

Analyzing the Quality for Excellence Data of Different Departments of Apollo Spectra Hospital



Presented by: Garima Sharma
Roll No.: 1710
Batch: MBA HM 28

University Mentor: Dr. Mahender Kumar
Organization Mentor: Dr. Amit Kumar Kamlesh



HISTORY AND DESCRIPTION

Apollo Spectra Hospitals, the Specialist in Minimally Invasive Surgeries has joined hands with Ratan Jyoti Netralaya, a renowned Eye hospital in 2009 to set up unarguably the most advanced specialty hospital in Gwalior.

This 150-bed hospital includes various services namely Consultations, Specialities, Health Checks, Pharmacy 24/7, Lab Reports, Physiotherapy, and Diagnostics. As a specialty hospital, RJN Apollo Spectra Hospitals gives your patient the advantage of expert and quality healthcare with all the benefits of a large hospital but in a friendlier, more accessible facility. Additionally, it's impaneled with all major TPAs for cashless hospitalization facilities, and these insurance-approved surgical packages are known for transparency and simplicity.

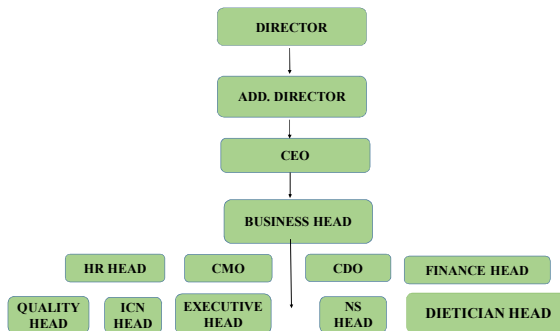
VISION

The Vision of the RJN Apollo Spectra Hospital is to "Touch a Billion Lives."

MISSION

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.

ORGANIZATIONAL STRUCTURE



SWOT ANALYSIS

Strengths

- Multi Specialty Hospital
- NABH Accredited
- Kidney and Bone Marrow Transplant
- Advanced Technology

Weaknesses

- Limited beds
- Shortage of NS and GDA
- Too much paperwork for the staff

SWOT Analysis

Threats

- Limited salary of the staff
- Laboratory testing
- Competition with others

Opportunities

- Strengthen feedback system as a part of digital marketing
- Organizing camps, doorstep health services, and telemedicine, and research projects

CHALLENGES

- Privacy and confidentiality of the patients.
- The hospital environment was quite new for me in the beginning.
- Unaware about some operative words, invested time on them.
- Didn't get much time to interact with the staff due to their busy schedule.

LEARNINGS DURING ORGANIZATION

- Get to know about various protocols like Needle Stick Injury, Patient's rights and responsibilities,
- IPSC Goals, segregation of Bio-Medical Waste.
- Learned about Non-Conformances of the Quality for Excellence Audit on departments and wards.
- Acquired knowledge regarding Pressure Area Management for Thrombophlebitis and its importance.
- Interacted with the patients and the different stakeholders of the hospital including Nursing Superintendent, Infection Control Head, Quality Head etc.

INTRODUCTION

The true measures of quality for a hospital are the outcomes that matter to patients. Outcomes data gives you information on how well a hospital provides care for most of its patients. When outcomes are measured and published, it fosters improvement and helps healthcare organizations adopt best practices. Publishing outcomes indicates a true commitment to an environment of constant improvement and transparency.

About the Project: Quality for Excellence (Q4E) Data is maintained by Apollo Group of Hospitals consisting of 76 indicators for different departments including NS, Quality, OPD, DC, ICN, OT, Radio, Laboratory, Pharmacy. Among these 76 indicators, 50 indicators are uploaded on Aabhutam Portal of Apollo.

OBJECTIVES

- To understand and learn about Q4E data through secondary data.
- To collect the data regarding Q4E indicators from various departments.
- To observe the understanding of the nursing staff regarding Q4E Indicators.
- To analyze the Q4E Data for the months of March, April and May.
- To enlist the Non-Conformances during the Q4E Audit raised by the Auditor.

METHODOLOGY

Study Duration:

The study was conducted for a period of 1 month and divided as:

Observed and learned about Q4E Indicators through secondary data (March & April) – 16/5/24 – 31/5/24
Collected and Analyzed data for the month of May – 1/6/24- 15/6/24

Sample: 180

Sampling Technique: Convenience Sampling

Collection Tools: Checklists, Documentations, Aabhutam Portal

Data Analysis Tool: SPSS, MS Excel

Quality for Excellence data outcome consists of 76 Indicators for the Apollo group of Hospitals. It's done to assess the quality and level of performance of different departments every month. I've taken 50 indicators from the Aabhutam Portal regarding bed occupancy, incident reporting, total discharge, total blood transfusion, thrombophlebitis, hand hygiene opportunities and compliances, etc. for understanding, analyzing and comparing the data of March, April and May.

RESULTS



FINDINGS

On the basis of the above results it could be interpreted that:

Laboratory and Radiology:

Consistently scored lowest especially in following two parameters:

- Adherence of safety precautions by employees working in these departments
- Compliance to critical Value Reporting

Quality:

It didn't showed much improvement in comparison with other departments due to:

- Percentage of near misses
- Percentage of medication charts with error prone abbreviations

While scored constantly good in – incomplete consents, variations in mock drills, & patient fall rate etc.

Operation Theatre:

The performance and quality of services was great in OT:

- Less number of unplanned return to OT
- Less cases of wrong site, wrong patient, and wrong medications
- Reporting of surgical site infection rate, and rescheduling surgeries were also less

Nursing Supervisor:

Nursing is also performing well in comparison to other departments:

- Just need to work more on appropriate handovers by Doctors and Nurses
- To improve compliance rate to medication prescription in Capitals

Infection Control:

Highest improvement was detected in it, especially due to:

- Higher rate of hand hygiene compliance
- Lower rate of Needle Stick Injury and transfusion reactions

Quality for Excellence Audit:

It was audited by Dr. Vivek from Apollo Bangalore, he has given 24 NC's from different departments regarding legibility of MLC in ER, LASA Medications, Surgical Safety Checklist, Critical Value register was not evidenced.

USEFULNESS OF INTERNSHIP

- Empathized with the patients as well as the hospital staff
- Get the opportunity to work and learn from such experienced staff
- Understood the importance of leadership, teamwork, and time management
- Gained confidence after working in a professional setting

SUGGESTIONS

- Need to improve the quality of laboratory testing
- To reduce paperwork to improve quality of care
- Specific trainings needed on Triage Codes, Thrombophlebitis, and LASA medications.
- To introduced more field visits in the University curriculum to improve the level of practical knowledge.

THEORETICAL UNDERSTANDING V/S PRACTICAL EXPOSURE

THEORETICAL UNDERSTANDING

- Learned about concepts like Triage codes, High Risk Medications.
- Gained Knowledge about different departments.
- Understood regarding Emergency codes.

PRACTICAL EXPOSURE

- Learned about applicability of these concepts.
- Observed the functionality of these departments.
- Witnessed it, during the audit for mock drills.

