

A STUDY TO IDENTIFY THE GAPS IN THE MAINTAINENCE OF RECORDS IN THE MEDICAL RECORDS DEPARTMENT IN ACCORDANCE WITH THE STANDARDS OF NABH 5TH EDITION AT CLOUDNINE HOSPITAL, GURGAON

About the hospital:- Cloudnine hospital gurgaon is India's leading chain of women, childcare and fertility hospitals headquartred in Bngaluru spread across 29 facilities across 12 cities

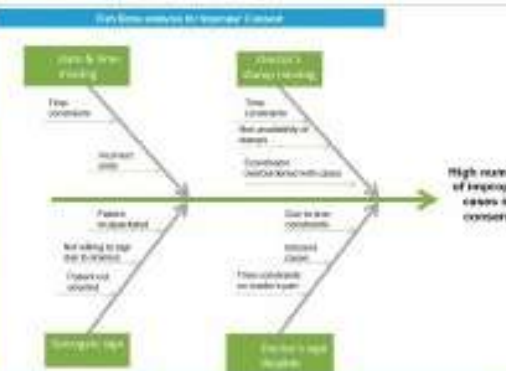
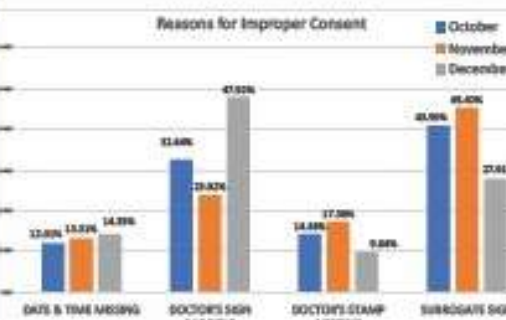
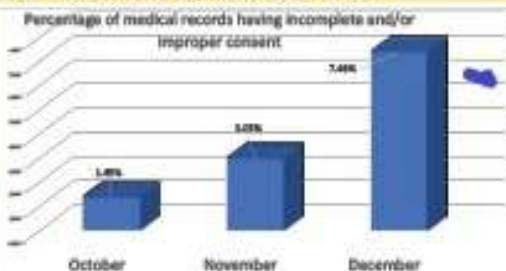
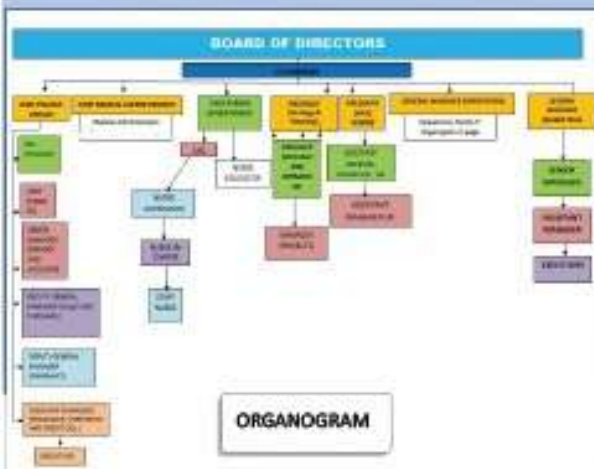
The hospital industry in India is forecast to increase to Rs. 8.6 trillion (US\$ 132.84 billion) by FY22 from Rs. 4 trillion (US\$ 61.79 billion) in FY17 at a CAGR of 16-17%. The Government of India is planning to increase public health spending to 2.5% of the country's GDP by 2025

Vision and Mission:

To provide affordable and quality healthcare and to become a centre of excellence by brining tertiary level healthcare to the people of Eastern India.

Introduction to project:

- Medical Records of a patient are all the detailed information sheets or orderly written documents that are maintained while the patients visit or stay in the hospital
- The medical record should meet the following criteria i.e., complete, adequate, accurate and legible
- The project was accomplished by a closed file audit of the discharged files, utilizing the data available in the HIS



Suggestions:

- Orientation of doctors & Nurses
- Enhanced efforts to reduce surrogate signatures
- Pre defined roles of different members
- Regular Audits by Quality team and Medical Administration

Findings:

- Improper consents have been found in the study which comprises of surrogate sign and missing date and time among others
- Improper consent in October was as high as 3.93%
- Demographic and general information have been found to be recorded satisfactorily
- Nutritional assessment was found to be incomplete
- A significant spike in number of improper cases in December was due to the turnover of RMOs who were not oriented optimally

Value Addition:

The internship helped me to gain valuable insights into the implementation of the NABH 5th edition standards and its interpretation for the development of the hospital.

Theoretical insights and practical observations:

Unlike theoretical work, which apart from books also includes literature review, practical work requires us to make various adjustments according to the situation. This adjustments are guided by various principles which are prevalent in the organization.

Challenges and Usefulness of Internship:

This internship challenged me to utilise my skills in data analysis and allowed me to explore the different aspects of data management and its interpretation. It has helped me to gain a competitive edge which will help me to stand out in my career

SWOT ANALYSIS

