



In collaboration with



REPORT 2019 HEALTH FORUM

24th July, 2019 | Movenpick Ambassador Hotel - Accra



ACKNOWLEDGEMENT

The Nyaho Dove Foundation is grateful to Speakers at the 2019 Healthcare Forum:

- Dr. Nneka Mobisson-Etuk,
- Naa Adorkor Yawson,
- Greg Rockson,
- Enyonam Kumahor
- and Patrick Awuah,

We also thank Janis McKenna, Ronald Oppong Addo, Dr. Lydia Dsane-Selby, Dr. Edem Hiadzi, Biju Mohandas, Emily Sheldon, Dr. Lamptey, Prof. Plange Rhule and Prof. Lydia Aziato for their panel contribution at the Healthcare Forum.

With their wealth of experience, we were able to put together this document with recommendation for meaningful engagement with all stakeholders to bring positive change to Ghana's health industry.



EXECUTIVE SUMMARY

Nyaho Dove Foundation hosted the 2019 edition of the Health Care Forum at the Movenpick Ambassador Hotel on the 26th of July 2019. This forum brought together, many stakeholders from various walks of life who had the zeal to improve quality healthcare using innovation.

As a result of the insightful deliberations, the following recommendations are being submitted. Recommended Policy Adjustments.

1. Government policy to enable mandatory collection of data from all associated healthcare facilities i.e. hospitals, pharmacies, laboratories etc to influence the development of appropriate technological innovations in Ghana that will reduce the cost to access to healthcare.
2. Effective communication strategies to form an integral part of the roll out of all key policies with measurable monitoring and evaluation to ensure that service providers interface effectively with all stakeholders.
3. Incentives for health care related technology innovations. From policy perspective, it is important for government to promote local content by mandating its agencies to procure technology from wholly owned Ghanaians firms. This, delegates believe will go a long way to encourage local initiative.
4. Government to consider some concessions for private health facilities to reduce the cost of operation and thereby enable them to extend services to a wider population. Soft loans, taxation, legislation, regulation and technology are all options that can be considered to give the priority healthcare deserves in this country.
5. To ensure strict supervision of the health insurance industry as well as develop the right systems, a separate authority different from the NHIA is recommended to be established.
6. Commitment from government to invest more of the nation's GDP on health than it is currently happening.
7. Improve and empower patients by creating education materials easily accessible to all to improve the trust and transparency. Healthcare facilities must incorporate independent groups such as Patient and Family Advisory Councils to mediate on cases of misdemeanor against patients.
8. The training and development of healthcare professionals should include essential elements such as modern technologies and quality improvement.

BACKGROUND

In 2015, the Dr. Kwami Nyaho Tamaklo (DKNT) Symposium was introduced as part of events to mark the 45th anniversary of Nyaho Medical Centre in honour of its founder, Dr. Kwami Nyaho Tamaklo. The objective of the symposium was to bring together, various stakeholders in the health sector to dialogue on critical issues pertaining to quality healthcare delivery in Ghana. Over the years, the symposium has significantly evolved into the “Healthcare Forum” with the focus of impacting on healthcare delivery in Ghana and Africa as a whole.

Nyaho Dove Foundation, the Corporate Social Responsibility (CSR) arm of Nyaho Health Care Limited operates on four key pillars:

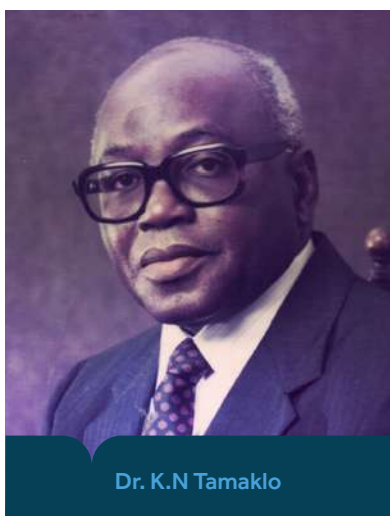
- **Post Graduate Training: Capacity building for healthcare professionals for the benefit of the general population.**
- **Access to Care: To reach deprived communities with a holistic approach to addressing health needs through primary and secondary prevention strategies.**
- **Thought Leadership and Development: Contribute to national discourse on health through research and thought leadership.**
- **Research and Development**

The annual healthcare forum, now the flagship event of the foundation to advance thought leadership on healthcare delivery in Ghana. The 2019 event was intentional to collaborate around healthcare innovation in Ghana and focused on the theme “Innovating for Quality Healthcare”.

Over the past several decades, healthcare has experienced an explosion of innovations, however, there are numerous opportunities for growth in relation to innovation. Healthcare institutions are consistently faced with the challenge to improve quality; reduce harm, improve healthcare access, eliminate waste, increase efficiency and lower costs in the delivery of service.

Presentations, panel discussions and engagements are presented in this paper to further the course of healthcare policy development and implementation in Ghana.

AUTOBIOGRAPHY OF FOUNDER



Dr. K.N Tamaklo

Dr. K.N. Tamaklo was born on August 20th, 1927 in a town near the borders of the Volta Region of Ghana. At the age of six he developed an infection on his right leg and suffered extreme discomfort until a French surgeon in Lome, Togo, operated on him on three different occasions without anaesthesia and pinned down to the operating table by two stout men to aid the process. Thankfully, the leg healed and Inspired by the life of this surgeon he committed to pursuing a career in medicine to bring medical relief to people in pain and distress.

He attended Mfantsipim Secondary School in 1945 before starting his medical training in 1951 at Trinity College, Dublin. He worked in England for a few years before returning to Ghana to join the Ministry of Health. In 1960, he was seconded to the Ghana Armed Forces and joined a surgical team to go to Congo with the Ghanaian military peace-

keeping team. He was awarded the United nations Medal in 1960, the United Nations Congo Medal in 1961 and the honorary Ghana Revolution Day Medal in 1966. He was afterwards seconded to the British Army before coming back to Ghana in 1965 to serve as the Commandant of the 37 Military Hospital.

The late Dr. Kwami Nyaho Tamaklo, followed his passion and brought to life his dream of building a first-class medical centre, comparable to that of any premier hospital in the west. On establishing Nyaho Clinic (now Nyaho Medical Centre) in 1970, the late Dr. K. N. Tamaklo's vision was to give the best in medical and nursing care in Ghana and beyond its borders. Nyaho Medical Centre was founded on the premise of group medical practice where Specialists from various fields of medicine use their varied skills to work efficiently and co-operatively with a team approach to patient care. This established Nyaho as the first private group medical practice in Ghana and has been the basis of the Centre's success for over forty-six years and counting.

The late Dr. Tamaklo used to say, 'The heights reached and kept by great men, were not attained by sudden flight, but they as their companions slept, were toiling upwards through the night.' Dr. Tamaklo was indeed a great man and his legacy lives on. His journey was not easy and there was a lot of sacrifice, disappointments, and heartache along the way. However, the values that were demonstrated through his life, of leadership, integrity, pioneer-ship, perseverance, collaboration and innovation, is a lesson to us all.

In memory of the Founder, The Dr. K. N. Tamaklo Medical Symposium provides a viable platform that sets the agenda to discuss and promote quality health outcomes for patients, and positively influence policies in Ghana's private and public healthcare sectors.

Thank you for being a part of efforts to improve on the quality of healthcare for society and posterity.

SESSION 1: PRESENTATIONS

MODERN TECHNOLOGIES AND INNOVATION IN HEALTHCARE DELIVERY



Presenter - Dr. Nneka Mobisson-Etuk
Co-Founder and CEO of mDoc, Nigeria

Presentations from Session 1 focused on how technology assist in delivering quality healthcare in Ghana and other parts of Africa.

KEY HIGHLIGHTS

Digital transformation in Africa:

In Nigeria, akin to other countries in the West African Sub-region, over forty percent (40%) of the adult population is overweight or obese; about thirty-five (35%) of the population are living with high blood pressure, many are struggling with depression, anxiety and diabetes. In a survey conducted among thousand respondents, only fifteen (15%) of those with chronic conditions had access to

dependable primary healthcare providers.

- Several tech organizations in healthcare across Africa have developed applications to help in the management of chronic diseases and there are many partnering opportunities between government and the private sector to scale up and increase reach as a key initiative to improve the quality of life on the continent.
- Currently, Africa contributes about one percent (1%) to the global research agenda even though there are over five hundred technology hubs in Africa. This calls for a deliberate approach to shaping the discourse on health on the continent.
- Digital transformation in Africa requires scientific data and collaboration between all countries to create an impact in delivering quality healthcare.

KEY RECOMMENDATIONS

- Establishment of a continent-wide data centre where all data will be collated and used to influence relevant policies.
- African governments to create the opportunity for the deployment of inter-continental tech applications to improve efficiency.



Presentations from Session 1 focused on how technology assist in delivering quality healthcare in Ghana and other parts of Africa.

Zipline is an American medical product delivery company headquartered in Half Moon Bay, California, that designs, builds, and operates small drone aircraft for delivery of medical products, with a focus on increasing access to lifesaving medical products such as Blood, Blood components, essential medicines and vaccines in Africa. It currently running operations in Rwanda and Ghana in partnership with their respective Ministry of Health.

KEY HIGHLIGHTS

Operational model of Zipline:

- i. A health professional on the zipline system list sends a message, (via text, email, WhatsApp or phone call- toll free).
 - ii. The fulfilment operators process the order and package it properly.
 - iii. Flight operator loads it to the drones.
 - iv. Package is loaded onto the drones.
 - v. Drug delivered within minutes to facility via the autonomous drones.
 - vi. Package is picked by the health worker and administered.
- Despite the growth in Ghana's efforts in making medicines widely accessible, Ghana still has infrastructure, logistical and geographical challenges that hinders the timely access to lifesaving products especially in emergency cases
 - Since its launch on 24th April 2019 Zipline has focused on expanding healthcare access and saving lives of people especially in the hard-to-reach areas of the country in the shortest possible time. Operating from Omenako in the Eastern region and Mpanya in Ashanti Region, Zipline is currently serving over 98 Health Facilities, including CHPS, Health Centers and Hospitals and has made over 2,200 deliveries since the start of Operations. The 3rd and 4th Distribution Centers in Vobsi, North East and Sefwi Wiawso, Western North are under construction and would be ready for Operations in the first quarter of 2020.
 - Zipline's mandate covers the distribution of 148 Blood and Blood Components, essential medicines and vaccines used in children to save lives. At full operation Zipline will be covering over two thousand health facilities nationwide and about 14 to 16 million people.

KEY RECOMMENDATIONS

1. Together with key partners, Ministry of Health, Ghana Health Service, the National Blood Service and Ghana Civil Aviation Authority, increase sustainability of such innovations such that the success stories recorded such as:

- Drastic reduction in mortality rate in facilities served by Zipline
- 100% vaccination of children in served areas.
- Reduction in wastage of medical product.
- Increase in the accessibility of effective and properly stored lifesaving medicines.
- Cost saving benefits.
- Over 2,200 successful delivery of products.

Should be extended and replicated across many other health care facilities.

2. Change in Policies at the National Levels to support the effective implementation of such Innovations.
3. Full participation, support and commitment of all key stakeholders in the implementation of such innovation and dissemination of information to all levels within the Sector.





Presenter - Mr. Greg Rockson
CEO – mPharma Ghana

Presentations from Session 1 focused on how Technology assists in delivering quality Healthcare in Ghana and other parts of Africa.

Presentation 2

mPharma, a Ghanaian-based startup that streamlines last-mile delivery of prescription drugs, and makes them affordable, in under-served markets, recently raised \$9.7m in Series B funding.

KEY HIGHLIGHTS

- The biggest improvements from technology requires a mindset change from fancy and complicated to simple and impactful - better ways to create processes and adhering to these processes.

For example, mPharma was built to help pharmacies and hospitals to ensure that when patients visit their facilities, they get their drugs at an affordable price. There are clear gaps in the provision of healthcare to patients and there is the need to use technology to bridge this gap as much as possible.

- What if pharmacies actually became primary healthcare centres? Today, the pharmacy is deemed the most visited space in the healthcare industry for first aid and also because of the free medical advice from the pharmacist. There are therefore opportunities to extend healthcare delivery if some level of standardization is applied to pharmacy set ups in addition to existing standards.
- The preferable payment methods for most facilities is out of pocket. Despite the effort the National Health Insurance System, there are a number of gaps including terminal diseases including cancers. To bridge this gap, commercial entities should be encouraged to provide alternative and flexible payment methods for patients, guided by government policies. In Nigeria for example, mPharma has made it possible for breast cancer patients to start receiving treatment from day of diagnosis and make payment over time.
- Quality healthcare delivery is a looped activity where each element in the loop is dependent on the other – Facilities, personnel, medication, data management for research and policy development.

KEY RECOMMENDATIONS

- Government policy to enable mandatory collection of data from all associated healthcare facilities i.e. pharmacies, laboratories etc to enhance technological innovations in Ghana.
- Encouragement of Public-Private-Partnerships specifically in the healthcare industry in Ghana.







Presentations from Session 1 focused on how Technology assists in delivering quality healthcare in Ghana and other parts of Africa.

The Cobalt Partners is a growth advisory firm, solving business challenges through innovation design, software development and management consulting.

KEY HIGHLIGHTS

Two key ingredients required for frugal innovation - (1) constraints such as cost limitations, literacy, connectivity, and so forth, and (2) the context in which the software or solution is going to be used. The context is who is going to use it, in what environment, how and for what.

- Scalability of innovations depends highly on the constraints navigated while building and implementing the solution. The more the solution is adapted to address the constraints, the more applicable and suited for its users. The key to scalability is to continue to evolve the solution and adapt it to its constraints.
- Context is critically important. Global innovations and concepts should be tailored to suit respective geographical and cultural context to achieve the desired outcomes. Often times, solutions that are built for different context are applied within our own environment and it fails simply because it is not contextualized for the specific geographic settings.

KEY RECOMMENDATIONS

- Understanding the context, in detail, is key to tailoring solutions to meet. Solution providers must demonstrate their willingness to invest in tailoring solutions for that context.
- Government should provide the enabling environment for solution providers to invest in understanding the context, evolving the solution, and accessing the resources required to provide a financially-sustainable solution.
- From a policy perspective, it is important for government to promote local content by mandating its agencies to procure technology from firms owned by Ghanaians and committed to tailoring their solutions for the local environment.



SESSION 2: PANEL DISCUSSION

HEALTHCARE FINANCING IN GHANA - INNOVATING FOR HEALTHCARE; IMPROVING ACCESSIBILITY AND AFFORDABILITY.

Panel Members



Dr. Lydia Dsane Selby - Ag. CEO, National Health Insurance Scheme



Mrs. Janis McKenna
Founder, Elm Consulting



Dr. L Nneka Mobisson
CEO and Co-Founder, mDoc



Roland Adom
Executive Secretary, Private Health Insurers Association

Facilitator: Dr. Nii Nortey Dua

Affordable Healthcare

There is a concept that healthcare should be free and fundamentally it should be for a selected few. This can be achieved through many ways:

- Prioritization of preventive health.
- Reducing the cost of delivering healthcare by the ability to:
- Improve patient outcome Improve patient experience Improve Provider Satisfaction and
- Reduce Cost per Capita.

This can be done by optimizing the efficiency gains essentially through increasing provider satisfaction to reducing long wait time, generating more revenue by improving patient experience to warrant improved remuneration for healthcare providers. Additionally, optimizing efficiency, improving operations, will reduce cost per capita as well as improve access and affordability.

How do we bring that on board, since each group has its own formula for cost and affordability?

- At the governance level in most countries in Africa, there is the need for diversity of skills. Most healthcare boards and healthcare facilities tend to lack diversity, because they are predominately healthcare professionals. There is the need for business and ICT skills on healthcare boards to have a balanced representation and enrich the conversation.

- Institution of patience and family advisory groups to promote the engagement with patient and their families, will have an impact on quality healthcare delivery. In Australia for example community consent is required before any public policy is passed. These groups hold government and stakeholders to account. There are also great examples in Ghana where the National Health Insurance Scheme which is community based and by law, has two members of the public, one of whom must be a woman, on the board. These promote public consultation which help in quality improvement of the service.
- To extend the reach of the NHIA, plans are underway to engage private health facilities to enable them to provide affordable services to NHIA card holders.

KEY RECOMMENDATIONS

It was suggested that a separate authority different from the NHIA be established to ensure strict supervision of the industry and to develop the right systems at this early stage of our growth process.

Government to consider some concessions for private health facilities to reduce the cost of operation and thereby enable them to extend services to a wider population. Soft loans, taxation, legislation, regulation and technology are all options that can be considered to give the priority healthcare deserves in this country.



SESSION 3: PANEL DISCUSSION

SUSTAINABLE HEALTHCARE FACILITY FINANCING – WHAT IS THE REQUIRED MINDSET SHIFT?

Panel Members



Dr. Edem Hiadzi
CEO, Lister Hospital



Biju Mohandas
Head of Health, IFC



Emily Sheldon
Co-Founder, AHI



Dr. Lorreta Lamprey
Deputy Medical Director,
Korle-Bu Teaching

KEY HIGHLIGHTS

Government Support in Financing of Private Health Facilities

Healthcare financing remains a challenge in Ghana especially for the private sector. Import charges and utility tariffs for medical institutions are pegged at commercial rates as other businesses in Ghana. To deliver high quality services therefore require high financial commitment in an environment where acquisition of loans is difficult.

For private sector players to remain competitive require consistent innovation in attracting patients and delivering service. These challenges can be seen in different aspects in the public health space when delivery of key supplies is delayed due to financial constraints. This restricts the access to a limited few in urban areas thereby impacting the achievement of key indicators like the United Nation Sustainable Development Goal three:

- 3.1 By 2030, reduce the global maternal mortality ratio to less than 70 per 100,000 live births.*
- 3.2 By 2030, end preventable deaths of newborns and children under 5 years of age, with all countries aiming to reduce neonatal mortality to at least as low as 12 per 1,000 live births and under-5 mortality to at least as low as 25 per 1,000 live births.*
- 3.3 By 2030, end the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases and combat hepatitis, water-borne diseases and other communicable diseases.*
- 3.4 By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.*

3.5 Strengthen the prevention and treatment of substance abuse, including narcotic drug abuse and harmful use of alcohol. 3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents.

3.7 By 2030, ensure universal access to sexual and reproductive health-care services, including for family planning, information and education, and the integration of reproductive health into national strategies and programmes.

3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.

3.9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination.

3.A Strengthen the implementation of the World Health Organization Framework Convention on Tobacco Control in all countries, as appropriate.

3.B Support the research and development of vaccines and medicines for the communicable and noncommunicable diseases that primarily affect developing countries, provide access to affordable essential medicines and vaccines, in accordance with the Doha Declaration on the TRIPS Agreement and Public Health, which affirms the right of developing countries to use to the full the provisions in the Agreement on Trade Related Aspects of Intellectual Property Rights regarding flexibilities to protect public health, and, in particular, provide access to medicines for all.

3.C Substantially increase health financing and the recruitment, development, training and retention of the health workforce in developing countries, especially in least developed countries and small island developing States.

3.D Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks.

Investing in Human Capital

Critical to the success of delivering quality service is the development of staff, exposing them to best international best practices to uplift the quality service delivery in Ghana.

Clinical professionals might not necessarily be the best managers. It is therefore important to incorporate various administrative programmes as part of the growth and development of these professional. Alternatively, health facilities should partner or recruit other personnel who are experts in their respective fields to support in the management of their facilities.

Locally, inter-institutional cross-studies should be encouraged in Ghana where practitioners can go and understand other professional in other facilities.

Regulations of Data and Technology

While some believe introduction of technology in the medical industry will cause many job losses, others also argue that technology will improve and enhance the delivery of healthcare.

In recent times, different digital applications have been introduced in the healthcare scene to provide solution to different issues. Most Electronic Medical Records (EMR) have significantly improved healthcare delivery as well as improve doctor-patient relationship. Some mobile applications in Ghana such as docta, bisa and hewale are also expected to improve quality healthcare delivery by improving accessibility, avoiding overcrowding, reducing patient wait time and cost.

Despite these improvements, there are also causes of concern when these technological innovations are not properly regulated. Issues of patient confidentiality, breaches of data protection laws and access to patient information by cyber criminals are inevitable if the right and appropriate laws are not developed and enforced.

Customer service and overcrowding which are two things that may keep people away from receiving care at health facilities should equally be an area of focus. With the upsurge of internet usage, patients are now resorting to online diagnosis to avoid poor customer service and overcrowding at health facilities. It is important to improve the service quality in the primary healthcare facilities to free the burden on tertiary health facilities.

KEY RECOMMENDATIONS

It is recommended to health facility administrators in both private and public space to collaborate and share information and secondly, they are encouraged to share their challenges and invite tech companies to develop solutions comprehensively. These strategies worked in India and can work for Ghana also.

Again, healthcare leaders also need educate the general public on some culturally tailored and appropriate content for online users to ensure patients have access to the right information at all times.

Commitment from government to invest more of the nation's GDP on health than it is currently happening. The mix of health insurance and "cash and carry" gap is equally too wide compared to what happens in the developed world and needs to be raised to reflect the reality on the grounds.

Government needs to have very clear vision and be committed to it over specific period in order to make any public private partnership effective.



SESSION 4: PRESENTATION PANEL DISCUSSION THE FUTURE OF WORK

Panel Members



Patrick Awuah
President and Founder,
Ashesi University



Professor Plange Rhule- Rector
College of Physicians and
Surgeons



Professor Lydia Azito
Dean, School of Nursing
and Midwifery

Highlight from Presentation

There is a rapid advance of technology around the world which will affect all industries including healthcare. Based on genetics, doctors already provide customized care for individual patients based on their DNA. There's work going on about the understanding of the genetics of disease agents and vectors to attack those diseases. Of course, there are big ethical issues and questions about it. Should we destroy or eliminate intentionally the mosquito that carries malaria? This is a question that technology makes possible today; the question is, should humanity intentionally destroy another species because it is causing us harm? Medicine is going to include the education around these ethical questions for us in the future.

And the challenge for us is to get a place where physicians and engineers communicate very fluently with each other, understand each other, and are helping each other do the jobs better. But there is a part of future medicine that is going to be the same as it's always been, we still have to do things better than machines; show empathy and love other than machines. We need to improve management systems.

To achieve these, we all need to improve our tax collection system to increase the current 6% that pay taxes. Ghana's population will double in only three decades and the number of health professionals would need technology to be able to deal with the population.

Highlights from Panel Discussion

Healthcare needs of the people are changing and so the training must also evolve. E.g. the disease profiles are changing from communicable diseases to chronic diseases and therefore, the training must also change to reflect these new diseases.

However, because the accreditation board and the Ghana Health Service have standard training models, not much innovation can take place during training. But in-service training sponsored by USAID, JICA and other partners help train nurses to meet the global standard.

Academic institutions should be able to challenge the status quo in improving the curricula for training clinical professionals. Ashesi University as an example demonstrated to the National Accreditation Board to need to alter their curricula for their students.

There is also the need to collaborate with international institutions in inexpensive yet effective methods such as with the use of technology where lessons are done via the internet. Also, teachers can receive training in partner institutions; the US, etc. learning about new things and innovations as part of their training to equip them with the skills to deal with new disease.

A conscious effort is needed to equip teachers in acquiring new skills even though a few private institutions are doing so. A national policy that obliges everybody to have a certain level of technological skills is recommended.

Panelists also called for more investment in the training of professionals as well as improved collaboration between the private and public institutions and the faculties.

Teaching hospitals should be funded to acquire the technological knowhow that drives current medical practice so that they can give good exposure to trainees from less endowed schools.

Health professionals should be trained in soft skills especially, to respect their patients. E.g. introducing themselves and asking their permission before examining them.

CONCLUSION

The Nyaho Dove Foundation is eternally grateful to all stakeholders who made the Healthcare Forum a success. First of all, to the Minister of Health, Hon. Agyeman Manu, the Ghana Health Service and the Ghana Medical and Dental Council for their continuous support.

The call to action is very clear. there is the need to pursue an agenda for change in truth, openness and authenticity. The call to act starts with a need for mind-set change.

Nyaho Medical Centre is one organisation and cannot effect the changes and recommendations outlined. Its only when we come together that we can collectively overcome them.

"If you want to walk fast, walk alone, but if you want to walk far, together." African Proverb.

SPONSORS



A special thank you to the Ministry of Health - Ghana, for their continuous support; our Sponsors for their generous contribution towards the Healthcare Forum; to our speakers, panelists and participants we are truly grateful for your impact.

We look forward to the 2020 Healthcare Forum

Thank
you!





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