

GAP ANALYSIS IN MEDICAL IMAGING SERVICES ACCORDING TO NABH STANDARDS

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Objective:

To identify the gaps to assess the existing service delivery status of Radiology department at Hospital as per NABH standards.



RESEARCH METHODOLOGY:

- **Study Design:**

The study is descriptive

- **Study Area:**

Research work is conducted in Radiology Department, JIMS Hisar, Haryana.

- **Duration of Study:**

Three months (February 2017 – May 2017)

- **Sample size:**

All available services in radiology department was compared against set standards



- **Data collection tool:**

- NABH Self assessment tool kit**

- Primary Data: Direct observation in X-Ray, USG, MRI, CT-Scan and Conversation with the Hospital staff, Discussion with the patients of the hospital.

- Secondary Data: Hospital Manuals and Policies, Records(e.g. Register of these departments) and using NABH Self Assessment toolkit Kit for Imaging Services.



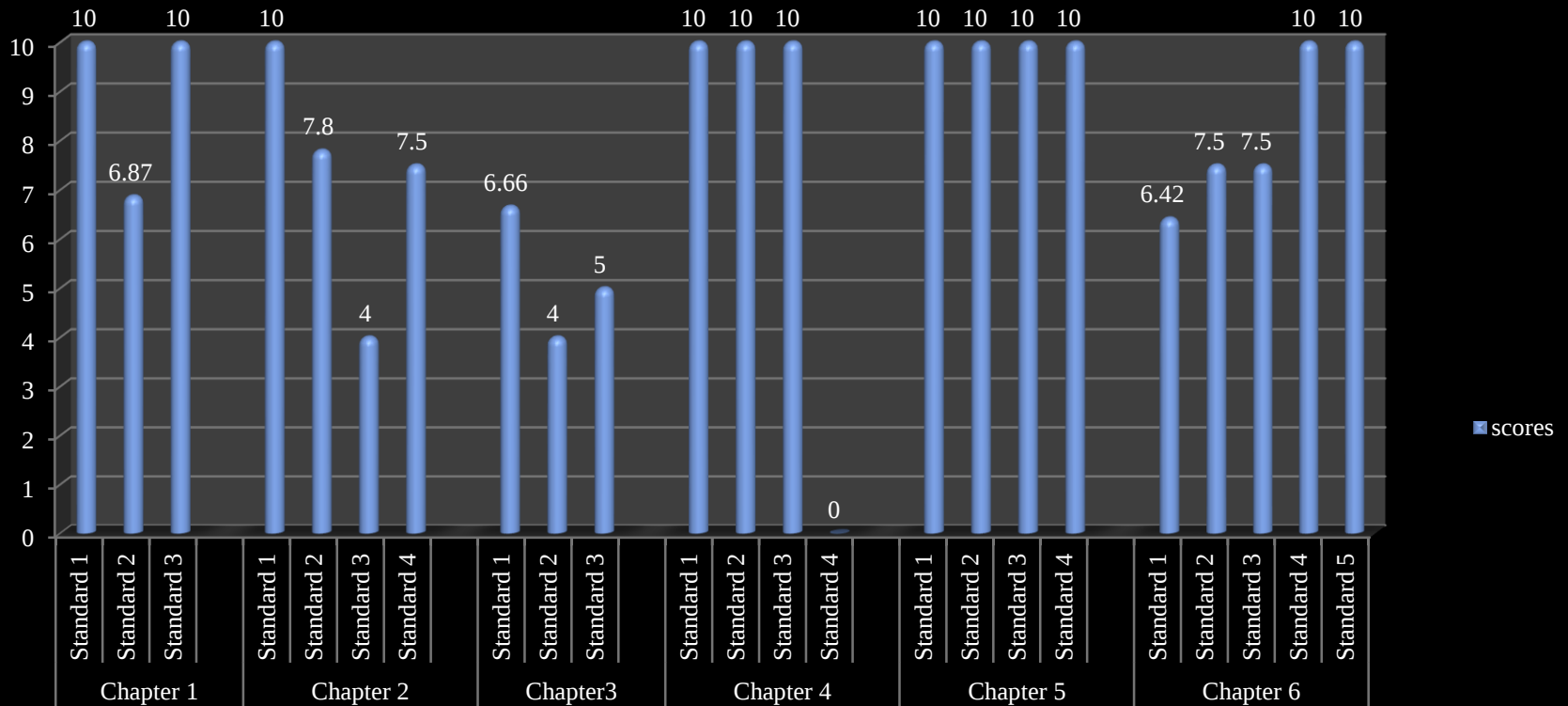
GAP IDENTIFICATION AND CORRECTIVE ACTIONS

STANDARDS	GAPS	CORRECTIVE ACTION
Medical imaging services ensure that the information about specific procedure is available to patients & attendants.	patients & attendants are not informed by the imaging department	Corrective action should be a patient hand book/hand out in which he can have an insight regarding procedure being done & approximate cost.
Medical Imaging Services ensure that patient and attendants are informed about expected cost prior to imaging.	patients & attendants are not informed by the imaging department instead I was informed that its done by the main Billing counter.	Corrective action should be a patient hand book/hand out in which he can have an insight regarding procedure being done & approximate cost in relevant format & language.
Medical Imaging Services ensure safety of patients, attendants and their belongings while in the facility.	No Poster on patient safety present and no measure has been practiced for safety of patient belonging.	Locker can be installed in + patient belonging Handover register can be implemented.
Medical Imaging Services ensure safe transport of the patients within, to and from the facility whenever required	As observed Imaging Department does not facilitate any transportation from imaging department to wards.	As seen the, patients from IPD & emergency department are accompanied by nursing staff & GDA but then imaging should also have a provision of transportation of patients.
Medical Imaging Services ensure appropriate quality of images and reports for teleradiology services	Teleradiology is not practiced.	Teleradiology need to be implemented. Teleradiology allows for trained specialists to be available 24/7.

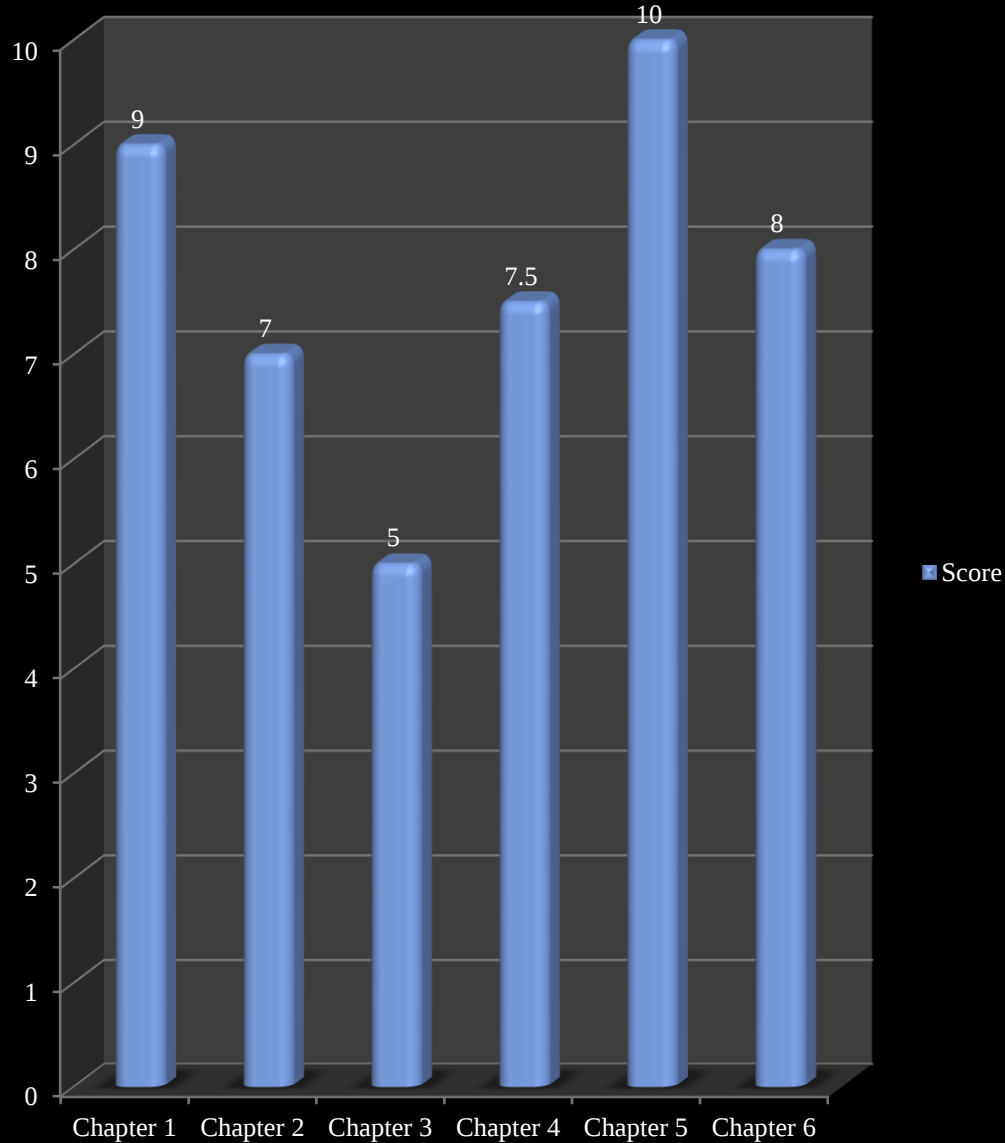
STANDARDS	GAPS	CORRECTIVE ACTION
Medical Imaging Services ensure that design and construction of the facility supports specific needs of the patient population (including children and those with special needs) and staff.	No facility for special needs of the patient (including children and those with special needs)	Patient & attendant waiting area to have more seating area +place for kids to play
Medical Imaging Services ensure that protocols for prescription, purchase, storage, supply, handling and labeling of drugs, isotopes, contrast media and radiopharmaceuticals are defined, documented, implemented and monitored.	Radiopharmaceuticals are not used.	Patient & attendant waiting area to have more seating area +place for kids to play
Medical Imaging Services ensure that incidents & errors pertaining to risks of violence and aggression are reported, investigated, recorded, analyzed, acted upon and used to guide and plan the future action.	As stated no incidents has occurred so far so no plan & team.(else we can say that no document is present)	Committee need to be made for Non violence
Proper hand hygiene	Less measures of hand hygiene	Hand hygiene should be maintained and continuous training must be given

OBSERVATIONAL ANALYSIS:

Scores According to NABH Standards



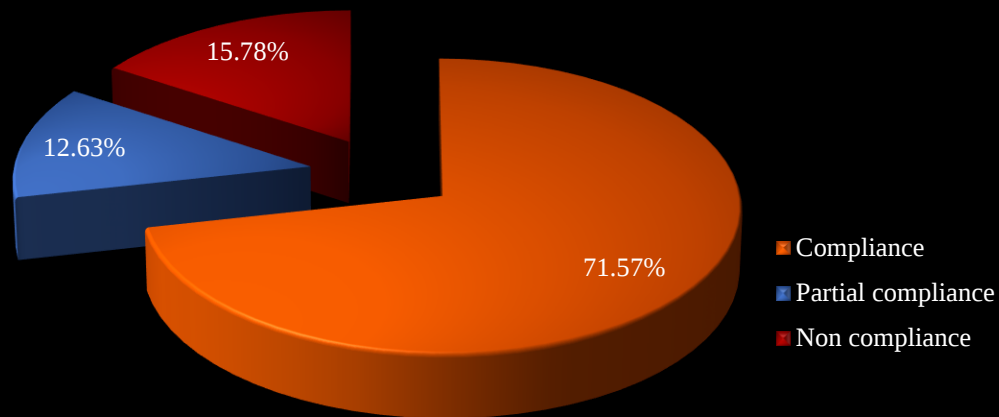
Score According to NABH Chapters



Chapter	Score
Chapter 1	9
Chapter 2	7
Chapter 3	5
Chapter 4	7.5
Chapter 5	10
Chapter 6	8



Findings with respect to NABH Standards in Radiology Department



Total objective		95
Compliance	71.57%	68
Partial compliance	12.63%	12
Non compliance	15.78%	15



FINDINGS:

- The study revealed that as per NABH Standards the total average score achieved is 7.75 and minimum score required is 7 so Therefore, hospital is eligible for final assessment for NABH in Imaging Services.
- Radiology department has 29% gaps where, 13% are partial gaps and 16% are complete gaps.



CONCLUSION

- The RADIOLOGY DEPARTMENT had Score of 7.75 and in accreditation stage as per NABH standards and was fit for accreditation. Few gaps were identified, if fulfilled, will help in improving the efficiency of department and hospital to attract and accommodate more patients.



SUGGESTIONS:

- There should be a patient hand book/hand out in which he can have an insight regarding procedure being done & approximate cost.
- Lockers for patient belonging and Handover register.
- Patient & attendant waiting area to have more seating area.
- Poster on patient rights & responsibility.
- Tele radiology should be practiced.
- One stretcher to keep in all Imaging Services for transportation of patient in any emergency condition.



Thank
you

