

This year has been exceptionally good for Apollo Hospitals Dhaka. To begin with, after a rigorous survey, it was granted the JCI accreditation for the 4th time.

This year we inaugurated the only comprehensive cancer center along with PET Scan service and Linear Accelerator. Our cancer centre, Apollo Hospitals Dhaka, has installed a high-end fully loaded Radiotherapy machine, LINAC HD -VERSA Signature model. Being the first of its kind in Bangladesh, the machine is programmed to deliver radiation doses to tumors with pinpoint accuracy from any angle. This is the most advanced form of therapy - stereotactic radiotherapy.

Our Dialysis Center has been expanded along with the Gastroenterology Unit on the 8th floor. Dialysis Centre can now provide smooth service to many patients per shift with good infection control practices such as dialysis water testing.

Apollo Hospitals Dhaka introduced a revolutionary endoscopy alternative - a brand new endoscopy technology in the form of a small capsule. This capsule provides a crystal clear 360° panoramic image and ensure a 32% higher diagnostic yield than compared to traditional endoscopies.

Apollo Hospitals Dhaka has a new Pediatric Intensive Care Unit (PICU) with specialist doctors and nurses, certified with Pediatric Advanced Life Support (PALS) and Neonatal Advanced Life Support (NALS), present 24 hours a day. Our single-patient rooms and strong infection control practices reduce infection risk and also ensure family privacy.

To develop and maintain a culture of patient-centric care, leadership support is important. This needs support from the top which will then flow down through everyone in the organization. When leaders demand that safety and quality principles are to be followed, this attitude eventually catches on like fire and makes us all work together as a team. Apollo Hospitals Dhaka is the first hospital to introduce Patient Welfare Department last year. It helped us connect with our patients directly and more intensely. Apollo Hospitals Dhaka stresses on the importance of a patient-centric culture from the moment staff begin to work here. One of the many tactics it uses to ensure patient safety is by putting educational information on safety, hand hygiene and infection control everywhere.

Apollo Hospitals Dhaka's commitment to ethical patient care is an important part of who we are and how we run the hospital system. That's why it has a comprehensive compliance and ethics program to make sure that our health system is a place where we hold ourselves to a high standard in terms of ethics and conduct. It fosters a culture of integrity, accountability and ethical behavior. Our Ethical Committee implements processes and procedures that prevent, detect and correct conduct or practices that are illegal or unethical. We strive to establish an environment that encourages employees to report ethical

concerns without fear of retaliation. Compliances of incidences, mortality, infections are measured and analyzed meticulously. Internal quality indicators are established to promote adherence to laws and regulations which helps to maintain ethical and transparent practices in our hospital.

This year twenty-four departments were approved for BCPS training which offers Academic recognition after 6-month training. As a leading hospital with a long track record of innovation in patient safety and process improvements; we encourage our medical professionals to conduct research which is analyzed and approved by our Research Committee. It helps us to derive new insights; functioning as a treasure bank for research that matters.

In near future we plan to introduce bariatric surgery and allogenic Bone Marrow Transplant. Our infrastructure is being modernized to provide adequate care for such patients e.g.: Positive pressure rooms. We also plan to start liver transplant and robotic surgery in our distant future.

Nursing college is another challenge we intend to take on in due time. It will help us build a strong nursing care team so that they can provide patient centric care by following safety and quality principles. While the healthcare industry and medical profession become increasingly profit-driven, we aspire to produce future nurses who are well-versed with good professional values and the heart for patient care.