

The Primary Care Program

A Lifeline for Communities



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Executive Summary

Transforming Lives Through Primary Care

The Primary Care Program 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 program 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 program'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

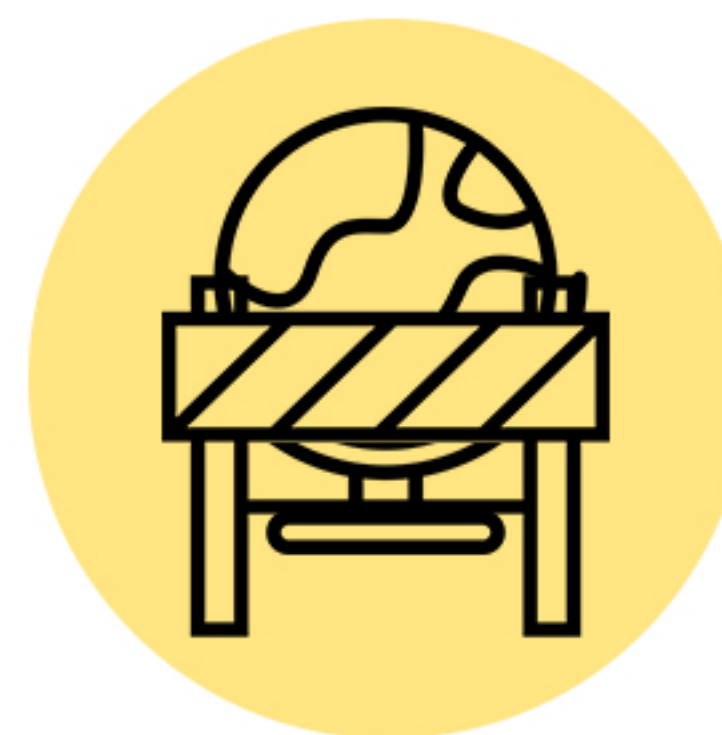
The Doctor-to-patient ratio is only

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:



**Early
Detection &
Treatment**



**Reduced
Health
Disparities**



**Empowerment
Through
Education**

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 programs 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 unreachable," CHD develops and implements comprehensive programs that deliver quality healthcare services entirely free of charge. The directorate places a particular emphasis on supporting marginalized and underserved communities, ensuring that no one is left behind in accessing essential health services.



The Primary Care Program

Revolutionizing Healthcare Access

Launched in 2017, the Primary Care Program (PCP) of IHHN exemplifies a transformative approach to healthcare in Pakistan. The program emphasizes 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 Programs based on community need



Acute Care

Structured triage to identify disease acuity, stabilize 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

Programs Under the Primary Care Program



Community Engagement Center



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

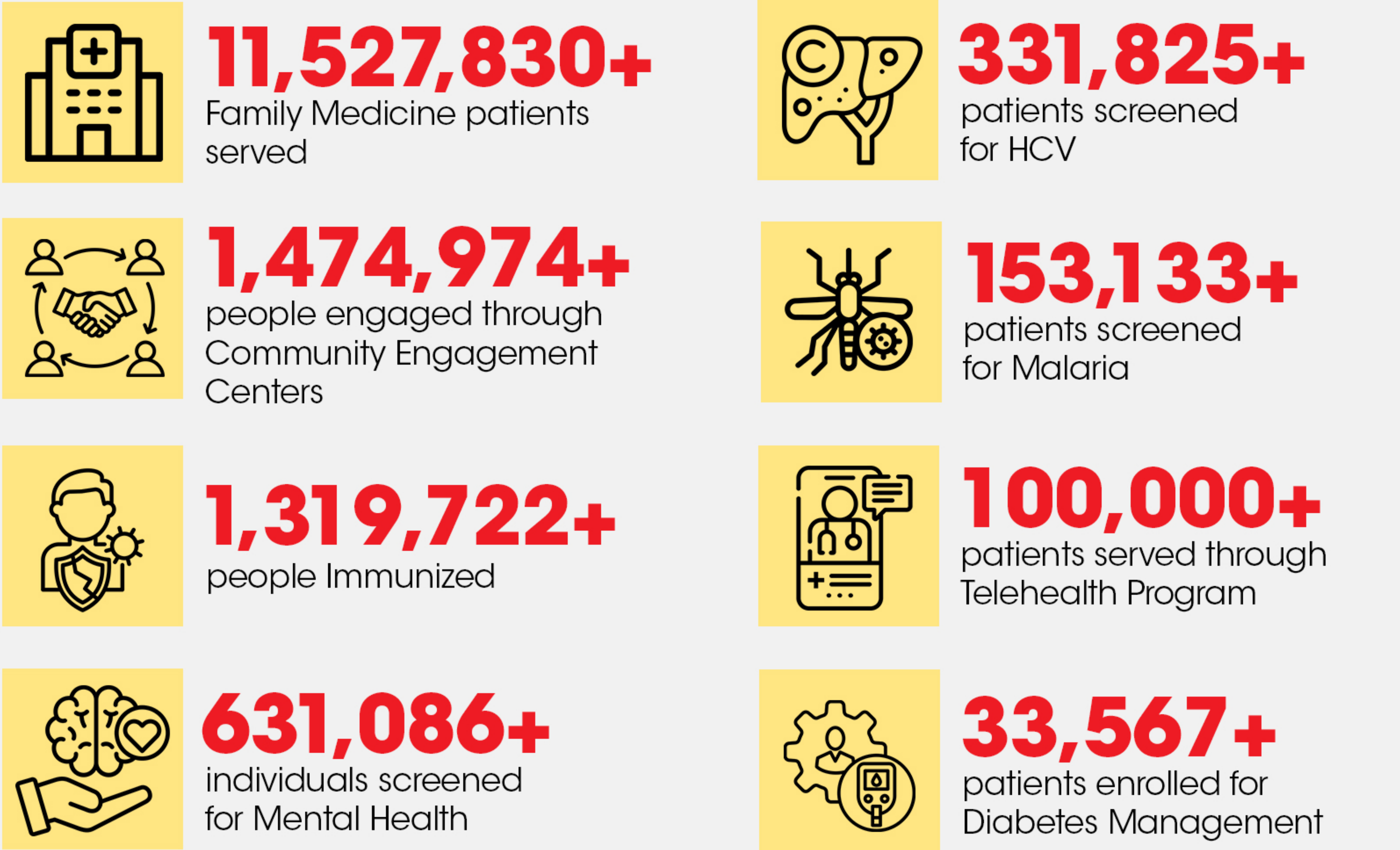


Tuberculosis

Transforming Lives

The Impact Since Inception

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



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

Expansion of Services Across Provinces

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

New Telehealth Clinics

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

Mobile Health Units:

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

New Fixed Facilities

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

Specialized Services

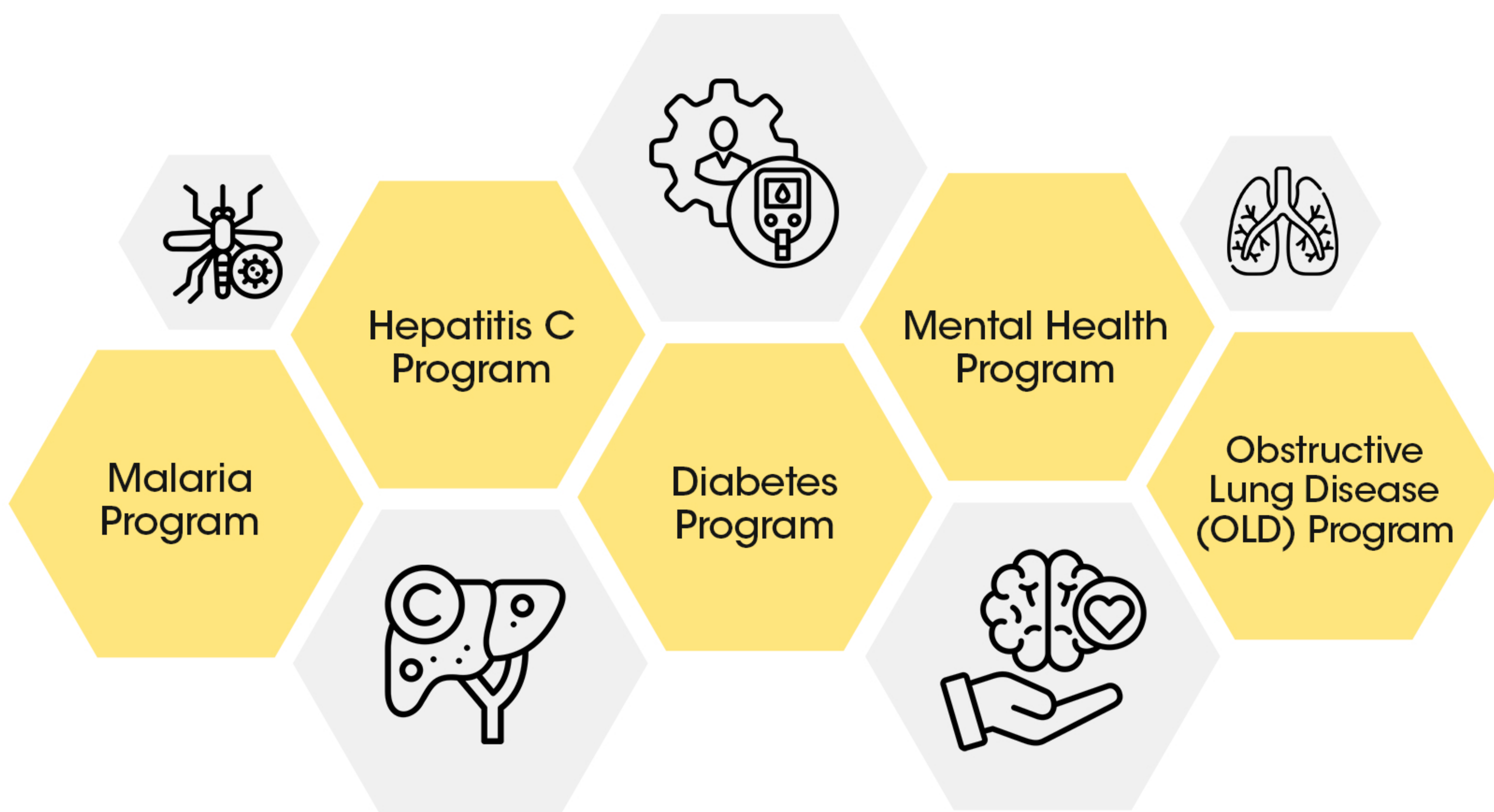
- Introduced **geriatrics and preventive care clinics** at **Korangi Campus**
- Initiated **midwifery-led 24/7 delivery services** at **Saranan**
- Conducted **community-based vaccination drives** in **Tharparkar**

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.



Programs under Family Medicine



These integrated programs reflect IHHN'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 Program

Combating Hepatitis-C for Better Health

Launched in 2016, the program 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



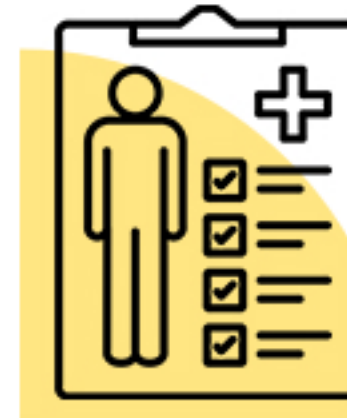
48,030+ people

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 Program

Providing Care and Support for HIV Patients

Since its establishment in 2016, IHHN's Anti-Retroviral Therapy (ART) Center 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 center



110+

patients registered
for treatment



"When I married my husband, I knew about his drug addiction but d.idn't realize 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 Program

Promoting Mental Well-being and Access to Care

The Mental Health Program focuses on both treating mental health conditions and promoting overall mental well-being. The program operates across nine districts in Sindh and Punjab, striving to reduce stigma and provide accessible care. By integrating mental health support into all IHHN programs, 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 counseling 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.



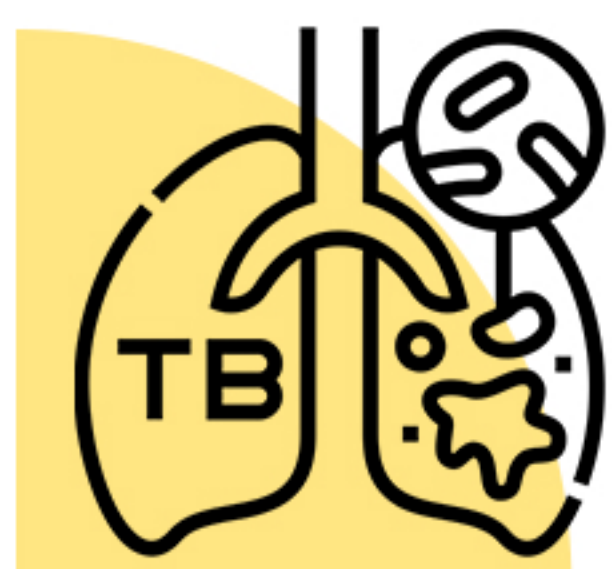
Tuberculosis (TB) Program

Transforming Lives Through Comprehensive TB Care

Launched in 2007, the TB program 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 specialized 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+

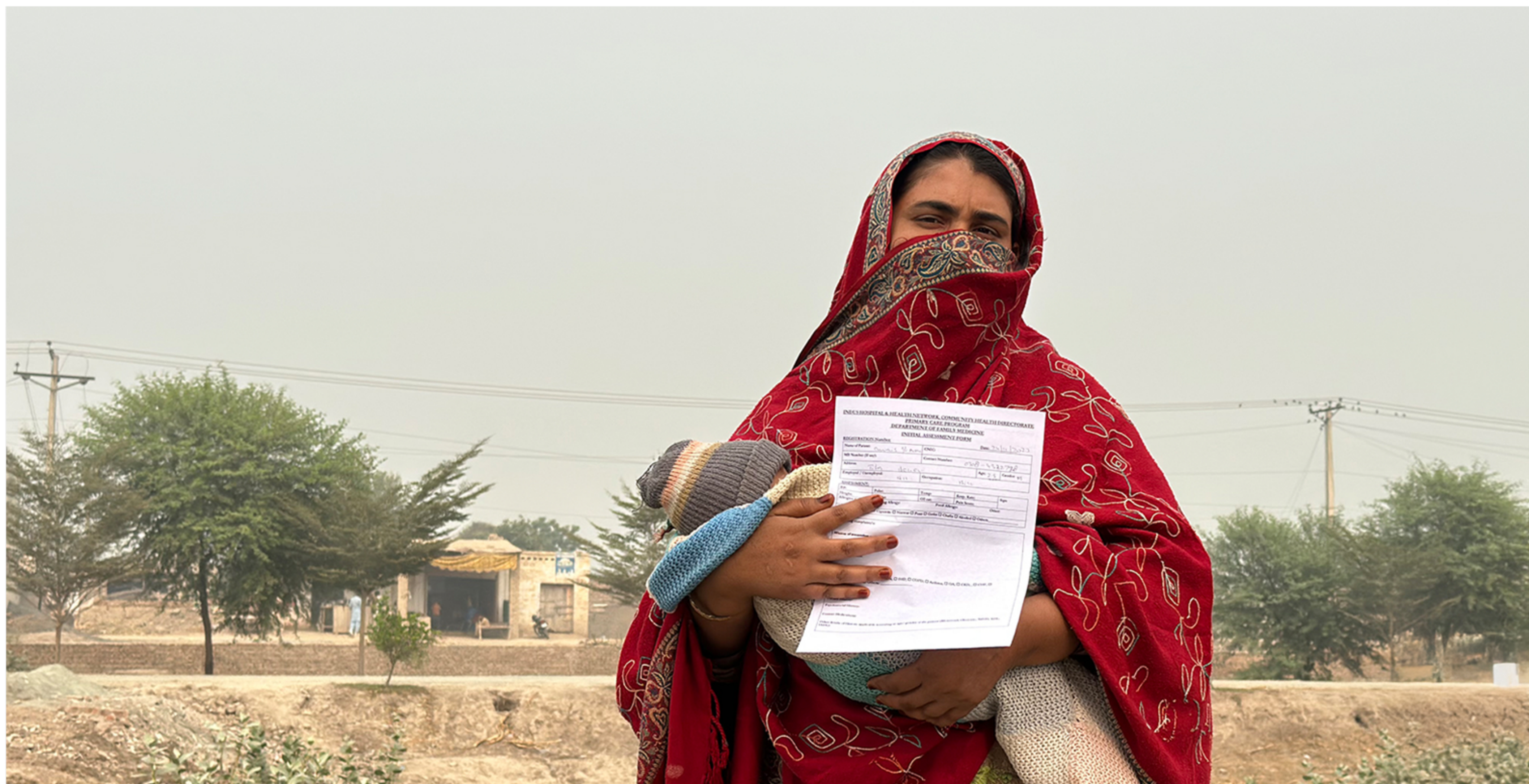
patients diagnosed
with TB

"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 Program

Safeguarding the Health of Mothers and Children

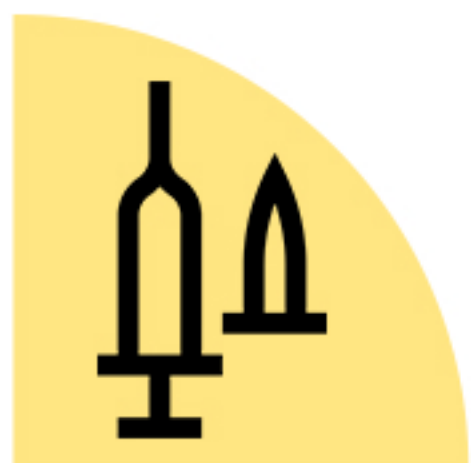


The Maternal and Newborn Child Health & Nutrition (MNCH&N) Program aims to improve maternal, newborn, and child health, especially among poor, marginalized, and disadvantaged populations. The program enhances family medicine care services, ensuring that comprehensive healthcare is accessible to all segments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



By enhancing coverage and access to health and nutrition services, the MNCH program is making a substantial impact on the health of women, children, and newborns. In addition to its core components, the Program 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
immunized



38,975+

children screened
for malnutrition



29,601+

women received family
planning counseling



22,586+

women counseled
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

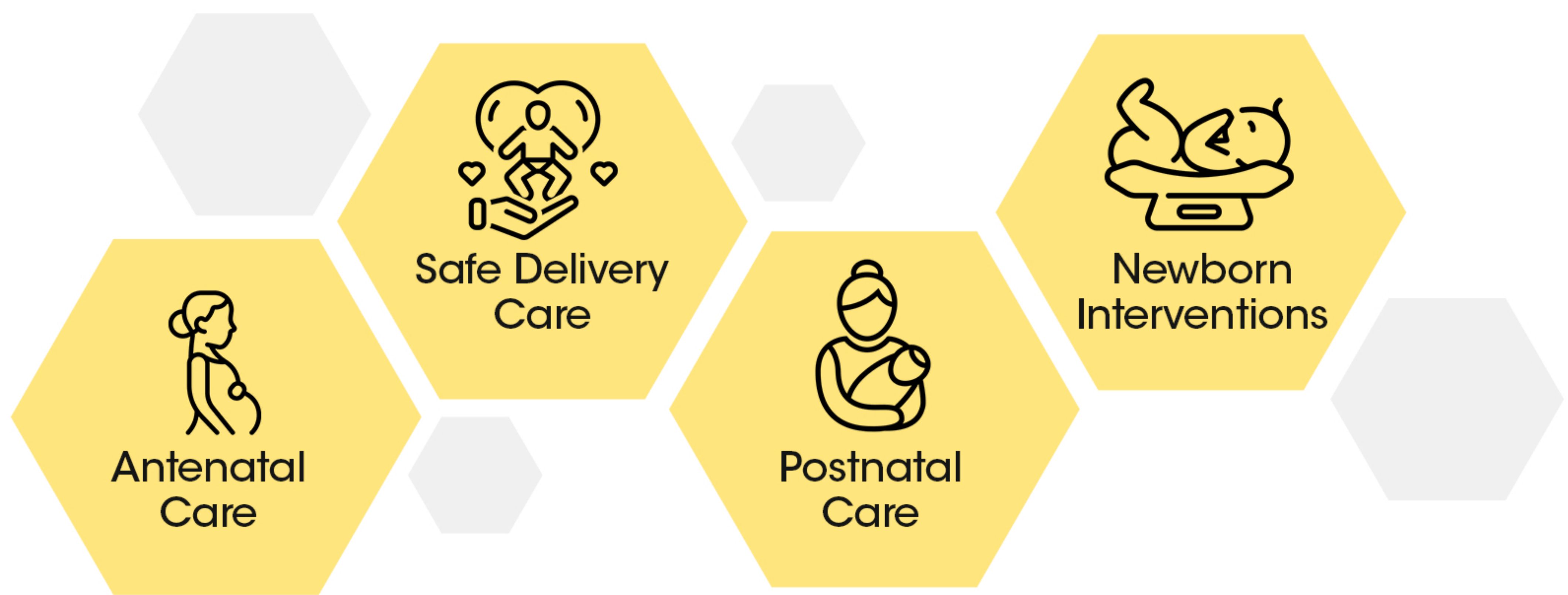


Midwifery Program

The Midwifery Program 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 counseling, 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 center, 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 center, 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 Centers (CECs) play a vital role in enhancing primary healthcare accessibility across Pakistan, particularly in underserved regions. Established in 2018, these centers 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 organizations including:



Key Achievements in 2024



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



227+
successful deliveries
conducted within
mobile units

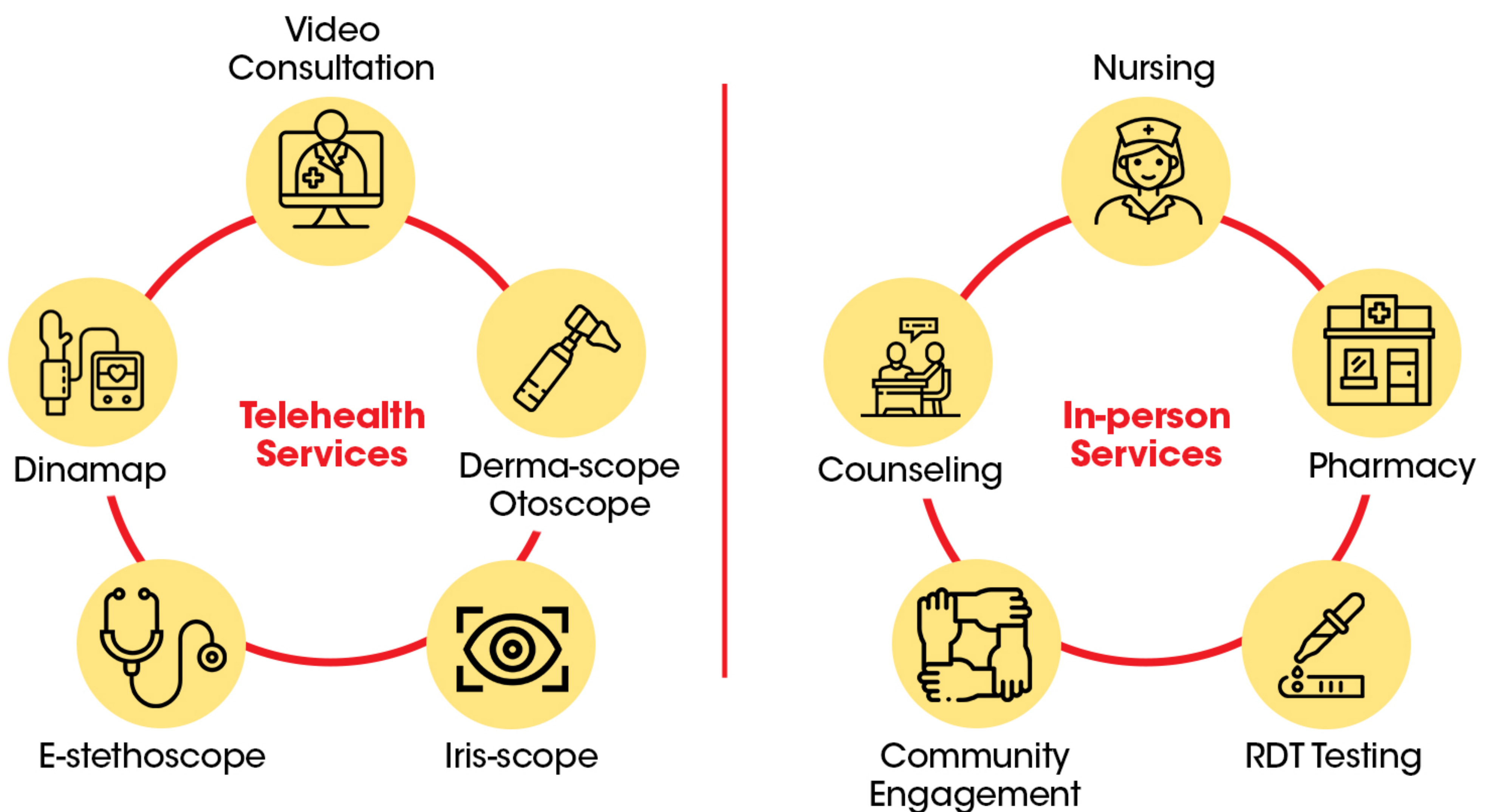


7,535+
antenatal &
postnatal care
visits completed



Telehealth Program

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



Tele-Midwifery Program

In 2023, IHHN piloted a Tele-Midwifery Program 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 centers 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 Program through Collaboration

Strategic partnerships have been instrumental in expanding and enhancing the scope of Indus Hospital's Primary Care Program. Collaborations with leading organizations 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 centers 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 center 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 counseling
- 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 organized 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



Immunization
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 organized



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

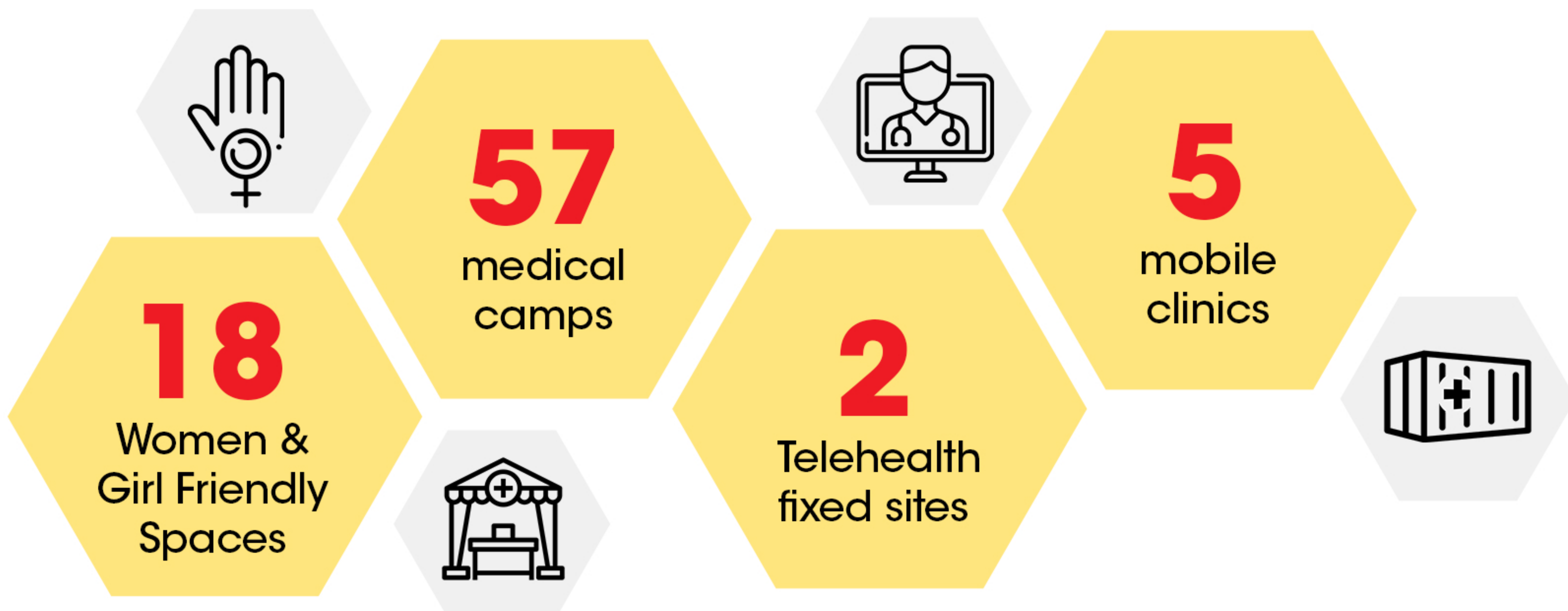


Skilled delivery services



Family planning services





Achievements:



491,250+

beneficiaries served in
Sindh and Punjab



10,964+

individuals benefited from
gynecological 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.





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