

A STUDY ON ESSENTIAL QUALITY AND COST RELATIONSHIP IN A TERTIARY CARE HOSPITAL

(MAX SUPER SPECIALTY HOSPITAL, DEHRADUN)

Year 2016

Quality

PRESENTED BY-
DR. NAZIA ZAIDI
BATCH 2014-2016

Background

- Percutaneous injuries, caused by needle sticks and other sharps, are a serious concern for all health care workers (HCWs) and pose a significant risk of occupational transmission of blood borne pathogens. Needle stick injuries (NSI) are wounds caused by sharps such as hypodermic needles, blood collection needles, IV cannulas or needles used to connect parts of IV delivery systems.
- Return to ICU once the patient is shifted to the ward is another major concern for the hospital's brand name. It gives direct impact on patient perspective while hospital suffers indirectly with it. It effects the trustworthiness of the hospital as patients then carry a negative impact.
- The cost of quality is a financial measure of the quality performance of an organization. It is essentially a measure of lack of quality & also can be termed as cost of bad quality. With this view point the study was conducted to retrospect the impact on cost with respect to quality measures, i.e. the needle stick injury and the cases reported within a day for return to ICU.

Research question

- The study was conducted to know the impact on cost associated due to inadequacy in quality indicators.
- Hospitals are searching for ways to improve quality of care and promote effective quality improvement (QI) strategies. The findings from this study helps to identify the current performance in the quality indicators and its impact on cost, helps to plan action steps for hospital to move in the right direction. The study helps to identify the corrective actions needed to reduce cost by improving performance of quality measures.

Research Objectives

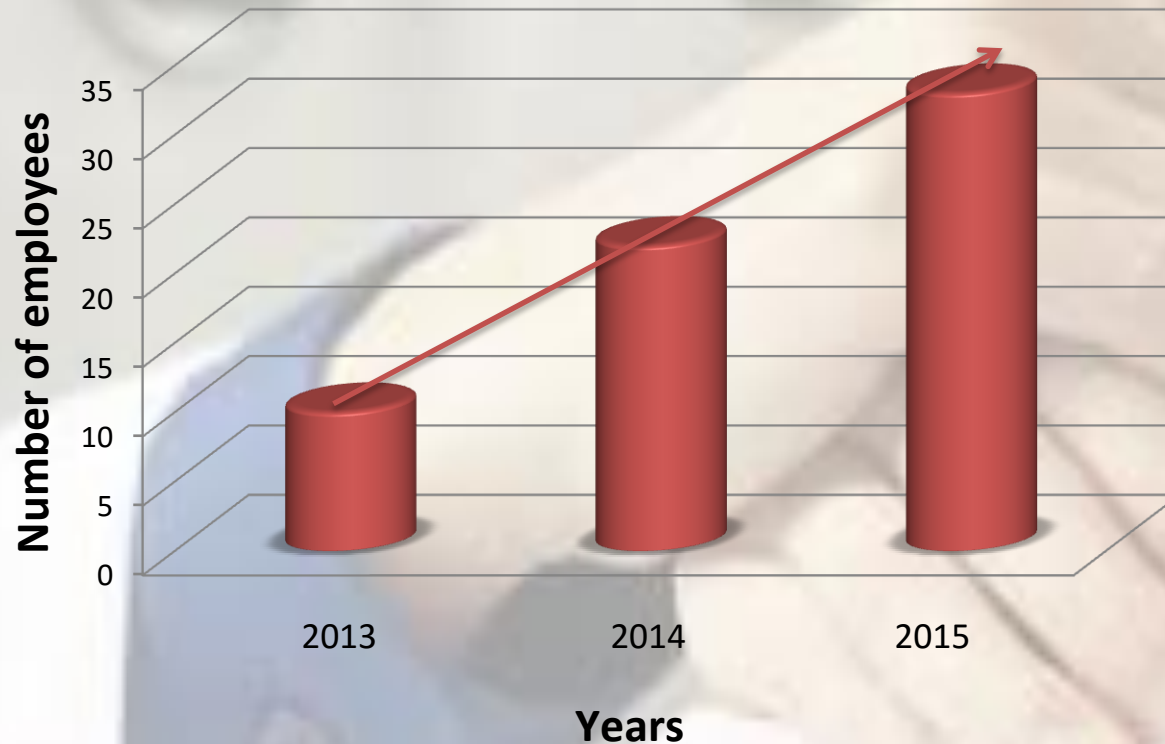
- To analyze the impact on cost with respect to quality measures, .i.e. needle stick injury and return to ICU cases reported within a day.
- To analyze the reasons behind poor quality performance.
- To suggest the necessary changes for improving the quality performance.

Methodology

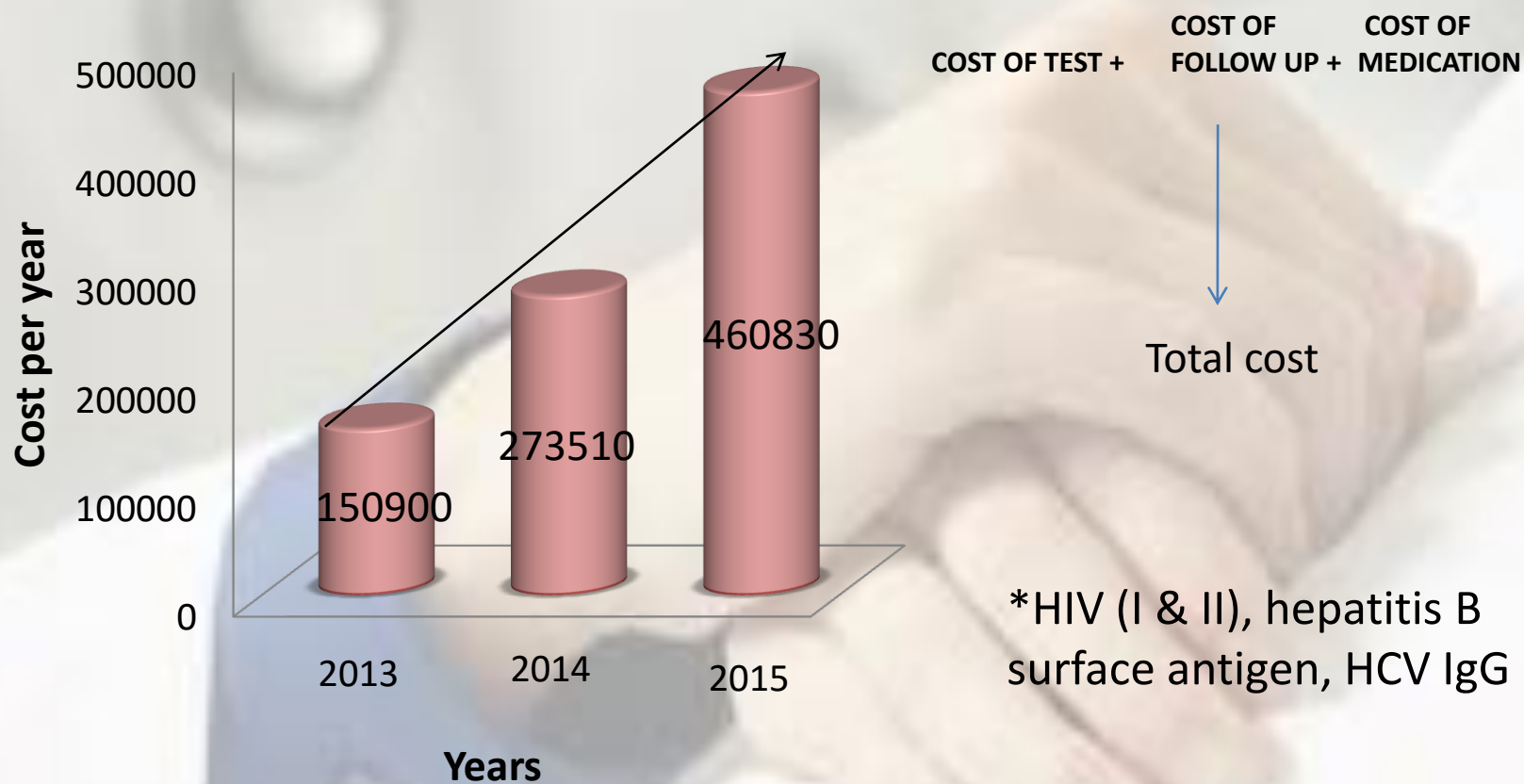
- It was descriptive study, conducted on previously complied data from Max super specialty hospital(MSSH) and schedules were held with MSSH staff to analyze the reasons and impact on cost due to inadequacy in quality measures.

Data Interpretation :

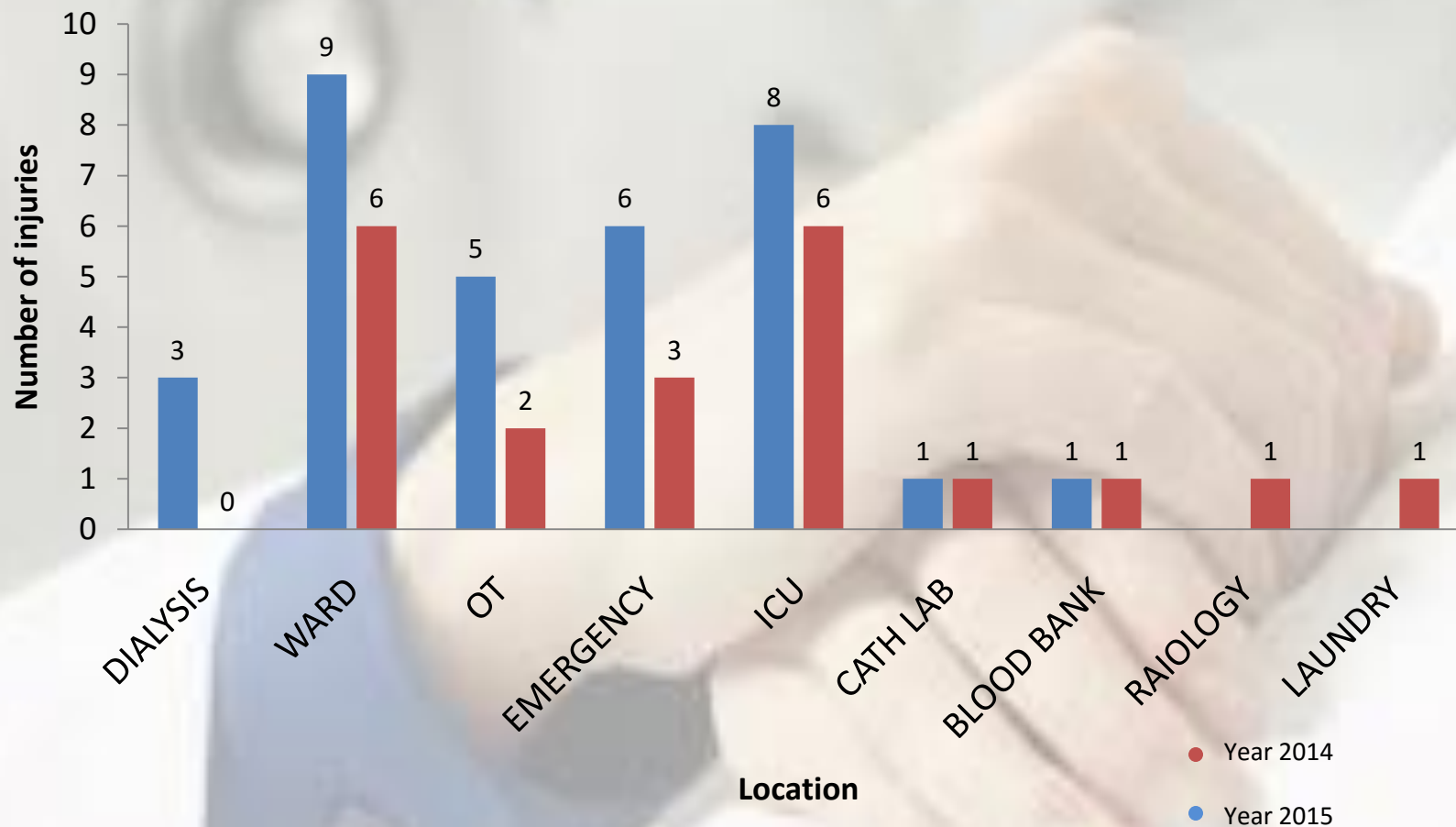
1) Number of needle stick injury -



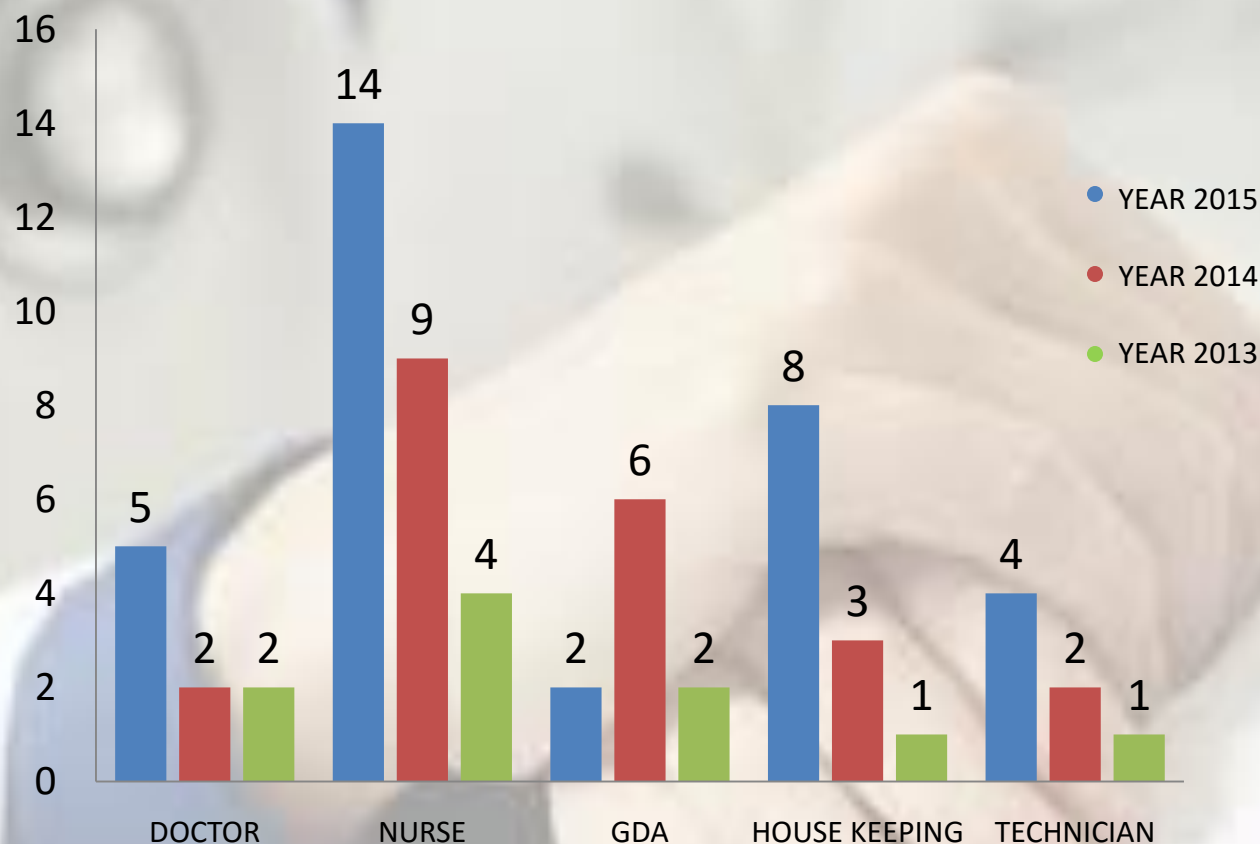
2) Cost of needle stick injury per year -



4) Needle stick injury as per location -

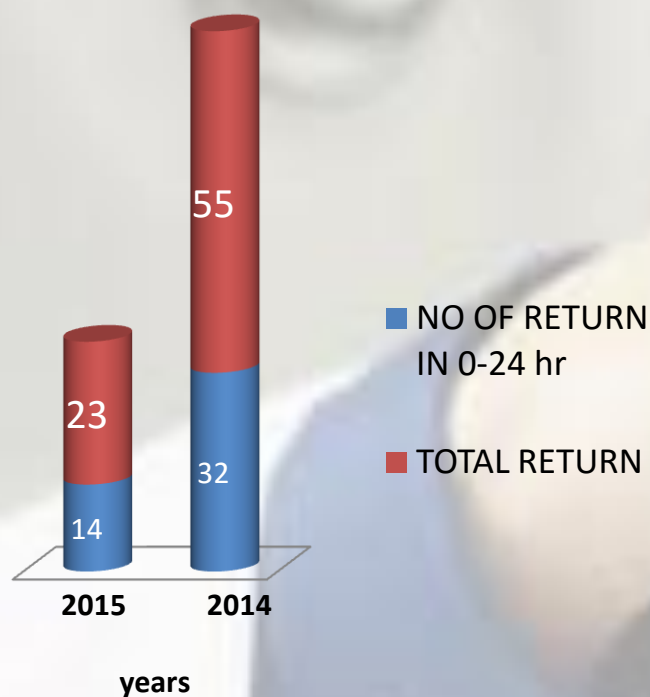


3) Needle stick injury in different profiles -

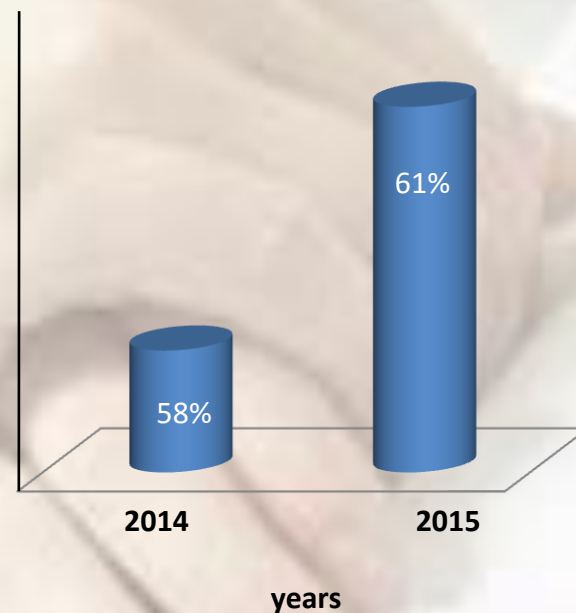


5) Return to ICU in 7 days and in 0-24 hrs -

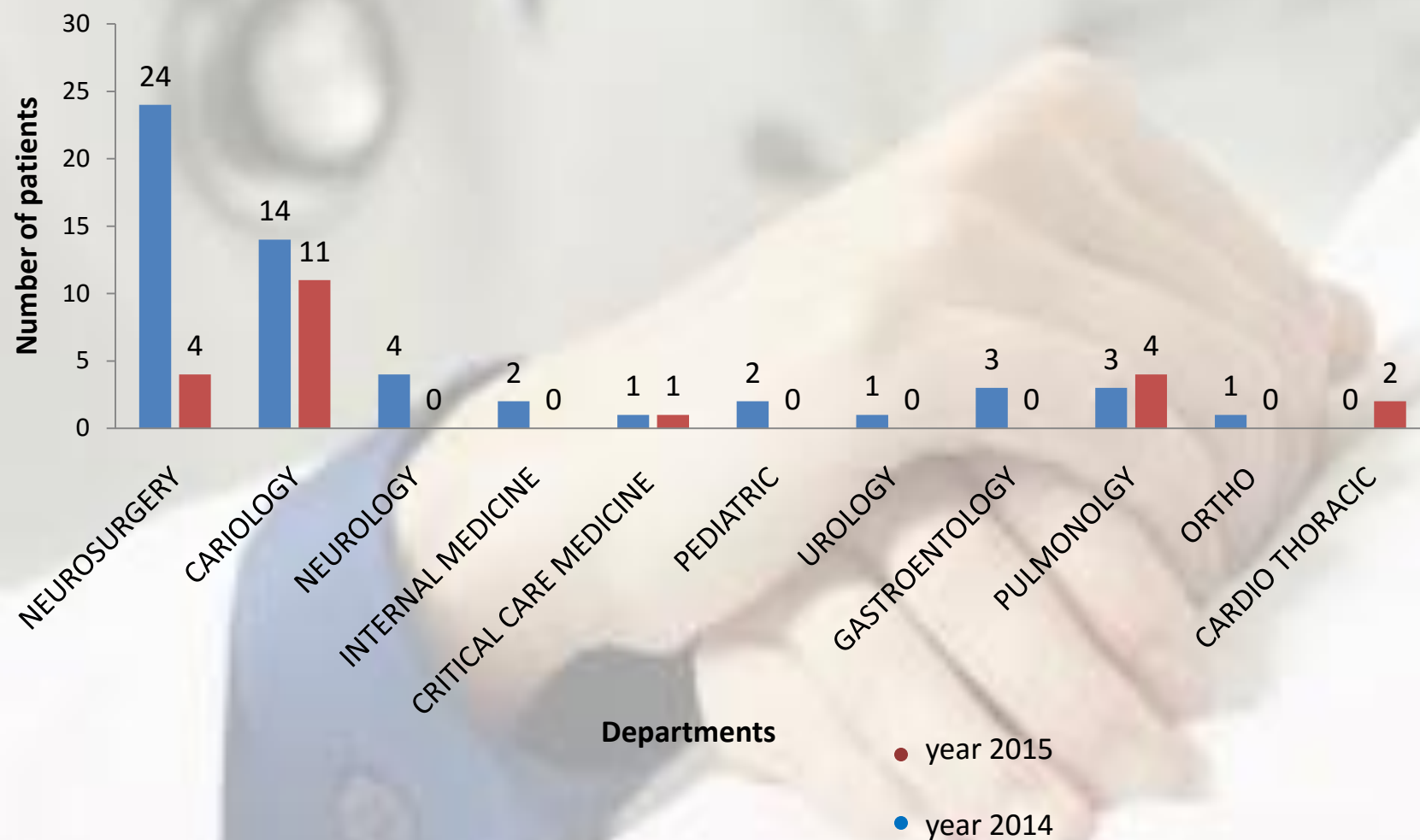
- Percentage of returns in 0-24 hours in both years -



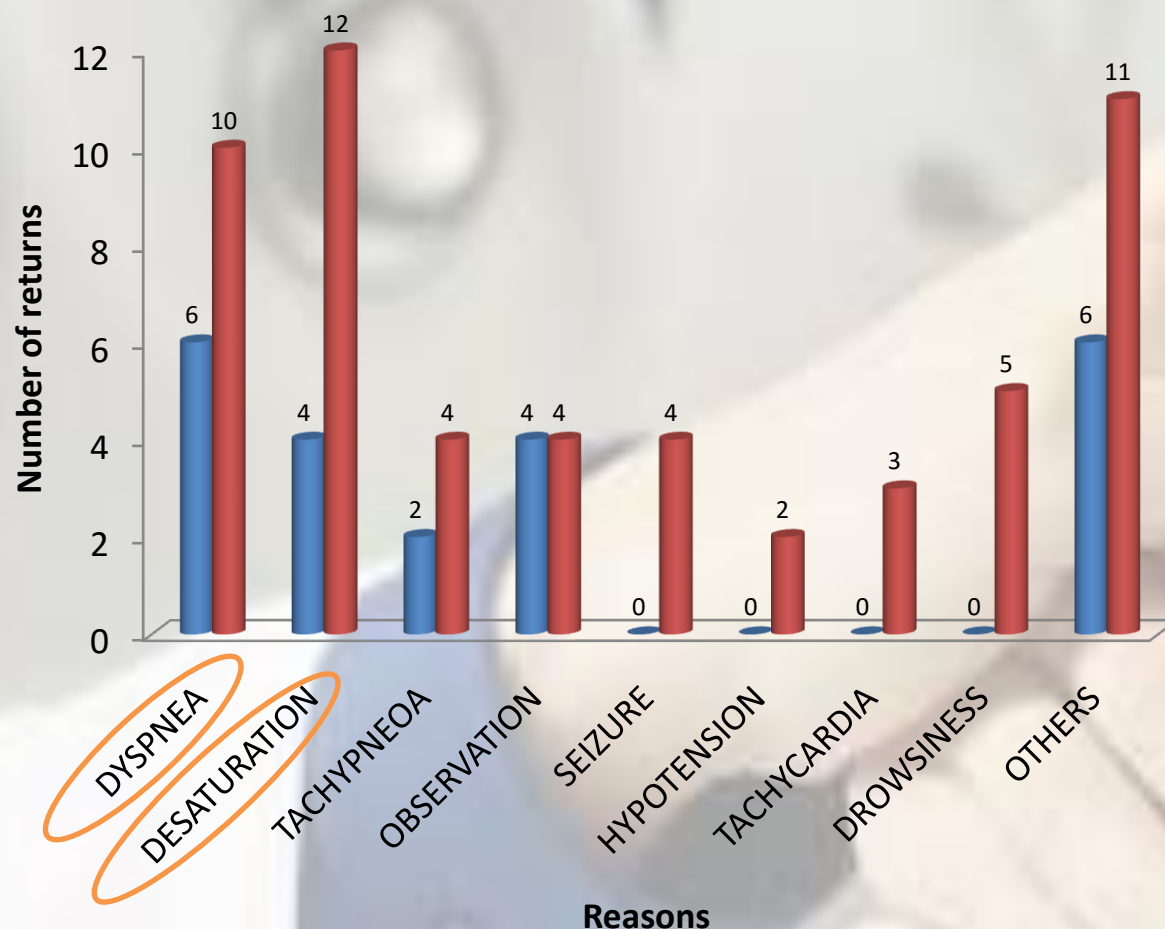
Percentage of returns in 0-24 hrs



6) Return to ICU from different departments -



7) Reasons to return to ICU -



•Others included - burning in chest, hypotension, seizures, disoriented, cardiac arrest, multiple bleed in colon, abdominal distention, co2 retention, convulsions, csf leak, deteriorated, fever, hypokalemia, loc, metabolic acidosis.*

*in others each cases was recorded just once.

● Year 2014

● Year 2015

Survey interpretation -

- Two schedules were held with the house keeping and nursing staff of MSSH with sample size of 20 and 50 respectively.
- The overall result of the survey :
 - The staff was partially aware about the needle stick injury(NSI) and measures taken to prevent the same . Also was partially aware of the diseases that could result after NSI.
 - The staff members were unable to attend the all training sessions on awareness about the hospital procedures.

Conclusion

- Quality is an important factor for any organization to maintain its goodwill and customer relationship.
- The study outcome concludes that measures should be taken to reduce NSI in a hospital, just not in cost prospect but also for a healthy environment. 39% of the staff was injured during sample taking in year 2015, 36% of the staff was injured while discarding the waste in year 2014.
- In year 2015 the cases reported were 5% as compared to year 2014 it was 4%, 1% increase with an increase in the cost margin of 2 lakh. The average cost increased by 1500 from year 2014 to 2015

- The returns to ICU within seven days decreased from year 2014-2015, but the percent of transfer within 24hours remained near by same i.e. 58% in year 2014 and 61% in year 2015.
- The reasons behind the fall back of the patients with 0-24 hrs were dyspnea and desturation recorded in both years.

Recommendations

- *NEEDLE STICK INJURY*
- Use of safe injections devices.
- Frequent feedbacks.
- Modify work practices to reduce risks.
- Quaternary review of needle stick injury by the top management.
- Training sessions scheduling.



RETURN TO ICU-

- Corrective action measures to be planned in the wards to avoid dyspnea and desaturation.
- Frequent monitoring of critical patients can be done when transferred to wards.





Thank you