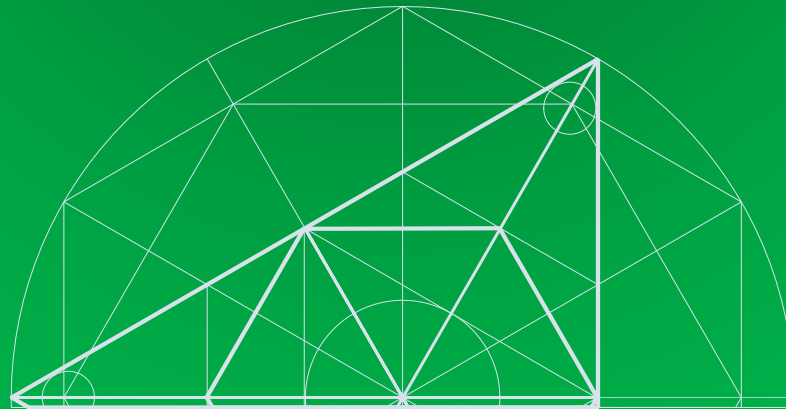


MZRH

MBEYA ZONAL REFERRAL HOSPITAL

HALI YA HUDUMA

CHANGAMOTO NA MIKAKATI





UTANGULIZI

- Established 1985
- Bed capacity 553
- Three campuses

1. Main Hospital 2. Maternity Wing (META)

3. New Paediatric Wing

- Total Staff = 1155
 - i. Permanent=824, ii. Contract= 98,
 - iii. Volunteers =62



TULIKOTOKA

Mwaka 2012 na kurudi nyuma

- Huduma zilikuwa duni sana
 - ◆ Upungufu mkubwa wa dawa
 - ◆ Ufinyu wa nafasi ya kutolea huduma (wagonjwa kulala chini)
 - ◆ Molari kwa watumishi kuwa chini sana
 - ◆ Mapato ya hospitali yalikuwa chini kutokana na:

- ◆ Wagonjwa wa bima kuwa wachache
- ◆ Wagonjwa wenye uwezo wa kulipa kuhamia hospitali zingine

MBEYA ZONAL REFERRAL HOSPITAL

NHIF REVENUE REPORT

2012/2013

BEFORE STAFF MOTIVATIO AND NHIF& IPPM PHARMACY

FORM 2C WERE USED TO PICK MEDICINES OUT OF STOCK

Month	Description	Amount claimed (TZS)	Amount paid (TZS)	Makato (TZS)
July,2012	Medical services	45,690,000.00	5,347,015.00	(40,342,985.00)
August,2012	Medical services	63,455,000.00	16,662,359.00	(46,792,641.00)
September,2012	Medical services	57,065,000.00	13,641,897.00	(43,423,103.00)
October,2012	Medical services	63,185,000.00	7,486,143.00	(55,698,857.00)
Novembe,2012	Medical services	70,295,000.00	15,092,117.00	(55,202,883.00)
December,2012	Medical services	60,415,000.00	2,171,594.00	(58,243,406.00)
January,2013	Medical services	70,380,000.00	2,850,674.00	(67,529,326.00)
February,2013	medical services	91,996,960	84,563,645	(7,433,315.00)
March,2013	medical services	106,024,839	104,429,984	(1,594,855.00)
April,2013	medical services	182,435,302	181,122,677	(1,312,625.00)
sub total	-	810,942,101.00	433,368,105.00	(377,573,996.00)

2013/2014

STAFF MOTIVATION IMPLEMENTED

Month	Description	Amount claimed (TZS)	Amount paid (TZS)	Makato (TZS)
May,2013	medical services	212,023,173.00	207,525,123.00	(4,498,050.00)
June,2013	medical services	232,652,785.00	223,537,535.00	(9,115,250.00)
July,2013	medical services	226,938,859.00	216,658,984.00	(10,279,875.00)
August,2013	medical services	238,001,015.00	231,458,985.00	(6,542,030.00)
Sept,2013	medical services	318,635,677.00	299,058,477.00	(19,577,200.00)
October,2013	medical services	277,344,437.00	275,608,837.00	(1,735,600.00)
November,2013	medical services	369,886,016.00	365,844,031.00	(4,041,985.00)
December,2013	medical services	411,662,734.00	406,756,129.00	(4,906,605.00)
subtotal		2,287,144,696.00	2,226,448,101.00	(60,696,595.00)

NHIF & IPPM PHARMACY WITH EFFECT FROM NOV, 2014

Month	Description	Fund claimed (TZS)	Fund Received (TZS)	Makato (TZS)
January, 2014	Medical services	470,131,108.00	467,232,658	(2,898,450.00)
February,2014	Medical services	425,688,034.00	403,826,680	(21,861,354.00)
March,2014	medical services	518,992,211.00	507,920,355	(11,071,856.00)
April,2014	medical services	511,305,768.00	506,682,380	(4,623,388.00)
May,2014	medical services	531,001,458.00	521,335,793	(9,665,665.00)
June,2014	medical services	523,393,132.00	516,784,152	(6,608,980.00)
July,2014	medical services	596,014,297.00	580,534,112	(15,480,185.00)
August,2014	medical services	549,375,325.00	533,571,390	(15,803,935.00)
Sept,2014	medical services	596,629,508.00	576,200,447	(20,429,061.00)
oct,2014	medical services	561,363,738.00	536,619,599	(24,744,139.00)
November,2014	medical services	487,303,634.00	457,500,029	(29,803,605.00)
December,2014	medical services	495,876,442.00	484,344,134	(11,532,308.00)
Sub total		6,267,074,655	6,092,551,729	(174,522,926.00)

BAADA YA KUAHIDI KUBORESHA MOTISHA

March,2018	medical services	1,014,817,585.00	-	
April,2018	medical services	1,084,484,745.00	-	
May,2018	medical services	1,209,707,355.00	-	
June,2018	medical services	1,094,978,745.00	-	

	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	AVERAGE PER MONTH
CASH	5885	5773	7417	8444	8309	7153	7,166
NHIF	11532	11415	15054	18267	17997	15495	14,853
OTHER INSURANCES	364	335	443	367	339	333	370
IPPM-CASH	42	43	67	80	50	46	56
EXEMPTIONS	512	449	418	717	736	555	566

HATUA TULIZOCHUKUA

- Kuboresha upatikanaji wa dawa kwa kuanzisha duka la dawa linalojiendesha
- Kuongeza ownership kwa watumishi kwa kuanzisha utoaji wa motisha kwa mapato ya bima
- Kuongeza miundombinu ya kutolea huduma kwa kujenga majengo kwa kutumia mapato ya ndani

- Tumefundisha watumishi juu ya customer care
- Mgonjwa akifika hupokelewa na kusaidiwa na watoa huduma wetu badala ya ndugu zake (NIULIZE MIMI)
- Tumeajiri MTAALAM WA LUGHA ZA ALAMA kwa ajili ya viziwi



- ✓ Vipimo vinavyotambulika kimataifa “Tuna accredited LAB”
- ✓ Huduma za kibingwa (upasuaji wa vitundu, uchujaji wa figo, Pua Koo na Sikio-”ENT” huduma za dharura, n.k)
- ✓ Kutumia vifaa vya kisasa kutolea huduma(vifaa vya upasuji, maabara, macho,figo



- ✓ Kuwepo na mitambo ya kisasa katika kutoa huduma bora(laparoscopic tower, laboratory machines).
- ✓ Kuwepo na dawa za kutosha hospitalini > 95%
- ✓ Kuwa hospitali ya kufundishia ya UDSM
- ✓ Kuwepo na wataalam bingwa wa fani mbalimbali
- ✓ Kuwa na Lab yenye uwezo wa kupima Ebola.

LUGHA YA ALAMA KWA VIZIWI



KUMSIKILIZA MTEJA MGENI



Supporting staff (**NIULIZE MIMI**) listening to client for assistance (good customer care).

Mtoa huduma akimsaidia mgonjwa ..



Employed staff for
receiving and
escorting/assisting
patients to various
points of service
delivery
(Customer care)



Emergency Medicine Department

Wafanyakazi 711





Mafanikio...



Wadi ya watoto







UNIVERSITY OF DAR ES SALAAM

MBEYA COLLEGE OF HEALTH AND ALLIED
SCIENCES (UDSM - MCHAS)
P.O.BOX 608 - MBEYA - TANZANIA
EMAIL: mchas@udsm.ac.tz

PRINCIPAL & ADMINISTRATION
OFFICES



Hekima ni Uhuru
www.udsm.ac.tz





- Kutokana na changamoto zilizokuwepo za mfumo, tume develop mfumo wetu wenyewe (**e medical**) ambao una address maeneo yote na ni rahisi kuwasiliana na mifumo mingine
- **Huduma zimeboreshwa sana**
- Mapato yameongezeka e.g **NHIF = 1b/month**
- Watumishi wanajivunia kuwa MZRH family
- Wateja wanafurahia huduma zetu

Mafanikio...



Attendance

🏠 MZRH

Alinanuswe F. Mwansasu

📅 Personal attendance

From: 2018-02-01

To: 2018-02-28

Refresh

	Date	Time in	Time out	Duration	Gate	Remarks
THU	01-Feb-2018	07:18	15:50	8 hours	Main	
FRI	02-Feb-2018	07:19	17:38	10 hours	Main	Extra-duty
SAT	03-Feb-2018					
SUN	04-Feb-2018					
MON	05-Feb-2018	07:19	19:21	12 hours	Main, Baylor	Extra-duty
TUE	06-Feb-2018	07:17	17:05	9 hours	Main	
WED	07-Feb-2018	07:22	17:09	9 hours	Main	
THU	08-Feb-2018	07:25	16:06	8 hours	Main	
FRI	09-Feb-2018	07:25			Main	
SAT	10-Feb-2018					

Mfumo wa kieletroniki - Mahudhurio

Mafanikio...



 **Fauster Patrick Lwilwa** Female 49 years

 Vitals

 Vitals

 Back

 Add

 History

 Notes

 Diagnoses

 Radiology

 Laboratory

 Prescription

 Procedures

 Nursing 1

 Nursing 2

 Treat chart

 CTC

Latest vitals



175/90

Blood pressure

mmHg



70

Pulse

/Min



37.2

Temperature

°C



25

Respiration

/Min



155

Height

CM



55

Weight

KG

Other vitals

Mfumo wa kielelectroniki – Taarifa za mgonjwa

2018-02-14 09:30

TEMP

BP

PULSE

RSP

HEIGHT

WEIGHT

MIRADI INAYOENDELEA (GRADE 1)



NEW RADIOLOGY BUILDING



INFUSION PRODUCTION



MISINGI YETU TUNAYOSIMAMIA

- Amani na utulivu mahali pa kazi inainua tija (**KUEPUKA MIGOGORO**)
- Wazo la kila mtumishi linaheshimiwa (**OUR DIFFERENCES IS OUR STRENGTH**)
- ◆ Kiongozi hana **MONOPOLY** ya Knowledge
- Tunawajengea watumishi uwezo wa financial mgt na kuwafundisha juu ya fursa za uwekezaji (**KUINUA UCHUMI WAO**)
- **TUNAJIFUNZA KUTOKA KWA WENGINE**



Just because you
are right,
does not mean,
I am wrong.
You just haven't seen
life from my side.

KUJIFUNZA KUTOKA KWA WENGINE











UHUSIANO NA WADAU



- TREAT YOUR STAFF LIKE A VOLUNTEER
- TAKE GOOD CARE OF YOUR STAFF AND THEY WILL AUTOMATICALLY TAKE GOOD CARE OF YOUR PATIENTS / CLIENTS