

Compliance of patient safety goals in hospital

About Manipal Hospital Dwarka

- Manipal Hospital Dwarka, HMHCT is located in New Delhi, with maximum capacity of 380 beds and 9 floors
- Manipal Hospital in Dwarka, New Delhi was established in 1970
- a NABH and NABL accredited super specialty hospital
- Facilities provided are IPD, ICU, OPD, OT, pharmacy, mortuary, ambulances, canteens, labs, physiotherapy, MRD, CSSD,
- The hospital aims to establish a "Digital Hospital" with paperless services and seamless integration.

Mission

“To enhance "Growth differentiation and people" and serve our patients with smiles.

Growth- to augment patient volumes in existing and new locations through current and new engines of growth

Differentiation- By innovation in delivering clinical excellence

People- Constantly endeavor to uphold and improve the organization's values; Clinical Excellence, Patient Centricity and Ethical Practices.”

Vision

- 1.Be the destination of choice for the communities we serve
- 2.Be the most preferred and respected healthcare organization in every location we operation”



Purpose of project

AIM

- To improve quality of services following NABH guidelines

Objective

- To study the compliance rate of Hand Hygiene in different departments.
- To study the Patient Identification compliance rate in different departments

Observational study

Study area– Manipal Hospital Dwarka, Delhi
Study period- 6th May 2024 to 1st July 2024
Study population– IPD and OPD patients and staff
Sample size-

Hand hygiene- 218
Patient identification- 672

Sample size varies because of varying patient flow

Department	ICU	OPD	Sample collection	Wards	Laboratory	Dialysis
Hand hygiene sample size	44	18	13	79	32	32
Patient identification sample size	34	53	31	101	37	40

STRENGTH

- Hospital supervisors were well trained on patient safety protocols
- Use of Electronic Medical Records, barcode scanning and other technological adaptations.
- Special committees were present for patient safety.

WEAKNESS

- Ground level staffs lack proper training on patient safety protocols.
- High workload and staffing shortages.
- High staff turnover and burnout
- High operational cost

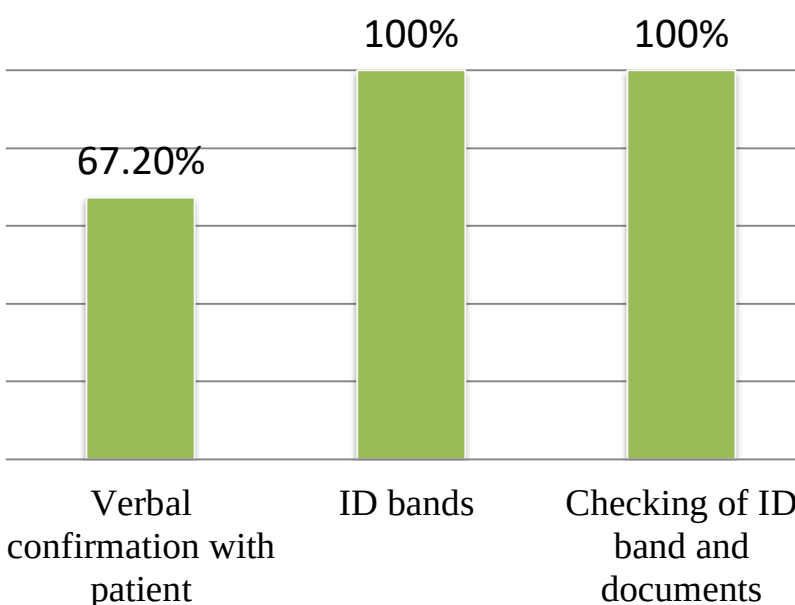
OPPORTUNITY

- Technological advancements can be improved
- Training of staffs to improve quality of patient safety goals
- Tele-medicine services

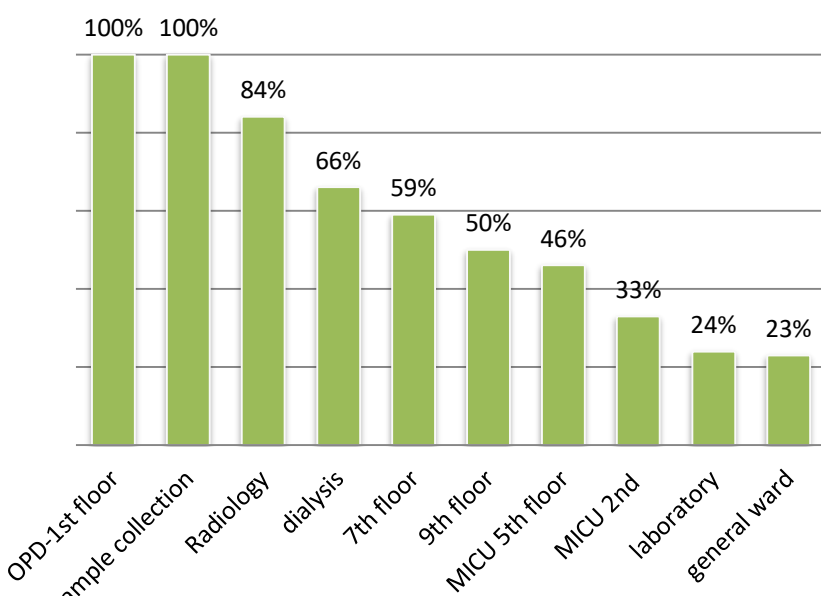
THREAT

- Non-compliance with patient safety goals can result in regulatory penalties.
- Non-compliance of patient safety goals can result in the dissatisfaction of patients

Patient identification compliance



Hand hygiene compliance rate



Result

The total compliance calculated in Manipal Hospital Dwarka-
Hand hygiene – 57.35%
Patient identification – 90.92%

Usefulness

- Career exploration
- Personal and professional growth
- Exposure to hospital industry
- Enhanced motivation
- Enhanced confidence

Challenges faced

- Limited learning as I was allowed to focus on only two IPSPG goals out of 6 goals
- Patient flow vary resulting in different values of samples in different departments
- Quality time from organizational mentor was lacking

Key learning

- Learnt how to use the audit tools in Quality department
- Importance of documentation
- Ability to collect, analyze and interpret data
- Familiarity with industry standards
- Effective report writing and presentation
- Learnt about NABH standards in healthcare

Suggestions

- Weekly training facility for all new joiner as well as old.
- Random audits of different departments twice or thrice a week
- Monitoring of patient safety goals by departmental head if staff fails to follow the rules
- Weekly deep cleaning of AHU filters
- Training staff for the importance of forms required in patient files
- Daily monitoring of critical value register

Hospital Director

