

**The Primary Care Programme**

# **A Lifeline for Communities**





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# Executive Summary

## Transforming Lives Through Primary Care

The Primary Care Programme at Indus Hospital & Health Network is a cornerstone of our mission to provide accessible, high-quality healthcare to underserved communities across Pakistan. Focused on prevention, early detection, and timely intervention, the programme offers a wide range of services, including maternal and child health, chronic disease management, and health education, empowering individuals and families to lead healthier lives. By bridging critical gaps in primary healthcare, it has delivered essential medical services to thousands who would otherwise go without care. This report highlights the programme's milestones, showcasing its far-reaching impact through compelling patient stories and measurable outcomes, reflecting how Indus Hospital is redefining healthcare delivery and driving sustainable change in the communities it serves.





# The Global Importance of Primary Health Care

## *Strengthening Primary Care: A Global Imperative for Health Equity*

Primary healthcare serves as the foundation of an efficient and equitable healthcare system. In Pakistan, however, the situation is starkly different. A fragmented healthcare system, combined with inadequate resources and infrastructure, leaves millions without access to basic medical services.



### **Inadequate Health Facilities**

Fewer than

**1,300**

Basic Health Units to serve over 240 million people



### **Workforce Shortage**

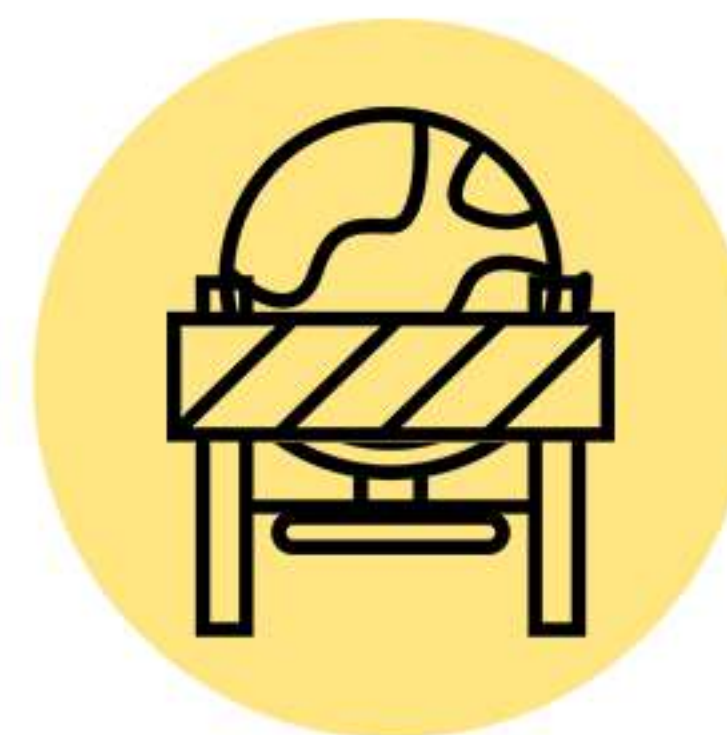
The Doctor-to-patient ratio is only

**1:1,300**



### **Financial Constraints**

**40%** of the population lives below the poverty line



### **Geographic Barriers**

**64%** of the population lives in rural areas

Addressing these challenges requires a concerted effort to strengthen primary healthcare services, particularly for underserved communities where access to even the most basic health services can mean the difference between life and death.



# Health Disparities in Underserved Areas of Pakistan

*Bridging the Healthcare Gap: Addressing Disparities in Pakistan's Underserved Communities*

In underserved areas, primary care is not just a service—it is a lifeline. It provides the first point of contact for individuals, offering affordable and accessible solutions to their healthcare needs. For communities in Pakistan where secondary or tertiary care is either unaffordable or inaccessible, primary care ensures:



Primary Care initiatives are vital to addressing these disparities. By establishing healthcare facilities in remote areas, training community health workers, and offering free services, such programmes directly combat the inequities in Pakistan's healthcare system. For millions, these efforts can mean not just improved health but also dignity and hope for a better future.





# Community Health Directorate (CHD)

*The Driving Force Behind Primary Care at Indus*

CHD serves as the public health cornerstone of Indus Hospital & Health Network (IHHN). With a mission to "reach the unreached," CHD develops and implements comprehensive programmes that deliver quality healthcare services entirely free of charge. The directorate places a particular emphasis on supporting marginalised and underserved communities, ensuring that no one is left behind in accessing essential health services.



 <b>01</b> Boat Clinic	 <b>12</b> Hospitals	 <b>38</b> Mobile Health Unit	 <b>06</b> Container	 <b>16</b> Fixed site	 <b>12</b> Tele Health
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# The Primary Care Programme

## *Revolutionising Healthcare Access*

Launched in 2017, the Primary Care Programme (PCP) of IHHN exemplifies a transformative approach to healthcare in Pakistan. The programme emphasises holistic care, integrating preventive healthcare, health education, and community engagement to empower individuals and foster a proactive approach to their well-being.

### **Community Engagement**

Connect, empower & develop communities around the primary care facilities



### **Family Medicine**

Provide holistic, accessible, evidence based care to patients of all ages



### **Public Health**

Integration of Global Health Programmes based on community need



### **Acute Care**

Structured triage to identify disease acuity, stabilise and manage



By combining family medicine, public health initiatives, and acute care services, PCP is instrumental in building a healthier and more equitable society.



# Expanding Healthcare Horizons

## Programmes Under the Primary Care Programme



Community Engagement Centre



ClubFoot



Diabetes Management



Family Medicine



HIV/ AIDS Clinic



Hepatitis C



Infant Safe Circumcision



Infection Prevention and Control



Lung Health



Mobile Health Unit/  
Health on Wheels



Midwifery



Maternal and Neonatal health



Malaria



Mental Health



Nursing



Nutrition



Pharmacy



Primary Care



SRH-GBV



Telehealth



Tuberculosis



# Transforming Lives

## The Impact Since Inception

PCP has made an indelible impact across Pakistan through its sustained efforts:



**11,527,830+**  
Family Medicine patients served



**331,825+**  
patients screened for HCV



**1,474,974+**  
people engaged through Community Engagement Centres



**153,133+**  
patients screened for Malaria



**1,319,722+**  
people immunised



**100,000+**  
patients served through Telehealth Programme



**631,086+**  
individuals screened for Mental Health



**33,567+**  
patients enrolled for Diabetes Management



Through these milestones, PCP has demonstrated the power of integrated and community-focused healthcare, transforming countless lives and addressing the critical gaps in Pakistan's healthcare system.

*\*Data till October 2024*



# Milestones Achieved

*Progress for 2023 - 2024*

PCP has achieved remarkable progress, significantly expanding healthcare accessibility and services:

## Enhancing Accessibility

Launched **Satellite Medical Vans** and **Mobile Medical Buses** to improve community reach

## New Telehealth Clinics

Initiated facilities in **Dhabeji (2 clinics)**, **Phoolnagar**, **Sujawal**, and **Mirpur Bathoro**

## New Fixed Facilities

Expanded services at **Reko Diq Mining Base Camp**, **Humai Village**, **Nokundi**, **Goraano**, **Yaqeen Foundation Sumandri**, and **RHC Saranan**

## Expansion of Services Across Provinces

Established and enhanced healthcare services in **Balochistan**, **Punjab**, and **Sindh**

## Mobile Health Units:

Deployed **24 mobile health units**, catering to **195,156 patients**

## Specialised Services

- Introduced geriatrics and preventive care clinics at Korangi Campus
- Initiated midwifery-led 24/7 delivery services at Saranan
- Conducted community-based vaccination drives in Tharparkar



# Integrated Family Medicine Services

The backbone of PCP, family medicine clinics provide comprehensive care for individuals and families, covering preventive, curative, and chronic disease management. These clinics cater to diverse medical needs, ensuring continuity of care and fostering long-term health improvements.



## Programmes under Family Medicine



These integrated programmes reflect IHN's commitment to addressing diverse health needs, ensuring that patients receive tailored, continuous care that spans both hospital and community settings.



**1,302,310+**

Family Medicine patients benefited in 2024





# Hepatitis-C Programme

## Combating Hepatitis-C for Better Health

Launched in 2016, the programme aims to reduce the prevalence of Hepatitis-C in Pakistan through proactive screening, accessible treatment, and community education. The program ensures comprehensive care from diagnosis to treatment completion, focusing on early identification and timely intervention.

### Key Achievements in 2024



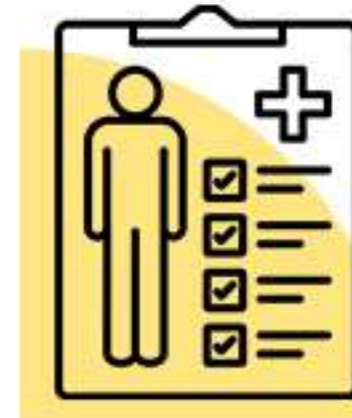
**48,030+ people**

people screened for early detection of Hepatitis-C



**1,333+ patients**

patients registered for treatment



**998+ patients,**

completed treatment

*"I came to Indus almost a year ago for body pain and was diagnosed with Hepatitis C. I was very worried, but the health workers were so kind and helpful. They provided me with free treatment, which was a blessing because my husband is the sole breadwinner, and we struggle to make ends meet. Without Indus, I wouldn't have been able to afford treatment and would still be living with Hepatitis C," Summaiya, a 45 year old female stated.*



\*Numbers from Jan 24 - Oct 24

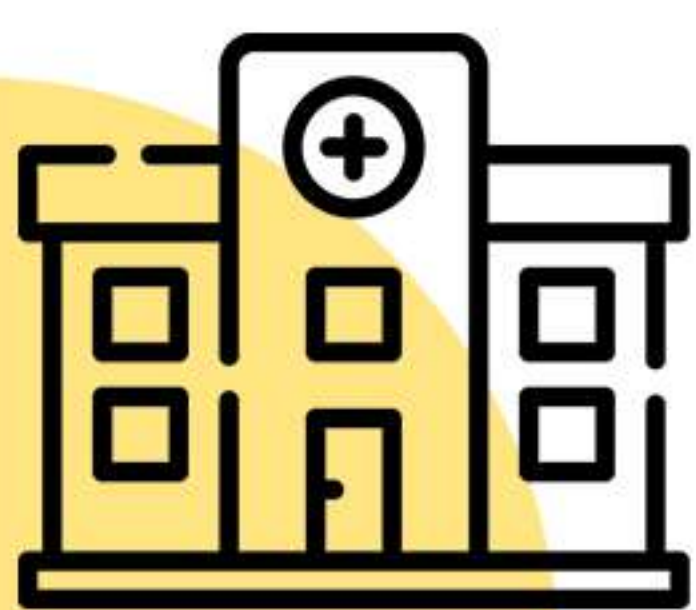


# HIV Programme

## Providing Care and Support for HIV Patients

Since its establishment in 2016, IHHN's Anti-Retroviral Therapy (ART) Centre has expanded its services to vulnerable populations and offers free HIV testing, antiretroviral therapy (ARV), and psychosocial support, ensuring patients receive comprehensive care and reduce the risk of HIV transmission.

### Key Achievements in 2024:



**3,858+**  
patients visited  
the centre



**110+**  
patients registered  
for treatment



*"When I married my husband, I knew about his drug addiction but didn't realise how severe it was. After our baby was born, we all tested positive for HIV. I was devastated, believing myths that we wouldn't survive or be accepted. The Indus Hospital HIV clinic turned our lives around. They provided life-saving medication, debunked harmful myths, and supported my husband in overcoming his addiction. Today, we are healthy, happy, and hopeful for the future," Noureen shared.*





# Mental Health Programme

## Promoting Mental Well-being and Access to Care

The Mental Health Programme focuses on both treating mental health conditions and promoting overall mental well-being. The programme operates across nine districts in Sindh and Punjab, striving to reduce stigma and provide accessible care. By integrating mental health support into all IHHN programmes, it ensures comprehensive psychosocial support for patients.

### Key Achievements in 2024



**155,865+**

patients screened for Mental Health



**4,539+**

patients treated with Mental Health issues

*"Through counselling at Indus Hospital & Health Network, I learned to cope with my depression and anxiety after my husband moved abroad for work. The support helped me regain stability and rebuild my relationship with my children. Today, I feel stronger and more at peace, and I'm deeply grateful for the guidance and care I received," shared Shazia from Baba Island.*





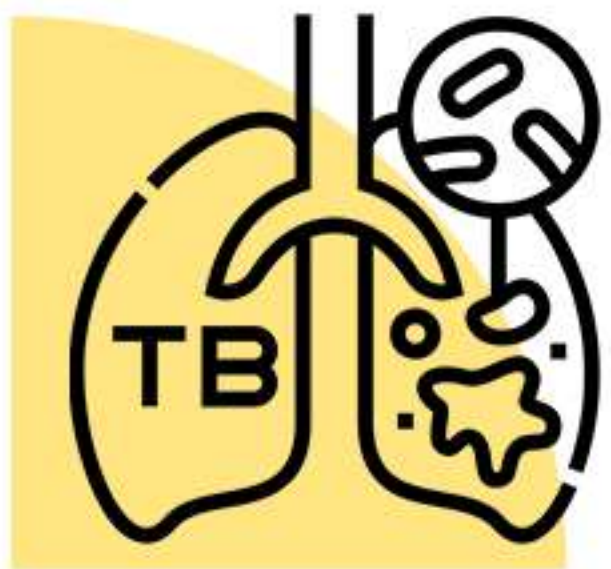
# Tuberculosis (TB) Programme

## Transforming Lives Through Comprehensive TB Care

Launched in 2007, the TB programme plays a crucial role in combating TB by focusing on improving diagnostic capabilities and treatment protocols to ensure accurate and timely care for TB patients. This includes specialised attention to childhood TB and multidrug resistant (MDR) TB cases. This effort aims to ensure equitable healthcare delivery and reach vulnerable populations effectively.



### Key Achievements in 2024



**215,381+**  
patients visited  
healthcare sites

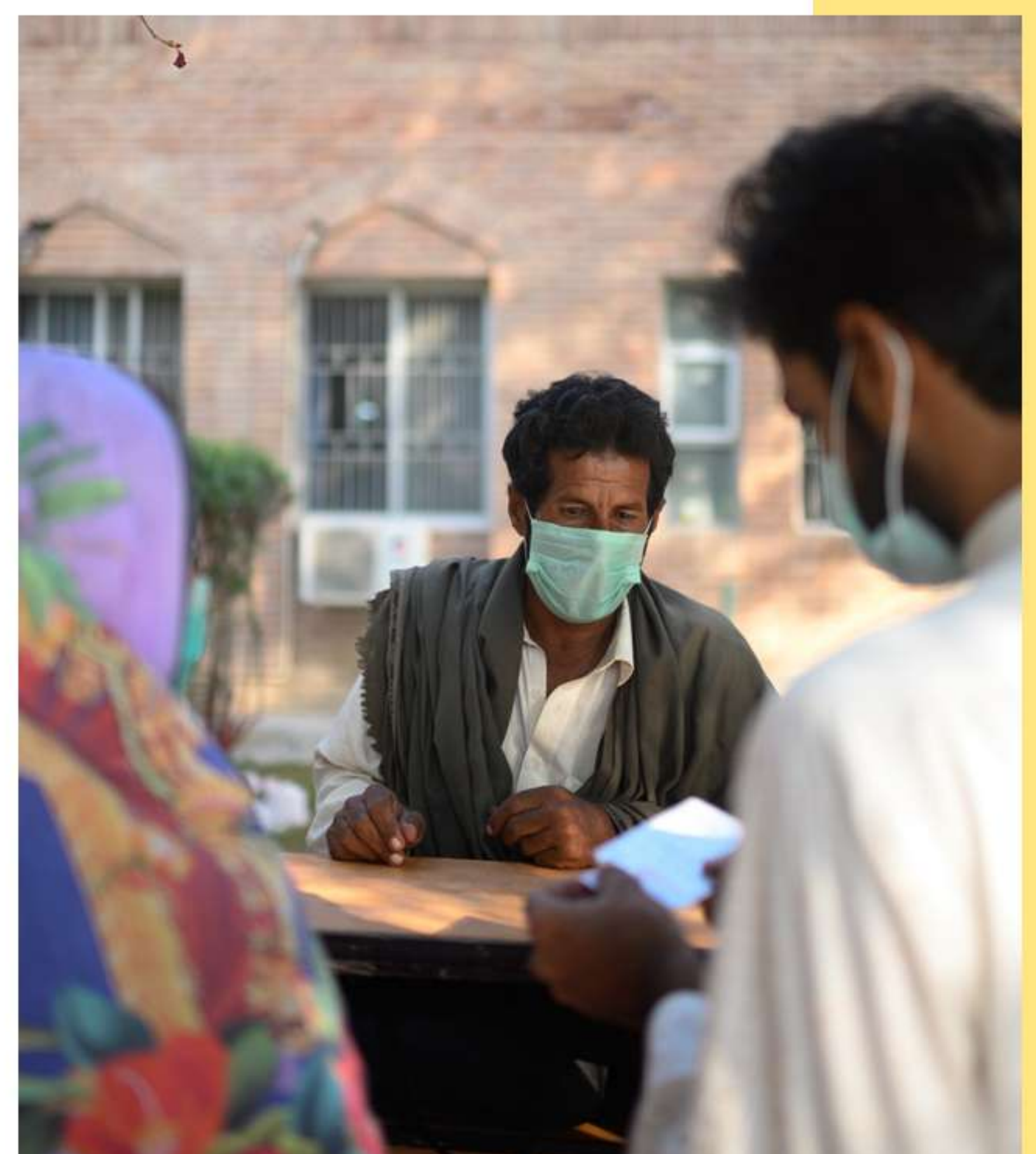


**2,590+**  
patients treated



**2,324+**  
patients diagnosed  
with TB

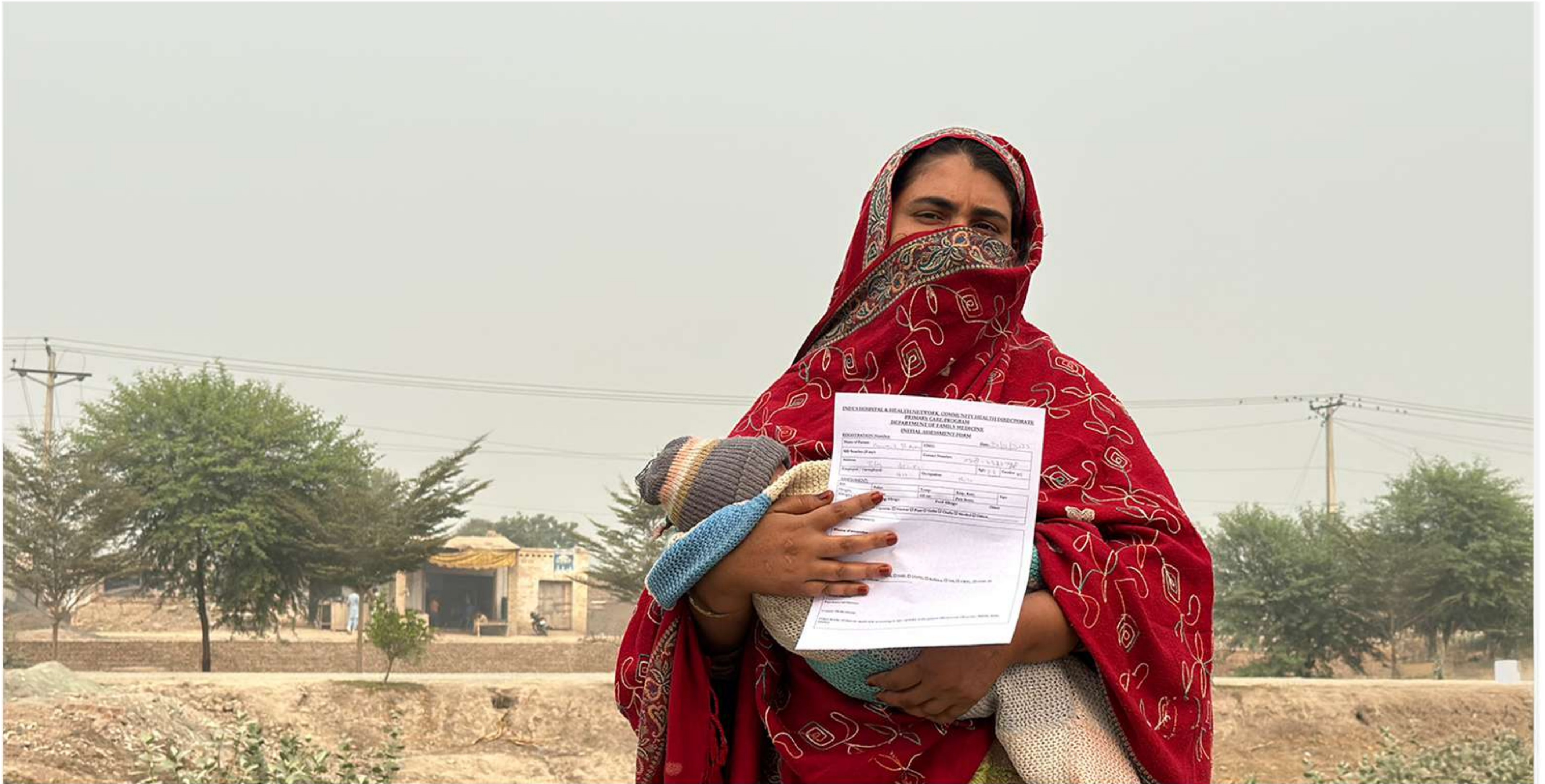
*"I recently completed my TB treatment at Indus Hospital & Health Network, and the experience was truly unforgettable. From the very beginning, the entire team—doctors and treatment coordinators—demonstrated remarkable dedication. They were always available, not just during my visits but also by reaching out to ensure I had everything I needed. Their unwavering support was vital in helping me recover, and I am deeply grateful for their care," narrated Abdul Haleem.*





# Maternal Neonatal Child Health & Nutrition Programme

Safeguarding the Health of Mothers and Children



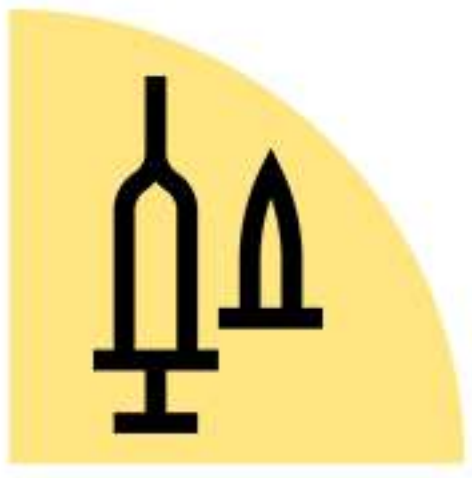
The Maternal and Newborn Child Health & Nutrition (MNCH&N) Programme aims to improve maternal, newborn, and child health, especially among poor, marginalised, and disadvantaged populations. The programme enhances family medicine care services, ensuring that comprehensive healthcare is accessible to all segments of the population.



By enhancing coverage and access to health and nutrition services, the MNCH programme is making a substantial impact on the health of women, children, and newborns. In addition to its core components, the Programme is also focused on improving maternal and child health morbidity and mortality, as well as providing family planning services.



## Key Achievements in 2024:



**49,957+**

children & women  
immunised



**38,975+**

children screened  
for malnutrition



**29,601+**

women received family  
planning counselling



**22,586+**

women counselled  
on breastfeeding  
techniques



**13,530+**

beneficiaries treated  
to improve their  
nutritional status



**6,724+**

children treated for  
preventable mortality



**3,040+**

children dewormed  
to improve immunity



**960+**

clients received  
contraceptive  
injections to  
control birth



**903+**

women & children  
screened for  
iron deficiency



**644+**

safe deliveries





# Midwifery Programme

The Midwifery Programme under PCP enhances maternal, newborn, and adolescent health by providing continuous care from preconception through postpartum. It also includes a training approach for midwives to enhance skills, especially in underserved areas. The Midwifery Led Units ensure safe normal deliveries, offer essential antenatal and postnatal care, and provide sexual and reproductive health consultations. Family planning services, nutritional counselling, well-baby visits, and breastfeeding support are also available, ensuring comprehensive care for mothers and children.



## Core Services Offered





## Key Achievements in 2024



**31,988+**

patients educated  
for Family Planning



**27,642+**

Antenatal Care  
beneficiaries



**871+**

Safe Deliveries



**2,046+**

Postnatal Care visits



**15 Midwifery**

Led Units established



**4 Midwifery**

Led-Units birthing units  
established offering  
24-hour services

*"I received excellent antenatal care at IHHN's health centre, where the midwives supported me throughout my pregnancy. Despite this, my husband and mother-in-law decided on a hospital delivery due to concerns about complications. After discharge, I experienced severe abdominal pain and bleeding. Following the guidance of IHHN's midwives, I returned to their centre, where they quickly identified and treated retained placental tissue, ensuring my safety. I'm immensely grateful for their care," shared Zainab, a young woman from Muzaffargarh.*





# Community Engagement and Empowerment through CECs

## Enhancing Access to Healthcare in Underserved Communities

IHHN's Community Engagement Centres (CECs) play a vital role in enhancing primary healthcare accessibility across Pakistan, particularly in underserved regions. Established in 2018, these centres train local community health workers, raise health awareness, and connect vulnerable individuals to primary care services.

### Impact of the CECs

**1.4 million individuals**

engaged in CECs since 2018

Reached **29 sites**

in Sindh, Punjab, & Balochistan in 2024



### Key Achievements in 2024



**377,634+**  
individuals engaged in CECs



**33,121+**  
health sessions conducted



**329,051+**  
individuals screened for TB



**2,231+**  
children and household screened

These initiatives ensure that health services reach the most vulnerable populations, fostering a healthier future for underserved communities.



# Mobile Health Units

Mobile Health Units (MHUs), or Health on Wheels (HoWs), is an innovative initiative launched to address healthcare gaps in flood-affected areas. It offers a one-window operation for prompt, high-quality healthcare services, addressing both immediate health needs and facilitating ongoing care for the communities.



Operational in Sohbatpur, Naseerabad, Jhal Magsi, and Jaffarabad districts in Balochistan, where healthcare infrastructure was significantly affected by the floods, the initiative is supported by international organisations including:



## Key Achievements in 2024



**127,864+**  
beneficiaries enrolled & treated in 4 health facilities in Balochistan



**227+**  
successful deliveries conducted within mobile units



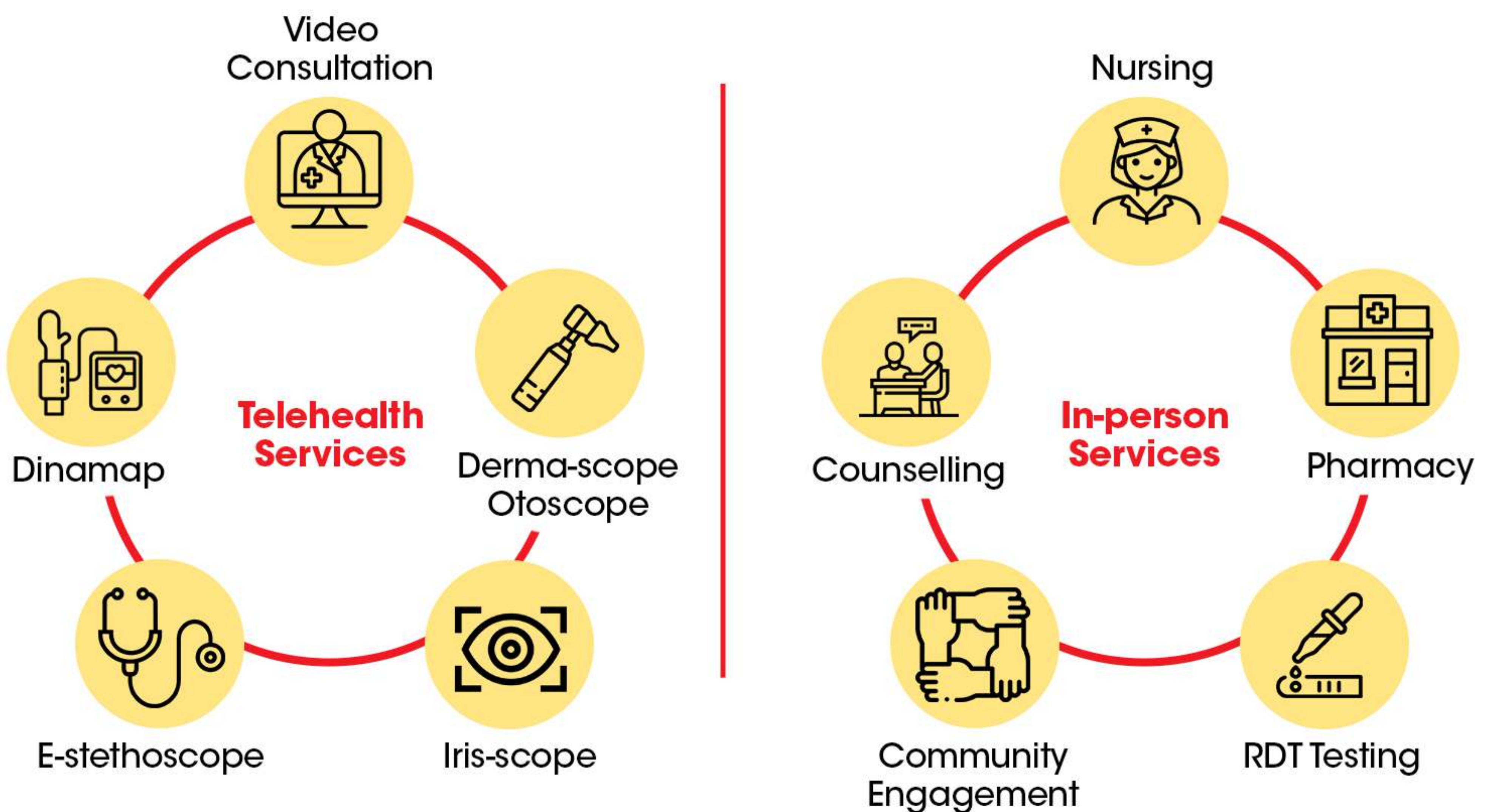
**7,535+**  
antenatal & postnatal care visits completed





# Telehealth Programme

The Telehealth programme is launched to increase the accessibility and improve the quality of health care services in underserved communities of Pakistan. The innovative Hybrid Programme operates in a “Hub and Spoke Model,” and focuses more on women and children.



## Tele-Midwifery Programme

In 2023, IHHN piloted a Tele-Midwifery Programme in Dadu and Khairpur, Sindh, with Tele-midwives reaching out at the doorsteps of communities with connectivity devices for providing quality maternal and child health services. The piloted Tele-midwifery had two static sites in Dadu and Khairpur and 5 E-mobile Tele-midwives for reaching out communities to HumWell app/doctor at the doorsteps of communities.



## Key Achievements in 2024



**80% of beneficiaries**

are women and children



**88,813+**

patients served



**144,684+**

patients served in 10 Telehealth centres in Punjab, Sindh & Gilgit Baltistan since inception



**50,642+**

new patients provided with healthcare services



**38,171+**

returning patients for follow-up catered





# Partnerships

## Strengthening the Primary Care Programme through Collaboration

Strategic partnerships have been instrumental in expanding and enhancing the scope of Indus Hospital's Primary Care Programme. Collaborations with leading organisations have provided technical expertise, funding, and innovative solutions that address the unique healthcare needs of underserved populations. Below is an overview of key partnerships and their impact.

### Our Partners





# Employee Clinics



## Transforming Workforce Health with OGDCL

In collaboration with Oil & Gas Development Company Limited (OGDCL), IHHN launched mobile healthcare units to provide on-site medical services to OGDCL workers. These services address common ailments and occupational health risks while ensuring emergency medical response at remote work sites in Sindh and Balochistan.



### Achievements:



**2,000+**

beneficiaries served at various sites



**100+**

rapid diagnostic tests conducted





# Community Health & Maternal Care



## Reko Diq Mining Company

Partnering with Reko Diq Mining Company, IHHN established healthcare centres in Chagai District to serve local residents and mine workers by offering a wide array of services through mobile and fixed-site facilities, ensuring accessible, quality healthcare for remote communities. The initial focus of the health centre was on primary healthcare but was later expanded to the following services.



## Services Provided

- Basic primary care
- Emergency care
- Maternal & child health services
- Antenatal care & lactation management
- Nutrition counselling
- Rapid diagnostic testing
- Ambulance services

## Achievements



**88%**

of the population benefited from the services



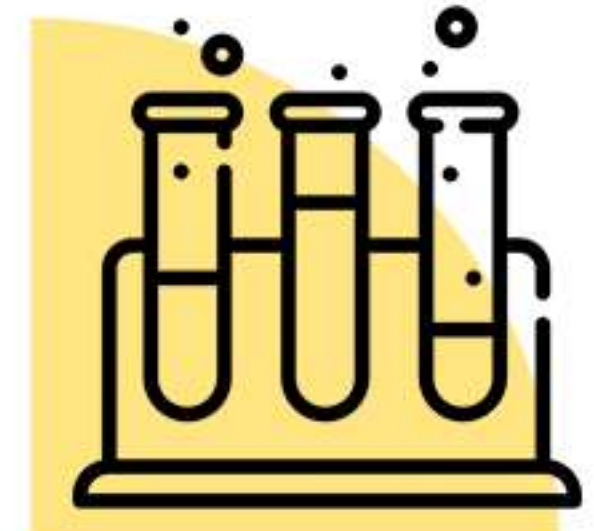
**22,000+**

individuals received healthcare services



**19,237+**

participants attended sessions on preventive healthcare practices



**680+**

laboratory tests conducted



# Emergency Response



## HUM Fund with Save the Children

In collaboration with Save the Children, IHHN undertook a critical emergency response project aimed at providing life-saving health services and enhancing nutritional well-being in the districts of Jaffarabad and Naseerabad, Balochistan. The project delivers life-saving health services and improves nutrition for children and pregnant or lactating women through medical support in static and mobile camps in remote areas.



## Achievements



**177,750+**

individuals reached through Health on Wheels and outreach camps



**11,350+**

vaccination shots administered to children and pregnant women



**6,000+**

antenatal & postnatal check ups completed



**26,150+**

children and women screened for malnutrition



**125**

mobile medical camps organised in remote and underserved regions



**150+**

safe deliveries administered in Jaffarabad and Naseerabad



# Child & Maternal Health



## UNICEF Collaboration

In collaboration with UNICEF, IHHN improved healthcare delivery in the flood-affected districts of Jhal Magsi, Jaffarabad, and Sohbatpur, Balochistan. The project focused on strengthening 12 government health facilities across these districts by providing essential technical human resources, supplies, consumables, and equipment. This comprehensive approach to healthcare and community engagement led to significantly improved health outcomes in the affected areas.



## Services Provided



Primary healthcare services



Maternal, newborn and child health



Immunisation for women and children



Malnutrition screening



Communication activities for behavioral changes



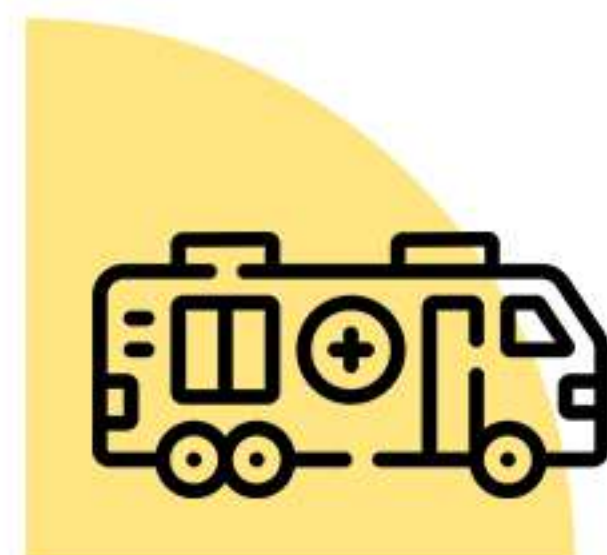


## Achievements:



**757,150+**

beneficiaries reached through health on wheels and outreach camps



**513**

mobile medical camps organised



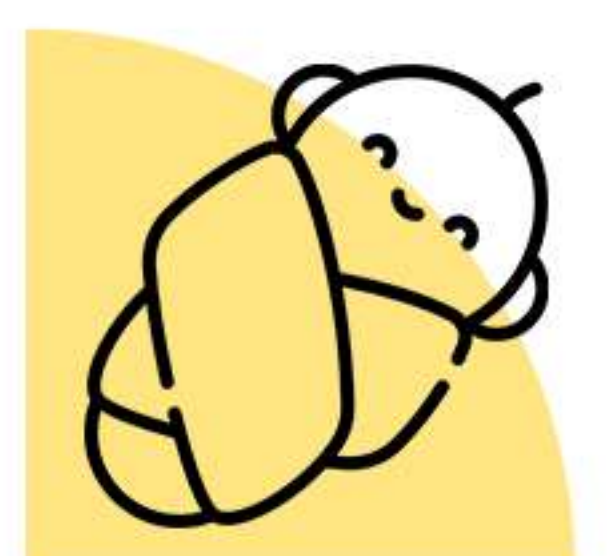
**40,183+**

antenatal and postnatal check ups conducted



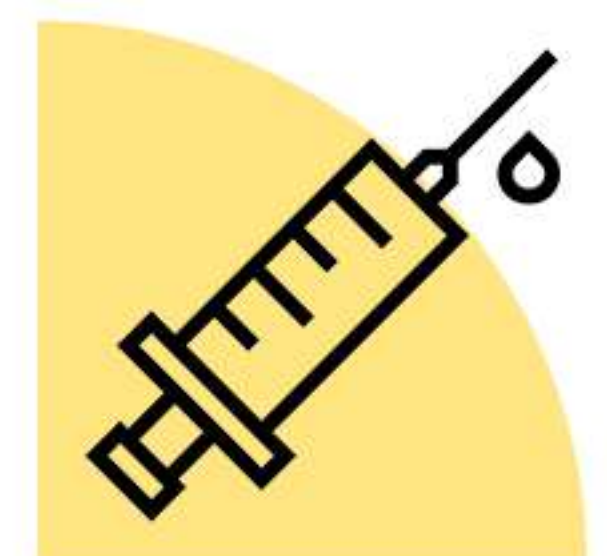
**332,370+**

children, adolescents, and pregnant women screened for malnutrition



**1,574+**

safe deliveries conducted



**11,317+**

vaccination shots administered to children and pregnant women



# Sexual and Reproductive Health



## UNFPA Partnership

The flood in 2022 brought devastation to many areas of Pakistan, leaving people homeless, hopeless, and facing an increase in sexual and reproductive health (SRH) and gender-based violence (GBV) cases. This partnership addressed SRH and GBV needs in flood-affected Sindh and Punjab.

## Services Provided



Basic & comprehensive emergency obstetric care



Integrated GBV services



Antenatal Care



Postnatal Care



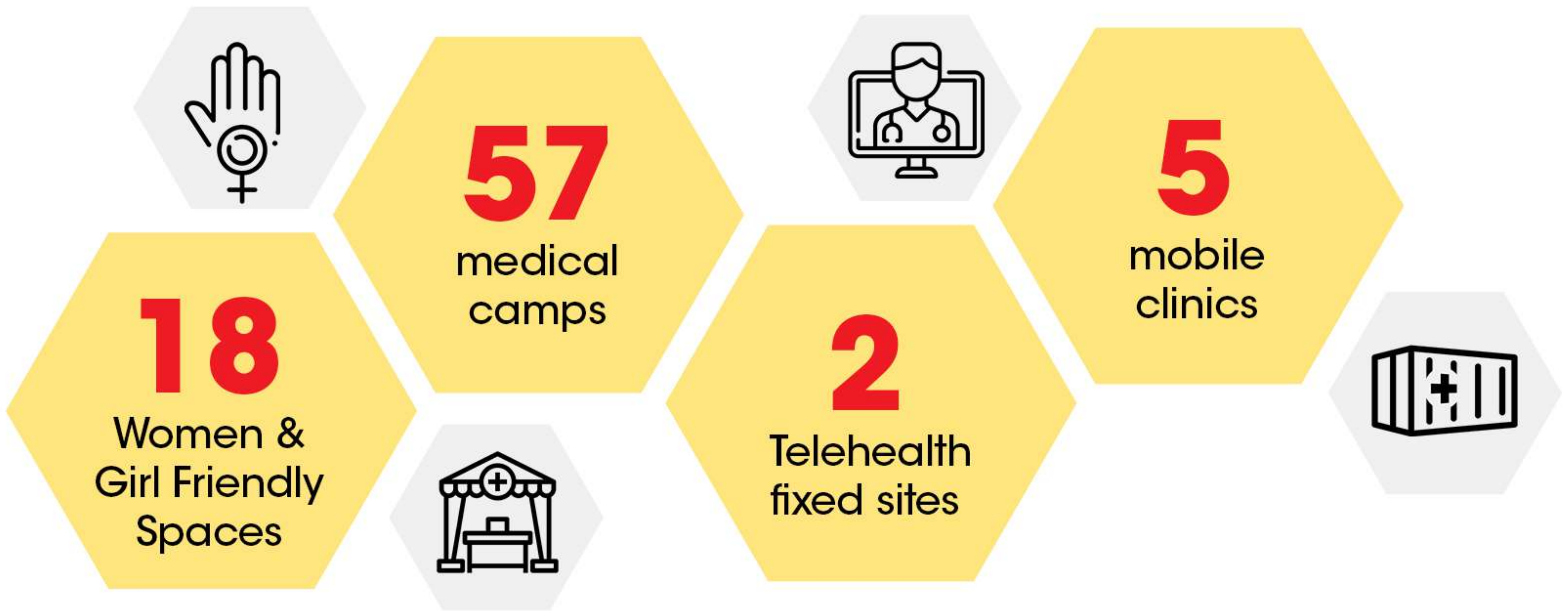
Skilled delivery services



Family planning services







**Achievements:**



**491,250+**  
beneficiaries served in  
Sindh and Punjab



**10,964+**  
individuals benefited from  
gynaecological services



**1,165+**  
individuals provided  
mental health services



**230+**  
women provided  
vocational training  
in sewing and  
beautician skills



**1,370+**  
safe births



# Way Forward

## Advancing Holistic Healthcare and Global Health Security

As part of its future vision, IHHN is dedicated to advancing an integrated approach to healthcare through the **One Health framework**. This holistic perspective will serve as a guiding principle in achieving optimal health outcomes at the national level, while fostering resilience and sustainability within healthcare systems.







**INDUS**  

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**HOSPITAL**  
**QUALITY CARE - FREE OF COST**

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