



**New Vision**  
SPECIALIST EYE CLINIC

**OPERATIONAL REPORT**  
**2019**

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## **INTRODUCTION**

Welcome again for a summarized operational report for the year 2019.

We feel very humble to present to you reports from major activities which we were involved in the year 2019.

We continue our tireless efforts on providing eye treatment to all those in need and strengthening patients' awareness on how the best common eye conditions can be managed effectively.

Our eye care practices have continued to be facilitative for the patients' fully participation in their treatment, and majority of our patients has experienced quick recovery from the treatment we provide on daily basis.

We highly appreciate the opportunity you gave us to serve you and those new comers we encounter everyday who could only have reached us after your recommendation, and we sincerely thank you.

Now we would like to let you enjoy reading this report and we hope it will continue serve the bridge between you our dear patients and us so that you continued to be served at the very best.

## New Vision Specialist Eye Clinic

### Team 2019

#### 1: EYE CONSULTATIONS

##### 1.1 Number of patients attended

In the year 2019, we attended a total of 2,779 patients a comparable figure to that of last year (2018) which was 2,754 patients. On new visits female patients were more than males, though in overall numbers male patients were slightly more than females as shown on table no. 1

**Table no 1: Total Number of Consultations attended**

	Q1		Q2		Q3		Q4		Year 2019	
	M	F	M	F	M	F	M	F	M	F
NEW	105	133	104	109	123	130	126	132	458	504
REVISIT	229	247	204	173	277	229	237	221	947	870
SUB TOTAL	334	380	308	282	400	359	363	353	1405	1374
TOTAL	714		590		759		716		2779	

##### 1.2 Patients' compliancy to the bookings made

The clinic runs on an appointment basis to reduce patients delays during consultation visits and so far we have continuously attaining good patients' compliance whenever they make booking to come for their consultation, but as from January 2020 we will be taking extra steps on reporting and make necessary follow-ups measures on revisit bookings to ensure patients who need continue

care are facilitated to keep their clinic revisit schedules as recommended. Trends on patients' compliance to the bookings made is shown on Table 2 below

**Table no 2: Compliancy to the bookings made**

		Q1	Q2	Q3	Q4	YEAR 2019
TOTAL NUMBER OF PATIENTS WHO MADE BOOKINGS		442	358	444	385	1629
ATTENDED PATIENTS	With bookings	416	321	412	335	1484
	Without bookings	298	269	347	381	1295
NO SHOW CLIENTS		16	32	28	40	116
CANCELLATION		10	5	4	13	32
COMPLIANCY		96.3%	91%	93.6%	90%	93%

### 1.3 Patients' time spent at the clinic during routine eye consultations

The set standard of time spend by a patient at the clinic not to exceed 2 hours during routine eye consultation was to limit delays in service provision. This standard was well maintained in the year 2019 as only 14 out of 2279 consultations attended were noted to have delayed. Table 3 shows patients time spent during routine consultations for the year 2019.

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

TIME (minutes)	Q1	Q2	Q3	Q4
SHORTEST TIME	12	12	10	12
LONGEST TIME	180	169	170	178
Number of patients who spent more than 2 hrs	3	3	4	4

#### 1.4: TOP 10 EYE DISEASE DIAGNOSIS in the year 2019

Consultations for patients with diagnosis of Glaucoma were top of the list for top ten common eye disease diagnosis for year 2019 as it was for the year 2018 as shown on Table no 4 below. This is explained mainly by the fact that Glaucoma is a chronic and amongst the commonest eye disease which necessitates a lifelong follow up and the clinic is constantly improving means by which these patients can manage to maintain their revisits schedules as recommended.

**Table no 4: Top 10 eye disease diagnosis**

RANK	DISEASE DIAGNOSIS	Q1 (JAN- MAR)	Q2 (APR- JUNE)	Q3 (JUL- SEPT)	Q4 (OCT- DEC)	TOTAL Year 2019	Percentage
1	GLAUCOMA (All forms)	222	218	208	229	877	32%
2	ALLERGIC CONJUNCTIVITIS	111	132	135	130	508	18%
3	PSEUDOPHAKIA	82	41	62	68	253	9%
4	CATARACT (All forms)	59	52	52	34	197	7%
5	CONJUNCTIVA LESIONS	64	42	46	43	195	7%
6	REFRACTIVE ERRORS (MYOPIA, HYPEROPIA,ASTIGMATISM)	33	15	38	35	121	4%
7	PRESBYOPIA	20	16	34	24	94	3%
8	OTHER OPTIC NERVE DISORDERS	21	33	16	20	90	3%
9	RETINA CONDITIONS	28	20	14	16	78	3%
10	UVEITIS	6	11	14	10	41	1%

\*Percentage; Number of consultations of specific diagnosis/ Total consultations (2779)

## 2: EYE SURGICAL SERVICES

### 2.1 Patients' Time Spent at the clinic during surgical day

NVSEC 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 her surgery done and discharged. By making proper arrangements on reporting time during operation days plus adequate pre operative preparations, patients could receive their surgeries very smooth without long delays. Like for last year, this year too majority of operated patients (91%) had their surgery done and discharged safely as per set standard 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	66	66	60	65
LONGEST TIME	188	188	220	210
Number of patients who spent more than 3 hrs	3	3	2	3

### 2.2 Surgical uptake for year 2019

In year 2019, there were 209 patients offered different types of intra ocular surgical procedures and 109 accepted the treatment, slightly less than the results of last year in terms of both the number of patients offered surgical procedures and those received the surgeries. However, the surgical uptake for year 2019 was better compared to year 2018, and female patients had a better uptake compared to males as shown on the attached table ([Click to view](#)).

### **3: EYE SERVICES UTILIZATION at NVSEC**

In the year 2019, the number of consultations attended was almost similar to the number of consultations in the year 2018, thus we couldn't reach the set target of attending 30 patients a day. Likewise, in surgical services there were fewer patients who accepted surgeries in year 2019 as compared to year 2018, despite of year 2019 having better surgical uptake of 52% as compared to 47% in the previous year. As a result further attention is needed to find out reasons for lower than the set standards both for number consultations to be attended and eye surgeries to be performed in a year.

### **4: COMMUNITY OPHTHALMOLOGY & CONTINUOUS MEDICAL EDUCATION (CME) ACTIVITIES**

Year 2019 was very busy again for community ophthalmology and Continuous Medical Education activities and all NVSEC staffs fully participated as described below.

#### **- MARCH 2019;**

WORLD GLAUCOMA WEEK 2019, 10<sup>th</sup>-16<sup>th</sup> March

We participated in two activities

1. Hosting a clinical meeting which was held at our clinic on Wednesday, 13<sup>th</sup> March 2019, and topic presented was Chronic Glaucoma Care at NVSEC- One Year Review, followed by a round table discussion. The meeting was attended by twenty (20) eye care practitioners from six (6) Eye Hospitals and Clinics found in Dar es Salaam. Once again we would like to register our



sincere thanks to our colleagues and their institutions for taking part in this activity.

2. Eye Health Education video program about Glaucoma, which was produced in collaboration with Community Health Education Department from Ministry of Health, Community Development, Elderly, Gender and Children. The videos are in Swahili language and they were uploaded through a **YouTube** platform for viewers within the country and cross border countries where Swahili is widely spoken. Again we would like to register our appreciations to the National Eye Care Program Manager and Community Health Education Department Team for their facilitation which made the program available for communities across Eastern Africa.

*(Details can be found in our 1<sup>st</sup> Quarter Report)*

**- JUNE 2019**

**1<sup>st</sup> TOS (Tanzania Ophthalmology Society) SCIENTIFIC CONFERENCE**

NVSEC staffs have an opportunity to attend a two day clinical conference at Seascape Hotel on the beauty outskirts of Dar es Salaam organized by TOS. The conference had very exciting presentations for learning and it was a good opportunity to meet with old friends and find new ones

## **- OCTOBER 2019**

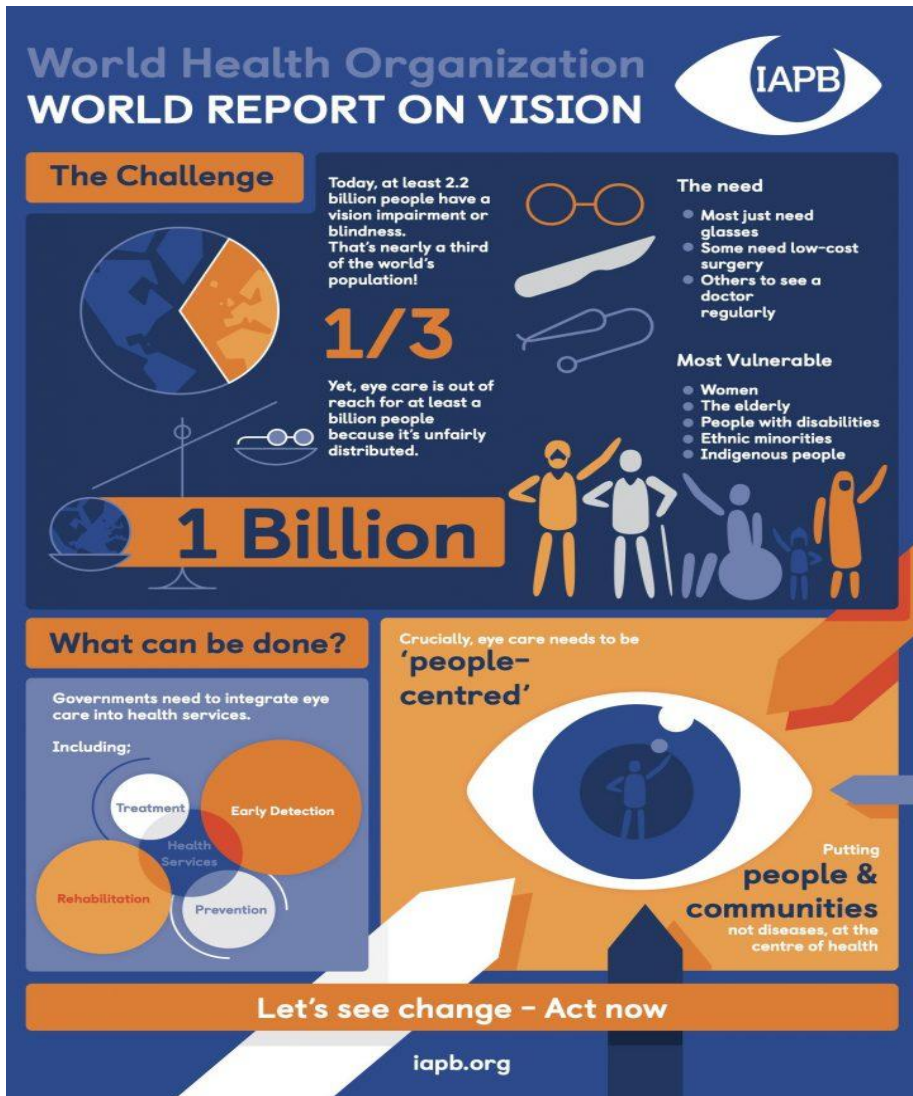
We participated in two activities

### **1. The International Agency for the Prevention of Blindness (IAPB)**

2019 Council of Members (CoM) meeting, 5<sup>th</sup>-8<sup>th</sup> October Dar es Salaam-Tanzania

NVSEC staffs had an opportunity of attending the IAPB 2019 CoM meeting for two days of 7<sup>th</sup> & 8<sup>th</sup> October. We congratulate IAPB and fully support their noble course of prevention of visual impairment and blindness across the globe. Every one of us was very excited to attend such an international meeting and we could learn a lot from very well tailored presentations on wide range of topics with regard to eye health. One of the strong take home messages delivered at the 2019 CoM was ...Eye care needs to be 'people centred'. In supporting of this bold statement, NVSEC is finalizing a five year review of Glaucoma Care at our clinic and results will be used to put new strategies to further facilitate continuous clinical care to patients suffering from Glaucoma who are attending our clinic or elsewhere within our country and across Sub Saharan Africa.

Once again we would like to congratulate the IAPB for years of successful work in eye care service delivery across the globe, and their work is still vibrant and relevant as summarized from poster below with a call for eye care professionals and stakeholders that more has still to be done.



## 2. WORLD SIGHT DAY Commemorations at NVSEC: 10<sup>th</sup> Oct 2019

We hold two sessions with few volunteered glaucoma patients for them to tell each other the experiences they have gone through in their life after they were diagnosed to the disease. The response was good as nine participants (six patients with glaucoma and three first degree relatives), did turn up and the discussions were very fruitful and encouraging. It came with the request from

patients that NVSEC should look into possibility to have such gathering every year and more patients with their relatives encouraged to attend.

## **5: UPDATE ON NVSEC MID-TERM GOALS**

Year 2020 will mark the end of our two year mid-term operational period which was focused on making foundation for the **NVSEC 50X50 Operational Plan**, that's being able to attend 50 patients in a day and 50 eye surgeries in a month. We had identified three critical areas to be addressed for our plan to be realized. First was the introduction of Electronic Data Management System which will not only provide us with much needed space for more working stations by replacing shelves needed to keep patients physical files, but it will ease the flow people and information in parallel with expecting increase number of consultations need to be attended on each day. Second was to add three different types of examination machines (mentioned below). Third was to redesign the clinic to accommodate for the desired changes. By December 2019 we are very happy to see that our long plan of developing, installing and start using Electronic Data Management System could be realized, and as from January 2020 we have start using it. Thus we are remained with the last two commitments to be accomplished for smooth take off of the 50 x 50 Operational Plan.

### **- 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. In year 2020 we will keep on exploring means to acquire those machines listed below.

## **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>

## **6: 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.

## **7: CLOSING REMARKS**

In the year 2020, 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 2019. The whole

team of New Vision Specialist Eye Clinic is looking forward to serve the community in the year 2020 with more compassion and commitment for more people to enjoy the beauty of their sight.



**Dr Hassan G Hassan**

**MO in-charge and Clinic Director**