Friends of Tansen 2013
We Serve Jesus Heals

We serve, Jesus heals
2012 was a very good year for the hospital. We were busier than ever, and the highlight of the year was to be given the Best Hospital Award.

In June, a journalist called the hospital and said he would like to interview the director about an award. It was a complete surprise when he told us that this hospital had been given the Best Hospital Award by Swasthya Khabarpatra, a monthly health magazine. For this national award, the selection committee evaluated various nominated hospitals, and ours had come out as best.

So I bought a new sari for the occasion and went to Kathmandu for the award ceremony on 22 July 2012. The awards were presented by the Minister of Health, and the event was broadcast live on Nepal Television. In my acceptance speech, there was an opportunity to say a few words about what makes this hospital different. I was able to tell people that our motto is “We serve, Jesus heals”, and we want the glory to go to Him for our success.

Then on 1 November, I received an email informing us of a second award. This was awarded by Knowledge Resource Development & Welfare Group, an Indian organization that encourages inclusive and holistic development. The award was a healthcare leadership award for “outstanding contribution in promoting inclusive healthcare.”

What makes our hospital different from other hospitals? I think it is our service motive, and the fact that we see our patients as whole people, not just sick bodies to be treated, but people with emotional and spiritual needs too, and we try to meet those needs. There is also a lot of prayer both locally and internationally for the hospital - for staff and patients - and I firmly believe that makes a big difference. So Friends of Tansen plays an important role in the success of the hospital too. I also wish to give credit to all the hospital staff, whose faithful service has enabled this hospital to be voted the best hospital in Nepal.

Another new development this year has been the rewiring of the hospital. We are very grateful for the team from Calvary Church, Kalamazoo, USA who helped with this work. In addition, we were able to install software developed by Worldwide Lab to computerise our lab work. With the help of friends from NepalAbility, we started a new neuro-rehab department of physiotherapy. This will improve the care we give to our patients with spinal injuries, strokes and other neurological problems. We also added spinal surgery and prosthetodontics (false teeth and crowns) to the services we are able to provide for patients.

A national pilot of the Paediatric Nursing Course (PNC) developed by Pernilla Ardeby will be run at Kanti Children’s Hospital in March. We are hoping that this will be adopted as the basis for a national paediatric nursing course. As the Ardeby family return to Sweden, we hope this course will leave a lasting legacy of improved hospital care for children in Nepal.

I would like to take this opportunity to thank you for your prayers, gifts and support and for being part of our team for another year.

Dr Rachel Karrach
Hospital Director
It was a busy day in the United Mission Hospital, Tansen. The wards were filled to overflowing (patients were literally in beds in the corridors) with meningitis, typhoid, and other monsoon-type diseases. Doctors were doing rounds – with senior doctors taking time to teach the interns and residents and get orders written before heading to the outpatient clinics. In the midst of this came the call that there had been a bus accident and patients were on their way to the Emergency Room.

When the alarm sounded, doctors from all over the hospital converged on the 12 bed emergency room and were able to assist the 25 injured accident victims. Some were sent to the OR, others were admitted and some treated and released. The doctors returned to their other duties and the work continued at the hospital on the top of the hill.

A few years ago, this scenario would have looked quite different. There were only two beds in the ER until the new addition was opened at the hospital in 2008. If more patients arrived together, they would have to wait in the hall or outside until the ER opened up.

In August of 2012, the ER had record numbers of visitors – averaging about 50 patients per day. In spite of more hospitals being available in Nepal, the United Mission Hospital, Tansen is still looked on as one of the best. This new Emergency Room has been a blessing to many people in Tansen and surrounding areas. We are very thankful for those who gave so that it could be built.

The seeds of this started back in 2006. United Methodist missionary, Dr Elma Jocson, was very pleased to have a visit from her sending agency in New York. Mark Masters had come to Tansen to see Elma and the work in Tansen. Unfortunately, during his visit, Mark started to feel very unwell. The next day, he was encouraged to get to the hospital ER, and while he was there, he had a heart attack and died. It was a devastating blow for Mark’s family in the US, for Elma and for the United Methodist Mission Board in New York.

In spite of their grief, Mark’s family decided to make a donation to the hospital in Mark’s memory. That money was the start of the plans which ended in the bigger and better Emergency Room here in Tansen.

Mark’s life was his message – and even after his death, his legacy continues to encourage and help people here in Tansen, Nepal.

Deborah Dornon
Expatriate Services Officer

Unlike other patients, nine-year-old Kusal Thapa happened to be in the hospital not because he was sick, but because of his mother’s and sister’s illnesses.

Kusal’s sister was born with heart disease and Down’s syndrome. She frequently suffered from fevers and spent a lot of time in the hospital. Kusal had to travel with his mother and sister on their many trips to the United Mission Hospital, Tansen. He could not stay at home as his father was abroad to earn money to support the family, and there was no one else to care for him. Kusal’s family struggled because his mother was also on treatment for tuberculosis and they had to spend a lot of money traveling and for treatment for his sister. This family was in a financial crisis along with their medical difficulties.

I first met Kusal on the ward. His eyes were full of tears because he had just witnessed his mother being taken to the Emergency Room because of her illness. He was full of stress because he not only had to cope with his sister’s illness, but his mother’s as well. My colleagues and I from the Pastoral Care Department had the opportunity to give him emotional and spiritual support while he was dealing with this tragedy. I prayed with him. His mother’s condition got better, and Kusal started sharing about his difficult life with me. I learned that Kusal was very worried about his studies, as he had missed so much school. However, the Children’s Educational Support Programme through the hospital was able to help Kusal continue his studies.

After a few weeks, Kusal’s mother improved, and I could sense that he was relieved; however a few days later, his sister died. She was nine months old. The support that we gave Kusal helped him to cope with this devastating loss.

I joined this hospital as a teacher to teach children who miss their classes because they have to be admitted to the hospital because of an illness. I never thought I would also get to minister to a child who was at the hospital because of family sickness. Indeed, my ways of thinking are different than God’s ways. Sometimes I wonder how many children in Nepal are like Kusal. Do they get emotional support, and are they covered with prayer? I am thankful to God for healing Kusal’s mother. I will continue to pray for Kusal and children like him in this country.

Deborah Sherpa
Educational Teacher
The Child Nutrition Rehabilitation Centre (CNRC) was established in July 2006. Our target group is malnourished children, from eight months to eight years of age. These children are referred from the paediatric outpatient clinic and the hospital paediatric ward. On admission, the child is examined and weighed and then weighed daily during their stay to monitor their progress. We provide nutritious food to these children six to eight times per day. But the Centre does more than just feed the children - we involve the mothers in the preparation of nutritious food; they learn to prepare “sarbottam pitho” (super-flour porridge); they learn about hygiene, sanitation, and how to grow vegetables in the centre’s garden. Once the weight of the child has improved, we send them home and invite the mothers to bring their child to the CNRC for a follow up visit after one month.

So far, we have treated 264 malnourished children. Most of these children have gained weight and their mothers have learned how to prepare good, healthy food with readily available foodstuffs.

I would like to share with you about Janaki BK, who was a 19-month-old malnourished girl when she came to us. Her father suffers from mental illness, and because her mother had to work as a day labourer to support the family of five, she could not give Janaki the attention she needed. Like many children without a mother’s attention, Janaki did not get enough nutritious food or proper care. As a result, Janaki lost weight and eventually she developed severe malnutrition.

Finally, after Janaki developed a fever and diarrhoea, her mother brought her to the United Mission Hospital, Tansen. Doctors in the paediatric clinic diagnosed severe malnutrition, along with other health problems. They also found delayed growth and development. Janaki was referred to our CNRC programme.

On arrival Janaki weighed only 6 kg. As part of our routine procedures, we involved her mother in preparing “sarbottam pitho” and taught her about a nutritious diet and its value to our bodies. Janaki ate very well and her mother was very eager to learn how to prepare good, healthy food and got involved in all our activities in CNRC.

After four weeks, Janaki’s weight had increased and she became very energetic. She had recovered from her other health problems too, and was ready to go home. A month later, she came for a follow-up visit, and she had continued to gain weight.

We are thankful to Finnish Evangelical Lutheran Mission for their investment in our work in Tansen, which enables us to make a difference to the health of whole families like Janaki’s.

Parbati Gautam
In Charge, Community Health Department
This is my 33rd year working at the United Mission Hospital, Tansen. I have been working in the Laundry Department for four years. Before that, I worked as an Auxiliary Nurse Midwife.

Although I don't work directly with patients anymore, I understand that the Laundry Department plays a vital role in maintaining cleanliness in the hospital which, in turn, decreases infection. Our department has 48 staff members. Our area of work is in the hospital and around the hospital compound. We take care of cleaning bed linens, scrubs, and patients' gowns. We are blessed to have washing machines and dryers. They were purchased many years ago, and sometimes our staff suffer a lot when the machines don't function.

On average, we wash about 1300 kg of linen per day. Although we have three washing machines, only one is in fairly good condition. I am praying that the Lord will provide us with a new washing machine which will enable us to do our work more efficiently.

We are thankful for the dryers during the rainy season, but usually we hang the laundry on the roof of the hospital to dry. We have an electric winch which pulls the drum of clean laundry up to the roof where it is hung on lines, and it also lowers the dried linens. It is good to use the sun to dry and help keep things fresh.

During my time as a ward nurse, I worked hard to ensure that my working area was clean and sterile in order to lessen infections. Now I am seeing that the work of the Laundry Department also helps to maintain a healthy environment in the hospital. While on the ward, I interacted with a lot of patients, but now I interact mostly with my department staff and other friends from the hospital. I enjoy this. However, it is very difficult for me to make decisions when recruiting new staff for the Laundry Department. When current staff retire, I send out an announcement for the need of three or four new people. I end up getting applications from more than 500 people. It is very difficult to choose.

I am thankful to God for His strength and energy that He gives to me and my colleagues to accomplish the work of the Laundry Department.

**Dilmaya Pahari**
In Charge, Laundry Department

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From Ward to Laundry Department

Pharmacy - West meets East

“"They could do with some help with pharmacy work in Nepal." So said John Bradley, former Director of the International Nepal Fellowship (INF) and a fellow member of my church in England. Nepal? I had never thought of going East, in spite of the fact that I had been born in India. I had set my heart on long-term mission work in a South American country. To this end, I was teaching myself Spanish! However God had other ideas, and I learned that when one prays, "Here I am Lord, send me where You will", He does just that! He chooses the place and time for the working out of His purposes for our lives. All He asks is that we make ourselves wholly available.

Twelve months later, I found myself en route to Nepal where I shall be based for three years. INF has seconded me to the United Mission to Nepal (UMN) to work in the United Mission Hospital, Tansen. My remit is to provide advice on pharmacy management and prescribing practice, to review and assess pharmacy practice in different mission hospitals with the aim of developing training programs for pharmacy staff, and to mentor and support the current pharmacist at the hospital.

At the time of writing this, I have only been in Tansen for a few months. I am impressed by the efficient way in which the hospital pharmacy is managed by Diwaker, the pharmacist. I am particularly impressed with the patient medication record system operating here. As a result, all patients receive individually packed and labeled medication – something we take for granted in the West, but which is quite unusual in Nepal. Verbal instructions (reinforced diagrammatically) at the point of supply mean that every effort is made to ensure that patients know how to use their medicines. A Medical Assistance Fund is available for the poorest patients so that no one is denied treatment on account of their financial circumstances. Diwakar joins doctors on the ward rounds twice a week. Ward pharmacy services as such do not exist at the moment, but with time these may also be incorporated into the work schedule. The United Mission Hospital, Tansen has its own Formulary and doctors are encouraged to use the medicines listed in the Formulary so that patients rarely need to purchase drugs from outside medicine shops.

The professionalism and dedication exhibited by our pharmacy staff really impresses me. Having recently received the prestigious "Best Hospital in Nepal" award, the pharmacy will now strive to be recognized as the "Best Hospital Pharmacy in Nepal". With God's grace, I hope to play some small part in reaching for this goal.

Jackie Durrant
Pharmacist
My association with the United Mission Hospital, Tansen began in 1973 with the hospital’s Maintenance Department. A relative suggested that I apply for a job at the hospital. Working with senior technicians was fun, and I learned many things related to the work. These friends of mine also took me to church in 1975. However, neither these friends nor I took any interest in reading the Bible or in understanding it.

Life went on and my responsibilities increased. During my days off, I earned extra money by using skills my new skills in the community. I fixed electrical wiring, repaired motor bikes, and did plumbing jobs. My maintenance training was very useful and helped me to increase my income, but I misused all this income. While my children were still small, most of my evenings were spent drinking alcohol. I was not leading a good life. I developed stomach problems so I quit drinking alcohol. I then spent time with my children and tried to help with their education. Now, all my children are married and have jobs.

I was given opportunities to equip myself with different types of training related to work and to management. This helped me to understand the Christian vision and values of the hospital. The message of Jesus and His sacrifice for me changed my lifestyle. I decided to submit my life to Jesus, He gives me strength and protects me. Last year I was baptised at Hebron Church in Tansen, and now I am moving forward with my faith in Christ.

We have received much from our friends and colleagues here. We will miss the wonderful people of Nepal. We pray that God will continue to pour His blessings on the United Mission Hospital, Tansen as He has done for over 50 years.
On 19 November 2012, we arrived in Tansen for a week’s visit – our first since we left Nepal in June 1991 after having lived here for seven years. Both our daughters, Rebecca and Ruth, were with us. We stayed at the hospital guesthouse.

We were looking forward to meeting a few previous friends and acquaintances, but we did not really expect people to remember us, since so many folk come and go from Tansen. However, it was a lovely surprise to meet one person after another who was excited to see us and eager to spend time with us. We felt blessed and affirmed as people expressed gratitude for ways in which we had been friends and neighbours to them. We were surprised that our friendship had meant so much to them, and we were delighted to see friends who have matured in their life and faith and are now carrying responsibility and reaching out to others. What a joy to renew friendships, and to know that we are knit together forever in God’s family across the nations, sharing the same heart for His kingdom!

At the Community Health Department, which Andrew was part of during our Tansen years, he was encouraged to see how people have grown and developed professionally. It blessed us to see how God had brought new people to Tansen to take on the work, and to bring it to the high level it is at today. We were particularly touched to renew friendships with some of our children’s peers. We were encouraged by those who are walking with God, and we will be praying for others - that their hearts will come alive with renewed faith in Jesus.

We pray blessing on all that God is doing through people in Tansen and we say to them: “Thank you for your kind welcome. Be encouraged in every act of hospitality and kindness that you show. It is never wasted, never in vain, but will bring forth a harvest whether you see it or not. Our God is wonderfully faithful!”

Andrew and Barbara Brown
Former Missionaries in Tansen

Flashing lights! Loud, thumping music! Stage smoke!
Not the usual things you associate with the United Mission Hospital, Tansen. It was just like the Oscars – the annual Health awards from Swasthya, a national health magazine, with the United Mission Hospital, Tansen winning the category of Best Hospital in Nepal!

I was honoured to be there to support Dr Rachel Karrach, hospital director, who received the award on behalf of the hospital staff. It was a proud moment for all of us. In her acceptance speech, Rachel highlighted one of the reasons why Tansen is the quality hospital that it is – the Christian ethos and values of the staff, summed up in the hospital motto: “We serve, Jesus heals”. It was a welcome recognition for all the staff of Tansen (who were watching the live coverage on NTV!) and UMN as a whole. This award celebrates the work of UMN in Nepal and acknowledges the committed, compassionate service that the hospital staff provide to patients and their families, day-in and day-out.

It was nice to be congratulated, but of course that is not the motivation for our work. The UMN Mission Statement starts with the phrase, “Inspired by the love and teachings of Jesus Christ…” Jesus is our inspiration and our example in the work that we do. In 1 John 2:6 we read: “Whoever claims to live in him must walk as Jesus did.” UMN’s work in Tansen is a key part of “walking as Jesus did” as an organisation, and as individuals each day. Yes, there are challenges, but we are committed as an organisation to do this work into the future, and we know that He will equip us for this journey. It is unusual to receive recognition from the World for this, but it is nice when we do – and an opportunity to give Him the glory.

Thank you also to all those who join us in this walk by regularly praying, giving and serving.

Dr Mark Galpin
UMN Executive Director
Thanks to your donations we were able to:

- Give free patient care to over 1824 patients totaling NRP 10,258,447 (USD 118,000).
- Buy two diathermy machines, two phototherapy units for new borns, and a patient monitor.
- Continue our training focus, offering courses for internal and external medical staff.
- Rewire the hospital and computerise the lab.

Future projects - can you help?

- The Medical Assistance Fund (MAF) provides charity to the poorest patients. Each year we are seeing more and more patients in need of assistance, so donations to this are always welcome.
- We hope to purchase the following needed items of equipment:
  - Orthopedic drill;
  - Digital x-ray system;
  - Washing machine;
  - Oxygen concentrators;
  - Cardiac monitors.
- We are still looking for funding to build an additional large water tank to store more rainwater so that we have sufficient reserves for the dry season.
- We are still in need of long term medical personnel, particularly general surgeons, and an IT specialist.

Dr Les Dornon, a doctor here at United Mission Hospital, Tansen, got to use his Japanese language skills when Mrs Iwamura (who first came to Tansen 50 years ago with her husband who worked as a doctor here for many years) came for a visit. Les grew up in Japan, son of missionaries there, and heard stories of the very famous Dr Iwamura as a young man.

Mrs Iwamura left some books here for the children at the hospital— a story of her husband and his work here written in both Japanese and Nepali. We are thankful for the continuing support of friends from Japan and many other countries around the world.

Friends of Tansen is also available in pdf format on our website. If you would rather not receive a paper copy of our magazine or you have changed your address please email Dr Roshan Kharel at: donorrelations@tansenhospital.org.np

It has been a busy year in the hospital as you can see from the figures below:

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<thead>
<tr>
<th></th>
<th>This Year</th>
<th>Last Year</th>
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</thead>
<tbody>
<tr>
<td>Patients seen in clinics</td>
<td>84,439</td>
<td>79,991</td>
</tr>
<tr>
<td>Emergency cases treated</td>
<td>14,243</td>
<td>12,891</td>
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<tr>
<td>Babies delivered</td>
<td>1,791</td>
<td>1,808</td>
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<tr>
<td>Patients admitted</td>
<td>12,217</td>
<td>11,352</td>
</tr>
<tr>
<td>Surgeries performed</td>
<td>7,528</td>
<td>7,274</td>
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<tr>
<td>Bed occupancy rate</td>
<td>85.20%</td>
<td>77.85%</td>
</tr>
<tr>
<td>Town clinic visits made</td>
<td>8,068</td>
<td>7,193</td>
</tr>
</tbody>
</table>

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- Orthopedic drill;
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- Oxygen concentrators;
- Cardiac monitors.
- Large water tank to store more rainwater so that we have sufficient reserves for the dry season.

The above details make the tracking and allocation of donations much easier. Thank you.

There are three main ways you can give financially:

1. Give via credit or debit card from anywhere in the world.
2. Give via internet banking & money transfer.
3. Mail donations.

When donating to United Mission Hospital, Tansen, please send us a letter or email tansen@umn.org.np (and copy to fin@umn.org.np) giving the following details:

1. Your name
2. Your address
3. The amount
4. The date of the transaction
5. The account number it was paid into (if by money transfer)
6. What area the gift has been given for (e.g. general use, training, pastoral care fund, etc.). Please also state clearly that the funds are for United Mission Hospital, Tansen. All undesignated gifts will be used as needed.

For help or advice about giving please contact tansen@umn.org.np or look at our website: www.tansenhospital.org.np/support/support-money.html
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