Quality Improvement Initiatives by Aga Khan Health Service in the mountains of Northern Pakistan

Aga Khan Health Service, Pakistan

The project implemented ISO 9001:2008 QMS in 128 healthcare facilities spread across rural, urban and rugged mountains areas with a population of 1.6million people from diverse socio economic backgrounds, within a record 16 months. Quality, safety and patient-centric care was the driving force which has resulted in improvement in infrastructure, timely procurement of equipment, reduction in stock out and timely availability of medicines and human resource in all health facilities. Health education and awareness sessions have served as powerful tools for proactive engagement of patients, their families and medical staffs.