



## ADVANCING SURVIVOR CENTRED CARE: TUMAINI SGBV CLINIC LAUNCHED AT KUTRRH

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*Contributors: Dr.Edward Mbugua, Mrs. Mercy M.Kahare*



# KUTRRH and MSF Launch Tumaini Clinic to Strengthen Care for SGBV Survivors



KUTRRH, in partnership with Médecins Sans Frontières (MSF), marked a major milestone with the official launch of Tumaini Clinic, a dedicated Sexual and Gender Based Violence (SGBV) Clinic established to provide comprehensive, confidential, and survivor centred care.

The launch was marked by a symbolic community awareness walk from the hospital to Kahawa West Roundabout, bringing together hospital staff, partners, community leaders, and residents. The walk aimed to raise awareness about the new clinic and reinforce the shared responsibility of protecting, supporting, and standing with survivors of SGBV. It set the tone for a day focused on hope, dignity, and collective action against gender based violence.

Speaking on behalf of KUTRRH CEO, the Director of Training and Research, Dr. Caroline Ngugi, reaffirmed the hospital's commitment to providing dignified, confidential, and survivor centred services. She noted that Tumaini Clinic represents a safe refuge where survivors can seek help, healing, and renewed strength in an environment that prioritizes privacy and respect. The launch comes at a significant moment, ahead of International Women's Day on

8th March 2026, underscoring KUTRRH's dedication to advancing women's safety, wellbeing, and empowerment.

On behalf of the Director of Clinical Services, Dr. Janet Muia emphasized the clinic's role in strengthening coordinated multidisciplinary care for survivors. She highlighted that Tumaini Clinic will offer timely medical care, psychosocial support, legal guidance, and holistic case management to ensure survivors receive comprehensive and seamless support.

Representing the Director of Nursing Services, Ms. Purity Kibathi described Tumaini Clinic as a beacon of hope for the community. She noted that the clinic is nurse led and anchored on principles of confidentiality, attentive listening, and compassionate care, ensuring survivors are supported in a safe, respectful, and non judgmental environment.

Speaking on behalf of MSF Kenya, Ms. Rebecca Ndung'u commended the dedication of KUTRRH leadership and staff in establishing the clinic and reaffirmed MSF's commitment to supporting the initiative and strengthening the partnership to ensure survivors receive the assistance they need.

The SGBV Clinic Coordinator, Dr.

Irene Mutua, reflected on the collaborative journey that transformed the vision of Tumaini Clinic into reality. She acknowledged the resilience and commitment of all partners involved and noted that the clinic officially began serving survivors on 2nd March 2026.

Community and law enforcement leaders also pledged their support. Inspector Yusuf Yahya, Officer in Charge of SGBV at Kahawa West Police Station, urged the public to report all SGBV cases, support survivors without judgment, avoid siding with perpetrators, and refrain from re victimizing survivors. He emphasized the importance of strong collaboration between the community and law enforcement to ensure justice and protection.

Representing the Kenyatta National Hospital Mental Health Team, Ms. Salome Ndolo, speaking on behalf of Dr. Ian Kanyanya, Head of Mental Health at KNH, highlighted the strong multidisciplinary collaboration over the past year that contributed to the successful establishment of the clinic. Area Chief Mr. John Karanja of Kahawa West expressed appreciation for bringing SGBV services closer to the community, noting that the clinic will significantly improve access to care, justice, and healing for survivors.

# Strengthening Regional Leadership and Service Delivery



KUTRRH hosted a high-level delegation from the Association of Executive Managers of Referral Hospitals of Uganda for a regional executive benchmarking visit aimed at strengthening leadership, governance, and service delivery in public referral hospitals. The visit provided a strategic platform for peer learning, experience sharing, and regional collaboration in healthcare management.



The delegation was led by Dr. Paul Batiibwe and comprised senior healthcare leaders from across Uganda. The team was accompanied by representatives from the U.S. Centers for Disease Control and Prevention (CDC), whose support continues to enhance exchange learning processes and promote regional knowledge sharing. The engagement underscored the growing importance of cross-border collaboration in addressing shared health system challenges and

advancing best practices in public healthcare delivery.

The delegation was received by Dr. Anthony Kamau, Ag. Director of Clinical Services on behalf of the CEO. During the engagement, KUTRRH shared its experiences and best practices in referral system coordination, digital patient management, clinical governance, and institutional sustainability. These discussions highlighted the hospital's integrated and patient-centred approach to healthcare delivery, as well as its emphasis on innovation and quality improvement.

As part of the programme, the delegation undertook a comprehensive tour of the hospital led by Dr. Onyimbo Kerama, Deputy Director of Clinical Services. The tour covered key service areas including the Accident and Emergency (A&E) Department, Outpatient Department (OPD), Intensive Care



Unit (ICU), inpatient wards,

the Laboratory, and other critical clinical and support units. This provided participants with practical insights into KUTRRH's service organization, infrastructure, and care pathways.

Throughout the day, discussions focused on priority areas such as patient flow and referral coordination, nursing lead-



ership and coordination, digital health systems, telemedicine, and specialized care services. The interactions reinforced the role of technology and strong leadership in enhancing service efficiency, clinical outcomes, and patient experience.

The visit reaffirmed the value of regional collaboration, shared learning, and strong institutional leadership in strengthening public health systems. It also reinforced KUTRRH's position as a centre of excellence and a key regional partner in advancing healthcare service delivery, governance, and innovation across the region

# Advancing Hearing Health Awareness Through Schools and Community Outreach



World Hearing Day, observed annually on 3rd March, serves as a global platform for raising awareness on ear and hearing care and promoting actions that prevent hearing loss. This year's commemoration held under the theme "From Communities to Classrooms: Hearing Care for All Children," emphasizing the importance of protecting children's hearing both at home and in learning environments.

To mark the day, KUTRRH's ENT Unit conducted a series of outreach activities aimed at increasing public awareness, promoting preventive ear care, and encouraging early hearing screening among children and the wider community.



A key component of the outreach involved school-based sensitization sessions. The team visited Mahiga Junior Secondary School, Kahawa Comprehensive School, Kamiti Comprehensive School, and Kiwanja Primary School, engaging both primary and secondary school learners in interactive discussions on ear and

hearing health. During these sessions, students were taught how the ear functions and why good hearing is essential for learning, communication, and overall development.

Learners were sensitized on early signs of hearing loss, including difficulty hearing teachers in class, frequently asking others to repeat themselves, turning up the volume of electronic devices excessively, persistent ear pain, ringing in the ears, ear discharge, and a sensation of blocked ears. The team also highlighted common causes of hearing loss such as untreated ear infections, prolonged exposure to loud noise, inserting objects into the ear, ear injuries, and certain illnesses. Practical preventive measures were emphasized, including keeping ears clean and dry, avoiding insertion of objects into the ear, minimizing exposure to excessive noise, and seeking prompt medical attention when ear-related symptoms arise.

Through these engagements, learners were empowered with knowledge to protect their hearing and encouraged to report ear-related concerns early, both at school and at home. The outreach underscored the importance of early detection and timely treatment in preventing long-term hearing challenges and supporting improved academic performance.

In addition to school outreach, KUTRRH hosted a World Hearing Screening Camp at the hospital, offering free hearing assessments to the public. Led by clinical audiologist Paul Gitau, the ENT team conducted ear examinations, hearing tests, and professional consultations to identify hearing challenges and guide patients on appropriate care and treatment options. Approximately 80 patients benefited from the screening, with those requiring further at-



tention referred for specialized ENT care.

Through these initiatives, the hospital continues to strengthen preventive hearing care by integrating specialized medical services with community education. By extending hearing health awareness beyond hospital settings into schools and communities, the initiative contributes to protecting children's hearing, promoting early intervention, and supporting better communication, learning outcomes, and overall quality of life.

# KUTRRH Joins National Leaders in a Thanksgiving Ceremony Honouring Dr. Ouma Oluga



KUTRRH, led by its Board Chairperson James Kibugu Wambu and CEO Dr. Zeinab Gura, joined national and local leaders at a thanksgiving ceremony held in honour of Dr. Ouma Oluga, Principal Secretary in the State Department for Medical Services. The ceremony took place at Okela Primary School in Uyoma, Rarieda Constituency, Siaya County, and brought together leaders and community members from across the country.

The thanksgiving ceremony was



presided over by the President of the Republic of Kenya, H.E. Dr. William Ruto, who attended as the Chief Guest. The event attracted a large gathering comprising religious leaders, political leaders, healthcare stakeholders and local residents, all united in celebrating Dr. Oluga's distinguished service and leadership at the national level. The occasion provided a meaningful platform

for reflection, unity and renewed commitment to national development, while highlighting the strong link between national leadership and grassroots communities.

As part of its commitment to serving communities across Kenya, KUTRRH used the opportunity to showcase its cutting edge healthcare services, reaffirming the hospital's role as a centre of medical excellence, innovation and advanced patient care. The hospital's participation underscored its mission to extend quality, specialized healthcare services beyond its Nairobi base and closer to communities across the country.

In line with this mission, KUTRRH's clinical team collaborated with clinicians from various health facilities to offer free medical services to members of the local community during the event. These services included free cancer screening, free doctor consultations, laboratory services and the provision of essential medicines at no cost. The outreach not only addressed immediate healthcare needs but also promoted preventive care and early detection, reinforcing the impor-

tance of accessible healthcare at the community level.

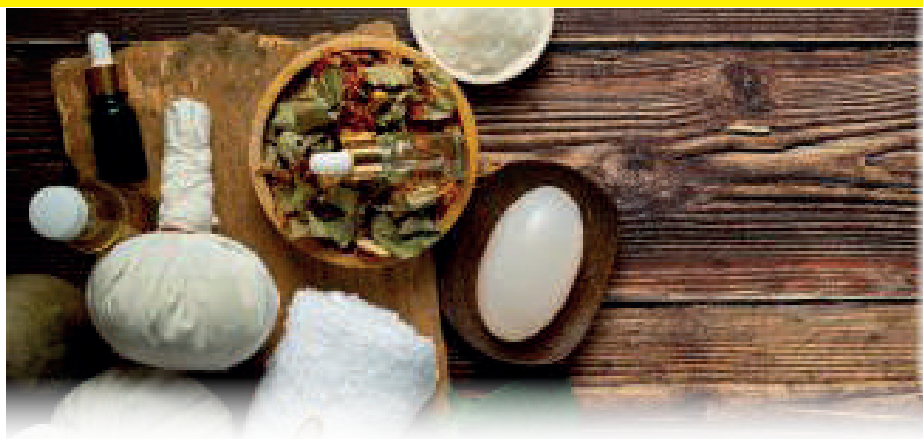
The thanksgiving ceremony stood as a powerful expression of gratitude and solidarity, celebrating Dr. Oluga's journey and contributions to Kenya's health sector while also demonstrating how national institutions can meaningfully engage with local communities. Through its participation, KUTRRH reaffirmed its dedication to expanding access to quality healthcare for all Ken-



yans and strengthening partnerships within the health system.

KUTRRH conveyed hearty congratulations to Dr. Ouma Oluga on this significant milestone and expressed its commitment to continued collaboration in advancing healthcare systems across the country, in line with national development goals and the pursuit of universal health coverage.

# Safeguarding Kenya's Medicines: Why Quality Matters More Than Innovator vs Generic



Access to safe and effective medicines is critical for Kenyans, yet many patients still question whether a drug is “original” or generic. Experts emphasize that the real issue is quality, not branding or price, especially as the country faces a growing threat of counterfeit, falsified, and substandard medicines.

According to Dr. Edward Maina Mbugua, Head of Department- Pharmacy at KUTRRH, the correct scientific distinction is between innovator and generic medicines. Innovators are the original patented drugs developed through extensive research, while generics are produced after the patent expires. Both must contain the same active pharmaceutical ingredient, in the same strength, and demonstrate bioequivalence, meaning they work the same in the body. Generics are more affordable because they do not carry research and patent costs,



not because they are inferior.

Dr. Mbugua stresses that a quality assured medicine—whether innovator or generic—will effectively treat disease. Generics have greatly expanded access to healthcare in Kenya, but public trust depends on strong regulation and continuous education.

Kenya safeguards medicine quality through the Pharmacy and Poisons Board (PPB), which requires rigorous testing before approval, ongoing post market surveillance, inspections, random sampling, and recalls of non compliant products. Substandard medicines may contain insufficient or impure ingredients, while counterfeits are illegal imitations that pose serious health risks.

Despite these measures, counterfeit and substandard medicines remain a public health threat, often entering through informal markets and porous borders. Studies show notable levels of substandard, counterfeit, and unregulated medicines, particularly among common drugs such as antibi-

otics. Globally, the World Health Organization estimates that one in ten medical products in low and middle income countries is fake or substandard, contributing to treatment failure, drug resistance, higher costs, and preventable deaths.

Enforcement efforts have intensified, with illegal outlets shut down, illicit medicines seized, and suspects arrested. New digital traceability systems introduced in 2025 now help track medicines across the supply chain and detect counterfeits in real time, while continental efforts through the African Medicines Agency aim to harmonize regulation.

Patients are advised to protect themselves by buying medicines only from licensed pharmacies, checking PPB registration details, avoiding poorly labeled products, and consulting trained pharmacists. As a leading referral and research hospital, KUTRRH remains committed to strict procurement standards, secure supply chains, active pharmacovigilance, and patient education, working closely with national regulators to ensure medicines are safe, effective, and affordable for all.



# PICTORIAL



KUTRRH team led by CEO Dr. Zeinab Gura (4th right) with KEMRI team led by Ag. Director General Prof. Elijah Songok (Center) when KEMRI visited the hospital for a high-level meeting to strengthen collaboration between the two institutions.



KUTRRH team led by Director Training, Research and Partnerships Dr. Caroline Ngugi (1st right) with the University of Manchester team when they visited the hospital to discuss further collaborations.



KUTRRH's Public health team led by Ms. Rhoda Jepotip during a clean up exercise held at Kahawa West Market which was organised by Sports For Cleaner Environment. The hospital supported the team with several cleaning kits for the exercise.



KUTRRH's Dental team led by Dr. Jeremiah Oludhe (2nd left) during the World Oral Health Day where they conducted health education, free dental check ups and Consultation in commemorating the globally celebrated day at the hospital



KUTRRH staff during a walk to the Kahawa West round about during the official launch of the Tumaini Sexual Gender Based Violence (SGBV) Clinic at the Hospital. This Clinic provides free, round-the-clock, comprehensive medical, legal, and psychological services to survivors.



KUTRRH team led by board Chairperson Mr. James Kibugu Wambu and CEO Dr. Zeinab Gura with a team from Kenya Medical Training College (KMTC) led by Chairperson Mr. Joseah Kiplangat Cheruiyot and CEO Dr. Kelly Oluoch, during a high-level engagement. The meeting focused on strengthening collaboration in training and research, with a shared commitment to building healthcare workforce capacity, advancing clinical excellence, and fostering innovation

# World Kidney Day Marked Through Awareness, Screening and Compassionate Care



KUTRRH joined the global community in commemorating World Kidney Day on 13th March, under the theme “Kidney Health for All: Caring for People, Protecting the Planet.” The hospital’s observance focused on raising awareness about kidney health, promoting early detection through screening, and providing holistic support to patients at different stages of care.

In the lead up to the day, KUTRRH’s Renal Unit conducted free kidney screening services throughout the week, targeting both staff and members of the public. This initiative aimed to identify individuals at risk of kidney disease and to encourage early medical intervention. By the end of the outreach, over 200 individuals had been screened, helping to detect risk factors associated with chronic kidney disease, an illness that often develops silently without noticeable symptoms. The screenings included blood pressure checks, urine analysis, and medical consultations, with participants receiving guidance on prevention, lifestyle modification, and referral for follow up care where necessary. The outreach reinforced the importance of routine health checks, particularly for individuals living with hypertension and diabetes, which are leading

contributors to kidney disease.

As part of the World Kidney Day activities, the KUTRRH renal team also joined other healthcare stakeholders at a public awareness event held at Kenyatta National Hospital. The forum brought together health professionals from across the sector, including members of the Renal Society of Kenya. It featured public education sessions on kidney health, risk factors, and preventive measures, while also serving as a platform to advocate for improved access to kidney care services, early diagnosis, and equitable treatment across the country. Within the hospital, the day was marked by a patient centered en-

agement session led by the office of the Director- Nursing Services, alongside the renal care team. The session brought together healthcare providers and patients in an atmosphere of encouragement, compassion, and shared strength. Patients at different stages of treatment were supported and motivated, particularly those at the beginning of their journey toward managing kidney disease. The engagement highlighted the critical role of emotional and psychosocial support in treatment outcomes, with staff reaffirming their commitment to walk closely with patients and their families through every stage of care.

KUTRRH continues to offer comprehensive renal services, including screening, dialysis, specialist consultations, and long term management of kidney conditions. Through a multidisciplinary approach that integrates clinical excellence, patient education, and community outreach, the hospital remains committed to advancing kidney health and improving the quality of life for patients and the wider community.



# The Guardians of Every Patient Story: KUTRRH's Health Records and Information Management Department



Every patient's journey at KUTRRH begins long before they meet a clinician. Behind the scenes, a vital process ensures that every detail of care is accurately captured, protected, and made available when needed. This responsibility rests with the Health Records and Information Management Department, led by Mrs. Mercy Muanie Kahare.

Often mistaken for a front desk function, Health Records and Information Management is a highly specialised discipline at the heart of modern healthcare. It integrates medical knowledge, data management, and information systems to support clinical decision making, continuity of care, and institutional planning. At KUTRRH, the department is staffed by trained professionals operating within national standards and a structured framework under the Ministry of Health. Their work goes far beyond documentation; it transforms patient encounters into reliable data that supports treatment, clinical coding, research, and policy formulation.

The department accompanies the patient through every stage of care. From initial registration, admission, and specialist booking to ward care, theatre, laboratories, radiology, and discharge, health

records officers ensure that patient information is accurate and updated in real time. Diagnostic reports are carefully verified to ensure they are matched to the correct patient before being integrated into the clinical record, a seemingly small step with significant implications for patient safety. At discharge, comprehensive summaries are generated, ensuring records remain complete and retrievable for future care.

Beyond routine clinical care, the department plays a critical role in civil registration and vital statistics. Health records officers complete Birth Notification (B1) and Death Notification (D1) forms, liaising with next of kin and the Registrars of Births and Deaths. Maternal deaths are reported within 24 hours in line with national requirements. From the first breath to the last, the department ensures that every life event is accurately recorded.

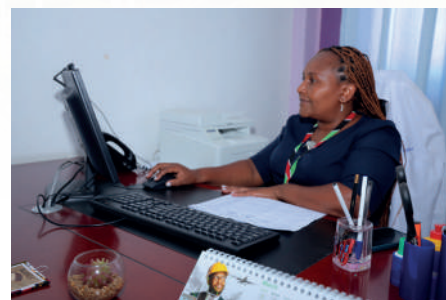
Internally, the department produces daily, monthly, quarterly, and annual reports that inform hospital management, supports morbidity and mortality reviews, and oversees a dedicated Data Quality Audit Committee. These systems ensure that data used for decision making is accurate, complete, and reliable, reinforcing KUTRRH's rep-

utation as a leader in health data reporting.

KUTRRH's investment in technology has placed its health records function among the most advanced in the country. Since the implementation of the Hospital Management Information System (HMIS) in 2021, the hospital now operates at approximately 95% digitisation. Patient journeys from outpatient services to laboratories, pharmacies, and specialist clinics are largely paperless, with discharge documents available electronically, including via email. The department has also developed internal Javascript and powerBi based databases to strengthen operational efficiency and is preparing for the integration of artificial intelligence, supported by the Head of Department's postgraduate training in data science and AI.

At the core of this work is an uncompromising commitment to confidentiality, availability, and data integrity. System access is strictly role based, research data requires formal approval, and sensitive records are handled through rigorous verification protocols.

The Health Records and Information Management Department is the quiet engine powering evidence based care at KUTRRH. Here, data is not a by product of healthcare; it is the foundation of safe, quality patient care, and this department remains its most dedicated guardian.





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Contact no:

**1558 (Toll free)**

*Editor: Jimmy Dzuya*

@kutrrh

Email: [customer care@kutrrh.go.ke](mailto:customer care@kutrrh.go.ke)

Enquiries: +254 800 721038 (Toll free)

@kureferral

@kureferral

*Graphics Designer: Shem Musyoka*