

"Here, at Ibrahim, we do not give 100% guarantee about an operation's success. We do the best we can from our side and 100% guarantee is something only God gives, though there are people who give such false assurance", continues Siraj. ICHRI currently has a 0.5% to 0.6% mortality rate, as the reports from last year show. This means that the success rate of the operations is close to 99.4%. The figures are as good as any foreign hospital but the institute is always trying to increase that percentage. "We only operate when the patient needs the surgery and we perform a maximum of two or three surgeries a day," states Siraj. "We tend not to work like conveyor belts in industrial factories as it will deteriorate our quality. We try to do the operations as safely as possible and in the most hygienic manner", he goes on. The total number of patients who had Cardiac Surgery during the year 2005 was 328 of whom only 2 patients died.

"Our main intention is to give service to the people while keeping up the quality of the hospital," says Rahman: "Hygiene is well maintained in all nooks and crannies of the hospital", Rahman states. The Security and the Cleaners have all been out-sourced. They work on contract because that way, they do good work and if "we are not satisfied with their service, we get a new service provider who can cater to our needs," says Rahman. In case of other hospitals, they have recruited their own staff. Here, the system is "hire and fire". At the end of the day, the cleanliness in ICHRI speaks for itself.

The hospital's efficient set up is another commendable feature. There are about 78 beds in all in ICHRI. Keeping the numbers limited means that quality is maintained and all the patients get proper attention since



Abdur Rouf (L), ICU In-Charge, is seen tending to a patient.



Laboni is seven and a half years old. She has a hole in her heart that needs to be repaired.

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nearly all the patients have heart problems.

There are roughly 130 to 150 nurses at this centre working continuous shifts. The doctors too are available around the clock. From morning to 4 p.m., there are doctors available and from then on to 4 a.m. the next morning. There are always three doctors present, both in Cardiology and in Cardiac Surgery. "The resident doctors too are on call 24 hours a day so there is never any short of good help," continues Rahman. The best thing about the doctors at ICHRI is that they do not practice anywhere else. Hence, they

can allot all their time to this institution and to the welfare of its patients. Rahman was in the Army in Cardiac Anaesthetics. After retirement, he came here 2 years back and started his practice. He had been in the Combined