

ABOUT CLOUDNINE HOSPITAL

- Founded in 2007 by Dr. R. Kishore Kumar in Bangalore, Cloudnine Hospital specializes in maternity and child care.
- The first facility gained a reputation for excellence in maternity, gynecology, fertility, and pediatric care.
- Cloudnine has expanded to Chennai, Gurgaon, Pune, and Mumbai.
- It offers advanced neonatal care and fertility treatments.
- Cloudnine is committed to setting benchmarks in maternal and child health across India.

Structure Of The Organization**VISION**

To be the kind of leader in the space of women and child health that India has not witnessed yet, by providing premier quality healthcare to women and children.

MISSION

Our aim is the pursuit of excellence in providing the best maternal and neonatal care by setting higher standards for ourselves and striving constantly to achieve them.

STRENGTHS

- Conducts comprehensive audits (e.g., prescription, PCPNDT, discharge summary).
- Focused on implementing and monitoring IPSC.
- Proficient in maintaining NABH accreditation.
- Develops and implements QIPs to enhance healthcare delivery.

WEAKNESSES

- High employee turnover disrupts quality improvement initiatives.
- Inconsistent staff participation in training sessions on fire safety and emergency codes.
- Focus on maternity and pediatric care may overlook broader hospital needs.

OPPORTUNITIES

- Ensure comprehensive employee training on quality standards and protocols.
- Enhance patient feedback systems to identify improvements and boost satisfaction.
- Launch a medicine delivery app for convenient medication access and better customer service.

THREATS

- Employees missing key meetings, like fire safety and emergency codes, can impact safety and preparedness.
- Regulatory changes in healthcare can challenge maintaining standards.
- Limited resources and budget can hinder quality initiatives.

PROJECT

- Primary - Prescription Audit & Audit of Initial Assessment performed by duty doctors
- Secondary - PCPNDT Audit

OBJECTIVE

- Increase the use of digital prescriptions and ensure adherence to prescribing guidelines.
- Evaluate and enhance the completeness and accuracy of initial patient assessments.
- Ensure compliance with PCPNDT Act regulations and proper documentation practices.

METHODOLOGY

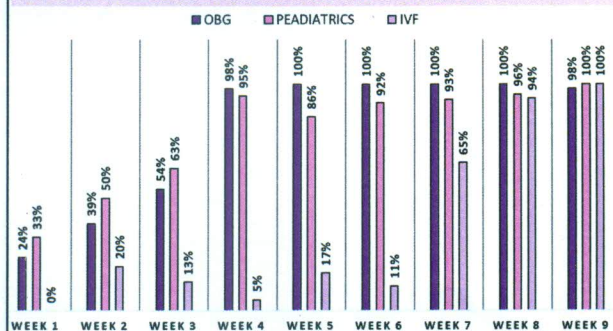
- For the prescription audit, prescriptions were downloaded from the Cloudnine Admin website and audited.
- For the initial assessment audit, the Lifetrenz app was checked to verify the upload status of initial patient assessments.
- For the PCPNDT audit, forms were collected from the radiology department and audited for compliance with various documentation requirements.

FINDINGS

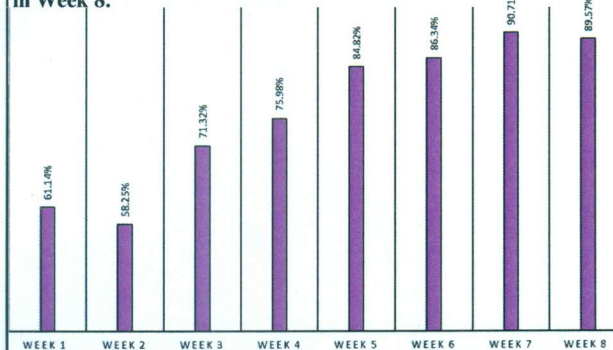
- The percentage of initial assessments recorded on the LT app was very low, as they were often taken on registers instead.
 - Duty doctors frequently saved the initial assessment reports without submitting them, leading to low compliance on the system.
 - In the prescription audit, many instances of unreadable handwriting and frequent omission of allergy information were observed.
 - Initially, the number of digital prescriptions was low because doctors preferred handwritten prescriptions, finding digital methods time-consuming and challenging to adapt to.
- PCPNDT Findings -**
- Four reports lacked scan descriptions.
 - Four reports were missing the doctor's name and signature.
 - Five reports were signed by unauthorized individuals.
 - Many reports were unstamped.
 - Four reports had the wrong doctor's name.
 - Two reports had incorrect patient IDs and details.
 - Two forms had incorrect scan dates.
 - One form was missing, and four had duplicate numbers.

RESULTS

Monitoring showed a significant increase in pediatric and OBG initial assessments on the Lifetrenz app from week 4. A substantial rise in IVF initial assessments was observed week 7 onwards.



Improvement in the percentage of digital prescriptions from 61.14% in Week 1 and 58.25% in Week 2 to 90.71% in Week 7 and 89.59% in Week 8.

**Challenges Faced During Internship**

- Initial data collection was difficult without staff assistance but improved over time.
- Inconsistent data entries in child registers and discharge summaries.
- Low training attendance required multiple reminders.
- Misplaced OT register in IPD highlighted document management issues.
- Duty doctors and scanning staff failed to properly complete Lifetrenz app assessments and PCPNDT forms despite multiple visits.
- Fire drill showed nursing staff unprepared and delayed lift shutdown, needing better emergency training.

Suggestions

- Guide duty doctors on online initial assessment submission.
- Implement OT and MRD reconciliation for accurate delivery docs.
- Standardize templates for child registers, OPD prescriptions, and other docs.
- Conduct regular audits for documentation standards and PCPNDT compliance.
- Meet with department heads to push digital prescriptions and adoption.
- Incentivize accurate documentation.
- Ensure HIS team resolves data issues promptly.
- Train housekeeping staff on heavy-duty gloves; enforce usage.
- Enhance fire drills with mandatory participation and regular sessions.

Learnings

- Gained experience in audits.
- Learned initial assessment procedures and discharge summary processes.
- Acquired knowledge of IPSC goals and NABH accreditation, including facility safety and fire safety audits.
- Developed insights into Pediatrics, OBG, and IVF departments through perinatal data compilation.
- Learned to conduct mock drills and handle emergencies from senior staff.
- Mastered workload management while maintaining quality standards.

Usefulness Of Internship

- Extensive experience in corporate environments and direct patient care.
- Proficient in managing patient needs and resolving queries effectively.
- Deep understanding of corporate organizational dynamics.
- Actively engage with experts to continually learn and grow.
- Significantly enhanced skill set through valuable internships.
- Leveraged internships for extensive networking opportunities.

Jagdeep Singh