



TOPIC : PATIENT SAFETY CULTURE SURVEY 2022 (AT- Jupiter Hospital, Thane)

History:

Established in 2007, Jupiter Hospital is a tertiary care Hospital that lays its foundation on a 'Patient first' ideology and follows a Greenfield over Brownfield strategy for delivering leading-edge healthcare to cater to the changing needs of the growing populace

Mission and Vision:

To give patient and his family a clear advantage to win their war against disease by creating the best Infrastructure, technology and support to put Patient First & foremost and be Futuristic and innovative in delivery of Healthcare.

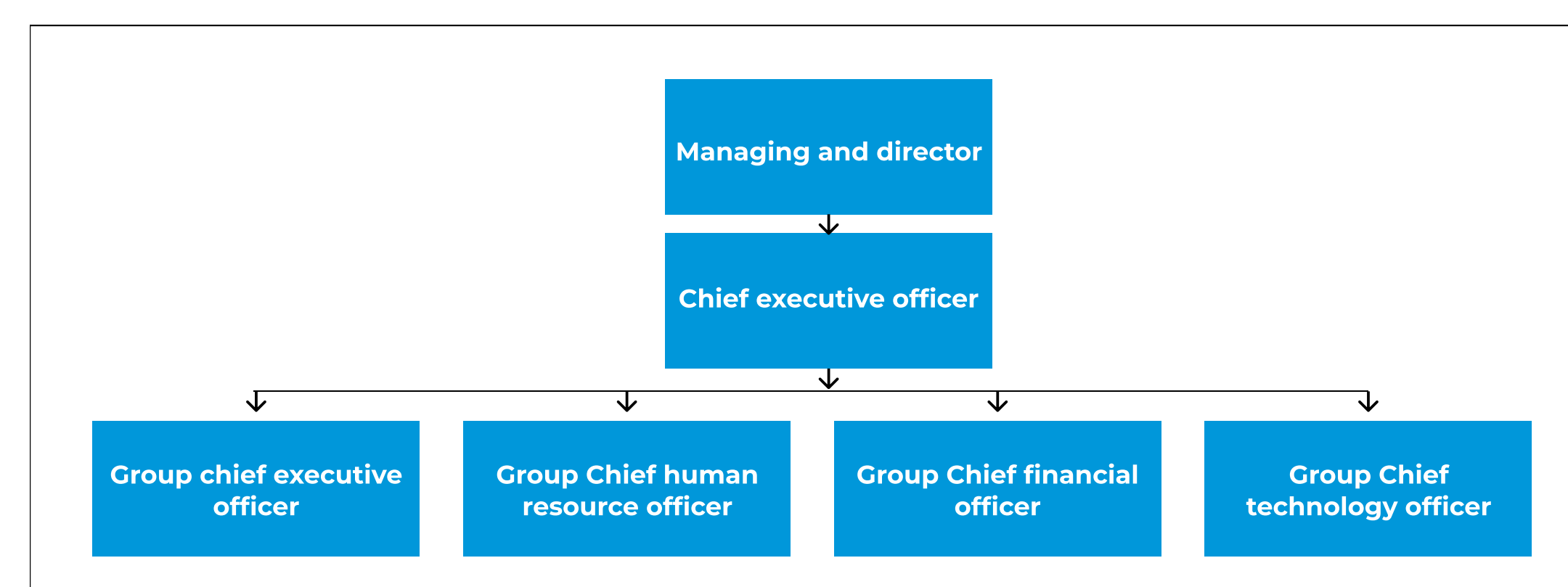
Diffrence between pratical exposure and therotical work :

Quality Interns are responsible for monitoring and updating policies and procedures to include regulatory changes. My role was concerned with monitoring and advising on the performance of the quality management system, producing data and reporting on performance, measuring against set standards.

Theoretical knowledge where Quality Interns get to use a variety of measures and management systems, such as total quality management, which includes-

- Devise and establish a hospital's quality procedures, standards,
- Make sure that services meet international and national standards
- Define quality procedures in conjunction with operating staff
- Set up and maintain controls and documentation procedures
- Review existing policies and make suggestions for changes and improvements and how to implement them

Organizational Structure:



Learning and value additions done during internship

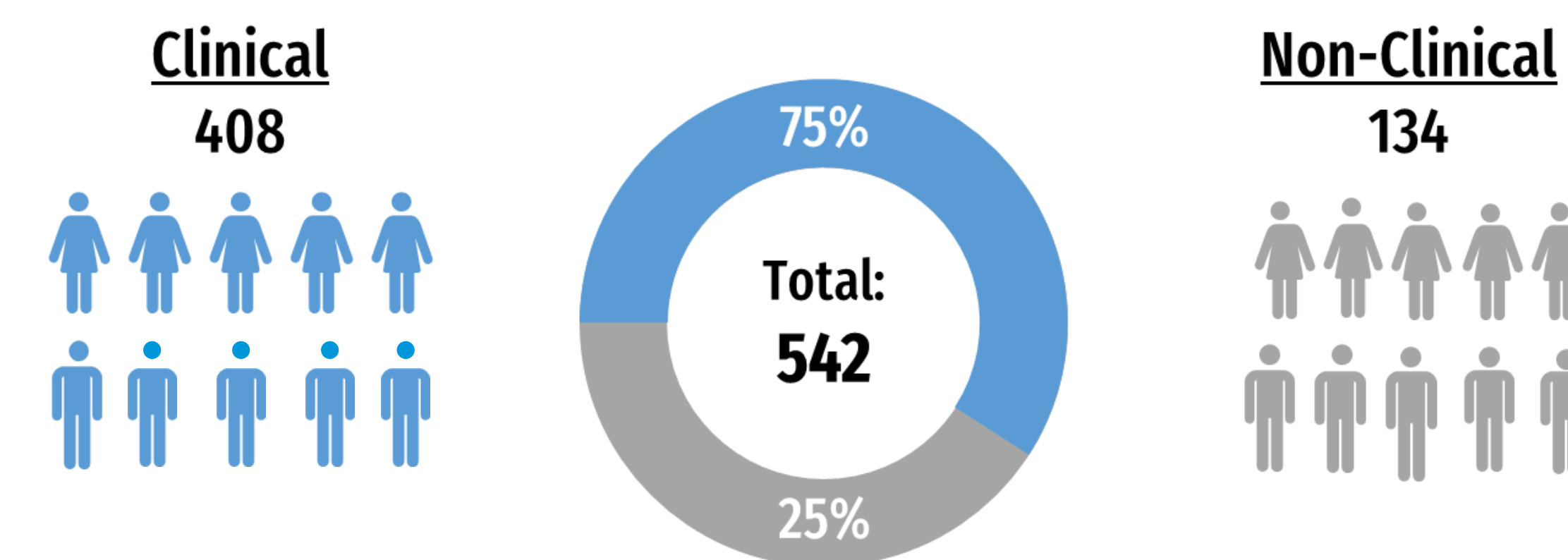


Fig: Area wise response

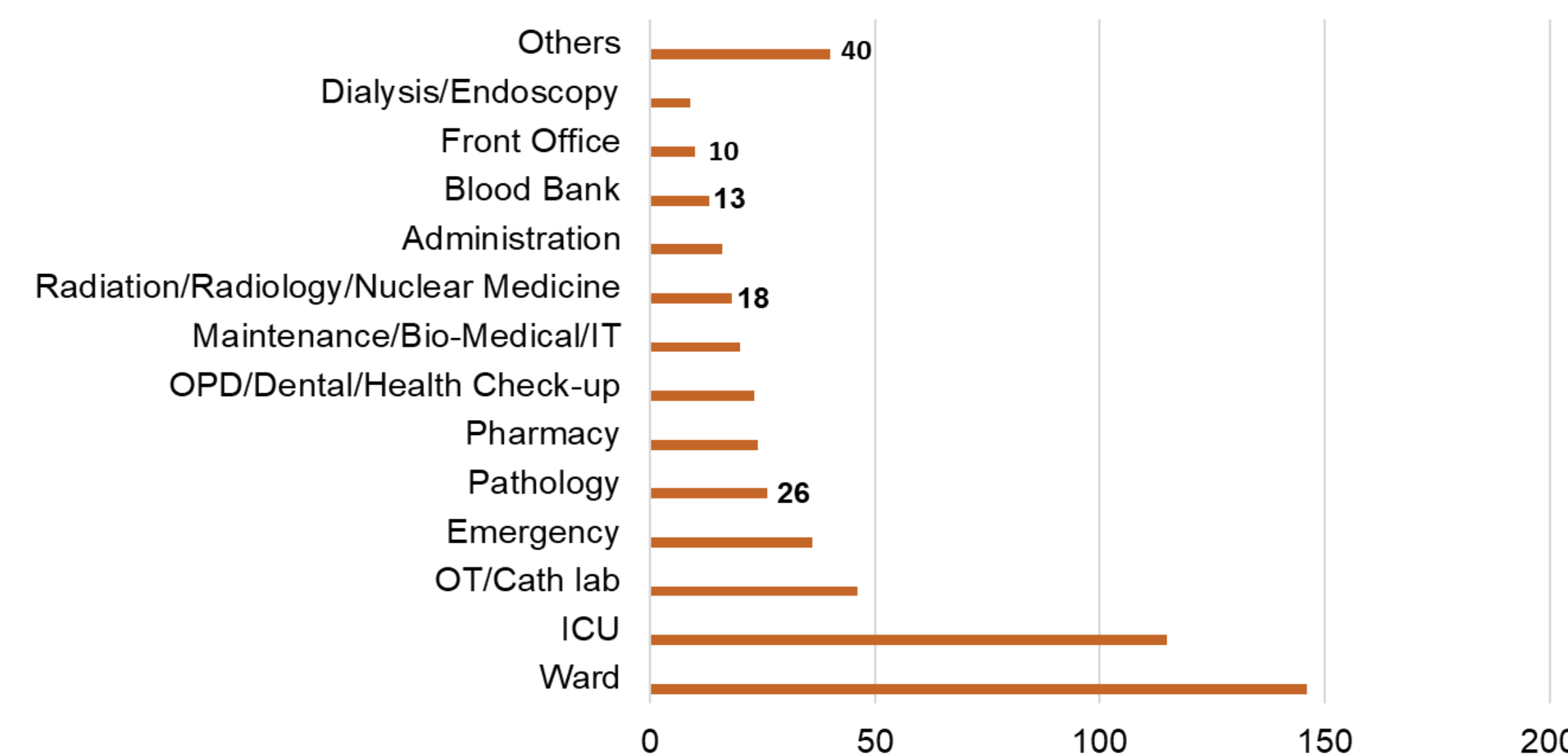


Fig: Department wise response

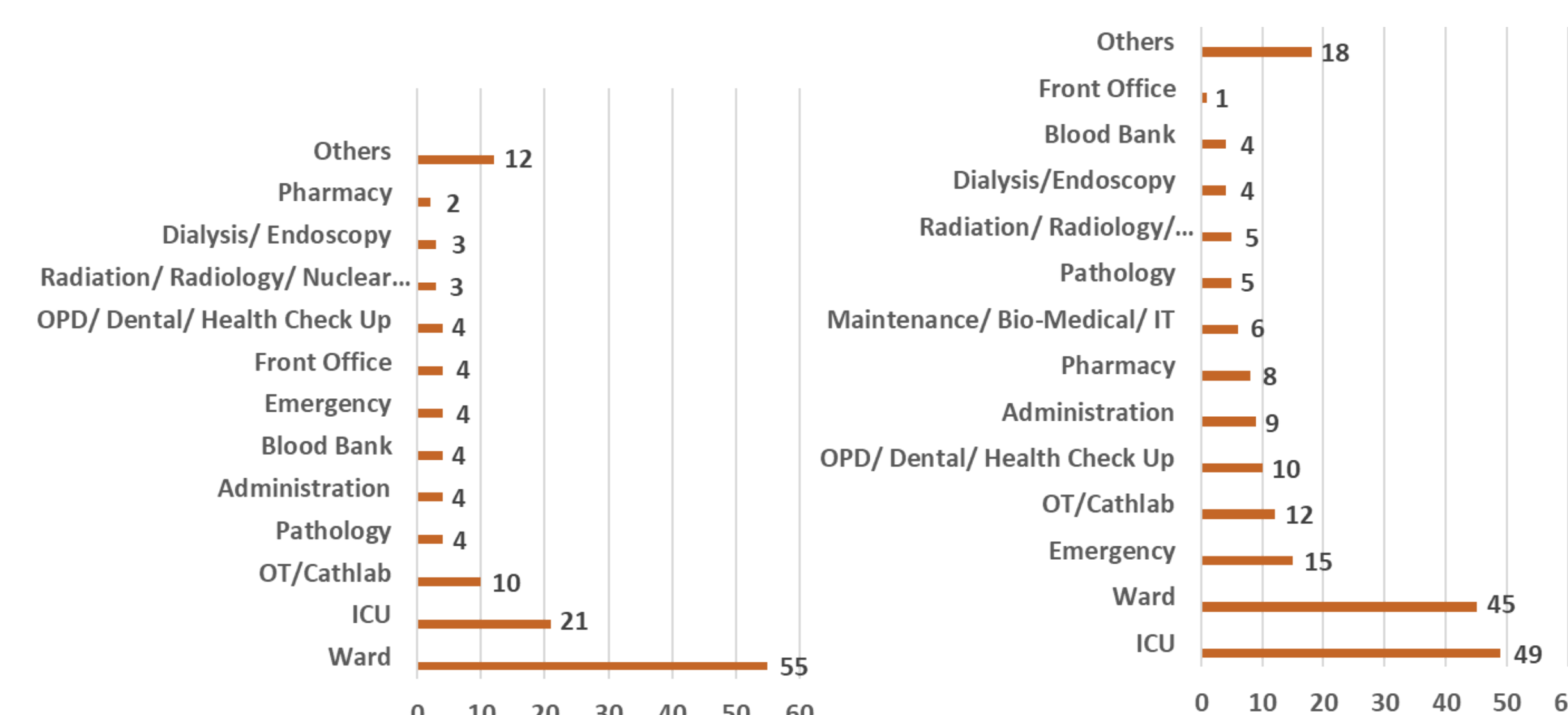


Fig: Good bifurcation(130 response)

Fig: Very Good bifurcation(191 response)

SWOT:

High patient satisfaction	Absence of good marketing plan
Skilled staff	Low satisfaction scores on employee surveys
Intangible assests such as brand loyalty followers	Additional administrative burdens / disruption to opreations
Few competitors in your area	Competing private hospitals
Increased patient awarress about the services offered	COVID-19 pandemic
Strong support of HMIS available	Rising competitors

Challenges:

- 1 Interaction with staff
- 2 Patient safety
- 3 proper orientation about the importance of complete documentation



Suggestions:

Better branding of the hospital

Regular traning and skill building of staff can be done by calendar of training

It is observed that the reason for less satisfasition when compared to their previous organization is high work load , managment should consider this fact and deploy manpower accordingly.