DISSERTATION

GAP ANALSIS IN EMERGENCY DEPARTMENT TO REDUCE THE DEATH RATE IN THE HOSPITAL

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INTRODUCTION

- District hospital has the all secondary level of healthcare facility institute
- 220 bedded, with 5 beds in the emergency and accident department
- linked with the operation theatre (OT).
- Emergency and accident department is placed at ground floor and near by the entrance of the Hospital
- but it is different building from the Hospital main building.
- linkage with the road connectivity with other facility like laboratory and pharmacy.

Problem statement: Increase the death rate in emergency and accident department of District Hospital (155 deaths out of 947 patient in 2013-2014).

Research question: Why death rate is increasing in Emergency and Accident department of District Hospital?

Aim: To find out the gaps in the emergency department of District Hospital.

Objectives:

- To analyze the physical facility of the emergency department of District Hospital.
- To analyze the competency of the personnel working in the emergency department.

Methodology

1) Type of study:-

- A Cross sectional, Analytic study has done in the emergency and accident department.

2) Location of the study: -

- Study has conducted at District Hospital, Amreli, Gujarat.

3) Study subjects: -

- Emergency staff (Doctors and nurses)
- Patient relative

4) Sampling Technique:-

- Samples were drawn by Random Sampling method with the help of the excel sheet for Record Review.
- All the staff has been interviewed.
- Random sampling has been done for patient relatives interview, when the one patient interview was completed, next patient is followed from the reception.

5) Sample Size:-

- Total 120 sample selected for record review and patient relatives interview
- All the staff covered for interview.
- Total 38 Patients had been Observed.

6) Data (information) to be collected:-

- Primary and secondary data

Tools and Technique

- Checklist has been drawn from the Assessor's Guidebook for Quality Assurance in District Hospital, Ministry of Health and Family Welfare and National Rural Health Mission.

- Checklist has made after considered the Indian Public Health Standard and covered the all concern areas of emergency and accident department.
- Scoring has been done based on the Rating scale:-

0	**1**	**2**
Non compliance	Partially compliance	Fully compliance

Tools and Techniques

Checklist has been divided on the following area of concern

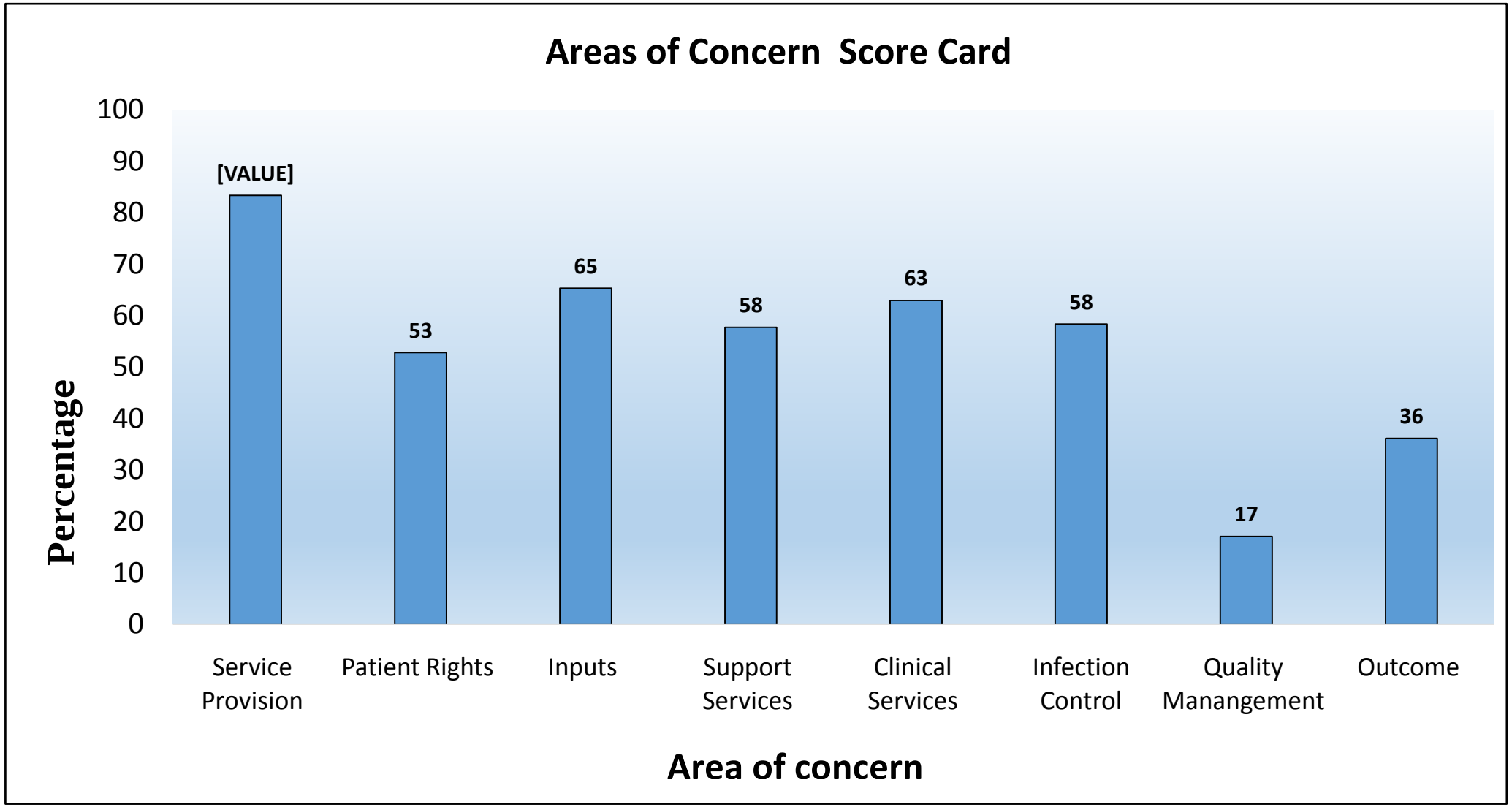
1. Service Provision
2. Patient Rights
3. Inputs
4. Support Services
5. Clinical Services
6. Infection Control
7. Quality Management
8. Outcome

Analysis

- Mean has been calculated
- Percentage has calculated for at all the standards and concern area with given formula.

$$\frac{\text{Score obtained X 100}}{\text{No of checkpoint in checklist X 2}}$$

Results:- Quality score for Emergency and accident department score is 57% and Area wise scores are



Standard 1:
The facilities provide for curative care

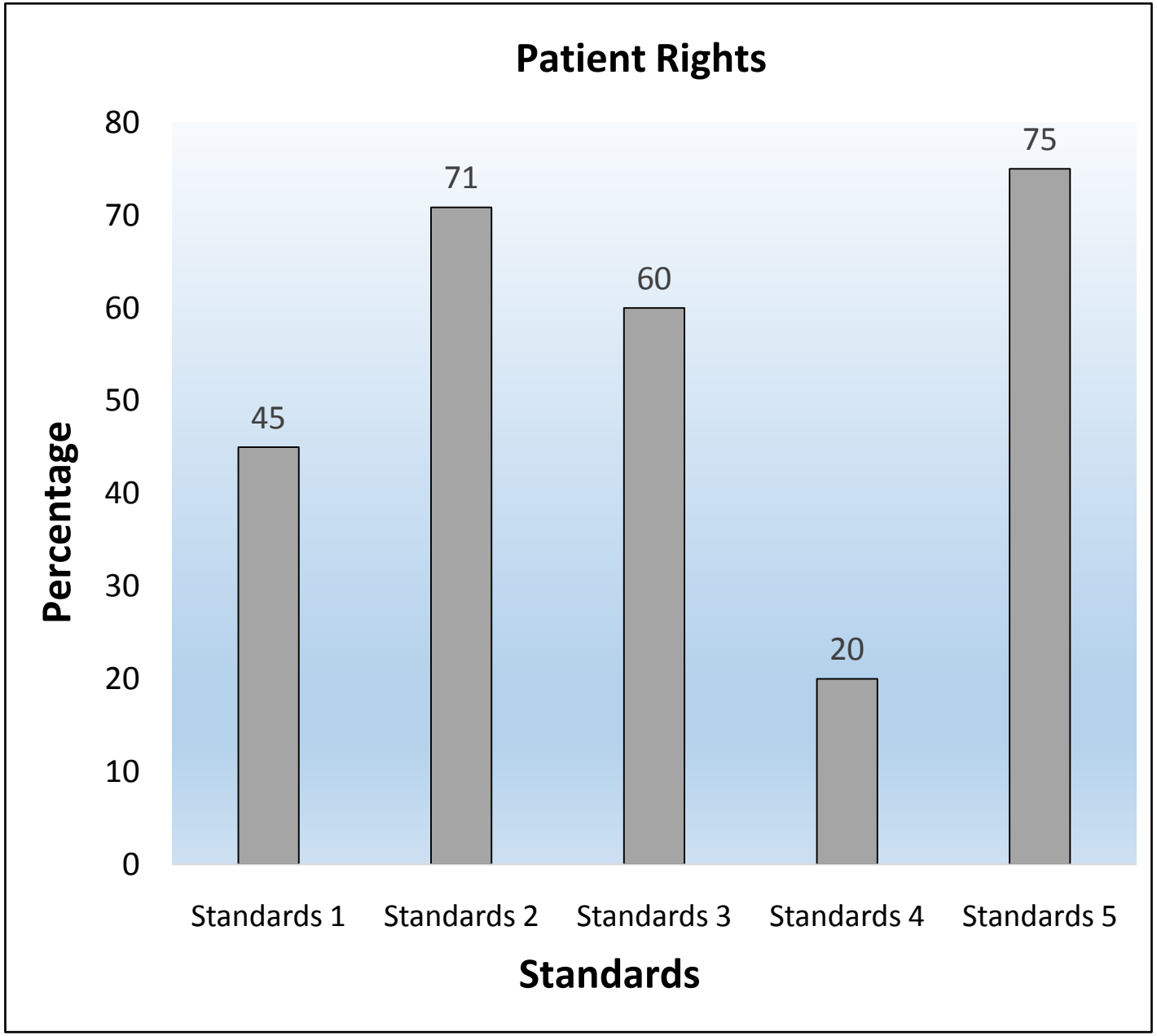
Standard 2:
The facility provides RMNCH+A Services

Standard 3:
Facility provides diagnostic services

Standard 1 :
The facility provides the information to care seekers, attendants & community about the available services and their modalities.

Standard 3 :
The facility maintains privacy, confidentiality & dignity of patient, and has a system for guarding patient related information.

Standard 4 :
The facility has defined and established procedures for informing patients about the medical condition, and involving them in treatment planning, and facilitates informed decision making.



Recommendation

- Quality management team
- Set the Goals and Objectives for emergency and accident department
- SOPs for emergency department
- Monitoring and Supervision - Checklist
- Audits

THANK YOU