

**Internship
at
LLH Hospital, Abu Dhabi**

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Company profile

1 LLH Group

The LLH Group ⁽⁸⁾ began its operations in May 2007 with the opening of the LLH in Electra street in the centre of Abu Dhabi. Since then, it has developed into a sophisticated and integrated healthcare provider. LLH has achieved this by the belief that the delivery of quality services is possible within the Private Healthcare sector and dedication of its staff to accomplish this. Major ventures of LLH Healthcare group are:

1.1a) LLH, Abu Dhabi

LLH the first private hospital to be licensed using the new HAAD standards is now seeing almost 1000 patients daily. It has achieved many quality awards including JCI 2009 & 2012, SKEA 2010 & 2011 and Arab Health Patient safety award 2010.

1.1.b) LLH, Musaffah

LLH Musaffah was the first hospital situated in the Industrial sector of Musaffah. It began as a day hospital in 2008 but due to demand, the hospital was expanded in 2011 to include inpatients and ICU. It has recently had over 700 patients daily and has excellent facility for workers and families.

1.1.c) Lifecare Hospital, Al Raha

This is the second of 3 hospitals to be opened in the Industrial sector of Abu Dhabi. It is situated in one of the new workers villages in Al Raha and will provide local care for the workers accommodated there.

1.1.d) Burjeel Hospital, Abu Dhabi

The latest hospital in the LLH Group is the Burjeel Hospital in Abu Dhabi. For this, the concept has changed from being predominantly secondary care to predominantly tertiary care. This 200 bed hospital has been developed to have a 7 star service to all patients to complement the excellence in clinical care. The ambience in the non-clinical areas will be

Arabesque in appearance and there will be a major component of disease prevention and wellness to encourage the population to prevent diseases from developing.

1.1.e) Burjeel Hospital for Advanced Surgery, Dubai

Burjeel Hospital for Advanced Surgery (BHAS) - a group venture of renowned and experienced Doctors operating under the conglomerate of LLH Group of Hospitals headquartered in Abu Dhabi.

The hospital currently has three operation theaters with quality services offered in Joint Replacement, Pediatric Orthopaedics, Hand Surgery, Sports Medicine, Spine Surgery etc. Patients benefit from a team of highly specialized consultants, many of whom are nationally and internationally recognized for their expertise and experience.

1.1.f) The LLH Industrial Division

The LLH Industrial Division has now become a major player in the care of workers in industry and workers camps. We are now looking after over a quarter of a million workers supplying both emergency care and primary care. Our services are utilized by some of the largest companies in Abu Dhabi including Al Dar, Al Jabber and EMAL.

Other ventures of LLH group are

- Lifeline Hospital ,Oman (Muscat, Salalah, Sohar)
- Life Pharma Dubai, UAE
- Lifeline Scientific , Passport Road, Abu Dhabi, UAE
- LLH Hospital Pharmacy ,Electra Street, Abu Dhabi, UAE
- Adline Advertising ,Electra Street, Abu Dhabi, UAE
- D Club Organic Food ,Abu Dhabi, UAE
- MENA Conference ,Abu Dhabi, UAE
- IMed Solutions , Abu Dhabi, UAE



Fig 1. LLH group institutions

1.2 LLH Group Management

Dr. Shamsheer, Managing Director

In 2006, Dr Shamsheer V.P founded the LLH Hospital with a vision of providing cost-effective yet specialized and superior quality healthcare services complemented by personalized care to the growing population of Abu Dhabi. His visionary leadership has motivated every staff member at LLH Hospital to constantly strive for excellence.



His strategic leadership has aligned the organizational direction of LLH Hospital in a new way of thinking and commitment and this has reflected in its strategy design and execution. Dr. Shamsheer's zeal to serve the community through his chosen profession motivates each and every medical staff at LLH Hospital. His sincere dedication to the field of healthcare is commendable. Despite unprecedented popularity, Dr. Shamsheer is marked for his simplicity. He has gained significant appreciation for providing the most valuable contributions to the society.

Dr. Shamsheer Vayalil Parambath was born on 11 January 1977 and hails from a well known business family from India. His parents Hashim Pokkinari & Mariyam Barakkool encouraged him since childhood and this profound impact laid the foundation to his success. He is married to Dr.Shabeena and they are blessed with 3 children Faadil Ali Hashim, Adil Ali Hashim and Zahir Ali Hashim.

He graduated from Kasturba Medical College, Mangalore and pursued his M.D from the prestigious Sri Ramachandra Medical College. He did his fellowship in radiology with General Hospital Boston USA.

1.3 LLH Hospital Abu Dhabi

LLH Hospital – Excellence in Healthcare

LLH Hospital was born out of a desire to provide cost-effective yet specialized and superior quality healthcare services complemented by personalized care and individual attention to each patient with an unparalleled passion and commitment to serve the medical needs of the growing population of the emirate of Abu Dhabi.

LLH Hospital has, over the years, become the hospital of choice, to citizens and residents of Abu Dhabi through sincere dedication of our medical staff in attending closely to each of our patient's medical needs with compassion, respect and dignity.

All facilities and services at LLH Hospital have been designed around the growing patient needs and demands.

We constantly keep ourselves open to latest developments in medicine and healthcare service industry standards and adopt best practices in order to improvise our own service delivery standards.

LLH Hospital's Vision

To become the most admired and trusted healthcare service provider by offering cost-effective yet specialized and superior healthcare services to each patient complemented by personalized attention and care; and improving quality of life for the community in which we live, and serve the society at large.

LLH Hospital's Mission Statement

LLH Hospital aims to achieve its vision of becoming the most admired and trusted healthcare service provider by adopting state-of-the-art treatment and diagnostic requirements, attracting and retaining the best medical experts through educating and adopting latest medical practices and improvising on service delivery models by adopting quality management practices.

LLH Hospital bags ‘Excellence in Patient Safety’ at Arab Health Awards

Tuesday, 26 January 2010



LLH Hospital Abu Dhabi emerged the winner under ‘Excellence in Health Safety’ category during the Arab Health Innovation and Achievement Awards held at Grand Hyatt, Dubai. The awards were announced at the gala dinner during which industry leaders and innovators were recognized for their exemplary work under different healthcare categories. Sultan Bin Abdulaziz Humanitarian City from Saudi and Tawam Hospital, UAE was the other nominee under the ‘Excellence in Patient Safety’ category. “It was a privilege to be nominated under an Arab Health awards category and is an honor to receive this award. This is a humbling moment and the recognition speaks volumes about the dedication and hard work of each and every employee of the hospital that has made this achievement a possibility,” said Dr. Shamsheer – Managing Director of LLH Hospital.

LLH Hospital honoured with Sheikh Khalifa Excellence Award

Monday, 14 December 2009



LLH Hospital, Abu Dhabi honoured as the winner of the Sheikh Khalifa Excellence Award (SKEA); a significant achievement that honours leading organisations which provide outstanding services and set the highest of standards in excellence across the nation. SKEA is distinguished by its consideration of performance-based criteria, which takes into account leadership, policies, strategies, partnerships and key performance indicators. It was established to honour elite companies for the high quality of services they offer to Abudhabi. For the healthcare sector specifically, it recognises excellence in both quality of clinical care and operational efficiency.

LLH Hospital accredited by Joint Commission International (JCI)

Wednesday, 14 January 2009



LLH has been granted accreditation on 15th January 2009 from the Joint Commission International (JCI). Joint Commission on Accreditation of Healthcare organizations, JCI is dedicated to improving quality, safety and efficiency of healthcare services around the world. JCI standards focus on areas that most directly impact patient care including access to care, assessment of patients, infection control, patient and family rights, and education. At the same time, JCI standards also address facility management and safety, staff qualifications, quality improvement, hospital leadership and information management. Being accredited with JCI is recognition of our ongoing commitment to providing a high standard of patient care. Patients can now receive greater assurance that they are receiving quality and safe care in our hospital that meets globally accepted standards.

Commenting on JCI accreditation Dr.Shamsheer, Managing Director, LLH Hospital said “Gaining accreditation for Joint Commission International (JCI) is a significant milestone in our history and mark yet another step forward in our journey of excellence, in the areas of quality patient care. These achievements certainly demonstrate our strong commitment to quality, safety and continuous improvements in patient care outcomes, and recognize us as one of The Best hospital in this region. Truly, in LLH, our Patients are our Focus.

Daman Quality Award to LLH Hospital, Abu Dhabi

Tuesday, 13 May 2008



H.E. Dr. Ahmed Mubarak Al Mazrouei, Chairman, Health Authority Abudhabi presented “Daman Healthcare Quality Award” to Dr. Shamsheer V.P., Managing Director, LLH Hospital Group, during the conference held at the Rotana Beach Hotel, Abudhabi.

The Award was given to LLH Hospital for its active participation and contribution in improving the healthcare quality standards and taking it to another level. It was based as per the patient's view on healthcare services survey which was supervised by the Daman's Network Department. Daman's analysis showed that the hospital scored the highest results in terms of service quality standards, patient's satisfaction, perceived skills in management and medical quality assurance.

LLH Hospital Group wins accolades from the Ministry of Health

Sunday, 13 April 2008



Ministry of Health (MoH) honoured LLH Hospital Group for its contribution in spreading healthcare awareness amongst the public. The Ministry appreciated the LLH Hospital Group for the different public service campaigns it undertook to fight against breast cancer, diabetes and HIV.

His Excellency Mr. Humaid Al Qutami, Minister of Health, UAE presented an appreciation certificate and memento to Dr. Shamsheer V.P., Managing Director, LLH Hospital Group, during the Annual Day celebrations of the ministry held in Sharjah recently.

LLH bags European Quality Award



LLH Hospital bags the prestigious European Quality Award (EQA) instituted by the European Foundation for Quality Management. The European Quality Award is about excellence. European Quality Award is awarded to companies who show consistent

excellence in nine categories of the EQA model: leadership, policy and strategy, people management, resources, processes, customer satisfaction, people satisfaction, impact on society, and business results.

It takes into account the approach to total quality management to the satisfaction of customers, employees and other stakeholders. LLH Hospital exhibited all of these attributes consistently. Winning the European Quality Award reveals the vision of the top management and the dedication of each staff at LLH Hospital towards better healthcare standards and patient care

1.4 VARIOUS DEPARTMENTS OF LLH ABU DHABI

1.4.1 OUTPATIENT DEPARTMENT:

1. CARDIOLOGY

This department provides medical care to patients who have disorders with heart and blood vessels or blood circulation. The field includes diagnosis and treatment of congenital heart defects, coronary artery disease, heart failure, valvular heart disease and electrophysiology. Physicians specializing in this field of medicine are called cardiologists.

2. DENTAL

This department provides medical care to patients who have disorders and conditions of the soft and hard tissues of the jaw (mandible), teeth, the oral cavity, maxillofacial area and the adjacent and associated structures and their impact on the human body. This department has specialist doctors in each of these areas:

- Endodontics (root canal therapy and study of diseases of the dental pulp);
- Orthodontics (straightening of teeth and modification of midface and mandibular growth);
- Periodontics is the study and treatment of diseases of the periodontium, and placement and maintenance of dental implants);
- Prosthodontics is the study of dentures, bridges and the restoration of implants.

3. DERMATOLOGY

The department deals with the treatment and management of all types of skin diseases and infections.



- Acne & acne-like conditions
- Pigmentary disorders (freckles, melasma, moles, etc.)
- Warts , molluscum contagiosum & skin tags
- Skin allergies (Eczema, Urticaria, etc)
- Genetic Skin Disorders
- Minor surgeries for tumours & cysts
- Cryotherapy
- Hair, nail & oral cavity problems
- Sexually transmitted diseases, Urethritis, Bacterial, Viral & Parasitic infections
- Chemical peeling
- Laser treatment for removal of unwanted hair & fine vascular lesions
- Botox Injection for wrinkles

4. ENT

The department specializes in holistically treating all ailments and complications arising in the spheres of ENT.

- Tonsillectomy
- Adenoidectomy
- Tympanoplasty
- Myringotomy with or without Grommet insertion
- Turbinectomy
- Functional Endoscopic Sinus Surgery(FESS)

- Infrared Coagulation
- Septoplasty
- Foreign body & Wax removal
- Puretone & Impedence Audiometry
- Tympanometry
- Laryngoscopy
- Nasal Endoscopy

5. GASTROENTEROLOGY

The Specialty Department of Gastroenterology deals with preventive, diagnostic & treatment of digestive tract, Liver, Biliary & Pancreatic system.



Features

- Diagnosis and Management of Digestive Diseases.
- Diagnosis and Management of Liver Diseases.
- Upper GI Endoscopy (Diagnostic & Therapeutic).
- Lower GI Endoscopy (Diagnostic & Therapeutic).
- Enteroscopy (Endoscopy of the Small Intestines).
- Screening Colonoscopy for early detection of Polyps and Colon Cancer.
- Liver Biopsy.
- Non Surgical Therapy of Internal Hemorrhoids.
- ERCP (Diagnostic and Therapeutic, Including Sphincterotomy / Stone Extractions and Stenting).

6. GENERAL SURGERY

This department provides medical care to patients who require minor surgical treatments for the treatment of a variety of disorders. Physicians specializing in this area are called General Surgeon.



A general surgeon has specialized knowledge in surgical procedures that is conducted in different body parts, surgical patient consultation, and patient following up care. Treatments provided by General Surgeon may include, but not restricted to:

- Appendectomy
- Hernia Repair
- Hemorrhoids (Piles)
- Cholecystectomy
- Circumcision
- Varicose Vein Surgery
- Mastectomy
- Thyroidectomy
- Parotidectomy
- Varicocele Surgery
- Laparoscopic Surgeries
- Biopsies

7. GYNAECOLOGY & OBSTETRICS

We Deliver with Love & Care Our experienced team of Obstetricians endeavours to provide a supportive environment by guiding couples through their pregnancy till safe confinement. The department offers both inpatient/out patient services for obstetric care & gynaecological disorders..



Health Packages

- Antenatal Packages
- Maternity Packages
- Painless Delivery.

FEATURES

- General and High-Risk Obstetrics
- Antenatal Check-up
- Cardiotocography
- Epidural Analgesia /Painless Labor
- Cervical Encirclage for Cervical Incompetence and Associated Habitual Abortion
- Early detection of Fetal anomalies
- Ectopic Pregnancy
- Contraception
- Sterilization (laparoscopic sterilization/tubal ligation)
- Infertility
- Infertility, checking the condition and patency of the fallopian tubes

General Gynaecology

- Menopause
- Women's Health Problems
- Endometriosis
- Pap Smear
- Hysterectomy
- High level gynaecology ultrasound scans.

- Colposcopy and Outpatient and Inpatient Treatment of Pre-Invasive Lesions of the Cervix
- Operative Laparoscopic Procedures (Minimal Invasive Surgery)
- Urinary incontinence
- Ovarian cysts and tumours
- Removal of fibroids
- Polycystic ovaries
- Pelvic infection

8. INTERNAL MEDICINE

9. LABORATORY

LLH Hospital has well-equipped clinical laboratory with sophisticated equipments to conduct the latest medical tests with the aid of and skilled pathologists and other technicians. Medical Tests conducted here are done to get information about the health of a patient pertaining to the diagnosis, treatment, and prevention of disease.

10. NEUROLOGY

This department provides medical care to patients who suffer from disorders of the nervous system, including the involving the central, peripheral, and autonomic nervous systems and spinal cord. Physicians practicing in this field of medicine are called Neurologists. Treatments provided by Neurologists include, but not restricted to:



- Epilepsy
- Stroke
- Transient Ischemic Attack (TIA)
- Movement Disorders
- Memory and Behavioral Disorders
- Tremors
- Parkinsonism

- Encephalitis, Myelitis
- Neuropathy
- Multiple Sclerosis
- Vertigo, Ataxia
- Myopathies
- Electro Encephalography (EEG) to diagnose various Neurological Disorders
- Entire Night Video EEG for diagnosis of Epilepsy cases
- Electrophysiology Lab Facility

11. OPHTHALMOLOGY

This department provides medical care to patients who suffer from ailments in eye, visibility, diseases in visual pathways, pupil, hairs, and areas surrounding the eye, such as the lacrimal system and eyelids. This department also handles common eye problems associated with other diseases like Diabetes, Hypertension, and Thyroid Disorders etc or problems ailments relating to the eyes from refractive errors to inflammatory conditions and other eye surgeries. Physicians practicing in this field of medicine are called Ophthalmologists.



Treatments provided by Ophthalmologists include, but not restricted to:

- General eye diseases
- Laser eye treatments
- Optometry (sight testing)
- Orthoptics (non-surgical treatments, eg for squints)
- Prosthetic eye services
- Ophthalmic imaging (eye scans).
- Suture-less Cataract Surgeries
- Glaucoma Surgeries
- Management of Diabetic/ Hypertensive Retinopathy
- Corneal Ulcers

- Management of Eye Injuries
- Surgical Correction of Refractive Errors
- LASIK

12. ORTHOPAEDICS

This department provides medical care to patients who suffer from problems that affect your muscles, joints, bones, ligaments, tendons and nerves. This department provides medical care due to muscle fractures, joint dislocation due to sports injuries, degenerative diseases, infections, tumors, and congenital disorders. Physicians practicing in this field of medicine are called Orthopedics. Treatments provided by Orthopedics may include, but not restricted to:

- Cervical Spondylosis
- Management of Joint Conditions, e.g. – Osteoarthritis, Gouty Arthritis, etc.
- Management of Limb Injuries and Fractures
- Management of CTEV and associated Deformity Correction in the Pediatric age-group
- Management of Dislocations
- Closed and Open methods of fracture reduction using plating and nailing
- Inter-vertebral Disc Prolapse and other spine related conditions
- Management of Tendon and Soft Tissue Injuries
- Management of Osteo-articular Infections
- Orthopedic Emergencies including Multiple Fractures
- Low Backache, Sciatica

13. PAEDIATRICS

Pediatrics is the branch of medicine that deals with the medical care of infants, children, and adolescents. The upper age limit of such patients ranges till the age of twelve. Physicians specializing in this area are called Pediatrician.



Treatments provided by Pediatrician may include, but not restricted to:

- Immunization/Vaccination in accordance with Ministry of Health WHO
- Multi-disciplinary approach to treatment of disease (Eye, ENT, Surgical, Dental, Psychological etc)
- Treatment of Bowel Disturbances including Constipation, Diarrhea etc.
- Nebulization to treat Bronchial Asthma
- Ear-piercing using Sterile Technique
- Cauterization for Umbilical Granuloma
- Allergy Skin Testing
- Management of Pediatric Neurological and Urinary Tract Illnesses
- Child & Adolescent Guidance & Counseling Clinic
- IQ Testing and other screening tests
- Gastric Wash for accidental poisoning cases
- In-patient facilities for Pediatric Emergencies
- Well Baby Clinic

14. PHYSICAL & REHABILITATIVE MEDICINE

This department provides medical care to patients with physical impairments or disabilities who wish to restore functional ability and quality of life. Physicians specializing in this area are called physiatrist. Physiotherapist specialize in restoring optimal function to people with injuries to the muscles, bones, tissues, and nervous system (such as stroke patients). Physiotherapist provide treatment in circumstances where movement and function are threatened by aging, injury, disease or other factors.



The department is equipped with high-tech and sophisticated equipment that aid in the management of various disorders in the body mechanics due to postural abnormalities or other prevalent associated diseases.

15. PLASTIC SURGERY

16. PULMONOLOGY/RESPIRATORY MEDICINE

17. RADIOLOGY

Diagnostic Imaging Center provides state of the art diagnostic imaging services with the most modern diagnostic equipments and well experienced and qualified professionals. The Diagnostic Imaging center provides the patients and their families with high-standard medical diagnostic images and detailed reports that assists the doctors with diagnosis, patient stratification, drug prescription, and prognosis.



Imaging Services provided by Diagnostic Imaging center may include, but not restricted to:

- General radiography (X-ray scans)
- Mammography (breast scans)
- 2D,3D,4D Ultrasound scans
- Color Doppler Scan

- Angiography (X-ray of blood vessels)
- Interventional radiology (minimally invasive procedures, eg to treat narrowed arteries)
- 64 Slice CT scanning (scans that show cross sections of the body)
- MRI scanning (3D scans using magnetic and radio waves).
- Open MRI (0.4 T)
- Computed Radiography
- Orthopantomography (OPG)
- Digital X-ray with Fluoroscopy
- C-arm facility
- Bone Densitometry (BMD)

18. RHEUMATOLOGY

This department provides medical care to patients who suffer from problems involving musculoskeletal disorders (bones, joints, ligaments, tendons, muscles, nerves and the allied conditions of connective tissues. Physicians practicing in this field of medicine are called Rheumatologists. Treatments provided by Rheumatologists include, but not restricted to:

- Management of Rheumatoid Arthritis
- Management of Ankylosing Spondylitis
- Osteoarthritis
- Reactive Arthritis
- Fibromyalgia (Fibrositis)
- Gouty Arthritis
- Osteoporosis
- Bone Densitometry

19. UROLOGY

This department provides medical care to patients who suffer from diseases or conditions that affect the urinary system, bladder-based problems, urinary tract infection and diseases affecting kidneys, ureters, urinary bladder, urethra, testes, epididymis, vas deferens, seminal vesicles, prostate and penis. Physicians practicing in this field of medicine are called Urologists. Treatments provided by Urologists include, but not restricted to:



- Removal of stones in kidney, Urethra and Bladder
- Urethrocystoscopy
- ESWL for removal of Ureteral and Kidney Stones
- Lithotripsy to break kidney stones
- Percutaneous Nephrolithotripsy (PCNL) for removal of large Renal Stones
- Cystolithotripsy for Removal of Bladder Stones
- Urinary Tract Infections with/without Hematuria
- Acute and Chronic Obstructions to urine flow e.g. due to Prostate Hypertrophy, Urethral Stricture, etc.
- Laparoscopy Aided Urological Surgeries
- Hydronephrosis and Pyeloplasty
- Management of Stress Urinary Incontinence in females by Pubovaginal Sling Surgery
- Prostate Enlargement and Urinary Retention Treatment

1.4.2 SUPPORT SERVICES

- Facility Management Team
- Insurance
- Billing

1.4.3 INPATIENT SERVICES

In-Patient Facilities

LLH Hospital has a team of qualified doctors, skilled in bedside management and equipped to tackle all kinds of crisis.

- 50 bedded in-patient ward
- Isolation rooms for patients with infectious diseases
- Dietician counseling
- Special Maternity ward with advanced labor room facilities
- Round the clock service from well-trained and experienced nursing staff.

1.4.4 OPERATION THEATRE

The Operation Theatre is equipped with the most advanced equipment and surgical aids.

- Prefabricated OT
- Modern high-tech equipment's
- Facilities to perform minor as well as major surgeries
- State-of-the-art operating microscope
- CSSD
- Sterilization
- Endoscopy Unit
- All laparoscopic procedures
- C-Arm facility
- Supporting team of expert, highly experienced Anaesthetists, Surgeons, Nurses & OT assistants
- ESWL
- Attached Pre and Post-operative wards

1.5 JOB DESCRIPTION

- To give support to quality manager on operational management, clinical performance, performance monitoring, quality management, patient satisfaction and regulatory requirements
- Participate in designing and implementation of the quality plan for LLH Hospital.
- Conducts quality activities in a manner that companies with regulatory and JCI and other accreditation standards.
- Participate in education of new staff to support quality activities. Facilitates and promotes organization wide philosophical commitment to quality.
- Help in prioritization of issues for assessment and improvement based on effect on patient and available resources.
- Share in Reviewing, tracks and trends employee/visitor/patient occurrence reports.
- Coordinates events for quality activities.
- Uses collaborative efforts and teams to study and improve specific existing processes.
- Coordinates the activities of process improvement teams by providing guidance and instructions. Functions as a team facilitator as needed. Coordinates team efforts to monitor and evaluate patient care.
- Develops complete, timely reliable reports. Shares information with appropriate staff, including report to the Hospital Director and Managing Director.
- Investigates employee/visitor/patient occurrence reports.
- Acts as resource person to provide input on all regulatory and compliance issues.
- Promotes process improvement for the on-going prevention and reductions of risk.
- Develops and recommends new procedures and approaches to safety and loss prevention based on reports occurrences, accidents and other relevant information.
- Participate in hospital quality program and be member of quality committees if chosen.

- To comply with the LLH Hospital EHS Roles and Responsibilities applicable AD EHSMS Standards and applicable Legal Requirements.
- Participate in continuous quality improvement of the hospital as and when required and any other work assigned by the HOD within the scope of the job.

1.6 DEPARTMENT VISITED

CSSD

Issues identified:

- Various factors affecting due to lack of appropriate staff with respect to the increase in the volume of the work increased during recent period.
- Delay in receiving instrument degrades the CSSD performance
- several deficiencies of cleaning process such as frequent machine error

1.7 OBSERVATIONS:

- Nearly 79% of CSSD users are satisfied with the performance of CSSD
- Nearly 60% of the customers receive instrument between 2- 4 hours shows CSSD department is working efficiently
- Through ANOVA analysis done on the CSSD user ratings, CSSD found to be “Good “in all 6 variables of CSSD efficiency. This states that CSSD is running efficiently.