Caring Services Report

Of

Scheer Memorial

Adventist Hospital

For the people of

Nepal

Yearend Report

NFY 2081 – 2082

Mission

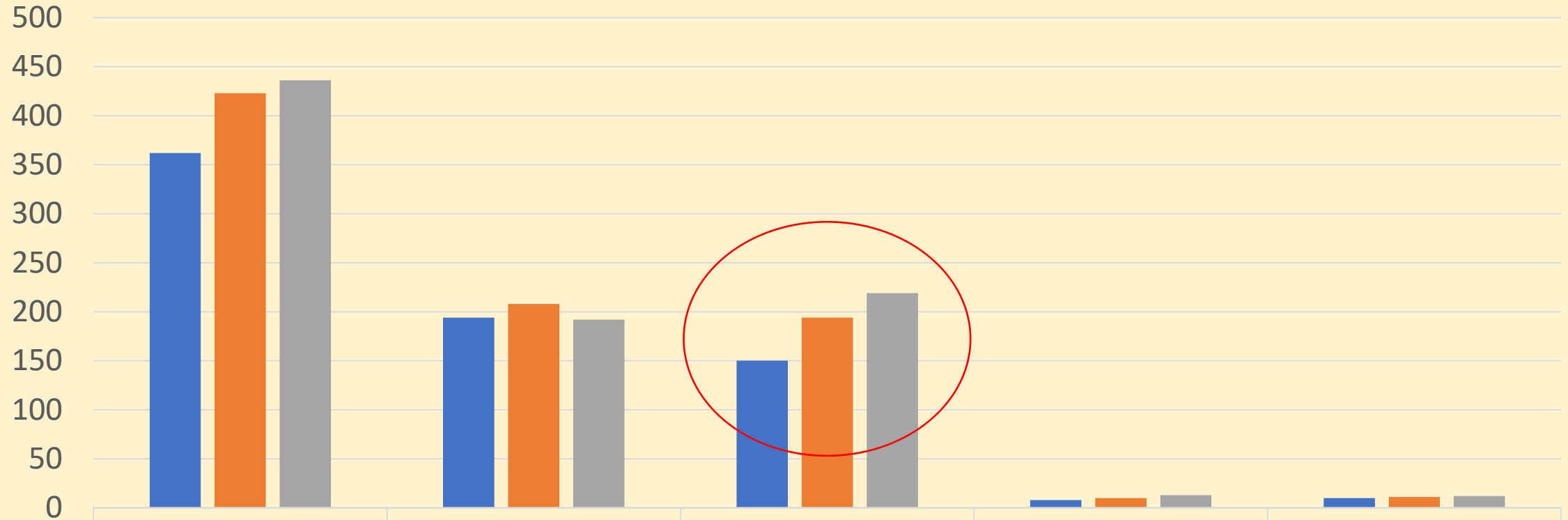
“To provide compassionate, patient-centered care to international standards for all patients, regardless of their ability to pay.”

Vision

“SMAH, as a premier healthcare institution in Nepal where clients feel loved, find wholistic care and healing.

Demography

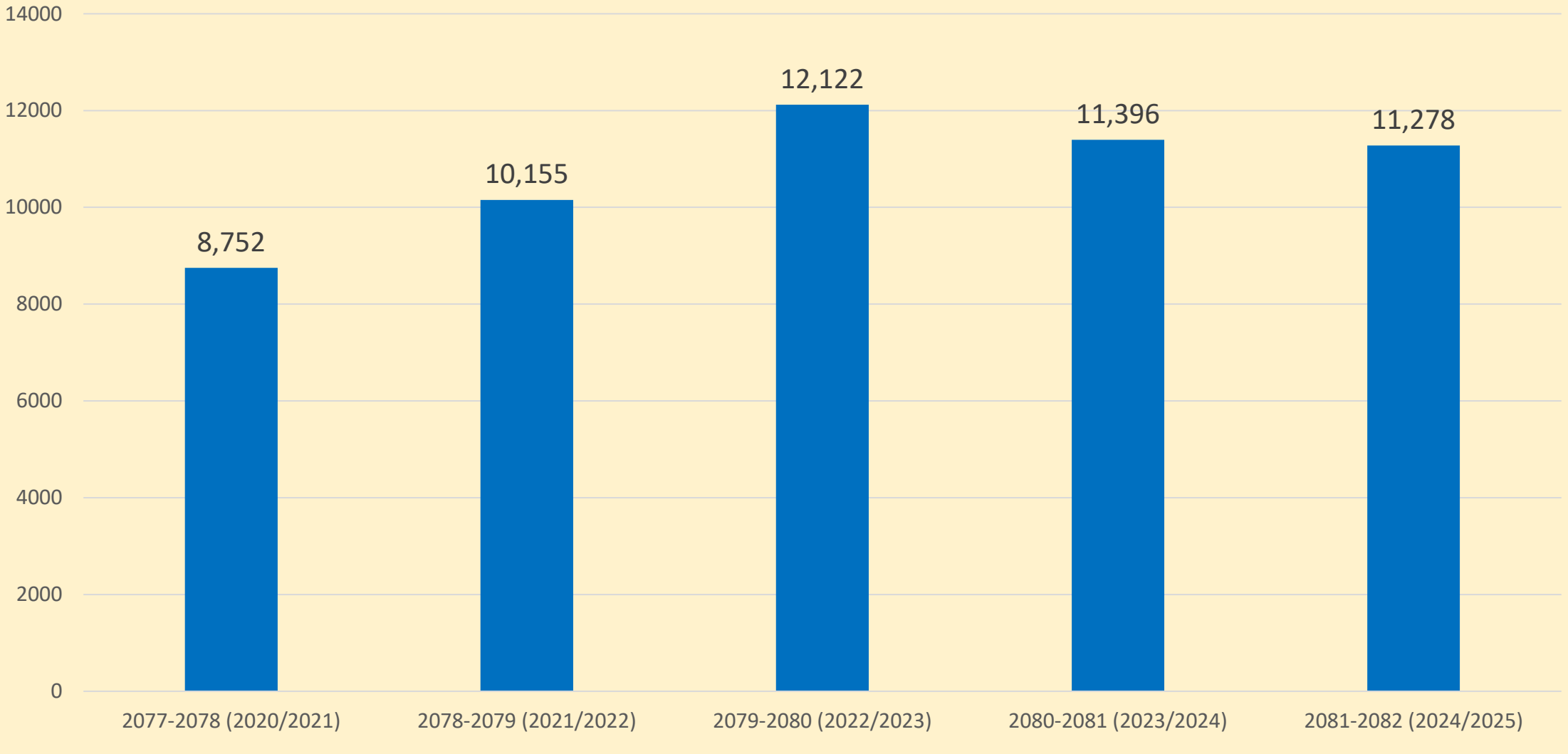
Total Number of Employees



	TOTAL	CONTRACT	PERMANENT	PART TIME	CONTRACT OUTSOURCE
2079/80	362	194	150	8	10
2080/81	423	208	194	10	11
2081/82	436	192	219	13	12

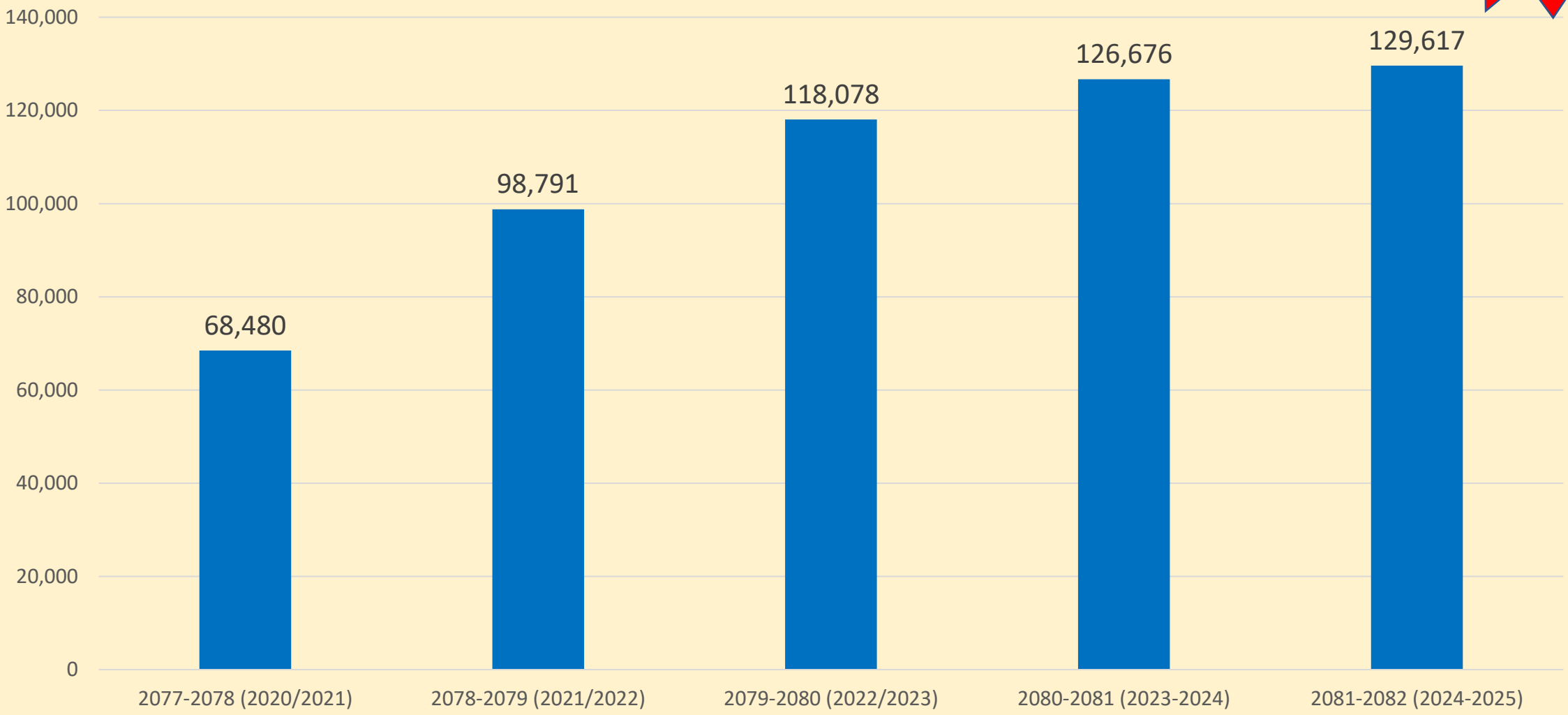
NOTE:- CONTRACT OUTSOURCES = SECURITY KAVRE BHU.PU.

5-year **In-Patient** Annual Volumes

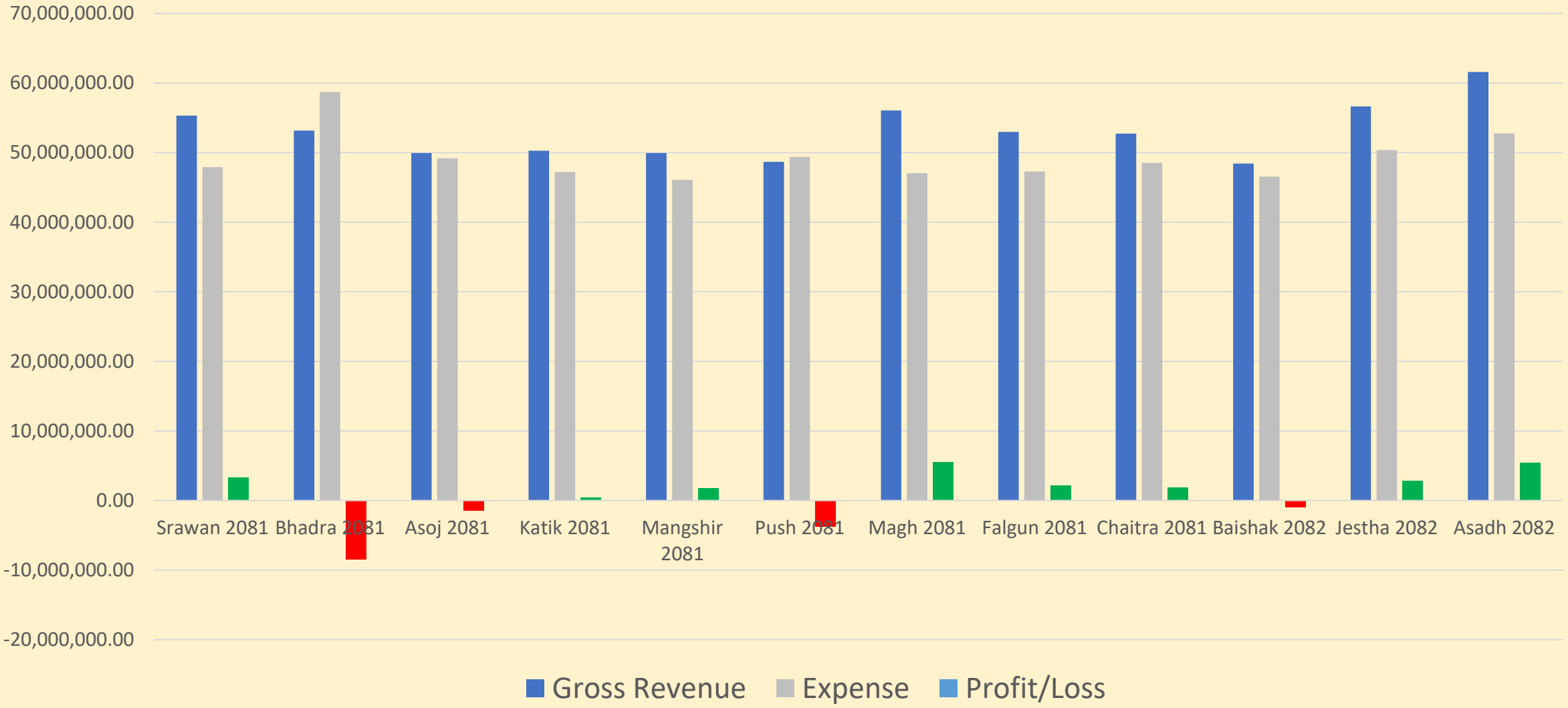


Financial Perspective

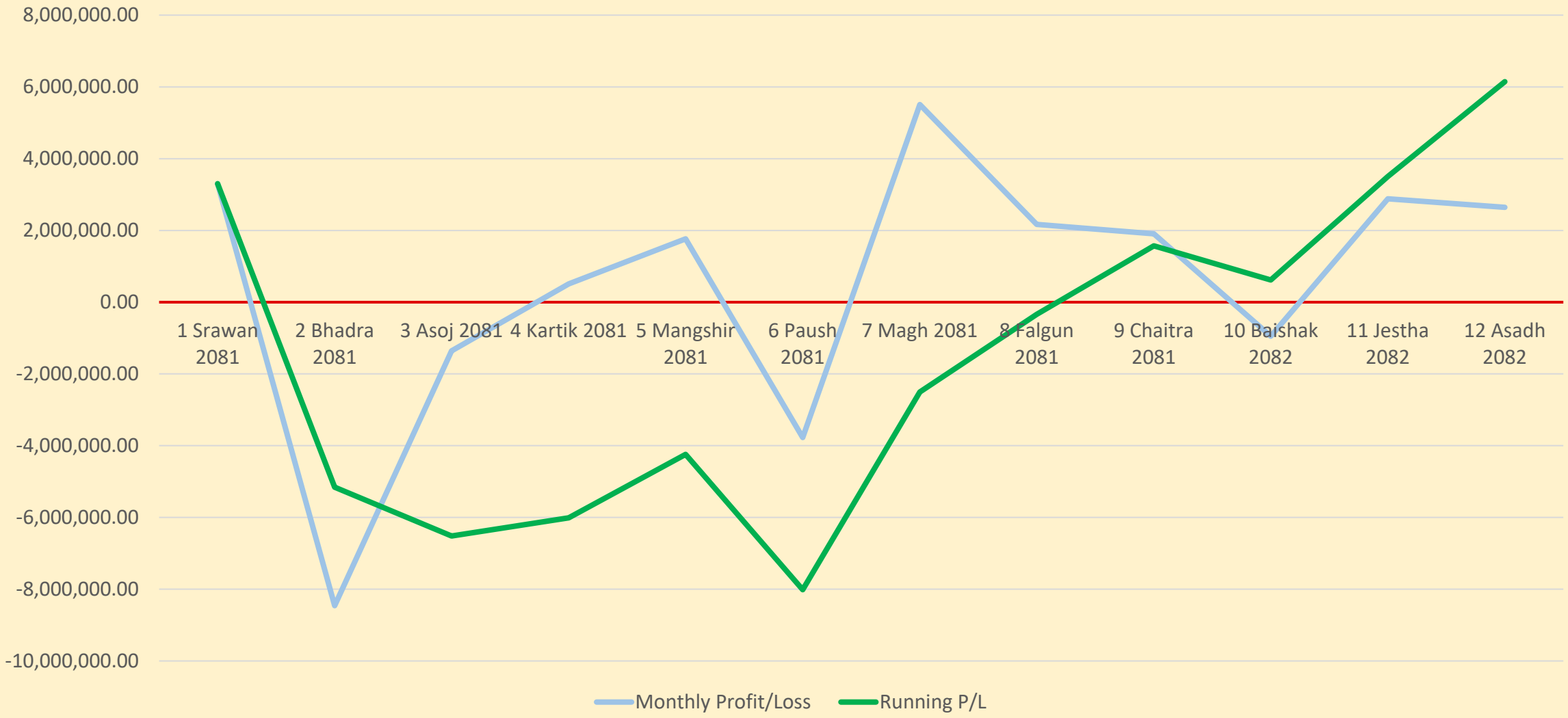
5 Year **Out-Patient** Annual Volume



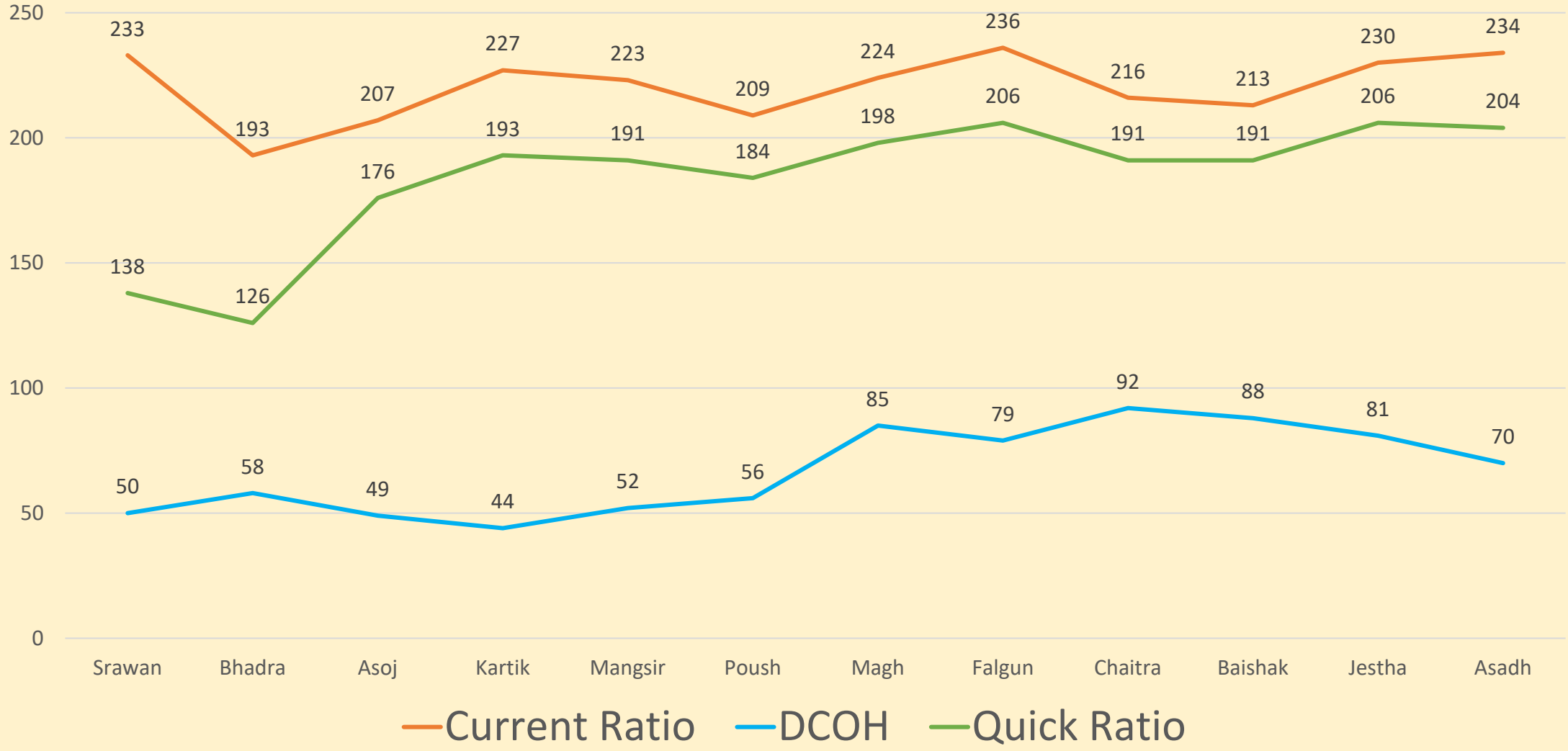
Monthly Financial Performance



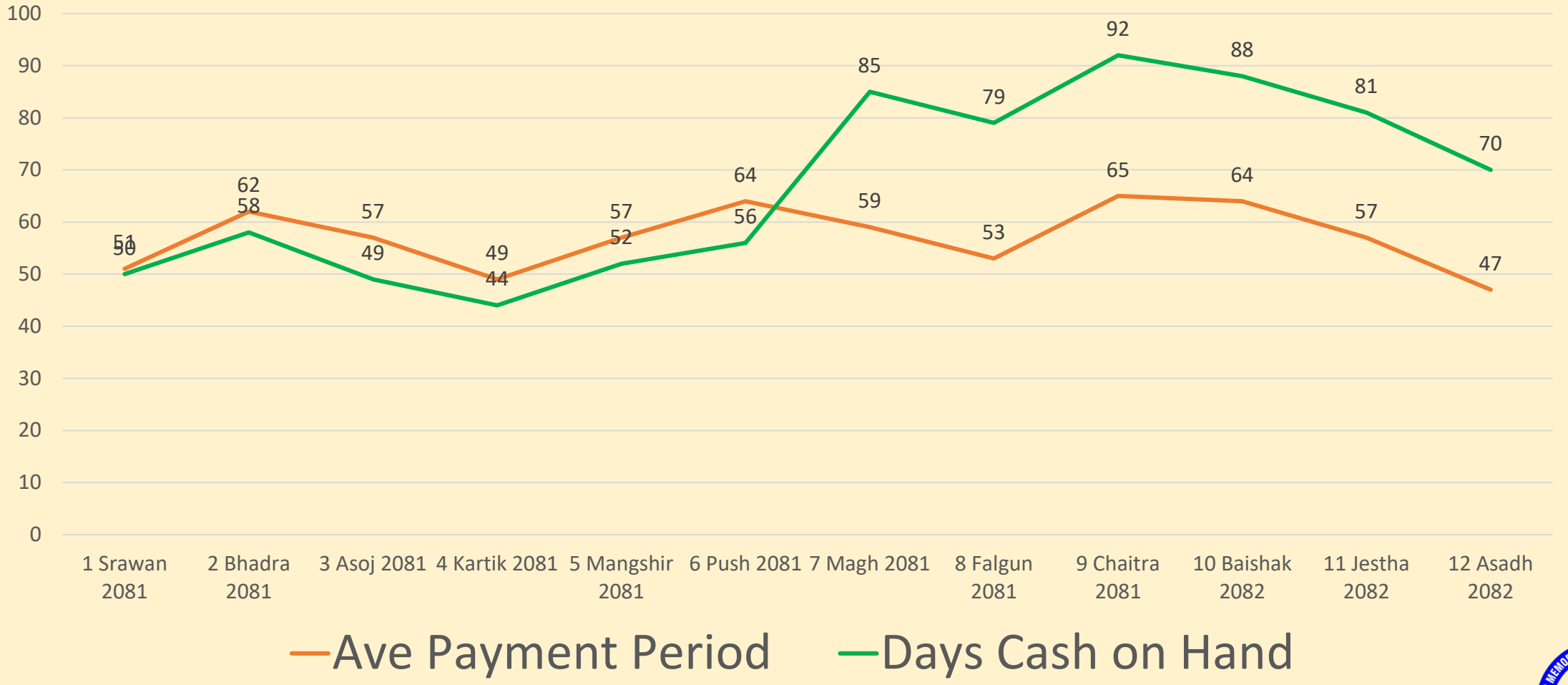
Profit and Loss Monthly Monitor



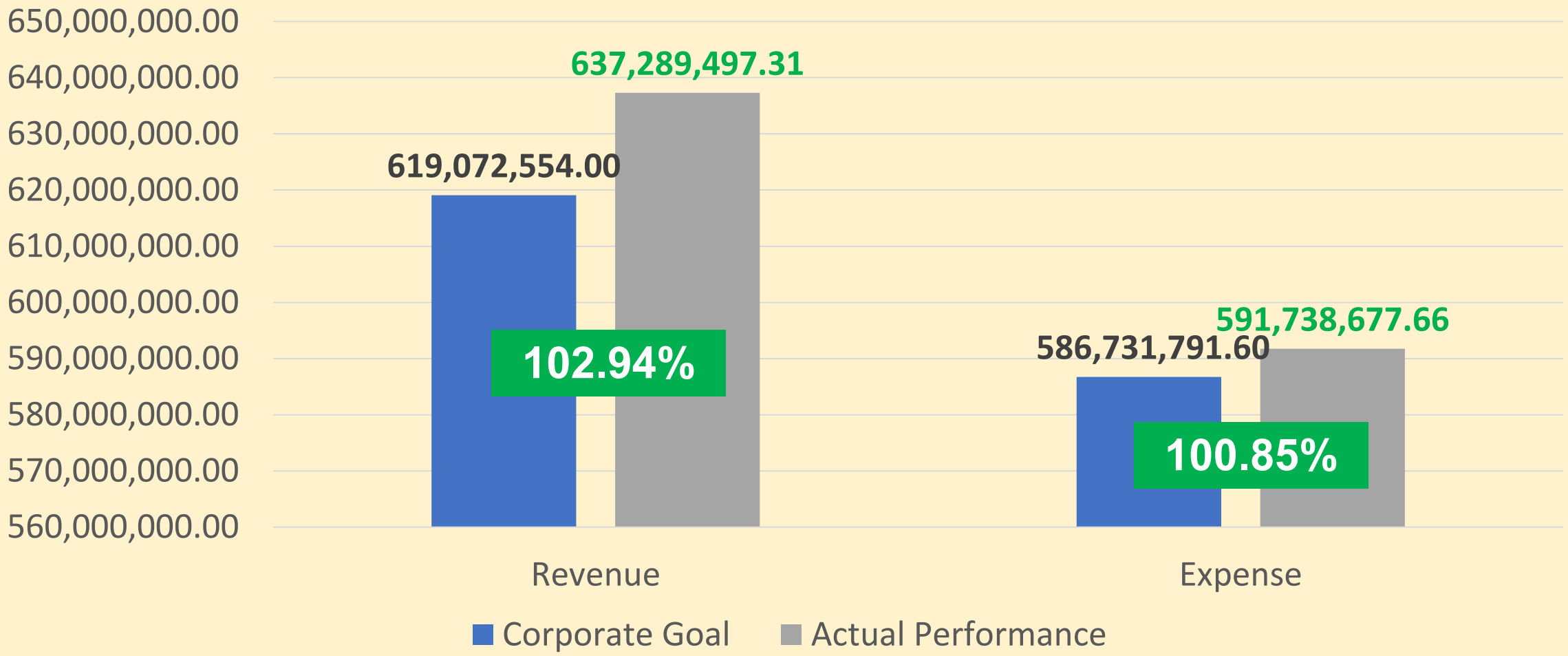
Working Capital & Liquidity Parameters



Cash Management (Days)

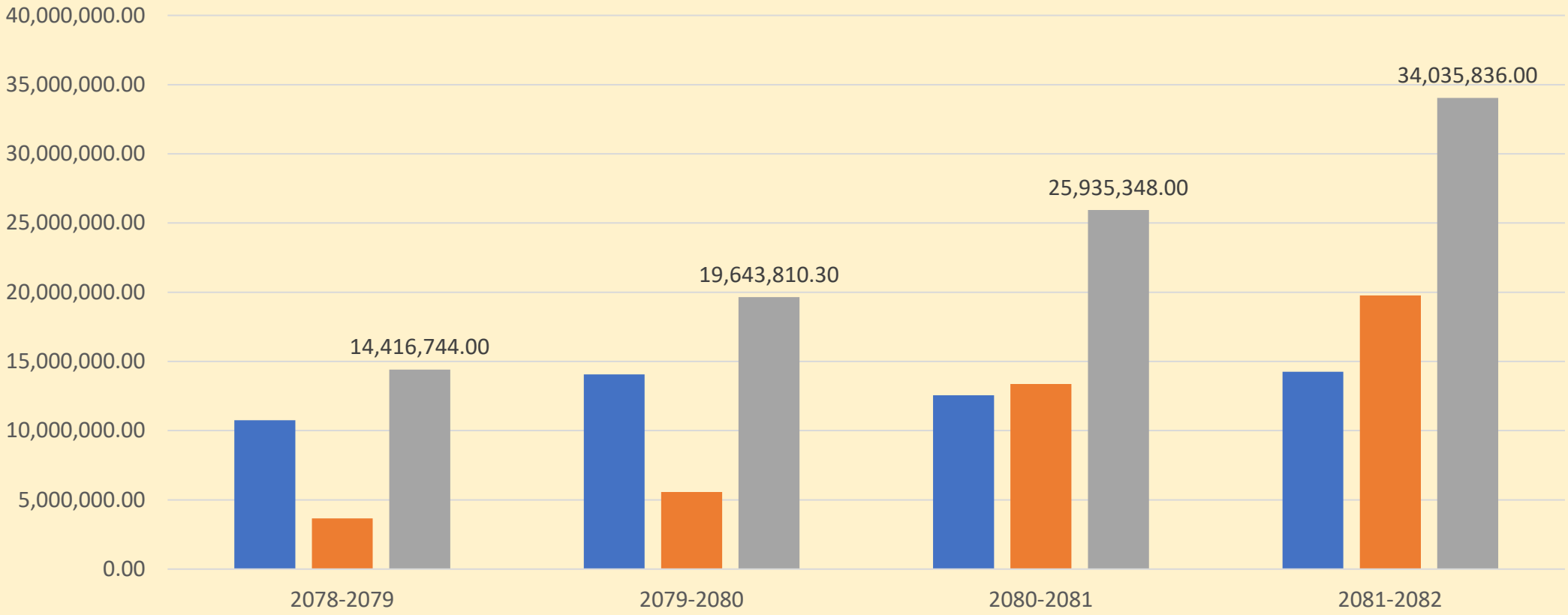


2081-2082 OPERATIONAL Performance compared to Corporate Goal

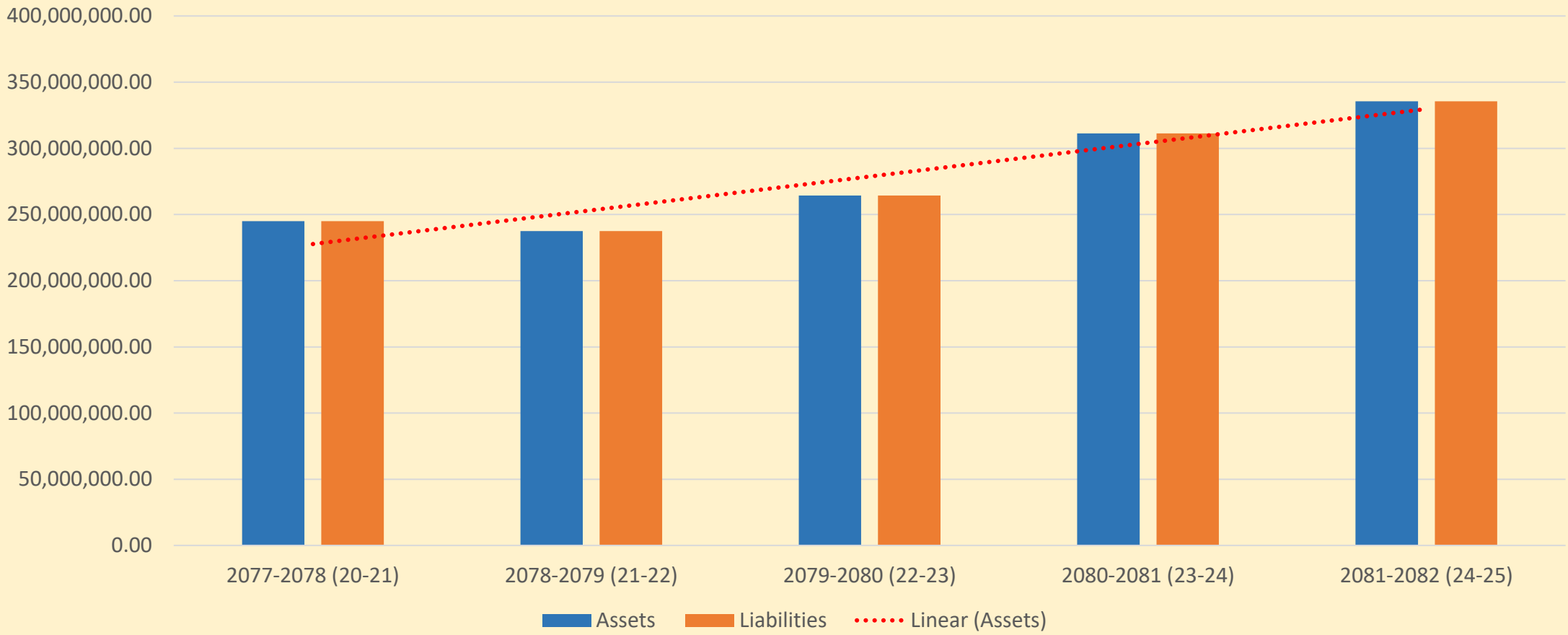


Charity Value Trend

As per Operational Expense sans Supported Programs



Movement of Assets and Liabilities



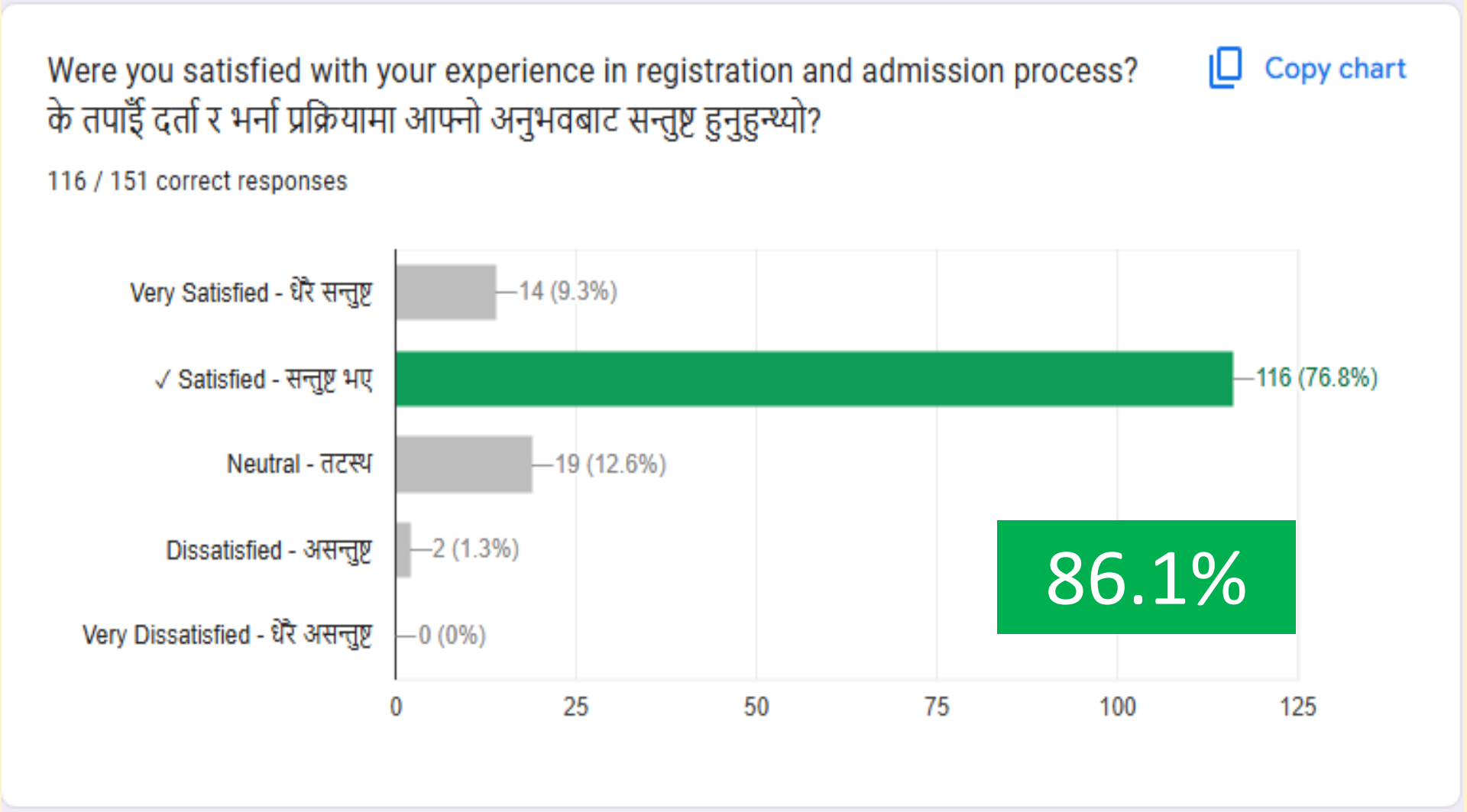
iCARE Training Programs

1 Onboarding

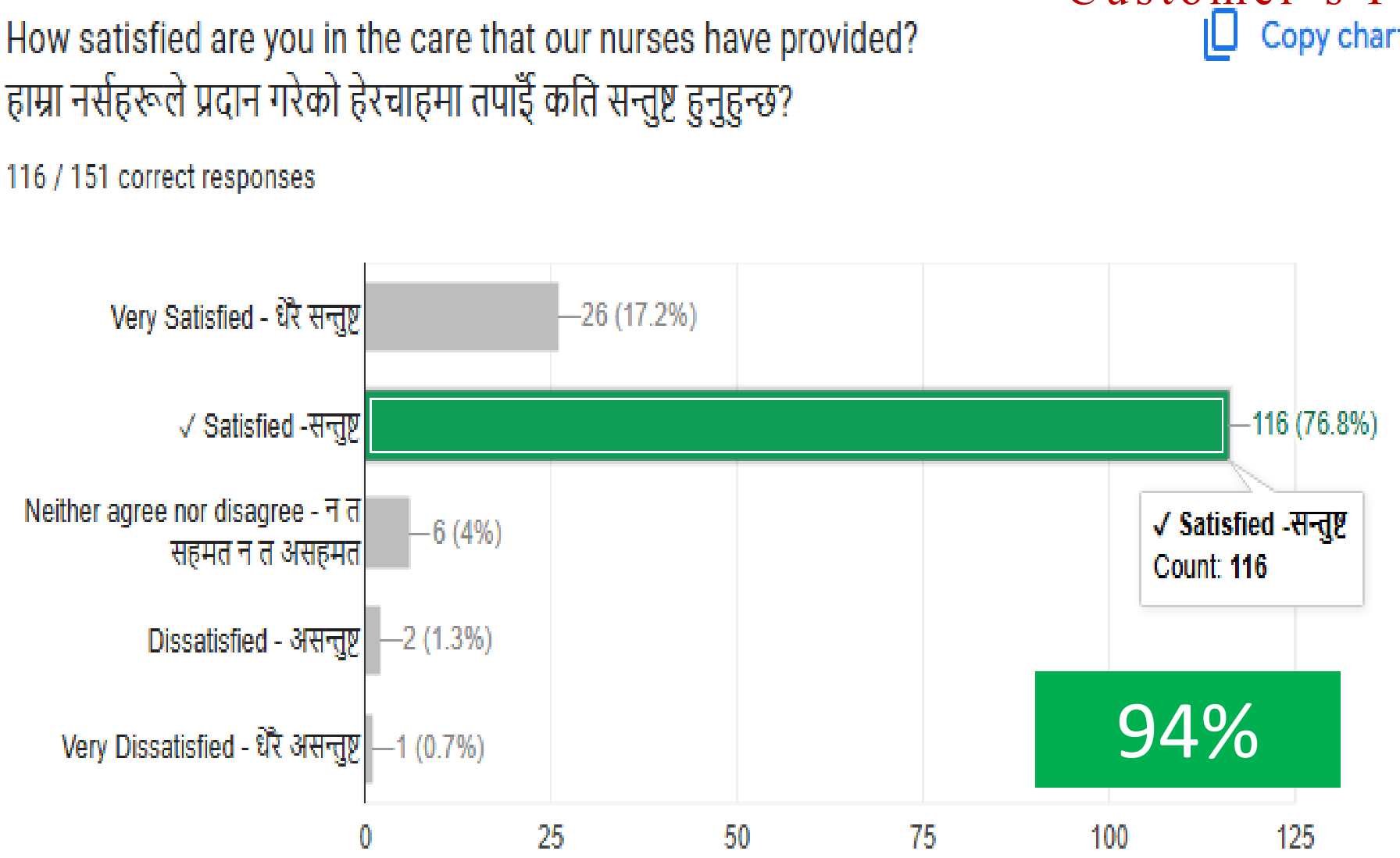
2 Review

3 Refresher

CSS In Patient Services
n = 151



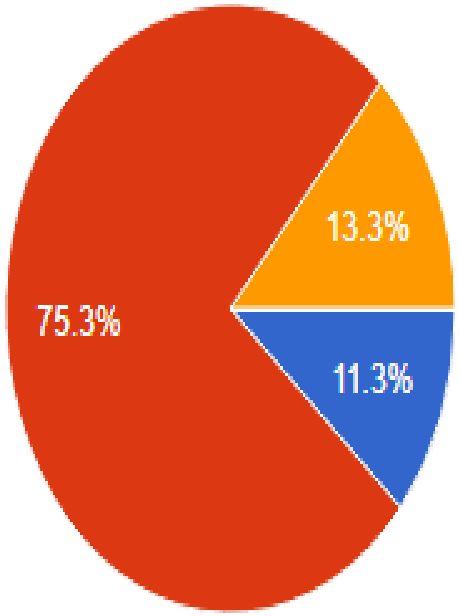
Customer's Perspective



How was your experience in the competence, courtesy and compassion of our staffs?
हाम्रा कर्मचारीहरूको क्षमता, शिष्टाचार र अनुकम्पामा तपाईंको अनुभव कस्तो थियो?

Copy chart

150 responses



- Very Satisfied - धेरै सन्तुष्ट
- Satisfied - सन्तुष्ट
- Neutral - तटस्थ
- Dissatisfied - असन्तुष्ट
- Very Dissatisfied - धेरै असन्तुष्ट

86.6%

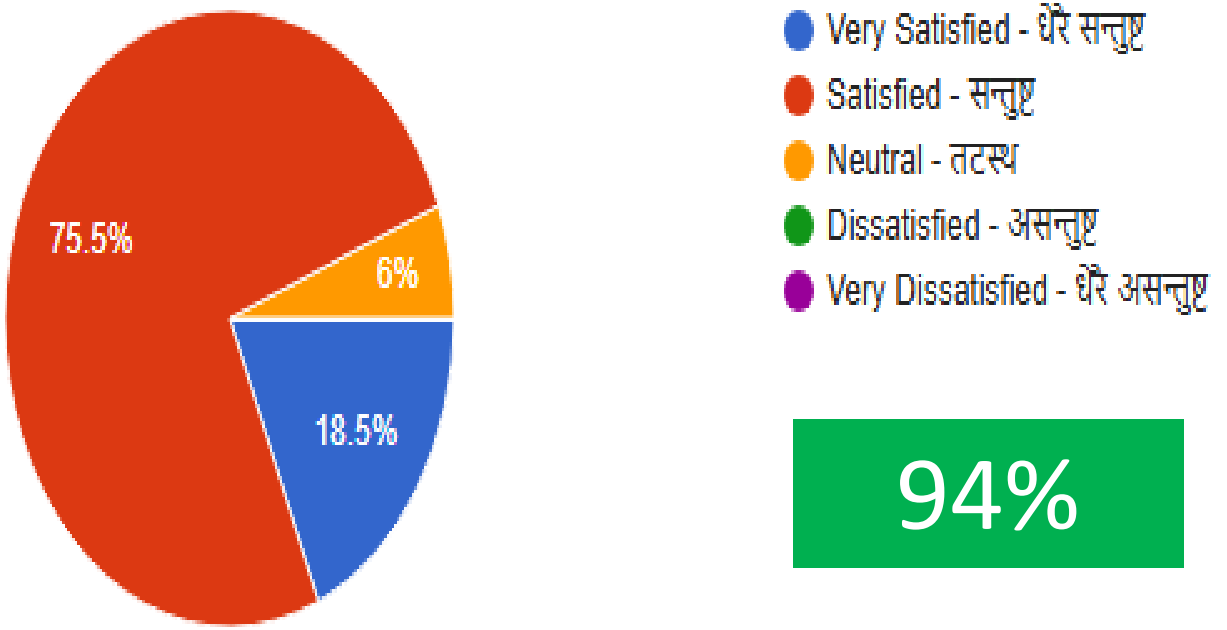
Customer's Perspective

How was your experience in the quality care and treatment of our Doctors in the hospital?

अस्पतालमा हाम्रा डाक्टरहरूको गुणस्तरीय हेरचाह र उपचारमा तपाईंको अनुभव कस्तो थियो?

Copy chart

151 responses



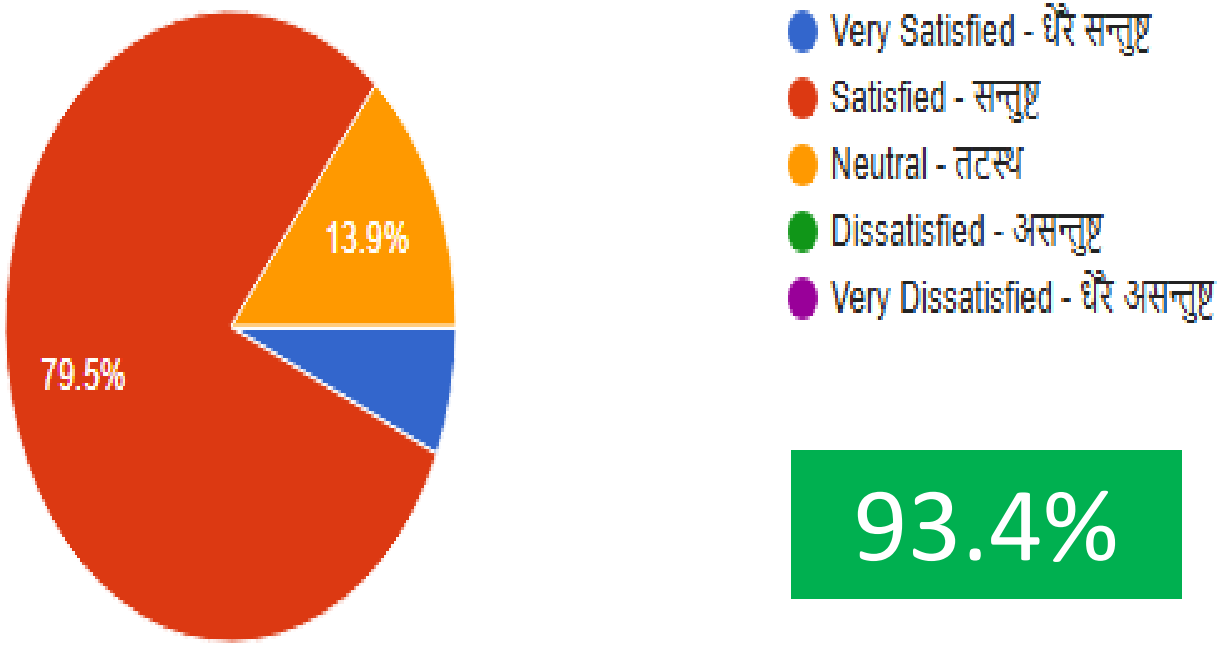
94%

Customer's Perspective

What has been your experience in the overall services in our hospital?
हाम्रो अस्पतालमा समग्र सेवामा तपाईंको अनुभव कस्तो रहयो?

Copy chart

151 responses



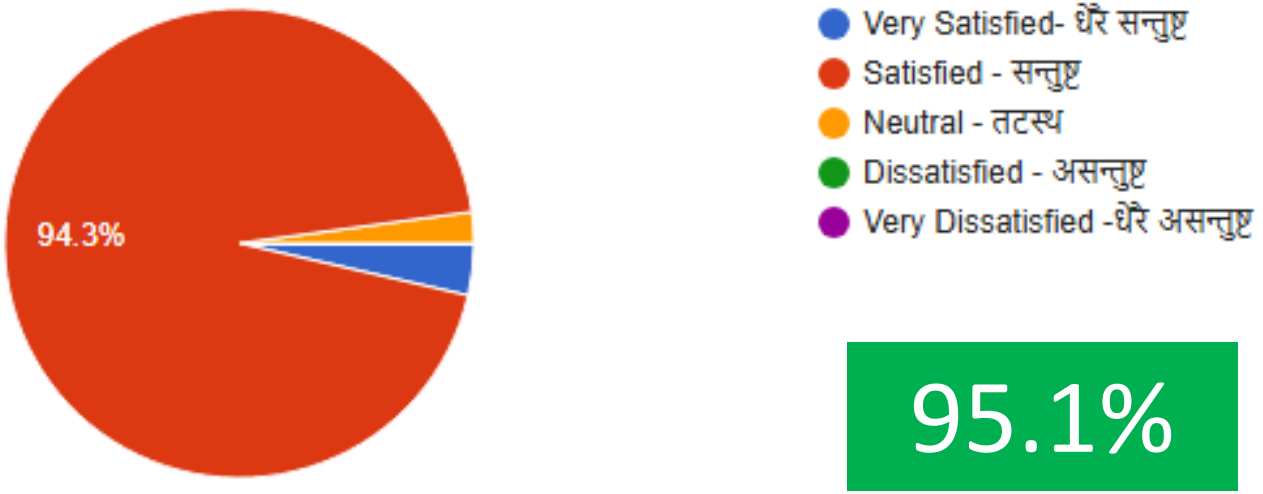
93.4%

Out Patient Services
n = 140

Are you satisfied that our service areas are easily accessible and are not difficult in finding?
के तपाईं सन्तुष्ट हुनुहुन्छ कि हाम्रो सेवा क्षेत्रहरू सजिलै पहुँचयोग्य छन् र फेला पार्न गाह्रो छैन?

Copy chart

140 responses

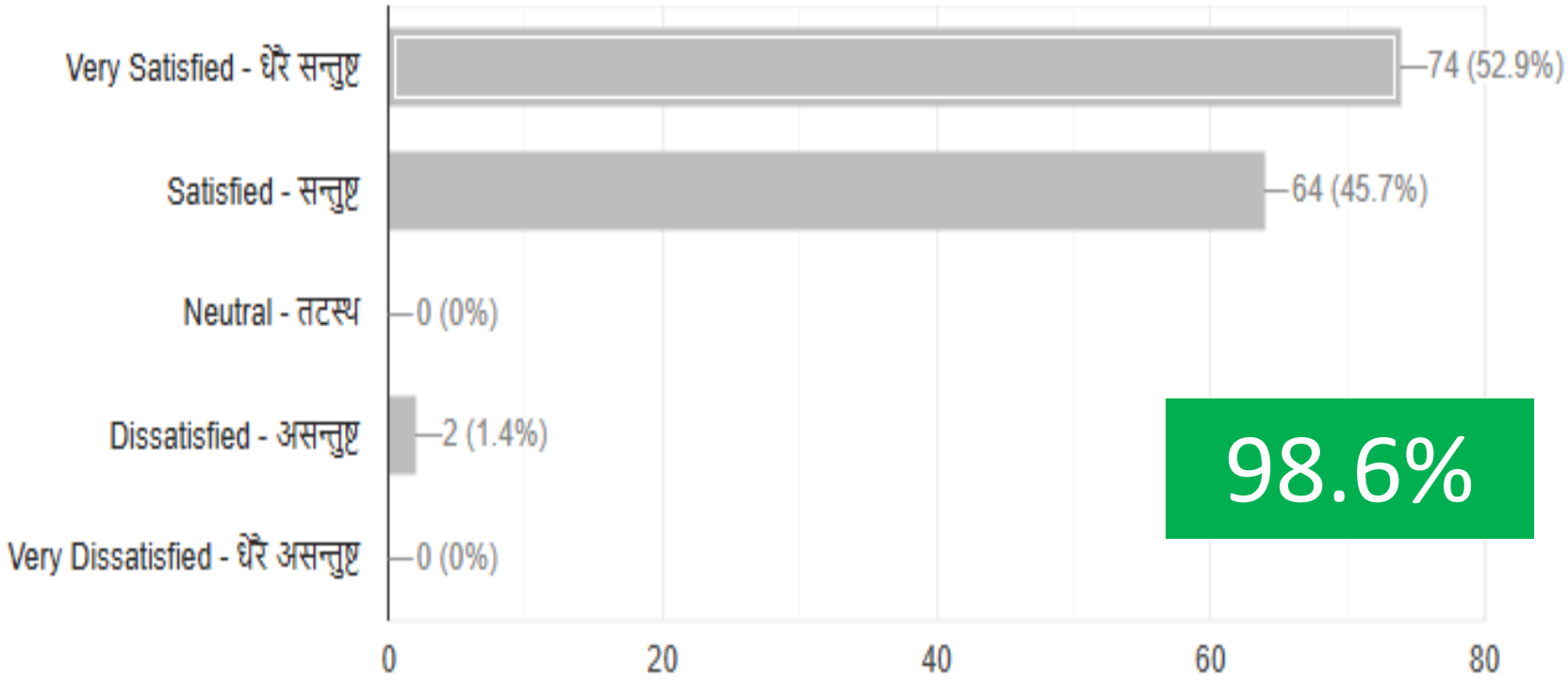


95.1%

How did you find the courtesy and caring nature of our Doctors?
तपाइले हाम्रा डाक्टर हरुको शिष्टाचार र हेरचाह गर्ने प्रकृति कस्तो पाउनु भयो ?

Copy chart

0 / 140 correct responses



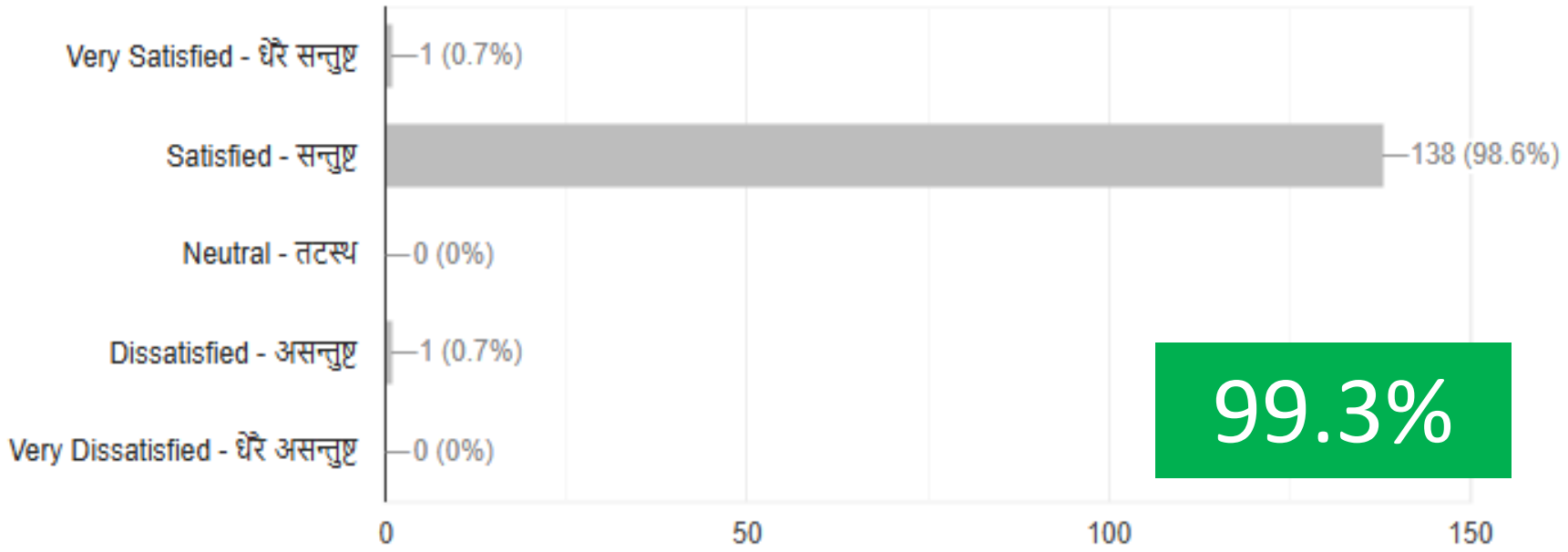
98.6%

Customer's Perspective

How did you find the competence, courtesy and compassionate behavior of our hospital staffs?
तपाईंले हाम्रा अस्पताल कर्मचारीहरूको क्षमता, शिष्टाचार र करुणामय व्यवहार कस्तो पाउनु भयो ?

Copy chart

0 / 140 correct responses

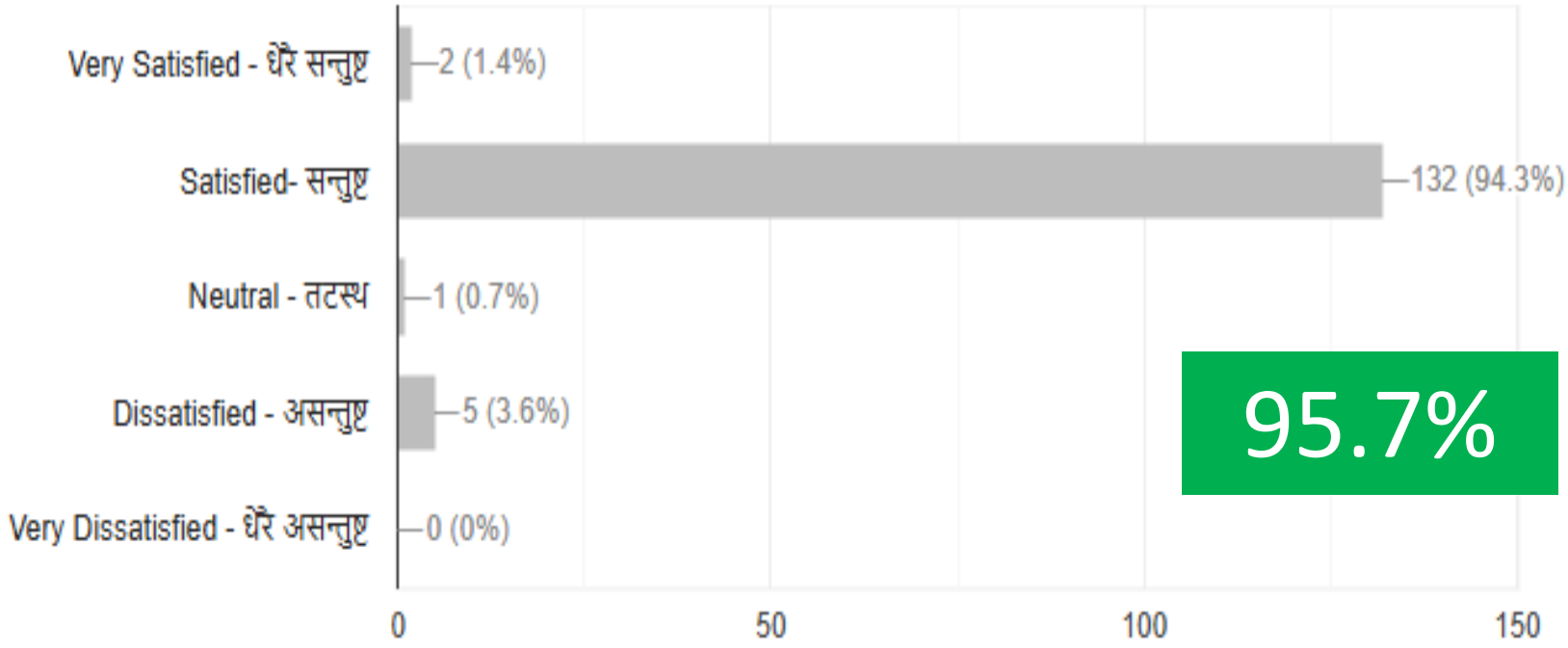


99.3%

How satisfied are you with the caring and courteous behavior of our OPD Assistants?
हाम्रा ओपिडी सहायकहरूको हेरचाह र विनम्र व्यवहारबाट तपाईं कति सन्तुष्ट हुनुहुन्छ?

Copy chart

0 / 140 correct responses



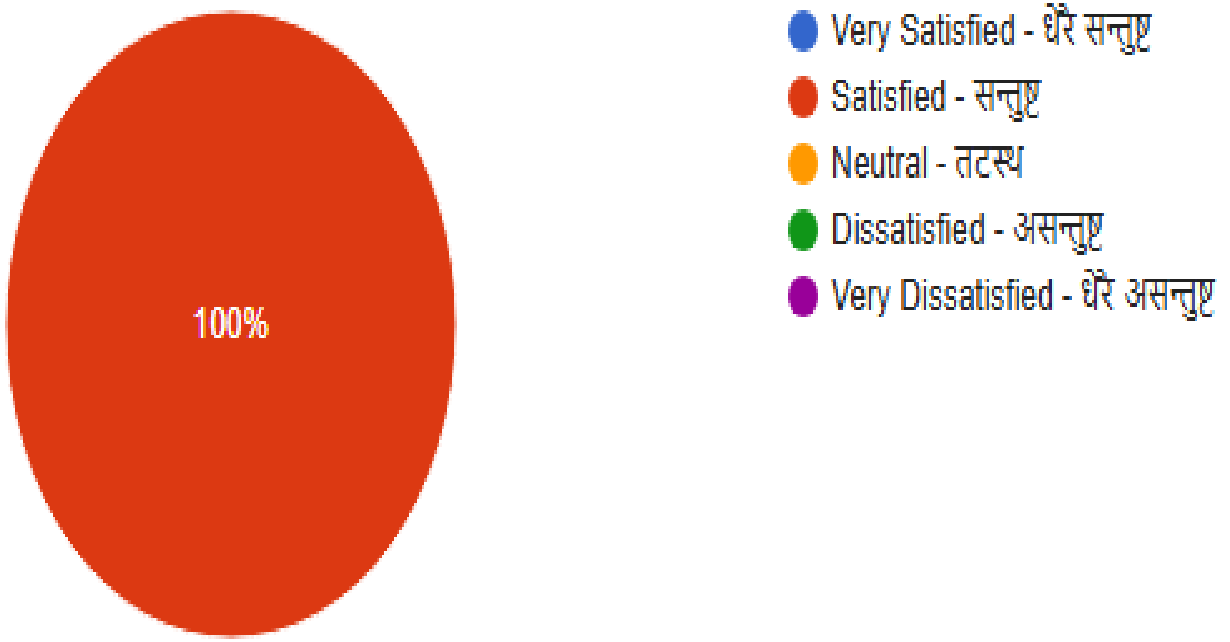
95.7%

Customer's Perspective

How satisfied are you in the overall experience with our hospital services?
हाम्रो अस्पताल सेवाहरूको समग्र अनुभवमा तपाईं कति सन्तुष्ट हुनुहुन्छ?

Copy chart

140 responses



CON number of Students at Present

Batch , Year	Number of Students
20th Batch	50
19th Batch new 1st year	40
18th Batch Old 1st year	40
17th Batch 2nd Year	20
16th Batch , 3rd year	13
Total	163

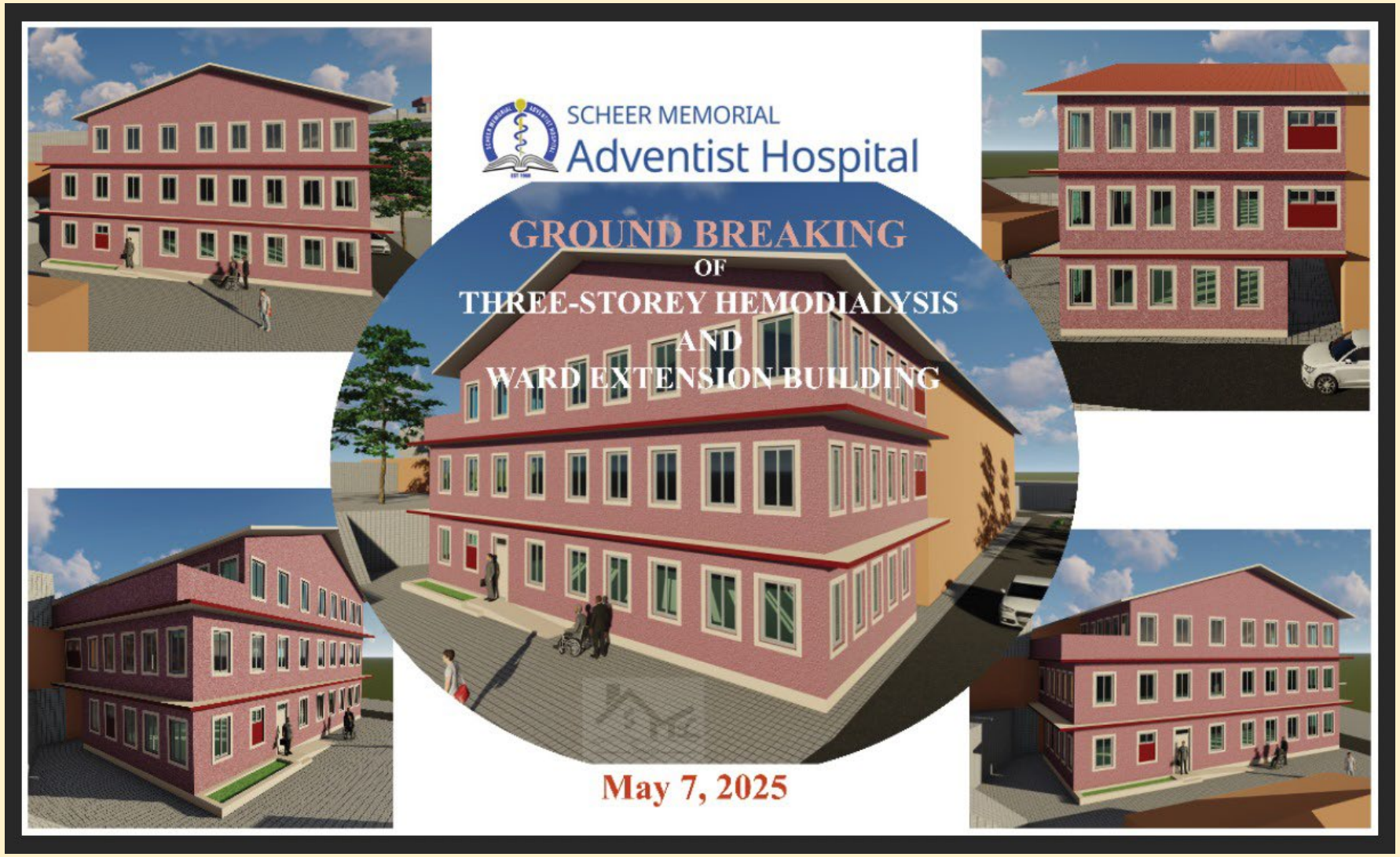
OPD Building Construction Update

May 7, 2025

July 10, 2025

July 24, 2025

Groundbreaking Ceremony
May 7, 2025 for the Hemodialysis and Ward Extension



Hemodialysis/Ward Extension Ongoing Work

To God be the glory!

Scheer Memorial Adventist Hospital Family