



VISION

"Wockhardt hospitals will thrive with excellence to fulfill the needs of community in it's chosen field of medical treatment."

MISSION

"To serve and enrich the quality of life of patients suffering from diseases, through the efficient deployment of technology and human expertise, in a caring and nurturing environment with the greatest respect for human dignity and life."

ORGANISATION STRUCTURE



MD

CEO/
COO

CENTER
HEAD

HEADS:

- QUALITY
- MEDICAL AND NON-MEDICAL ADMIN
- IT
- MARKETING
- MAINTENANCE
- NURSING
- F&A
- MATERIALS
- HR
- PHARMACY
- BIOMEDICAL

PROJECT OVERVIEW

INTERNATIONAL PATIENT SAFETY GOAL-1: 'IDENTIFY PATIENTS CORRECTLY'.

IPSG 1 standardizes implementation of a process to improve accuracy of patient identifications in the hospital.

-Use of Two Identifiers.

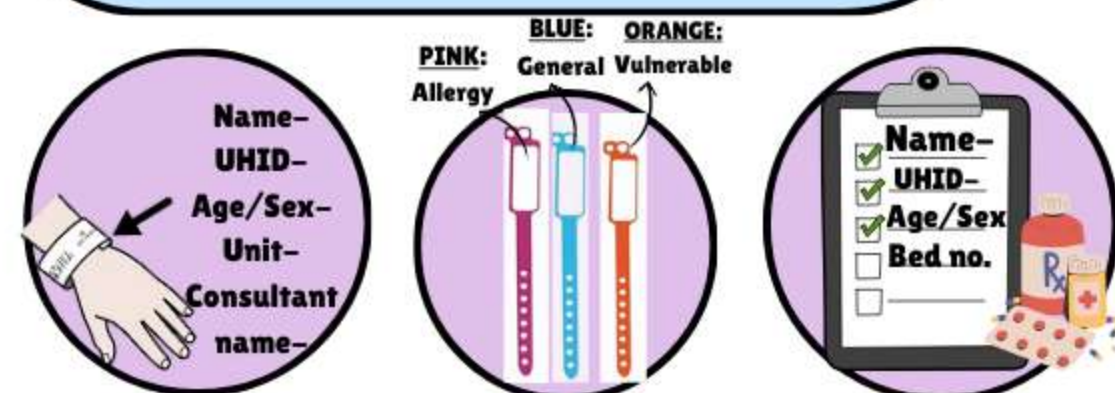
-Inconsistent Identifiers cannot be used.

OBJECTIVES: Evaluate and enhance patient identification processes to ensure correct treatment, reduce misidentification, and improve patient safety.

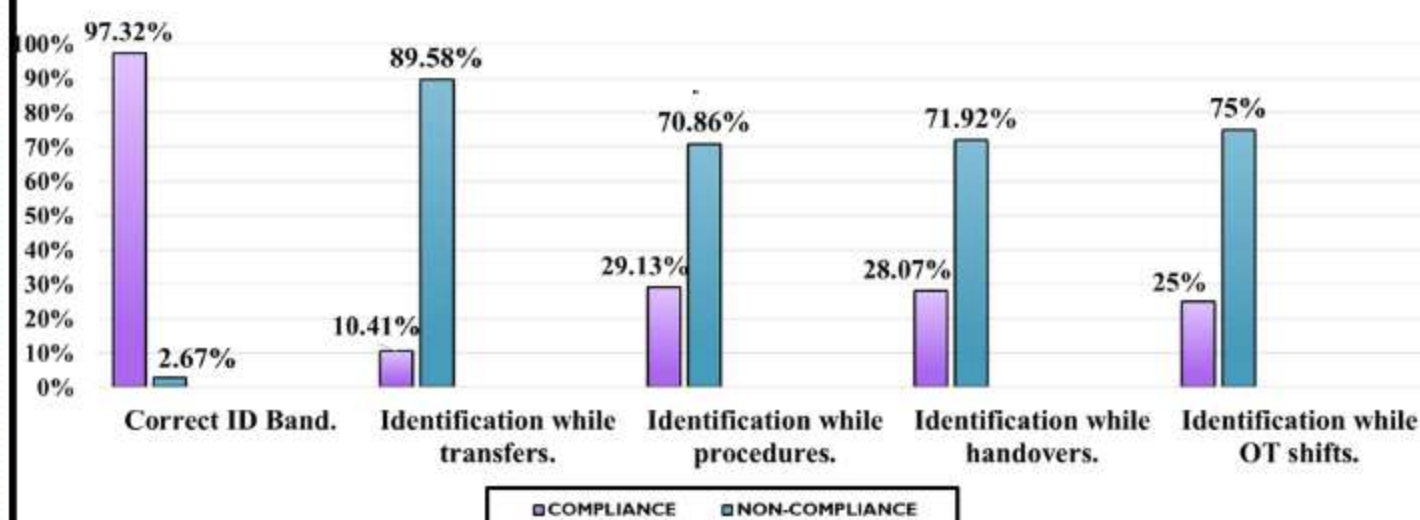
METHODOLOGY: 262 PATIENTS IN MICU, SICU AND WARDS WERE EVALUATED BASED ON THE CRITERIA :
WHETHER THE PATIENT IS,

- Wearing an appropriate ID band that includes all necessary details according to their condition.
- Correctly identified during procedures, assessments, medication administration, investigations or transfers.
- Identified during handovers by doctors or nurses, as well as before operating theatre (OT) procedures.

TIME PERIOD- 1 MONTH. TYPE- OBSERVATIONAL.



COMPLIANCE IN ACCORDANCE WITH IPSG-1
('Identify patients correctly')



RECOMMENDATIONS

- Training and Education of staff.
- Standardization of protocols.
- Advanced technology.
- Reminders.
- Regular evaluation and feedback.
- Awareness posters in the premises.

SWOT ANALYSIS



STRENGTHS

- Comprehensive patient identification protocols established.
- Electronic health records enhance accuracy and reduce identification errors.
- Compliance with healthcare accreditation standards.



OPPORTUNITIES

- Upgrading to RFID and biometric systems.
- Investing in research can yield innovative methods.
- Collaborating with tech firms.
- Educating patients to participate in the identification process.



WEAKNESSES

- During high workload staff may lapse the patient identification process.
- Inefficiency in interdepartmental communication.
- Human errors in manual identifications.
- Resource constraints may hinder advanced ID technology implementation.



THREATS

- Technological dependence risks.
- High staff turnover.
- Regulatory changes.
- Cyber threats risk compromising EHR.

ANALYSIS AND OBSERVATION

- OUT OF 262 PATIENTS,
- 97.32% patients were wearing appropriate ID band that included all necessary details according to their condition.
- 10.41% patients were unidentified during transfers in the hospital.
- Only 29.13% were correctly identified during procedures, assessments, medication administration, or investigations.
- 28.07% compliance was observed Identified during handovers by doctors or nurses.
- 25% patients were not identified before operating theatre (OT) procedures.

INTERNSHIP



LEARNINGS

- UNDERSTANDING QUALITY STANDARDS AND MANAGEMENT.
- INTERDISCIPLINARY COLLABORATION AND PROFESSIONAL DEVELOPMENT.
- PROJECT MANAGEMENT: LEADING QUALITY IMPROVEMENT PROJECTS:
- Challenges in OPD leading to prolonged patient waiting times.
- Analysis of inpatient records in the medical records department.
- Time and motion study in billing and operations.
- Adherence to patient safety protocols in radiology.



CHALLENGES

- BALANCING INTERNSHIP RESPONSIBILITIES AND MULTIPLE PROJECTS .
- NON-COMPLIANCE OF STAFF TO THE REGULATORY GUIDELINES.
- INSUFFICIENT TIME TO IMPLEMENT NECESSARY LONG-TERM IMPROVEMENTS.
- MANAGING A SIGNIFICANT VOLUME OF FILES WITHIN THE MRD.



USEFULNESS

- HANDS-ON EXPERIENCE.
- SKILL DEVELOPMENT.
- REGULATORY UNDERSTANDING.
- PROBLEM-SOLVING.
- TEAM COLLABORATION.
- INDUSTRY INSIGHTS.
- CAREER PREPARATION.

PRACTICAL EXPOSURE



THEORETICAL UNDERSTANDING

- Hands-on experience and a problem-solving mindset, combined with the opportunity for effective team collaboration.

- Grasping the theoretical and conceptual aspects of practical experience.

