

Synopsis for Dissertation Submitted



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for the partial fulfilment for the award of the degree of
Master of Business Administration (MBA)
in
Hospital and Health Management

By

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Title:

A STUDY OF ADHERENCE TO COUNSELLING PROTOCOLS FOR ICU PATIENTS AND ATTENDANTS IN A MULTI SPECIALITY HOSPITAL

INTRODUCTION:

Communication and psychological support are crucial aspects of patient care in the Intensive Care Unit (ICU). Effective communication between healthcare providers and patients or their families ensures that they are well-informed about the patient's progress and are involved in decision-making processes. In Fortis Hospital, Gurgaon, the Standard Operating Procedure (SOP) mandates that this counselling should be provided to 100% of patients and their attendants across various ICU settings, including Paediatric ICU (PICU) and ICUs numbered 4 through 8. However, the degree of adherence to this protocol varies, and understanding the factors affecting it is vital for improving patient care.

LITERATURE REVIEW:

Blomberg et al. (2021)

Title: Interventions to promote patients and families' involvement in adult intensive care settings: a mixed-method systematic review.

Findings: Effective interventions in ICUs include various approaches such as family participation in care, shared decision-making, and family conferences. However, there remains a need to assess the effectiveness of these interventions.

Wang et al. (2023)

Title: Care intervention on psychological outcomes among patients admitted to intensive care unit: an umbrella review of systematic reviews and meta-analyses.

Findings: Psychological support interventions, such as music therapy and ICU diaries, have shown effectiveness in reducing anxiety, depression, and post-traumatic stress disorder in ICU patients.

Reay et al. (2022)

Title: Improving the intensive care experience from the perspectives of different stakeholders.

Findings: The involvement of families and patients in decision-making, effective communication, and healthcare professional well-being are crucial factors for improving the ICU experience.

Alfonso et al. (2021)

Title: Communicating with conscious and mechanically ventilated critically ill patients: a systematic review.

Findings: Effective communication tools, such as communication boards and specialized tracheostomy tubes, are important for enhancing communication with ICU patients and reducing their frustration levels .

RESEARCH QUESTION:

Are all ICU patients and their attendants being adequately counselled about the patient's progress in Fortis Hospital, Gurgaon, as per the SOP, and if not, what are the factors hindering this process?

OBJECTIVES:

To assess the adherence to counselling protocols for patients and their attendants in the ICUs.

To identify the reasons behind any deviations from the 100% counselling target.

To propose solutions to address the identified issues.

MATERIAL AND METHODS:

Study Design: Descriptive observational study.

Setting: ICUs (PICU, ICU-4, ICU-5, ICU-6, ICU-7, ICU-8) at Fortis Hospital, Gurgaon.

Study Tools: Patient counselling forms, structured interviews with healthcare providers, and analysis of ICU documentation.

Study Population: Patients and their attendants in the ICUs, along with healthcare providers involved in the counselling process.

Duration of Study: Two months.

Sample Size: All patients and their attendants in the selected ICUs during the study period.

Sampling Technique: Purposive sampling for healthcare providers, covering all patients and their attendants during the study period.

Data Collection Procedure:

Data will be collected through retrospective analysis of hospital records to determine the extent of counselling, and through prospective surveys and interviews to understand the challenges faced.

ETHICAL CONSIDERATIONS:

Ensuring the confidentiality of patient information.

Obtaining informed consent from participants.

Maintaining objectivity and avoiding bias.

Respecting all stakeholders' perspectives.

Appropriately citing and reporting the results.

CONCLUSION:

By evaluating the adherence to counselling protocols and addressing the challenges faced, this study aims to enhance patient care and communication in the ICUs.

REFERENCES:

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Alfonso, S., & Yao, Y. (2021). Communicating with conscious and mechanically ventilated critically ill patients: a systematic review. *Critical Care*, 25(1), 301 .