



MEDICAL AUDIT OF PATIENT RECORDS FOR AVERTABLE ERRORS AT TERTIARY CARE HOSPITAL (NARAYANA HOSPITAL, JAIPUR)



HOSPITAL PROFILE:

Narayan Hospital is a branch of **Narayan Health (NH)**.

NH is a 5859-capacity bed multi-speciality healthcare services chain, based in India.

The hospital is located at Pratap Nagar in the Southern part of Jaipur.

1. Brief history:

- NH was founded in **2000** by **Dr. Devi Prasad Shetty**.
- It was originally named **Narayana Hrudalaya**.
- It started as a **225-bed hospital** in 2000 in Bangalore.

2. ORGANISATION VISION AND MISSION

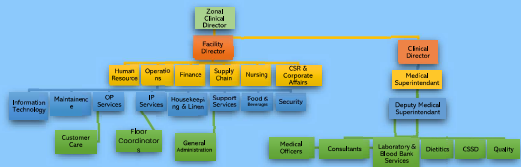
VISION:

"To provide high quality healthcare with care and compassion at a reasonable cost at an outsized scale".

MISSION:

To deliver high quality, affordable healthcare services to the broader population in India.

3. Organization structure:



4. BRIEF DESCRIPTION:

- The hospital is a **330-bedded multispecialty tertiary care hospital**,
- The hospital is spread out in a **4.7-acre campus** and offers high quality **affordable medical aid**.
- It provides service to the people of **Rajasthan** and also the bordering states of **Uttar Pradesh, Haryana and Madhya Pradesh**.

5. LEARNING AND VALUE ADDITIONS PROVIDED:

LEARNING:

- Functioning of In-Patient Department** with regards to **Admissions, monitoring** of patients.
- Importance of **swift and timely discharges** of patients.
- Coordination** amongst different departments to work as a single institution.
- Necessity in providing **an error-free service**.

VALUE PROVIDED:

- Audited and scrutinized** the patient files and their database records.
- Helped **correct** the daily errors made by the staff.
- Provided a **Quantitative, Cross-sectional study** of the errors made during two months of the summer internship having a **sample size of 260**.
- Submitted **suggestions** to correct said errors.

6. DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORETICAL WORK

- Practical exposure and theoretical work are two completely **distinct approaches** to knowledge.
- Theoretical knowledge at the University helped us understand the **fundamental concepts and principles about functioning of a healthcare**.
- The practical exposure **demonstrated how the knowledge learnt needs to be implemented** in a specific hospital scenario.

7. SWOT analysis:

S	W	O	T
STRENGTH	WEAKNESS	OPPORTUNITIES	THREATS:
- Minimum error departments like the CCU and Paediatric care unit. - Effective Middle Management.	- Error prone wards like the Semi-private Ward and the Medical Ward. - Ineffective storage of Medication and Patient Records	- Increased efficiency through staff counselling and motivation. - Reduction in errors by proper management of patient medication and filing system.	- Low motivation and improperly trained lower nursing staff. - Errors caused by miscommunication of the staff.

8. CHALLENGES FACED DURING INTERNSHIP:

- The summer internship, for the most part, went by without any impediments, but the only challenge might be the one related to the project I was assigned to.
- Since the project dealt with auditing the work of staff members, especially the nursing staff, and our designation at the hospital was of a 'Student', there was a hint of a hinderance during the process.

9. USEFULNESS OF INTERNSHIP :

- Gained **valuable exposure** to how a hospital management functions,
- Gave me a chance to seek guidance and input from a **mentor**.
- Helped build **confidence in my work**
- Helped to create and expand my **professional network**.

10. THE SUGGESTIONS TO THE ORGANIZATION:

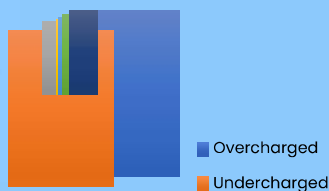
- Proper and effective **organizing of patient records and medications** and establishment of **responsibility** for indent errors
- Staff Counselling and Motivation**,
- Undertaking **random audits** by the middle management.

Data Analysis:

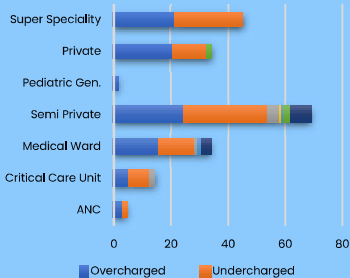
A. OVERVIEW:

Out of the 260 cases that were audited, 98 case came out with no errors whereas 162 cases contained one or more errors.

Overall Error Distribution



Ward-Wise Error Distribution



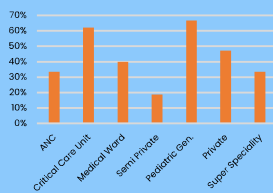
B. WARD-WISE ANALYSIS:

Based on the analysis of the data collected, the ward with the greatest number of errors (% age) as well as the most diversity in errors was the Semi-Private Ward.

C. EFFICIENCY:

The wards showing the highest efficiency include Paediatric General Ward (67%), followed by Critical Care Unit (62%) and Private ward (47%).

Efficiency (in %)



Presented by
Dr. Khurram Jahan
MBA-HM, 1st Year
IIHMR University, Jaipur

Under the Mentorship of
Dr. Sandesh Kumar Sharma
Associate Professor,
IIHMR University, Jaipur

And,
Ms. Pooja Gupta
Deputy Manager, Administration
Narayana Hospital, Jaipur