



New Vision
SPECIALIST EYE CLINIC

OPERATIONAL REPORT

2018

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INTRODUCTION

New Vision Specialist Eye clinic (NVSEC) is a private clinic located at Kimweri Ave, No. 444 in Dar es Salaam, the largest commercial city of the United Republic of Tanzania. We feel very privileged to present operational report summary for the year 2018. The report takes into account operational performance for this year while reflecting what we had planned from last year.

The report covers the following parameters; eye consultations and surgical services provided in the year 2018, taking into account several important indicators which analyze efficiency in our daily operations to be shared with our clients and other stakeholders in eye care here in Tanzania and beyond. It also covers non clinical areas like administration and human resource development needed for NVSEC to achieve it's mid and long term goals

2: EYE CONSULTATIONS

2.1 Number of clients attended

In the year 2018, we attended a total of 2,754 clients, 1,345 males and 1,409 females, a 40% increase from total consultations attended in the year 2017. Thanks to National Health Insurance Fund which accredit our clinic in July 2018, and contributed 75% of the 40% increment of the consultations observed, as shown on table no. 1

Table no 1: Total Number of Consultations attended

	Q1		Q2		Q3		Q4		Year 2018	
	M	F	M	F	M	F	M	F	M	F
NEW	142	134	90	124	150	163	144	148	526	569
REVISIT	182	170	216	174	194	266	227	230	819	840
SUB TOTAL	324	304	306	298	344	429	371	378	1,345	1,409
TOTAL	628		604		773		749		2,754	

2.2 Clients' compliancy to the bookings made

The clinic runs on an appointment basis but we still take in non-booked clients whenever there is room to do so. Booked clients are encouraged to give cancellation notice if they would not show up for their appointment so that other clients can be attended in their place. In the year 2018, on average, the compliancy to the bookings made was 84.8% as shown on Table no 2, which is slightly less than the results of year 2017 whereby compliancy to the bookings made was 86%.

Table no 2: Compliancy to the bookings made

		Q1	Q2	Q3	Q4	YEAR 2018
TOTAL NO OF CLIENTS WHO MADE BOOKINGS		479	460	470	495	1904
ATTENDED CLIENTS	With bookings	385	378	380	440	1583
	Without bookings	243	226	393	309	1171
NO SHOW CLIENTS		85	70	85	48	288
CANCELLATION		9	12	10	7	38
COMPLIANCY		80.4%	82.2%	80.9%	90.6%	84.8%

2.3 Clients' time spent at the clinic during routine eye consultation

It is the clinic's policy that no client should spend more than 2 hrs at the clinic to receive treatment during a routine consultation. By making appointments for the clients' visits makes it possible for the clinic to run its operations smoothly enabling our clients to spend the shortest possible time while receiving adequate attention for their health problems. On this parameter, we achieved a compliance of 99% as per our policy on the time clients spent during routine consultations, as there were only 23 out of 2754 consultations each spend more than 2hrs.

Table no 3 : Clients' Time Spent at the clinic during routine consultations

TIME (minutes)	Q1	Q2	Q3	Q4
SHORTEST TIME	9	11	9	9
LONGEST TIME	144	178	186	185
Number of clients who spent more than 2 hrs	9	3	8	3

2.4: TOP 10 EYE DISEASE DIAGNOSIS in the year 2018

Consultations for clients with the diagnosis of Glaucoma were top of the list of common eye disease diagnosis for year 2018 as it was for the year 2017 as shown on Table no 4 below. This is explained mainly by the fact that Glaucoma is a chronic disease which necessitates a lifelong follow up and is amongst common eye conditions with potential for visual deprivation.

Table 4: Top 10 eye disease diagnosis encountered during consultation visits in the year 2018.

RANK	DISEASE DIAGNOSIS	Q1	Q2	Q3	Q4	Total per Diagnosis	Percentage
		(JAN-MAR)	(APR-JUNE)	(JUL-SEPT)	(OCT-DEC)		
1	GLAUCOMA (All forms)	204	154	188	218	764	34.9%
2	ALLERGIC CONJUNCTIVITIS	70	80	102	142	394	18.0%
3	PSEUDOPHAKIA	85	57	109	85	336	15.0%
4	CATARACT (All forms)	53	43	63	39	198	9.0%
5	CONJUNCTIVA LESIONS	28	36	49	30	143	6.5%
6	REFRACTIVE ERRORS (MYOPIA,	28	29	33	35	125	5.7%

	HYPEROPIA,ASTIGMATISM)						
7	PRESBYOPIA	22	17	19	17	76	3.5%
8	OTHER OPTIC NERVE DISORDERS	16	18	21	20	75	3.4%
9	UVEITIS	13	7	9	12	41	1.9%
10	RETINA CONDITIONS	9	14	6	9	38	1.7%

3: EYE SURGICAL SERVICES

3.1 Clients' Time Spent at the clinic during surgical day

The clinic offers surgical services on every Saturday. All surgeries are day care procedures and patient to be operated is expected to spend no more than 3 hrs at the clinic to have his or surgery done and discharged. By making proper arrangements on reporting time during operation days plus adequate pre operative preparations, clients could receive their surgeries very smoothly without long delays. On this parameter, we achieved a compliance of 93% as per our policy on the time clients spent at the clinic during routine eye operation day, as there were only 8 clients out of 117 who spent more than 3hrs at the clinic during their surgical day as shown on Table no 5 below.

Table no 5: Clients' Time Spent at the clinic during surgical day

TIME (minutes)	Q1	Q2	Q3	Q4
SHORTEST TIME	50	76	81	64
LONGEST TIME	210	185	212	178
Number of clients who spent more than 3 hrs	4	1	3	0

3.2 Surgical uptake for year 2018

In year 2018, there were 249 clients offered different types of intra ocular surgical procedures and 117 accepted the treatment. Thus, the overall surgical uptake of year 2018 was 47% which is

almost comparable to 46% of the year 2017 and, without much difference between Males (47.8%) versus Female (46.3%), as shown on Table no 6 below.

Table no 6: Surgical Uptake - 2018

	PHACO		TRAB		PHACOTRAB		OTHERS		SUB TOTAL		TOTAL
	M	F	M	F	M	F	M	F	M	F	
DONE	34	39	6	0	2	3	13	20	55	62	117
OFFERED	66	95	15	3	5	4	29	32	115	134	249
UPTAKE									47.8%	46.3%	47%

4: SERVICES UTILIZATION at NVSEC

In the year 2018, we reviewed and improve the work flow of our clients during consultations so as to increase the target from 20 clients attended in a day set in year 2017, to reach 30 clients per day, while maintain the number of days for eye consultations to be five days per week. We managed to attend 2754 consultations which is about 41.7% of the target set, This was a slight decrease from 50% of the year 2017, mainly due to change of the target set. In surgical services we maintain the target of 10 eye surgical procedures once per week. In year 2018 we managed to perform a total of 134 eye surgical procedures, 117 being intra ocular and 27 extra ocular. Thus, on surgical service we achieved 30.5% of the set target, a slight increase from 25% of year 2017. We are very grateful to our clients who come forward to use our services both eye consultations and surgical services as the uptake of these services was close to 50%. We realize the need to do more effort so that the uptake of our services reaches the set target of 75% by December 2020.

5: COMMUNITY OPHTHALMOLOGY ACTIVITIES

- WORLD GLAUCOMA WEEK 2018

We joined the World Glaucoma Societies in commemorating World Glaucoma Week 2018 by conducting three main activities conducted from 12th to 16th March 2018

1. Free glaucoma screening of the first degree relatives of patients with glaucoma
2. Public education about glaucoma through social media
3. Radio talks program, and posters development and dissemination to be used for increasing public awareness about glaucoma.

- WORLD SIGHT DAY: 11th Oct 2018

We commemorated World Sight Day in 2018 by providing discount of 30% on prices of the services we offer to encourage the community to come forward for eye screenings and receive treatment. The public was informed about this promotion through different social media platforms such as the clinic's Facebook and Instagram accounts, and we are happy with the feedback for those who turned up as they were happy with the services received.

- WORLD DIABETIC DAY 2018, 14th NOVEMBER

During World Diabetes Day 2018 commemorations, we continued to sensitize the community to fully support patients suffering from this disease for them to optimize their treatment compliance and avoid complications on different body organs including eyes resulting from poorly managed Diabetes. The community was made aware of sight threatening Diabetes complication like Diabetic Maculopathy and Diabetic Retinopathy, the ways on how to prevent these complications as well as available treatment options for those who already have these eye complications. We used social media to reach more than 4,500 people with general information about eye health and Diabetes.

6: OPERATIONAL CHALLENGIES FACED IN THE YEAR 2018

In the year 2018 the clinic was still facing the challenge of its services not being fully utilized. Consultation services were utilized by 41.7% and surgical services only by 30.5% of the current capacity. Several reasons could be behind this experience, one of them could be fewer clients be able/ready to pay cash including those under health insurance companies apart from NHIF. Our

location as well as still new on full time service delivery could be other reasons for our services not to be fully utilized.

7: NVSEC SHORT AND MID TERM GOALS

The clinic has set short term (one year from 2018) and mid-term goals (two years from 2018) in the following areas.

- HUMAN RESOURCE DEVELOPMENT

The clinic is planning to recruit more staffs pending on the availability of the work load. The plan is to recruit one optometrist and one registered nurse. Currently the clinic has five personnel with full time job contracts. The clinic is also having two additional staffs, anesthetist technician and theater nurse on part time job contracts, primarily for theater work. The Clinic is ready to collaborate with other nearby eye care providers in promoting Continuous Professional Development (CPD) of all the professions we have.

- ELECTRONIC DMS (DATA MANAGEMENT SYSTEM)

The clinic was looking forward to start using an Electronic Data Management System specific for eye care in the second quarter of last year, but unfortunately this couldn't be realized due to unforeseen reasons. This task has been carried forward as one of our short term goals to be completed in year 2019.

- ADDITION OF TESTING MACHINES AND THEIR COST

To be able to provide quality care at these times, we strongly feel the need to further upgrade our clinic on diagnostic equipments. This will also serve as a time saver for our clients to move around in nearby health facilities to do the necessary tests and return their results. We would like to request individuals or organizations that could support us in getting these equipments that are crucial in the current medical practice. The list of required equipments is provided below with their prices quoted. Any effort made to facilitate us acquire these equipments will be highly appreciated.

ADDITIONAL EQUIPMENTS NEEDED AT NEW VISION SPECIALIST EYE CLINIC

Sno	PRODUCT CATEGORY	PRODUCT NAME	SUPPLIER	PRICE
1	Visual Field Analyzer	OCTOPUS 600 Pro	HAAG STREIGHT	CHF 13,200. 00
2	Fundus/Retina Camera	CANON CR -2 AF	CANON	€ 18,500. 00
3	AB Scan Ultrasound	TOMEY UD -800	TOMEY	€ 10,900. 00

NB: Source of information on equipments requested – International Agency for the Prevention of Blindness (IAPB) Standard Equipment List. <https://www.iapb.org>

WORK LOAD FOR THE YEAR 2019

- NUMBER OF CONSULTATIONS AND EYE SURGERIES TO BE PERFORMED **(A 50 X 50 Plan)**

The clinic is looking for the means of increasing the number of clients attended in a day to reach 50, and the number of surgeries performed in a month to reach 50 by December 2020. We are already start observing some positive changes in reaching these targets, thus we need to solidify the momentum we had in year 2018.

8: COLLABORATING PARTNERS

The clinic would like to collaborate with other institutions which share the same values of providing services to those in-needs with high respect, dignity and fair deals. Our priority areas are: building a working culture which embraces efficiency, evidence based practices, and share knowledge and experience.

8: CLOSING REMARKS

In the year 2019, New Vision Specialist Eye Clinic will continue with its commitment of providing quality and timely eye care so as to contribute positively on the sustainable growth of eye care in the country and Sub Saharan Africa at large.

We would to thank all stakeholders in eye care and beyond who assist us in one way or the other to enable us delivered the services in the year 2018. The whole team of New Vision Specialist Eye Clinic is looking forward to serve the community in the year 2019 with more passion, skills, care and commitment for more people to enjoy the beauty of their sight.



Dr Hassan G Hassan

MO in-charge and Clinic Director