

ADVANCING PATIENT SAFETY: STRATEGIES FOR
COMPREHENSIVE ASSESSMENT AND IMPROVEMENT OF
INTERNATIONAL PATIENT SAFETY GOALS.

Submitted to



The IIHMR University, Jaipur

for the partial fulfilment for the award of the
degree of Master of Business Administration

(MBA)

in

Hospital and Health Management

by

Dr. Shalini Kotwal

Under the Supervision and Guidance of

Dr. Susmit Jain

2024

Internship report

By- Dr. Shalini Kotwal

HOM 27

Roll No: - 1603

Submitted to – Dr. Susmit Jain

Associate Professor

IIHMR University

Introduction:

It is a multi-specialty hospital that offers the greatest degree of professional experience with world-class care across all major medical disciplines and associated specialties. It is one of the cream hospitals in the healthcare industry. It has an ISO certification of 9001:2000. It is recognized by the government of India. The grade of facilities in the hospital is high.

This 305-bed healthcare centre is located in the Katra district of Jammu City, with a distance of about 40 kilometres from Jammu Tawi Railway Station and 45 kilometres from the domestic airport.

Objectives of Internship

- To get some practical exposure in a healthcare environment.
- To know about the day-to-day operations carried out in the quality department of the hospital.
- Observe and actively participate in the administrative functions of the healthcare facility.
- Understand different patient safety guidelines, different IPSCS, healthcare policies, and regulatory compliance.
- Growing professional skills and knowledge in the field of management in health-care and insurance industry.

Organizational Profile:

Background

Shri Mata Vaishno Devi Narayana Super Speciality Hospital is a NABH accredited Hospital of Jammu & Kashmir, got inaugurated on Tuesday, 19th April 2016 by the Hon'ble Prime Minister

of India, Shri Narendra Modi at Kakryal, near Katra in Jammu. This state-of-the-art tertiary care super specialty hospital, in association with 'Shri Mata Vaishno Devi Shrine Board', attends to patients across more than 20 different specialties with a special focus on Cardiology & Cardio-Vascular Surgery, Medical & Surgical Gastroenterology, Orthopaedics & Joint Replacement, Renal Sciences, Medical Radiation & Surgical Oncology (Cancer), and Critical Care Medicine. This association will eventually provide Narayana Health's affordable quality care to the people of Jammu & Kashmir.

Shri Mata Vaishno Devi Narayana Super Speciality Hospital, a first-of-its-kind hospital, provides accommodation to all medical and paramedical staff within the premises of the hospital.

It is a multi-specialty hospital that gives the greatest degree of professional experience with world-class care across all major medical disciplines and associated specialties. The hospital is one of the finest ones in the healthcare industry. The hospital has ISO 9001:2000 certification. The Indian government recognizes it. The facilities provided by the hospital are of a high grade. This 305-bed healthcare centre is located in the Katra region of Jammu City, approximately 40 km from both Jammu Tawi Railway Station and 45 km from the domestic airport. This super specialty hospital can be reached with great ease from all the satellite towns of Jammu.

A moment of pride in their pursuit for excellence in healthcare "The Best Human Experience Management Award" by SAP ACE AWARDS in 2023 was bagged by the hospital.

Service provided by -Shri Mata Vaishno Devi Narayana super Speciality Hospital, Katra, Jammu: -

The Group offers excellent services and facilities. It serves in-house and walk-in patients 24 hours a day, seven days a week. The hospital houses various specialty clinics. It possesses a Heart Clinic. SMVD Narayan Hospital has a fully integrated lab information system that interfacing with the hospital's information system. Medical lab services are also provided 24 hours a day, seven days a week. It is fully computerized, has the latest equipment, and facilities that may include amenities such as home collection services. A dedicated dialysis unit is equipped with international-level equipment and facilities. SMVD Narayana Hospital has highly qualified physicians who specialize in emergency medicine. It provides emergency care to patients. A highly qualified ambulance team is available at this institution. The ambulances for cardiac life-support are well equipped and advanced. It has a well-developed emergency response and management system. Fully equipped resuscitation and procedure bays are part of

it. Based on world-class systems, it comprises the communication infrastructure. A medication shops open 24 hours a day, seven days a week, is part of this hospital. From time to time, medicines are updated. It consists of a well-maintained cafeteria that serves sanitary and nutritious cuisine. The waiting area is fully facilitated with the necessary facilities. The hospital also boasts of an ATM that provides quick money to the customers.

Hospital Vision and Mission

Mission: “our mission is to deliver high quality, affordable healthcare services to the broader population.”

Vision: “high quality healthcare with care and compassion at an affordable cost on a larger scale.”

Core value: “core value is represented by the acronym ICARE which encompasses

I: innovation and efficiency

C: compassionate care

A: accountability

R: respect for all

E: excellence as a culture

Services Provided by Organization

- Critical Care: 62 bed ICUs: CCU, MICU, SICU, NICU
- Emergency beds: 8 beds
- 6 state-of-the-art OTs
- Modern Cath Lab
- Dialysis services: 12 beds
- Ultra-modern ICUs with ventilators, defibrillators, multipara monitoring system and centralized gas supply system
- Radiology: 128 Slice CT scan, 1.5 Tesla MRI, Colour Doppler, Ultrasound, Digital X-ray, Mammography, C-Arm
- Radiation Oncology: State-of-art Linear Accelerator (Elekta Versa HD) with VMAT, SRS, SBRT, IGRT, IMRT, 3DCRT, Superficial skin electron Treatments and 4DCT based Radiotherapy. Elekta micro Selectron digital 18CH High Dose Rate Brachytherapy Unit.
- Non-invasive Cardiology: ECG, Echo, TMT

- Pulmonary Function Test (PFT)
- Nuclear Medicine: NUCLEAR MEDICINE - PET-CT (Siemens Biograph Horizon) 16 slices CT, 3 Rings PET, LSO Crystal. GAMMA CAMERA (GE Discovery NM 630) Dual Head, SPECT.

Key Activities/ Projects Undertaken Other than Dissertation

- Participated in the analysis of the adherence of international patient safety goals.
- Reviewed and analysed common reasons for non-compliance.
- Did a blood tracer audit to analysis blood bank compliance with the hospitals policy.
- Conducted regular audits to ensure compliance with the hospital policies for all the IPSG's.
- Implemented changes based on audit report, such as reducing the transport time of blood from the blood bank to the respective department.
- Conducted as implant audit to check the presence of implant details in the files and discharge summary.
- Conducted a key audit for hospital and reviewed the working of the security department.

KEY LEARNINGS FROM INTERNSHIP:

- Importance of Rigorous Data Analysis in Enhancing Patient Safety.
- Significance of Continuous Training and Protocol Adherence.
- Role of Effective Communication in Reducing Medical Errors.
- Challenges of Implementing Safety Protocols in Practice.
- Impact of Tailored Interventions on Specific Safety Goals.
- Value of Interdisciplinary Collaboration and Continuous Improvement