

Understanding and assessing the process of In Patient Prescription Audit; A study of In patient Prescription Audit; Analysis and Recommendations

ORGANIZATION INTRODUCTION

Brief History

Established in the year 2010, ACTION CANCER HOSPITAL in Paschim Vihar is a top player in the category of Cancer centers in Delhi. The Chairman of the trust, Shri Mange Ram Agarwal is a great philanthropist who had a strong desire to build a hospital for the service of mankind. The belief that customer satisfaction is as important as their products and services have helped this establishment garner a vast base of customer which continues to grow by day.

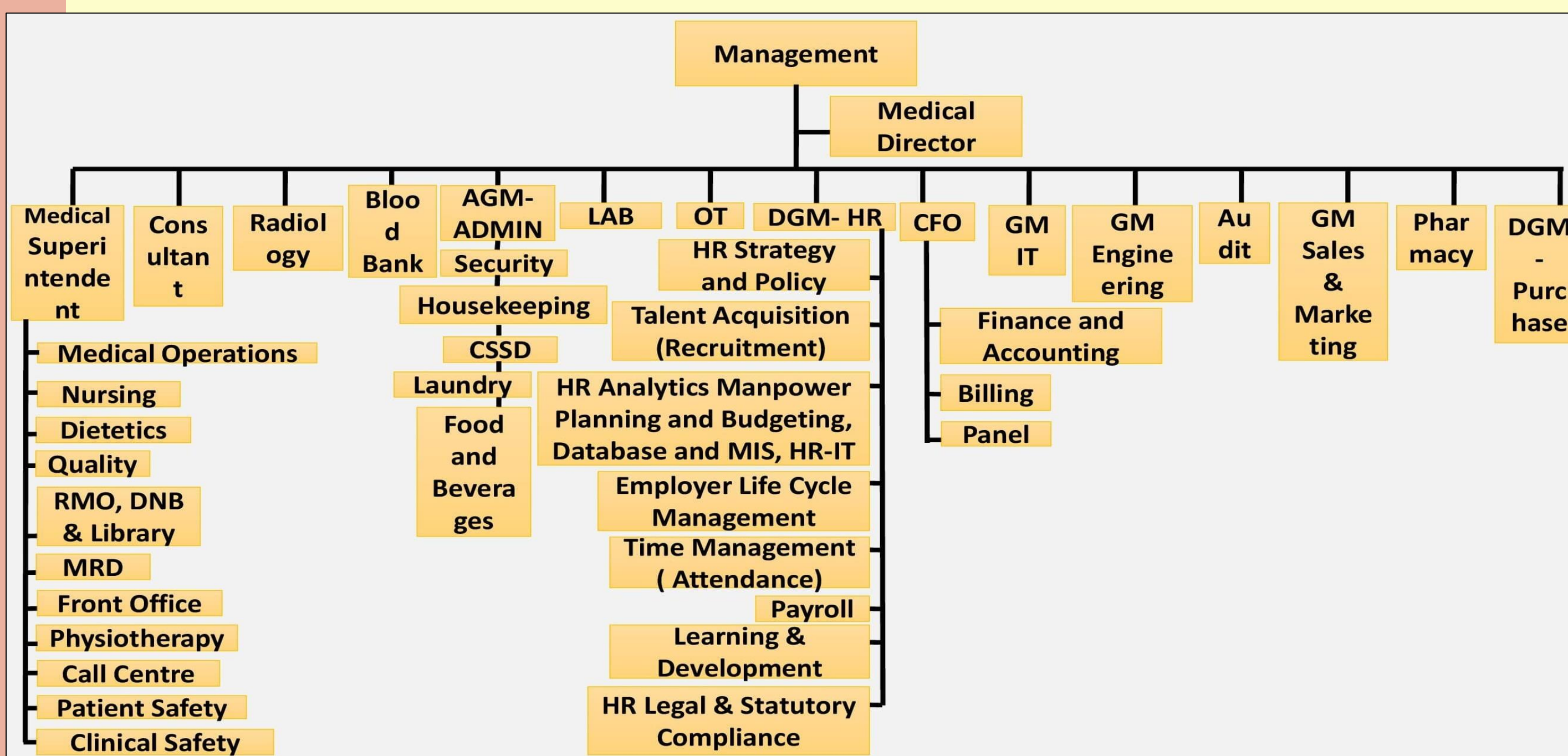
Vision

To become one of the leading cancer hospital in North India with the human touch.

Mission

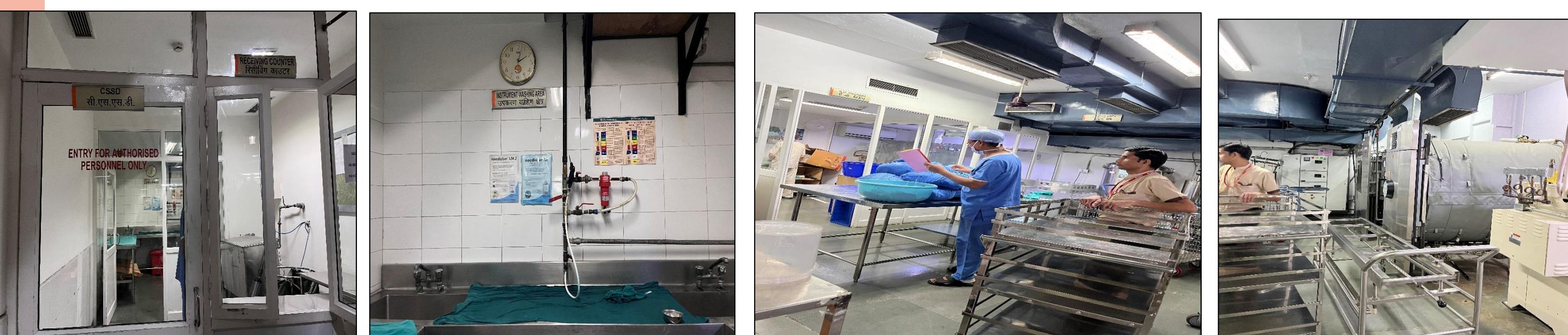
Action Cancer hospital has been established with a mission to provide world class affordable cancer treatment to provide world- class affordable cancer treatment to all sections of the society with a humanitarian touch. Whilst maintain the high standards of ethical practices and professional competency with emphasis on education and Research.

ORGANIZATION STRUCTURE



SWOT ANALYSIS OF CSSD DEPARTMENT

STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
●Highly experienced staff ●Well Organized department ●Use of Advanced Equipment and Technology ●Quality Assurance in terms of sterilization ●ISO Certified department	●Occasional delay due to workload ●Staff shortage ●Inadequate physical space ● Less accessibility due to basement location ●No tracing System	●Sustainability initiatives to improve environment ●Process improvement to enhance efficiency and effectiveness ● Staff training and education to enhance skills ●Research and Development will improve technical advancement	●Equipment malfunction ●Unprecedented daily growth ●High investment Costs ●Budget limitations in maintenance]



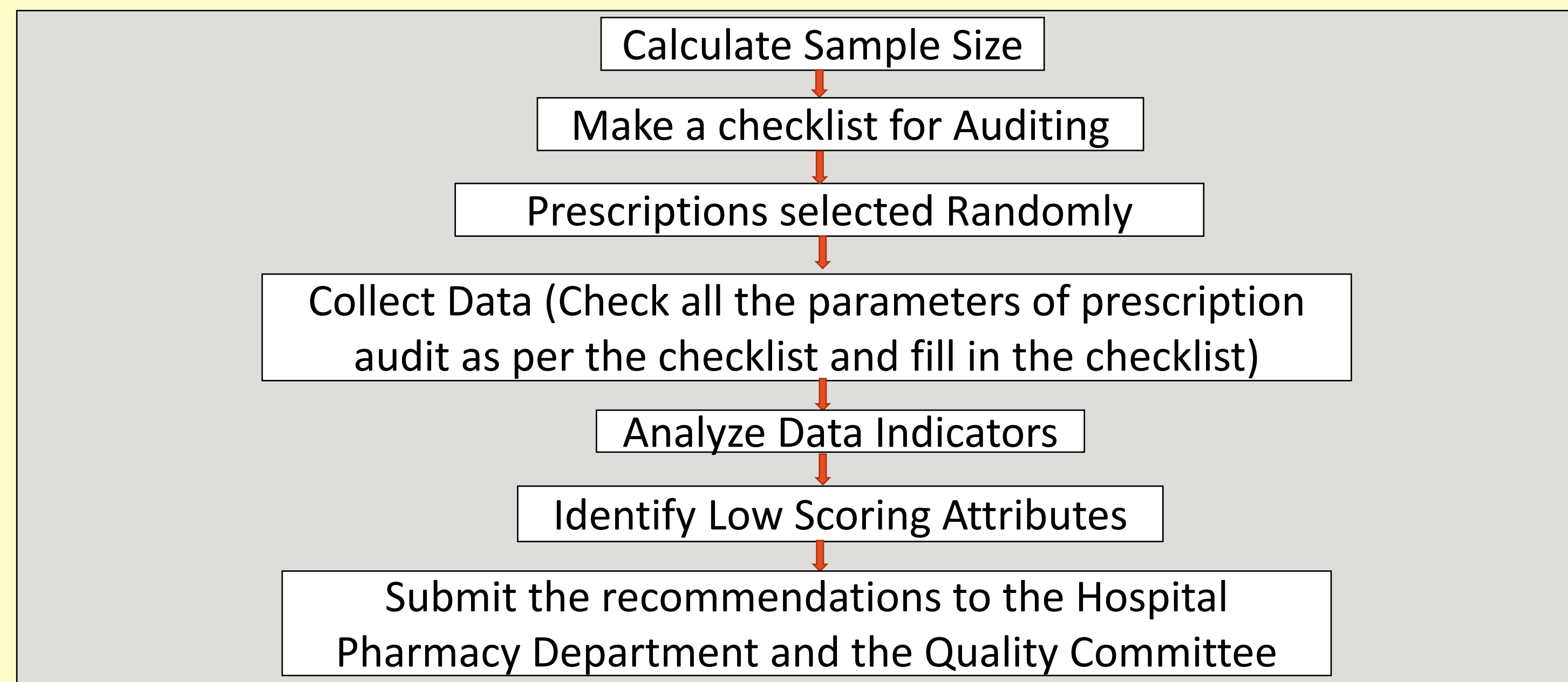
TITLE OF THE PROJECT

Understanding and assessing the process of In Patient Prescription Audit; A study of In patient Prescription Audit; Analysis and Recommendations

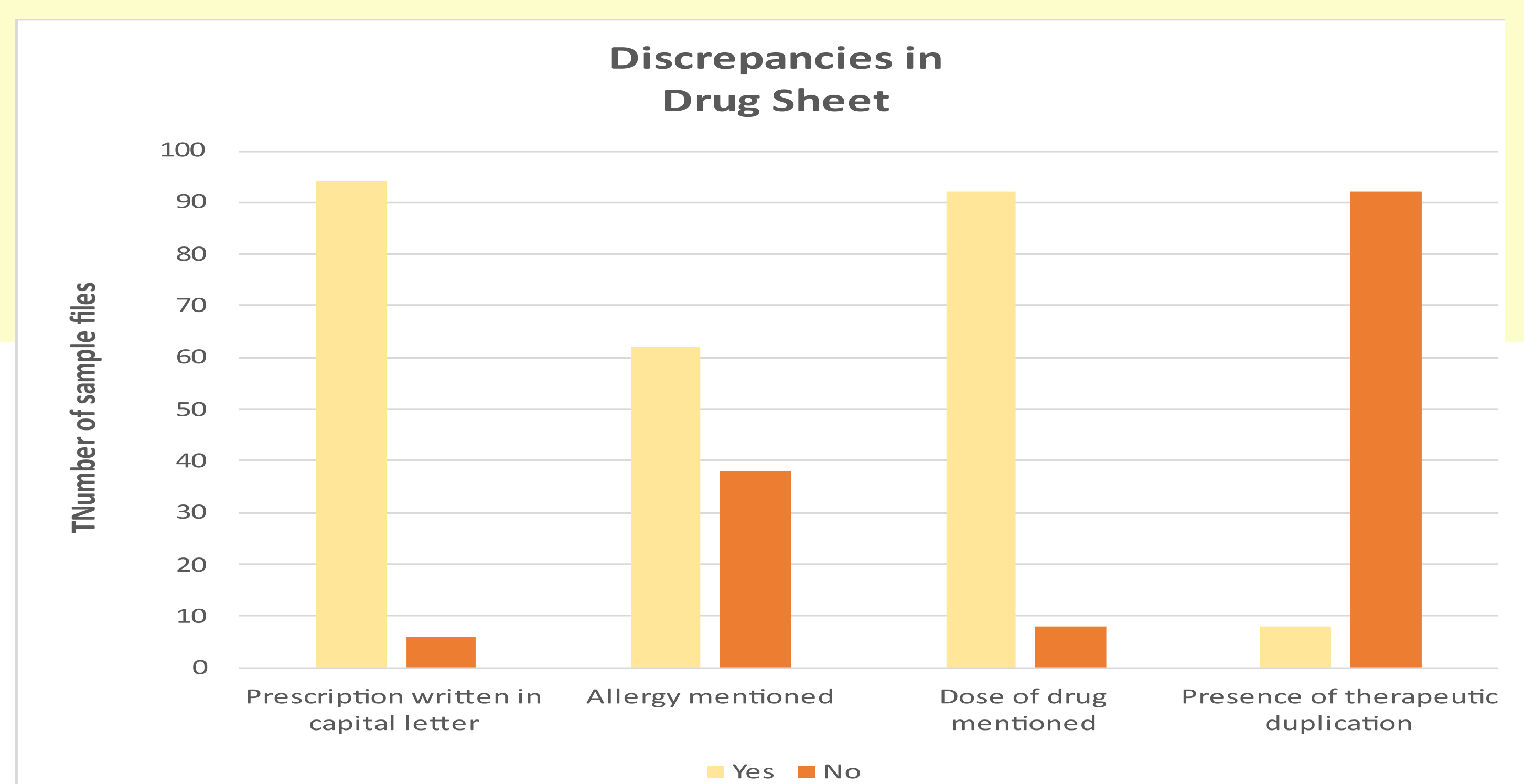
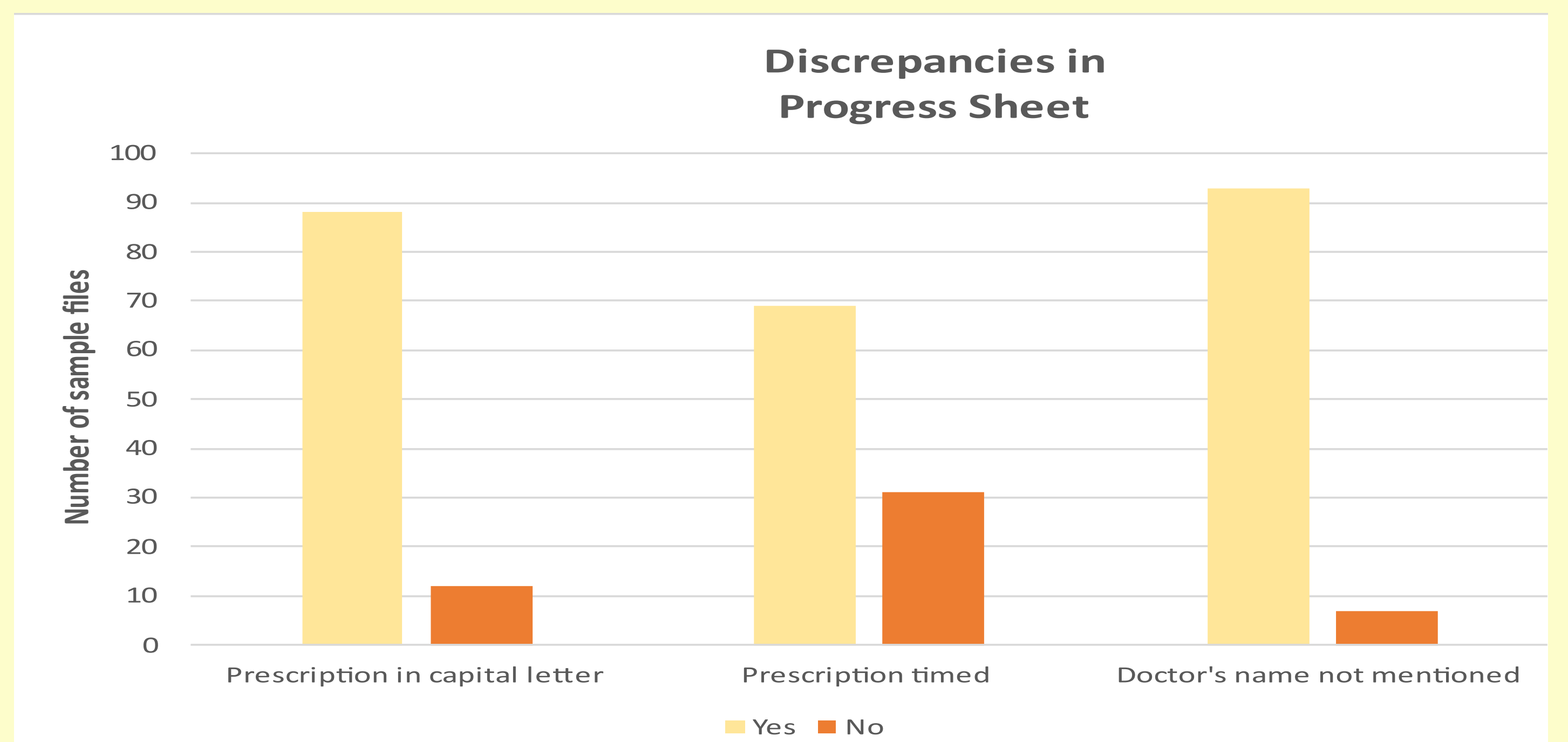
AIM AND OBJECTIVES

- To suggest that there is a good practice of prescribing medicines in a safe manner by reducing the possibilities of human errors.
- Detection of prescribing errors with their records like irrational usage of antibiotics, syrups, injections etc.
- To identify opportunities for improvement and developing benchmarks at the facility, district, state and national level.

METHODOLOGY



DATA ANALYSIS AND CALCULATION OF QUALITY INDICATORS



THEORETICAL UNDERSTANDING V/S PRACTICAL EXPOSURE

THEORY	PRACTICAL
Theoretically, a particular discharge process is supposed to be followed from the time when the discharge is announced by the respective consultant.	Practically, the steps of the discharge process are done in the quickest way possible by the nurses by taking personal help from the panel and the pharmacy so that the discharge period can be shortened.
Theoretically, the complaints of the patients are handled in a very professional manner following specific protocols.	Practically, the complaints of the patients are solved in a more personal manner and as soon as possible.

LEARNINGS AND VALUE ADDITION

The following learnings were an important part of my internship -

- Independently managed 20-50 patients across 3 floors on rotational basis for a time period of 60 days.
- Handled patient files including prescriptions sheets, progress sheet and defined standard operating procedure.
- Overall patient and staff management through good communication.
- Incorporated patient feedback in revenue centre of the organization.
- Performed In patient ('IP') prescription audit including data analysis and recommendations.
- Single handed patient administration and problem resolution.
- Optimizing Turn around time ('TAT') in planned and unplanned discharge procedures.
- Organized and participated in a social awareness event.
- Audit and SWOT analysis of Central sterile services department ('CSSD').

CHALLENGES FACED DURING INTERNSHIP

- Managing 3 floors across the hospital was a huge task, however being a team player, I was able to overcome the same.
- Handling large volume of tasks which I could manage through delegation of work and decision making.
- Handling patient concerns, however organized it through regularized procedures and constant practice.

USEFULNESS OF INTERNSHIP

- Hands on training of floor management at a super specialty hospital.
- Valuable insights into hospital operations.
- Personal growth through working with experienced field experts.
- Developed leadership skills in dynamic work environment.

SUGGESTIONS

- As per my understanding and interaction with CSSD department personnel there is shortage of space and workforce. Increase in 1/3rd of existing space and addition of atleast 1 more resource is recommended.
- Discharge TAT at Action cancer hospital can be cut short by 0.5 hours per patient on hiring of atleast 1 additional housekeeping staff to ensure smooth medicine logistics.



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Organization mentor: Dr. Archana Dhar