

CLINICAL AUDIT ON THE QUALITY OF MANUAL ANESTHETIC DOCUMENTATION IN ICU AND SURGICAL WARDS AT APOLLO HOSPITAL, CHENNAI.

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ABOUT THE ORGANIZATION, VISION & MISSION

Apollo Hospital, Chennai Overview:

- Founded: 1983 by Dr. Prathap C. Reddy
- Type: Flagship hospital of the Apollo Group
- Location: Chennai, India
- Facility: 550-bed capacity with over 50 specialties and subspecialties
- Departments: More than 60, led by internationally trained medical experts

Achievements and Accreditations:

- JCI Certification: 8 hospitals
- NABH Certification: 32 hospitals
- NABL Certification: 15 hospitals
- ISO 14001 Certification: 3 hospitals
- ISO 45001 Certification: 1 hospital (Apollo Cancer Centre)

Innovations and Services:

- Renowned for comprehensive medical services and state-of-the-art facilities
- Known for cutting-edge innovations in medical procedures and technological advancements
- High clinical success rates with superior technology
- Ensure health and comfort with special attention and the best possible care for patients
- A preferred destination for patients from India and international medical tourism and medical value travel

Global Presence and Network:

- Company: Apollo Hospitals Enterprise Limited
- Headquarters: Chennai, India
- Network: 71 owned and managed hospitals
- Global Revenue: \$34.383 billion for the twelve months ending March 31, 2024

VISION:

- Our vision is to make India a global healthcare destination.
- Our vision for the next phase of development is to "Touch a Billion Lives".

MISSION:

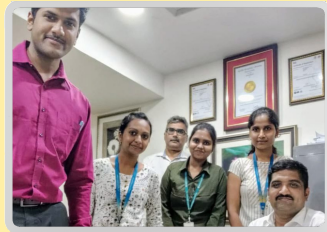
- Our mission is to bring healthcare of international standards within the reach of every individual.
- We are committed to the achievement and maintenance of excellence in education, research and healthcare for the benefit of humanity.

CORE VALUES:

- Pioneering attitude
- Proactive involvement
- World class excellence
- Trustworthy spirit
- Compassionate care

MOTTO:

"Tender loving care"



QUALITY DEPARTMENT AT APOLLO HOSPITAL

The Quality Department at Apollo Hospitals, one of the largest healthcare providers in Asia, plays a crucial role in ensuring the delivery of high-quality healthcare service to patients.

Key Aspects of the Quality Department :

1. Quality Assurance and Control.
2. Accreditations and Certifications.
3. Quality Improvement Initiatives.
4. Training and Education.
5. Patient Safety Programs.
6. Risk Management.
7. Compliance with Regulations.

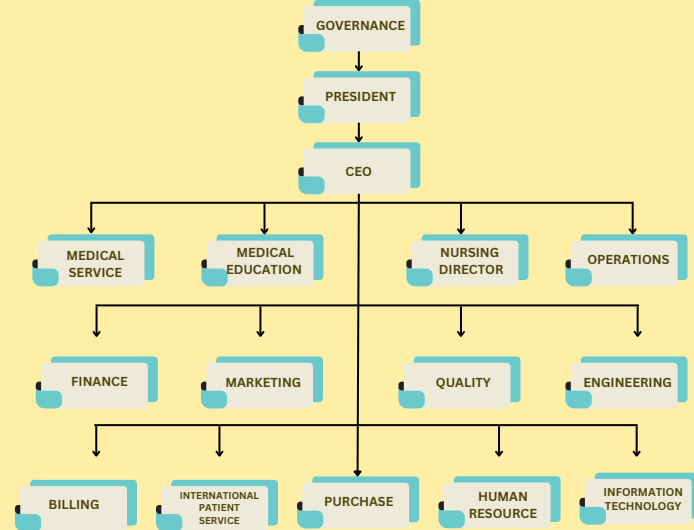
Importance of the Quality Department :

- Upholds Apollo Hospitals' commitment to delivering high-quality healthcare services.
- Continuously strives for improvement and innovation in healthcare practices.

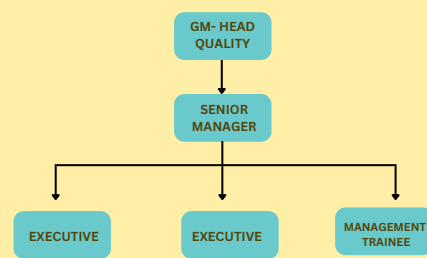
Role of the Quality Manager in JCI Accredited Hospitals :

In Joint Commission International (JCI) accredited hospitals, the Quality Manager is crucial in maintaining compliance with JCI standards and fostering a culture of continuous quality improvement.

ORGANIZATION STRUCTURE



DEPARTMENT STRUCTURE



DIFFERENCE: PRATICAL EXPOSURE AND THEORTICAL WORK

- Theoretical knowledge provides a strong foundation in concepts, principles, and functions through coursework and lectures.
- Practical experience in the hospital helped me understand the dynamics of working in a healthcare team and the importance of effective communication.
- Hands-on experience in the hospital built my confidence, preparing me for future roles as a healthcare professional.
- Practical exposure focuses on communication, observation, and critical thinking, while theoretical understanding emphasizes knowledge acquisition and conceptual understanding.

ABOUT THE PROJECT

TITLE: Clinical audit on the Quality of Manual Anesthetic documentation in ICU and surgical Wards at Apollo Hospital, Chennai.

AIM & OBJECTIVE: To evaluate the quality of manual anesthetic documentation by assessing its accuracy and completeness through a clinical audit, with the objective of identifying areas for improvement and recommending enhancements."

METHODOLOGY:

- Ethical approval was obtained from the institutional ethical review committee.
- STUDY DESIGN: A Cross-Sectional Study.
- DURATION OF STUDY: May 2024 - June 2024
- SAMPLE SIZE: 102 Cases were observed during the period of the study.
- DATA COLLECTION: A checklist that was developed based on the hospital anesthetic record sheet which was used for data collection. This clinical audit included all anesthesia record sheets from patients operated on during the study period.

RESULTS:

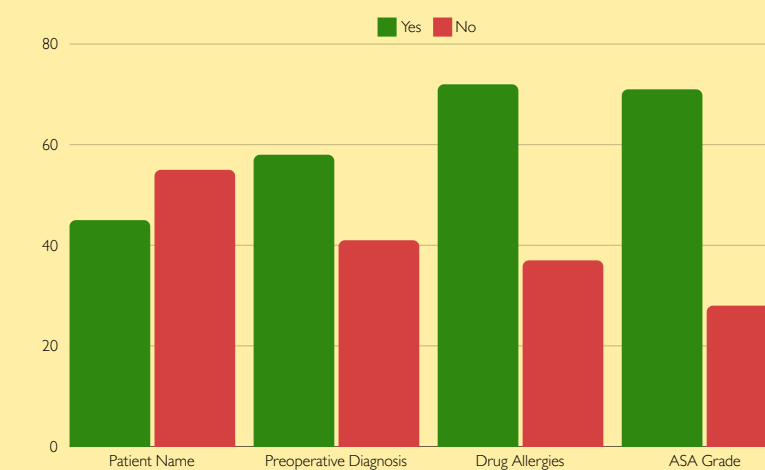
A total of 102 patients who were operated upon under anesthesia during the data collection Period were included in this audit. According to ASA guidelines the Key Areas of Strength 100% Completeness: Patient label, pulse, BP, vitals, drugs, fluids, date & time, name & signature in various categories. High Completeness: Anaesthesia type, doctor name, date,

proposed surgery, past medical history, previous surgery.

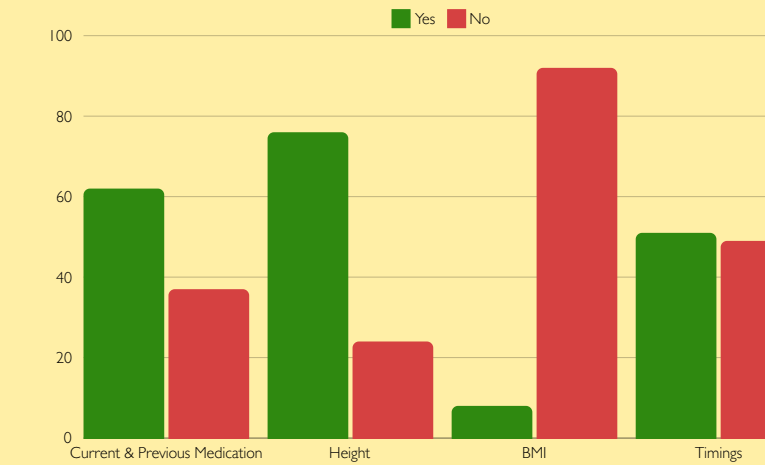
Key Areas for Improvement: Patient Name: Only 45% completeness in the consent of anaesthesia. Preoperative Diagnosis: 58% completeness. BMI: 7% completeness. Current & Previous Medication: 63% completeness. Timings Noted: 51% completeness in the monitoring chart. Drug Allergy Documentation: 62% completeness in the safe surgery checklist.

This data indicates areas of strength and those require improvement in the completeness of Anaesthetic records, which can help to guide quality assurance efforts in healthcare documentation.

TABEL 1: DISTRIBUTION OF DOCUMENTATION IN CONSENT FOR ANESTHESIA AND ANESTHESIA RECORDS.



TABEL 2: DISTRIBUTION OF DOCUMENTATION IN MEDICAL HISTORY, CLINICAL EXAMINATION AND MONITORING CHART.



SWOT ANALYSIS

STRENGTH

- Skilled and experienced physicians and surgeons
- Multispecialty approach with over 50 medical specialties
- Excellent infrastructure and state-of-the-art medical equipment
- World-class patient services

WEAKNESS

- Inadequate parking facilities
- Traffic congestion and entrance overcrowding
- High service cost, targeting specific class
- Lower-income affordability issues

OPPORTUNITIES

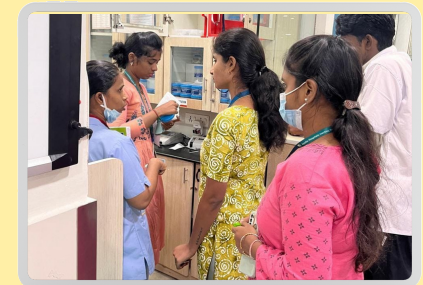
- Staff access and recruitment via own colleges
- Steady supply of qualified professionals
- Strategic locations serving large populations
- Enhanced connections and service expansion

THREATS

- Increased competition from other healthcare providers
- Risks to patient data security and privacy

LEARNINGS DURING INTERNSHIP

- Gained knowledge about accreditation bodies like JCI, NABH, NABL, ISO 14001, and ISO 45001.
- Understood the importance of compliance frameworks and regulatory guidelines to ensure patient safety and quality care.
- Learned how to conduct regular checks and audits to identify inefficiencies within healthcare processes.
- Implemented strategies to streamline operations, enhance productivity, and optimize resource utilization.
- Recognized the importance of patient-centered care and its impact on improving patient outcomes and experiences.
- Conducted root cause analysis and implemented problem-solving techniques for issues ranging from medication errors to other incidents.
- During my internship, I contributed to the JCIA International Performance Measures Pilot in Emergency Services project, applying my skills to a significant hospital initiative.



USEFULNESS

- I found that having a flexible mind and attitude is very important.
- Developed skills in communication, data analysis, project management, teamwork, and critical thinking.
- Built professional connections and networks within the healthcare industry.
- Actively participated in quality improvement initiatives, gaining insights into the planning, implementation, and evaluation of quality improvement projects.
- Understood the organizational culture and dynamics.

CHALLENGES

- Human errors in documentation, such as incomplete or missing data, can compromise the reliability and validity of findings.
- Initially, my limited experience in data analysis was a challenge, but I have since become much more confident in working with numbers.

SUGGESTIONS

During my internship, I realized that proper documentation must be ensured and implemented more efficiently and effectively.