



MANDALAR
HOSPITAL

ANNUAL NEWSLETTER

• •
• • 2023
• •

Mandalar Hospital won two Healthcare Asia Awards and one Hospital Management Asia (HMA) award in 2023

Healthcare Asia Awards

- Facilities improvement initiatives of the year
- Employee engagement of the year



Hospital Management Asia (HMA) award

- Excellence Award, Hospital CEO of the year



Despite facing various crises and challenges during the pandemic, Mandalar Hospital renovated its facilities sector by sector and successfully launched its employee engagement programme, "Project Umbrella". The Excellence Award for the Hospital CEO of the year reflects the hospital's commitment to outstanding leadership and management in the healthcare industry. Such recognition is a testament to the hard work, dedication, and innovative approaches taken by the hospital's CEO and the entire team.



Employee Engagement of the Year - Myanmar
Mandalar Hospital



Facilities Improvement Initiative of the Year - Myanmar
Mandalar Hospital



Excellence Award
Hospital CEO of the Year

HMA AWARDS 2023



Mandalar Hospital has been certified as an associate member for International Hospital Federation

7th July



The International Hospital Federation is a global not-for-profit, non-governmental, membership organization which is based in Geneva, Switzerland. With this membership, we believe Mandalar Hospital will connect with international organizations to improve the standard, quality and level of healthcare service delivery.

Annual Management & Townhall Meeting



Annual Management Meeting 2023

24th January - Hotel Magic

Hospital management team and heads of all departments came together

- To review 2022's achievements and milestones
- To discuss strategies for 2023
 - Providing better patient experience and quality of care
 - Staying agile during dynamic healthcare landscape
- To attain team building by game sessions during the tea break



Annual Townhall Meeting 2023

31st January

- CEO presented "2022 achievements and milestones"
- Appreciating frontliners and hospital colleagues for providing quality care
- Discussing strategies for next years
- Announcing 2023 theme - "Quality improvement and patient safety year: Journey to JCI"
- Giving awards - "Best Employee" and "Outstanding Performance"



Networking Events

Malaysia-Myanmar Healthcare Dialogue Forum

22nd June - Wyndham Grand Hotel, Yangon

Event was organized by Malaysia Healthcare Travel Council (MHTC) and Myanmar Private Hospitals Association (MPHA). Dr. Soe Thet Paing (Assistant Director of Mandalay Healthcare Group) discussed on "Navigating Challenges and Embracing Opportunities: Patient Centric Care in a Challenging Healthcare Landscape".

Additionally, MOU was signed between Mandalay Hospital and Sunway Medical Center for capacity building, patient referral and innovation.

MHExchange: MALAYSIA-MYANMAR HEALTHCARE DIALOGUE MEMORANDUM OF UNDERSTANDING (MOU) EXCHANGE CEREMONY



Memorandum of Understanding with KIMS Hospital

10th August

This collaboration with KIMS hospital will deliver

- ⦿ World-class healthcare solutions
- ⦿ Fostering innovation
- ⦿ Nurturing a healthier future for communities



A Visit to CVSKL

7th September - Kuala Lumpur, Malaysia

The representatives of Mandalay Hospital visited to Cardiac Vascular Sentral Kuala Lumpur which was arranged by GE Healthcare and Sea Lion Group.



Continuous Medical Education

25th March

Dr. Chan San Win shared his valuable knowledge and experience to (57) GP doctors and medical officers.



Dr. Chan San Win

M.B.,B.S (Rgn), M.D (Taiwan)
Fellow of Taiwan board of Orthopaedic Surgeons
Member of American Academy of Orthopaedic Surgeons (AAOS)
Member of Asia Pacific Orthopaedic Association (APOA)



Collaboration with WeCare Diabetes

Dr. Chan San Win discussed about bone and joint problems in collaboration videos with WeCare Diabetes .



Foreign CME

13th May

Foreign specialists shared their knowledge and experience in Continuous Medical Education for Mandalay MOs & GPs.

- ▶ *Myths and Facts about Neurosurgery* by Dr. Haroon
- ▶ *Common GI Problems and Treatments* by Dr. Paul



Coblator Assisted Surgery Workshop

13th August

Dr. Noushad has orchestrated a remarkable opportunity for local doctors to enhance their clinical experiences through advanced Coblator assisted surgical techniques. Coblator surgery, a revolutionary medical technique that offers numerous benefits, utilizes controlled radio frequency energy and saline solution to precisely remove tissues, minimal bleeding, less postoperative pain and faster recovery.

Common uses of Coblator in ENT surgeries

- Tonsillectomy and adenoidectomy
- Turbinoplasty
- Sinus and laryngitis surgery
- Snoring and obstructive sleep apnea treatments
- Partial glossectomy



Vejthani Hospital

25th March - *Bangkok, Thailand*

◆ Hospital tour visit



Advantage Health Care India 2023

26th - 28th April - *Pragati Maidan, New Delhi*

Hosted and invited by Ministry of Health and Family Welfare, Government of India.



◆ **Amrita Hospital**
25th April, Faridabad

◆ **Max Healthcare Group**
27th April, New Delhi

◆ **KIMS Hospital**
28th April, Hyderabad

◆ **Renova Oncology Group**
28th April, Hyderabad

◆ **ALPHA Hospital**
1st May, Kochi



Talent Development

Clinical Observership

1st - 14th August - *KIMS Hospital India*

Mandalar Hospital's clinical staff were trained about work flows and clinical procedures for two weeks in KIMS Hospital located in Hyderabad, India.

Participants

- A&E in charge
- A&E nurse
- ICU MO
- ICU nurse



PENSA 2023

20th - 22nd October - *Taipei, Taiwan*

Mandalar Nutritionists have attended PENSA 2023, the 23rd Congress of the Parenteral and Enteral Nutrition Society of Asia.





Launching Mandalar Drug Information Center

1st April

Establishing "Drug Information Center" was the first of its kind in Myanmar. Mandalar Hospital launched this center to allow personalized support and provide accurate information to our valuable patients.

MANDALAR DRUG INFORMATION CENTRE

လူကြီးမင်းတို့ သုံးစွဲနေသောဆေးဝါးများအကြောင်း ဖိုနိုသိရှိလိုပါသလား...?

ဆက်သွယ်ရန်

+959 946 405 776



လက်ယံတိုင်လည်း လာရောက်မေးမြန်းနိုင်ပါသည်။

မန္တလေးဆေးရုံလူနာများအတွက် ထားရှိပေးထားသော အခမဲ့ ဝန်ဆောင်မှု



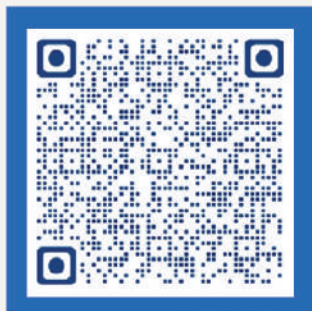
Launching Mandalar Hospital App

7th November

- Securely accessing medical records and test results
- Efficient booking appointments
- Receiving appointment reminders
- Providing real-time updates

ကျန်းမာရေးမှတ်တမ်းတွေကို ကိုယ်နှင့်တစ်ခါတည်း ခွဲနေမယ်

Mandalar App



Technology Upgrade & International Collaboration



Providing Quality of Care with technology & clinical upgrade



Oncology DayCare Center တွင်အသုံးပြုလျက်ရှိသော
Biosafety Cabinet

- Installation of smart TV screen for surgeons to real-time review imaging results
- Biosafety Cabinet
- InBody Machine
- Coblator

PERSONALIZED WELLNESS PROGRAM

Dr. Zum Thi
MD, FRCGS, FRCR
General Surgeon

Dr. Kay Zin Lwin
MD, FRCGS, FRCR
General Surgeon

InBody Test
စစ်ဆေးပေးပြီး
အာဟာရဆရာဝန်များမှ
အခမဲ့ ဆွေးနွေးပေးမည့်
အစီအစဉ်...

Medical Check-up Center, Mandalay Hospital
100 - 600 PM
20.01.2022 (Thursday)

စက်ပြင်

အဆင့်မြင့်နား၊ နှာခေါင်း၊ လည်ချောင်းဆိုင်ရာ
ခွဲစိတ်ကုသခြင်းဝန်ဆောင်မှုများ "မန္တလားဆေးရုံ"
တွင် ရရှိနေပါပြီ

33rd street, Bet 68th & 69th street, Mandalay

CALL US
09-952 909 070

Welcoming the Ambassador of Bangladesh to Myanmar

22nd December

As His Excellency Dr. Md Monwar Hossain and Mr. Shahedul Akber Khan showed genuine interest in understanding our healthcare system, we hope for the meaningful collaboration between Bangladesh and Myanmar.



Cultural Events

Chinese New Year (Year of the Rabbit)

10th February

All Chinese employees were given CNY gift boxes and treated with fried noodles.



Ramadan Gift to Muslim Collegues

7th April



Myanmar New Year Festival

7th April

The water festival was celebrated by splashing water among staffs and delivering gift sets to corporate partners.





Distributing Healthcare Provider Care Pack

26th January

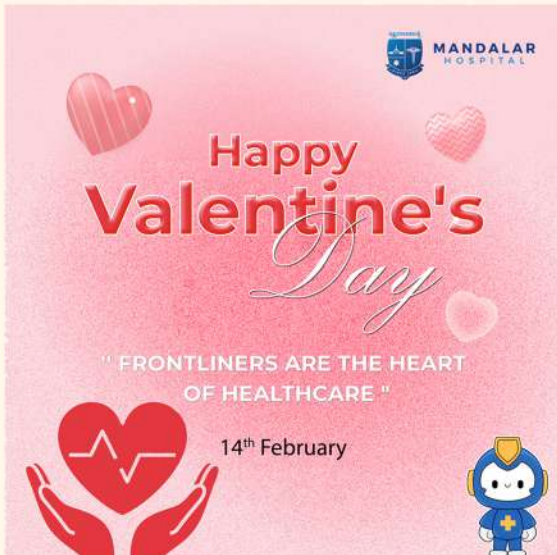
Regarding hard work and dedication to the community during hard times, we appreciated to our front-liners with "Healthcare Provider Care Pack" which includes multivitamins, supplements, organic treats, etc.



Valentine's Day

14th February

Chocolates and flowers were gifted to our patients and they wrote appreciation wishes for healthcare providers.



Hospital Events



Thadingyut Celebration

27th October

During Thadingyut festival, employees paid respect to specialists and offered them gifts.



Diwali Day Celebration

11th November

Diwali is known as the 'festival of lights' among Hindus and it showcases the cultural diversity. The event was celebrated by lighting of lamps, treating with sweets and delivering gifts among colleagues.



Kahtein Robe Offering Ceremony

25th November

Mandalay Hospital donated robes and other offerings to monks at Yadanar Gon Shein Monastery in Patheingyi township.



Christmas Celebration

25th December

Highlights of the event

- › Festive decoration
- › Christmas music
- › Gifts giving
- › Snacks and drinks



International Event Days



World Hand Hygiene Day

(5th May)

Volunteers delivered hand sanitizers to our patients and hospital visitors.

International Nurses Day

12th May

International Nurses Day honours the birthday of Florence Nightingale.

During this event, awards ceremony was held for the most talented and compassionate nurses.



International Human Resource Day

20th May

To celebrate the vital role which HR plays in fostering employee growth, nurturing organization's culture and driving its success.



World Physiotherapy Day 2023

8th September

The altruistic contributions of our treasured physiotherapists and the crucial role which they play in healthcare were recognized in this special event.

World Pharmacists Day

25th September

This special day was the opportunity to express our heartfelt gratitude to our pharmacy team for their dedication, professionalism and unwavering commitment to health and well-being of our patients.



World Radiography Day

8th November

Mandalar Hospital has joined the global community in honoring the dedicated radiographers on "World Radiography Day". At Mandalar Hospital, we are fortunate to have a team of skilled and compassionate radiographers who work tirelessly to provide high-quality diagnostic imaging services to our patients.



Breast Cancer Awareness Day

13th November

Mandalar Hospital proudly joined the global community by wearing pink ribbons in raising awareness about breast cancer and supporting those who have been impacted by this disease.

Healthy Plate Competition

24th July - 4th August



This competition was intended for the increased awareness of balanced diet in Mandalar Hospital's employees.

World Diabetes Day

14th November - *Mandalar Clinic*

Main Activities of the event

- Free blood glucose test
- InBody test and counselling
- Knowledge sharing about nutrition for the people with diabetes
- Live broadcasting from Mandalar Clinic facebook page



International Event Days



World Antimicrobial Awareness Week

18th - 24th November

Aiming to raise awareness about the growing threat of antimicrobial resistance and the importance of responsible use of antibiotics, Mandalar Hospital organized an educational event to highlight the crucial role which stewardship team plays in preserving the effectiveness of antibiotics, reducing resistance to encourage patient care and safety.



BUILD A HEALTHY LIFE WITH SMART USE OF ANTIBIOTICS

Antibiotics fight infections caused by bacteria NOT effective against viral infections

It's the bacteria that become resistant to antibiotics, not the person or the animal.

Becoming a Global Crisis

Overuse and misuse of antibiotics can cause bacteria to become resistant

When good bacteria give resistant bacteria multiply

You have a role to play in antibiotic stewardship

- Promote the correct and responsible use of antibiotics
- Only use antibiotics when prescribed by a certain health professional
- Always take the full prescription even if you feel better
- Never share antibiotics with others
- Don't save antibiotics for next infections

Minimize the need for antibiotics

- Effective hand hygiene
- Get vaccinated
- Resist antibiotic abuse in agriculture
- Strengthen infection control and prevention in healthcare settings

Antibiotics are some of our most precious medicines

- Protect yourself, your family, friends and patients against the spread of antibiotic resistance
- We all have responsibilities

Created by Team MandalarAntibiotics

Preventing Antimicrobial Resistance Together Be Antibiotics Aware, Smart Use, Best Care

Antibiotics Awareness Week (18th - 24th November)

Introduction

- Antibiotics are medicines used to prevent and treat bacterial infections. (not against viral infections)
- Antibiotic resistance occurs naturally when bacteria change in response to the use of these medicines
- Misuse of antibiotics in human and animals is accelerating the process
- Antibiotic resistance can affect anyone, of any age, in any country

In the U.S., more than 2.8 million antimicrobial-resistant infections occur each year. More than 35,000 people die as a result, according to CDC's 2019 Antibiotic Resistance Threats Report.

Causes

- Over prescribing of antibiotics
- Patient not finishing their treatment
- over use of antibiotics in agriculture
- Poor infection control in healthcare settings
- lack of hygiene and poor sanitation
- lack of rapid lab test and lack of new antibiotics

Antibiotic Resistance

- A growing number of infections are becoming harder to treat (eg. pneumonia, tuberculosis etc)
- More expensive medicines must be used
- side effects from the use of antibiotics and more painful antibiotic cost increase
- Longer hospital stay and increased antibiotic cost

References

- <https://www.who.int/news-room/fact-sheets/detail/antibiotic-resistance>
- <https://www.cdc.gov/antibiotic-use/about/index.html>
- <https://www.who.int/news-room/fact-sheets/detail/antibiotic-resistance>
- <https://www.cdc.gov/antibiotic-use/about/index.html>

Group - 2

Combating Antibiotic Resistance: A Global Health Imperative

Join the Super Antibiotics in the Fight for Health!

Antibiotics have played a crucial role in advancing medicine and saving lives, their overuse and misuse have led to the emergence of antibiotic resistance—a pressing global health concern.

Do

- Vaccinate
- Limit close contact
- Prevent infections
- Follow Healthcare Provider's Advice

Don't

- Don't Self Prescribe
- Don't Save for Later Use
- Don't Share with others
- Don't Overuse Broad-Spectrum Antibiotics

SAVE ANTIBIOTICS FOR OUR CHILDREN

"ANTIBIOTICS ARE NOT ALWAYS THE ANSWER"

"BE ANTIBIOTICS AWARE: LEARN, SHARE, AND TAKE ACTION"

"THINK TWICE, SEEK ADVICE, SPREAD AWARENESS, STOP RESISTANCE"

UNITY IS STRENGTH AGAINST Antibiotic Resistance

SELF-MEDICATION WITHOUT PRESCRIPTION

OVERUSE & MISUSE OF ANTIBIOTICS

BACTERIA BECOMES RESISTANT

ANTIBIOTIC RESISTANCE CAN LEAD TO LONGER HOSPITAL STAY, INCREASED COSTS, AND INEFFECTIVE TREATMENTS

Doctors Lab Technicians Pharmacists Nurses

"Let us all cooperate to make effective uses of antibiotics"

Antibiotics are medicines used to prevent and treat bacterial infections

Antibiotic resistance occurs when bacteria change in response to the use of these medicines.

Causes

- Over Prescribing
- Misuse in Farm
- Unnecessary Uses
- Poor Infection Control
- Poor in Health Education
- Lack of Rapid Blood Test
- Not Taking Full Course (as Prescribed) Correctly
- Self-prescriptions
- Financial Burden

Complications

- Longer hospital stay and increased antibiotic cost
- Side effects from the use of antibiotics and more painful antibiotic cost increase
- More expensive medicines must be used

Do's

- Take as prescribed (Rt drug, Rt dose, Rt route, Rt duration)
- Take full course completely, even if feel better
- Keep out of reach of children

Don't's

- Don't take for viral infection (common cold, flu)
- Don't share with others
- Don't self-diagnose and self-prescribe

"Guardians at Risk: Fighting Antibiotic Resistance"

Definition of Antimicrobial Resistance

Antimicrobial resistance (AMR) is the ability of bacteria, viruses, fungi, and parasites to resist the effects of medicines, making the standard treatments ineffective and increasing the risk of death.

Timeline of Antibiotics

Consequences of Antibiotic Resistance

Causes of Antibiotic Resistance

Ways to reduce Antibiotic Resistance (Individual level)

Ways to reduce Antibiotic Resistance (Healthcare professional level and Organizational Level)

Wedding Fair at Oriental House

(19th - 20th August)



Halal Food Festival at Capital Mall

(14th - 15th October)



MRCCI event at Mandalay Convention Center

(20th - 22nd December)



- * Branding
- * Nutrition clinic promotion
- * MCU promotion
- * Networking and corporate partner offering
- * Facebook pages promotion

Events at International Schools

“Better Health, Better Teeth” program at MISY

15th March



Charity Bazaar & International Culture Festival at MISA

30th September



International Culture Festival at MISY

21st October



Gyms & Aesthetic Clinic



Basic Life Support Trainings

Sweety Home



Jinlong Myanmar



Yadanarbone Glory



SP Bakery



Pocari Sweat



Medical Cover at Amarapura Icon

Mandalar Hospital presented as "Medical Cover" on 1st, 6th, 7th and 8th October 2023 for Amarapura Icon.

Furthermore, "Medical Cover" was requested and took part on 28th & 29th October for Thadingyut Festival.



Launching Emergency Medical Service (EMS)

22nd December

Mandalar Hospital launched EMS to provide urgent emergency care to the community.

- Rapid response
- Well-trained professionals
- Advanced medical equipment



Influencer Marketing

In order to increase awareness of facilities and services, "Hospital tour" video was shot with **Andy MC.**



My Capturing Diary shared his experience regarding Medical Checkup Programs and available facilities at Mandalar Hospital.

Photos and videos were shot with **Gandamar Dreams** for advertising facilities and knowledge sharing session with nutritionists.



Collaboration with **Htet Ei's Journey** was intended for sharing benefits and promotion for Medical Check-up.

For shooting with Dr. Chan San Win and nutritionist, Dr. Kay Zin Lwin, videos were arranged to shoot with **Join Me for a Better Taste.**



Regarding increased awareness of Gastroenterology, Dr. Paul T. Joyes was interviewed with **Mandalay Food Directory.**

CSR Donation

20th January

Min Khaung Rescue Team

- 1 ECG machine
- 1 Blood Pressure monitor with cuff
- 3 Stethoscopes
- 10 RBS machines



CSR Mobile Clinic “Taw-Ya” Monastery

29th July



The medical team provided treatments to monks and villagers in Tada-U township.



World Blood Donor Day

14th June

Giving blood is one of the most heroic things as the blood is a lifeline in emergency and major operations. On "World Blood Donor Day", Mandalar Hospital made a contribution to charitable organizations in Mandalay region.

Donation to (18) charity organizations



မန္တလ အပြုံးကမ္ဘာ
Mandalay Smile World



မန္တလဆေးရုံမှ
 နှုတ်ခမ်းကွ အာခေါင်ကွ
 ကလေးငယ်ပေါင်း (၁၄၀) ကို
 ၂၀၂၃ ခုနှစ်အတွင်း ခွဲစိတ်
 ကုသပေးနိုင်ခဲ့သည့်အတွက်
 ဂုဏ်ယူဝမ်းမြောက်မိပါသည်။



သင်နှင့် သင့်မိသားစု ကျန်းမာရေးအတွက် အပြုအသင့်ရှိနေမှာ "မန္တလ"

Dr Mandalar

Cleft Lip and Palate Program

" Mandalay Smile World "

We are proud to have been able to create the smiles of 143 children with cleft lips and palates in 2023.



Mandalar Golf Tournament

18th June - Shwe Sar Yan Golf Club

This golf tournament was organized not only for a sporting event but also for developing networking and a sense of community connectedness.

Participants

- Specialists
- General practitioners
- Corporates

Upper Myanmar Table Tennis Contest

28th – 30th October

Mandalar Hospital took part as the main sponsor in this athletic event which was held in Ba Htoo Stadium.



Staff Party

Mandalar Staff Party

(18th November) - *The Palace by Golden Duck*

Staff party was organized in order to celebrate achievement, acknowledge contribution, strengthen team building, reduce occupational stress and improve workplace atmosphere.

Activities

- Group performance & Talent shows
- Singing
- Dancing
- "Mr. and Ms. Mandalar" pageant
- Best costume award
- Lucky draw programs



Birthday Celebration



Mandalar Hospital Employees' Birthday

Birthday parties represent our valuable employees' growth, opportunity to reflect and appreciate all that they are and have been. Mandalar Hospital's HR department monthly celebrates employees' birthdays with cakes, gifts and playing games.