

1. ORGANISATIONAL OBJECTIVES AND FUNCTIONS

The Ministry of Health is responsible for the delivery of preventive and curative health services in the country.

1.2 STRATEGIC DIRECTIONS

The Ministry's **VISION** is "MAKING A DIFFERENCE" and "CORE PURPOSE" is,

To respond effectively to the health needs of the Tongan people by providing the appropriate range and level of high quality health services and being accountable for the outcomes of these services.

The Ministry's **CORE VALUES** are,

- Commitment to quality care
- Professionalism and accountability
- Care and compassion
- Commitment to education and training

The Ministry's **DARING GOAL** is,

To be the healthiest nation in the Pacific Rim as judged by international standards and determinants.

1.3 STRATEGIC GOALS

1.3.1 Healthy Communities and Populations through Improved Services

- Prevent or delay the onset of cardiovascular disease and diabetes, and to reduce complications and improve the quality of life through health promotion and improved management.
- Improve mental health services by improving the management of chronic psychiatric patients in the community and decrease the number of re-admissions.
- Decrease motor vehicle injuries and emergencies in Tonga and improve the services available to manage them.
- Improve the health of the Tongan people by ensuring equitable access to, and rational use of, safe and effective drugs of good quality.
- Reduce the incidence of dental decay in Tonga.
- Clearly identify existing cancer cases and increase the early detection of cancer in Tonga.
- Extend and develop general and specialised health promotion services.
- Develop strategies to prevent substance abuse.
- Support child and adolescent health and development.
- Combat communicable diseases with a focus on HIV/AIDS, Tuberculosis, and Filariasis.
- Develop community health services by gaining community support for the health centres and developing a team approach.
- Support services development in the island hospitals.
- Develop clinical services through improved clinical care and staffing.

1.3.2 Health Sector Development

- Significantly improve the efficiency and effectiveness of management systems and processes.
- Provide the Tonga health system with an efficient and effective financial management system.
- Provide the Tongan health system with improved facilities and equipment and to maintain these well.

- Strengthen informed decision making within the Ministry of Health through the provision of appropriate information management.

1.3.3 Staff Training and Development

- Improve and strengthen workforce management and development.
- Continue to organise formal education, and in service training programs for staff.
- Prioritise training needs.
- Develop workforce planning processes.

1.3.4 Service Partnerships

- Work with NGOs, communities, other Government departments and donor organisations to implement these priorities.

1.4 PROGRAMME OBJECTIVES

Operationally the Ministry mirrors the budget structure to facilitate programme evaluation and consists of four programmes,

1. Leadership, policy advice and programme administration
2. Preventive health services
3. Curative health services
4. Dental health Services

1.4.1 Programme 1: Leadership, policy advice and programme administration

Programme Objectives and Mission Statement

To provide quality and effective support services to the Ministry and all health districts with regard to donor coordination, strategic, operational and workforce planning, administration, human resources and financial management, transport and communication services.

1.4.2 Programme 2: Preventive health services

Programme Objectives and Mission Statement

To help the people in Tonga to achieve the highest attainable level of health as defined by WHO's constitution as "a state of complete physical, mental and social well-being and not merely the absence of infirmity", by:

- *Significantly reduce morbidity and mortality due to infectious diseases*
- *Provide environmental health services which result in a healthier community due to improved regulation, monitoring and health promotion activities.*
- *Assisting all health providers in the promotion of health through their respective areas of care and to empower the public at large in looking after their own health*
- *Providing effective services to the health of mothers, children and others through a reproductive health strategic approach extending community health services to the people who need our services the most.*

1.4.3 Programme 3: Curative health services

Programme Objectives and Mission Statement:

To be able to provide the best possible care for patients, to prioritise areas that need change and to use the available resources in the most appropriate and effective way

1.4.4 Programme 4: Dental Services

Programme Objectives and Mission Statement

To respond effectively to the oral health needs of the people of Tonga by providing preventive and curative oral health programmes, information and services and be responsible for its outcomes.

In implementing its services and activities the Ministry is governed by the following Acts:

- Public Health Act 1992
- Mental Health Act 1992
- Health Practitioners Registration Act 1991
- Health Services Act 1991
- Garbage Act 1945
- Tobacco Act 2001

The following legislation was approved by the Legislative Assembly and His Majesty's Assent has been granted.

- Health Practitioners Review Act 2001
- Medical and Dental Act 2001
- Nurses Act 2001
- Pharmacy Act 2001
- Mental Health Act 2001
- Therapeutic Goods Act 2001
- Drugs and Poisons (Amendment Act 2001)

2. HEALTH ADMINISTRATION AND MANAGEMENT

In delivering its services to the public, the Ministry is divided into six functional divisions,

- Administration
- Health Planning and Information
- Public Health
- Medical
- Nursing
- Dental

Divisional heads are responsible to the Director of Health for the implementation of each Division's services.

2.1 As of 31 December 2003 the following officers were responsible for the administration and management of the Ministry and its respective Divisions.

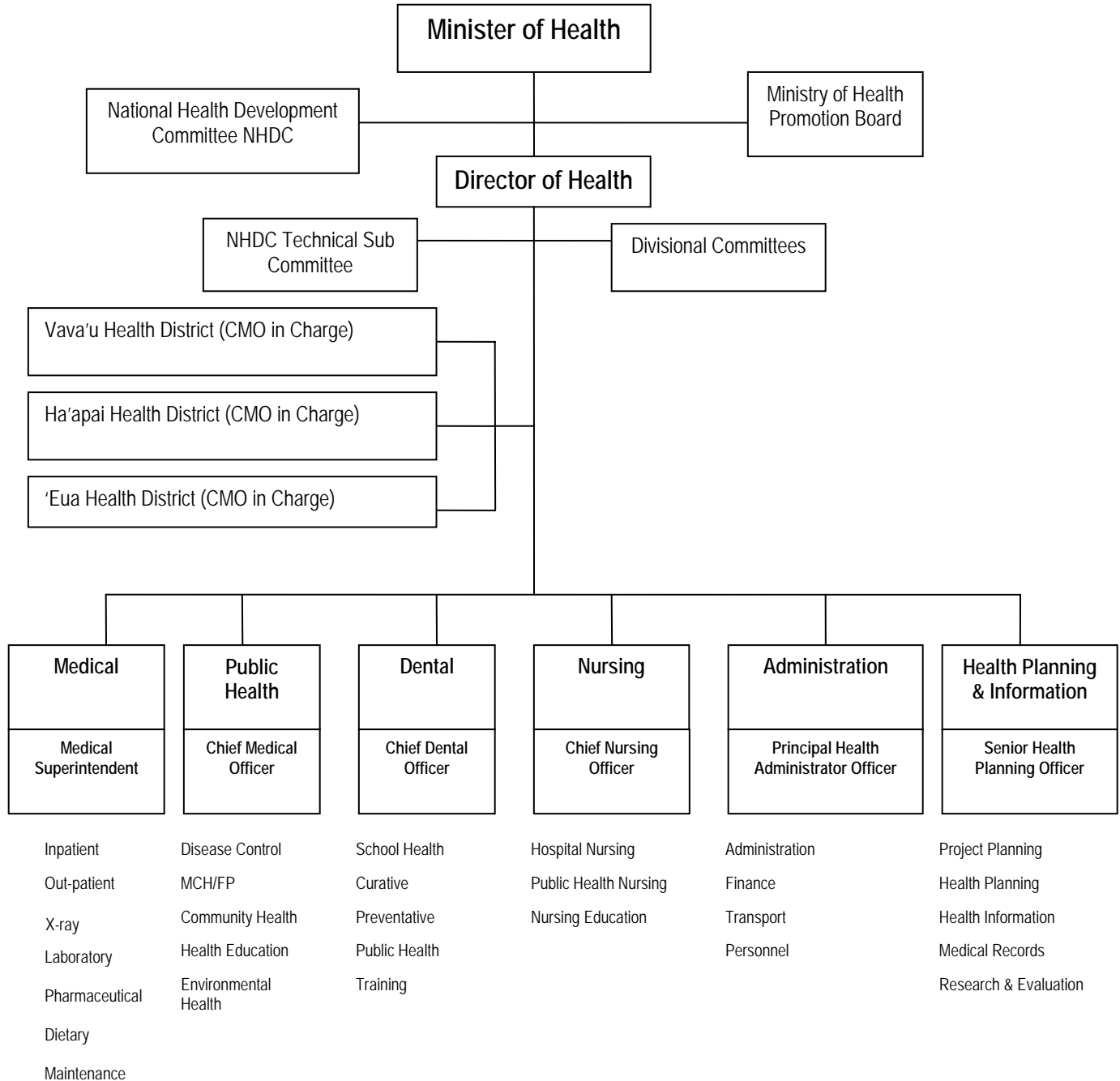
2.2 Ministerial Health

Dr Viliami Ta'u Tangi
Hon. Minister of Health

2.3	Head of Department	Dr Litili 'Ofanoa
2.4	Divisional Heads	
	Public Health	Dr Malakai Ake Chief Medical Officer, PH
	Medical	Dr Taniela Palu Medical Superintendent
	Nursing	Ms 'Amelia Lata Malu Chief Nursing Officer
	Dental	Dr Viliami Sikalu Latu Chief Dental Officer
	Administration	Mr Tu'akoi 'Ahio Principal Health Administrator
	Health Planning and Information	Mr Taniela Sunia Soakai Senior Health Planning Officer

MINISTRY OF HEALTH

ORGANIZATION STRUCTURE



2.5 DISTRICT HOSPITALS

As of 31 December 2003 the following officers were responsible for the management of the outer island health districts.

Prince Ngu Hospital
Vava'u Health District

Dr Siaki 'Ela Fakauka
Acting Chief Medical Officer

Niu'ui Hospital

Dr Kolini Vaea
Acting Chief Medical Officer

Niu'eiki Hospital

Dr Louise Fonua
Acting Chief Medical Officer

3. OVERVIEW OF HEALTH INDICATORS

The health situation for Tonga in the last three years is reflected in the following table.

HEALTH INDICATOR(S) FOR TONGA 1999 – 2003

INDICATOR		2003	2002	2001	2000	1999
1	Estimated Population ('000)	101.4	101.0	100.7	100.3	99.8
2	Annual Population growth	0.3	0.3	0.3	0.3	0.3
3	Percentage of Population less than 14 years	36**	36**	37**	37**	38**
	Percentage of population 65 years and over	5.9**	5.8**	5.7**	5.6**	5.4**
4	Percentage of urban population	36	36	36	36	36
5	Rate of natural increase	20.2	18.4***	19.4***	18.1***	17.5***
6	Crude Birth Rate	26.2	24.2***	25.1***	24.6***	24.1***
7	Crude Death Rate	5.8	5.8***	5.7***	6.5***	6.6***
8	Maternal Mortality Rate (per 100,000)	0	78.2*	0.0*	77.5*	41.1*
9	Life Expectancy at Birth (combined)					
	Life Expectancy (Male)	70	70	70	70	70
	Life Expectancy (Female)	72	72	71	71	71
10	Infant Mortality Rate	12.8	9.8	13.0	13.0	19.9
11	Perinatal Mortality Rate (per 1,000 live births)	13.2	15.8	18.5	16.9	24
12	Total Health expenditure ('000)	11294	9895	9545	8413	7954
	Per Capita	111	98	95	83	79
	As a percentage of total recurrent budget	10.2	10	11	9.1	11.6
13	Health workforce					
	Medical Officers at post	35	32	35 ***	33	NA
	Health Officers at post	18	20	26	28	30
	Nursing and Midwifery at post	342	326	322	325	332
14	Percentage of population with safe water supply	97	97	97	96.2	NA
15	Percentage of household with adequate sanitary facilities	94	94.7	94	93.7	86
16	Immunization coverage	98.5	97	93.4	95.2	93.8
17	Percentage of pregnant women immunized with tetanus toxoid	93	94.7	81.1	94.1	93.8
18	Percentage of population with access to appropriate health care services with regular supply of essential drugs within one hours walk	100	100	100	100	100
19	Percentage of infants attended by trained personnel	100	100	95.3	95.2	93.8
20	Percentage of married couples practicing contraception	22.1	23.1	33.6	33.9	32.8
21	Percentage of pregnant women attending ante natal care	98.7	98.5	98.5	98	98.2
22	Percentage of deliveries conducted by trained personnel	97	95.1	95.3	92.1	95.5
23	Total Fertility Rate	3.4	3.3	3.4	3.3	3.1

* Maternal Mortality Rate has been calculated using standard formula (per 100,000 live births).

** Calculated based on the assumption fertility rates will decrease and life expectancy will increase overtime.

*** Amended from statistic published in 2001 Annual Report.

3.1 Life Expectancy

The projected life expectancy at birth in 2003 for females is 72 and 70 for males.

3.2 Projected Population

The results of the 1996 population census indicate the country's population was 97,784 and the projected population for Tonga for 2003 is 101,404 increasing to 102,907 by 2006.

3.3 Morbidity

The five leading cause of morbidity during the year (Table 30) were,

Medical Condition	No. of Cases	% of Total Notifiable Diseases
Acute Respiratory Infection	24311	48
Influenza	21597	43
Broncho Pneumonia	1056	2
Diarrhoea (Infant)	1035	2
Diarrhoea (Adult)	1285	3
Total for 5 Leading causes of morbidity	49284	97
Total Notifiable Diseases	50589	100

3.4 Mortality

A total of 588 deaths were reported during the year. The five lead causes of mortality in 2003 (Table 9 and 29) were,

Medical Condition	No. of Cases	% of Deaths
Disease of the Circulatory System	170	29
Neoplasms	63	11
Disease of the Respiratory System	59	10
Symptoms, Signs and Ill Defined	45	8
Endocrine, Nutritional and Metabolic	31	5
Total for 5 leading causes of mortality	368	63
Total No. of Deaths	588	100

4. HEALTH RESOURCES

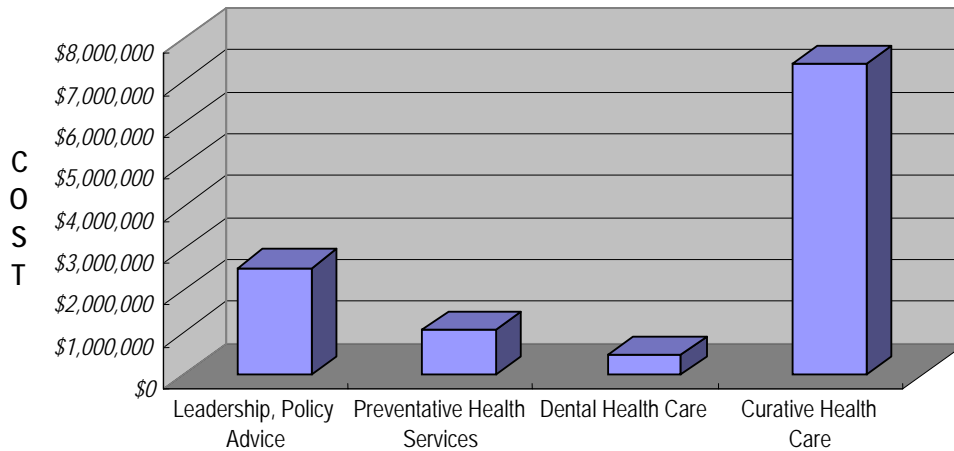
In proposing to Government the annual budget for the Ministry reports under four programme areas,

- Leadership, policy advice and programme administration
- Preventative health services
- Curative health services
- Dental services

4.1 Financial Resources

The total recurrent allocation for the Ministry for the 2003-2004 financial year was \$11,544,180.00 with an estimated expenditure per head of \$111. The allocation to health represents 10.2 percent of government's total budget. Budget details can be found in Table 2 and 3.

MINISTRY OF HEALTH ESTIMATES 2003/04



4.2 Human Resources for Health

As of 31 December 2003 the Ministry's staff establishment consists of 936 established posts of which 785 were filled and 151 are vacant.

The Ministry continues to place priority in the development of its various cadres of health personnel, through in-service, local training, overseas attachments and formal programmes at both undergraduate and postgraduate levels.

The Ministry conducted various local workshops and trainings as part of its ongoing staff development initiative. The Ministry participates in local training under the auspicious of the Civil Service Training and Community Development Training Centres. Medical and dental undergraduates continue to be trained overseas.

4.3 Staff Promotions

In acknowledging academic achievements and outstanding performance the following staff members of the Ministry were promoted during the year.

Names	From	To	Effective Date	Cabinet Decision
'Ata:ia Afu Tei	Senior Public Health Nurse	Public Health Sister Graduate	9/4/2003	CD No.574 of 9/4/03
Fakinanga Ta'e'iloa	Public Health Nurse	Senior Public Health Nurse	9/4/2003	CD No.574 of 9/4/03
Lavinia 'Atuekaho	Senior Staff Nurse	Nursing Sister	9/4/2003	CD No.574 of 9/4/03
'Alisi Telefoni	Senior Staff Nurse	Nursing Sister	9/4/2003	CD No.574 of 9/4/03
Katalina Sika	Senior Staff Nurse	Nursing Sister	9/4/2003	CD No.574 of 9/4/03
Mele H. Finau	Senior Staff Nurse	Nursing Sister	9/4/2003	CD No.574 of 9/4/03
Viliami K. Puloka	Medical Officer Special Grade	Senior Medical Officer	9/4/2003	CD No.574 of 9/4/03
Susana Latu	Assistant Health Education Officer	Health Education Officer	9/4/2003	CD No.574 of 9/4/03
Le'omolotu Havea	Senior Health Education Technician	Assistant Health Education Officer	9/4/2003	CD No.574 of 9/4/03
Funaki Ve'a	Laundrymaid	Laundry Supervisor	16/4/2003	CD No.636 of 16/4/2003
Palu Laumape	Staff Nurse	Mental Welfare Officer	16/4/2003	CD No.637 of 16/4/2003
'Olivia Tu'ihalamaka	Senior Executive Officer	Health Administrator	1/7/2003	CD No.91 of 8/9/2003
Sesimani Taulanga	Accounting Officer Diplomate	Accountant	1/7/2003	CD No.91 of 8/9/2003
'Amelia Moeaki	Clerk Class III	Health Registry Recorder	1/7/2003	CD No.91 of 8/9/2003

Seini Toumo'ua	Staff Nurse	Nursing Sister Graduate	8/9/2003	CD No.91 of 8/9/2003
Fakamalinga Vealoloko	Nurse Midwife	Senior Nurse Midwife	8/9/2003	CD No.91 of 8/9/2003
Tu'utanga Tovo	Nurse Midwife	Senior Nurse Midwife	8/9/2003	CD No.91 of 8/9/2003
Kalolaine Latu	Senior Staff Nurse	Nursing Sister	8/9/2003	CD No.91 of 8/9/2003
Lineti Fakauho	Senior Staff Nurse	Nursing Sister	8/9/2003	CD No.91 of 8/9/2003
'Ana Vi Hausia	Senior Staff Nurse	Nursing Sister	8/9/2003	CD No.91 of 8/9/2003
Fusi Takeifanga	Senior Staff Nurse	Nursing Sister	8/9/2003	CD No.91 of 8/9/2003
Mary Fakahua	Medical Scientist	Senior Medical Scientist	10/10/2003	CD No.137 of 10/10/2003
Semisi Lenati	Senior Laboratory Technician	Medical Scientist	10/10/2003	CD No.137 of 10/10/2003
Siale'uvea Finau	Laboratory Technician Gr. II	Senior Laboratory Technician	10/10/2003	CD No.137 of 10/10/2003
Patinia Patelisio	Assistant Health Project Officer	Health Project Officer	1/7/2003	CD No.137 of 10/10/2003
Piuela Tu'akalau	Staff Nurse	Senior Staff Nurse	10/10/2003	CD No.138 of 10/10/2003
Tukuilangua Kava	Staff Nurse	Senior Staff Nurse	10/10/2003	CD No.138 of 10/10/2003
Seikalama Latu	Staff Nurse	Senior Staff Nurse	10/10/2003	CD No.138 of 10/10/2003
'Atinia Palanite	Staff Nurse	Senior Staff Nurse	10/10/2003	CD No.138 of 10/10/2003
'Ana Fevaleaki	Staff Nurse	Senior Staff Nurse	10/10/2003	CD No.138 of 10/10/2003
'Elenisi Ma'ake	Staff Nurse	Senior Staff Nurse	10/10/2003	CD No.138 of 10/10/2003
'Akanesi Fisi'ikava	Staff Nurse	Senior Staff Nurse	10/10/2003	CD No.138 of 10/10/2003
Kalolaine Hoeft	Staff Nurse	Senior Staff Nurse	10/10/2003	CD No.138 of 10/10/2003
Meleane Eke	Staff Nurse	Senior Staff Nurse	10/10/2003	CD No.138 of 10/10/2003
Talosia Vakata	Staff Nurse	Senior Staff Nurse	10/10/2003	CD No.138 of 10/10/2003
Seinileva Foliaki	Staff Nurse	Senior Staff Nurse	10/10/2003	CD No.138 of 10/10/2003
Matangisinga Taufu	Staff Nurse	Senior Staff Nurse	10/10/2003	CD No.138 of 10/10/2003
Monika 'Uvea	Staff Nurse	Senior Staff Nurse	10/10/2003	CD No.138 of 10/10/2003
Paula Vivili	Medical Officer	Medical Officer Special Grade	1/7/2003	CD No.230 of 18/12/2003
Siosaia Penitani	Public Health Assistant Grade II	Public Health Assistant Gr. I	18/12/2003	CD No.230 of 18/12/2003

4.4 Staff Retirement

The Ministry acknowledges the dedicated service provided by the following officers who retired from the service during the year.

Name	Post	Effective Date	Cabinet Decision
Mr Webster Laume	Driver	2/1/2003	CD No. 297 of 26/2/03
Mr Siueli Lea'aengalu	Senior Health officer	30/9/2003	CD No.455 of 26/3/03
Mr Sosia Latu Pifeleti	Pharmacist Graduate	7/5/2003	CD No.333 of 5/3/2003
Mr Taniela Pulini	Laundryman	3/3/2003	CD No.335 of 5/3/2003
Mrs Lolohea Finau	Housekeeper	3/3/2003	CD No. 336 of 5/3/2003
Laumanu Katoa Lutui	Nursing Sister	1/2/2003	CD No.456 of 26/3/2003
'Ofa Langa'oi Pele	Assistant Matron	4/8/2003	CD No.1040 of 17/6/2003
Nola Taumoepeau	Senior Public Health Nurse	14/7/2003	CD No.1041 of 17/6/2003
Melenau Tonga	Senior Nurse Midwife	14/7/2003	CD No.1042 of 17/6/2003
Penisimani Havea	Tutor Sister Graduate	30/06/2003	CD No.1084 of 19/6/2003
Tupou Kioa	Seamstress	1/6/2003	CD No.1145 of 26/6/2003
Viliami Va'ai	Driver	13/10/2003	CD No.32 of 21/7/2003
Sione Fe'ofa'aki Tu'i	Senior Health Officer	30/11/2003	CD No.33 of 21/7/2003
Monika Tupou Ketu'u	Medical Records Officer	8/8/2003	CD No.70 of 8/8/2003
Heta Fosita	Store Assistant	16/7/2003	CD No.71 of 8/8/2003
Tupou Po'uha	Senior Nurse Midwife	8/9/2003	CD No.120 of 8/9/2003
Sitiveni Misa	Leadinghand Plumber	10/10/2003	CD No.156 of 10/10/2003
Losalia Vai Fa'oliu	Senior Staff Nurse	20/11/2003	CD No.193 of 20/11/2003
Tiki So'ia	Sanitation Officer	13/12/2003	CD No.246 of 18/12/2003

4.5 Staff Appointment

Through its ongoing staff development, training and services requirements the following officers were appointed to the Ministry during the year.

Name	Post	Effective Date	Cabinet Decision
Dr Ma'ake Fakaola Tupou	Medical Officer	2/1/2003	CD No. 193 of 5/2/03
Dr Sione Kafoa 'Akau'ola	Medical Officer	2/1/2003	CD No. 193 of 5/2/03
Dr Lafimoa Annette Vaipulu	Medical Officer	2/1/2003	CD No. 193 of 5/2/03
'Anaseini 'Alofi	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
'Ana Uikelotu Felemi	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Tevita Fihaki	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Leti Finau	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Manava'ofa Fisi'ihoi	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Laumanu Hausia	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Melaia Katoa	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Sisi Kolo	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Lesieli Langi	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
'Akanesi Latu	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Kuluveti Lea'aemanu	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Heneli Loni	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Viola Moeaki	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Hola ki he Mo'ui Moimoi	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Fakanonoa Ngaluola	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Elizabeth Irene Niulala	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
'Iaisaane Tupou 'Ahau Palu	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Falakika Pasikala	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
'Iaisaane Peaua	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Vai'asini Sesonu	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Melefoni Takitaki	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
'Ofa Talanoa	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Vaima'a Petelo	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Paula Tu'ikolongahau	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Siosaia Vakasiuola	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Fane Vuna	Student Nurse	13/2/2003	CD No. 403 of 12/3/03
Nakita e Folau Talanoa	Health Officer	20/3/2003	CD No.413 of 12/3/03
'Ofeina he Lotu Soakai	Refrigeration Mechanic	10/4/2003	CD No.576 of 9/4/2003
Malia 'Eveni Lui	Assistant Cook	22/4/2003	CD No.633 of 16/4/2003
Tu'ifua Soakai	Laundryman	22/4/2003	CD No.633 of 16/4/2003
Vaitohi Kutu	Laundryman	16/9/2000	CD No.633 of 16/4/2003
Kafoatu Tu'ivailala	Dental Maid	22/4/2003	CD No.640 of 16/4/2003
Manu 'UHila	Dental Receptionist	8/5/2003	CD No.640 of 16/4/2003
Siale Fonau	Storeman	23/4/2003	CD No.640 of 16/4/2003
Nikisoni Tomasi	Psychiatric Assistant Gr. II	16/4/2003	CD No.640 of 16/4/2003
Setefano Faiva	Male Orderly	23/4/2003	CD No.641 of 16/4/2003
Fe'ao Nonu	Assistant Medical Storeman	22/4/2003	CD No. 642 of 16/4/2003
Ketiola Sikalu	Dental Therapist Trainee	8/4/2003	CD No. 715 of 30/4/2003
Lusiola O. Samoa Finau	Dental Therapist Trainee	20/5/2003	CD No. 715 of 30/4/2003
Lesieli Vaka	Wardmaid	8/5/2003	CD No.716 of 30/4/2003
Seini 'Unufe	Wardmaid	30/4/2003	CD No.716 of 30/4/2003
Fifita Tupou Pasi	Wardmaid	1/8/2003	CD No.717 of 30/4/2003
Maile Laumanu	Male orderly	1/8/2003	CD No.717 of 30/4/2003
Viliami Pulu	Laundryman	1/8/2003	CD No.717 of 30/4/2003

Lavinia Tafa	Housekeeper	1/8/2003	CD No.717 of 30/4/2003
Palaniketi Talia'uli	Junior Medical Recorder	14/7/2003	CD No.859 of 21/5/2003
Punivai Ikamanu	Male Orderly	14/7/2003	CD No.859 of 21/5/2003
Mafi Teisa Sikalu	Health Administrator	25/2/2003	CD No.918 of 28/5/2003
Uilou he Ha'ape Siale	Mechanic	30/6/2003	CD No.1033 of 17/6/2003
Paula Lokotui	Sanitation Officer	3/7/2003	CD No.1043 of 17/6/2003
Vilisoni Afu	Security Officer	3/7/2003	CD No.1043 of 17/6/2003
'Ilaisaane Pofaiva	Staff Nurse	10/7/2003	CD No. 1036 of 17/6/2003
Penisimani Hausia	Driver	1/7/2003	CD No.1037 of 17/6/2003
Sione Matoto	Store Assistant	1/7/2003	CD No.1089 of 19/6/2003
Paula Toili Latu	Dental Officer	15/9/2003	CD No.87 of 8/9/2003
'Ilaisaane Fonua	Clerk Class II	12/12/2003	CD No.224 of 18/12/2003
Polyana Lavaki	Clerk Class III	12/12/2003	CD No.224 of 18/12/2003
Felisita Kafoa	Assistant Cook	18/12/2003	CD No.225 of 18/12/2003
Tevita Tulikihakau	Groundskeeper	18/12/2003	CD No.225 of 18/12/2003
Mataiasi Lolohea	Groundskeeper	18/12/2003	CD No.225 of 18/12/2003
Na'asoni Lolohea	Male Orderly	18/12/2003	CD No.225 of 18/12/2003
Finehika Nusi	Wardmaid	13/1/2004	CD No.225 of 18/12/2003
'Ileana Selupe	Laundrymaid	13/1/2004	CD No.225 of 18/12/2003
Salome Mafi	Laundrymaid	13/1/2004	CD No.225 of 18/12/2003
Malia 'Aneta Tai	Laundrymaid	13/1/2004	CD No.225 of 18/12/2003
Siale Hola	Driver	18/12/2003	CD No.226 of 18/12/2003
Siaki Vilisoni Lavaki	Driver	18/12/2003	CD No.226 of 18/12/2003
Tomasi Latu	Driver	18/12/2003	CD No.226 of 18/12/2003
Mele Laumanu Lalalahi	Telephone Operator	2/1/2004	CD No.226 of 18/12/2003

5. INTERNATIONAL COLLABORATION

5.1 The Minister of Health, Hon. Dr Viliami Ta'u Tangi attended the following international meetings and conference during the year.

- Annual Scientific Congress of the Royal Australasian College of Surgeons, Brisbane, Australia , 5-9 May
- Pre World Health Assembly Meeting of Commonwealth Health Ministers, Geneva, Switzerland, 18 May
- Fifty-Sixth World Health Assembly, Geneva, Switzerland, 19-28 May
- 54th Session of the World Health Organization Regional Committee for the Western Pacific, Manila, Philippines, 8-12 September
- Third Asia Pacific Forum on Quality Improvement in Health Care, Auckland, New Zealand, 3-5 September
- Third Meeting of the Global Forum on Non Communicable Disease Prevention and Control, Rio de Janeiro, Brazil, 9-12 November

5.2 The Director of Health, Dr Litili 'Ofanoa attended the following international and regional meetings;

- Reproductive Health Commodities Security Workshop, Auckland, New Zealand, 20-23 January
- Meeting of the Ministers of Health for the Pacific Island Countries, Nuku'alofa, Tonga, 10-13 March
- Training on Corporate Governance, Sigatoka, Fiji, 25-29 August
- 54th Session of the World Health Organization Regional Committee for the Western Pacific, Manila, Philippines, 8-12 September
- Strategic Approach to International Chemicals Management prep. Com 1, Bangkok, 8-13 November
- Introduction of the 3rd Edition of the WHO Guidelines for Drinking Water Quality, Kuala Lumpur, Malaysia, 8-12 December

5.3 The Ministry throughout the year continued its collaboration with various international organisations in the following areas;

- The 2002-2003 WHO Detailed Programme Budget for Tonga
- The Medical Treatment Scheme under the New Zealand Governments Bilateral Aid Programme with Tonga
- The Twinning Programme with St. John of God Hospital, Ballarat, Victoria, Australia
- Diabetic Project with the Prince of Wales Hospital, New South Wales, Australia
- The World Bank Proposed Health Sector Support Project
- European Union Project

5.4 AusAID funded Tonga Health Sector Planning and Management Project

Phase III of the Tonga Health Management Project was designed as the final stage of a five year project and its emphasis has been on consolidation of the achievements of previous phases to ensure sustainability of activities after the project has been completed. The goal of phase III of the project is "to develop a management approach for line ministries which would be used as a model for the Government of Tonga in reforming governance and economic management." In line with this, emphasis has been placed on introducing and documenting policies, procedures and guidelines that can be transferred to other line ministries.

Phase III of the project has three technical components: management development, human resource management and financial management. Management development focuses on developing the competencies and skills of executive and middle management with training and mentoring in the four management functions of planning, organising, leading and controlling. Additionally, a Balanced Scorecard and executive performance appraisal system are introduced to promote accountability and ensure that the performance of division heads and the Ministry as a whole is monitored on an ongoing basis.

A strong emphasis of the previous phases of the project was to improve human resource management and training in the Ministry. The Human Resource component continues this work in order to ensure sustainability of the functions. As such, progressing implementation and improving the functionality of the HRMIS introduced in Phase II is a key part of the component. The component also looks at the middle management level with an emphasis on using human resource information to manage human resources better at the division and section level.

Improved budgeting and financial management and the computerisation of financial processes have been important themes for the project since its inception. The Financial Management component continues this work with a strong emphasis on ensuring sustainability of the computerised financial management system, which has been expanded to include the Sun Purchasing module, with a focus on assisting managers in using financial information to manage services better.

In phase III the Financial Management component also includes the development of policies and procedures to improve procurement in the MOH and, as much of the procurement in the Ministry relates to pharmaceuticals, a specific input has been given to this area.

The Balanced Scorecard, which includes key result areas, key performance indicators and targets for the Ministry as a whole, has been developed and endorsed by the Executive. This will enable a balanced view of the Ministry's performance to be established. The Balanced Scorecard has been linked to the Executive Performance Appraisal system, which has also been developed and implemented, in order to ensure that performance against the targets is actively measured, monitored and improved upon by allocating accountability for performance to the relevant Division Head (DH).

The annual review of committees has been completed and the recommendations to improve the functioning of committees have been endorsed by the Executive and incorporated into the education programme that is being run and the guidelines that are being developed.

The executive and management development programmes have been developed and implementation has commenced with a time management course attended by 10 senior managers and a course on leading and attending effective meetings attended by 24 Section Heads (SH).

Summary of Key Achievements

- Balanced Scorecard developed and implemented.
- Executive Performance Appraisal System developed and implemented.
- Review of the Ministry of Health's committees completed and an updated list of committees produced for 2003.
- Recommendations to improve the functioning of committees endorsed by the Executive and incorporated into the executive and management development training programmes and guidelines for effective committees.
- Executive and management development programmes developed and training courses commenced.
- Individual mentoring on aspects of leadership undertaken.

Human Resource management

Work has continued on the implementation of the Human Resource Information Management System (HRMIS) however, as mentioned in section three, progress has been hindered by technical and staffing difficulties. This has led to delays in allowing managers to utilise the system to improve management of their human resources although reports that will be available have been shown to the Executive, Section Heads and the Human Resource Development Committee. Strategies, which have resolved some of the difficulties, have been developed and implemented. These include training additional users in different functional areas of the Ministry to spread the workload, increasing knowledge and skills, encouraging wider usage of the information and facilitating sustainability of the system. Work is now progressing to bring the database back up to date so that managers can begin using the information more widely in the decision making process.

A review of the Ministry's Training Schedule has been completed and this continues to be used by the MOH Training Development Committee (TDC) to identify priority training needs, match needs to training opportunities and make recommendations for training opportunities to the Selection Committee for Training, the majority of which have been endorsed.

Summary of Key Achievements

- Four additional staff trained how to operate the MicrOpay HRMIS and advanced training provided for existing users.
- Responsibility for maintaining and expanding the HRMIS database reassigned to staff in different functional areas of the Ministry.
- GoTNet user access increased to allow the Ministry greater access to the MicrOpay HRMIS.
- Key procedures written for HRMIS users.
- Processes developed and implemented to ensure that the MicrOpay HRMIS database is maintained accurately and on a timely basis and that the data is verified regularly.
- Upgrade of the basic database completed to facilitate standard and adhoc reporting.
- Annual review of the Ministry's Training Schedule completed.
- Revised HR policies and procedures implemented.

- Managers briefed on the MicrOpay HMRIS and the content and use of some standard reports.

Financial Management

Within the accounts section, assistance has been provided to staff to redraft job descriptions and to realign responsibilities (primary & back-up) to ensure that the roles are consistent with the needs of the department and skills of the staff members.

Work continues with the SUN Accounting system, however IT issues have caused delays with the successful introduction of the computerised functions and discussions have been held with Treasury to resolve these (see section three). The SUN purchasing system was brought on-line in January 2004 and procedures, which were endorsed by the Finance & Budget Committee, have been developed for the system. The ASA has had sole responsibility for operating the system but in February, three other accounting staff was trained to allow the function to be devolved.

Summary of Key Achievements

- Training sessions conducted on budget preparation and financial management.
- Allocation of overtime to Divisions included in the 2004/2005 Budget Estimates.
- Finance & Budget Committee meetings held every second Thursday of the month.
- Accounting staffing structure revised and responsibilities realigned.
- Financial reports adapted for easier budget vs. actual monitoring.
- Report from the SUN Accounting System established to enable reporting by location & source of funds.
- Computerised purchasing system introduced. Staff trained to use the system.
- Procedures established & endorsed by the Finance & Budget Committee for the computerised Sun Purchasing system.

6. HEALTH DISTRICTS

6.1 'Eua Health District

6.1.1 Management

Dr. Matamoana Tupou, Acting Chief Medical Officer is responsible for managing Niu'eiki Hospital and 'Eua health district and is supported by one Health Officer.

6.1.2 The hospital's functions is,

- To provide quality health care and to cater to the health needs of the people of 'Eua.

6.1.3 The hospitals objectives are,

- To promote the "Healthy Island" initiative in 'Eua.
- To improve maternal and child health services.
- To increase awareness of the people of 'Eua regarding non-communicable disease especially diabetes, hypertension and heart disease.
- To increase the rate of family planning usage in 'Eua.
- To improve the skills and knowledge of staff in order to provide quality care to the people of 'Eua.
- To maintain a high rate of childhood immunization coverage.
- To foster and improve relationship between the health sector and public.

6.1.4 Nursing

Nursing Sister Seneti Fakahua is responsible for managing nursing services in 'Eua and is supported by Senior Midwife Nurse Mrs Mele Halaliku and 8 nursing staff.

6.1.5 Laboratory

Laboratory Technician Grade II, Mrs Lalamea Tu'ipulotu is responsible for managing and delivering laboratory services at Niu'eiki.

All specimen are referred to Vaiola Hospital for analysis

6.1.6 X-Ray

The number of X-rays taken (78) does not warrant the full time posting of a X-ray Technician to Niu'eiki Hospital.

6.1.7 Dental

Dental Therapist, Mr Sione Halahala is responsible for managing and delivering dental services in 'Eua. Services include filling, tooth extraction, ante natal dental care and the school dental health programme.

6.1.8 Environmental Health

Public Health Inspector Grade II, Mrs 'Amelia Vea is responsible for environmental health services and include village, retail and wholesale meat selling premises inspection, garbage and waste disposal and construction inspection.

6.1.9 Administrative Support

Junior Clerk, Mrs 'Unaloto Sateki is responsible for clerical and financial duties and Ms Kilisitina 'Aholelei, Daily Paid Junior Medical Recorder is responsible for medical records services.

6.1.10 Auxiliary Staff

Niu'eiki Hospital employs the standard compliment of non-clinical support staff which includes drivers, laundry, catering, domestic and grounds keepers.

6.1.11 In delivering its services, the following have been identified as milestones,

- Niu'eiki Hospital is proud to have a new waiting area and seats to be used by people seeking for consultations.
- A new flag stand has been installed at the hospital for the first time.
- A new hospital telephone can now call locally instead of receiving calls only. This has improved communications greatly on the island especially trying to get on call staff.
- A new hospital parking area is under construction.
- The hospital received curtains for the ward and all the offices.
- Promotion of two nurses to Nursing Sister and Senior Staff Nurse.

6.2 Ha'apai Health District

6.2.1 Management

Health services in the Ha'apai group are provided through 1 Hospital (Niu'ui) at Pangai, 2 health Centres and 3 Reproductive Health Clinics. Acting Chief Medical Officer Dr Lemisio Sa'ale was responsible for managing health services in Ha'apai from January to March 2003 until Dr Kolini Vaea took over from March to December. In both instances, they were supported by 1 Medical Officer and 3 Health Officers. There was a total of 54 staff working in Niu'ui Hospital during the year.

6.2.2 The hospital's function is,

To provide quality and effective health services to the people of Ha'apai.

6.2.3 The hospital's objectives are,

- To improve quality of services through the provision of formal training, attachments, workshops and in service training for all staff
- To procure and acquire appropriate medical equipment
- To promote and improve a healthy environment for the community as in Public Health
- To refer and transfer cases to respective specialities at Vaiola Hospital or overseas when needed for improved specialized care.
- To invite specialists visit to the island such as ENT, Eye Teams from Nuku'alofa.
- To secure funding to support activities in the district.
- To improve working conditions for staff.
- To improve hospital infrastructure throughout the district.

6.2.4 Nursing

Nursing Sister Lavinia Vakasiuola was responsible for managing nursing services in Ha'apai. There are 14 clinical and 7 public health nurses assigned to the district.

6.2.5 Dental

Senior Dental Officer Dr. S. Faiva'ilo is responsible for the provision of the dental services at Niu'ui Hospital until Dr Peta Tu'iano took over in November and on both instances were supported by 1 Dental Chairside Assistant. Services available include extractions, restorations, dressing, x-ray, endodontic, scaling, polishing, Oral Hygiene Instruction, minor oral surgery, impaction and ante-natal dental care. There were a total of 2,138 patients been examined and treated during the year.

6.2.6 Pharmacy

Assistant Pharmacist Grade II, Mr Manase Tongia is responsible for the provision of the pharmacy and dispensary services. There were 18,493 tests performed on various type of specimen received during the year.

6.2.7 Laboratory

Laboratory Technician Grade II, Ms Sokopeti Litili is responsible for the provision of laboratory services. There were 3,124 tests performed on specimen received during the year.

6.2.8 X-Ray

Assistant Radiographer Grade II, Mr Lei'aloaha Makaafi is responsible for provision of x-ray services which include general chest, abdominal, spines, extremities and skull x-rays and processing of films are performed manually.

6.2.9 Environmental Health

Public Health Inspector Grade II Mr Uatesoni Tu'angalu is responsible for providing environmental health services. Activities include village, town allotment, public facilities and food handler inspections, water supply maintenance and construction inspection.

6.2.10 In delivering its services, the following have been identified as milestones,

- Retirement of Senior Nurse Midwife Mrs Tupou Po'uha on 3rd November 2003 following 33 years of service.
- Recruitment of the following established staff:
 - Ms Fifita Pasi as wardsmaid
 - Mr Maile Laumanu as Male Orderly
 - Mr Viliami Pulu as Laundryman
 - Ms Lavinia Tafa as Housekeeper
- Recruitment of the following established staff:
 - Mr Laumanu Tavake and Ground Keeper
 - Ms Hisipaniola IkeTau as Clerk Typist
 - Ms Siesia Malamala as Assistant Cook
- Recruitment of 4 caretakers for each of the health centres.
- Training: Staff Nurse Sokopeti Fifita and Staff Nurse Seneti 'Aholelei were awarded WHO fellowships.
- Promotion: Staff Nurse Kalolaine Hoeft and Seikalama Latu were both promoted to Senior Staff Nurse.
- Health campaign and survey:
 - Anti-Filariasis Mass Drug Campaign - 27 April to 3 May
 - National Health Survey by World Bank - 12 May to July
 - Health Promotion Activity at Koulo, Holopeka and Lotofoa
- Workshops:
 - Adolescence Reproductive Health 16-18 July.
 - Nutritional Workshop 21-25 October.
 - Neonatal Resuscitation 10-11 November.
- Visiting teams:
 - Japanese Fluoride Mouth Rinsed Team, 17-20 June
 - "Hand across the Ocean" lead by Dr Bill Reeves, 7-11 July
 - Cold-chain Immunization Review led by Dr Danielson, Sr Sela Paasi and Mr Richard Duncan, 25-26 July
 - Rotary Eye Team, 10-12 September
 - Diabetic Team 1-3 October
 - Annual Visit of the Director of Health accompanied by Principal Health Administrator and Senior Accounting Officer
 - Ms Miska Tu'ifua, General Manager of Westpac and her team visited to discuss equipment to be donated.
 - Annual Visit of the Chief Nursing Officer.

6.2.11 Niu'ui staff acknowledged with gratitude the following assistance received during the year,

- Dr Bill Reeves and team donated useful pharmaceuticals.
- Two new washing machine for both Niu'ui Hospital and Nomuka Health Centre
- Two lawn-mowers for 'Uiha and Ha'afeva Clinics.
- One refrigerator for vaccines storage from Public Health Division.
- Five bicycles from Tonga Family Health Association for the Public Health Nurses.
- Incubator suction machine and phototherapy are still to come from Westpac Bank staff.
- Renovation of 2 staff quarters.

6.3 Vava'u Health District

6.3.1 Management

Acting Chief Medical Officer Dr. Saia Piukala was responsible for managing health services in the Vava'u District and is supported by 3 Medical Officers, 2 Health Officers and 1 Senior Health Officer. Health services in Vava'u are provided through Prince Wellington Ngu Hospital at Neiafu and 4 Health Centres at Tefisi, Ta'anea, Falevai, and Hunga.

The primary responsibility of the Vava'u Health District is to improve the health of the people by promoting healthy lifestyle and prevent health problems.

6.3.1.1 Vision

- The future vision for the Vava'u Health District is to adapt and implement the Healthy Island initiative. Thus among its chief features is the principle of enabling individuals, families and communities to prepare them for healthy living and healthy lifestyles in the context of community support with multi-sectional multidisciplinary partnership in which the focus is on healthy versus a Disease Centred approach.
- To increase the number of Medical Officers from two to three by 2003.
- Ensure a Surgeon is posted to Vava'u by 2010.
- Ensure a member from the Health Promotion Section is posted in Vava'u.

6.3.2 Clinical Services

Dr. Saia Piukala was responsible for the provision of clinical services until his transfer to Vaiola and was supported by Dr. Siaki Fakauka and Dr. Veisia Matoto. Health Officers are further assigned to the 3 Health Centres.

6.3.3 Nursing

Senior Nursing Sister Mrs. Mele Vainikolo was responsible for the supervision and management of nursing services until her transfer to Vaiola and was replaced by Nursing Sister Graduate Mrs. 'Akesa Halatanu in August 2003. A total of 26 clinical nursing staff is assigned to Ngu Hospital.

Senior Nurse Midwife Mrs. Kalisi Fa'asolo is responsible for managing Public Health Nursing services and is supported by 7 public health nursing staff.

6.3.4 Laboratory

Laboratory Technician Grade II Mr. Francis Timani was responsible for the provision of laboratory services until his transfer to Vaiola and was replaced by Laboratory Technician Grade II Mr. Timote Fakasi'i'eiki.

6.3.5 Pharmacy

Assistant Pharmacy Grade II Mr. Petelo Manu is responsible for the provision of pharmacy and dispensing services and is supported by Assistant Pharmacy Grade II Mr. Ma'u Tu'ineau.

6.3.6 X-Ray

X-Ray Technician Grade II Mrs. 'Atomi Palu is responsible for the provision of the X-ray services.

6.3.7 Dental Services

Acting Senior Dental Officer Dr. Susitina Piukala was responsible for the provision of the dental services until her transfer to Vaiola and is supported by Dental Officer Dr. Kenitoni Nau, Dental Therapist Mrs. Lu'isa TangiTau and Assistant Dental Chairside Mr. Keio Kava who was later transferred to Vaiola and replaced by Ms. 'Anaseini Lauti.

6.3.8 Environmental Health

Public Health Inspector Grade I Mr. Niu FakakovikaeTau was responsible for this section and supported by Public Health Inspector Grade II Mr. Moeakiola Muti.

6.3.9 Medical Record

Medical Recorder Ms. Kaliopeta Vainikolo is responsible for this section and is supported by Junior Medical Recorder Ms. Palaniketi Talia'uli.

6.3.10 Diabetic Clinic

Dr. Veisia Matoto is responsible for conducting the Diabetic Clinic and is supported by Staff Nurse Losa Lea.

Month	Diabetes	Hypertension	Dressing	Home visit	Total Attendance
Jan	197	108	32	20	303
Feb	181	156	16	15	318
Mar	128	142	20	3	296
Apr	127	120	24	16	240
May	127	118	15	34	325
Jun	123	125	49	26	306
Jul	145	130	46	25	325
Aug	146	181	44	19	365
Sep	142	178	19	24	331
Oct	163	186	19	25	366
Nov	149	135	21	28	305
Dec	161	97	12	12	267
TOTAL	1789	1676	317	247	3747

New Cases, 2003

	Gender		Age Group			Total
	M	F	Less 35	35-50 years	Above 50	
Diabetes	16	56	2	30	40	72

HTN	27	50	3	36	38	77
Stroke	1	1	1	1	1	2
IHD	6	8	6	4	4	14
HRMT/Fever	12	26	9	29	-	38
Rheumatic H/D	1	1	1	1	-	2
TOTAL						205

6.3.11 Operating Theatre and Anaesthesia

Senior Health Officer Talilotu To'ia is responsible for this section.

Major Cases, 2003

Month	Dialation and Curettage	Lower Segment Caesarean Section	Appendicectomy	Herniotomy	Below Knee Amputation	Total Abdominal Hysterectomy
Jan	1	3	-	-	-	-
Feb	1	1	-	-	1	-
Mar	-	2	-	-	-	-
Apr	-	2	-	-	-	-
May	1	3	-	-	-	-
Jun	-	3	1	5	-	-
Jul	1	3	-	-	-	-
Aug	-	1	-	-	-	-
Sep	-	2	-	-	-	-
Oct	1	3	-	-	-	-
Nov	1	3	-	-	-	-
Dec	1	7	-	-	-	1
Total	7	33	1	5	1	1

6.3.12 In providing its services the following have been identified as milestones,

- Capacity building of staff
 - Attachment of one Midwifery Staff Nurse in Fiji.
 - Attachment of Senior Health Officer in Anaesthesia in Australia.
- Collaboration and partnership
 - Continuation of good network with Vava'u Youth Congress, Church Leaders, Town and District Officers in the implementation of health promotion and prevention programme.
 - Successful celebration of 'World AIDS Day'.
 - Intern of main hospital wards and private room from Private Sectors.
 - Monetary assistance from Hospital Board of Visitors for staff escort during patient referral to Tongatapu.
 - Re-visits of Surgical, Plastic, Eye team/, Military from Vaiola and overseas.

6.4 Niuatoputapu Health District

6.4.1 Management

Health Officer Mr. 'Amone Vaka'uta is responsible for managing health services in Niuatoputapu until Dr Tupou Pua'a took over this responsibility in July. Dr Pua'a is supported by a Dental Therapist, Staff Nurse, Public Health Nurse, 1 driver and 4 daily paid employees.

Basic Statistics

Population	1249
Admission	61
Deaths	5
Births	23
Diabetic only	19
Diabetic& Hypertention	12
Hypertention	22
Cardiac	5
Minor Surgery	22

6.4.2 Clinical

The Medical Officer is available for consultations 24 hours a day (including minor surgery and dressings) conducting outreach clinics in once a week in the villages and bi monthly visit to Tafahi.

6.4.3 Dental

Dental Therapist Nenase Latu is responsible for the conservative treatment, extractions and tooth fillings.

Total number of patient examined and treated	367
Total number of tooth extraction	137
Total number of fillings (Permanent & Temporary dressings)	168

6.4.4 Public Health

Senior Staff Nurse 'Ana Paletu'a is responsible for all reproductive health services (immunisation, family planning, ante and post natal).

6.4.5 In providing its services during the year, the following were identified as milestones,

- Successfully performed one blood transfusion and grouped 100 people.
- Commenced an ongoing learning process through weekly presentation on common ailments.
- Hospital week 8th-15th November with activities and fundraising that raised \$2,649 for use by the centre.
- First follow up Survey of the Filariasis Mass Drug Administration was implemented from 2nd-11th December. At least 60 positive cases were identified.
- Re-establishment of the Hospital Board of Visitors which include the head of churches, government representative and the doctor, to generate the extra activities that help out the hospital.

6.5 Niufo'ou Health District

6.5.1 Management

Health Officer, Sione T. 'Ulufonua is responsible for managing health services in Niufo'ou and is supported by 1 Dental Therapist, 1 Public Health Nurse and 2 non clinical support staff.

6.5.2 The centre's main objectives are,

- Look after the health of the people in the community in different ages through curative and preventive approach.
- Try to avoid maternal death, obstetric and gynae emergency through a careful antenatal
- Try to avoid spending a big money on charter an aeroplane or a ship by trying to diagnose and treat the patient in early stage.
- To improve the standard of building in the Health Centre compound.

6.5.3 The centre's functions are,

Curative

- Casual out patient and emergency
- Special clinic out patient for Hypertension and Diabetic once a month
- Antenatal care once a week
- Postnatal care
- Dental care and school visit
- Home visit and follow up of cases
- Immunisation

In Patient

- Admission of very ill patient and those who prefer admission
- Admission of all delivery mother and baby
- Referral of cases we need an advise of a medical officer
- Transfer of cases prefer to manage by a medical officer

Preventive

- Health education
- Village inspection and sanitation
- Retail store and food seller inspection
- Water supply approaches
- Village development committee
- Youth development committee
- Village and patient transfer fund committee

Total Population	750
Average out patient consultation per day	6
Number of admission Jan-December	56
Patient days	132
Number of death	2

7. PUBLIC HEALTH SERVICES

7.1 Management

Chief Medical Officer, Dr. Malakai 'Ake is responsible for managing this Division and is supported by a Health Administrator. The Division consists of six sections, (Communicable Diseases, Reproductive Health, Community Health, Environmental Health, Health Promotion and Non Communicable Diseases).

7.2 Communicable Diseases

7.2.1 Senior Medical Officer, Dr. Seini Kupu who manages this section took up an appointment with SPC in New Caledonia as part of the Regional initiative to respond SARS, New Caledonia. Medical Officer, Dr. Raynold 'Ofanoa currently manages the section and is supported by 5 Public Health Assistants.

7.2.2 The section's objective is,

- To reduce the incidence and prevalence of Communicable Diseases in Tonga through implementation of strategy, policy and preventative health care programmes.

7.2.3 The section's functions are,

- Develop and implement strategy, policy and preventative health care programmes to minimize the occurrence of communicable diseases through out the Kingdom.
- Responsible for the management and treatment of all communicable disease patients admitted to the Infectious Ward at Vaiola or undergo either outpatient or home treatment.
- Formulate standard protocols for the management of all communicable diseases throughout the Kingdom.
- Responsible for processing medical examination required for visa application, employment, shopkeeper and food-handlers, and any other medical examination requirements.
- Ensure active participation in matters related to communicable diseases.

7.2.4 In delivering its services, the section achieved the following during the year,

- Dr. Seini Kupu resumed duty after 3 months assignment with the Fiji School of Medicine.
- Medical Officer Dr. Raynold 'Ofanoa completed his Master of Science in Occupational Medicine from the University of Singapore.
- Dr. Raynold 'Ofanoa participated in a food and chemical safety workshop in Thailand.
- Dr. Raynold 'Ofanoa and Mele Fakahau participated in a TB DOTS workshop in Noumea.
- Senior Health Officer 'Ofa Tukia commence MBBS studies at FSM.
- Public Health Assistant Grade I, Saia Penitani participated in a TB Training Course in Hanoi, Vietnam.
- Public Health Assistant Grade I Saia Penitani co-facilitated a TB/STI workshop in the outer island and quarterly visit for DOTS Programmes.
- Public Health Assistant Grade I Kolamina Faiva and Public Health Assistant Grade II Nukonuka Mafile'o attended a one week workshop for Food Safety.
- Suliana Tu'itupou, Public Health Assistant Grade II participated in Customer Service training for civil servant.

7.3 Environmental Health

7.3.1 Senior Public Health Inspector, Mr. Te'efoto Mafi Mausia is responsible for managing this section while the Supervising Public Health Inspector, Mr. Latu Sateki Telefoni is pursuing postgraduate studies in Australia. The section consist of 1 Public Health Inspector Graduate, 2 Senior Public Health Inspector, 2 Public Health Inspector Grade I, and 11 Public Health Inspector Grade II.

7.3.2 The section's functions are,

- To provide adequate and high standard of environmental health services to the public.

- To assist and implement a safety programmes ensuring the public are adequately provided with portable water and safe food.
- To assist promotion of safe environment knowing that will provide healthy environment through proper sanitation.

7.3.3 The section's objectives are,

- To strengthen and improve the quality of environmental health services.
- To improve the development of rural water supplies.
- To minimize the incidences and prevalence of communicable diseases.
- To increase the populations access to safe water.
- To increase the number of households with proper sanitary disposal with proper sanitary facilities.
- To strengthen and develop new skills and knowledge of staff.
- To develop new approaches to increase public health awareness regarding environmental health.
- To enforce the Public Health Act.

7.3.4 In delivering its services, the section achieved the following during the year,

- Senior Public Health Inspector Mr. Te'efoto Mafi Mausia successfully completed his Bachelor in Environmental Health from the University of Western Sydney, Australia.
- Public Health Inspector Mrs. Fetongi TukuTau completed her Bachelor of Health Science (Environmental Health) from Massey University, Wellington, New Zealand.

7.4 Health Promotion

7.4.1 Senior Medical Officer, Dr Viliami Puloka is responsible for managing this section and is supported by 9 Health Educators, 1 Audio Visual Technician, 1 Artist, 2 daily paid staff and 2 Japanese Volunteers.

7.4.2 The section's functions are,

- To empower the public at large, improve their health status by providing primary preventive services and supporting the delivery of secondary preventive services by other health providers.
- The newly combined unit and services namely Health Promotion and Non Communicable Disease Unit seeks to help all people in Tonga to achieve the highest attainable level of health as defined by WHO as a "state of complete physical, mental and social well-being and not merely the absence of infirmity".
- The section adopted the concept of "Healthy Island Initiative" as the main framework for the development of its various services and activities. This framework stresses the major role of individuals and Tongans in promoting healthy-styles.

7.4.3 During the year, this section was able to implement the following activities.

7.4.3.1 **Radio Programme:** The section continued to coordinate the various radio programmes of the Ministry. A total of about 206 radio programmes were produced and broadcasted. This includes weekly programmes, distance learning and education program on health for nurses.

No	Subject	No. of Programmes	%
1	Tasilisili Programme	47	23

2	Health Promotion Issues	20	10
3	NCD Programme	53	26
4	Dental Health	18	9
5	Environmental Health	15	7
6	Filariasis	12	6
7	HIV/AIDS	8	4
8	Child Health	5	2
9	Medical Health	5	2
10	OutPatient	4	2
11	MCH/FP	4	2
12	TB Prevention	3	1
13	Hospital Services	3	1
14	Eye Dept	3	1
15	Obstetric	2	1
16	Medical Store/Dispensary	2	1
17	Dengue fever	2	1
	Total	206	100

The section hosted radio talk back to promote, highlight and discuss different priority health issues during the year and a total of about 26 talk- backs were hosted during the year.

7.4.3.2 **TV Programme:** The use of Television to promote priority health issues in Tonga is one of the major responsibilities of the section. A total of 108 TV programmes were produced and telecasted during the year.

TELEVISION PROGRAMME TELEVISED DURING, 2003					
No	Subject	Duration	No. of programmes	%	Sponsor
1	Healthy Island	30"	22	20	Dr. Supileo Foliaki Foundation
2	Tobacco	30"	22	20	Dr. Supileo Foliaki Foundation/ WHO
3	Diabetes	30"	18	17	Dr. Supileo Foliaki Foundation/ WHO
4	Dengue Fever	30"	11	10	WHO
5	Community Outreach	30"	6	6	Dr. Supileo Foliaki Foundation
6	Lifestyle Diseases (Accident Domestic, Violence Suicide)	30"	4	4	Dr. Supileo Foliaki Foundation/WHO
7	People's Footpath	30"	4	4	WHO
8	Healthy Environment	30"	4	4	Dr. Supileo Foliaki Foundation
9	Filariasis	30"	4	4	WHO
10	Sars	30"	5	5	WHO
11	Obesity	30"	2	2	WHO
12	Typhoid	30"	2	2	WHO
13	Fakamanatu Tau 10 'a e pekia 'a Dr. S. Foliaki	30"	2	2	Dr. Supileo Foliaki Foundation
14	Paeadiatric	30"	2	2	WHO
	Total		108	100	

7.4.3.3 **IEC Materials:** The development of IEC materials is one of the major activities of this section. The section reviewed and produced pamphlets on **Dengue Fever, Filariasis and Typhoid Diseases**, and posters and banners on different health issues and commemorative days.

I.E.C PRODUCTION 2003		
Type	Subject	Quantity
Pamphlets	Filariasis	2000
	Dengue Fever	5000
	Typhoid Disease	1000
TOTAL		8000

7.4.3.4 **Community Health Education/Promotion Activities:** This section continued to plan and implement promotional activities in some areas and villages of Tongatapu. The section extended this activity to Vava'u and Ha'apai. Details of the activity and nature of work and villages visited are listed below:

- Health Check up
 - Blood Sugar Level test
 - Blood Pressure
 - Body Weight/ Height
 - Body Fat
 - General consultations
 - Maternal and Child Health Clinic and related activities
 - Presentation of leading diseases by district
 - Display / Demonstration of IEC materials
 - Aerobic Exercise Demonstration

Community Health Promotion Activity, 2003		
Place and Venue	Date	No. of consultations
1. Veitongo	6/8/2003	122
2. 'Utulau	12/8/2003	38
3. Lakepa	19/8/2003	38
4. Ha'asini	26/8/2003	37
5. Afa	3/9/2003	39
6. Masilamea	16/9/2003	38
7. Liahona/Matangiake	23/9/2003	18
8. Halaleva	27/11/03	30
Place and Venue	No. people Measured / checked	No. of consultations
E. M. Jones Ltd	38	3
MBF Bank	17	2
Colonial Insurance	17	48
SDA Havelu	30	1
SDA Vaini	27	1
Talafo'ou Community	22	8
Gospel Church Fellowship	24	7
Matangiake LDS	18	1
Patangata Community	12	1
FWC Halaleva	18	1
Ha'asini	22	2
Niu'ui Hospital (Ha'apai)	28	1
Ta'anea (Vava'u)	92	1

Tefisi (Vava'u)	39	1
Niuaotupapu	63	1
TOTAL	467	77

- **Physical Activity**
 - **Aerobic Exercise:** The section took the lead in planning, organizing and facilitating, aerobic exercise 4 days a week (Monday, Wednesday, Thursday and Friday) as well as providing information on Fitness and other health issues on special Commemorative Days such as World Health Day, WHO, TB Day, World No Tobacco Day, World Diabetes Day, World Food Day and World AIDS Day.
The team continued to provide aerobic exercise instruction and obesity reduction services as well as measuring of blood pressure, height, weight, body fat, providing nutrition information of local foodstuff.
 - **Aerobics Extravaganza 2003:** The section continued to support and participates in this activity organized by Western Union. Dr. Viliami Puloka presented Ms. Robina Nakao with a certificate of appreciation for promoting exercise in Tonga.
 - **Walk For Health:** This section continued to organize this weekly activity on Saturday morning from Treasury to Queen Salote Wharf. The section is grateful with the support of the following institutions in hosting the 2003 Walk for Health.

▪ Central Planning	▪ Parliament House
▪ Reserve Bank	▪ E.M. Jones Ltd.
▪ Colonial Insurance	▪ Shell Company
▪ Police Dept	▪ Saame 127
▪ TCC	▪ Wespac Bank of Tonga
▪ Seventh Day Adventist	▪ Ma'alahi, MOH
▪ Tonga Development Bank	▪ Peace Corp
▪ MBF	▪ Gospel Church

- During the year the section continued to support commemorative days in organizing and implementing various activities highlighting the theme of the day and its objective.
 - Leprosy Day - 27 February
 - World TB Day - 24 March
 - World Health Day - 7 March
 - World No Tobacco Day - 31 May
 - World Food Day - 16 October
 - World Diabetes Day - 14 November
 - Free Wesleyan Church Annual General Conference - June 2 –3 week
- **Tobacco Cessation Programme:** This took an active role in supporting this programme in planning, organizing and implementing this activity with the objective "To seek information on how to establish an effective and sustainable smoking cessation programme for Tonga".

Heather Kijito, Health Promoter and Denise Barlow, Tobacco Specialist both from the New Zealand Cessation Programme managed the above programmes.

- **Filariasis:** The main purpose of this programme is to eliminate Filariasis by 2010. Furthermore this midterm evaluation is hopefully expecting to complete before the next administration.
- **Health Ministers' Meeting:** The section took an active role in health promoting activities and supported planning and implementation of the Healthy Island Visit.

- People's Footpath Project: This project was adopted and inaugurated during the Ministers of Health Meeting. Various donors' individuals, family, churches, communities supported the initiative.

7.4.4 Local and Overseas Workshops:

- Dr. Viliami Puloka attended the following regional workshops sponsored by WHO.
 - WHO STEPS Workshop in Nadi Fiji from January 26 – 1 February.
 - Healthy Island workshop in Nadi Fiji, 3 – 6 February.
 - NCD consultation workshop in Kuala Lumpur, 9-11 June.
 - PacELF Filariasis meeting held in Lautoka, Fiji, 22-26 September.
 - CCM. Pacific Action for Health Project held in Noumea, New Caledonia, 11-14 November.
 - Regional Nutrition meeting in Suva, Fiji, 24-28 November.
- 'Eva Mafi attended a 2 weeks training course on Health Leadership and Management Development Course in Apia Samoa on February 25 – March 12.
- Susana Latu attended a one-day Workshop on AIDS on April 11th.
- Naomi Fakauka attended the following:
 - One week Exercise Workshop held at Gospel Fellowship, 14 – 19 July.
 - One week workshop on Research Skills at Women's Affairs organized by Premier Office, funded by UNIFEM.
 - Workshop on Food and Nutrition on 21-23 October.
 - Workshop on Non Communicable Disease from 22-23 October.
- 'Eva Mafi and Naomi Fakauka toured Vava'u to implement and extend the Community Outreach programme on 13 – 17 October.
- Manavahe Ata attended the following workshop :
 - Attended the workshop on Food Safety organized by the Environmental Health on November.
 - Radio Audience Research Survey towards Tasilisili Programme in Vava'u Island in September. The survey was led by QSSN.
 - Joined the team to 'Eua for the opening of the New Waiting Room Extension led by the Director of Health.
- Meleane Kava attended a two days training on Customer Service from 24 – 26 November.
- Mr. 'Eva Mafi and Mrs. Susana Latu, toured Ha'apai to implement and introduce the Community Outreach Programme to the staff of Niu'ui Hospital in October.
- All Health Education Staff attended a one week workshop on Tobacco Cessation Programme from 17-21 November.
- 'Eva Mafi and Norisha Kitamura joined the Filariasis Survey Team in Niuatoputapu and Vava'u in December.
- Health Education continue to participate in various training of,
 - Student Nurses, QSSN
 - Women of Sia'atoutai Theological
 - Exercise Instructor at Teufaiva Gym and Community basis.

7.4.5 In implementing its services, the following were identified as milestones,

- Mr. Manavahe Ata, Senior Health Education Assistant Grade II successfully completed his study towards Diploma in Accounting.
- Commence computerization of Filariasis information.
- Combine NCD and Health Promotion Section.
- Introduction of Tobacco Cessation Programme to Tonga.
- First anniversary of Hash in 01 May.
- Implementation of National Survey as a Midterm Evaluation of Filariasis at Niuatoputapu, Vava'u and Tongatapu.

- Conducting NCD National Strategy planning, October.
- Launching of People's Footpath in March.

7.5 Community Health

7.5.1 Acting Training Coordinator, Mr. Simone Tei is responsible for managing this section and is supported by 17 Health Officers and 1 Nurse Practitioner.

7.5.2 Community health services entail health services beyond the boundaries of four hospitals in the country. Services consist of 7 rural Health Centres in Tongatapu, 2 in Ha'apai, 3 in Vava'u and 1 each in Niuatoputapu and Niuafo'ou. The Health Centre is the base from which comprehensive primary health care services are delivered to the community.

7.5.3 The section's specific goal is,

- To extend health services to those who need it most in the community, the group at highest risk and most health problems.

7.5.4 The section's objectives are,

- To promote community participation with the renovation and maintenance of health centre premises.
- To improve data collection and reporting system from the health centres.
- To educate and promote healthy life style in the community
- To coordinate, plan and implement school health programmes.
- To upgrade staff skills and knowledge
- To upgrade referral system between rural health and hospital services.
- To cultivate motivation and willingness of Health Officers to work in rural and isolated areas.
- To coordinate refresher courses and in-service training for Health Officers on an annual basic.
- To train a new group of village health worker for isolated islands of Vava'u and Ha'apai.

7.5.5 The Health Centre's functions are,

Treatment

- Provide 24-hour primary health care services to its catchment's population.
- Provide limited inpatient care at health centres.
- Refer patients requiring specialized medical and nursing service.
- Provide follow up of cases referred from hospitals.
- Provide rural dispensary services for prescriptions from doctors.
- To assist the community by providing administrative, preventive, curative and promotion of health services in Tonga, working in or from the Health Centre.
- Make health care services accessible, affordable, acceptable, and available to the community.

Family Health

- Provide supervised childcare, immunization, family planning, antenatal care and selection of patients requiring hospital admission.
- Provide immunization for tetanus, measles, whooping cough, polio and diphtheria.
- Conduct Diabetic Clinic services at Health Centres at Tongatapu.

Dental Health

- Provide or assist with the provision of dental services.

Disease Control

- Control communicable diseases through case finding, default tracing, surveillance, immunization and assistance with treatment.
- Control non-communicable disease through case finding, default tracing and treatment.
- Promote programmes for nutritional improvement through villagers, schools and liaison with other agencies.
- Advise on and promote suitable waste supplies, methods of waste disposal, housing and vector control.

Health Education

- Promote personal and community awareness of the value of health, importance of nutrition, environmental sanitation, and personal hygiene and community cooperation with disease control activities.

Community Involvement:

- Work with communities to promote participation and contribution to the management of rural health services.
- Cooperate, assist and integrate services within a rural health district.
- Report regular on health status of the population and activities carried out within the service.

7.5.6 The section was allocated \$ 11,000.00 for the maintenance of Health Centres, purchasing and printing of training materials.

Health Centre Visits (Tongatapu)

	J	F	M	A	M	J	J	A	S	O	N	D	Total	Average
Kolonga	570	663	376	429	546	690	718	726	831	841	820	763	7973	664
Mu'a	1031	920	850	842	814	1039	774	938	1034	650	540	459	9891	824
Fua'amotu	415	427	503	404	645	292	421	439	427	412	357	376	5118	427
Vaini	240	274	309	244	235	220	232	217	278	232	216	204	2901	242
Houma	311	333	273	193	213	303	212	285	322	276	195	165	3081	257
Nukunuku	310	272	389	354	433	405	359	422	379	356	312	305	4296	358
Kolovai	603	741	648	663	691	616	649	606	752	746	646	586	7947	662

Health Centre Visits (Outer Islands)

	J	F	M	A	M	J	J	A	S	O	N	D	Total	Average
Nuatoputapu	64	72	83	75	115	86	97	104	117	115	97	128	1153	96
Niuafo'ou	72	146	97	118	107	124	83	95	103	112	107	117	1281	107
Nomuka	64	56	67	74	76	58	86	78	72	70	90	164	955	80
Ha'afeva	187	135	180	158	98	68	152	142	145	164	172	190	1791	149

7.5.7 The section identified the following as milestones during the year.

- Achievement through partnership with the community.
 - Construction of new fence for Nukunuku Health Centre

- Renovation and construction new fence for Houma Health Centre
- Renovation and construction new fence for Fua'amotu health Centre
- Renovation and construction new fence for Kolonga Health Centre
- Renovation of Health Officer staff quarter at Ha'afeva Health Centre
- AusAID funded project for the renovation of the Health Centres.
 - Renovation currently undertaking to health centre building and quarters at Nukunuku and Houma Health Centre.
 - Electrification of Ha'afeva and Nomuka Health Centre.
- Training
 - The completion of the training of a new cohort of village health workers for the isolated islands of Ha'apai during September and October.
 - The completion of a refresher course for all Health Officers in the management of common health problems.
 - Workshop on neonatal resuscitation by Paediatrician recruited by the Church of the Latter Day Saints.
 - Donation of electric water pump for Ha'afeva and Nomuka Health Centre by the Church of the Latter Day Saints.
 - Attending various workshops and meetings throughout the year.
- UNFPA
 - The UNFPA continues to support and improved public awareness and access to reproductive, family and sexual health services throughout the Kingdom.
 - ARH services are being delivered to all levels of health care.
 - Good partnership and effective collaboration between the Ministry and Tonga Family Health Association in working towards production of outputs in reproductive and adolescent reproductive health programmes.
 - RH Clinics and Health Centres have been upgraded to provide more integrated RH services.
- Staffing
 - Supervising Health Officer Mr Simone Tei is currently acting Training Coordinator.
 - Retirement of Senior Health Officers Sione Tu'i and Siuli Le'aengalu.
 - Reemployment of Health Officer Nakita Talanoa.
 - Promotion of Health Officer 'Amone Vaka'uta to Senior Health Officer.
 - Acting appointment of Sione 'Ulufonua as Senior Health Officer.
 - Nurse Practitioner Fusi Kaho is assigned to Kolovai Health Centre.

8. MEDICAL SERVICES

8.1 Management

Medical Superintendent, Dr Taniela Palu is responsible for the administration and management of Vaiola Hospital and is supported by Hospital Administrator, Mr Viliami Mo'ale. Vaiola Hospital is divided along the traditional medical disciplines by wards and specialities and supported by clinical and non-clinical services.

Vaiola Hospital Ward Occupancy Rate for 2003

Ward	Occupancy Rate	Beds Available	Occupancy Rate	Bed Capacity
ICU	24%	2	24%	2
Paediatrics	50%	30	48%	31
Surgical	59%	41	59%	41
Obstetrics	80%	28	80%	28
Obstetrics (Nursery)	68%	6	68%	6
Medical	63%	41	65%	40

Isolation	1%	22	1%	22
Mental health	34%	22	26%	29
Total	51%	192	50%	199

8.2 Paediatric Ward

8.2.1 Senior Medical Officer, Dr Toakase Fakakovi is responsible for managing the ward and is supported by 2 Medical Officer, 21 Nursing and 1 Non Clinical Support staff. The ward was allocated \$ 5,000.00 for the purchase of non-clinical supplies and \$ 25,000.00 for medical equipment.

8.2.2 The wards main functions are,

- The wards principle function is to provide the best possible health services to ensure best physical, social and economical development and good health status for all children aged 0 to 14 years in Tonga and includes,
 - Providing care for acutely ill children and those with chronic diseases.
 - Special Care for premature babies.
 - Support and care for disabled children.
 - Refer children who need overseas treatment
 - Provide health education for staff, parents and the public regarding for child care.
 - Provide support and advice to all other hospitals and health centres in the country.
 - Collaborate with other sections (Public Health, Obstetric) and organizations who are directly involved in the care of children.
 - Continuous improvement and upgrading of health services for the children of Tonga.

8.2.3 The wards main objectives are,

- Improve and upgrade patient management and staff performance
- Upgrade and maintain ward equipments and facilities.
- Ensure and maintain best infection control.
- Reduce overall inpatients case fatalities by 10%.
- Reduce inpatients mortality from common illnesses by 10%.
- Develop Protocols and Guidelines for management and treatment of common paediatric and neonatal illnesses.
- Organize and implement CDD & ARI workshops for health care workers to help decrease the overall morbidity and mortality from these illnesses throughout the country.
- Establish and register Vaiola Hospital as a Baby Friendly Hospital.

8.2.4 Provided below is a summary of the wards activities during the year.

8.2.4.1 Paediatrics

- Total admission to the Paediatric ward for the year 2003 were 1327 in which 67% were due to medical conditions, 27% surgical, 3% dental and 3% were ENT admissions. There was an increase of 281 patients admission as compared to 2002. There were 1% with eye conditions and 2 gynaecological cases. There was an overall increase in total inpatients from 2002 to 2003 by 21%. For the medical patients, the admission rate increased by 22% and 15% increase for surgical, 4% for dental and 35% for ENT. An increase in number by 281 patients from 2002 to 2003.
- The predominant gender among inpatients was male (60%) and 65% of children being admitted were children under 5 years old.

- Acute Respiratory Infection (ARI) is still the major cause of admission to the ward the percentage of admission caused by ARI declined from 30% to 25% of total and from 44 to 39% of all medical admission.
- Pneumonia (43%) was the most common cause of respiratory infection followed by bronchiolitis (33%). Asthma contributed only 11% of the respiratory causes of admission.
- Admission due to acute gastroenteritis decreased this year and contributed 10% and 15% of total and medical admissions.
- There was still a high number patient with invasive infection this year.
 - The dengue fever (DSS & DHS) epidemic this year contributed to 60% and 8% of total admissions.
 - Urinary Tract Infection consisted of 10% and meningitis and septicaemia had 7% each.
 - Significantly 6% either had meningococcal with or without meningitis which is a concern compared to previous years.
- 15 inpatient deaths were recorded by the ward, 2 deaths were caused by meningococcal infection,
- 1 death was attributed to severe dehydration, 2 deaths each were attributed to sepsis and cardiac disease and 1 death was attributed to acute myeloid leukaemia.
 - There equal percentage in gender.
 - The dengue epidemic caused most deaths due to dengue shock syndrome where 4 deaths were recorded.
 - Meningococcal infection caused 2 deaths.
- The case fatality rate among Paediatric inpatients at Vaiola Hospital for 2003 was 14 per 1000 maintaining the same rate as 2002.

Paediatric Admission by Discipline, 2003

	J	F	M	A	M	J	J	A	S	O	N	D	Total	%
Medical	52	53	56	87	111	116	74	75	70	87	57	53	891	67
Surgical	23	40	28	40	32	21	35	27	45	23	27	18	359	27
Dental	-	5	3	3	-	6	-	2	-	4	1	2	26	3
ENT	4	2	2	8	4	-	5	2	2	6	1	1	37	3
Eye	1	1	1	3	2	-	2	2	2	2	1	1	12	0.9
Gynae.												1	2	0.2
Total	80	101	90	141	149	143	116	107	117	120	87	76	1327	100

Selected Paediatric Admissions, 2003

Condition	Number	%
AGE	135	18.7
ARI	400	55.3
Invasive Infra	172	23.8
CVS - Disease	16	2.2
Total Admissions	723	100%

ARI Admissions, 2003

Condition	Number	%
URTI	52	13.1
Bronchiolitis	131	32.8
B/Asthma	44	11
Pneumonia	172	43.1
Total	399	100%

Paediatric Invasive Infection, 2003

Condition	Number	%
UTI	18	10.2
Septicaemia	12	6.8
Meningitis	13	7.4
Dengue Haemorrhagic Fever	105	59.7
Viral Encephalitis (Rubella)	4	2.3
Osteomyelitis	9	5.1
Menigococcal + Meningitis	10	5.7
Septic Arthritis	5	2.8
Total	176	100%

Case Fatality for Paediatric Admissions, 2003

	No. of Deaths	Gender/Age	Cause of Death	Stay
Jan	2	M/1 yrs M/8 yrs	Meningococcaemia + Meningitis Cerebral + Sepsis	6 hrs 2 hrs
Feb	NIL			
Mar	NIL			
Apr	1	M/1 month	Cyanotic CHD (TGA)	1 month
May	4	M/12 yrs M/3 yrs F/8 yrs F/10 yrs	Dengue Shock Syndrome	<24 hrs
June	2	F/1 yrs 3 months F/4 months	Leukemia (AML) Severe Dehydration due to AGE	2 months 1 hr
July	NIL			
Aug	2	M/ F/12 yrs	NEC / Sepsis / Low Birth Weight Rheumatic Heart Disease with Stroke	48 hrs 24 hrs
Sept	1	F/3 months	Hib Meningitis/ RUL Pneumonia/ Failure to thrive	10 hrs
Oct	1	M/1 yrs 6 months	Haemorrhagic Meningococemia	24 hrs
Nov	NIL			
Dec	1	F/3 yrs	Severe Septicaemia with secondary Pneumonia & DIC	12 hrs

8.2.4.2 Special Care Nursery

- The total admission to the Special Care Nursery (SCN) was 258 for the year with 4% difference in gender.
 - The common cause of admission to the SCN was neonatal jaundice (31 %) with 60% being attributed to ABO Incompatibility. No blood exchange was performed.
 - Prematurity (20 %) is still the second cause of admission to the SCN. Premature babies range from gestational age of 26 weeks to 36 weeks.
 - Respiratory distress syndromes of newborns constituted 15% of admissions requiring close observations with supportive care.
 - Low birth weight babies especially of hypertensive mothers contribute another significant proportion but less this year, 9 % of admission to the SCN.
 - 5% of admissions were of diabetic mothers usually being hypoglycemic or in respiratory distress.
 - Congenital abnormalities were at 5% (12 cases) last year.
- 12 babies died in the SCN
 - The most common cause of death remains prematurity. These include 26-29 week babies all born with severe hyaline membrane diseases or developed NEC.

- 3 deaths (30%) were due to birth asphyxia or respiratory distress syndrome.
- 1 newborn had severe diaphragmatic hernia with severe hypoplastic lungs passed away a few hours after birth.
- The case fatality rate for the SCN for 2003 was 47 per 1000 compared to 43 per 1000 in 2002.

8.2.5 The ward identified the following as milestones during the year.

- Case fatality rate for Paediatric admission was maintained at 14 per 1000 even with the slight increase in admissions and the high fatalities caused by the dengue epidemic.
- The case fatality rate for the Special Care Nursery babies has increased to 47 per 1000 as compared to 43 in 2002.
- The SCN acquired a lot of equipment this year including neonatal intensive unit, oximeters has helped improved the units service.
- The Orthopedic Team visited again this year and many children in the country had their talipes rectified.
- Three ARI workshops for Tongatapu, Ha'apai and Vava'u and one CDD workshops for Niuatoputapu were successfully implemented.
- The paediatric section dealt with another epidemic which at its very early stage accounted for 4 lives but a lot more lives were saved as the team worked hard to avoid more deaths.

8.3 Surgical Ward

8.3.1 Senior Medical Officer Dr. Samson Mesol is responsible for managing the ward with assistance from rotating interns. Nursing Sister Graduate Salote Schaumkel headed the team of 18 nurses and 2 non-clinical support staff. The ward was allocated \$5,000.00 for the purchase of non clinical supplies and equipment.

8.3.2 The ward acknowledges the continued availability of the Hon. Minister of Health, Dr. Viliami Tangi in not only providing surgical services, but also for continued guidance and sharing his expertise and experiences as a Surgeon. The surgical ward further acknowledges the following visiting specialist in the year 2003.

- Dr. Ralph Heap: Orthopaedic Surgeon – USA (Deseret Foundation LDS)
- Dr. Symes: Urologist – Australia (PIP)
- Dr. Charles Butcher: Surgeon: Australia
- Dr. Bill Reese: Foot Surgeon – USA (Catholic Church)
- Club Foot Team: Australia
- Plastic Surgical Team: Interplast Australia (PIP)

8.3.3 The wards goal is,

- To provide the people of the Kingdom of Tonga with a safe, efficient surgical service by practising widely acceptable standards

8.3.4 The wards objectives are,

- Upgrade surgical staff skills/knowledge.
- Train surgical interns.
- Health education on preventable surgical problems (eg diabetic foot sepsis).
- Prepare medical officers prior to formal surgical training in Fiji.
- Provide a clean and safe work environment.

There were 981 surgical admissions for 2003 and 20 recorded deaths, the breakdown of admissions were:

Condition	Number	Percentage
Gastro Intestinal Tract	217	22
Orthopaedic	154	16
Diabetic Sepsis	81	8
Breast	11	1
Hernias/chest	56	6
Head & Neck	105	11
Genitourinary	69	7
Others	288	29
TOTAL	981	100

Please note that paediatric surgical cases are not included in the above table. On average, about 20% of all paediatric ward admissions are surgical cases.

Surgical Ward Mortality for 2003

Condition	Number	Percentage
Cancer	6	30
Road Traffic Accident	5	25
Diabetic Sepsis	4	20
Multi Organ Failure	2	10
Gastro Intestinal Tract Bleed	1	5
Heart Attack	1	5
Unknown	1	5
Total	20	100

- Note that deaths from diabetic sepsis decreased from the usual 30% to 20%
- Rising deaths from car accidents is a great concern to the surgical division.
- Cancer is the leading causes of death.

Surgical operations performed in 2003

There were a total of 1032 surgical operations performed by the surgical unit in 2003. The following table shows the breakdowns:

Condition	Number	Percentage
1 Gastro Intestinal Tract	170	16.5
Orthopaedic	156	15.1
Diabetic Sepsis	88	8.5
Breast	18	1.7
Chest/Hernias	88	8.5
Head & Neck	83	8.1
Genitourinary	59	5.7
Others	370	35.9
TOTAL	1032	100

- Note that orthopaedic includes removal and application of plasters.

8.3.5 In providing its services, the following was identified as milestones,

- Reduction in diabetic septic death from 30% to 20%.
- Fiji School of Medicine has accepted to train Dr. Saia Piukala for his Diploma in Surgery in 2004.
- Reduction of diabetic sepsis admission from 12% to 8% of all admission to surgical ward.

8.4 Medical Ward

8.4.1 Senior Medical Officer Dr 'Akanesi Makakaufaki is responsible for managing this ward and is supported by 1 medical officer, 1 intern, 14 nursing staff and 1 support staff. The ward was allocated \$5,000.00 for purchase of equipment and office supplies.

8.4.2 The wards core functions are,

- To manage all patients admitted to the Medical Ward.
- To manage medical referrals from other wards, health centers, district hospitals and individual doctors.
- To conduct patient follow up at the special clinics at Vaiola, Mu'a and Kolovai.
- Integrate our service with the diabetic centre to cover while the Medical Superintendent is absent during overseas Royal visit.
- Facilitate patient overseas referral that cannot be managed locally.

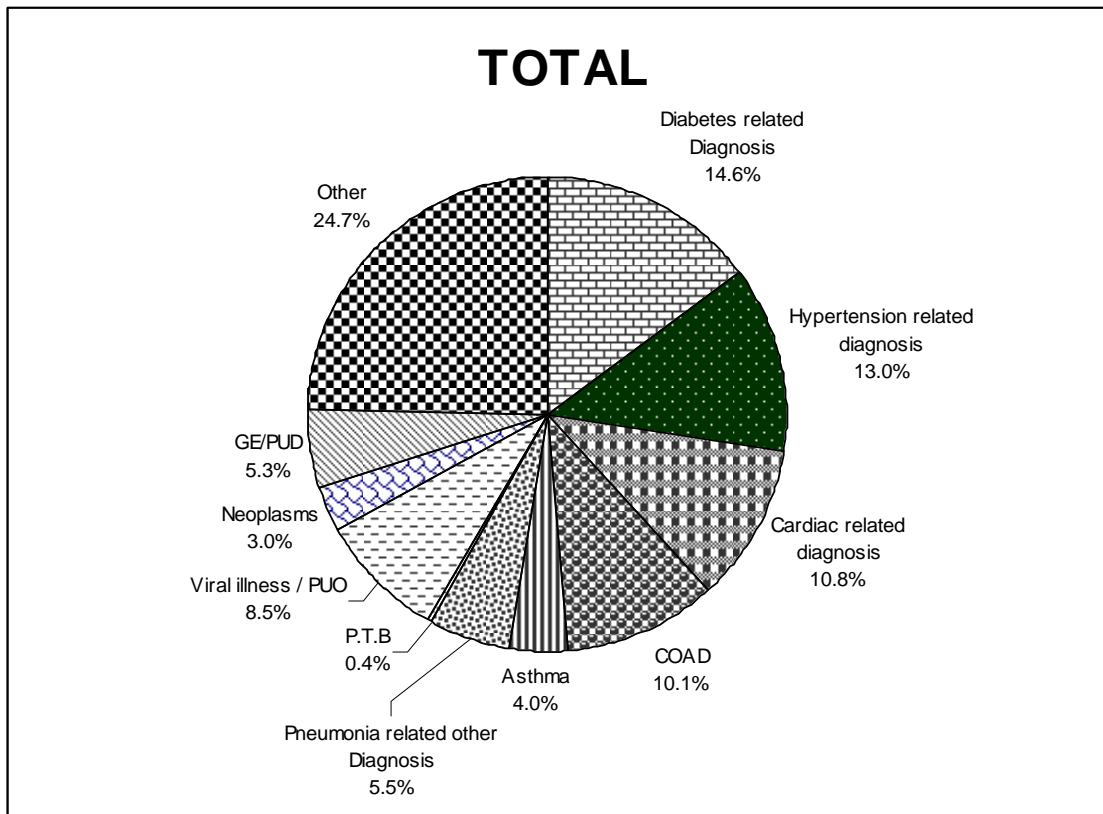
8.4.3 The wards objectives are,

- Provide high standard of clinical training to all our staff.
- Acquire essential equipment and supplies for wards needs.
- Develop our high dependency facilities for the critically ill.
- Expand our capacity and level of staffing.
- Develop treatment protocols as a standard guideline for medical emergencies.
- Decrease mortality of the three leading cause of death diabetes, hypertension and ischemic heart disease.
- To empower and strengthen skills, knowledge and confidence of health centre staff in management of NCD with the view to slowly devolve and decentralized NCD management.

8.4.4 The total admissions for the year were 1475 as compared to 1098 in 2002. The admissions represent 63 different medical conditions diagnosed. The ten leading conditions causes of admissions.

Causes of Admission to Medical Ward for 2003

Diseases	Total	% of total
Diabetes related Diagnosis	222	15.0
Hypertension related Diagnosis	198	13.4
Cardiac related Diagnosis	164	11.1
COAD	154	10.4
Asthma	61	4.1
Pneumonia related Diagnosis	84	5.7
P.T.B	6	0.4
Viral illness / PUO	129	8.7
GE/PUD	81	5.5
Other conditions	376	25.5
Total	1475	100



- Note the leading 4 conditions diabetes, Hypertension, cardiac and COAD which make up ~50%

Mortality

- A total of 90 deaths were recorded by the ward in comparison to 99 in 2002.

Medical Ward Mortality, 2003

Causes of death	Total	% of Total Deaths
Liver Cirahosis/ Hepatomegaly Ascites	6	6.7
D/M I/C HPTN, D/M I/C Renal Failure (ESRF)End stage renal failure	26	28.9
CVA/Hypertension	12	13.3
Cardiac Arrest, CCF/HPT/RHD, AMI/ MI/Chest Pain	26	28.9
Septicaemia / Pneumonia	2	2.2
Co Pulmonale CCF	6	6.7
Ca Prostate	2	2.2
Ca Lung / Bronchiectasis	3	3.3
COAD Exacerbation	6	6.7
Leukaemia	1	1.1
Total Death	90	100%

- The two leading cause of mortality are diabetes and cardiac related diseases and combined they make up 58% of the total deaths recorded.

8.4.5 The impact of diabetes mellitus, ischaemic heart disease and hypertension on admissions and mortality is profound. It is clear that if the current trend continues, we are heading towards a national health disaster. It is now urgent to review existing programmes and address specific areas that require support. In order to succeed we need close cooperation, collaboration and teamwork among all staff in the ministry and members of the wider community to collectively combat this public health threat.

8.4.6 In providing its services, the following were identified as milestones,

- The milestones reached is our being able to provide our best service with low staff level and limited facilities and an excellent spirit of team work.
- The Senior Medical Officer undertook two weeks attachment at the National Diabetic Center Prince of Wales Hospital Sydney.

8.5 Obstetrics and Gynaecology

8.5.1 Senior Medical Officer, Dr. Semisi Latu is responsible for managing this ward and is supported by 2 Senior Medical Officers and 16 nursing staff. The ward was allocated \$5,000.00 for the purchase of equipment and supplies.

8.5.2 The wards functions are,

- To conduct and supervise the antenatal clinic.
- To conduct and supervise the gynaecological clinic.
- To provide family planning services, including contraception and infertility services.
- To provide obstetrics services to all patients admitted in pregnancy, labour, and puerperium.
- To provide services to all patients admitted with gynaecological problems.
- Advise and or provide service to all obstetric and gynaecological cases in health centres, private clinics, and district hospitals.

8.5.3 The wards objectives are,

Obstetrics

- To increase the number and quality of nursing and midwifery staff.
- To obtain new equipment and replace existing equipment.
- To improve clinical management including GDM and multidisciplinary services.
- To provide cost-effective antenatal services.
- To provide information for patients and families.

Gynaecology

- To train theatre gynaecology and ward nursing staff.
- To improve equipment level and provide training in their use.
- To improve diagnostic, screening and treatment of gynaecology cases including malignancies.

8.5.4 In providing its services the following were accomplished during the year,

- Continuing education was carried out including regular ward meeting, ward rounds and individual case discussions.

- Transfer of antenatal clinic at Vaiola Hospital from the Public Health Division was effective from July. It is now fully staffed by clinical nurses.
- The last intake of trained midwives graduated in late 2003 and were all employed in the Obstetrics Ward at Vaiola Hospital.
- All 3 Senior Medical Officers were posted to Prince Ngu Hospital from October 2003 on a temporary basis. They conducted weekly educational meeting and case presentations. In addition, all high risk antenatal cases were taken care of as well as performing major gynaecological operations. At the end of this 3 month attachment the staff of Ngu Hospital were more confident of managing the Obstetric and gynaecology patients.
- Dr. 'Aivi Puloka attended the biannual conference of the Pacific Society for Reproductive Health (PSRH) which was held in August 2003 in Nadi, Fiji. It was very educational and beneficial to our staff here in Tonga.
- Laboratory and Ultrasound services contributed well to our service. Availability of CTG services to our antenatal and intrapartum cases was a significant support.
- Audit of stillbirth at Vaiola Hospital continued with the aim to improve clinical management.

8.6 Anaesthesia and Intensive Care Unit

8.6.1 Anaesthetist Specialist, Dr. Bernard Tu'inukuafe is responsible for managing these services and is supported by 1 Anaesthetist Specialist, 2 medical officers, and 1 health officer. The section was allocated \$10,000.00 and was utilized for the purchase of equipment.

8.6.2 The sections core functions are,

- To provide a safe and high standard of anaesthetic services to patients undergoing operative services.
- To assist with the intensive care management of critically ill patients.
- To provide pre anaesthetic and post operative assessment and care of patients.
- To assist with the resuscitation and transport of critically ill patients.

8.6.3 The sections objectives are,

- To ensure a continuous level of high standard anaesthetic services.
- To assist as much as possible in intensive care management.
- Be involved in the continuing education and training of ICU and anaesthetic staff.
- Maintain a high level of equipment, drugs and facilities.

8.6.4 In providing its services, the following were accomplished during the year,

- The section was staffed by 3 anaesthetists and ICU nurses.

Anaesthesia report for Vaiola Hospital 2003

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Anaesthetists	3	3	3	2	2-3	3	3	3	3	2-3	2	2-3	
General anaesthetic	137	113	97	130	120	78	125	179	133	137	119	99	1467
Spinals	14	11	13	23	9	16	9	10	18	21	15	7	166
Epidurals	3	5	2	1	5	4	3	2	0	3	0	2	39
Other Blocks	35	3	11	11	7	26	15	10	53	4	8	4	180
IV Anaesthetics & Sedations	2	2	5	6	4	2	1	1	4	2	2	2	60
Local Anaesthetics	45	34	25	29	31	29	51	43	30	36	30	29	412
Total													2324

8.7 Mental Health

8.7.1 Senior Medical Officer, Dr Mapa Puloka is responsible for managing mental health services and is supported by 1 Medical Officer, 7 Nursing Staff, 1 Mental Health Welfare Officer, 1 Psychiatric Social Worker and 9 support staff. The ward was allocated \$76043.00 for the purchase of supplies and equipment.

8.7.2 The sections functions are,

- To improve the quality follow-up of mental health patients.
- To establish a half-way house.
- To develop mental health services in the outer island.
- To promote mental health and dissolve misconceptions, stigmatization, ignorance and discrimination of patients.
- To improve mental health staff's skill, competencies, performance and job commitment.
- To implement the Mental Health Act 2001.
- To formulate policy for mental health and substance related disorder.
- To implement a mental health pilot research project in the community (research and informal training) - 'Ulutea Club Project' – (Kolofo'ou) and other Kava Tonga clubs in Tongatapu.

8.7.3 The sections objectives are,

- To treat and contain acute psychiatric cases and emergencies.
 - To treat and rehabilitate chronic psychiatric cases.
 - To provide care to patients who have suffered institutionalization and to continue the process of deinstitutionalization.
 - To treat and contain forensic psychiatric cases according to the provision of the Mental Health Act 2001.
 - To follow-up outpatient cases and to continue psycho-social rehabilitation (PSR).
 - To implement an "Open Door Policy" for drop in cases with psychiatric problem and respite care. Patients admitted via open door policy are known as "revolving door patients" or RDP.
 - The unit also ensure active participation in matters related to the promotion of mental health
- **Community Based Activities**

Activities	Number
Number of admission via section 9 of the Mental Health Act 1992 (01/01/03 – 05/06/03)	94
Number of admission via section 9 of the Mental Health Act 1992 (01/01/03 – 05/06/03)	94
Number of admission via section 10 of the Mental Health Act 1992 (01/01/03 – 05/06/03)	10
Number of admission via section 11 of the Mental Health Act 1992 (02/01/03-05/06/03).	2
Number of admissions via section 23 of the Mental Health 2001 (09/06/03-31/12/03)	94
Number of applications for extended orders to the Mental Health Review Tribunal Committee (MHRTC) which were approved	25
Total number of Community Treatment Orders issued	8
Number of consultation Liaison Psychiatry (CLP) for the year 2003	7
Number of admissions pursuant to the requirement of the Criminal Offence Act	Nil
Number of home visits for the year 2003	1092
Number of new outpatients for the year 2003	43
Total number of attendants for the Psychiatric Special Outpatient Clinic (SPOC)	655
Total number of defaulters of SOPC	157
Thus 23.6% defaults.	

Total number of deaths for the year 2003 (all outpatient)	5
(Causes of death: - 1 CA colon	
- 1 cardiac arrest	
- 2 "old age" – COD not determined yet!	
- 1 suicide (hanging)	

- TV, radio programmes and other public education measures were routinely carried out during the year 2003.

8.7.4 In providing its services the following were identified as milestones,

- Proclamation of the Mental Health Act 2001.

8.8 Operating Theatre

8.8.1 Nursing Sister Ms. Tangi Taulanga is responsible for managing this service and is supported by 2 Nursing Sister Graduate, 14 Staff Nurses, and 1 support staff. The section was allocated T\$5000.00.

8.8.2 The section's function is,

- To provide a high quality services whether it is pre-operative or post-operative or during the operation that is professionally sound, cost effective and to comply with the ethical principles of the Ministry of Health.

8.8.3 The section's objectives are,

- To provide experience, trained staff to maintain and expand the services, to save life in emergencies and to promote improved health.
- To maintain quality and standard services at all times.
- To provide a safe working environment.
- To provide staff with adequate in-service education to enable them to maintain and expand their knowledge and skills required for competent practice.

8.8.4 In providing its services, the following were identified as milestones,

- Sister Losa 'Ali has been assigned to the Matron office. She has contributed immensely towards upgrading and improving nursing for the section as well as training of outpatient.
- Staff Nurse, Koniseti Tu'avao was the second member from the section to be nominated to join with the Tongan peacekeeping force from the Kingdom to the Solomon Islands.
- In-service for staff delivered by theatre nurses and Anaesthetist Specialist.
- Nursing Sister Tangi Taulanga has successfully completed her Bachelor's degree in Theatre Management from New Zealand.
- Sister Kalesita Fifita completed a Postgraduate Certificate in Health Leadership and Management Development from the National University of Samoa.

8.9 Ophthalmology

8.9.1 Medical Officer Special Grade Dr Paula Vivili is responsible for managing this section and is supported by 1 Health Officer and 1 Nursing Staff.

8.9.2 The Clinics functions are,

- To ensure that Eye care is considered a priority area.
- To provide appropriately trained staff to carry out primary care education of the public.
- To provide adequately equipped facilities to ensure provision of quality eye care at all hospitals.
- To strengthen cataract services and develop an audit of outcomes.
- To develop an appropriate diabetic eye disease screening and management programme.
- To provide low cost glasses.
- To develop a system for assessing and detecting the extent of eye problems in Tonga.
- To develop a system for the delivering of eye care services both centrally and also an outreach setting.

8.9.3 The sections was allocated \$10 000.00 for Technical Equipment which is used to support the section. A large amount of our equipment and consumables are provided by the visiting teams. The section provides all the Eye Care requirements of the country and staff makes outreach trips to the outer islands to provide this service.

8.9.4 The section continued to benefit from services provided by visiting teams. The following teams visited during the year:

- Deseret Foundation (USA)
 - Hawaiian Eye Foundation (Hawaii)
 - LDS Pacific Eye Care Project (NZ/USA)
 - Pacific Island Project (AusAID, Australia)
 - Surgical Eye Expedition (USA)
 - Volunteer Ophthalmic Services Overseas (NZ)
- The contribution of these organizations both in expertise and equipment plays an integral role in the Section's ability to provide the services it does.

8.9.5 In providing its services the following were identified as milestones,

- **Signing of the Ministry's support for the Vision 2020: The Right to Sight Programme.**
 - This was signed by the Honourable Minister, WHO Country Liaison Officer and Dr Richard Le Mesurier, Vision 2020 Western Pacific Region. The signing was done to coincide with World Sight Day on 16/10/2003. This is a worldwide programme spearheaded by WHO and the International Agency for the Prevention of Blindness (IAPB) to reduce the number of blindness. National Action Plans are the guidelines used to assist in these efforts.



Dr. Richard LeMesurier, Hon. Dr. Viliami T.Tangi, Dr. Niklas Danielsson

- **Drafting of National Action Plan**

- The National Action Plan has been drafted and is for review by the Ministry and the Section's 'Friends of the Eye Department' before it is implemented. This will be an essential guide to the direction and service provision of the Section.

- **First team visit through Latter Day Saints Pacific Eye Care Project**

- Dr. Joseph Hatch, Medical Director for the LDS based in Auckland organized donations and visits funded by the LDS. This included a visit by world renowned cataract surgeon Prof. Alan Crandall, Professor of Ophthalmology from the University of Utah in July.

No shortage of patients to be seen!

Meetings and Conferences

- Pacific Island Eye Care Providers Meeting.
 - This was held in Lautoka, Fiji in May and was the first such meeting ever. It was organized and funded by the Fred Hollows Foundation and was attended by all of the three staff members of the section. The meeting agreed to establish the Pacific Eye Care Society (PacEYES) which elected Dr. Vivili as its inaugural Chairman.
- **Royal New Zealand and Australian College of Ophthalmology (RANZCO) Annual Conference**
 - Held in Auckland in November and attended by Dr. Vivili who delivered a presentation on 'PacEYES – Partnership and Expertise'. Importantly the meeting resulted in forging new ties and relations for the Pacific Islands including Tonga. Funding to attend the Conference was provided by the International Centre for Eye Care Research (ICEE) based in Australia.

8.9.6 In providing its services, the section continues to receive assistance from teams which visited the country,

- | | | |
|-----------------------------|------------|-----------|
| ▪ Dr. Arendshorst and team | (SEE) | February |
| ▪ Dr. Rutgard | (SEE) | May |
| ▪ Dr. Robert Treft and team | (Deseret) | July |
| ▪ Dr. Willoughby and team | (PIP/VOSO) | September |

8.9.7 Attachments

- February
Staff Nurse Mrs. Meleane Eke attended a two week training workshop in India on 'Management for Eye Care Managers'. Funding was provided by the Fred Hollows Foundation.
- May - June
Dr. Vivili proceeded a six weeks attachment on 'Diabetic Eye Disease and Management' under the tutelage of Dr Michael Bennett of Island Retina. Funding for this was provided by Eye Department long time benefactor Dr Corboy and the Hawaiian Eye Foundation.
- July – October
Health Officer Mrs. Savelina Veamatahau proceeded on three month attachment on 'Basic Optometry and Diabetes Eye Disease' at the Department of Optometry and Vision Science at the University of Auckland under the tutelage of Professor Rob Jacobs.

8.9.8 Outreach

- Two trips to Vava'u, one to Ha'apai and one to 'Eua were carried out during the year. It is anticipated that efforts be made to include the Niuas and including the island tours of Ha'apai in the Outreach programme. Training of staff in the outer islands is an important component in the long term sustainability of the Outreach programme.

8.9.9 Promotions

- Two of the staff within the Section were promoted during the year. Mrs. Meleane Eke was promoted from Staff Nurse to Senior Staff Nurse and Dr. Vivili was promoted from Medical Officer to Medical Officer Special Grade.

8.10 Ear Nose Throat

8.10.1 Senior Medical Officer, Dr. Lei Saafi is responsible for managing this specialty service and is supported by a Staff Nurse. The section was allocated \$5,000.00 for the purchase of supplies and equipment.

8.10.2 The Clinics objectives are,

- Promote cost-effective patient management through;
 - Providing high standard clinic management techniques
 - Faster but safe discharge of patients from the wards
- Train 1 more ENT Surgeon and recruit 1 or 2 ENT Nurses.
- To maintain low mortality rate in the unit.
- To continuously provide 'On the Spot' training to the staff.
- Introduce specialised surgical procedures when the need arises.
- Improve the service by upgrading management techniques.
- Provide health education especially to parents on ear hygiene, prevention of foreign bodies lodging in ENT areas.
- To promote good 'doctor-nurse-patient' relationship.
- To reduce overseas referrals to an absolute minimum.

8.10.3 The Clinic's primary functions are,

- Treat and manage all patients presenting with ENT problems.
- Manage all ENT admissions to Vaiola Hospital.
- Perform weekly (Monday) ENT routine operations.
- Perform ENT emergencies as the need arises.
- Conduct four weekly Out Patient sessions (Tuesday-Friday).
- Provide health education to the public through radio and TV programmes.
- Establish and maintain links with Health Centers, district Hospitals and Private Practitioners.
- Provide 24 hour coverage for in-patients and all acute emergencies at OPD.

8.10.4 In providing its services the following were accomplished during the year,

- Major tongue resection and reconstructive surgery with major live tissue transfer.
- Dr Lei Saafi proceeded on retirement on 15th January 2003 and due to shortage of staff was reemployed on 15th July 2003.

8.11 Emergency and General Outpatients

8.11.1 Medical Officer, Dr. Maletino Mafi was responsible for managing this ward from until March when Dr. Lemisio Sa'ale took over. Dr Sa'ale is supported by 1 Medical Officer, 1 Health Officer, 18 Nursing Staff and 2 support staff.

8.11.2 The section's objectives are,

- To improve quality of services for patients seeking emergency and outpatient care.
- To provide ongoing training of staff.
- To improve it's management and planning.
- To improve application of the triage system.
- To improve ambulance services.
- To improve relationships with other disciplines within the hospital.

8.11.3 The section has two core functions,

- Provide in-hospital emergency and outpatient services
- Provide pre-hospital emergency ambulance services.

8.11.4 Pre-Hospital Emergency Ambulance Services

- This service is still in its infancy and has room for improvement through equipment, staffing and ongoing education of staff.

8.11.5 In-Hospital Emergency and Outpatient

- All patients presenting themselves are registered and triaged using the International Triage Scale (1 to 5) according to seriousness of their illnesses.
- Emergency cases are transferred immediately to the Emergency Room (ER).

8.11.6 The table summarizes the six main services provided by the department.

Service	Number
Consultations	70,577
Emergencies	839

Dressings	5,715
Minor Operations	836
Nebulations	3,174
Ambulance	43

- The statistics indicate a marked decrease in the number of consultations and admissions, emergencies, dressings, and nebulization, however there was an increase in the number of minor operations performed. The table reflects the trends for the last seven years.

	1997	1998	1999	2000	2001	2002	2003
Consultations	61,992	67,636	62,789	71,049	60,606	87,139	70,577
Admissions	3,586	4,188	4,144	4,445	4,030	3,470	F/L
Emergencies	381	396	415	731	793	983	839
Dressings	31,092	43,992	41,672	13,029	13,782	15,504	5,715
Minor Ops.	600	744	1,127	1,044	1,020	655	836
Nebulization	5,255	6,128	3,789	4,065	4,855	4,619	3,174

- Outpatient Consultations contain the bulk of the services.
- Dressings markedly decreased due to new 'dressing rule' (old dressings only in morning of AM shift from Monday to Friday and on alternate or 3 daily instead of daily basis, new dressings at all times). This new "dressing rule" allowed times for other services to be monitored more efficiently.
- Circumcisions were again delegated to Health Centres and Private Clinics due to shortage of staff. This is a good example of delegating non-emergency services.

8.11.7 In providing its services, the following were identified as milestones,

Airport full scale emergency exercise

- Co-ordinated by the Airport Emergency Organizations, Ministry of Civil Aviation.
- Included organizations whose roles are vital in occurrence of an aircraft emergency such as Health, Police, Defence Forces, Red Cross, Airlines, Customs, Foreign Affairs and National Disaster Committee.
- Accident and Emergency Task Force at Vaiola Hospital was reinforced involving vital sections and chaired by Dr. Siale 'Akau'ola. A disaster plan for Vaiola Hospital rapid deployment was drafted to accommodate the above needs as well as any other mass emergency.
- The one day exercise was held on 23rd May 2003.

Visiting Consultants

- Dr. Bhavani, an Emergency Consultant from Middlemore Hospital A&E Department, NZ took training at the Department for 3 months (March to June). The training sessions were from 8.30 to 9.30am Monday to Friday. The attendance included all the OPD – A&E staff and also other Doctors and Medical Students. He also made changes and recommendations in managing and planning of the Department. Also some of the emergency cases were very fortunate to be attended and managed by him.
- Cheryl Pretty, an Emergency Nurse from St. John of God Hospital, Ballarat, Australia visited the Department for two weeks during May. She worked with our nurses and conducted teaching sessions, mainly on putting up IV lines, doing plaster (POP), proper triaging and on common emergencies.

Delegation of some Doctors duties to the Nurses

- Sr. 'Ana Lolohea followed up with more sessions and supervisions of the nurses towards accomplishment of their certificates on putting up IV lines and blood sampling result in doing plaster (POP), doing sutures and proper triaging.
- **Overseas visits and trainings**
- SN Saane Fangaloka visited 3 weeks to St. John of God's Hospital A&E, Ballarat, Australia.

- Dr. Sa'ale attended a 1 week Association of Military Surgeons of the United States annual meeting held in San Antonio, Texas, USA.
- Staff from the Department attended some of the workshops organized by the Ministry which included STI, Statistics, CDD and ARI Workshops.

Infrastructure and Equipment

- New furniture (tables and chairs, new fridge) was procured.
- The Department was painted.
- Minor equipment including additional wall diagnostic sets was procured.
- Equipment (cardiac monitor and defibrillator) from the hospital week fund raising.
- Medical Books donated by AusAid.

8.11.8 To improve its services the following are proposed,

Staffing

- There is a need to assign or attract more doctors and health officers to the department. The unpopular trend of the department needed to offer an 'attracting package' which could be involving training opportunities, better posts, and special over time rates. The Department needs 5-6 officers to efficiently give full coverage.

Training for staff at all levels

- Emergency cases are very delicate to handle thus needs specialized trainings in other specialties.
- Delegation of some doctors' duties to nurses through teaching and supervising is a good example.

Data recording and storage

- Staff needs to be reminded of the usefulness and importance of data collection.
- Data collection needs to be supervised, checked, and reported on regular basis.
- Information need to be kept in a safe place.

Decentralizing the Outpatient care

- To improve emergency care, the department need to focus on emergencies and delegate general services.

Ambulance services

- Still need further improvements.

CLINICAL SUPPORT SERVICES

8.12 National Centre for Diabetes and Cardiovascular Diseases

8.12.1 Medical Superintendent, Dr. Taniela Palu is responsible for managing the Centre and is supported by 2 Nutritionist and 2 Nursing staff.

8.12.2 The Centre's functions are,

- Provide specialist care for all-inpatients and out patient diabetics in Tonga.
- Provide advice on diabetic treatment to other hospitals and health centres.
- Provide education and training for health workers on diabetes and associated NCD.
- Work closely with the Public Health Division on prevention strategy relating to diabetes and NCD. Risk factors intervention and management.
- Advise the Hon. Minister of Health and Director of Health of the National Plan for the Prevention and Control of diabetes mellitus and Cardiovascular Diseases.
- Provide advice to other Ministries on issues relating to diabetes and cardiovascular disease through the National Food and Nutrition Committee, Ministry of Education, Women's Association and NGO.
- Work closely with the Australian Strategies for Diabetes Prince of Wales Diabetes Centre in Australia.
- Serve as a referral centre for diabetes and cardiovascular diseases.

8.12.3 The Centre's principle objectives are,

- To prevent or delay the onset of and complications from cardiovascular diseases and diabetes, and to improve their management, leading to longer and more productive lives.
- To establish national policies for the integrated prevention and control of cardiovascular disease and diabetes.
- To develop and implement integrated strategies for the prevention of cardiovascular disease and diabetes, with emphasis on primary prevention and promotion of healthy lifestyles.
- To increase community-based early detection and control of cardiovascular disease and diabetes.
- To establish or strengthen the management of cardiovascular diseases and diabetes and their complications (Tertiary prevention).
- To establish and strengthen appropriate epidemiological surveillance and monitoring for cardiovascular disease and diabetes and their risk factors.
- To further strengthen the development of human resources and research for the prevention and control of cardiovascular disease and diabetes.
- Maintain and strengthen the working partnership with the Australian Centre for Diabetes Strategies at the Prince of Wales Hospital.

Patient Attendance and Service

Month	Review & Follow up		Clinic	Refill	Screening	New Cases	Dental	Dressing		Total Attendance
	Impaired Fasting Glucose	Confirmed diabetic						Dressing	No. of people dressed	
Jan	7	19	562	423	63	26	32	452	146	1730
Feb	7	9	656	267	55	16	43	396	82	1531
Mar	5	14	411	183	45	19	35	409	81	1202
Apr	6	11	495	138	42	17	37	397	110	1253
May	6	11	625	107	46	17	37	392	65	1306
June	4	31	577	48	177	35	35	284	88	1279
July	9	9	502	71	60	18	28	306	56	1059
Aug	17	6	697	81	45	23	34	321	71	1295
Sept	12	16	969	57	63	28	38	276	69	1528
Oct	2	22	530	59	47	24	37	212	51	984
Nov	5	22	504	47	63	27	20	290	76	1054
Dec	10	10	464	18	52	20	24	330	53	981
Total	90	180	6992	1499	758	270	400	4065	948	15202

Total number of diabetic new cases for 2003 was 270 in which 121 were female and 149 were male.

Diabetic wound dressing is conducted 3 days a week and daily for patients with ulcers and those requiring daily dressings.

Month	No. of dressing	No. of people dressed	Admission from D. Centre	Total admission in Ward	Below knee amputation	Above knee amputation
January	452	146	4	10	2	-
February	396	82	3	3	1	-
March	409	81	2	9	-	1
April	397	110	3	11	-	1
May	392	65	2	11	1	-

June	284	88	1	3	1	-
July	306	56	3	3	-	-
August	321	71	2	4	-	-
September	276	69	4	8	-	-
October	212	51	1	5	1	-
November	290	76	1	10	1	-
December	330	53	3	11	1	-
TOTAL	4065	948	29	88	8	2

8.12.4 In providing its services the following were identified as milestones,

8.12.4.1 Diabetes Outreach clinic to Health centers.

This program started in April where a team from the Diabetes Centre, consisting of a doctor, a dieticians and a diabetes nurse educator, visiting the Health centres in the afternoon and conducting clinics with the health officer and public health nurse.

A one day workshop was conducted for all health officers on diabetes management. This was followed by visits from the team, initially to offer on the job training and to facilitate establishment of diabetes clinics in each health centre to facilitate decentralisation of services.

8.12.4.1.1 Referral:

- Referral of patients from the Diabetics Centre to the Health Centres are for:
 - those with moderate to good glycaemic control.
 - those with no complications.
 - those taking Oral Hypo Glycaemic Agent and diet only.
- Patients are also referred form the Health Centers to the Diabetes Centre for:
 - patients with newly diagnosed diabetes.
 - those with uncontrolled diabetes and blood pressure.
 - those developing complications.
 - those with chronic and septic wounds/ulcers.
- The following table shows the number of patients who have been referred to the 7 health centers from April to December 2003.

Health Centre	No. of patients referred for follow-up
Kolovai	54
Houma	53
Nukunuku	40
Vaini	59
Fua'amotu	36
Mu'a	80
Kolonga	41

- Health center clinic:
 - Routine care:
 - Routine care and management of diabetics.
 - Patient education.
 - opportunistic screening for undiagnosed diabetes.

- delivery of basic health promotion and risk reduction messages.
- Intermediate Care
 - 'trouble shooting'.
 - screening for diabetes problems and complications.
 - identification, assessment, and management of risk factors.
 - management of minor problems.
 - individualised patient education focussed on risk reduction.
 - appropriate and timely referral of problems.
- All patients requiring insulin and those with complications are followed up regardless of location.

8.12.4.1.2 Record

All 7 Health centers have been provided books for patient registration also to keep a record of the medication that are not available at the Health centers such as:

- Daonil
- Metformin
- Captopril
- Nifedipine
- Haematocrit

8.12.4.1.3 Fund

AusAID provided funding for purchase of diabetes testing kits for all health centers in Tonga as well as Advantage glucometers and hospitals throughout Tonga, and included testing strips.

8.12.4.2 Duty visits to the outer islands

The team from the Centre visited Vava'u, Ha'apai and 'Eua in September and returning October. During these visits, a one day workshop was conducted at each hospital for staff on diabetes management. This was followed by clinics for patients.

8.12.4.3 Overseas training:

- Dr 'Akanesi Makakaufaki attended the Diabetes Centre of Prince of Wales Hospital, Sydney, Australia for 2 weeks attachment in February.
- Mrs Seilini Soakai received a Graduate certificate in Diabetes Nurse Education after studying by distance for 1 academic year.
- Ms 'Elisiva Na'ati enrolled in the second semester for a Graduates certificate of Health services management.

All these trainings were funded by the AusAID Diabetes Project.

8.12.4.4 Medication card

In March, patients started to use medication cards for refill of medications between clinic appointments. This in effect, decreased the number of patients attending the clinic for refill.

8.12.4.5 Public screening

Two screening activities were carried out:

- Free Wesleyan Church conference in June. A total of 170 people were screened and there were 16 newly diagnosed diabetic patients.
- World Diabetes Week where church ministers and staff of church offices were screened for diabetes and CVD risk factors. A total of 232 were screened and 13 were diagnosed diabetic.

8.12.4.6 Division of patients.

NDC Programme

	Monday	Tuesday	Wednesday	Thursday	Friday
am	Recall clinic	New patient and Follow up clinic	Complication clinic – 2 nd & 4 th week Insulin clinic – 1 st & 3 rd week	New patient and Follow up clinic	Follow up clinic Foot clinic Surgical ward round
pm	In patients visit	Health center visit (Hihifo)	Staff meeting/Journal club	Health center visit (Hahake)	Quality Assurance programme

- New Patient clinic:
 - newly diagnosed diabetic patients
 - new patients to the Diabetes Centre
 - patients who have not been reviewed at the Diabetes Centre for more than 12 months.
- Recall clinic:
 - patients who have difficulties controlling their diabetes
 - patients that have long term health problems associated with their diabetes or have special needs
- Complication clinic:
 - those with renal failure
 - those with complications
- Insulin clinic:
 - type 1
 - type 2 requiring insulin

8.12.4.7 The availability of the Ophthalmology service has enabled the continuous screening of a majority of the patients for diabetic retinopathy as well as providing treatment as required.

8.12.4.8 A data base was adopted and modified as necessary from that of the Prince of Wales Hospital Diabetes center. Data entry commenced at the end of September and a total of 566 patients have been registered.

8.13 Nutrition and Dietetic

8.13.1 2 Nutritionists are responsible for managing the section.

8.13.2 The section's functions are,

- Provide special care for all inpatients and outpatients with diet related problems.
- Provide advice on nutrition to the public.
- Provide education and training for all health workers on nutrition and related topics.
- Work closely with the Public Health section on health promotion issues.
- Provide advice to other Ministries on nutrition issues through the National Food and Nutrition Committee, Ministry of Education, NGO's.

8.13.3 The section's objectives are,

- To develop and implement integrated strategies for the prevention of non communicable diseases with emphasis on health promotion and healthy lifestyles.
- To increase community awareness of risk factors and to decrease the incidence of non communicable diseases.
- To strengthen patient education to outpatients and inpatients
- To enhance and maintain nutritional status of patients.

8.13.4 A Diet Clinic operates on Tuesdays and Thursdays and follow up of diabetic patients is performed daily and inpatients are seen as referred.

Outpatients - Diet clinics for diabetics on Tuesdays and Thursdays.

Month	No. of patients attending
January	43
February	70
March	37
April	32
May	73
June	55
July	39
August	65
September	50
October	43
November	52
December	27
TOTAL	586

Inpatient Referrals

Cases	No. of patients referred
Diabetes	35
Hypertension	15
Lipid lowering	12
Weight reduction	5
Malnutrition	6
Tube Feed	15
High protein	5
TOTAL	93

8.13.5 The following were identified as milestones during the year,

- Workshops in Ha'apai, Vava'u and 'Eua on the nutritional care of diabetics.
- Plan for Nutrition, Diabetes and Cardiovascular Diseases risk factor survey for school children to implement in 2004.

8.14 Laboratory

8.14.1 Dr. Siale 'Akau'ola, Senior Medical Officer is responsible for managing this section and is supported by 24 technical, 2 clerical and 5 supporting staff. \$108,000.00 was allocated to the laboratory to fund its various activities and is been an increase of \$13,000 from the previous financial year.

8.14.2 The sections mission statement is;

- To provide its customers with high quality cost effective services in all aspects, and the standard of such services to comply with or exceed all widely accepted ethical and professional principles as embodied in any accreditation criteria, that may, at some time apply in Tonga.

8.14.3 The sections objectives are,

- To maintain quality standards of services at all times.
- To promote innovation and encourage constructive experimentation to improve on techniques.
- To maintain continuous training and education.
- To provide a safe and productive working environment.
- To use all problems encountered as an opportunity for improvement.
- To comply with the law and statutes of the Kingdom of Tonga.

8.14.4 Provided below is a summary of services provided by the Laboratory during the year.

- The total number of tests performed in 2003 (167,607) decreased by 5% from the previous year. Since 93% of all tests performed were blood tests it indicates that 67% of all blood tests were performed by Haematology, an increase of 23% from the previous year.
- This increase reflects the dengue outbreak in early 2003 and the subsequent demands for blood counts. Around 14% of blood tests were performed by Biochemistry, a drop of 11% from 2002.
- The decrease in workload in Biochemistry reflects the breakdown of the automated blood analysers in March 2003. A limited number of tests were done manually, awaiting the arrival of a new automated analyser.
- All blood chemistry tests were performed in Vaiola Hospital. The Laboratory, through the generosity of the Tonga Hospital Board of Visitors, has now obtained a spectronic 20d+ spectrophotometer for manual blood chemistry to be carried out in Ngu Hospital. A limited number of blood chemistry tests will be performed and some microbiology work such as blood cultures and stool microscopies.
- The number of tests referred overseas decreased from 652 in the previous year to 485 in 2003, a drop of 26%. The primary reason was the depleting budget allocated for overseas laboratory tests. On average, the cost of overseas laboratory tests is about NZ\$3,000.00 a month excluding transport costs. The allocated budget is TOP\$10,000.00 a year. The laboratory services are currently exploring the possibilities of introducing new tests such as PSA and hormonal studies.
- Out of 2,798 tests for hepatitis B, 233 (8%) were positive. This positive rate is slightly lower than last year's 10% positive out of 3,234 tests.
- There was no positive HIV case this year, out of 3476 tested.
- A breakdown of the positive Hepatitis B tests in Vaiola hospital by gender and age reveals some interesting results. The positive rate of donors (9%) is comparable to that of people on routine health check (8%).
- The Memorandum of Understanding (MOU) between the Tonga Red Cross and the Ministry of Health has been signed. With the emphasis on recruiting volunteers from the general populace.
- There is an increase in the number of Strep. pneumoniae and H. influenzae isolated since 2001. Conversely, the number of B-haemolytic strep. Group A has decreased from 28 in 2001 to only 6 in 2003. N.meningitidis, which was isolated only once during the 1980s to early 1990s, has re-emerged and has been isolated each year over the last 3 years. This trend may be a basis for considering the appropriate vaccines in future.
- There were no AFB cultures performed in 2003 for safety reasons. The present biological safety cabinet is 20 years old and was last serviced (i.e. fumigated with HEPA filters changed) in the early 1990s.

- The number of *N.gonorrhoeae* isolated remains high (from 30-40 a year) although the number of penicillinase producers (PPNG) have dramatically decreased over the years. However, this high positive rate of *N.gonorrhoeae* presents a public health concern with HIV/AIDS in the country.

Number of major pathogens isolated throughout the Kingdom during the Year 2003

TOTAL	2003	%	2002	%	2001	%
	829	100.00%	821	100.00%	651	100.00%
Salmonella typhi	27	3.26%	6	0.73%	19	2.93%
Salmonella paratyphia	0	0.00%	0	0.00%	0	0.00%
Other salmonella	0	0.00%	8	0.98%	0	0.00%
Shigella	14	1.69%	48	5.88%	35	5.40%
Escherichia coli	167	20.14%	179	21.91%	233	35.96%
Klebsiella	66	7.96%	62	7.59%	78	12.04%
Proteus	63	7.60%	48	5.88%	36	5.56%
Pseudomonas	65	7.84%	66	8.08%	62	9.57%
Staph aureus	110	13.27%	89	10.89%	96	14.81%
Pneumococcus	20	2.41%	17	2.08%	4	0.62%
Hemophilus	21	2.53%	14	1.71%	9	1.39%
Strep/group A	6	0.72%	2	0.24%	28	4.32%
Neisseria Gonorrhoea	35	4.22%	40	4.90%	30	4.63%
N. Meningitidis	6	0.72%	4	0.49%	3	0.46%
V. Parahaemolyticus	0	0.00%	0	0.00%	0	0.00%
M. Tuberculosis	28	3.38%	54	6.61%	18	2.78%
Others	201	24.25%	184	22.52%	0	0.00%

8.14.5 Staff attended the following local and overseas training during the year:

- Semisi Lenati, Medical Scientist, attended the Pacific Health Leadership Management Development Programme at the National University of Samoa from 24 February to 12 March.
- Dr. Siale 'Akau'ola, Senior Medical Officer in-charge of the Laboratory Services attended several workshops during the year, as follows: Workshop on "Development of National Health Insurance and Social Health Insurance" at Stanford Plaza, Auckland, N.Z. from 21 – 28 March; Meeting of National Epinet/Labnet teams for Infectious Disease and NCD Surveillance, Suva, Tamavua, Fiji, from 1 – 10 September, 2003; Workshop on Management of Clinical Laboratories, Manila, Philippines, from 23rd October 2003 – 4 November; Workshop on "Ethics in Business for Supervisors" at the Tonga Government Training Centre on 8 October.
- Mary Fakahau, Senior Medical Scientist attended two workshops overseas, Food Analysis Workshop at the University of the South Pacific, Suva, Fiji from 26 July – 2 August; and Tuberculosis Workshop at SPC, Noumea, New Caledonia, from 27 September – 7 October.
- Telesia Talia'uli, Medical Scientist, participated in the second Quality Management Training Course for Health Services Authority held in Singapore, from 9 August – 4 September.
- Siale'uvea Finau, Senior Laboratory Technician attended the Frontline Management Workshop at the Government Training Centre, Fasi from 15 – 26 September.
- Sione 'Inia, Laboratory Technician Grade II, participated in the Food Pesticide Training Programme at the University of the South Pacific, Suva, Fiji, from 14 – 25 November.
- Senisaleti Tatafu, Laboratory Technician Grade II, gained valuable working experience during her attachment to the St. John of God Hospital, Ballarat, Victoria, Australia from 1 October – 29 November.
- Lata Lenati, Computer Operator Grade III, attended the following workshops including Quality Customer Service Workshop at the Government Training Centre, Fasi, from 24 – 26 November.
- Computer Training Workshop at QSSN, Vaiola Hospital, from 15 – 19 December.

- Ane Ika, Principal Medical Scientist, attended a Time Management Training Course at the Westpac BOT, Railway Road, Nuku'alofa on 18 December.
- Sitalilei Hoko, Laboratory Technician Grade I, is still continuing with his studies towards a Bachelor's degree in Medical Laboratory Science at Massey University (NZ), funded by WHO.
- Latu Soakai, Senior Medical Scientist has successfully completed a Postgraduate Diploma in Medical Laboratory Science from Otago University (Christchurch School of Medicine). Ms. Soakai undertook her studies part-time from 2002 – 2003.

8.14.6 In providing its services, the following have been identified as milestones,

- An official ceremony was held on the 30 September at the TMA Conference Centre, to mark the successful completion of the Laboratory Services' Quality System. The project was funded by the NZODA and conducted by the Pacific Paramedical Training Centre (PPTC) in Wellington, NZ, under the supervision of John Elliot and Ron Mackenzie. During the ceremony, the Acting NZ High Commissioner to Tonga presented the completed Quality Manual to the Director of Health, Dr. Litili 'Ofanoa.
- Mary Fakahau was promoted from Medical Scientist to Senior Medical Scientist effective on 10 October. The post of Senior Medical Scientist was vacated by the resignation of Talalelei Teu.
- Semisi Lenati was promoted from Senior Laboratory Technician to Medical Scientist, effective on 10 October. The post of Medical Scientist was vacated by the promotion of Mary Fakahau.
- Siale'uvea Finau was promoted from Assistant Laboratory Technician Grade II to the post of Senior Laboratory Technician effective 10 October. The post of Senior Laboratory Technician was vacated by the promotion of Semisi Lenati.
- The newest member of the Laboratory Services is Mrs. Poliana Lavaki, Clerk Class III, who assumed duty on the 12 December. The addition of Mrs. Lavaki was welcome because of the constant disruptions to the Laboratory Reception from the changes of temporary clerks.
- The Laboratory Services received four AusAID Awards as follows: Feb. – March winner for "Introducing a simple performance evaluation tool"; December winner for "Framing and displaying the laboratory mission statement"; Winner of Best Managed Department in Phase II; Winner of Best Idea of Phase II.
- Certificate of Completion of Quality System awarded by the Pacific Paramedical Training Centre, Wellington, N.Z.
- 'Epitani Vaka, Laboratory Technician Grade II participated in a filariasis survey in Niuatoputapu and Vava'u, from 2 – 19 December.
- The Hospital Board of Visitors generously donated one Spectronic 20d plus spectrophotometer for manual testing of blood chemistry.
- Siale'uvea Finau, Senior Laboratory Technician, set up a newer and safer manual method which, when used with the above type of spectrophotometer, was more cost-effective.
- New tiles for the hallway of the main laboratory building.
- The Australian government through AusAID donated a brand new electrolyte analysers to the Clinical Biochemistry
- The Ministry of Health, purchased a new LOGOTECH ECHO chemistry analyser at a cost of NZ\$50,000.00 to replace the refurbished Cobas Mira (2X). Reagents for the analyser were also purchased at a cost of NZ\$25,000.00.
- Mr. Warren Dellow, Managing Director of Med-bio Ltd, NZ donated a Macintosh computer and printer to the Clinical Biochemistry unit when he visited to set up the new ECHO chemistry analyser.

8.15 Radiology

8.15.1 Dr. Edgar 'Akau'ola, Senior Medical Officer is responsible for managing this section and is supported by 1 Medical Officer Special Grade, 6 technical, 1 clerical and 1 non support staff. The section was allocated \$41,000.00 for implementation of its services.

8.15.2 The sections primary function is to provide good quality radiological services for the people of Tonga at all times, with the available modalities.

8.15.3 The sections objectives are,

- To provide diagnostic information to all clinicians.
- To promptly aid clinicians in identifying potentially fatal conditions.
- To screen most pregnant mothers by providing services for routine mid-trimester scanning.
- To work closely with clinicians both in country and overseas to provide satisfactory radiology report for patients undergoing examinations.

8.15.4 The table indicates the number of ultrasound examinations performed.

Examination	No. of cases	Percentage (%)
Upper abdomen	769	21.3
Pelvis and lower abdomen	476	13.2
Small parts	148	4.1
Obstetric		
1 st trimester (1-14/40)	215	53.9
2 nd trimester (15-27/40)	887	
3 rd trimester (28+/40)	842	
Echocardiography	15	6.3
Others – FB, Pleural Effusion marking, US guided procedures	43	1.2
Total	3395	100

- Total number of X-rays performed in 2003 was 13,996 which is in excess of 495 examinations when compared to 2002. Of these, 10,389 were x-ray examinations and 3,607 ultrasound examinations.
- Chest x-rays remain the most frequently x-rayed part of the human anatomy.
- Visa and work requirement examinations remain significant although there was a decreased in 2003 as compared to previous years.
- More fluoroscopic examinations were performed this year as compared to past years. 25 myelograms were performed in 2003, as compared to 10 in 2002.
- Obstetric examinations remain the most frequent reason for an ultrasound examination accounting for 53.9% of all ultrasound examinations. The number of 3rd trimester ultrasound (842) is similar in number to 2nd trimester examinations (887).
- Ultrasound guided procedures such as FNA, Pleura Effusion and Ascitic aspiration were increased this year.

8.15.5 In providing its services, the following are noted as milestones,

- Mr. Takumi Nishigaki, Senior Volunteer from Japan re-joined this section as the Ultrasound and Echocardiography Technician in November 2003. Mr. Nishigaki was with this section in 1999-2001 as a junior volunteer and has agreed to return again as a volunteer in reply to a request from the Ministry of Health. We are grateful for the services provided by Takumi. A major task of his is the provision of ongoing education for ultrasound staff by way of ½ day workshop every week.
- Mr. Teputepu Laiseni returned from Fiji School of Medicine in December after having completed the Diploma Radiography course in the past 2 years. This is a 3 years course and Teputepu completed in

2 years and the SMO and staff would like to acknowledge this outstanding performance by a member of its staff.

- Mr. Leonaitasi Mahe proceeded for 1 month attachment at the St. John's of God Hospital in Ballarat, Victoria during September.
- A 5 year old Ultrasound Machine was donated by Ashburton Hospital in NZ. It is currently being used for abdominal, obstetric and gynaecology examinations. This donation was possible through the kind help of Mr. David Blee a NZ nurse who had been to Tonga for a paediatric training workshop in Vaiola.

8.16 Pharmacy

8.16.1 Principal Pharmacist, Mrs. Melenaita Mahe is responsible for managing this section and is supported by 32 established staffs. The section was allocated \$1,653,814.00 of which \$1,110,000.00 was assigned for purchasing of drugs and \$280,557.00 for supplies.

8.16.2 The section's functions are,

- To ensure availability of safe, effective, affordable and good quality drugs and medical supplies for the people of Tonga.
- Ensure proper selection of drugs and medical supplies through the National Drugs and Medical Supplies Committee.
- Ensure best procurement practice is adopted.
- Ensure appropriate storage conditions are used and effective and timely distribution process is in place.
- Ensure that legislative framework is operational.
- Ensure that rational use and appropriate information are available.
- Ensure best pharmacy practice is adopted.

8.16.3 The section's objective is,

- To provide good quality, safe, effective and affordable essential drugs and standard medical supplies at all times to all the people of Tonga and ensure its rational use.

8.16.4 The Central Pharmacy and Medical Store (CPMS) are divided into six units. Manufacturing, Procurement, Administration and Finance, Stores and Distribution, Drug Registration, and Dispensing.

8.16.4.1 Manufacturing

- The Manufacturing unit was staffed by a complement of three personnel during the year.
- Extemporaneous preparations continue to cater for patients whose individual treatments needs must be prescribed and supplied on a case by case basis.

Production Output for 2003

Item	No. of Batches	Total	Cost
Oral Preparation	197	11980 L	\$30234.98
Dermatological Preparation	267	2547L 311 kg	\$9839.29
Extemporaneous	269	29.95L 0.5kg	\$939.50
TOTAL	733	14556.95 L	\$41,013.77

		311.5 kg	
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Production output for 2003 increased by 8% from the previous year. This was attributed to a corresponding increase in demand for some major items paediatric paracetamol elixir, promethazine syrup, and chlorhexidine spirit and betamethasone cream.

8.16.4.2 Procurement

- This section is responsible for the procurement of all drugs and medical supplies.
- Drugs and medical supplies are procured worldwide.
- Tenders are put out for the majority of items and smaller items are procured directly from the supplier.
- There is still room to improve in reducing small direct orders to a minimum to reduce cost of handling orders and urgent deliveries.
- There is still a problem with the long lead times of goods sent by sea freight.

8.16.4.3 Administration and Finance

- This section is responsible for handling correspondences, filing, personnel and financial management.
- Maintaining of vote book and preparation of vouchers for payment of local and overseas expenditures is managed by the section.

8.16.4.4 Stores and Distribution

- This section is responsible for receiving all incoming goods, checked, record and stored for distribution upon receipt of requisitions from all stations throughout Tonga.
- The distribution of goods to the outer-islands is done monthly to 'Eua due to their limited storage area. For the other islands supplies are sent every other month. Occasionally items are air freighted in an emergency case and for refrigerated goods.
- Donations of drugs and medical supplies were received from various donor organizations.
- Supplies for Vaiola Pharmacy are sent every week and medical supplies for the Central Sterile Supply Department are sent monthly.
- The distribution of the locally manufactured products was as follows: Vaiola Hospital 60%, Prince Ngu Hospital 9%, and Niu'ui Hospital 4%. Niu'eiki Hospital 5%, Health Centres 11%, Dental Services 2%, MCH Clinics 1%, Others, NGO's etc 8%

8.16.4.5 Drug Registration

- This section is responsible for conducting product registration for the country as required by the Therapeutic Goods Act 2001.
- Proper control of all incoming drugs is in place to safeguard the health of the public.
- Staff with specialized skills and dedication is required to undertake this new responsibility.

8.16.4.6 Dispensing

- Dispensing Counter is an extension of the outpatient dispensing at Vaiola except that a limited range of items are available from the CPMS to ensure control of usage. The patients have individual records of their medication usage particularly for expensive items such as insulin and inhalers.

CPMS Dispensing Counter Record

Month	Pres	Items	Salbutamol	Beclomethasone	Insulin	Isophane	Soluble	Repeat
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			inhaler	inhaler	70/30	insulin	Insulin	
Jan	980	1388	245	59	130	41	4	105
Feb	605	978	202	43	110	47	8	68
Mar	633	1061	223	59	133	54	2	93
Apr	655	1115	263	54	132	50	5	103
May	699	1271	261	77	245	58	10	277
Jun	722	1286	278	64	153	59	5	302
Jul	763	1210	296	55	154	65	7	42
Aug	769	1279	272	60	134	55	4	57
Sep	859	1393	292	61	154	68	6	44
Oct	755	1257	291	75	147	55	7	23
Nov	687	1106	238	51	126	50	7	29
Dec	701	1214	201	59	159	55	6	19
Total	8828	14558	3062	717	1777	657	71	1162

- The dispensing counter receives 10% of the total items issued for the CPMS stores mainly because individual items are costly and used regularly by the patients. It was noted that there were discrepancies between 2% to 24% of items not accounted for by this unit. Closer monitoring and supervision is required to ensure that goods are dispensed properly.

8.16.5 Vaiola Hospital Pharmacy

- Vaiola Pharmacy was staffed by six Assistant Pharmacists, two trainees as part of their rotation programme, and was later joined by one Pharmacist Graduate following postgraduate studies in Clinical Pharmacy in Australia.

Prescriptions record for Vaiola Pharmacy 2003

Month	AM Shift				OPD		PM Shift			
	Pres	Items	RPT	WDI	Pres	Items	Pres	Items	RPT	WDI
Jan	5765	9835	385	630	481	783	4016	6531	134	319
Feb	6726	11234	583	579	491	724	4852	4898	90	394
Mar	7570	13264	651	745	719	1357	6039	10838	213	418
Apr	7180	12250	375	1140	554	971	5355	9954	120	317
May	6844	11818	498	676	487	920	4686	87226	100	316
June	6487	11042	369	388	692	1290	5150	9287	93	271
July	7213	14558	491	570	627	1130	6433	12164	89	254
Aug	6416	11312	461	441	505	951	5889	9966	128	215
Sep	6214	10992	411	551	369	696	4070	6869	108	250
Oct	6410	10971	378	822	370	758	4354	8022	117	406
Nov	5795	10009	447	1292	593	1364	4328	8141	86	244
Dec	5870	9879	479	773	600	1137	3940	7471	89	363
Total	78490	137124	5528	8627	6488	12081	59114	102867	1367	3767

- The total cost of goods received from CPMS to the Vaiola Pharmacy was \$698,255.04.
- The total number of prescription from the Vaiola Pharmacy decreased both during and after normal working hours (2002 – 2003), however the number of prescription and items dispensed from the OPD between 12.00am and 8.300am increased by 35% and the number of ward items and repeat items have net increases.

8.16.6 Prince Ngu Hospital Pharmacy

- Prince Ngu Hospital Pharmacy is managed by two Assistant Pharmacists Grade II and operates during normal hours from Monday to Friday and half day during Saturdays and public holidays. Both officers are on call after hours if there are needs for their service.

Prescriptions Record for Prince Ngu Hospital Pharmacy 2003

Month	Pres	Items	Ward items	Outpatient Pres	Outpatient items	Repeats
Jan	2527	4388	461	1765	3110	-
Feb	2662	4475	378	1881	3191	-
Mar	3290	5760	537	1841	4061	-
Apr	2473	4187	391	1502	2499	68
May	3107	4809	392	1128	1866	140
June	1917	3189	402	1193	1917	198
July	2411	4127	425	1569	2348	180
Aug	2367	3825	318	1445	2609	215
Sept	1856	3162	403	1096	1792	270
Oct	2444	3998	496	1193	1940	172
Nov	3351	4069	402	1017	1714	109
Dec	1876	3125	417	1023	1694	124
Total	30278	49112	5022	16658	28741	1476

- During the year there were 42 chargeable prescriptions which cost \$1,042.25.
- The total cost of goods sent to Ngu hospital from CPMS during 2003 was \$170,608.38.

8.16.7 Niu'ui Hospital Pharmacy

- A single Assistant Pharmacist Grade II is responsible for the operation of the Niu'ui Hospital Pharmacy.

Prescriptions Record for Niu'ui Hospital Pharmacy 2003

Month	Pres	Items	After hours
Jan	1597	3891	520
Feb	1459	2457	497
Mar	1847	3607	493
Apr	1391	2621	501
May	1497	2679	611
Jun	1449	2801	602
Jul	1342	2361	561
Aug	1519	2806	602
Sept	1227	2161	571
Oct	1611	3706	801
Nov	1927	4082	765
Dec	1953	4102	788
Total	18819	37274	7312

- It is noted that water supply is a challenge for the Pharmacy in Niu'ui. The officer either heats the water or uses the water filter to improve the quality of water used for dispensing.
- Niu'ui Hospital receives 5% of the goods that is dispensed from the CPMS. Of this 75% is for drugs and 25% is for medical supplies. The antibiotics comprises of 35%, antidiabetics 17%, cardiovascular drugs 15%, asthmatic drugs 7%, Intravenous fluids 6% analgesics 5% and the other drugs make up the remaining 15%.

8.16.8 Niu'eiki Hospital Pharmacy

- A single Assistant Pharmacist Grade II is responsible for pharmaceutical services at Niu'eiki Hospital.

Prescriptions Record for Niu'eiki Hospital Pharmacy

Month	Pres	Items	RPT	Pres	Item	OPD
Jan	1074	1697	151	908	1641	177
Feb	1038	1517	190	758	1224	113
Mar	1502	2368	126	1057	1762	147
Apr	810	1374	133	648	1164	180
May	955	1600	124	638	1138	167
June	864	1463	144	75	1107	173
July	1009	1788	170	739	1376	182
Aug	1054	1777	173	773	1390	199
Sep	810	1310	235	645	1051	189
Oct	1005	1887	255	662	1116	187
Nov	968	1946	224	756	1190	166
Dec	976	1762	254	744	1233	196
Total	12065	20489	2179	9003	15392	2073

- In general the supplies to the outer-islands were satisfactory. Oxygen supplies continued to be a major challenge in all the hospitals.

8.16.9 In providing its services the following are noted as milestones,

- Mr. Siutaka Siua resumed duty in the later part of the year after studying in Australia for his Masters in Clinical Pharmacy.
- Miss Losaline Titiuti and Mrs. Leva'itai 'Asaeli completed their Diploma in Pharmacy from the Fiji School of Pharmacy at the end of the year.
- Mr. Rainer WHO consultant visited the Section to install the Drug Registration Software, and trained staff to be able to use the program.
- Mr. Craig Drown from Sustainable Solution also visited to follow up on the mSupply's Stock Inventory software.
- The ease of retrieving information on stock levels and prices has been an easy task now.
- It is envisaged that with better stock inventory control we could improve our stock supply performance.
- The Vaiola Pharmacy have initiated the first phase (September 2003) of providing pharmacy clinical services to the wards at the Vaiola Hospital commenced with the Medical ward particularly for asthma and COAD patients.
- Feedback from staff and patients has been positive so it is intended to provide the same service for remaining wards within Vaiola Hospital by mid 2004.
- The Principal Pharmacist attended a 3 day workshop in Nadi.
- The six Assistant Pharmacist trainees have completed the first year of their two-year training. The training is expected to complete at the end of 2004.
- Miss Catherine Tu'ilape proceeded on a WHO Fellowship with the Philippines Bureau of Food and Drugs to acquire knowledge in their drug registration procedures from September to November 2003.

8.17 Central Sterilising Supply Department

8.17.1 Senior Sterile Supervisor, Mr. Tony Kerr is responsible for managing this section and is supported by 4 Sterile Supply Assistants. This section was allocated \$5,000.00 for maintenance and technical supplies.

8.17.2 The section's functions is,

- To sterilize surgical instruments and linen for Vaiola Hospital and the health centres in Tongatapu.

8.17.3 The section's objective is,

- Through staff training and the requisition of new equipment, to raise the standard of service offered by CSSD.

8.17.4 In implementing its services the following were identified as significant milestones accomplished during the year,

- Commissioned of a new pre-vacuum sterilizer co-funded by Vaiola Hospital Board of Visitors and the Canada Fund. This has greatly improved the efficiency of CSSD.
- Ms. Petulisa Tu'itupou proceeded on a one month attachment to St. John of God Hospital in Ballarat, Australia.

NON CLINICAL SUPPORT SERVICES

Hospital Administrator, Mr. Viliami Mo'ale is responsible for the supervision of non-clinical support services at Vaiola and includes Hospital Security, Laundry, Seamstress, Hospital Grounds Maintenance, Domestic, Telephone Communications and Catering services.

8.18 Hospital Security

8.18.1 The section consist of 6 staff and its objective is to maintain peace and order throughout Vaiola 24 hours a day, 7 days a week as well as the 2 hourly check of the thermostat and temperature of the mortuary's cooler.

8.19 Laundry

8.19.1 The section employs a Laundry Supervisor with 4 Laundrymen and 3 Laundrymaids.

8.19.2 The sections objective is to ensure all laundry requirements for Vaiola Hospital and the 7 Health Centres are performed in an efficient and cost effective manner. Thus its primary responsibility is the washing, ironing and labelling of all hospital linen.

Washing Loads for 2003

Month	No. of Washing Loads
January	264
February	247
March	288
April	321
May	343
June	288
July	340

August	359
September	306
October	294
November	283
December	215
TOTAL	3548

8.20 Seamstress

8.20.1 This section employs a Seamstress Supervisor and 2 Seamstress and its functions are to provide all sewing requirements of the Ministry and covers Vaiola Hospital and the 7 Health Centres on Tongatapu, Niu'ui and Niu'eiki Hospital.

8.21 Hospital Grounds Maintenance

8.21.1 The section employs 4 Groundsmen and its principle function is to ensure the cleanliness of Vaiola Hospital and the 7 Health Centre grounds on Tongatapu.

The section received 2 commercial lawn mowers from the Ballarat Rotary Club.

Repairs and maintenance were undertaken on the compound fence.

8.22 Domestic

8.22.1 The section is responsible for the cleanliness of all wards and offices at Vaiola Hospital to maintain an environment which is clean and hygienic for patients and staff. The section employs 15 Wardsmaids and 9 Orderlies.

8.23 Telephone Communications

8.23.1 The Senior Telephone Operator is supported by 4 Telephone Operators. The sections primary responsibility is to facilitate efficient and effective local and international telephone communications on a 24-hour basis.

A comprehensive maintenance and repair of the hospitals telephone cabling was undertaken.

To improve communications a telephone was installed in the Ministry's garage.

Telephone Usage for 2003

Month	Incoming Calls	Outgoing Calls
January	7060	7211
February	7131	7305
March	7524	9422
April	8512	9007
May	8792	9435
June	9806	9935
July	9994	10035
August	10125	10003
September	10347	10431
October	10417	10169
November	10211	10304
December	10411	8963

Total	110360	112220
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8.24 Catering Services

8.24.1 This section consists of 3 Cook and 5 Assistant Cook. The posts of Catering Supervisor, Chief Cook and 1 Assistant Cook are vacant. Acting Chief Cook Kalino Vaka'uta manage the section.

8.24.2 In providing its services the following are identified as milestones,

- The appointment of 6 Daily Paid staff to established posts of Assistant Cook.
- The signing of a contract between the Ministry and F. C. Nicholas Meat for the supply of meat products to the Kitchen for a year commencing in June.
- The replacement of the Kitchen roof through assistance from the Ballarat Rotary Team.
- The donation of kitchen supplies from Liahona High School and the Church of the Latter Day Saints.
- The retilling of the Kitchen and Staff Dining Room.
- The provision of Kitchen Uniforms for all staff.
- Root crops received by the Kitchen must be peeled and cleaned by the supplier.
- All suppliers of root crops are now issued contracts for the amount of root crops, date and time of delivery and price.
- The introduction and enforcement of a manual stock inventory system for all supplies procured by the Kitchen.

8.25 Maintenance

8.25.1 Acting Hospital Engineer Graduate, Mr. Feleti 'Eke is responsible for managing this section and is supported by 14 staff. The section was allocated \$42,000.00 for the implementation of its services.

8.25.2 The section's objectives are,

- To implement planned maintenance for all facilities and equipment.
- To stock most vital spares.
- Improve maintenance request system.
- Submit proposal for continued training.
- Enforce planned maintenance for all facilities and equipment.
- To improve plumbing facilities.
- Improve maintenance request system.
- Improve monitoring of hospital equipments and facilities.
- To improve provision of medical cases.

8.25.3 The section's functions are,

- Sourcing and procurement of equipment and spare parts from overseas.
- Commission and decommission of equipment.
- Provide engineering maintenance for equipment and facilities.
- Perform minor alterations to facilities.
- Prepare proposals for improvement of equipment and facilities.

8.25.4 The Vaiola Hospital Oxygen Plant produced 2,226 Oxygen cylinders (G size, 8300 litres). Since the demand for Oxygen has increased throughout the years the plant is working longer hours to

satisfy the needs. The section definitely needs a Plant which can fill 10-12 cylinders a day and also can fill medical air.

Year	Number of large oxygen cylinders produced	Number of large oxygen cylinders purchased	Total Number of large oxygen cylinders supplied.
1997	534	N/A	N/A
1998	920	N/A	N/A
1999	1325	N/A	N/A
2000	1272	52	1324
2001	1700	42	1742
2002	1701	18	1719
2003	2226	30	2256

Medical air = 100 cylinders
Nitrous Oxide = 18 cylinders

8.25.5 The Vaiola Hospital Steam Boiler used a total of 60,378 litres of diesel. The significant decrease from last year is due to repair works on the steam supply line.

Year	Boiler fuel (Diesel) Consumption, litre
1999	94559
2000	97696
2001	98393
2002	69023
2003	60378

8.25.6 In providing its services the following were identified as milestones during the year.

- There was a great reduction in diesel used by the boiler as compared to previous years. 8,645 litres was saved due to close monitoring of the steam lines and major repairs was undertaken on old underground steam piping under the hospital kitchen.
- The maintenance staff contributed to the renovations of Health Centers in the following areas; provide and ordering of materials, provide carpentry, plumbing, electrical installations and repairs.
- Medical Equipment Maintenance Project (MEMP); Mr. Ian Davis, Long Term Adviser is posted to Tonga for 1 year (July 03-July 04).
- The establishment of the Equipment and Facilities Committee provide close monitoring and ordering of medical equipments.

9 NURSING SERVICES

9.1 Management

9.1.1 Chief Nursing Officer Mrs Lata Malu is responsible for the efficient and effective management of the Nursing Division.

9.1.2 The division's goal is to contribute to the health of the nation through the provision of the best possible nursing care services.

9.1.3 The division is made up of three sections,

1. Hospital Nursing

2. The Queen Salote School of Nursing
3. Public Health Nursing

9.2 Vaiola Hospital Nursing

9.2.1 Matron, Mrs. Valoa Fifita is responsible for the management and administration of this section and is supported by 1 Assistant Matron, 5 Senior Nursing Sister, 1 Assistant Senior Nursing Staff, 8 Nursing Sister Graduate, and 256 nursing staff.

9.2.2 The section's objectives are,

- Improve and upgrade nursing staffs' management.
- Upgrade standard of hospital nursing services.
- Review and provide policies and regulation for the improvement of staff performance.
- Upgrade nursing staffs' skills and knowledge.

9.2.3 The section's functions are,

- To provide best quality nursing services to all patients.
- To implement therapeutic measures ordered by Medical Officers with intelligent application to patients.
- To co-operate with all hospital staff and services to facilitate and improve patient management.
- To support in-service and post basic training of nurses.

9.2.4 \$54,000.00 was allocated to the section and was utilized for the purchase of uniforms for nurses and linen requirements for all the hospitals and health centres.

9.2.5 In providing its services, the following were identified as milestones during the year,

- Staff Nurse 'Elaine 'Alofi completed studies for her Bachelor of Nursing (NZ)
- Recruitment of Nursing Sister 'Ana Lolohea and Senior Staff Nurse 'Ilaisaane Pofaiva
- Trainings:
 - Nursing Sister Seilini Soakai attended workshop on NCD (Diabetes) in Fiji 22/1-4/2/03.
 - Nursing Sister Kalesita Fotu attended the Leadership and Management training in Samoa 24/2/03 – 12/03/03
 - Staff Nurse Meleane Eke attended Eye Management training in India 27/2/03-18/3/03 in Fiji 27/4-4/5/03.
 - Nursing Sister Hevaha Paseka attended training on Nursing Management in Japan 17/5-22/7/03.
 - Staff Nurse Saane Fangaloka attended attachment at Ballarat Exchange 1-30/11/03.
 - Nursing Sister Salote Schaumkel attended a 3 days workshop on Burns in Apia, Samoa.
 - Staff Nurse Koniseti Tu'avao joined the Tonga Defense Force contingent as part of the Australian led coalition to the Solomon Island on 21/7/03.
 - Staff Nurse Tevita Tu'ungafasi was an awarded undergraduate medical Scholarship at the Fiji School of Medicine.

9.3 Queen Salote School of Nursing

9.3.1 Mrs 'Ana Kavaefi, Principal, Queen Salote School of Nursing is responsible for the management and administration of the School and is supported by 7 nursing education staff, 1 Computer Assistant and 1 Librarian.

9.3.2 The schools objectives are,

- To provide a continuous process of curriculum development/review, based on evidence – based practice and assessment of its effectiveness in the preparation of students for nursing practice.
- To develop the full potential of the nursing student to enable him/her to apply the knowledge and skills in various health care setting.
- To direct educational programme to utilize physical, medical and social sciences and humanities as foundation for learning the art and science of nursing.
- To develop appropriate instructional strategies to cope with individual differences of the learner.
- To render student – based training to nursing students.
- To provide transport for student's field experience.
- To effectively manage all post-basic nursing training.
- To provide a forum where others can contribute to the preparation of future nurses.
- To utilize other health professionals in the training of nursing students.
- To upgrade all staff of QSSN to degree level for implementation of diploma level training for nurses.
- To upgrade and maintain the physical facilities at QSSN to sufficiently accommodate staff offices, a science laboratory, a nursing science laboratory, a library, and a staff common room with rest room facilities.
- To facilitate the upgrading of instruments and equipments in hospital wards as support service for student learning.

9.3.3 The school functions are,

- To develop, implement and evaluate a curriculum which is academically sound, scientifically based, culturally acceptable, socially appropriate and internationally recognized.
- To recruit and prepare suitable nursing candidates (Basic and Post-Basic Nursing) for quality and effective health care delivery to the people of the Kingdom of Tonga.
- To work collaboratively within the Nursing Division and other divisions of the Ministry to maintain the highest standards of nursing practice for nurses of the Kingdom of Tonga.
- To provide an educational programme that will continuously upgrade the knowledge and skills of nurses both locally and in isolated areas.
- To initiate a programme that prepares the staff of QSSN to function at an optimum level of competency.

9.3.4 The School was allocated \$2,000.00 for implementation of its various activities during the year.

9.3.5 The School conducted, facilitated and attended the following meetings and workshops.

- Sr Tilema Cama, Regional Review of the Nurse Training Component for the South Pacific Reproductive Health and Family Planning Project, Sydney, Australia, 28 January – 7 February; Nutrition Workshop, Nuku'alofa, 21-23 October; Adolescent Reproductive Health, Nuku'alofa, 6-7 November.
- 'Ana Kavaefiafi, Job Evaluation Workshop, Nuku'alofa, 11-13 February; Job Evaluation Team, Nuku'alofa, May.
- Mele'ana Ta'ai, Neonatal Resuscitation Workshop, Nuku'alofa, 10-11 November.

9.3.6 During the year, the school was fortunate to host these visiting consultants,

- Professor Jo Walton, Head of Division for Health Care Practice, AUT, and WHO Consultant Mrs Naumai Smith, Senior Lecturer at AUT, 1-4 April.
 - To ensure ongoing relation between AUT and QSSN both under-graduate and post-graduate programmes.

- To keep the same standard and ensure relativity of programme contents of what has been covered in both under graduate and extension of post-graduate.
- To ensure continuing monitoring and moderations of post-basic courses from AUT.
- WHO Consultant Mrs Naumai Smith 2nd phase of Reviewing Post-Basic Curricula, July – August.
- Three AUT Nursing Students worked in Vaiola and Community for their 5 week clinical experience during first semester.

9.3.7 The 7th Midwifery Course was completed on 23 April.

9.3.8 In providing it services during the year, the following have been identified as milestones,

- As an extension of the affiliation between QSSN and AUT, a memorandum of agreement has been signed for AUT nursing students to gain their clinical experience in Vaiola and in the Community.
- Dialogue continues between QSSN and AUT to upgrade current post-basic courses to a higher level using AUT Graduate Certificate Programme.
- Certificate Programme for Nurses in QSSN ended with the last class graduating in 2003.
- 17 Student nurse were promoted to Staff Nurse as of 18 August.

9.4 Reproductive Health

9.4.1 Supervising Public Health Sister, Mrs Sela Paasi manages this section and is supported by Senior Nursing Sister Talau Takau, Senior Nurse Midwife Falahola Lavaki and 40 Public Health Nurses. The section was allocated \$41,500.00 for implementation of its services and also received financial support from UNFPA and WHO.

9.4.2 The section's functions are,

- To provide services to women during their child bearing age, adolescents, children and infants and the community at large.
- The section's main responsibilities include:
 - the provision of ante natal care and post natal care to women
 - responsible for the health of the adolescents' population
 - helping couples to plan their family and provide family planning methods depending on the couples choice
 - provision of immunization services to ante natal mothers, children and infants as indicated by the National Immunization Policy.
 - responsible for school health and school clinics
 - responsible for the health of under five year old children and infants
 - promote and encourage mothers to exclusively breast feeding their babies for at least four months
 - responsible for the community nursing services to sick people as well as healthy people
 - Collaboration, coordination, teamwork and participation with other health team and some government sectors in a wide range of community development initiatives.

9.4.3 The section's goal and objectives,

- To provide effective and quality Reproductive Health services to women of child bearing age through:
 - Easy access to reproductive health, adolescent and sexual health.
 - Maintaining high coverage of ante natal and post natal care.
 - Helping couples and individuals to plan their families.
- To decrease maternal and perinatal mortality rates through safe motherhood and child health services.
- To decrease the incidence of home delivery.

- To ensure and monitor good health and normal development among infants and under five years old children through good immunization coverage, good nutrition and good management of illnesses.
- To promote and improve the rate of exclusive breast feeding.
- To control or eliminate targeted vaccine preventable diseases in children by the implementation of the expanded Programme of Immunization nationwide.
- To develop a National Immunization Policy and a Immunization Handbook for health care workers.
- To develop skilled and committed staff to meet the evolving role of Public Health Nurses.
- Provide on-going in-service training for all Public Health Nurses in issues related to their work.
- To restore the nursing numbers to the establishment level.
- To maintain and equip the Reproductive Health Clinics and health centres.

9.4.4 In providing its services during the year the following have been identified as milestones,

- Supervising Public Health Sister Sela S. Paasi attended a Community Health Administrator in Okinawa, Japan from 13– 31 January.
- Review and Planning Workshop in Reproductive Health was conducted 10 -14 February and was attended by all Public Health Nurse, Doctors and Nursing Sisters In charge of Vava'u, Ha'apai, and 'Eua, representatives from the Nursery, Obstetric Ward and the Nursing School.
- The change of the Section's name from MCH/FP to Reproductive Health was approved by the Hon. Minister of Health.
- The establishment of Nurse Practitioner as an extended of role of Public Health Nurses, and the successful completion by Nurse Midwife, Mrs Fusi Kaho of the Programme.
- The Policy for National Immunization Programme was endorsed by the Hon. Minister of Health.
- JICA agree to fund the introduction of Hib vaccines for measles and rubella for all schools in Tongatapu in 2004.
- The Public Health Nurses conducted measles and rubella immunization for all schools on Tongatapu during November.
- Good partnership and effective collaboration between the Ministry and Tonga Family Health Association in working towards production of outputs in both Reproductive Health and Adolescent Reproductive Health programmes.
- Reproductive Health Clinics and Health Centres have been upgraded to provide more integrated Reproductive Health services.
- Increased skills and capacity of Reproductive Health service providers through trainings.
- Antenatal coverage is high at more than 95% coverage while 95% of births take place in hospitals and health facilities.
- Reproductive Health Nurses were able to attend various trainings, workshops, seminar meetings throughout the year.
- Supervisory visits to the island clinics and health centres by supervisors were conducted throughout the year at regular intervals.

10 DENTAL SERVICES

10.1 Chief Dental Officer, Dr. Viliami Telefoni Latu is responsible for managing and coordinating all activities relating to dentistry to ensure the services delivered are efficient and effective and are maintained at a high quality.

10.2 The division's functions are,

- Ensure that each and everyone in Tonga has a healthy mouth
- Provide curative and preventive dental care for the people of Tonga
- Ensure that the people has access to the best possible care

- Ensure effective and efficient dental health services in hospital and community settings.
- Enforce continue education and training for the staff.

10.3 The division's objectives are,

- Develop and implement preventive oral healthcare programme to reduce the incidence of dental caries.
- To ensure that all people in Tonga have access to the best possible care to achieve optimal oral health.
- Provide best treatment to people seeking dental care with limited available resources.

10.4 The dental establishment consists of 49 posts of which 45 were filled with 4 vacancies. This consist of 1 Chief Dental Officer, 2 Principal Dental Officer, 4 Senior Dental Officer, 7 Dental Officer, 6 Dental Therapists, 1 Dental Technologist, 8 Dental Chairside Assistant, 7 Dental Therapist Trainee, 1 Dental Computer Assistant, 1 Dental Receptionist, 1 Dental Maid, 1 Dental Driver and 1 Senior Dental Technician.

10.5 Dental services are made available to the public through dental outpatient and impatient services, health centres at Tongatapu, Prince Wellington Ngu Hospital and Health centres for the people of Vava'u, Niu'ui Hospital and Health centre for Ha'apai people, Niu'eiki Hospital for 'Eua, as well as Likamonu Health Centre for Niuatoputapu and Tu'akifalelei Health Centre for Niuafo'ou people.

10.6 Oral health challenge for Tonga:

- Achieve 50% caries free goal for 5-6 years old children.
- Restoration of decayed teeth in children.
- Removal of calculus and delivery of oral hygiene instruction.
- Reduction on the extraction rate and conservative of teeth.
- Replacement of the missing teeth found in many adults.
- Oral health awareness in our communities.

10.7 General policies:

- Encourage communities to become active participant in oral health activities.
- Supportive management and organization for an effective and efficient delivery of services.
- Development of the work force to increase performances.
- Participation with other governmental and non governmental organisation.

10.8 These activities were emphases during the year:

- Oral health promotion and education with an emphasis on self care oral healthy lifestyle.
- Actively support and enforce improvement of oral hygiene.
- Provide advice and instruction on the appropriate use of fluoride.
- Seek support and encourage continue education of dental staff.
- Reinforce the school preventive programme.
- Extent community oral health care to cover all health centres in Tongatapu.
- Continue "Bright Smile Bright Future", "Fluoride Mouth Rinse", "Pit and Fissure Sealants".
- Training of 7 Dental Therapist Trainees.

10.9 The Division was allocated \$85,000.00 where most of it is used mainly for curative works, and the rest for school dental services, community dental services as well as training of dental personnel.

10.10 The following services were undertaken during the year.

- For school dental services, there were 3 ongoing preventative projects carried out, toothbrushing demonstration, oral hygiene instruction, and dietary advices.
- For "Fluoride Mouth Rinse Programme", there were 10 Primary Schools participated with 150 visits altogether. There were 15,267 children involved in this programme.
- Bright Smile Bright Future Programme involved 80 Primary Schools with 66 visits all together for this year. There were 3,563 children participated on this programme.
- For Pits and Fissure Sealants completed 13,493 children altogether. No of schools involved were 49 with 3,077 teeth sealed off.

10.11 The following are identified as milestones during the year,

- Construction of new dental storeroom at the Medical Store
- Support from WHO to deliver oral health promotion and education through T.V Tonga twice a month for 2 years.
- Support from Westpac Bank of Tonga and NZ High Commissioner to pay the same programmes at OBN once a month.
- Replacement of 6 dental chairs with fully equipped dental chairs.
- Additional of 3 primary schools to the fluoride mouth rinse preventive programme in Tongatapu.

11. ADMINISTRATION

11.1 Management

11.1.1 Principal Health Administrator, Mr. Tu'akoi 'Aho is responsible for managing the Division.

11.1.2 The Division's general vision is doing the right thing right.

11.1.3 The Division's Core Mission is to respond effectively to all the support services required by the Ministry in term of,

- Finance.
- Administration.
- Human Resources.
- Transport.
- Communication.

11.1.4 The Division's goal is to provide the best Administrative supporting services in the Government Departments.

11.1.5 The Division's Key Result Areas are,

- Efficient resource management.
- Skilled and committed staff.
- Efficient and effective delivery of administrative support functions through the development of office facilities.
- Improved management skills and process.
- Human resources information system established.
- Effective performance arrangement system in place.

- Effective supporting transportation system supporting emergency and relative transport needs.

11.1.6 The Division's core values are,

- Commitment to quality output.
- Professionalism and accountability.
- Team effort.
- Care and respect.
- Transparency.

11.2 Administrative and Corporate Services

11.2.1 The Health Administrator, Mr. Tonga Finau was responsible for these services until his promotion and transfer to another Ministry. The Principal Health Administrator is currently managing this section and is supported by 1 Clerk Class II.

11.2.2 The section's functions are,

- Provide administrative support services for the Ministry in addition to the office of the Director and Hon. Minister of Health.
- Responsible for the Ministry's Inventory Records.
- Responsible for domestic medical referral.

11.3 Personnel and Human Resource Management

11.3.1 The Health Administrator, Mrs. 'Olivia Tu'ihalamaka responsible for these services are currently on study leave. The Computer Operator Grade III, Ms. Moli Kiola is currently managing this section and is supported by 3 staff.

11.3.2 The section's function is,

- Provide human resource management activities for the Ministry as a whole.

11.3.3 The section's objectives are,

- To increase Programme Manager's awareness, knowledge and skill in HRM.
- To ensure recruited staff meet the criteria for the position and fit the culture of the Ministry.
- To develop and implement a performance appraisal system for staff.
- To select and implement a most appropriate HRIS for the Ministry.
- To increase productivity levels of staff.
- To streamline HRM procedures and processes.

11.3.4 In delivering its services, the section achieved the following during the year,

- Installation of Micropay (HR Module) for HRIS.
- Production of report.
- Develop and trial performance appraisal system.
- Streamline HR policies and procedures.

11.4 Financial Management

11.4.1 Acting Senior Accountant, Ms. Sesimani Taulanga is responsible for managing this section and supported by 10 staff.

11.4.2 The section's functions are,

- Salary and wages payment.
- Revenue collection.
- Financial management.
- Preparation of draft estimates and budgeting.

11.4.3 The section's objectives are,

- To provide timely payment of staff salary, wages, income tax etc.
- To achieve annual revenue target.
- To provide updated financial reports.
- To provide budget to all cost centres and monitor expenditure against the Budget.
- To produce a realistic Draft Estimates annually.

11.4.4 In delivering its services, the section achieved the following during the year,

- All cost centres have their own budget allocation.
- Program Managers receive monthly financial report.
- Computerized accounting using Sun System.
- Increase revenue collection.
- Salary and wages paid on time.

11.5 Transport Services

11.5.1 Transport Supervisor, Mr. Tu'itavake Lavaki is responsible for managing this section and supported by 26 drivers.

11.5.2 In delivering its services, the section achieved the following during the year,

- The establishment of a diesel storage tank for refilling of diesel vehicles at Vaiola Hospital.
- Recruitment of a Mechanical Officer for maintenance purposes.
- Emergency demonstration for ambulance drivers.

12. HEALTH PLANNING AND INFORMATION

12.1 Management

12.1.1 Senior Health Planning Officer, Mr Taniela Sunia Soakai is responsible for managing the Division. The Division consists of the Health Planning, Health Information, Medical Records, Project Planning and Research and Evaluation Sections. The Research and Evaluation section is yet to be established.

12.1.2 The Division's objective is to provide efficient and effective, health planning, health information, project planning and medical records services to its customers within and from outside the Ministry locally, regionally and internationally.

12.2 Health Planning

12.2.1 This section is headed by the Senior Health Planning Officer and is assisted by a Health Planning Officer and a Computer Operator Grade III.

12.2.2 The sections **mission statement** is; **To provide efficient, timely and effective health planning services to the Ministry and partner organizations.**

12.2.3 The sections **functions** are;

- In consultation with programme managers responsible for the development, implementation and monitoring of the Ministry's Strategic planning process.
- Development, implementation and monitoring of the bi-annual WHO Programme Budget.
- Liaise with donor agencies in regard to development projects and activities.
- Provide secretariat functions for the National Health Development Committee.
- Prepare, implement and monitor the Ministry's Development Estimates.
- Oversee activities related to human resource training and development.

12.2.4 The sections **goals** and **objectives** are:

Goal	Objective	Status
1. To develop and retain skilled and committed staff	<ul style="list-style-type: none"> ▪ Ensure the required number of staff with the appropriate knowledge, skills, to provide efficient and effective health planning services are employed ▪ To provide opportunities for staff training 	<ul style="list-style-type: none"> ▪ The HPO (Ms. Mafi Sikalu) was recruited in September ▪ The Computer Programmer continues his studies in 2003 and is expected to resume duty in January 2004
2. To create awareness of the planning approach for health services in Tonga	<ul style="list-style-type: none"> ▪ To document the planning process ▪ To disseminate the planning approach and educate staff 	<ul style="list-style-type: none"> ▪ The recruitment of the HPO has allowed the review of the 2001-2004 Corporate Plan ▪ Participation of HPO in Tonga Health Project consultations in the development of Key Performance Indicators ▪ The Tonga Health Project will be providing Technical Assistance for the development of the 2005-2007 Corporate Plan
3. To develop a Master Plan for Vaiola Hospital	<ul style="list-style-type: none"> ▪ To prepare a Master Plan and Stage I, facilities plan for Vaiola ▪ To undertake detailed Stage II facilities planning ▪ To obtain funding for construction of Vaiola Hospital and commence construction process 	<ul style="list-style-type: none"> ▪ Negotiations with World Bank missions were undertaken throughout the year resulting in agreement for Tonga to receive a Credit for assistance in health information, health care financing and infrastructure development at Vaiola Hospital ▪ Government of Japan dispatched a Preparatory Study Team to assess options for implementation of Grant Aid Application submitted in 2000 ▪ Negotiations with both the World Bank and JICA are ongoing and nearing critical decision time
4. To develop workforce planning and training processes	<ul style="list-style-type: none"> ▪ To continue external support for workforce planning processes (national and overview) 	<ul style="list-style-type: none"> ▪ Training Development Committee continues it's work with regard to the human resource planning and training

	<ul style="list-style-type: none"> ▪ To support the role of sections in undertaking workforce planning ▪ To secure funding for staff training ▪ To prioritise training needs 	<p>requirements of the Ministry</p> <ul style="list-style-type: none"> ▪ Training Needs Database updated
5. To increase policy development capabilities	<ul style="list-style-type: none"> ▪ To establish a research capability ▪ To provide support for development of relevant health policies 	<ul style="list-style-type: none"> ▪ This is an ongoing process with the development and submission of policy papers on health related matters to Cabinet and their implementation as appropriate
6. To introduce concepts of evaluation and health outcomes	<ul style="list-style-type: none"> ▪ To evaluate planning process ▪ Develop concept of performance indicators 	<ul style="list-style-type: none"> ▪ Developments in this area is in its infancy ▪ The recruitment of the HPO should ensure this important activity commences

12.2.5 In providing its services during the year, the following have been identified as milestones,

- Planning, coordinating and successful implementation of activities related to the 5th Meeting of Ministers of Health for the Pacific Island Countries held in Nuku'alofa from 10-13 March. Sub Committees the Division were responsible were Entertainment, Finance, Transport, Administration.
- The Division was able to prepare and submit the Hon Minister of Health's Annual Report for 2002 before the deadline of 31 May. This is significant in that this was the first time the Ministry was able to meet the deadline.
- The Division prepared and submitted the 2004-2005 WHO Regular Budget for Tonga with its 4 main components as follows,

Fellowships;	US \$ 409,000.00
Local Costs;	US \$ 134,000.00
Supplies and Equipment;	US \$ 119,000.00
Consultants;	US \$ 126,000.00
Total	US \$ 788,000.00
- Award of contract to Moala Friendly Construction of the Administration Building Project and construction commenced in October. The Project's principal financial contributor is AusAID with contributions from the Government of Tonga and World Health Organisation.
- Successful negotiations with JICA Preparatory Mission for the Grant Aid Application for the Upgrading and Refurbishment of Vaiola Hospital
- Recruitment in July of Alexander and Lloyd to work with the Ministry in the development of the Master Plan for Redevelopment of Vaiola Hospital with the final document presented in December.
- Commissioning of Computer Laboratory by Hon Minister of Health jointly funded by WHO, MOH, USP.
- Promotion of Assistant Health Project Officer (Mrs Patinia Patelisio) to Health Project Officer.
- Recruitment of Health Planning Officer, Ms. Mafi Sikalu.
- Retirement of Mrs. Monika Ketu'u, Senior Medical Records Officer in Charge.
- Recruitment of 3 Junior Medical Recorders.
- Commencement of WHO Fellowship for Bachelor of Science (Health Information Management) of Mr. Sione Veilofia, Computer Assistant in February.
- Customer Service Training negotiated and undertaken by medical records staff.

12.3 Health Information

12.3.1 Health Statistics Officer, Mr Sione Hufanga is responsible for managing this section and is supported by 3 staff. The section was allocated \$1,600.00 and was utilized for the purchase of office supplies and maintenance of computers.

12.3.2 The section functions are,

- Computerize district hospital discharge data.
- Computerize Health Centre weekly and monthly reports.
- Computerize Hospital weekly/monthly reports.
- Disseminate health information locally, regionally and internationally.
- Prepare statistical tables for the Annual Report of the Hon. Minister of Health.
- Computerize Births and Deaths.
- Liaise with Justice and Statistics Department in matters pertaining to births and deaths registration.

12.3.3 The section objectives are,

Objectives	Achievements/Status of Implementation
To train staff to improve knowledge and skills where appropriate.	<ul style="list-style-type: none"> ✓ Health Statistics Officer attended a Workshop on Using Health Statistics to Strengthen Epidemiological Surveillance System in Pacific Island Countries that was conducted in Apia Samoa. Participants were introduced to Global Concept namely DALYs and Millennium Development Goals. ✓ Health Statistics Officer attended the in country training course (Data Analysis and Reporting Writing) ✓ Mrs. Finau 'Akau'ola (Computer Assistant) has the opportunity to visit Ballarat Hospital as part of the exchange staff with the Ministry of Health in Tonga. ✓ Ms. Nauna Paongo (Computer Operator Grade 1) has been selected by the Ministry to be the Counterpart Trainer in the Computer Training offered by the University of the South Pacific. She has chance to upgrade her computer skills through this training. ✓ The Ministry of Health awarded Mr. Sione Veilofia (Computer Assistant) a WHO fellowship to pursue undergraduate training in Bachelor of Applied Science (Health Information Management) in Australia.
To improve the accuracy of health information, compilation and analysis of statistical data.	<ul style="list-style-type: none"> ✓ A Validation system was established between Obstetric and Health Information Database. The main objectives of this exercise are to improve the accuracy of birth information and to resolve discrepancy between the primary sources obtained from the Obstetric wards and the Reproductive Health Section. This is a trial of the validation system intended to undertake between Medical Records Section and the rest of all wards using the Bed Census result.
Improve awareness of Tonga Health Status.	<ul style="list-style-type: none"> ✓ These are the various new methods that the Health Information Section used to disseminate Health Information to the Community and also Hospital Staff. <ol style="list-style-type: none"> 1. Health Promotion consultation with community. 2. Disseminate of inpatient information to members of Inpatient Working Groups for awareness of major type of disease admitted to each wards and overall admission.

12.4 Project Planning

12.4.1 A single Assistant Health Project Officer, Mrs Patinia Patelisio staffs the section.

12.4.2 The section's objectives are,

- Increase the number of projects approved and implemented
- Improve staff knowledge and skills by further training
- Improve capability for formulation of projects
- Maintaining the Ministry's Training Schedule

12.4.3 The section's functions are,

- In collaboration with programme managers develop, implement and monitor health projects.
- Liase with project donors

12.4.4 Provided below is the status of project developed and processed for funding.

Project	Costing	Funded	Unfunded
EEU Project	\$3 million	Funded	

12.4.5 Milestone

- The Assistant Health Project Officer was promoted to the post of Health Project Officer with effect from July 2003.

12.5 Medical Records

12.5.1 Senior Medical Records Officer in Charge, Mrs Monika Ketu'u is responsible for managing this section and is supported by 9 staff. This section was allocated \$4,000.00 for office supplies and equipment.

12.5.2 The section's objectives are,

- To have a proper secondary storage area to accommodate all inactive records for future reference, research and education purposes.
- To continue in the training and development of the Medical Records staff.
- To cull inactive medical records to allow storage space for active medical records.

12.5.3 The section's functions are,

- Ensure all medical record inpatient and outpatient needs are attended to.
- Ensure all admissions, transfer and separation procedures are completed and in order.
- Attend to all requests regarding patients' medical records by health care professionals.
- Ensure notifiable diseases as required by the Public Health Act 1992.
- Issuing of death certificates.

12.5.4 In providing its services, the following were accomplished during the year,

- This section has been operating 24 hours with effect from January.
- Recruited 2 new daily paid staffs to ensure the Medical Records continues to operate on a 24 hour basis.
- Staffs participated in in-country courses namely Customer Service and Computer Training.
- Computer Operator Grade I (Ms. Nauna Paongo) and Computer Assistant (Mrs. Finau 'Akau'ola) provided on the job training in terms of computer and coding skills.

13. ACKNOWLEDGEMENT

I wish to acknowledge my appreciation to the Director of Health and all staff of the Ministry of Health for their loyalty, cooperation and dedication during the year, without much of what is contained in this Annual Report would have been achieved.

I wish to make special mention of the villages and districts throughout the Kingdom that have embraced and supported the Ministry efforts to extend its services to the community and request this excellent relationship continue into the future.

I am indebted to members of the Royal Family, Honourable Ministers of the Crown, Nobles of the Realm, Heads of Government Departments, Development Partners and Agencies, Non Government Organisations which the Ministry was associated with for the valuable partnership and support throughout 2002.