

Doctor Assessment And Prescription Audit Of Out-Patient Department

Introduction

Outpatient department has become an essential part of the hospital because, it is the first step of the treatment system and point of contact between a hospital and community. The care in the OPD is believed to indicate the quality of services of a hospital and is reflected by patients' satisfaction with the services being provided.

Objective

- To evaluate the appropriateness Out-patient prescriptions and Doctor assessment.
- To observe different types of Prescription Audit parameters and evaluate the compliance and non-compliance data.

Methodology

Study Design : Descriptive and Observational

Study Location : Fortis Hospital, Bangalore

Study Duration : 2 months

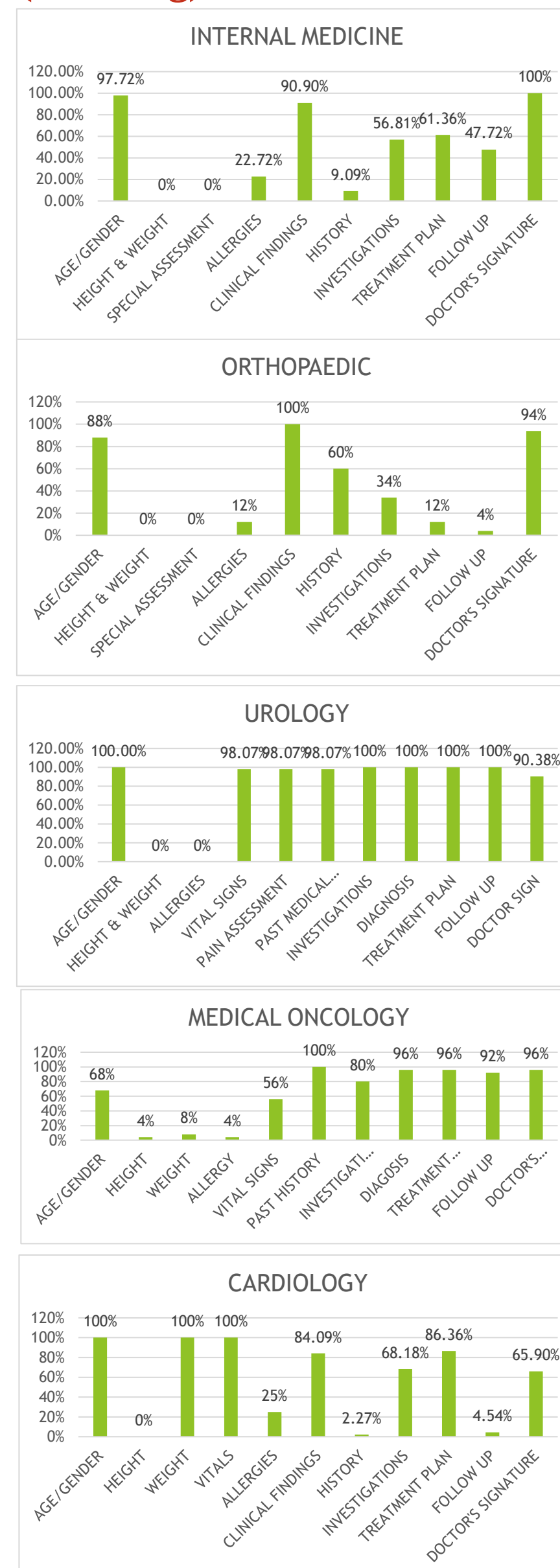
Sample Size : 318

Data Collection : Primary data of 5 departments was collected by means of prescription audit (each week one department)

Data Collection Tool : Checklist

Data analysis : The data was analysed by using Microsoft excel, and results are being presented in the form of graphs.

Initial /Doctor Assessment Analysis (Auditing):



SWOT Analysis :

S - Strength	W - Weakness	O - Opportunities	T - Threats
- Experienced Doctors - Well known for delivering quality patient care.	- Lack of manpower - expensive lab services	- Better management of queues at OPD - Implementation of EMR	Time constraints of the customer

Observations:

- Doctor Assessment parameters that were observed are department, doctor's name, UHID, Age and Gender, Height and Weight, Special Assessment, Allergies, Clinical findings, History, Investigations, Treatment plan, Follow up and Doctor Sign.
- Prescription Audit parameters that were observed are: UHID, Legibility, Name of drug, Dosage, Route of Admission, Frequency, Allergic history, Doctors sign.

Suggestions :

- Adhere to the best prescription practice as per the standard, for better quality and efficiency of the In-Patient Department.
- Height and Weight should be done on timely basis for better patient care of the IP-Department.
- Implementation of Electronic Medical Record (EMR) to record patient's history which enables quick access to patient records for more coordinated, efficient care.
- Lack of Manpower was the main cause, this needs to be investigated by appointing sufficient staff wherever required for better health care facility of patients of In-Patient Department.

Challenges Faced During Internship :

- Collection of data for assessment was hard when the In-Patient files were taken by the doctor for rounds.

Learning and Value Addition During Internship:

- Prescription Auditing skills
- Doctor Assessment of Out-Patient .
- Built a professional network
- Exposure of different departments in hospitals