

CLOUDNINE HOSPITAL - QUALITY DEPARTMENT

History of CLOUDNINE HOSPITAL

Founded in 2007 by Dr. R. Kishore Kumar in Bangalore, Cloudnine Hospital is renowned for its top-quality maternity, gynecology, fertility, and Paediatrics. With locations now in Chennai, Gurgaon, Pune, and Mumbai, Cloudnine excels in specialized newborn and fertility treatments. Dedicated to advancing maternal and child healthcare, Cloudnine consistently sets high standards across India.

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

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

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- Conducts comprehensive audits (IPD, PCPNDT, discharge summaries).
- Focuses on implementing and monitoring IPSG & NABH.
- Develops and implements QIPs to enhance healthcare delivery.

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

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- Employee training: quality standards and protocols
- Enhanced patient feedback systems
- Medicine delivery app: convenient access, better service

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- Missing key meetings: fire safety, emergency codes, safety impact
- Regulatory changes: challenge standards
- Limited resources, budget constraints: hinder quality initiatives

Structure of The Organization



OBJECTIVE:

- To do the initial assessment of submissions by duty doctors for accuracy and compliance
- To conduct an audit of active IPD files for quality of care and documentation
- To do an audit of PCPNDT files for legal compliance and status of record keeping

METHODOLOGY:

- IPD Files Audit: Active files were reviewed and assessed against all criteria.
- Initial Assessment Audit: The "Lifetrenz" app was examined to confirm the upload status of initial patient assessments.
- PCPNDT Audit: Radiology department forms were collected and evaluated for compliance with documentation standards.

OBSERVATIONS:

Initial assessment audit observations:

- 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.

IPD files audit observations:

- Many IPD files lacked MPI numbers.
- Nurses' and staff's handwriting often illegible.
- High-risk and MTP consents documented on regular note sheets.
- Unauthorized doctor signatures observed.

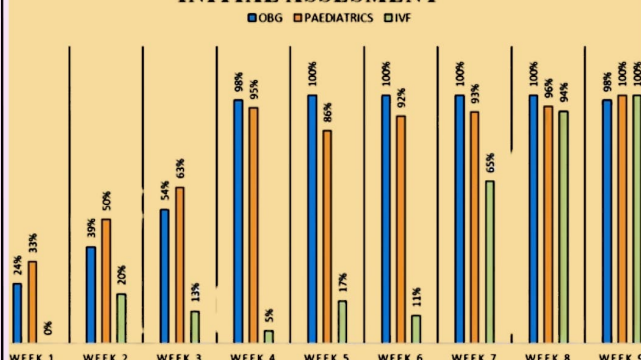
PCPNDT files audit observations:

- Many reports either missed scan descriptions, lacked doctor's name and signature, or contained a different doctor's name.
- Five reports were signed by unauthorized individuals.
- Two reports had incorrect patient ID and two recorded incorrect scan dates.
- One form was missing and three forms had duplicate numbers.

RESULT:

1. The submission of initial assessments by duty doctors on the Lifetrenz app was monitored. A significant increase in the submission of Paediatrics and OBG initial assessments was observed starting from week 4. Notably, there was a substantial rise in the submission of initial assessments for IVF during the 7th week.

INITIAL ASSESMENT



Eshika Jadon (1706, HM-28)
Mentor - Vinod Kumar SV

Challenges Faced During Internship

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

Suggestions

- Guide duty doctors in submitting initial assessments and transitioning their register online.
- Implement regular OT and MRD reconciliation to ensure accurate delivery documentation.
- Standardize documentation templates.
- Conduct regular audits to verify documentation standards and compliance with PCPNDT guidelines.
- Implement incentives encourage thorough & accurate documentation.
- Train housekeeping staff on the benefits of heavy-duty gloves and enforce their usage.
- Enhance fire emergency drills with mandatory participation and regular sessions.

Usefulness of Internship

- Proficient in patient needs, resolving queries.
- Extensive experience in corporate and patient care.
- Leveraged internships for networking.
- Understanding of corporate dynamics.
- Engage with experts, continual learning.
- Enhanced skills through internships.

Learnings

- Knowledge of IPSG goals, NABH accreditation, facility and fire safety audits.
- Experience in prescription, IPD file, and PCPNDT audits.
- Conducted mock drills, handled emergencies.
- Insights into Pediatrics, OBG, IVF through data compilation.
- Mastered workload management, quality standards.
- Learned assessment procedures, discharge summary processes.