GAP ANALYSIS IN INTERNAL ASSESSMENT AGAINST NQAS STANDARDS IN THE BLOOD CENTRE , DDU HOSPITAL SHIMLA

HOSPITAL OVERVIEW

- DDU Hospital is a Zonal hospital in District Shimla , inaugurated in 1885 that offers a wide array of medical specialities and services The hospital provides primary care to specialized treatment as well as caters to the diverse healthcare needs
- The NQAS assessment was conducted in the Blood Centre, DDU Hospital ,Shimla to assess the quality of services provided
- NQAS comes under Quality Assurance, a health programme under the mandate of NHM

OBJECTIVES

- To provide quality healthcare to all the patients
- Hospital is dedicated to save lives through the provision of safe and superior quality of services to the patients

ORGANISATION STRUCTURE

Medical Superintendent

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Blood Centre Officer in charge SMO

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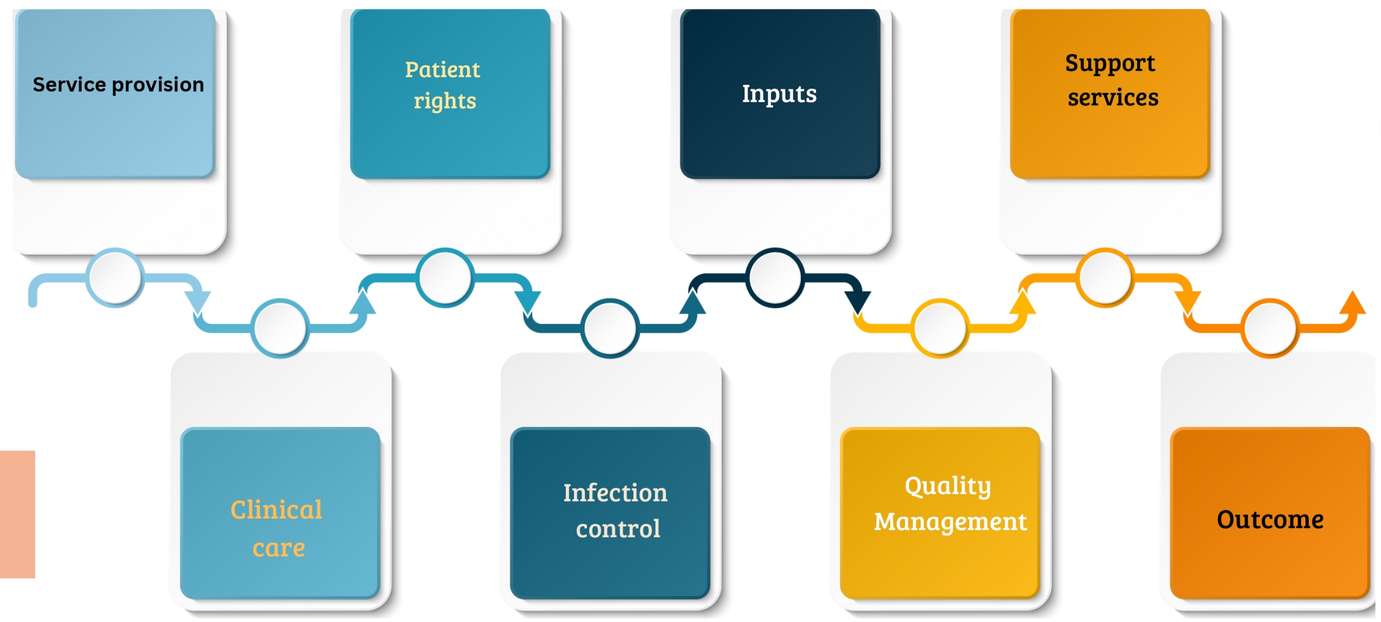
Computer Trchnician

Nurses
Counsellors
Housekeeping staff

Blood Centre Technicians

AREAS OF CONCERN



Areas of concern

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Standards

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Measuable Elements

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Checkpoints

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Departmental Checklists

PRACTICAL EXPOSURE AT DDU HOSPITAL SHIMLA

NQAS ASSESSMENT CONDUCTED IN THE BLOOD CENTRE , DDU FOLLOWED A TWO-STEP PROCESS TO ASSESS QUALITY

MEASURE QUALITY

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TOOLS USED

- Checklists and standards
- Internal Quality Control
- Patient Satisfaction Survey
- Key Performance Indicators

IMPROVE QUALITY

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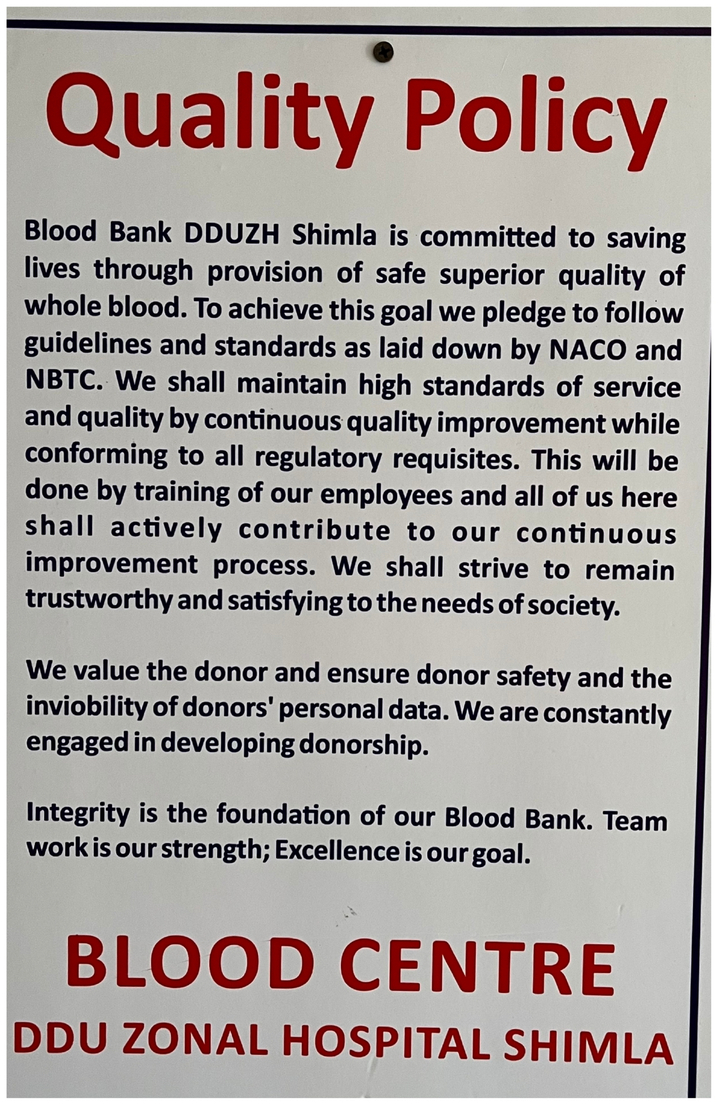
TOOLS USED

- To prioritize the gaps
- PICK chart
- Action Plan
- Gap closure
- PDCA



QUALITY ?

DOING THINGS
AT THE RIGHT TIME,
FIRST TIME AND EVERYTIME

SWOT ANALYSIS

STRENGTH

- Established protocols and code of conduct for quality assurance and patient safety like Code of ethics for safe blood transfusion
- Weekly review of the measuring elements which are easy to implement
- Monthly Quality Circle meetings

WEAKNESSES

- Lack of IEC in the local language
- Non availability of ramp
- Non availability of the blood components

OPPORTUNITIES

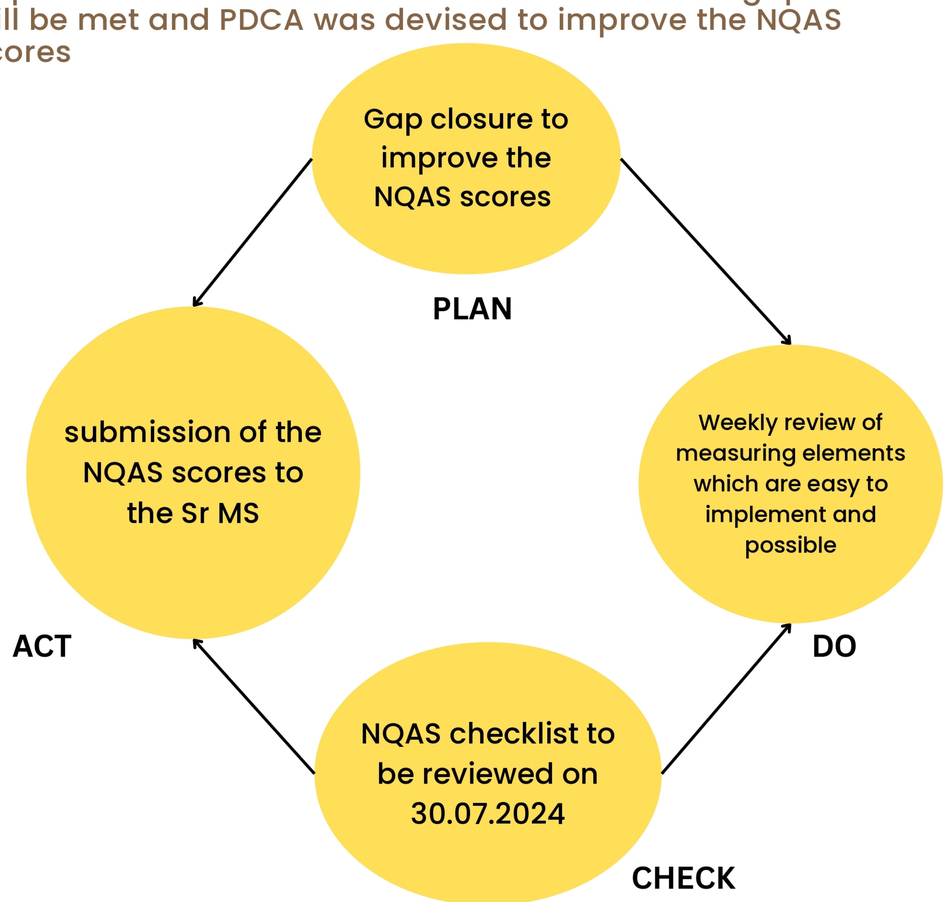
- Pursuing additional quality certification to enhance the hospitals reputation and patient trust
- Revising the Disaster Management Plan

THREATS

- To maintain the standard of quality from the other healthcare providers

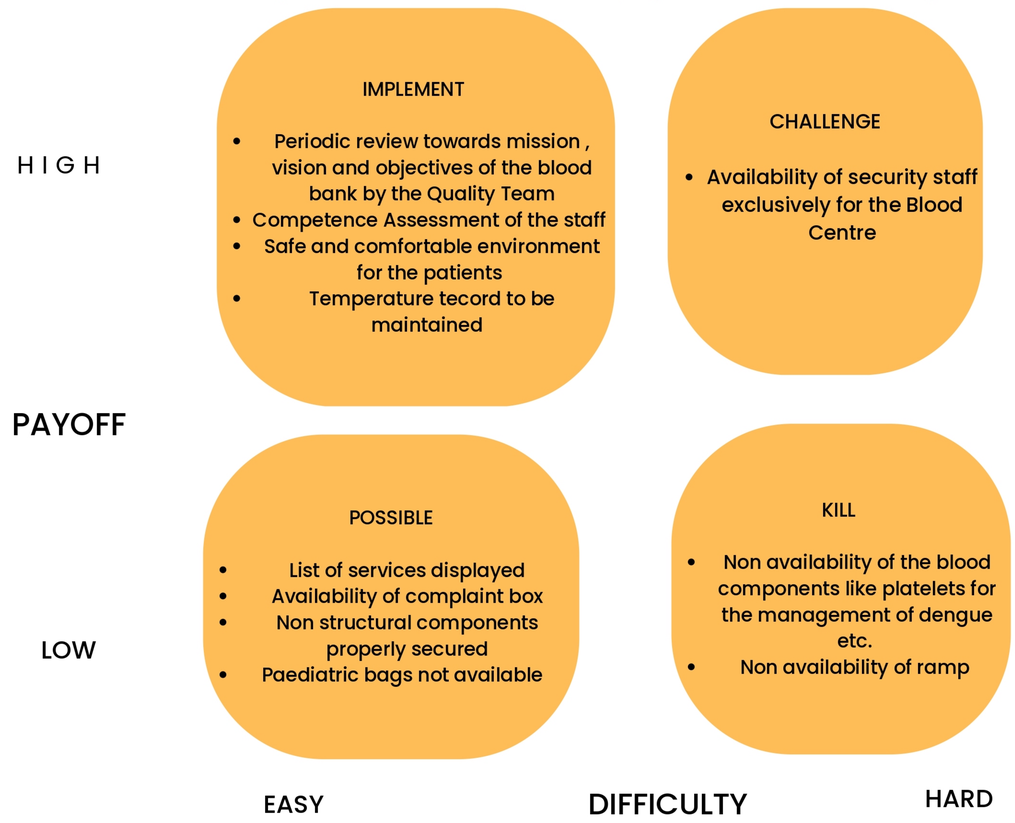
SUGGESTIONS

An action plan was decided by the Quality Team , Blood Centre following the assessment on how to bridge the gaps with the estimated time frame in which the gaps will be met and PDCA was devised to improve the NQAS scores



GAP ANALYSIS

The gaps in the Blood Centre ,DDU were prioritised using the PICK Charts on the basis of the ease of implemenatation and the payoffs wethether Big or small



CHALLENGES faced during internship

- Took long time to understand the culture of the organization
- unrecognized work
- allocation of minor work during the initial days

LEARNINGS from the internship

- the importance of effective communication
- how to put my knowledge into practi
- importance of the organisation culture
- benefits of taking and giving feedback

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