- * Burns and Plastic Unit
- * Seminar Room
- * Call Rooms, Etc.

Patient's Relative Pavilions

Recognizing the culture and society within which FETHI operates, the Hospital Administration designed and introduced various Patient Relative's pavilions that would cater for the needs of patients with relatives.

Patient's Seats at Various Outpatient Clinics

Seats were provided for patients at the Hospital's various outpatient clinics where they can sit and wait for their treatment.

New Cafeteria for Staff and Patients

A new Cafeteria with a Seating Capacity for 30 People was completed to cater for the nutritional/dietetic needs of both staff and patients. It is fully air conditioned, well lighted and outfitted with tables and chairs in a restaurant style sitting.

Radiology Building:

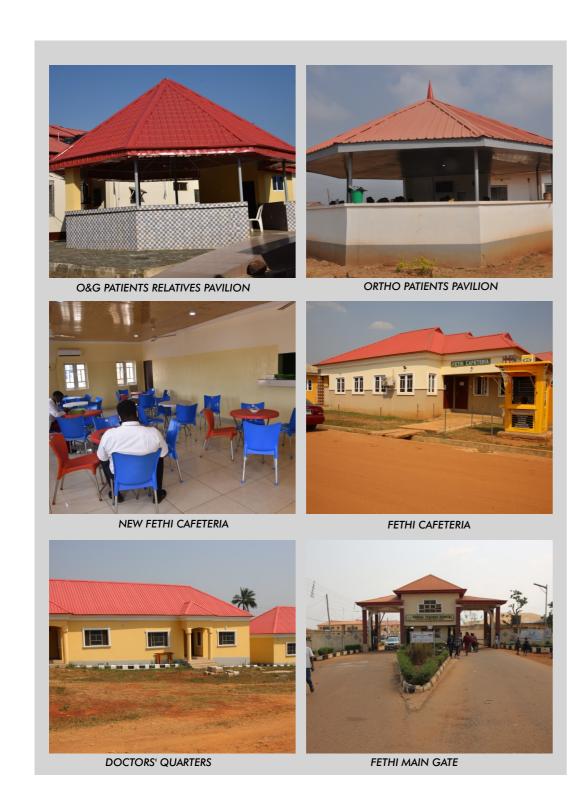
The Radiology Building construction has been completed and will soon be equipped with state-of-the-art Radio-diagnostic equipment that will be dedicated to the activities of the department. The New Building will feature:

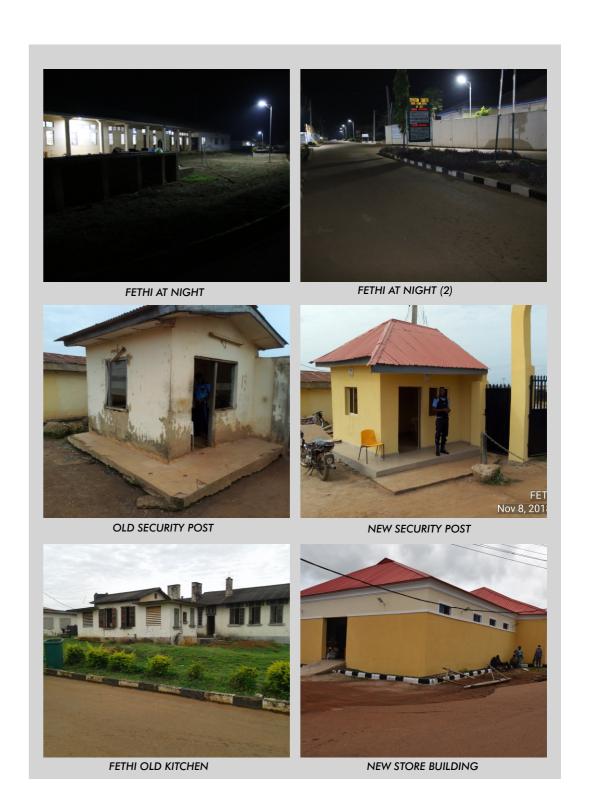
17

- * CT Scan Suite
- * Floroscopy Suite

















OLD STORE BUILDING

NEW STORE BUILDING





FETHI MAIN GATE AT NIGHT

FETHI AT NIGHT





STEP Equipment Procurement, Maintenance & Management Federal Teaching Hospital, Ido-Ekiti

The Management of Federal Teaching Hospital, Ido-Ekiti, also identified the procurement of new Medical Equipment and the Maintenance and proper

Management of Existing Medical Equipment as one of the major steps towards achieving Qualitative Health Service Delivery.

Medical equipment are crucial to patient care and clinical

procedures, as having the correct quantity of medical equipment helps to prevent patients from being denied access to any health services. Therefore, it became imperative that the Medical equipment at FETHI be properly maintained and well provided for to properly meet the Health Service needs of Patients, manage the operational costs of the Hospital and to increase the internally generated revenue of the Hospital. Despite the huge spending on new

Despite the huge spending on new equipment, majorly from IGR, the hospital still offers the cheapest medical services compared to its counterparts in other part of the country due to the Management's novel way of expanding the revenue base of the institution's resources and the proper assignment and utilization of the resources.

Procurement of New Equipment

With the acquisition and maintenance of Medical Equipment at FETHI, both staff and patient are exposed to a new experience, one that is increasingly reminiscent of international standards as the Hospital gradually works towards achieving a 5 Star Hospital

standard.
Installation of 3500kg

Incinerators

Medical Grade Incinerators are necessary for proper and hazard free disposition of Medical Waste which must be properly disposed due to the high potential of becoming health hazard for Health Professionals, the Community and most especially, the Environment.

Thus, the Hospital's

Administration, championed the installation of 2 Incinerators (with 3000KG and 500KG Capacities) capable of handling solid wastes for the hospital, thereby eliminating open dumping and burning of solid wastes within the hospital. FETHI is now operating in compliance with International Emission Regulations to protect human health as the incinerators effectively reduce the quantity of waste and provide a safe alternative for the disposal of hazardous waste generated within the hospital community.

Modern Special Artificial Teeth Facilities (Dental Technology Laboratory)

For Advanced Restorative Dental Treatment, we upgraded Dental Laboratory of the hospital. Some of the newly procured equipment include Centrifugal Casting Machine, Burnout Furnace, Vacuum Cleaner, Steam Cleaner, Porcelain Baking Furnace, Ultrasonic Bath, Model Trimmer Sand Blasting Machines, Model Vibrator and Workstation.

With the new development, dental

23

treatments ranging from porcelain-fused to metal crowns, full porcelain crowns, full metal crowns, metal-based dentures, obturators and different types of dental bridges are now available and accessible at FETHI. The advanced restorative treatment that is now available at FETHI due to the procurement of these equipment, are comparable to any other standard laboratory in the world. According to end users, the upgrade has earned the hospital the expected standard of a Teaching

hospital; and the dental

technologists are trained in the use

Laboratory Equipment

of these modern equipment.

New Laboratory Equipment was procured to reduce the waiting time for laboratory results without compromising standards in testing. Some of the new equipment include Sysmex 5 Parts Heamatology Analyser, Automated Chemistry Analyser, Automated ImmunoAssay Analyser, Automated Blood Culture

Machine and Automated Semen Analyser, amona others.

This development has significantly expanded the range of laboratory tests, reduced turn-around time and improved patient care with unquantifiable value added. It has also significantly increased Internally Generated Revenue for the Hospital.

Motorized Birthing Beds

Motorized Birthing Beds are the standard in for Maternity Care in Obstetrics and Gynecology. They are electrical self-adjusted delivery couches beds to provide necessary comfort needed by pregnant women in the labor ward.

The goal of this new procurement is to ensure the Delivery of healthy babies to healthy mothers in a comfortable atmospheric condition that enables dignity and respect and on turn encourages more expecting parents patronize the Hospital. The Management procured 3 Motorized beds which are currently installed in the newly reconstructed Labor Ward in the Maternity Complex.



3500KG Incinerators





NEW DENTAL LAB





25

Equipment in other Departments

- Department of Medicine: A new top-notched Echocardiography machine with a complete new suite, additional 12 channels ECG machines, additional Holter ECG recorders, reactivation of Exercise treadmill machine, new spirometer, new bronchoscope, several dermatological investigative and therapeutic tools, reactivation of dialysis services with refurbishment of existing dialysis machines and purchase of additional new machines, among many others.
- Ophthalmology: Creation of new operating room, new slit lamp with fundus camera, new facility for tonometry, upgrade of optometric clinic and shop, etc.
- Orthopaedic: Purchase of new sets of different orthopaedic operating tools (None in the hospital before now).
- Paediatrics: Purchase of Phototherapy Light, Patient Monitors and Infusion Pump, Infusion Syringe and Perfusor Line Standard 250cm, among others.
- Mental Health: Acquisition of a brand new Electro Convulsive Therapy (ECT) machine, acquisition of latest edition of Psychological Instruments (Psychology) and prompt provision of materials needed for the smooth running of Occupational Therapy Unit.
- ENT: Purchase of Amplivox 260 and Portable Diagnostic Audiometer.
- Urology: Purchase of Camera for Medical Endoscopy ICCD (Very High Rendition).

Commissioning and Installation of Generators

Three (3) 275 KVA, One (1) 100KVA and One (1) 60KVA Generators were added to power the Core Clinical areas of the Hospital while the face lift of the Power House was done to create an enabling and conducive environment for Engineers and Technicians. The completion of the project was prioritized due to its exigency as Qualitative Delivery of Hospital Services and Hospital activities rely on the adequate supply of Electricity and Water.

Following this development, power shortage issues that plagued the hospital in the past have now improved considerably such that the Hospital no longer records power failures during its operations as it did before. The new generators also solved the past power problems that kept some sections of the hospital in the dark whilst leaving others lit. This change has also boosted Internally Generated Resources for FETHI due to the increase in power supply which is necessary to power Medical Equipment.

Provision of Solar-Powered Electricity

Power supply from public power grid and power generating sets had been significantly augmented by solar-powered sources of electricity. The hospital street lights and the wards are now fully powered by solar-





powered sources of electricity.

Refurbishment and Installation of Autoclave Machines Three (3) Autoclave machines were refurbished and installed.

Maintenance and Management of Equipment

When Medical Equipment are effectively managed, it leads to an overall improved workflow reducing delays in interventions which can cause serious consequences for Patients. It also increases the productivity and the Health Service Delivery also become safer for patients. We have essentially utilized preventive maintenance strategy to accomplish reducing frequencies of service interruptions arising from incessant machine failure. Obviously, we have adopted a genuine maintenance culture here in FETHI as Managers of limited available resources.

Efficiency Evaluation Tours

Efficiency Evaluation Tours were introduced to monitor the efficiency and utilization of the Hospital's Equipment and Infrastructure. The purpose of this tours were to gain a true understanding of how the Hospital's equipment functioned during regular hours and duties. These checks also play a part in ensuring Staff Engagement whilst improving Efficiency in the Hospital.



MACHINE IN HAEMATOLOGY



MACHINE IN MEDICAL MICRO LAB

27







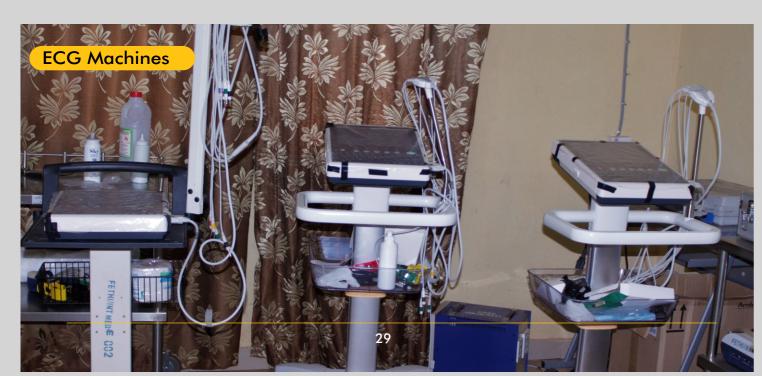
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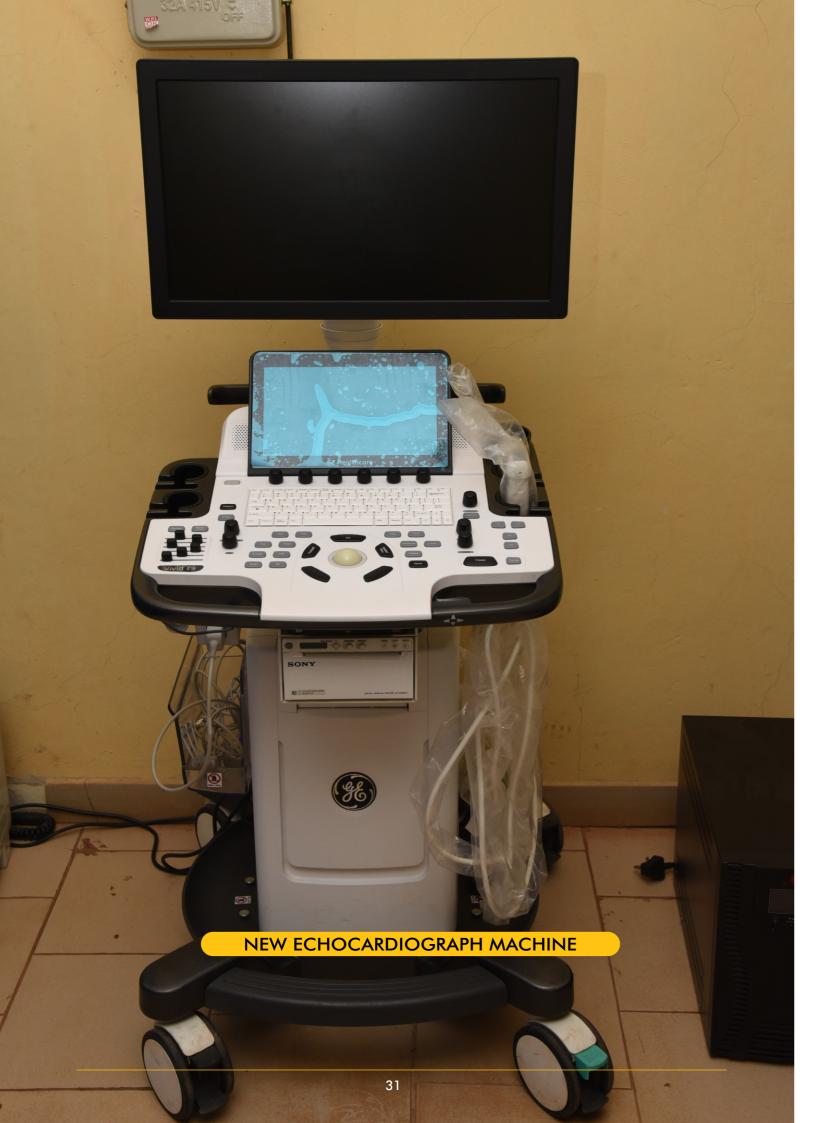












Human Capital Development Federal Teaching Hospital, Ido-Ekiti

Human Capital Development is key to the growth of any organization and even more so to Medical institutions that are charged with making life or death decisions in the ordinary course of their day. Thus, Human Capacity development was identified as a major area of concentration for the Hospital's Administration both in Learning and Development as well as in Staffing.

Learning & Development

Learning is a continuum and there is a need for continuous learning for the employees of Medical Institutions to make possible the achievement of Qualitative Health Service Delivery. This was the conclusion that was drawn by Federal Teaching Hospital Ido Ekiti's administration. It is important for the employees of the hospital to continue to get themselves acquainted with newer ways of doing things.

Some of the Learning and Development efforts have included:

- In house workshop and seminar on discipline, customer/staff relationship, professionalism, attitudinal change, health and safety, and work ethics both for Junior and Senior staff
- Sponsorship of staff to ASCON, IHSAN, CMD, SERVICOM Institute to acquire more professional skills.
- Study leave for both academic and professional development.
- Prompt promotion exercises to motivate staff.
- Successful accreditation and re-accreditation of various residency training and nursing programs in the Hospital. Accreditation visits from National Medical College of Nigeria and West African Colleges of Physicians and Surgeons residency training programs in Pediatrics, Mental Health, ENT, Surgery, Anesthesia, Obstetrics & Gynecology, Community Medicine as well as similar visit from Nursing and Midwifery Council of Nigeria to School of Nursing have all been successful. We await accreditation visits for residency training in Ophthalmology and Laboratory Medicine and internship in Dentistry.
- Collaboration with Ekiti State College of Health Sciences and Technology, Ijero-Ekiti for in-service training for over 200 members of staff for the award of Health Assistant Medical Certificate.
- Staffing: In the area of staffing, the focus was to streamline the
 operations of the Hospital and fill up Human Resources gaps which
 also led to the creation of new positions to keep the Hospital up to
 date with internationally accepted standards of Hospital
 Management. After due diligence was followed, recruitments to
 bolster clinical service delivery took place. In all, new 285 members
 of staff have been recruited, mostly in the clinical areas. This number
 excludes interns, staff on sabbatical leave, locum and contract staff.



LIST OF ACCREDITATED DEPARTMENTS FROM 2018 TILL DATE

- * SURGERY
- * PAEDIATRICS
- * MENTAL HEALTH
- * EAR, NOSE AND THROAT
- * COMMUNITY MEDICINE
- * OBSTETRICS AND GYNECOLOGY
- * ANAESTHESIA

FETHI/ABUAD Partnership

Between 2018 and now, ABUAD had successfully graduated three sets of medical doctors who had their clinical training at FETHI. This is in addition to successful graduation of other para-medicals being trained jointly with ABUAD.

3-Day Seminar on Improving Service Delivery

The 3-day seminar on improving service delivery in the hospital as organized by the Hospital Management and SERVICOM, was targeted at members of Top Management Committee (TMC), Senior Management Committee (SMC), Medical Advisory Committee (MAC) and the SERVICOM Unit. The purpose of the interactive training was to teach participants the principles and tenets of service delivery and develop mechanisms for collating and addressing complaints of the clients and that of the service providers.

Seminar on Developing and Implementing Clinical Practice Guidelines (CPGS): A Paradigm Shift for Better Patient Care.

The Seminar organized for the Nigeria Society of Physiotherapy (NSP) Ido-Ekiti Chapter in collaboration with Medical Rehabilitation Therapist (Registration) Board of Nigeria (MRTB), focused on ways by which Patient Care could be improved.

In-House Capacity Training on Work Ethics and Attitude

The Hospital Management also conducted a training for members of staff on Work Ethics and Attitude. The purpose of the training is the attitude adjustment of members of the Hospital Community to ensure professional, ethical and exceptional delivery of Qualitative Health Services.

Training for Mid-Wives

Collaboration with Afe Babalola University Ado-Ekiti (ABUAD) for the training of our midwives by Project C.U.R.E.The purpose of the training was to educate Mid-Wives on how to ensure that Healthy babies are safely delivered by Healthy Mothers and survive their birth.

33

Continuous Professional Development Training (An 8-Day Training on Health and Safety)

The 8-Day training focused on Health and Safety in the Workplace, Infection Control, Manual Handling Theory and Practical, Risk Assessment and Management of Risk and First Aid. Participation in the training spanned across all cadres of staff within the hospital.

It was organized to improve the systems within the Hospital from a Health and Safety perspective for Patients, Staff and Management alike.

5-Day ICT Training for Hospital Secretaries

The 5 Day training focused on improving the skills of our Secretaries in computer use and handling.

3 Day Heads of Department Capacity Building Retreat

The 3 Day Heads of Department Capacity building retreat.

Trainings on the Clinical Management of Patients with Severe Acute Respiratory Infection (SARI) Associated With COVID-19

Several trainings were organized by the hospital and in conjunction with other agencies of both the Federal and State Governments in building our workforce capacity to combat COVID-19.

Nurses' Seminar (Standardized Nursing Languages)

The 4-day Seminar organized by the Hospital's management, sensitized and retrained Nurses on Standardized Nursing language as well as the importance of working in harmony with the Hospital Community, the importance of maintaining international standards even in rural settings.

Seminar on Rebuilding the Confidence of Health Records Practitioners

The 2 Day Interactive Seminar was targeted at the Officers of the Department of Health Information Management (HIM), Federal Teaching Hospital, Ido-Ekiti (FETHI).

Waste Disposal Management Sensitization

The Waste Disposal Management Sensitization Program was organized by the Management of Federal Teaching Hospital Ido-Ekiti (FETHI) in collaboration with Medi-Health International, Lagos, to train Health Assistants (Orderlies), Contract Staff and to sensitize Nurses, selected Head of Units (HOUs) and Matrons on proper ways to manage and dispose waste generated in the hospital environment.



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FETHI Kitchen Staff Training Seminar

The 3-day Seminar covered areas such as the importance of Customer Creation and Customer Retention Health and Safety in Food Preparation, stock management, ingredient storage, the importance of recording and monitoring expiry dates, the importance of teamwork as well as causes of Kitchen accidents and how to avoid them. It also included practical sessions which featured modern ways of Cooking and new recipes.

Creation of Client Information Desks (CID)

The Client Information Desk (CID), improves and amplifies effectiveness in patient-staff relationship and communications within the hospital environment. Thus, the CID Officers, serve as faces of the hospital and the front persons at their respective desks. They attend to the queries of patients and their relatives in their preferred language without disclosing classified information. These officers also take note of service failures and address them to the relevant personnel.

On the overall, the creation of this desk, improves patient safety, reduces medical errors, improves clinical management and patient satisfaction.



35



Community Engagement Federal Teaching Hospital, Ido-Ekiti

The Community, is integral to Federal Teaching Hospital, Ido-Ekiti (FETHI)'s Vision to provide Qualitative Delivery of Health Services as it is focused on:

- Reducing to the barest minimum, morbidity, and mortality due to communicable and non – communicable diseases to meet Global targets on the elimination of disease and
- To significantly increase the life expectancy and quality of life of the people of Ekiti State and Nigeria in general.

It was understood that the achievement of this Vision would not be possible without engaging the Community within which FETHI exist.

FETHI's Community, includes indigenes and citizens of Ekiti State and Nigeria, as well as Government Parastatals, Private and Public Stakeholders in the Hospital, Unions, Associations, and the general Medical Community.

Engaging Other Government Parastatals

As part of the drive to engage the community, FETHI's management made strategic decisions to partner with other Government Parastatals in the execution of its function. A few of them are enumerated below:

Partnership with Nigerian Television Authority (NTA), Ado-Ekiti

A partnership was initiated with the Nigerian Television Authority (NTA) Ado-Ekiti to showcase ongoing Medicare activities within the hospital that could discourage medical tourism outside the country.

Partnership with the Federal Road Safety Corps (FRSC), Ido-Ekiti Unit Command

Federal Road Safety Corps (FRSC), Ido-Ekiti Unit Command, joined forces with medical experts from the Departments of Eye, Dental, Ear, Nose and Throat of Federal Teaching Hospital, Ido-Ekiti (FETHI), to sensitize road users from Ijero, Ido-Osi, Moba Local Government Areas of Ekiti State and Omun-Aran in Kwara State, on their health as critical road safety factor which always requires adequate attention.

Free medical screenings were conducted for participants at the sensitization event which included Driver Unions, Okada Riders, Rewirers, Mechanics and Vulcanizers.

National Agency for Food, Drugs Administration Control (NAFDAC),

FETHI's management also hosted the Ekiti State Coordinator, National Agency for Food, Drugs Administration Control (NAFDAC) as part of its effort to foster collaboration between the Hospital and other Federal Parastatals.



The Evolution Of Federal Teaching Hospital Ido-ekiti In Three Years (2018-2021) – Working Title

Community Outreach Programs

FETHI's management team, also committed itself to community outreach programs to connect with and deliver necessary Health Services to indigenes and citizens within its sphere of influence.

One of the major Community Outreach Efforts include a twice weekly visit by health personnel to communities in the sixteen local government areas of Ekiti State on a rotational basis and an extension to some communities in Kwara State. Some of the services offered during visitations include

- Immunizations
- Environmental health and sanitation
- Collection of health statistics and records
- Health education
- Clinics for health care and prevention
- Referral opportunity
- Information on services available in FETHI

Fund Raising for Indigent Patients – Alaanu Fund

FETHI management made commitments toward raising endowment for indigent patients who visit the hospital daily and cannot be denied access to quality health care service delivery.

The initiative is tagged the "Alaanu Fund" which is dedicated to the indigent patients requiring healthcare service in our hospital. The Fund is already incorporated with the Corporate Affairs Commission and has its Board of Trustees headed by a community leader and influencer, Dr. Olukayode Akinlade.

Road Repair Works on Ora-Aaye Èkiti Road

As part of FETHI's Community Social Responsibility, the Hospital's Management, facilitated a major repair of a large porthole that portended danger to motorists on Ora-Aaye Èkìtì road. This project formed part of the hospital's commitment to help save the lives of the people of the host community and its environs.

Healthy Living Radio Program

Healthy Living Radio Program was introduced by the management of the hospital to discuss various health issues on air. The maiden edition debuted on Progress FM 100.5 and is aired every Sunday on Progress FM, Ado Ekiti.

End-of-Year Free Surgery Outreach

We organized Free Surgery Outreach in December 2019 to people in the communities that we serve. Over 160 people benefited from the program

37

Cancer Awareness Campaign at Federal University of Oye-Ekiti, Ekiti State.

The Cancer Registry Unit under the Department of Histopathology, Federal Teaching Hospital Ido-Ekiti (FETHI) in Collaboration with Federal University of Oye-Ekiti, Ekiti State (FUOYE) organized a public lecture for students of FUOYE on the contributory factors, risk and prevention of the deadly scourge, CANCER. Participants were advised lifestyle changes that were necessary in the prevention of cancer.

Ido Day Celebration

The Ido day celebration was supported by the Federal Teaching Hospital, Ido Ekiti (FETHI) through the provision of necessary medical materials and personnel needed for free outreach program to commemorate the Ido Day celebration. This support was received in joy by the people of the Community which has further entrenched the Hospital in the minds of its indigenes. The hospital continues in this tradition on yearly basis to support the annual event.

Ise-Ekiti Development Council

Management of Federal Teaching Hospital, Ido-Ekiti (FETHI) renewed its commitment to serving the people of Ise-Ekiti Development Council through the annex to the Hospital that is located within their community. The annex, forms part of the activities of the hospital to ensure health care service is made readily available for people at the grassroots. Special attention was put into ensuring that the personnel, infrastructure and management of the annex were improved and for the annex to continue to run effectively.

This commitment to the maintenance of the Ise Annex of FETHI, has considerably improved the relationship of the community with the Hospital in general.

Outreach to Igogo, Ekiti – World Kidney Day

The Hospital Management along with the Renal Unit, Department of Medicine of Federal Teaching Hospital, Ido-Ekiti (FETHI) organized a program titled "Kidney Health for Everyone, Everywhere; from prevention to detection and equitable access to care", at Igogo town hall in Ekiti State. The activities included a talk and screenings.

The event catered for over 200 participants. Other activities carried out during the outreach program included vital signs, consultations, counselling, drugs dispensing and screening for risk factors such as hypertension and diabetes as well as screening for kidney disease.





Tuberculosis Awareness Campaign to Ire-Ekiti

The Tuberculosis Awareness Campaign is a platform by which the Hospital creates awareness about the illness to members of its community. A Medical Team from the Community Health and Pharmacy Departments of Federal Teaching Hospital, Ido Ekiti (FETHI) took this campaign to Ire-Ekiti in Oye Local Government Area of Ekiti State. Residents of Ire Community who were in attendance, received quality health care services delivery during the outreach. Sixty-Nine members of the Community were in attendance.

Health Care Delivery to Erinjiyan Residents

Medical Teams from the Community Medicine Department of Federal Teaching Hospital, Ido-Ekiti, which included Three (3) Community Health Physicians, visited Erinjiyan Ekiti in Ekiti West Local Government Area of Ekiti State to sensitize the community on the benefits attached to regular medical check-up and the benefits of living a healthy life.

Furthermore, a minimum of One Hundred and Twenty (120) participants in the community accessed health care services during the outreach and six (6) were respectively referred to Departments of Ophthalmology, Orthopedics and ENT of FETHI.

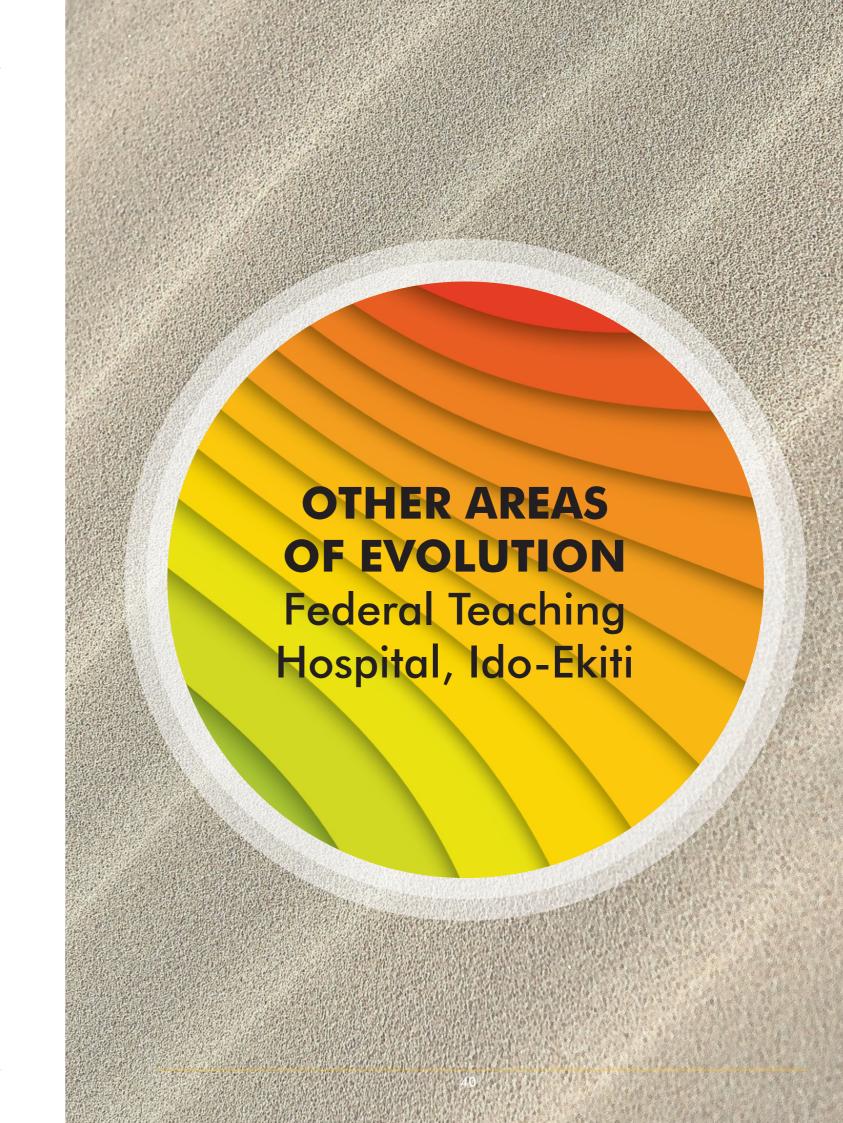
Other Community Outreach Programs

Medical Teams from FETHI provide free medical outreach programs to several communities in Ekiti State and the environs. These Outreaches are organized twice a week. For instance, in 2018, over seventy-seven (77) communities in Ekiti State, some parts of Kwara, Kogi and Ondo State were visited, and thousands of patients were attended to for free.

Outcomes from Community Engagement

As a result of the continual engagement of the community and strategic partnerships with Sister parastatals and other institutions, Federal Teaching Hospital, Ido Ekiti enjoys a good relationship with the people of Ekiti and environs and public trust in its activities has improved considerably.

This is seen in several unsolicited donations from members of the community as well as Ekiti Citizens in Diaspora, who often time provide needed materials to the hospital.





Apart from its core areas of focus, the Management of Federal Teaching Hospital Ido Ekiti (FETHI), recorded growth in some other areas, some of which are represented in this section as graphs showing the progress made by the Hospital during the current administration.

Information Technology

FETHI is fully committed to embracing Information Technology and is in the process of going fully digital in its operations to meet the increasing demands of patients. It was recognized that hospitals that fail to automate their process and systems would eventually become overtaken by events and would eventually become stale and irrelevant to the demands of time. Thus, the hospital committed itself to calibrating its processes to match the times.

It was in this vein and spirit that the activities of the Health Information Management (HIM) Department, Federal Teaching Hospital, Ido-Ekiti (FETHI) was digitalized and is currently fully operational. This development has radically changed the management of the Hospital's medical records and information.

The hospital has rolled out the pilot phase of its Electronic Medical Records (EMR) with the General Outpatient Department now paperless in its operations.

More than 75% of the hospital premises now have WiFi internet coverage.

COVID-19 Management

In the year 2020, Federal Teaching Hospital, Ido-Ekiti (FETHI) much like other hospitals was faced with the challenge of dealing with the global outbreak of COVID-19 Pandemic.

Contact Tracing

COVID-19 became practical for the Hospital when it was discovered that one of its patients was positive for the Virus. The Hospital commenced Contact Tracing to locate all those who the patient had come into contact with before reaching the Hospital and within the Hospital in order to curb any possible spread of the Virus.

Community Sensitization

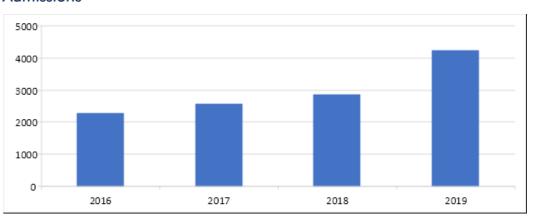
The Hospital Community, Ekiti State and the environs also benefitted from COVID-19 sensitization and education programs to identify possible COVID-19 cases and stop the spread of the disease and to prescribe home care for people with suspected or confirmed COVID-19 case, how to use face masks and the importance of hand sanitizers.

Areas of Growth

The following graphs show the areas in which growth has been experienced by FETHI

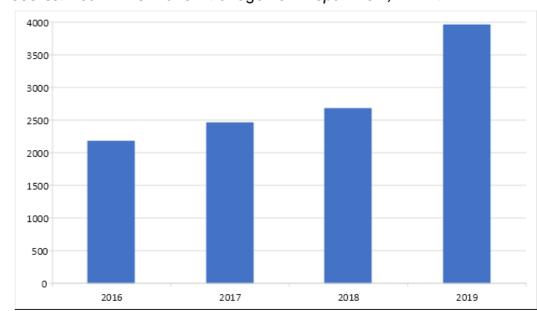
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Source: Health Information Management Department, FETHI. Admissions



Discharges

Source: Health Information Management Department, FETHI.



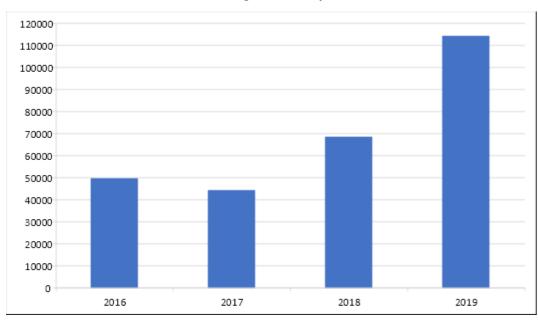
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SALTE ACHING HOSE

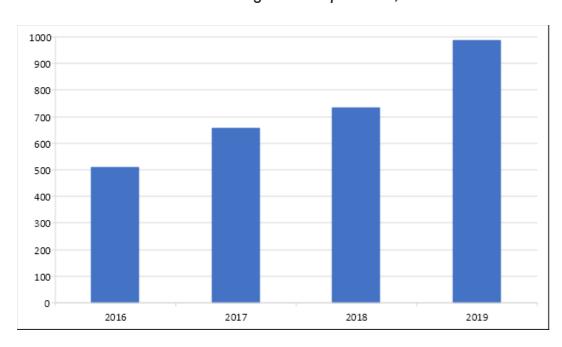
Laboratory Investigations

Source: Health Information Management Department, FETHI.



Surgical Operations

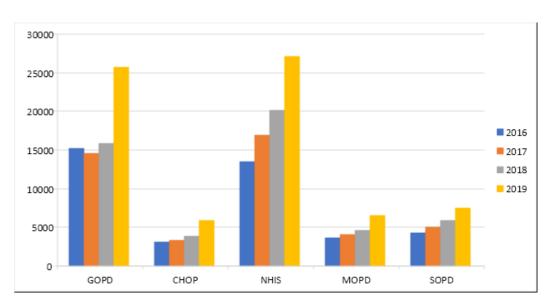
Source: Health Information Management Department, FETHI.



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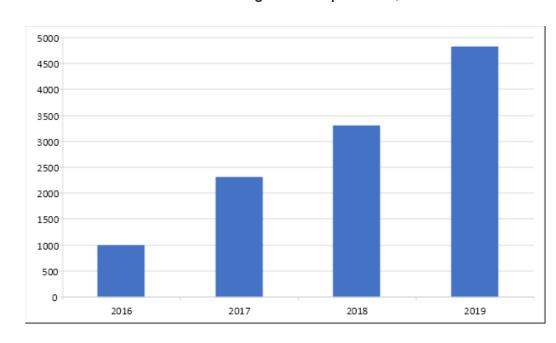
Outpatient Clinics

Source: Health Information Management Department, FETHI.



Radiology (XRAY)

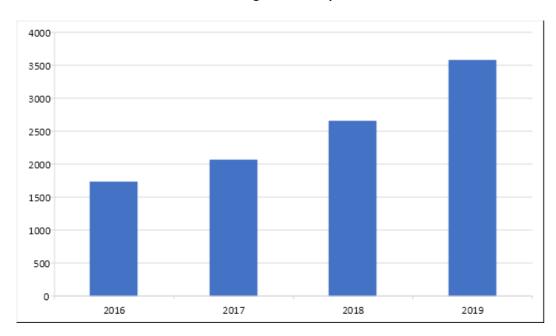
Source: Health Information Management Department, FETHI



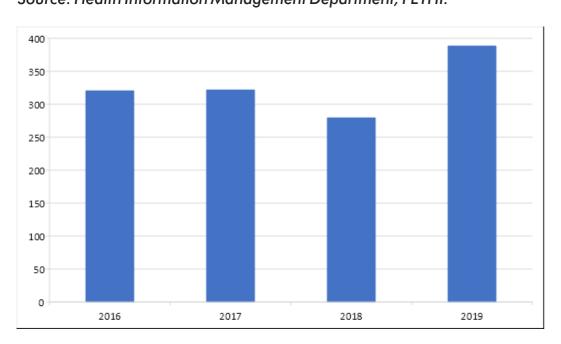


Ultrasound Scans

Source: Health Information Management Department, FETHI.



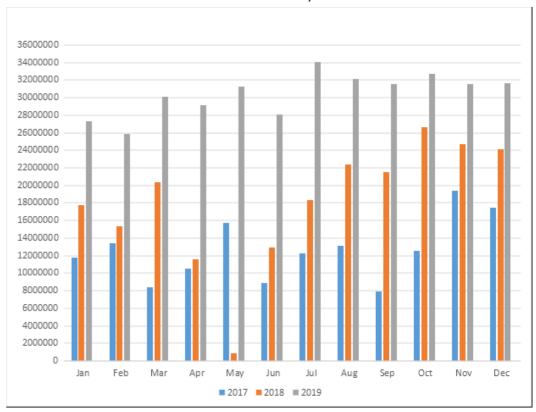
Deliveries Source: Health Information Management Department, FETHI.

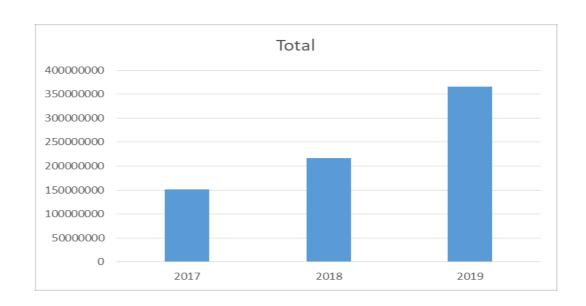


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Internally Generated Revenue

Source: Office of the Chief Medical Director, FETHI.









Social Media

The Hospital is active on Social Media with a Facebook Page (facebook.com/officialfethi), a Twitter Handle (@officialfethiekiti) and an Instagram Page (@officialfethi) by means of which it tracks complaints, receives, and attends to issues and enquires.

The Hospital also utilizes its social media pages as a way of connecting with the community and Nigerians. The Social Media platforms are also used for sensitization programs and are used to pass critical information to online communities.





. IDENTIFIED GAP

 INADEQUATE KNOWLEDGE ON TYPES OF CLINICS; WHEN AND WHERE TO ASSESS THEIR SERVICES

REFORM ACTIONS

- Provision of a big banner at the entrance of the hospital, showing the various specialist clinics, venues, days and time of consultations
- Deployment of Client Information Desk Officers at strategic places to provide clinical and directional information to our clients

MAIN ACHIEVEMENTS

- Clients are more informed on various types of specialist clinics
- Knows which days and time to come to assess such service
- Referrals to any specialist clinic is now easier to assess

KEY CHALLENGES

 More of these charts need to be produced so that it can be placed at other strategic points inside and outside the Hospital premises

PROPOSED NEXT STEPS

- To make leaflet to be distributed
- Paste mini banner at service point for further education
- To display on the Hospital website and other Social Media platforms



A PREGNANT WOMAN BEING GIVING INFORMATION BY THE CLIENT INFORMATION DESK OFFICER AT THE MATERNITY COMPLEX EXIT

49

IDENTIFIED GAP

WHERE AND HOW TO LODGE COMPLAINTS AND SEEK REDRESS

REFORM ACTIONS

- · Establishment of SERVICOM Office
- Placement of the Hospital's Service Charter showing the mission and vision of the hospital at the main entrance
- Placement of Service Charter showing numbers to call for complaints and grievances at strategy spots in the hospita
- Deployment of Data Officers to function in the SERVICOM Office
- Creation of Complaint form

MAIN ACHIEVEMENTS

- Increased lodgement of complaint by both client and staff
- Immediate resolution of such complaint to the satisfaction of all
- Service providers now more courteous with clients

KEY CHALLENGES

- Committee members are professionals saddled with their primary assignments in their department
- More data officers needed to perform daily activities as outline in the SERVICOM Principle

PROPOSED NEXT STEP

- Production of the Hospital' Service Charter Handbook
- Production of leaflet giving information on our complaint policy and redress mechanism

QIDENTIFIED GAP

 INADEQUATE ELECTRICAL POWER SUPPLY AND HOSPITAL ENVIRONMENT POOR LIGHTING AT NIGHT

REFORM ACTIONS

- Purchase of more generators
- Placement of generators very close to service points
- Placement of solar inverters in majority of the wards
- Purchase of solar powered street light
- Power saving bulbs on all walkways

MAIN ACHIEVEMENTS

· Reduced power interruptions in service area



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The Evolution Of Federal Teaching Hospital Ido-ekiti In Three Years (2018-2021) – Working Title

Reduction in tariff payment for electricity from national grid

 Adequate lighting at night allowing easier and safe movement of staff and patients

KEY CHALLENGES

- Increased spending of scarce resources to purchase fuel
- · Increased spending on generator maintenance
- · Near absence of electrical supply from the national grid

PROPOSED NEXT STEP

 More solar powered technology to reduce spending on fueling and maintenance

IDENTIFIED GAP

DELAYED AND CANCELLATION OF SURGICAL PROCEDURES

REFORM ACTIONS

- Reconstruction of the main theater
- Theater suites increased from one to four
- Purchase of more theater equipments
- Recruitment of more clinical personnel

MAIN ACHIEVEMENTS

- Reduction in delay of surgical procedures
- No further cancellation of procedures
- Increased in surgical procedures
- Improved turnaround time of surgical procedures

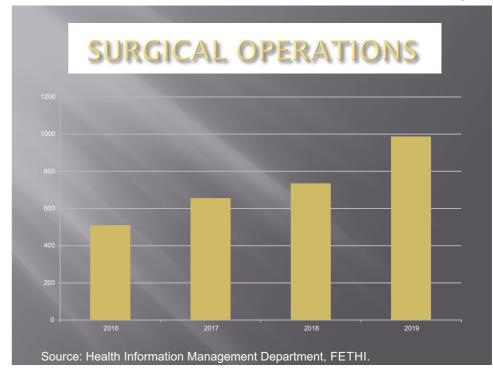
KEY CHALLENGES

- More modern theater equipment still needed
- More clinical specifically surgeon and perioperative personnel needs to be increased

51

PROPOSED NEXT STEP

- Construction of a new and more spacious theater
- · Recruitment of more staff



SIDENTIFIED GAP

- NON AVAILABILITY OF SOME DRUGS AND OUT OF STOCK SYNDROME
- NON AVAILABILITY OF REAGENTS AND CONSUMABLES IN THE LABORATORY
- DELAY IN LABORATORY RESULT

REFORM ACTIONS

- Rejigging of the various revolving fund scheme in the hospital
- New and competitive bidding for supply of both drugs and reagents
- Purchase of automated laboratory machines
- Expansion of the laboratory service to accommodate more new test menu

MAIN ACHIEVEMENTS

- Out of stock syndrome stopped
- More and newer drugs stocked in the pharmacy
- Patients obtained all their drug prescription in the hospital pharmacy
- Drugs are relatively cheaper
- Improve turnaround time of laboratory results
- Introduction of newer test menu with better and improve management of patients





KEY CHALLENGES

- Refrigerators needed in the pharmacy for storage of drugs
- Refrigerated storage facility in the Mortuary

PROPOSED NEXT STEP

- Construction of a new and more spacious Mortuary
- Acquisition of refrigerated storage facility
- Creation of a Central Medical Store
- · Recruitment of more staff



NEWLY ACQUIRED AUTOMATED IMMUNOANALYZER IN CHEMICAL PATHOLOGY



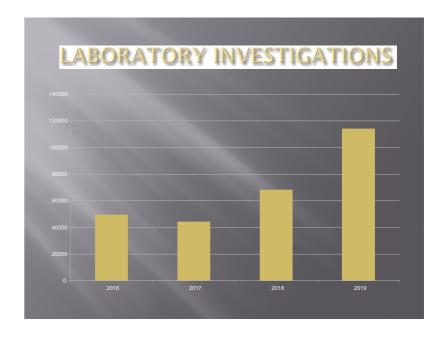
NEWLY ACQUIRED AUTOMATED CHEMISTRY ANALYZER IN CHEMICAL PATHOLOGY





MAIN PHARMACY DRUG STORE

53



L IDENTIFIED GAP

POOR WORKING ENVIRONMENT AND INADEQUACY OF EQUIPMENT AT THE PHYSIOTHERAPY DEPARTMENT

REFORM ACTIONS

- Reconstruction of the Physiotherapy Department that has service friendly environment
- Creating more sections and unit
- More and better office facilities for staff

MAIN ACHIEVEMENTS

- Improved service delivery
- Increase patient load
- More efficient output from staff

KEY CHALLENGES

- More modern equipment are needed
- · More Physiotherapist and technicians are needed

PROPOSED NEXT STEP

- To sustain and continuously improve on service delivery to the satisfaction of patients
- Recruitment of more staff







COMMUNICATION GAPS AMONG SERVICE PROVIDERS AND MANAGEMENT

REFORM ACTIONS

- Establishment of common user group (CUG) mobile phone communication
- Provision of mobile phones to all heads of departments, strategic service points, and other management
- Cost of phone and voice data subscription fully paid for by the management
- Establishment of communication platform such as Telegram, Whatsapp to allow ease flow of information among staff and management

MAIN ACHIEVEMENTS

- · Improvement in getting maintenance done
- Service challenges now communicated to appropriate quarters without delay
- Management get first hand information on challenges with service delivery

KEY CHALLENGES

Significant number of service points still need to be covered

PROPOSED NEXT STEP

- To increase coverage of service points
- To sustain and continuously improve on service delivery to the satisfaction of patients

IDENTIFIED GAP

NON UNIFORM ATTENDANCE REGISTER WITH INCONSISTENT SIGNING BY STAFF

REFORM ACTIONS

 Production of Standard Attendance/Time Book in line with the directive of the Office of the Head of Civil Serve of the Federation

MAIN ACHIEVEMENTS

- Prompt resumption by staff to sign attendance
- Signing of attendance at close of work
- Monitoring of staff movement by the Head of Administration



Old Physiotherapy building

| IDENTIFIED GAP

INADEQUATE SEATS AND DISCOMFORT AT THE VARIOUS CLINICS WAITING AREAS

REFORM ACTIONS

- Purchase and installation of comfortable seats
- Installation of wall fans
- Reconstruction of some waiting areas for ease movement of elderly and people with disabilities

MAIN ACHIEVEMENTS

- Improved service delivery
- · Increase patient load
- More efficient output from staff
- · Less waiting time to see doctors
- Reduced complaint from clients

KEY CHALLENGES

· More seats and fans still needed

PROPOSED NEXT STEP

 To sustain and continuously improve on service delivery to the satisfaction of patients



Ruling of the attendance register occasionally by SERVICOM Unit

KEY CHALLENGES

- Not all department and unit had key in
- Inadequacy of monitoring and sanction for defaulters by the administrative office

PROPOSED NEXT STEP

 To use the signed attendance register as part of scoring for promotion exercise

DIFFICULTY IN IDENTIFICATION OF SERVICE AREAS SUCH AS WARDS, PAYPOINTS, KITCHEN

REFORM ACTIONS

- Gangways that leads to every service area, routes and every road in the hospital have signage's that guides every visitors, customers and clients that needs one service or other
- Building in the Hospital has sign and signage that depicts what the building are meant for
- Offices in each of the buildings are labeled to guide every visitor who has something to do with the occupants of such offices

MAIN ACHIEVEMENTS

- Helped our clients and customers not to wander about looking for one building or the other where they can obtain specific services.
- Reduced complaints from patients being confused about directions to where they are going in the Hospital complex.

KEY CHALLENGES

- Our clients and customers find it difficult to adjust to this changes
- Those who can't read still find it difficult to locate service areas
- Staffs still have to guide some customers

PROPOSED NEXT STEP

• To use pictorial designs of service points for better understanding

57

 Billboard at the entrance of the hospital depicting directions to various service areas The Evolution Of Federal Teaching Hospital Ido-ekiti In Three Years (2018-2021) – Working Title

IDENTIFIED GAP

 MOST EQUIPMENT IN THE HOSPITAL ARE AGING AND OUT OF USE

SOME WARDS ARE OLD AND DILAPIDATED

REFORM ACTIONS

- Cardiology Unit, Dental & Oral Maxillofacial Surgery, and Ophthalmology department got new equipments
- · Male medical and surgical wards were renovated
- Children ward was also renovated

MAIN ACHIEVEMENTS

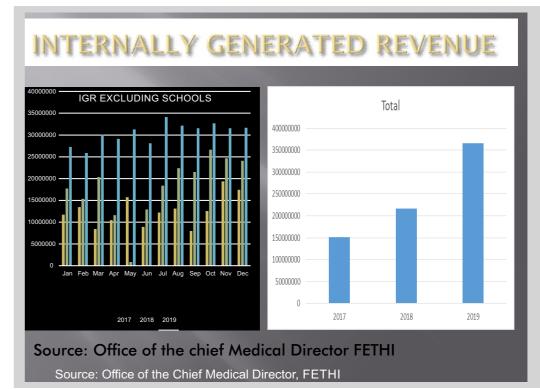
- Improvement in the confidence our clients and customers have for our services
- Increased admission and discharge rate
- Improved the Internally Generated Revenue (IGR) substantially

KEY CHALLENGE

 The Radio-Diagnostic Building constructed before this administration is yet to be equipped

PROPOSED NEXT STEP

- Equipment of the Radio-diagnostics building this year 2021
- · Acquisition of more equipment and gadgets needed in the hospital



58



SAN TRACHING ACCUPANT

12

IDENTIFIED GAP

PATIENTS COMING TO THE HOSPITAL ARE NOT AWARE OF THEIR PRIVILEGES, ENTITLEMENTS AND RIGHTS AS ENSHRINED IN THE PATIENTS BILL OF RIGHTS

REFORM ACTIONS

- The SERVICOM Unit through the support of Hospital Management translated the Patient's Bill of Rights into three major Nigerian Languages of Hausa, Igbo and Yoruba for our teeming patients to be acquainted, enlightened and sensitized with in order for them to know their rights, privileges and limitations.
- These translated charts were pasted at some main service points/windows for patients and service providers to see.

MAIN ACHIEVEMENTS

 Being aware of this translated Bill of Rights, it has improved relations between our clients and customers and the frontline staffs at different service points/windows.

KEY CHALLENGES

• The SERVICOM has not been able to paste the translated charts in all of the service windows/points in the hospital

PROPOSED NEXT STEP

- The SERVICOM Unit through the Hospital Management wishes to make sure that every service windows/points have the translated chart.
- In addition, it also wishes to enlighten and sensitize all frontline staffs at different service points/windows about it to improve service delivery.

13

IDENTIFIED KNOWLEDGE GAP

SOURCING OF FOOD BY STAFF AND PATIENT'S RELATIVE FROM CAFETERIA OUTSIDE THE HOSPITAL

REFORM ACTIONS

- Construction of a new cafeteria with a seating capacity of 30 people at once
- Provision of ticket meal for staff on call

MAIN ACHIEVEMENTS

· Reduced pocket of mini kitchen by patient's relatives in the

59

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hospital

· Staffs now have their meal in a more conducive environment

KEY CHALLENGES

 Patient relatives still cook in their mini kitchen around the hospital despite measure taken to discourage it

PROPOSED NEXT STEP

· To diversify the food menu in the cafeteria

14

IDENTIFIED KNOWLEDGE GAP

GAPS EXIST BETWEEN CURRENT CONDITIONS AND THE DESIRED CONDITIONS IN TERMS OF COMPETENCE AND PERFORMANCE OF DUTIES AMONG MEMBERS OF STAFF.

REFORM ACTIONS

- Many members of staff were sent for external training workshops at Government Approved Training Centres, e.g. Centre for Management (CMD), Administrative Staff College of Nigeria (ASCON), Public Service Institute of Nigeria
- External Training and Consulting Firms were invited to train members of staffs internally that borders in attitudinal change, service delivery, dedication and diligence to duties.
- Hospital Management sent two members of staff from the Training and Staff Development Unit of the Hospital for training on Training Needs Assessment

MAIN ACHIEVEMENTS

- These regular training has really enhances the capacity of members of staff to perform well on their jobs.
- It has increased dedication to duties, cultivation of right attitude and diligence

KEY CHALLENGES

- To expand the training and staff development to almost members of staff needs more funds
- Strategic Blue Print on how to implement Training Needs Assessment is yet to be ratified and approved for implementation in the Hospital.

PROPOSED NEXT STEP

• Implementation of the Strategic Blue Print on Training Needs



TANCHINO NO.

Assessment will go a long way to assist the Management to train members of staff whose improved performances will help the Hospital achieve its mandate, vision, mission and core corporate values

IDENTIFIED GAP
 COMMUNITIES WITH LOW LEVELS OF COVERAGE IN LIFE-SAVING SERVICES

REFORM ACTIONS

- Sustenance of community outreach programme
- Renovation and equipping of community health centers in collaboration with the community leaders
- Twice weekly visit of health personnel to communities in the sixteen local government area of the state on rotational basis; with extension to some communities in Kwara State

MAIN ACHIEVEMENTS

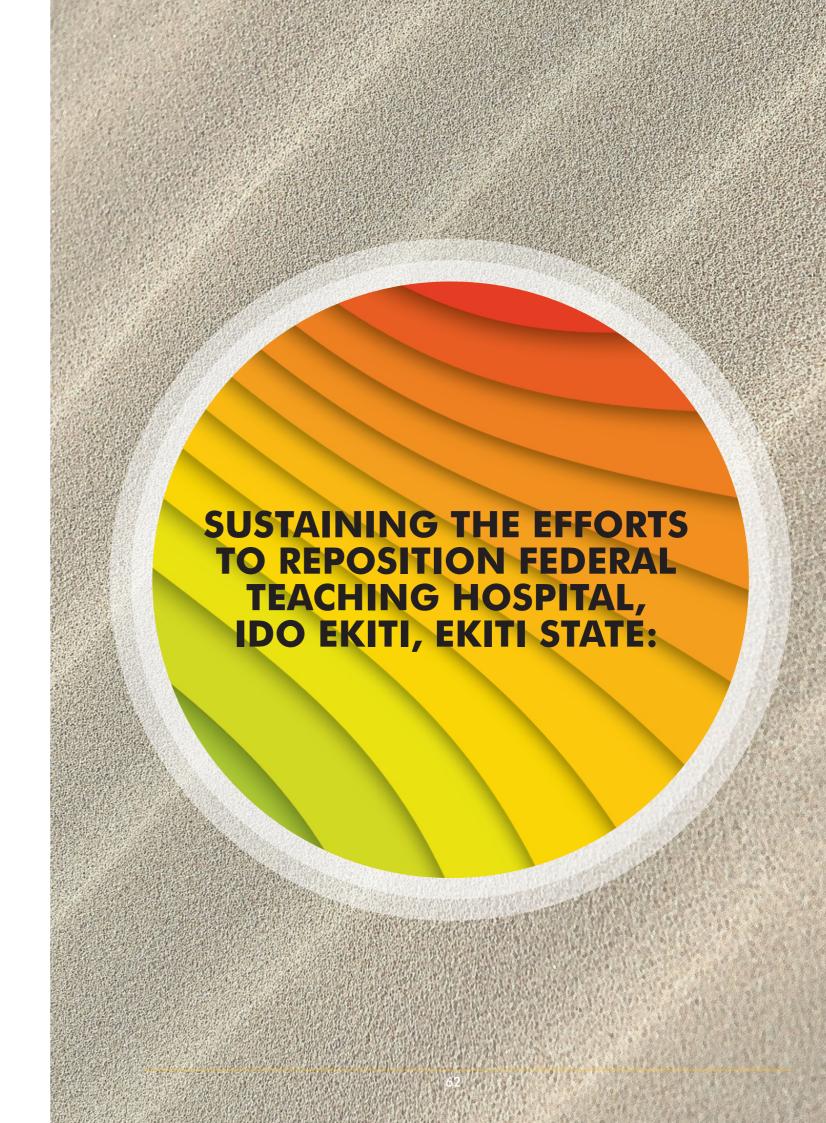
- Increase immunization coverage
- The elderly and the weak are able to access health services at the comfort of their community
- Information on specialist services available in FETHI
- Collection of health statistics and records; and health education

KEY CHALLENGES

- Increasing cost of fueling on transportation
- · Bad roads with increasing cost of maintenance of vehicles

PROPOSED NEXT STEP

- Establishment of an annex of FETHI in Ado-Ekiti to provide specialist services the capital city of the state
- Sustaining the community outreach programme with aim of increasing and improving the services





MY VISION, MISSION & CORE VALUES

MY VISION

Statement: I want a health institution that is dedicated to affordable, accessible, quality and comprehensive health care service delivery in a very respectful and peaceful environment.

MY MISSION

- To continue to develop a qualitative medi-care that will attract medical tourists from Ekiti State and Environs.
- To continue with the current organizational change for improved service provision through reasonable advocacy with the leaders of the institution's trade unions and leaders of state-wide stakeholders groups as change agents.
- To continue to create/ provide an enabling environment and relationship that will enhance prompt, reliable and uninterrupted medical services delivery and provision of standard facilities, infrastructures and amenities.
- To continue with community social service program that had hitherto achieved peaceful host-institution co-existence.
- To continue to strengthen the capacity of the existing accredited training programs in producing highly skilled medical professionals that can sufficiently compete at the world stage and pursue accreditation of other clinical departments, in particular Laboratory Medicine, Ophthalmology and Dentistry, through personnel and infrastructural improvement.
- To continue to provide opportunities for research activities through internal funding and grantsmanship.
- To complete the hospital's electronic medical records platform that we commenced in 2020.
- To further boost IGR through various technological innovations and improved/expanded service provision.
- To finalize our efforts in establishing a comprehensive and standard Radio-diagnosis solution through our engagement with funding partners.
- To continue to optimize allocation of resources available to the institution by deploying my managerial core values.

MY CORE VALUES

- Integrity, professionalism and confidentiality in handling official information.
- Team spirit with fairness in all engagements.
- Transparency and shared governance with accountability and proficiency in resource management.
- High standard of personal honesty and ethical behavior.
- Pursuit of excellence in workmanship and maintenance culture.





Testimonials/ Stakeholders' Perceptions About FETHI's Services

Federal Teaching Hospital, Ido-Ekiti

Olojudo of Ido-Ekiti, Oba (Capt.) Ayorinde Ilori-Faboro:

Background

The Federal Teaching Hospital that we host as a community was always a source of worry and controversies with clusters of troublemakers in the past. In fact, the confusion also perspired into the township of Ido. So instead of the hospital being a catalyst for the progress and development of the town, it was always a headache that causes insomnia, not only for me but also for the concerned stakeholders in the community.

However, when the present Administration came on board, promises were made to rectify all the ills and even heal all the wounds without necessarily causing other ones. The promise has now been fulfilled beyond all expectations and the hospital is now a reference point in the discharge of accessible and affordable medical services in the country.

Change in Hospital Dynamics and Environment

With the present administration at the helm of affairs, the Teaching Hospital has been so peaceful that one wonders if it is still in existence. The incessant industrial crises which almost eroded the good name of the hospital in the comity of equals have vanished. Nobody comes to the palace again to report misdeeds.

The system has been largely improved in infrastructure, and in the general outlook of the institution that one wonders if it is the same old hospital. The people of this community and I are happy with this administration's performance and we wish them many years of unequalled achievements in the discharge of assigned duties to the people of Ekiti State and Nigerians at large.



HRM, OLOJUDO OF IDO-EKITI

65

The Evolution O Federal Teaching Hospita Ido-ekiti In Three Year

Dr. Kayode Akinlade, The Most Valued Friend of the Hospital

Obviously, we cannot negotiate the fact that the current administration of Federal Teaching Hospital, Ido-Ekiti came into office prepared for the onerous demand of the office. The administration has demonstrated an understanding of the factors that underpinned the crises that nearly collapse the hospital in 2015. The administration has also identified the right mix of stakeholders to engage to get the cooperation needed to resuscitate and stabilize the hospital.

I have more than a fair understanding of the issues responsible for the crises the hospital had in 2015. However, I am happy that the management under the current CMD has changed the narrative and trajectory of the hospital toward the path of stability, restoration, and progress.

His leadership and managerial acumen and stakeholders' engagement brought about the peace that created a condition for stability, restoration and development. It is a known fact that without peace, the CMD would not have been able to achieve all what he has achieved in the spate of just three years.

The continuous effort of the administration has largely been tailored toward the development of the hospital and the wellness of the greatest number of people. Favoritism is not the order of the day and so, as stakeholders and individuals, you have no choice than to fall in line with the standard set by the management and support his enviable vision for the hospital.

Achievement wise, it is my belief that the only way you can grow and earn your name as a Teaching Hospital is to invest on infrastructural development and I am aware now that there are lots of lofty on-going developmental projects which will make the hospital a better destination of



DR OLUKAYODE AKINLADE





affordable and globally competitive Medicare.

To be honest, I have no doubt in me that the current CMD is already an achiever. As of this moment we already have an improved system in Federal Teaching Hospital, Ido-Ekiti that we can all be proud of and rely for support when we are weak.

Letter from a Patient's Relative, Prince Olorunfemi F., After His Father Received the Services of FETHI:

I hereby use this medium to express my gratitude to the management of Federal Teaching Hospital, Ido-Ekiti under the leadership of the CMD, Prof. Adekunle Ajayi, for the prompt intervention made when my father presented as an emergency on Wednesday 8th January 2020.

Appreciation also goes to the Urology team, Nurses and other Staff involved in the care of my father and I am especially grateful to Dr. Imade Williams Chukwuma who performed the emergency surgery to save the life of my father that night.

To this end and as my contribution to the hospital and his training, I wish to sponsor Dr. Imade for overseas training in Urology for a period of six months in Senegal and Egypt. I will appreciate if the hospital can release him for this period in other to further improve his skills.

Thank you in anticipation of your favorable response.

The Impression of The President, Ido-Ekiti Youth Vanguard, Hon. Layokun Abiodun Kester, About the Services and Leadership of the Federal Teaching Hospital, Ido-Ekiti (FETHI):

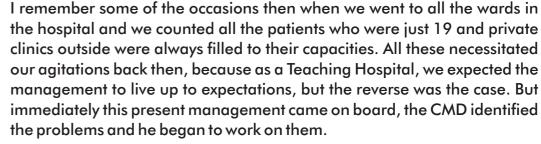
My name is Layokun Abiodun Kester, the President of Ido-Ekiti Youth Vanguard and at the same time a Member of FETHI Community Relations Committee -A Committee set up by the present management of the hospital where we have Representatives from the host community.

My impression about the present management of the hospital is a good one. I want to commend the Chief Medical Director, Prof. Adekunle Ajayi because I have had a lot of experiences with previous administration but his is a different one.

Background

As at the time he was appointed, the present CMD told us that he is not saying FETHI will be the best hospital in Nigeria, but he assured us that the hospital will rank as one of the first 10 in the country. And if we go by what is happening now, that reality is setting in. Back then, the hospital was almost like a ghost land and as a youth leader, I remember that I led two different protests to the hospital leadership on issues bothering on the development of the hospital.

67



Staff Relations

First, he maintained a good relationship with the members of staff of the hospital. He also demonstrated good leadership by example. This is a man who also takes delight in moving round the wards to interact freely with his staff, patients and even their relatives. He runs an open system administration. Nothing is hidden for both the staff and even the host community.

Medicare Service Delivery

At a time, the CMD sought our support in surveillance as Ido Youth Vanguard, and we went to the hospital wards to observe how the patients are being cared for and the available facilities in use. We relayed our findings to him, and he appreciated us. That is collaborative effort in ensuring improved service delivery and we appreciate him for the sense of belonging given to us as the host community.

Sometimes last year when we had a fire incident that involved two of our brothers here in Ido and the victims were rushed to FETHI, the degree of responsive attention given was superb. Though we eventually lost them but if they were rushed to the National Hospital Abuja, the level of attention that will be given to them cannot be better than what was expressly given here that day. We lost them not because of human or facility failure but because they had already burnt at about 70 and 60%. Even to my surprise that day, the CMD was right there with almost 20 other doctors attending to the victims.

So, I can boldly say the CMD is doing what is expected of him and the hospital now is one of the best in Nigeria. Now, we hear that successful brain surgery has become a routine in the hospital, that people do not necessarily need to travel abroad for such complex surgical procedure again. Do not be surprised that the prices of medical services here in the hospital are even cheaper compared to other Federal Hospitals in the country. This is a feat!

Community Impact

Therefore, as far as we are concerned as a community, the only thing is to





continue to encourage him to do more. If you visit the hospital now, the level of infrastructural developments going on daily will amaze you. The hospital Management is currently working with our Kabiyesi, the Olojudo of Ido-Ekiti, Oba (Capt.) Ayorinde Ilori-Faboro and the State Government on how some departments of the hospital can be relocated to the hospital's permanent site soon.

When we consider what the hospital development is bringing back to the community in terms of infrastructural development and economy buoyancy, we will realize that Ido is one of the fastest growing communities in Ekiti simply because the Federal Teaching Hospital is situated here. If you visit new sites across the length and width of the town, you will see how members of staff have developed the town. That is community development engineered by the presence of the hospital here. So, as a matter of fact, the hospital is now giving us beyond our expectations, and we are grateful to the leadership.

Now at FETHI, unlike before, you can easily assess quality and affordable medical care without stress. So as the leader of the Youth Vanguard, I will even say we will do all what we can do as a community to support the current administration because it is really doing a wonderful job here.

Community Investment

When we had security challenges in the community, the Hospital's current

administration rose to the occasion and made provision for some gadgets and amenities that were needed for the local vigilante. What is expected of the hospital as a PR to the community, the hospital's administration is doing it excellently well, even without pressing buttons. The present management is also close to the palace and to all other stakeholders who have been charged to take ownership of the hospital as stakeholders.

I want to enjoin all other sons and daughters of Ido-Ekiti to continue encouraging the hospital's management so that more can be achieved, and the hospital can become the Eldorado of quality medical services and a world-class Teaching Hospital in his time.



HON LAYOKUN KESTER

The Chairman of Ido-Ekiti Development Council, Hon. Olurotimi Afolabi Wonder's Perceptions about the Present Leadership of FETHI and Services Improvement:

I am one of the Community leaders in Ido-Ekiti and presently the Chairman, Ido Development Council, by God's grace and from all I have seen so far, the lost glory of Federal Teaching Hospital, Ido-Ekiti has been restored.

Background

The Current administration has been reshaping the hospital because, if you compare the present situation of the hospital with that of the past, it is like comparing a rusted metal with Gold. You can see many laudable achievements in the hospital, and you can see the organization as well. I think the time is now that the hospital will become one of the best in this country. We are happy because within the past few years we can see the positive changes going on in the hospital.

Hospital Environment

Where there is no peace, there cannot be achievement, but now that there is peace, we can record so many achievements, even though I may not mention them because they are all over the places and we are still counting. Considering the readiness and sense of dedication to duty that we've seen in the present management of the hospital, I can say that we are more than happy to identify with the leadership.

Health Services

Talking about the service of the hospital presently, it is highly commendable and impressive. Before now, you can count the patients on the hospital beds but now when you go there, you may be unable to be admitted because of lack of space. That is to tell you that the services are now sound and impressive. So, people now prefer to use the hospital unlike before that their trust was in private clinics outside.

Community Impact

I commend the efforts of the present management of the hospital for the active role played in form of free medical outreach organised for the residents of the community during the last Ajodun Ido Oganganmodu. That is part of what we are expecting in the community, because if the hospital is sited here in Ido and the host community gains nothing, that will not be good enough.





Aside that, now I can even see many people trooping in from Lagos, Abuja and neighboring states to assess medical services here in Ido. That is what we want, and thankfully the services are improving rapidly under the current administration.

With the present situation in the hospital, the management has opened a clean page in a golden book of history and history will never forget this administration.



HON AFOLABI WONDER

71



