



Assessment of IPSG Compliance and Knowledge among the Nursing Staff of NH MMI Narayana Superspeciality Hospital, Raipur



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BRIEF HISTORY AND DESCRIPTION

Dr. Devi Shetty founded Narayana Hrudalaya (NH) in the year 2000 with a 280-bed heart hospital in Bangalore. It has a network of 23 multispecialty and superspecialty hospitals with 7 heart centers spread across 18 locations in India and 1 in Cayman Islands. NH MMI of Raipur has 250 in patient beds and 26 bed dialysis unit with fully equipped ICU facilities, cath labs, specialty clinics and diagnostic services.

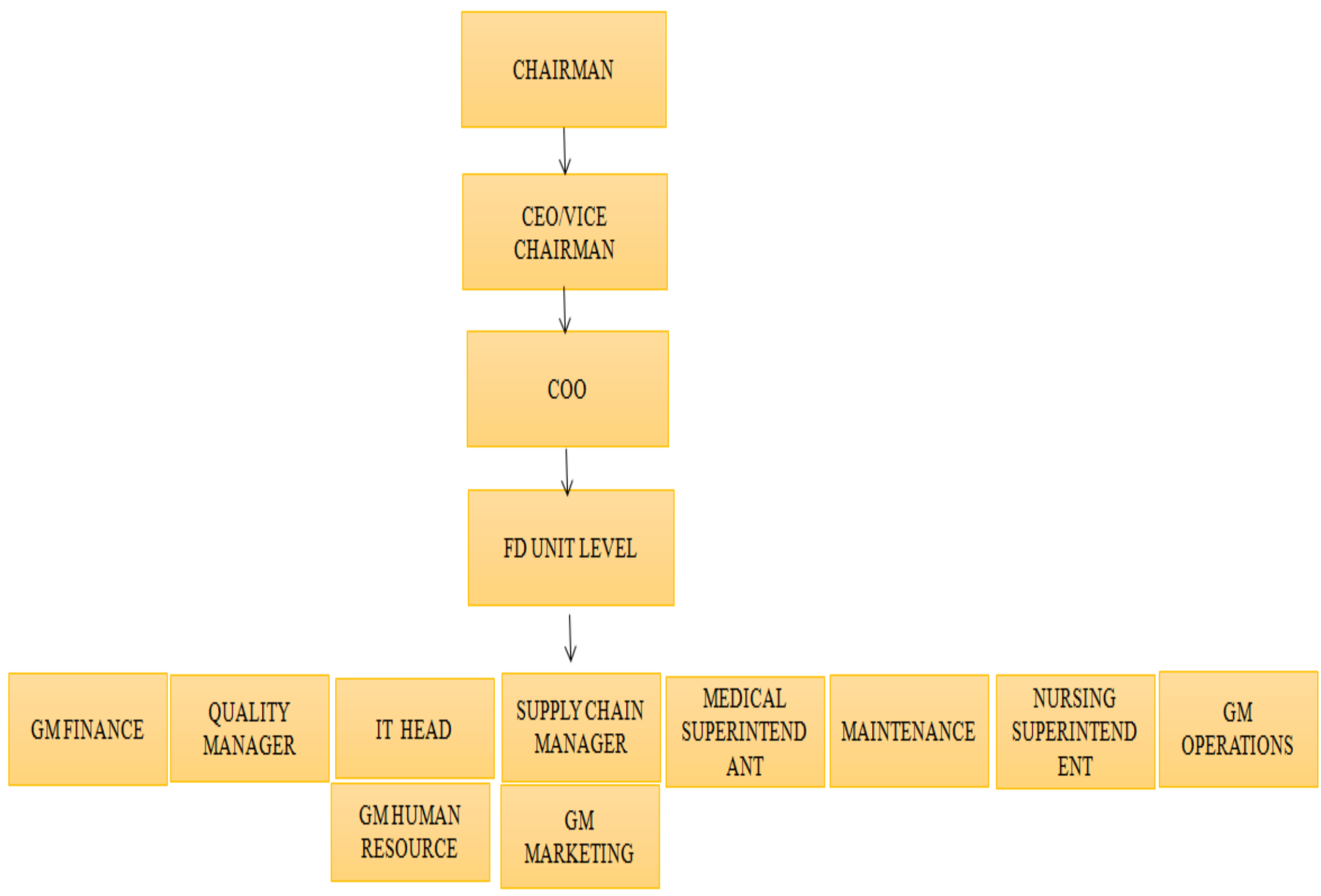
VISION

To provide high quality healthcare, with care and compassion, at an affordable cost, on a large scale.

MISSION

The core values represented as I-CARE which encompasses Innovation and efficiency, Compassionate care, Accountability, Respect for all and Excellence as a culture.

ORGANISATION STRUCTURE



SWOT ANALYSIS



CHALLENGES FACED DURING INTERNSHIP

- During the initial days, data collection was difficult due to the busy schedule of the nursing staff. As time progressed, it was resolved.
- Adapting to a new work environment & culture.
- Lack of regular communication with the industry mentor.

RESEARCH QUESTION

How much does the nursing staff adhere to and are aware about the International Patient Safety Goals (IPSGs)?

ABOUT THE PROJECT

The International Patient Safety Goals (IPSG) were developed in 2006 by the Joint Commission International (JCI) to promote specific improvements in patient safety worldwide. There are 6 IPSGs:

- 1) Identify patients correctly.
- 2) Improve effective communication.
- 3) Improve the safety of high alert medications.
- 4) Ensure safe surgery.
- 5) Reduce the risk of health care-associated infections.
- 6) Reduce the risk of patient harm resulting from falls.

OBJECTIVES

- To observe the compliance of International Patient Safety Goals individually among the nursing staff.
- To assess the level of knowledge on patient safety among nursing staff.
- To find out the association between level of knowledge and compliance of IPSG.
- To provide recommendations to improve compliance with IPSG among nursing staff.

METHODOLOGY AND DATA COLLECTION

Study design: Observational cross-sectional study.

Study duration:

The study was conducted for a duration of 1 month and was divided into 2 sections,

• Observation of process compliance- 20/5/2024 to 28/5/2024

• Knowledge assessment and analysis - 31/5/2024 to 22/6/2024

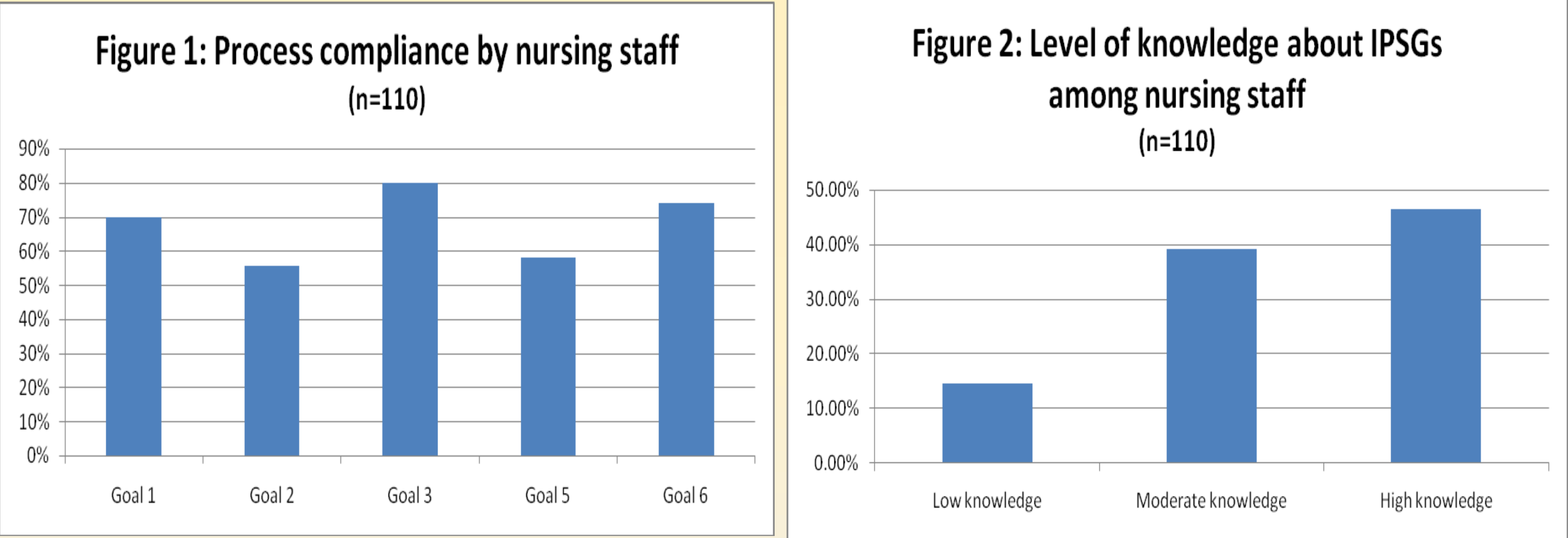
Sample : 110 nursing staff of critical & non-critical areas. Convenience sampling.

Collection tool: Checklist for process observation (5 indicators) and **google forms** for knowledge of the nursing staff (22 questions).

Data analysis tool: Microsoft Excel , SPSS

For assessing the knowledge level of the staff, construction of knowledge scale was done. With the help of 22 questions, a composite scale for knowledge was constructed. It was divided into 3 categories namely, low (scores 8 to 12), moderate (scores 13 to 18) and high knowledge (scores 19 to 22). To check the reliability of the scale, analysis was carried out. The value for cronbach's alpha was 0.81.

RESULTS



DISCUSSION

- Highest process compliance was found for Goal 3 (80%, 88 out of 110 individuals), while lowest compliance was observed for Goal 2 (56%, 61 individuals).
- Low knowledge was found among around 15% of the nursing staff (16 individuals), while nearly 39% (43 individuals) had moderate knowledge and around 46% (51 individuals) found having high knowledge of the IPSGs.
- A chi-square test was performed to find significant association between level of knowledge and process compliance of the nursing staff in the studied hospital. It emerged out from the analysis that there was a statistically significant association between level of knowledge and process compliance with regard to Goal 2. The other goals did not have any statistically significant association with the level of the knowledge of the staff nurse.



A staff nurse following hand hygiene. (IPSG 5)

A staff nurse filling fall risk assessment form. (IPSG 6)



SUGGESTIONS

- **Training & Workshops:** Organizing comprehensive training sessions and workshops to educate the nursing staff about the IPSGs.
- **Supervision:** Shift incharge and senior nursing staff should continuously supervise the junior staff to assure the compliance of IPSG guidelines.
- **Regular audits:** Implementation of regular audits to monitor compliance according to IPSG.
- **Online resources:** Develop an online repository of IPSG guidelines, FAQs, and video tutorials accessible to all staff.

LEARNINGS DURING INTERNSHIP

- Understood the work culture of a hospital.
- Understood the IPSGs and its significance.
- Learnt about the discharge process of a hospital.
- Got to know about auditing in a hospital.
- Understood the process followed during any emergency code announcement.
- Learnt how to communicate effectively with the patients as well as the hospital staff of different levels.
- Data analysis in excel.

USEFULNESS OF THE INTERNSHIP

- Gaining valuable experience and confidence.
- Industry exposure.
- Networking with healthcare professionals.
- Great learnings of discipline, communication skills and time management.

THEORETICAL UNDERSTANDING VS PRACTICAL EXPOSURE

THEORETICAL UNDERSTANDING	PRACTICAL EXPOSURE
• Got to know about the quality parameters of a hospital in the class. • Emergency codes were introduced in the class through a case study. • Theoretical foundation helped me in understanding the concepts of quality in the hospital, and principles related to hospital management.	• Observed the compliance of the quality parameters during various audits. • When mock drills were conducted on various emergency codes, got to know the procedure that must be followed in real time. • Had direct interaction with patients, medical staff, and hospital administration. • Interacted with a multidisciplinary team, including doctors, nurses, technicians, and administrative staff.

