

The Practitioners BULLETIN



KENYA MEDICAL PRACTITIONERS AND DENTISTS COUNCIL (KMPDC) QUARTERLY NEWSLETTER

3rd Edition



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117 health facilities closed for non-compliance

1 17 health facilities within Nairobi County were closed in December 2022 for failing to observe basic regulatory requirements while a number of facilities were appraised to have met the expected operating standards. The closures were done following an impromptu inspection of 466 health facilities in Nairobi by KMPDC between 28th November and 9th December 2022. In addition, ten facilities were partially closed with 15 unregistered practitioners arrested.

Most of the facilities closed did not have valid operating licenses or registration with the Council while others were being run and operated by unqualified or unregistered personnel. Quite a number of facilities also lacked proper waste segregation systems and critical tools such as emergency trays while others had no records of services offered which is essential to the functioning of a health institution. Other issues raised during the inspection included poor



Infection Prevention Control (IPC) measures, no running water and lack of adequate ablution in some facilities. To ensure enforcement of the closure of facilities, the Council used a multi-agency approach by partnering with the Ministry of Interior who will continuously conduct surveillance on the closed facilities.

The Council is also working in close liaison with the County Governments to expedite inspections of new facilities, follow up the closure of non-compliant facilities while ensuring that

all the remaining facilities adhere to laid-out standards.

In addition, the impromptu inspections of health facilities will be scaled up across the country to ensure quality healthcare.

As part of enhancing monitoring of Health facilities, the Council will introduce a short code for easy verification of the status of health facilities and medical practitioners by members of the public.



KMPDC Compliance Officers Pauline Mutindi, Christopher Mutua and Betty Mueni during the inspection exercise at various facilities in Nairobi County.

Revised service charter to revamp service delivery

KENYA MEDICAL PRACTITIONERS AND DENTISTS COUNCIL



Ensuring Quality Healthcare

CITIZENS SERVICE DELIVERY CHARTER (REVISED 2022)

This is our commitment to provide customers with quality services while adhering to stipulated time frames and improve customer experiences

| SERVICE OR INTERVENTION | OBLIGATION | COST (KES) | TIME FRAME | | |
|---|--|---|---|-------------------------------------|--|
| DIRECT CLIENT INTERACTIONS | | | | | |
| Service upon visit to KMPDC offices | Make enquiry | Nil | Will be attended to within 5 minutes | | |
| Response to correspondence | Submit written enquiry | Nil | Within 3 days | | |
| Complaints resolution | Submit duly filled KMPDC complaints form | Nil | Initial resolution within 7 days | | |
| REGISTRATION OF MEDICAL/DENTAL PRACTITIONERS AND ORAL HEALTH OFFICERS | | | | | |
| Permanent registration for medical/dental practitioners | Submit a duly filled KMPDC application form & attachments | 8,000 | Registration within 14 days | | |
| Permanent registration for community oral health officers | | 8,000 | License renewal within 30 minutes online | | |
| Temporary registration for medical/dental practitioners | | 20,000 | | | |
| Medical/dental practitioners reciprocal recognition under the East Africa Community Protocol | | 15,000 | | | |
| ASSESSMENT | | | | | |
| Internship qualifying examination for foreign trained doctors | Submit a duly filled KMPDC application form & attachments | 35,000 | Confirmation of eligibility to sit exams within 14 days | | |
| Pre-registration examination for Kenyan doctors trained practitioners | | 55,000 | Confirmation of eligibility to sit exams within 14 days | | |
| Peer review exam for medical/dental practitioners practicing outside Kenya | | 100,000 | Confirmation of scheduled date of review within 14 days | | |
| LICENSURE | | | | | |
| Internship for oral health officers (Diploma holders) | Submit a duly filled KMPDC application form & attachments | 3,000 | within 14 days | | |
| Internship for oral health officers (BSc holders) | | 5,000 | | | |
| Internship for medical & dental interns | | 5,000 | | | |
| Medicine and dentistry General Practice (Online) | Have a valid indemnity cover | 10,000 | Within 30 minutes | | |
| Medicine and dentistry Registrar (Online) | Submit a letter from dean or a valid School ID & SO-CPO permit | 10,000 | Within 30 minutes | | |
| Medicine and dentistry Senior Registrar (Online) | Submit a certified copy of academic certificate | 20,000 | Within 48 hours | | |
| Recognition of specialist/sub-specialty | Submit a duly filled KMPDC application form & attachments | 20,000 | Within 14 days | | |
| Professional certificate of status for medical and dental practitioners | | 20,000 | Within 14 days | | |
| CERTIFICATION & OFFICIAL SEARCH | | | | | |
| Medical management abroad | Submit a duly filled KMPDC referral form | Nil | 30 mins | | |
| Medical examination certification | Submit a medical form signed off by a registered medical officer | 3,000 | 30 mins | | |
| Registration and licensure status official search | Submit a written application (letter) | 3,000 | 1 day | | |
| DISCIPLINE CASES | | | | | |
| Determination of malpractice cases lodged at the Council | Submit a duly filled KMPDC application form & attachments | Nil | Determine the case within 9 months after registration | | |
| REGISTRATION AND LICENSING OF HEALTH FACILITY | | | | | |
| LEVEL | FACILITY TYPE | OBLIGATION | COST (KES) REGISTRATION | COST (KES) ONLINE RENEWAL / RENEWAL | TIME FRAME |
| Level 1 | Community health unit | Submit a duly filled KMPDC application form & attachments | 10,000 | 15,000 | Within 14 days |
| Level 2 | Dental community clinic | | 10,000 | 15,000 | |
| | Eye clinic | | 10,000 | 15,000 | |
| | Home-based care services | | 10,000 | 15,000 | |
| | Funeral homes stand alone | | 15,000 | 20,000 | |
| Level 3A | Comprehensive health centre | | 15,000 | 20,000 | |
| Level 3B | General practice clinic | | 10,000 | 15,000 | |
| | General dental practice clinic | | 10,000 | 15,000 | |
| Level 3C | General medical centre | | 15,000 | 20,000 | |
| Level 4A | Primary care hospital | | 30,000 | 40,000 | |
| Level 4B | Specialist medical and dental clinic | | 15,000 | 20,000 | |
| | Specialist home-based care services | | 15,000 | 20,000 | |
| | Specialist Eye Clinic | | 15,000 | 20,000 | |
| Level 5A | Comprehensive secondary referral hospital | | 30,000 | 200,000 | |
| Level 5B | Hospital Level 5 (secondary referral hospital) | | 30,000 | 90,000 | |
| Level 5C | Super specialised medical or dental centre | | 30,000 | 90,000 | |
| Level 6A | National referral and teaching hospitals and specialised hospitals | | 30,000 | 200,000 | |
| Level 6B | Specialised hospitals | | 30,000 | 200,000 | |
| INSPECTION | | | | | |
| Facility upgrade inspection | Submit a duly filled KMPDC application form & attachments | Nil | Nil | Nil | Within 21 days |
| Inspection of training institutions for accreditation (teaching hospitals, internship training centres and collegiate training sites) | | Nil | Nil | Nil | Within 21 days |
| Accreditation of continuous professional development providers | | 15,000 | 40,000 | Nil | Registration within 21 days License renewal within 3 days |

All payments to the Council should be made through these channels



MPESA
Paybill Number: 922836
Account Number: For First time applicants (Name of applicant / Name of facility / ID number)
For Renewal (System generated invoice number)



BANK DEPOSITS
Bank & Branch: KCB Mombasa
Account Number: 10318664
SWIFT Code: KCBKENKE Bank Code: 01175

Good customer service means consistently meeting customers' expectations. It is quick, easy, and personalized. Towards this, KMPDC has reviewed its service delivery charter. The charter is a commitment to provide customers with quality services while adhering to stipulated time frames. The new charter outlines all the services rendered, obligations of the client, the cost of the service (if any) and the time frame in which the client should be served or their issue resolved.

Clients who visit KMPDC offices seeking any service will be attended to within 5 minutes of arrival, according

to this new service charter. Responses to correspondence will be given within three days after the client submits a written enquiry while resolutions of complaints will be initiated within 7 days.

The service charter also provides the timelines and the charges for registering as a doctor and as a Community Oral Health Officer. Further, applicants for Internship Qualifying Examinations, Pre-registration Examinations and peer review exams should submit duly filled application forms after which they will receive confirmation from KMPDC within 14 days.

The charter further highlights specific requirements for licensure with the Council both for internships and practice (general practitioners, registrars, senior registrars, specialists and subs specialists), while listing charges for each. The Council has digitized license renewals for registered practitioners and facilities which allows the client to receive their licenses online within 30 minutes of initiating the renewal process on KMPDC's Online Services Portal (OSP) at <https://osp.kmpdc.go.ke/>.

Requests for inspections for facility upgrades, accreditation of training institutions and those of Continuous Professional Development (CPD) providers will be processed within 21 days after the client(s) submits duly filled KMPDC application forms and the necessary attachments. Charges for registration and licensing of health facilities will be dependent on the level of the facility, in accordance with the current categorization guidelines. Applications for registration of health facilities will be processed within 14 days while licenses are processed online on the OSP portal.

Malpractice cases lodged at the Council will be determined within 9 months after submitting an official complaint. The client needs to fill an application for lodging a complaint form which can be accessed on KMPDC Official website. All Council's application forms can be downloaded from <https://kmpdc.go.ke/downloads/>

Dr. Kariuki New KMPDC CEO- I pledge to bring services closer to the people

Dr Kariuki is a seasoned professional with over 30 years of experience in various capacities. He has previously served as a Medical Superintendent at Kiambu Level 5 Hospital as well as the Head of Policy, Planning and Health Financing at the Ministry of Health demonstrating his acumen in not only technical aspects of the medical profession but as an astute administrator of human and financial resources. Immediately prior to his appointment as KMPDC CEO Dr. Kariuki was leading the Universal Healthcare Coverage efforts at the Ministry of Health.



1. What attracted you to this position?

There are many factors and like most professionals career growth is important to me. Having worked as a health provider for more than 20 years and transitioned from direct patient care to policy development it felt like the next progressive step would be to try contribute in the regulation space. Attainment of UHC in Kenya is close to my heart and I believe that I can contribute immensely towards the country's universal healthcare mission through ensuring effective and quality healthcare provision through the execution of the Council's mandate. Additionally, the Council has a good reputation among the practitioners and I wanted to be a part of serving them as well as the wider population.

2. What is your greatest success so far, as a professional?

I've had a journey in my career and some of the best unrivalled moments have come when delivering healthy babies and seeing radiant and happy mothers. I have delivered hundreds of babies and the feeling is truly unmatched. It is uniquely

special in every instance.

Outside of that, I pride myself for the development of the Kenya National Universal Healthcare Coverage policy 2020-2030 and participation as the team leader for the universal healthcare coverage road map for the Big 4 Agenda.

3. Your entry comes at an unprecedented time with the world recovering from the COVID-19 pandemic. What are the challenges? What have you learnt during this period?

The COVID Pandemic found us and actually the whole world unprepared. Beyond just being a health challenge, it created economic challenges and therefore even accessing healthcare became difficult. Face to face engagement between service providers and patients which has been mainstay in medical practice was also severely impacted and therefore there was the growth of remote or virtual

care giving.

We have therefore seen the need to embrace the use of virtual medicine as well as have the Council effectively regulate this space to ensure consistency of care at all contact points for patients.

We also need to upscale specialization care because during the pandemic patients who needed specialized treatment abroad could not access it due the enforcement of Covid-19 protocols.

Out of this pandemic we have also learnt of the need for joint management of public health emergencies as well preparing of mitigation plans because no one single entity can be able to manage such situations on their own.

4. What can practitioners expect as you steer the Council for the next four years?

Overall, we will target to improve our processes with the aim of reducing turnaround times and direct contact

We need the practitioners and the public to access our services with ease through the use of efficient digital channels.

However, even as we work to digitize our processes we are looking to increase our footprint by having robust regional offices that are able to handle our clients' needs and conduct surveillance in an effective way. We are aiming to bring services closer to the people.

Bringing all these together means we have to develop effective communication strategies in order to better communicate with the practitioners and public on our functions, activities and even challenges when they arise.

5. In your tenure of office, what's your plan to navigate the challenges posed by conflicting roles by the different health sector regulators and county governments? What will be your formulae for minimizing these conflicts?

It is true we have some challenges in terms of overlapping activities and roles. It is also true that each regulator has their own roles as defined by the law.

As a Council we provide the focal point for regulation in healthcare and therefore advocate for a collaborative approach in dealing with issues. This will include collaboration with the other health regulatory Boards and Councils and incorporation of the views and concerns from all the players in the industry including the County Governments.

6. Do you read newspapers, watch TV and listen to the radio? Are you happy with the way KMPDC is portrayed? What's your plan to reshape the public perception of the Council?

We are at a reasonable place but we have not been very visible to the public. We shall therefore put more

effort through the various forums such as social media, mass media, stakeholder engagement and so on to ensure the public can be able to reach us and engage us more.

7. Medical/dental practitioners and health facilities are a critical cog in the wellbeing of society. Do you feel the KMPDC has done enough for medical/dental practitioners and health facilities? What more do you hope to do over the next four years?

The Council has so far made great achievements. Going forward we will continue automating our services including registration and licensing to ensure we leave practitioners with more time to serve the public rather than carrying out administrative tasks.

9. What legacy would you say you wish to leave at KMPDC? What mark do you aspire to make and be remembered for?

This Country is living in a devolved system of governance and I feel that the Council should also have a presence in all the counties. This will enable better management and regulation of healthcare in each of the devolved units.

12. What's your biggest passion outside this office?

I engage in board games, like chess and monopoly as a novice with my kids and friends but I am a pro in cards. I also believe in entrepreneurship and therefore I do some farming though balanced out so that it doesn't interfere with the job. Additionally, I enjoy reading biographies and motivational books

13. Do you believe in God? And what is its impact on your daily life?

I do believe in God because even scientists like me must have come from somewhere. Religion is an integral

part of my life, I read the Bible every day and aspire to live by its teachings. I must say that even getting this job is the work of God.

14. Your greatest belief and why?

I believe that everything is possible with the necessary effort and preparation. Some time back as a child when I told my father I will become a doctor he didn't believe me. At that age I wasn't even too sure what a doctor does but I believed. Many years down the line when my name was finally put up at a noticeboard in KNH as having qualified, my father got me a blue striped suit, my first suit. I have loved blue suits since that first one. The key is that you first need to believe, and then work towards actualizing that belief.

15. What agitates you?

Missed objectives and targets are my greatest peeves. I believe in excellence in execution of duties and generally expect myself and others to meet agreed goals. I also don't like lies, I prefer straight forward presentation of issues and that way we are able to address the problem effectively without wasting time.

16. Have you ever failed yourself? Lessons picked and how they'll impact your tenure at the Council?

I have previously missed an opportunity or two due to procrastination. I learnt that without procrastination I can achieve much more in a timely and cost-effective manner. I always believe in do it now not tomorrow!

17. What would be your parting shot?

I want to encourage everyone from the Council and assure Kenyans that KMPDC is a committed partner in ensuring achievement of Universal Healthcare Coverage because a healthy nation is a wealthy nation.

KMPDC scores big on ensuring quality health care



The term of the Council appointed in January 2020 drew to a close on 9th January 2023 and we would like to take a moment and pay tribute to the numerous achievements of the outgoing members.

One of the notable achievements is the development and review of health facility inspection checklists. The implementation of five new checklists and the review of seven others will ensure that inspections of health facilities are conducted with the utmost precision, to the ultimate benefit of the general public.

Another feat is the marked improvement in performance on pre-internship and pre-registration exams. This can be attributed in large part to the Council's introduction of mandatory pre-examination attachments, allowing foreign-trained doctors the opportunity to become more acquainted with the Kenyan healthcare system prior to taking the examinations.

The outgoing Council can also take pride in the increase in the number of registered and recognized specialists, a vital step towards achieving universal healthcare coverage in the country. This has been made possible by streamlining the registration and licensing processes including digitizing most of the services, making them more accessible. This coupled with the increased accreditation of training institutions will go a long way in improving the doctor patient ratios.

Additionally, the Council has developed the first-ever scope of practice for general specialists and sub-specialists, providing guidelines to safeguard practitioners from any potential concerns of medical malpractice and protecting members of the public who seek medical care.

The Council has also locally instituted the collegiate system of training for postgraduate students, with the aim of augmenting the number of surgeons in Kenya and enhancing human resource capacities in the counties. This approach has been met with

great success, as residents are able to receive training on-site while offering services rather than solely relying on centralized university programs.

In addition to these initiatives, the Council has spearheaded a comprehensive review of the training of various medical professionals, beginning with the review of medical and dental core curricula for undergraduate training to a more outcome-based curricula.

Finally, the Council also significantly enhanced its human resource capacity at KMPDC after it was categorized as a regulatory agency PC6A in 2020. This has enabled the Council to get more resources and employ additional staff to enhance service delivery.

The entire Council secretariat, extends heartfelt gratitude to the outgoing Council for their unwavering leadership and tireless dedication. Their achievements will leave a lasting and indelible mark on the state of healthcare in Kenya. Asanteni sana!

Council expedites hearing of disciplinary cases

As of December 16th 2022, the Council had received one hundred and six (106) and complaints of alleged medical negligence in the year. This represented a 18% increase in the number of cases reported as compared to the year 2021.

In a bid to expedite the determination of complaints, the Discipline and Ethics (D&EC) Committee held 3 meetings in the second quarter of the financial year 2022/23 in each of the months of October, November and December

where 37 cases were deliberated and determined.

In hearing and determining complaints of alleged medical negligence, the D & E Committee goes through several stages including receiving of a complaint, opening of a D&EC case file, expert review and committee stage all while allowing both the complainant and respondents have adequate time to file submissions to ensure an impartial process.

According to Dr David Kariuki, CEO at the Council, "the determination

of cases takes into consideration the standard of care that a healthcare professional/facility is expected to provide as well as the obligations and the responsibilities that the patient has in seeking medical services."

To ensure complainants interests are protected, KMPDCs Disciplinary and Ethics Committee has representation from the Kenya National Commission on Human Rights. In addition, the process is designed to ensure an objective outcome through favourable inquisitor proceedings.

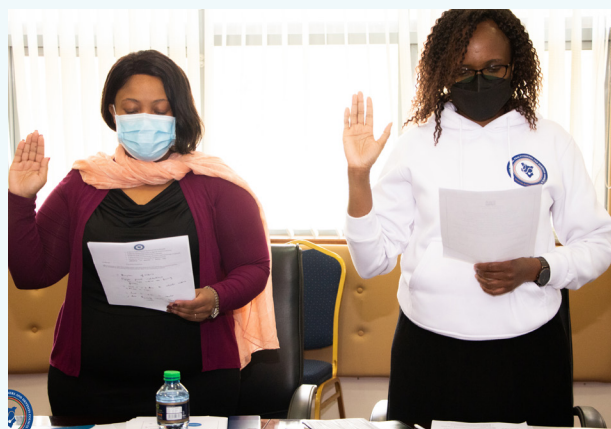
975 Doctors and Dentists Take the Hippocratic Oath

Nine hundred and seventy-five doctors took the Hippocratic oath in readiness for the start of their internship. The medical and dental graduands drawn from various universities took the oath in batches at various times during the course of 2022. The oath is administered online led by the KMPDC Chairperson where the medical and dental graduands pledge to prescribe only beneficial treatments, according to their abilities and judgment, to refrain from causing harm or hurt and to live an exemplary personal and professional life. Deans in charge of the various schools of medicine and dentistry also attend the online ceremony which marks the

beginning of a new journey for the young practitioners. During the ceremony, the young practitioners are also then taken through the Internship process and the structure and functions of the Council.

| MONTH 2022 | MEDICAL / DENTAL | NUMBER OF BALLOTTED STUDENTS |
|------------|------------------|------------------------------|
| MARCH | MBCHB | 115 |
| | BDS | 12 |
| JUNE | MBCHB | 143 |
| | BDS | 12 |
| SEPTEMBER | MBCHB | 468 |
| | BDS | 29 |
| | MBCHB | 171 |
| | BDS | 25 |
| | TOTAL | 975 |

The table shows the number of the students who took the oath in 2022.



All You Need to Know About Medical Officers Internship Placements

1. How is internship placement done?

Medical and dental internship placement is done by the Kenya Medical Practitioners and Dentists Council. The process is currently carried out on the KMPDC Internship Management System. The student receives an invitation to ballot through SMS and Email. Once a student initiates the balloting, the system selects a center for them within seconds.

2. How credible is the online balloting process?

The process is more transparent when compared to manual balloting. It also allows interns to be spread to different parts of the country thus fostering national cohesion. Besides, it is quick and easy to use unlike the manual process which was tedious and needed more human interaction.

3. What do I do if dissatisfied with the outcome of the balloting?

KMPDC is open to receiving change of internship Centre requests. To make an application, the student is expected to download and fill the application for change of internship place forms found on our website at https://kmpdc.go.ke/resources/Change_Of_Internship_Form.pdf

Upon being received, the application will be reviewed by the Council's Internship Placement Committee who will evaluate the justification of the request.

4. What factors inform the justification of a request?

The viability of a request will be based on the reasons provided (supported) and the availability of a vacancy in the requested internship Centre.

5. Is it possible for one to transfer from an internship place to another after reporting?

Yes, it is. You need to fill the application for change of internship place form indicated above, attach any supporting documents and submit it to KMPDC. Your internship coordinator will need to recommend and sign on the form. The Internship Placement Committee will then make a decision and communicate to you about it. Interns are however advised to first try to seek intervention by the facility before approaching the board. KMPDC is finalizing on implementing a system where all these internship transfers will be done online. Learn more about internship guidelines here: <https://kmpdc.go.ke/resources/NATIONAL%20GUIDELINES%20FOR%20INTERNSHIP%20TRAINING%20OF%20MEDICAL%20AND%20DENTAL%20OFFICER%20INTERNS.pdf>

6. Do I need to ballot if I already have been considered by CHAK, Kenya Defense Forces or Private Hospitals ?

If already considered by CHAK, Defense Forces or Private Hospitals, you should not ballot. However, you need to be sure that you have been considered and that the Centre is an approved internship training centre. Please find the list of approved medical officer internship training centres here: <https://kmpdc.go.ke/internship/>.

7. After how long does one get posted?

The decision on when to post interns is under the jurisdiction of the Ministry for Health. How long students take to be posted in their respective centers depends on availability of finances

among other factors. The MoH prepares the posting order, after which the student is expected to apply for an internship license at KMPDC.

Medical internship training is a supervised period of clinical training that medical graduates must complete before registration by KMPDC. It provides them with hands-on experience in a clinical setting and allows them to develop their clinical skills, build their confidence, and learn to work as part of a healthcare team. It also exposes them to a wide variety of medical cases, which helps them gain a deeper understanding of different medical conditions and how to diagnose and treat them. Medical internship training is crucial for ensuring that doctors are fully prepared to provide safe and effective medical care to their patients

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