

Introduction and History

Rukmani Birla Hospital, is a 230 bed multi-specialty hospital offering comprehensive inpatient and outpatient services in Jaipur. Laid on three key principles - Clinical Excellence, Ethical and Patient Centric Approach, this multi-specialty facility caters to patient needs and makes sure that the patients and their families are being well looked after by a team of efficient doctors, caring and vigilant nurses, organized housekeeping and back office management. RBH has 24 specialized healthcare departments, each with state-of-the-art medical equipment and a team of highly trained doctors and nurses.

CK Birla Hospitals, comprising of its three landmark identities, The Calcutta Medical Research Institute (CMRI,1969,Kolkata), BM Birla Heart Research Centre (BMB,1989, Kolkata) and its recent venture Rukmani Birla Hospital(RBH,2016,Jaipur) have set milestones in the healthcare Industry.

About the project

Clinical Care Pathway is a document outlining a standardized, evidence-based multidisciplinary management plan for surgical specialties, which identifies the appropriate sequence of clinical interventions, timeframes, milestones and expected outcomes for a homogenous patient group.

Objectives: To standardize care for a specific surgical pathways, procedure or episode of healthcare in an identified population and support the Clinical Excellence Division responsibility to drive quality and clinical improvement agendas through the facilitation and dissemination of best practice clinical standards and processes that achieve better outcomes for patients.

Methodology

- Study Design:** Retrospective (April, 2023) & Prospective (May & June, 2023)
- Study Area:** Orthopedic and Obstetrics & Gynecology departments of CK Birla Hospital(RBH), Jaipur.
- Study Duration:** The study covered the patient discharge files of surgeries performed in the specified departments over period of three months ,from April 2023 to June 2023.
- Sample size:** 419 (Ortho-217 and Obs/Gynecology-202)
- Data collection method:** Primary data
- Study tools:** A clinical care pathway checklist was developed for each surgery that included the guidelines to be followed by each health personnel's to improve the patient quality care.

SWOT Analysis

Strength

- Patient-centered
- Standardization
- Committed and Supportive management
- Quality Improvement

Opportunity

- Market Demand
- Research & innovation
- Collaboration and interdisciplinary care
- Early detection and prevention of complications

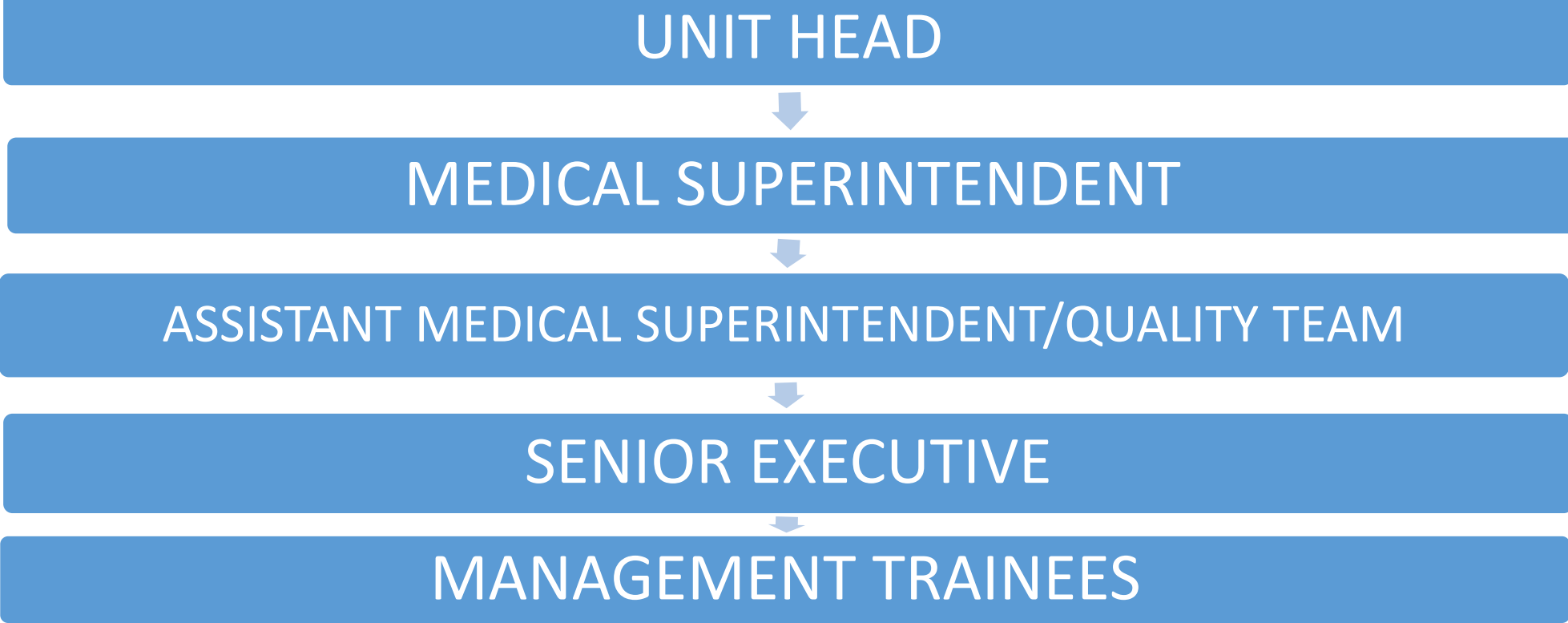
Weakness

- Rigidity
- Implementation challenges
- Lack of case manager
- Resource requirements

Threats

- Competition with other hospitals
- Data privacy and security
- Compliance issues

Organization Structure



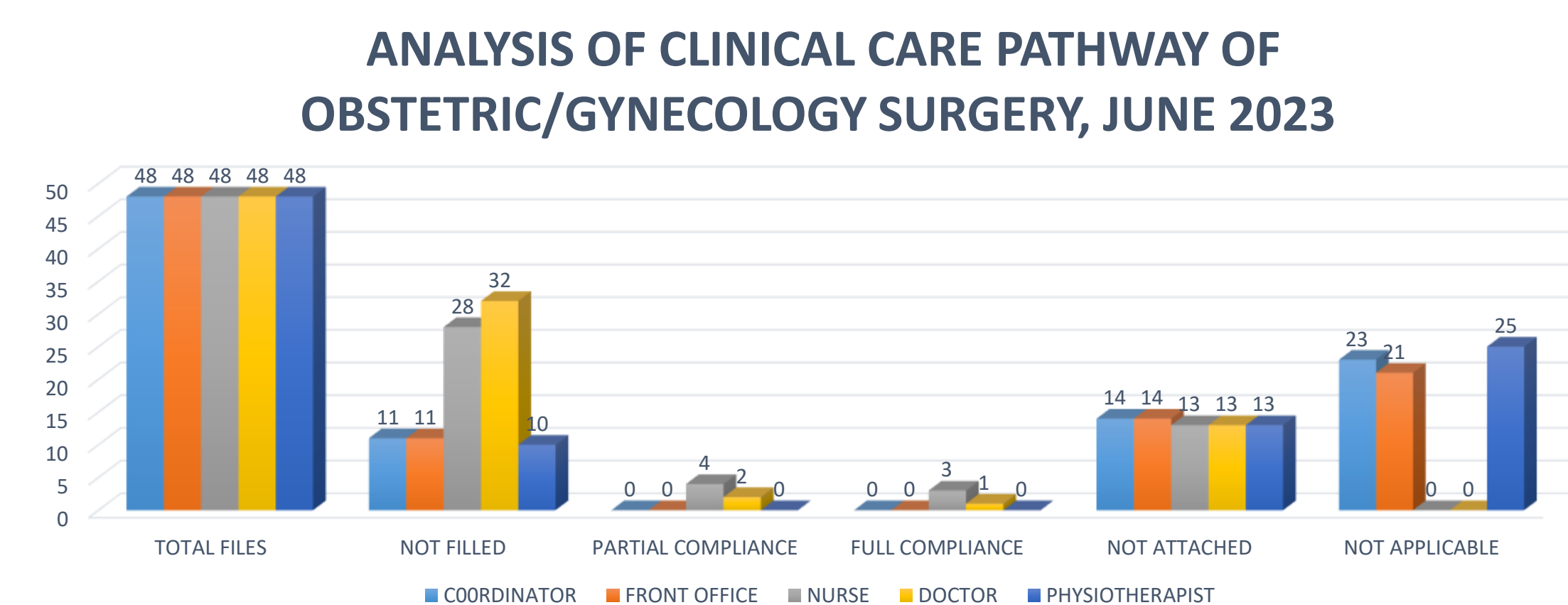
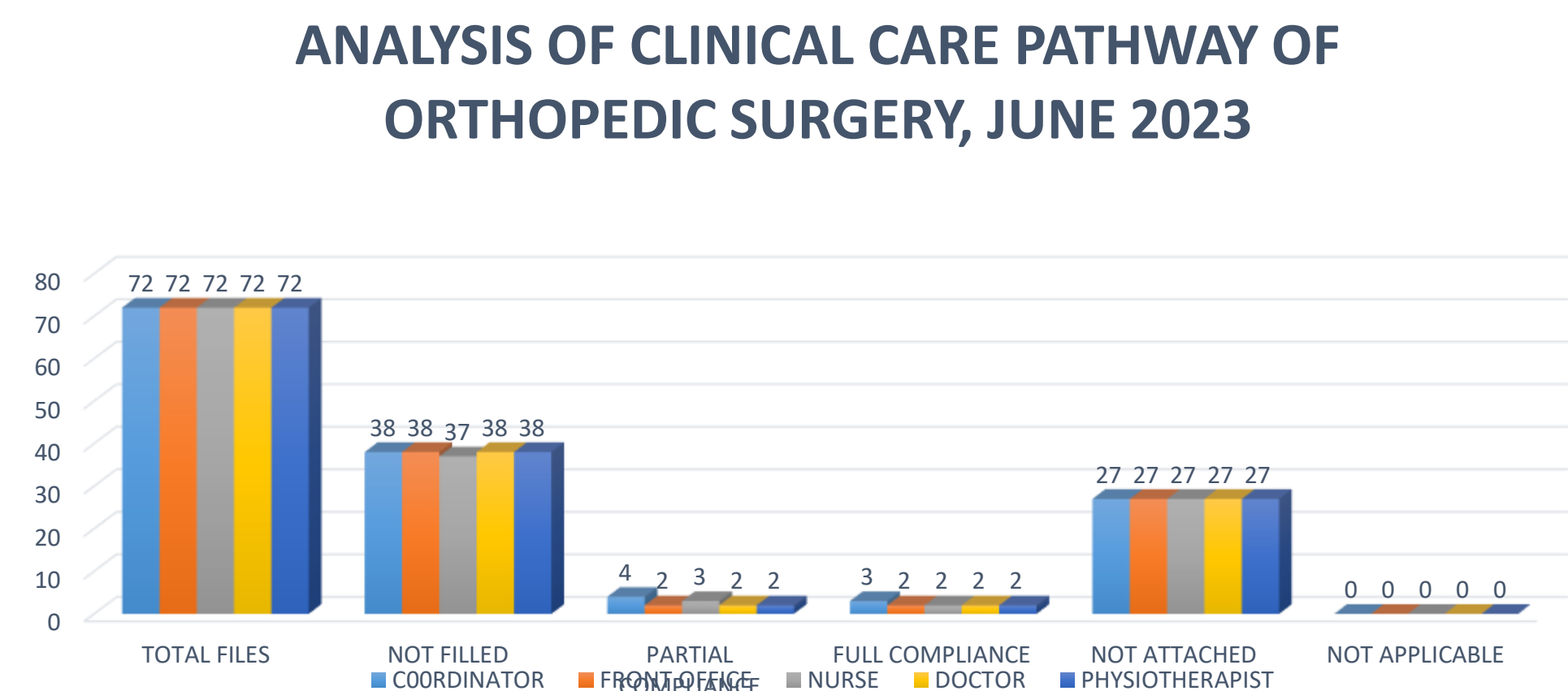
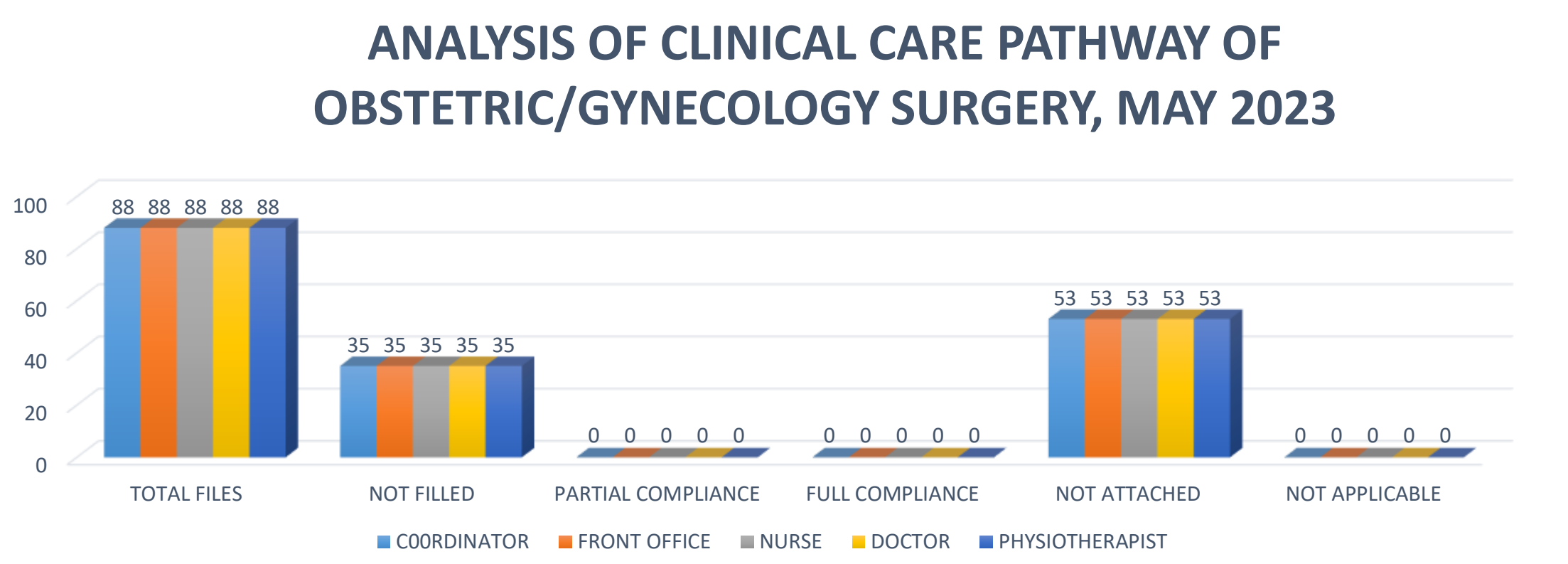
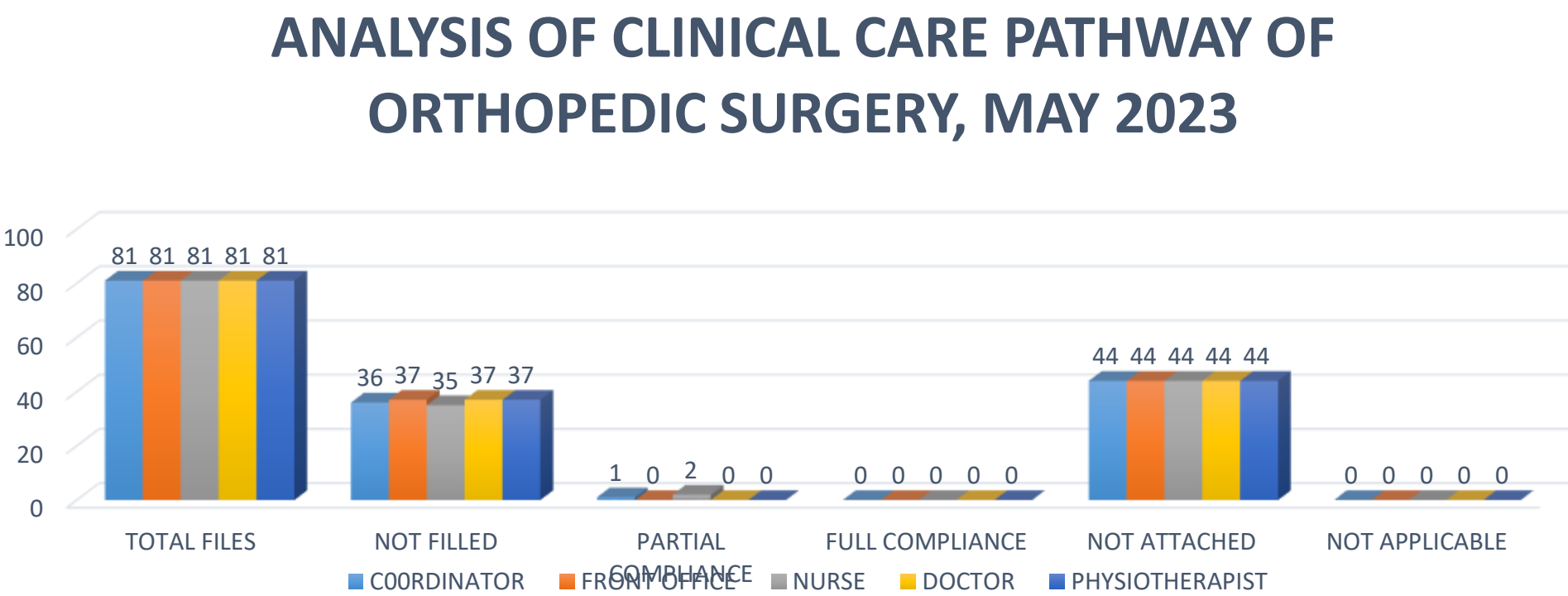
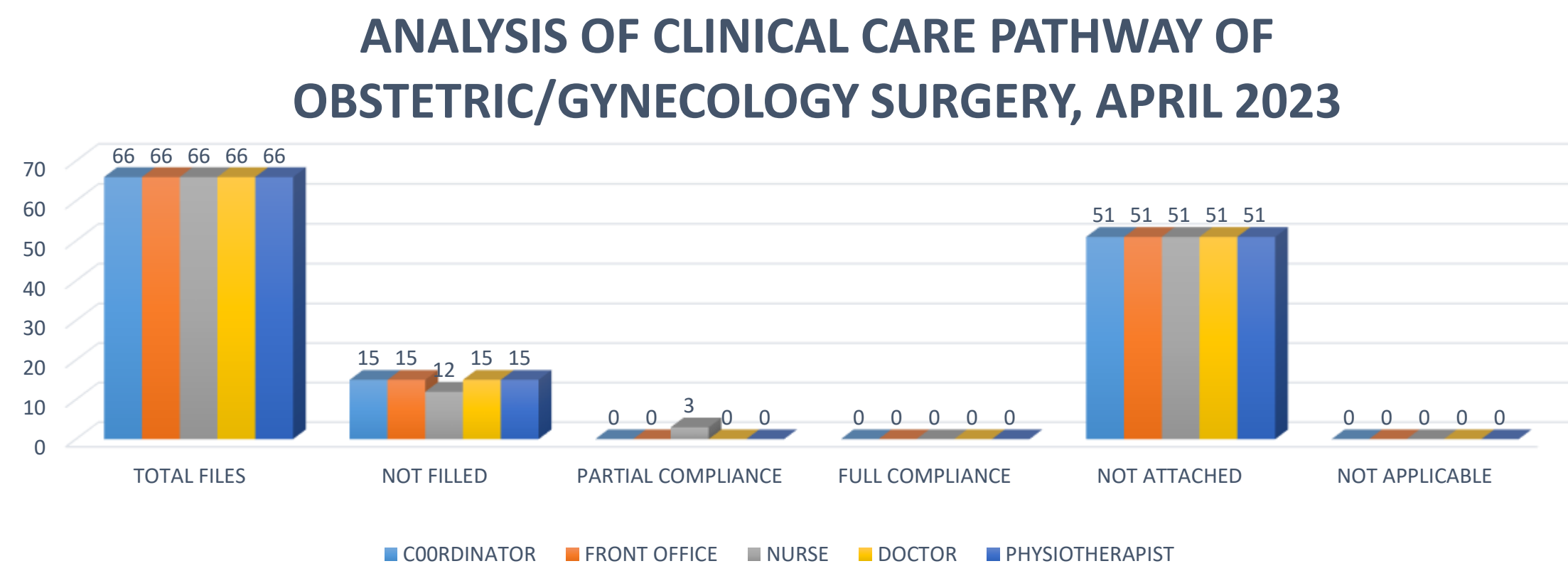
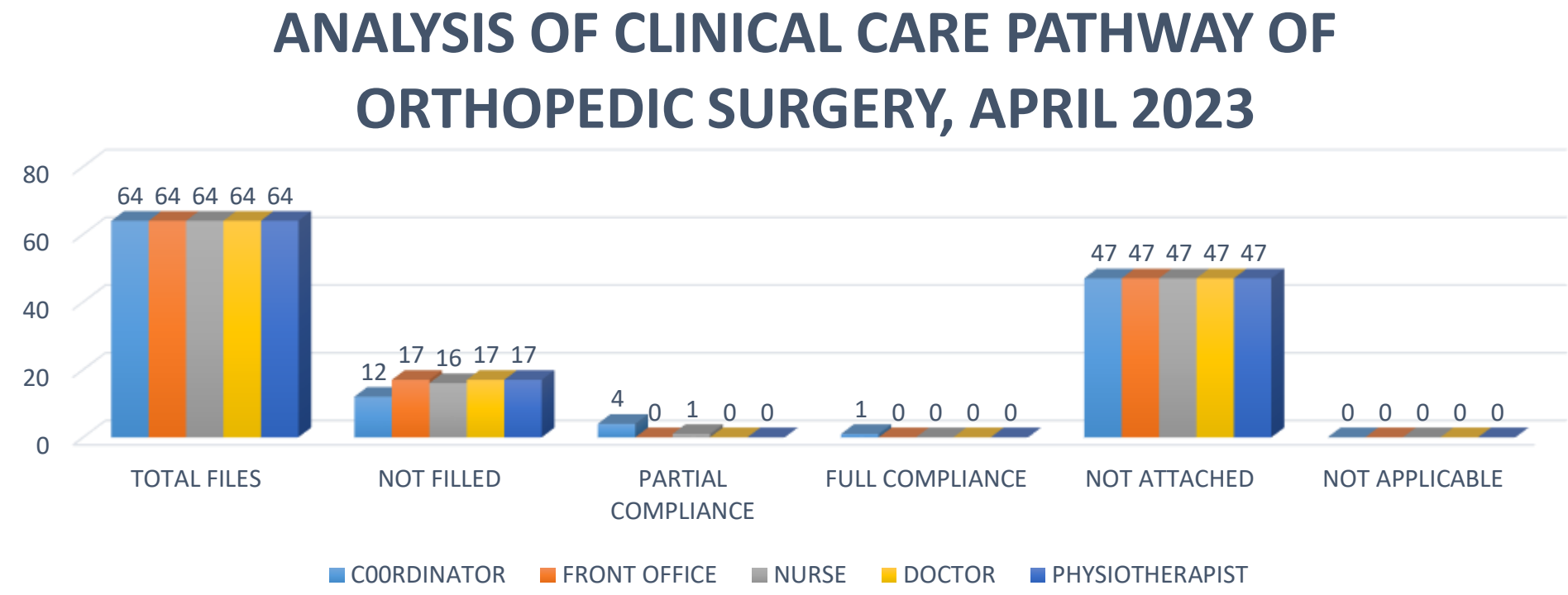
Vision and Mission

- Vision:** Aspire to transform the future of healthcare through outstanding clinical outcomes, research, education and compassionate care.
- Mission:** Committed to bringing global standards of clinical expertise and care of patients and their families.

Challenges Faced

- Language Barrier
- Communication and Teamwork
- Transition and Adaptation
- Data Privacy and Confidentiality
- Limited Corporate Knowledge
- Interdisciplinary Collaboration

Project Finding



Theoretical knowledge

Vs

Practical Knowledge

- Has helped me in understanding the concepts, quality management principles, and industry standards.
- Has developed my analytical, critical thinking and problem-solving skills.

- Has helped me be more confident in implementing the theoretical concepts in my work.
- Communication skills, collaboration and adaptability skills has improved with practical exposure.

Learning

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| <ul style="list-style-type: none"> • NABH Chapters • Emergency Codes and its importance • HIRA (Hazard Identification and Risk Management) | <ul style="list-style-type: none"> • Medical Record Audits(Open File Audit and Close File audits) • Functioning of departments (Radiology, PHC, IT, Medical Record Department, etc.) | <ul style="list-style-type: none"> • Biomedical Waste Management • Incident Report Documentation, Root Cause Analysis and Corrective and Preventive Analysis |
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Usefulness

- Helped me gain practical experience in implementing quality improvement methodologies, analyzing data, identifying areas for improvement and implementing evidenced practices.
- Got exposure to various quality metrics and indicators used in health care contributing to patient safety and quality of care.
- Collaboration with health care professionals helped me broaden my understanding of health care settings.

Suggestions

- Purpose driven education and training program to all clinicians, nurses and allied health professional.
- Case managers to be allocated to conduct daily ward rounds to ensure that all patients admitted are put on the pathway.
- Weekly or fortnightly rounds by the Quality Head to the wards to ensure proper documentation are maintained.