



Website Improvement Research

Ruaraka Uhai Neema Hospital

Purpose: To provide recommendations for improving the hospital website by reviewing healthcare website practices from leading hospitals and identifying content areas that can strengthen patient engagement, trust, visibility and digital communication.

1. Executive Summary

Modern hospital websites are no longer only digital brochures. They act as patient information centres where visitors can understand services, meet healthcare teams, access health education and build confidence before visiting the facility.

2. Key Website Features to Adopt

- **Strong service pages:** Each clinical department should have its own page explaining services, specialists, procedures and when patients should seek care.
- **Health education centre:** Regular articles written for patients improve trust and search engine visibility.
- **Patient experience section:** Include testimonials, feedback channels, quality initiatives and patient rights information.
- **Digital accessibility:** Ensure mobile-friendly design, fast loading pages and simple navigation.
- **Social media presence**

3. Website Content and Layout Issues Identified

- a) **Broken Code Display**
 - CSS styling code is visible on the Gynecology & Obstetrics and Surgical department pages instead of being rendered correctly.
- b) **Laboratory and Orthopedic Sections**
 - The pages require a complete content and layout revamp to remove irrelevant information, placeholder content, and improve overall presentation.
- c) **Ophthalmology / Optical Services**
 - The page requires a content and layout revamp to correct the jumbled list and improve content organization.
- d) **Mother and Child Health (MCH)**
 - The page requires a layout revamp to improve readability, enhance content presentation, and make medical terminology more user-friendly.
- e) **Ear, Nose and Throat (E.N.T.)**
 - The page requires a complete content revamp to remove unrelated information and ensure the content accurately reflects ENT services.
- f) **Misplaced "Find Location":** The link currently fails to open a map, forcing users to hunt for the Google Map inside the "Contact Us" page instead.
- g) **Outdated Footer Copyright:** The website footer is locked at © 2020. Update the website code to display the current year (**2026**).

4. Proposed Health Articles for the Website (EXPOUNDED)

a) Understanding Preventive Health Check-ups: Why Early Screening Matters

Introduction

Many serious health conditions develop silently without obvious symptoms in their early stages. Preventive health check-ups help identify potential health risks before they become serious illnesses. Regular screening allows healthcare professionals to detect diseases early, provide timely treatment, and support individuals to maintain a healthier lifestyle.

At **Ruaraka Uhai Neema Hospital**, we encourage individuals and families to take a proactive approach to their health through regular medical assessments and preventive care.

What Are Preventive Health Check-ups?

Preventive health check-ups are routine medical evaluations performed to assess your overall health, identify risk factors, and detect possible diseases before symptoms appear.

A typical health check-up may include:

- Blood pressure measurement
- Blood sugar testing
- Cholesterol assessment
- Body mass index (BMI) evaluation
- Cancer screening where appropriate
- General physical examination
- Lifestyle and nutrition assessment
- Review of medical history

Who Should Have Regular Health Check-ups?

Everyone can benefit from preventive healthcare. The type and frequency of screening depend on factors such as:

- Age
- Family medical history
- Lifestyle habits
- Existing health conditions
- Occupational risks

Adults should particularly consider regular screening if they have risk factors such as obesity, smoking, alcohol use, high stress levels, or a family history of conditions like diabetes, hypertension, or cancer.

Benefits of Preventive Healthcare

Early detection provides several advantages:

- Treatment can begin before a condition worsens
- Reduces risk of complications
- Improves treatment outcomes
- Helps individuals make informed lifestyle choices
- Supports long-term wellbeing

Take Charge of Your Health Today

Your health is your greatest investment. Regular health screening helps you understand your body and make decisions that protect your future.

Visit **Ruaraka Uhai Neema Hospital** for comprehensive health screening services and professional medical guidance.

b) Managing Hypertension: A Guide for Patients

Introduction

Hypertension, commonly known as high blood pressure, is one of the most common chronic health conditions worldwide. It is sometimes called a “silent killer” because many people may have high blood pressure without experiencing warning symptoms.

If left uncontrolled, hypertension can increase the risk of serious complications such as heart disease, stroke, kidney disease, and vision problems.

What Is Blood Pressure?

Blood pressure is the force of blood pushing against the walls of your arteries as your heart pumps blood around your body.

When this pressure remains consistently high, it can damage blood vessels and organs over time.

Risk Factors for Hypertension

Factors that may increase the risk of high blood pressure include:

- Increasing age
- Family history of hypertension
- Excess body weight
- High salt intake
- Physical inactivity
- Smoking
- Excessive alcohol consumption
- Stress
- Certain medical conditions

How Can Hypertension Be Controlled?

Managing hypertension requires a combination of healthy lifestyle choices and medical care.

Maintain a Healthy Diet

Choose foods that support heart health:

- Reduce salt intake
- Eat more fruits and vegetables
- Choose whole grains
- Limit processed foods
- Maintain a balanced diet

Exercise Regularly

Regular physical activity helps strengthen the heart and maintain healthy blood pressure levels.

Take Medication as Prescribed

Patients prescribed medication should take it exactly as advised by their healthcare provider. Do not stop medication without medical guidance.

Monitor Your Blood Pressure

Regular monitoring helps you and your healthcare provider understand whether your treatment plan is effective.

When Should You Seek Medical Advice?

Consult a healthcare professional if you experience:

- Persistent headaches
- Chest discomfort
- Shortness of breath
- Dizziness
- Vision changes

Regular medical review helps prevent complications.

At **Ruaraka Uhai Neema Hospital**, our healthcare teams provide assessment, monitoring, treatment, and lifestyle guidance for patients living with hypertension.

c) When Should You Visit the Emergency Department?

Introduction

Medical emergencies require immediate attention. Knowing when to seek emergency care can save lives and prevent serious complications.

The Emergency Department at **Ruaraka Uhai Neema Hospital** provides urgent medical assessment and treatment for patients requiring immediate care.

Signs That Require Emergency Medical Attention

Seek emergency care immediately if you experience:

Chest Pain or Difficulty Breathing

Severe chest pain, pressure, or difficulty breathing may indicate a serious heart or lung condition.

Stroke Warning Signs

Remember:

F - Face: Drooping on one side of the face

A - Arms: Weakness or numbness in one arm

S - Speech: Difficulty speaking

T - Time: Seek emergency help immediately

Severe Injuries

Visit the emergency department for:

- Serious accidents
- Severe bleeding
- Major burns
- Head injuries
- Suspected fractures

Severe Illness Symptoms

Emergency care may be needed for:

- Loss of consciousness
- Severe allergic reactions
- Convulsions
- Severe abdominal pain
- Persistent vomiting or dehydration

Why Immediate Care Matters

Delaying emergency treatment can increase the risk of complications. Early assessment allows healthcare professionals to provide timely intervention.

If you or a loved one experiences a medical emergency, seek immediate assistance.

d) Antenatal Care: Preparing for a Safe Pregnancy

Introduction

Pregnancy is a special journey that requires proper medical support to protect both mother and baby.

Antenatal care involves regular healthcare visits during pregnancy to monitor health, identify risks early, and prepare families for safe delivery.

Why Is Antenatal Care Important?

Regular antenatal visits help:

- Monitor baby's growth and development
- Detect pregnancy complications early
- Provide nutritional advice
- Support maternal health
- Prepare mothers for childbirth

What Happens During Antenatal Visits?

Healthcare providers may perform:

- Blood pressure monitoring
- Weight assessment
- Laboratory tests
- Ultrasound examinations where required
- Nutritional counselling
- Birth preparation education

Healthy Pregnancy Practices

Expectant mothers should:

- Attend antenatal clinics early
- Eat a balanced diet
- Take recommended supplements
- Avoid harmful substances
- Report unusual symptoms promptly

Warning Signs During Pregnancy

Seek medical advice immediately if you experience:

- Heavy bleeding
- Severe abdominal pain
- Severe headaches
- Reduced baby movement
- Swelling of face and hands
- Difficulty breathing

At **Ruaraka Uhai Neema Hospital**, we provide compassionate maternity services focused on safe pregnancy, delivery, and postnatal care.

e) Healthy Living: Nutrition and Lifestyle Choices for Better Health

Introduction

Good health is influenced by everyday choices. Healthy eating, regular exercise, adequate sleep, and stress management play important roles in preventing many lifestyle-related diseases.

Eat a Balanced Diet

A healthy plate should include:

- Fruits and vegetables
- Whole grains
- Healthy proteins
- Adequate water intake Limit:
- Excess sugar
- Excess salt
- Highly processed foods

Stay Physically Active

Regular exercise helps:

- Maintain healthy weight
- Improve heart health
- Reduce stress
- Strengthen muscles and bones

Adults should aim for regular physical activity according to their ability and health status.

Prioritise Mental Wellbeing

Mental health is an important part of overall health. Helpful practices include:

- Maintaining social connections
- Managing stress
- Getting enough rest
- Seeking professional support when needed

Build Healthy Habits Today

Small daily improvements can create long-term health benefits for you and your family.

f) Understanding Diabetes and Its Prevention

Introduction

Diabetes is a chronic condition that affects how the body regulates blood sugar. Without proper management, diabetes can lead to complications affecting the heart, kidneys, eyes, nerves, and other organs.

Early detection and good management help people live healthy and active lives.

Common Symptoms of Diabetes

Symptoms may include:

- Increased thirst
- Frequent urination
- Unexplained weight loss
- Increased hunger
- Fatigue
- Blurred vision
- Slow healing wounds

Risk Factors

The risk of developing diabetes increases with:

- Family history
- Overweight and obesity
- Physical inactivity
- Unhealthy eating habits
- Increasing age

Preventing Diabetes

Healthy lifestyle choices can reduce risk:

- Maintain a healthy weight
- Exercise regularly
- Eat balanced meals
- Reduce sugary foods and drinks
- Attend regular health screenings

Living Well With Diabetes

People living with diabetes can manage their condition through:

- Regular blood sugar monitoring
- Medication adherence
- Healthy nutrition
- Regular medical reviews

At **Ruaraka Uhai Neema Hospital**, patients receive support in diabetes screening, management, education, and follow-up care.

g) SafeCare Accreditation Level 5: Our Commitment to Quality and Patient Safety

Introduction

At **Ruaraka Uhai Neema Hospital**, quality healthcare is built on a foundation of patient safety, continuous improvement, and commitment to internationally recognised standards.

The hospital has achieved **SafeCare Accreditation Level 5**, demonstrating our commitment to maintaining high standards in healthcare delivery.

What Is SafeCare Accreditation?

SafeCare is an internationally recognised healthcare quality improvement programme that supports health facilities in strengthening systems, improving patient safety, and delivering better healthcare outcomes.

The accreditation process evaluates important areas including:

- Patient safety practices
- Clinical quality standards
- Infection prevention and control
- Facility management systems
- Healthcare processes
- Continuous quality improvement

What Does This Mean for Our Patients?

SafeCare Level 5 reflects our commitment to:

Safer Patient Care

We continuously improve systems that reduce risks and enhance patient safety.

Quality Healthcare Services

Our teams follow structured processes to ensure reliable and effective care.

Infection Prevention and Control

We maintain strong practices to protect patients, visitors, and healthcare workers.

Continuous Improvement

We regularly review our services, identify opportunities for improvement, and implement solutions.

Our Promise

At Ruaraka Uhai Neema Hospital, every patient deserves safe, respectful, and quality healthcare.

Our SafeCare accreditation reinforces our commitment to providing healthcare services that patients can trust.

h) The Right Diagnosis Begins with the Right Image

Have you wondered how doctors know just what's going on inside your body without cutting?

Symptoms don't tell the whole story when you're sick. If the cough persists, it may be a simple infection or pneumonia. An ankle that hurts could be a sprain or a fracture – both of which may worsen if not treated. The right answer on time makes all the difference.

Our Radiology and Diagnostic Imaging department at Ruaraka Uhai Neema Hospital is your healthcare team's eyes, transforming confusion into clarity and intuition into accurate, effective treatment.

Our Diagnostic Tools

Each case of medicine requires a different perspective. We have 4 imaging tools available in our department:

X-ray: The quickest imaging technique, best for fractures, joint issues, and chest infections. Our digital system provides results in seconds and exposes you to only a small amount of radiation.

Ultrasound: Imagery produced by sound waves (not radiation), which can be viewed in real time to see organs and blood flow. 100% safe for pregnant women and children.

CT Scan: Provides a detailed 3D image from many different angles; useful for the brain, chest, and abdomen.

MRI: Does not use radiation to produce images; produces very detailed images of soft tissues, such as the brain, spinal cord, and joints.

Your safety and comfort are our priority.

When you're in a room with big machinery, it can be intimidating. This is why our radiographers guide you through all the steps before your scan even starts – no surprises! When finished, our radiologists thoroughly analyze all images and provide a comprehensive report to your physician, so that you receive the best care possible.

Ready to see your health more clearly?

At Ruaraka Uhai Neema Hospital, our radiology staff is committed to providing you with answers quickly, accurately, and with minimal stress. The earlier we come across

the issue, the sooner we can resolve it. Avoid waiting for symptoms to get worse. Please schedule your scan today!

i) Children's Health - Know when to see a doctor

Every parent knows the feeling. Your child wakes up with a fever, a rash, or a cough that won't quit, and suddenly you're faced with a question that feels impossible to answer: Is this serious enough for a hospital visit?

You are not alone. It is one of the most common concerns parents bring to us at Ruaraka Uhai Neema Hospital. Understanding the difference between a minor illness and a warning sign can save you unnecessary worry, and in some cases, it can save your child's life.

When to see a doctor

These are signs that every parent should know:

1. A fever that persists and does not subside.

Normally, there is a mild fever. If the temperature exceeds 38.5°C and there is no response to the medicine, or if the fever persists for more than 24 hours, please consult a doctor.

2. Difficulty Breathing

It's a warning sign if someone breathes quickly, wheezes, or if you can see their ribs moving in as they take a breath. This may be a sign of asthma, chest infection, or even RSV.

3. No eating or drinking

It's okay to be a picky eater, but if your child refuses everything for over 12 hours, he or she may become dehydrated in no time. Note dry lips, no tears when crying, and less wee.

4. Rash + fever

Not every rash is serious; if the rash is accompanied by fever, it may be a sign of measles, meningitis, or an allergic reaction. If the rash spreads or becomes crusty, or does not improve within a couple of days, seek it out now.

5. Vomiting or Diarrhoea for more than 24 hours

Stomach bugs are common in kids, and while vomiting or diarrhea can last a few days, they can quickly lead to dehydration. Seek the advice of a doctor immediately if symptoms last longer than one day or if your child is not able to keep food and/or liquids down.

6. Sudden changes of behaviour

Red flags are unusual tiredness, irritability, confusion, or difficulty waking up. Follow your gut feeling: parents might feel an unusual sensation before other signs or symptoms emerge.

7. Symptoms Lasting Longer Than 7 Days

A cold typically peaks within three to five days. If your child isn't improving by day six or seven, or a cough is disrupting sleep and daily life, it's time to call the doctor.

8. Ear Pain or Discharge

Middle ear infection is a frequent occurrence in children. If your child complains of ear pain, pulls at their ears, or you notice any discharge, book a visit. Early treatment will prevent the infection from worsening.

9. Redness or discharge of the eye

If the eyes are red, itchy, or weeping, they may be infected with conjunctivitis or another infection, some of which are contagious. A thorough exam can be performed to determine the cause quickly and begin appropriate treatment early.

10. Missed Vaccinations

As a parent, one of the best things you can do is to keep up to date with your child's immunisation schedule. Vaccines prevent more serious diseases, such as measles and meningitis, before they can even pose a risk.

Prevention is always better than cure!

Following your child's scheduled vaccines and regular growth checks is the best thing you can do to prevent serious diseases. Such visits also allow your doctor to detect unusual circumstances at an early stage.

Our priority is your Child's health.

We have a team of qualified staff who have experience in taking care of children of all ages, from newborns to teenagers, at Ruaraka Uhai Neema Hospital. Don't wait if it doesn't feel right. Please enter and view. There is always great value in peace of mind.

j) High Blood Pressure: The Silent Killer You Need to Know About

What if the most harmful thing that's going on in your body this very moment doesn't tell you a thing? No pain. No dizziness. There was absolutely no indication of any problem at all.

That's the true situation of hypertension, high blood pressure, and that's why doctors refer to it as the silent killer.

It is possible to feel perfectly fine and still be at risk.

High blood pressure builds up gradually, and the body gets used to it without showing any symptoms. For this reason, many people with high blood pressure don't experience any symptoms. No headache, no fatigue, and no chest tightness. Just getting on with life, damage is taking place in the heart, brain, kidneys, and blood vessels.

The extent of its prevalence is what is most alarming. 2 out of 3 people with hypertension don't know they have it. They have never been told of them. They don't go and check. They believed that when they felt good, they were good.

This is when silence becomes dangerous.

What Hypertension Does to Your Body

If left untreated, high blood pressure causes more than half of heart failure, one-third of all strokes, and almost a quarter of all cardiovascular-related deaths. It also occurs over a period of time without any noticeable symptoms at all, to damage the kidneys and eyes, and can be present without the person knowing.

Not only is it a problem for an older person. The prevalence of hypertension is on the rise among children and young adults, especially due to the high prevalence of obesity, lack of physical activity, and unhealthy diet.

How about Headaches and Dizziness?

A lot of people think that a headache or a racing heart rate in the area of the heart is a reliable indicator of elevated blood pressure. They are not. Some people with hypertension have these symptoms, but most people don't have any of them. You can only find out your blood pressure by taking your blood pressure measurement.

The Good News: It Is Manageable

Hypertension is a serious condition, and one of the most easily controlled types of disease in medicine. Many lifestyle changes can have a big impact: limit salt intake, increase fruits and veggies, walk at least 30 minutes three times per week, and avoid alcohol. If lifestyle changes are not sufficient, medication is safe, effective, and should be taken as directed.

Don't fear taking blood pressure pills. This is a choice to save your heart, your brain, and your future.

Start Here; One Step That Makes All the Difference

Have blood pressure measurements taken. Not because you are not feeling well, but because you are not feeling well!

Ruaraka Uhai Neema Hospital is here to get you ahead of the curve on what you can't feel. Don't wait for symptoms that never arrive. Schedule a blood pressure test right now!

k) Stronger Together: Ruaraka Uhai Neema Hospital Team Building Retreat 2026

Here at Ruaraka Uhai Neema Hospital have always thought that good care for the patient starts much before a doctor enters a ward or a nurse checks a chart. It starts with a team that values each other, communicates effectively, and cares about each other.

We did something about that this June.

Back to Sagana: A Retreat Worth Looking Forward To

Once again, we packed our bags and set off to Sagana for our annual team-building get-together, and it was another great one! Surrounded by beautiful scenery and the soothing flow of the river, Sagana provided our team with an ideal environment to relax and bond beyond the confines of hospital work, becoming more than just colleagues but friends as well.

Lots of energy, lots of laughs, lots of connections were made from early in the morning road trip until late in the day.

Here's what made the day so special

The activities during this year's retreat brought out the best in all of the members of the teams:

- Team challenges that tested everyone's thinking, teamwork, and trust in the person next to them.
- Communication and trust activities that have been directly translated to what we do in our everyday lives, because in healthcare, communication saves lives.
- Fun games and friendly competitions that reminded us of a little healthy competition can't hurt anyone, particularly if it is laughter.
- It's time to breathe, moments in the river to reflect, recharge, just be somewhere else.

Radiant in White: Attire for the Event

All team members were dressed in sporty style with fresh white Ruaraka Uhai Neema Hospital-branded T-shirts, which really made an impact. It was a time of walking in our colours together, when there was no doubt about our pride in belonging to more than ourselves.

This Is Why Moments Like These Matter

A hospital never truly sleeps. The pressure is real, the stakes are high, and the pace rarely slows down. That is exactly why moments like the Sagana retreat matter so much.

When our people feel connected, supported, and valued, that energy flows directly into the care they give. A team that laughs together communicates better. A team that trusts each other performs better. And a team that feels like family looks after each other, and their patients, with something that no training manual can teach.

A Word from Management

"This year's retreat reminded us once again why investing in our people is never wasted. We are proud of every single member of the Ruaraka Uhai Neema family – and moments like these are how we grow stronger, together."

To Every Member of the Ruaraka Uhai Neema Family

To every doctor, nurse, administrator, technician, and support staff member who showed up this June with enthusiasm and an open heart, Thank you. You are the reason Ruaraka Uhai Neema Hospital is more than just a hospital. You are the reason it feels like home.