

A STUDY ON POST OPERATIVE REVIEW AND REFERRAL OF SPECIALTY AND COMMUNITY EYE CARE SURGERIES THROUGH SANKARA VISION CENTERS



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INTRODUCTION

- Vision Center is a small, permanent facility set up to provide cost effective primary eye care services to semi-rural and rural communities and acts as the first point of contact of the population with primary eye care services provided by an exclusive skilled eye care professional.
- Each day the patients are screened by an Optometrist and the tele-consultations are done with the Sankara Eye Hospital and Patients identified with Refractive Errors are provided spectacles. Those patients requiring surgeries or further investigation are counseled by the councilor and referred to the Sankara Eye Hospital for further treatment.



OBJECTIVE

- To analyze post operative review – follow up process in Sankara's vision centers and design a tool to track the patients (Speciality and community eye care surgery).
- To analyze the referral report and design a tool for proper follow up.
- To suggest strategies for strengthening the post OP follow up in Sankara's Vision Centers.
- To increase the satisfactory level of patients.



METHODOLOGY

- ❖ **Study Location:** Sankara Eye Hospital, Coimbatore.
- ❖ **Study Duration:** April 2022 – June 2022
- ❖ **Source of Data:** Secondary data was collected from the vision center and remaining data was taken from the hospital MIS software (Medics and MocDoc software).
- ❖ **Study type:** Analytical Study.
- ❖ **Data Analysis Procedure:** The collected response data was analyzed in Microsoft Excel and compared with the current process for analysis and Graphical depiction was done in the form of bar graphs.
- ❖ **Inclusion Criteria** – It includes all the Specialitiy and community eye care surgery patients who come to the hospital through vision centre for their surgery.
- ❖ **Exclusion Criteria** - It excludes all the patients who came directly to the hospital or referred from the camp for the surgery.



FINDINGS (POST OP FOLLOW-UP)

As per Master sheet Data (Non – Paying Surgery)

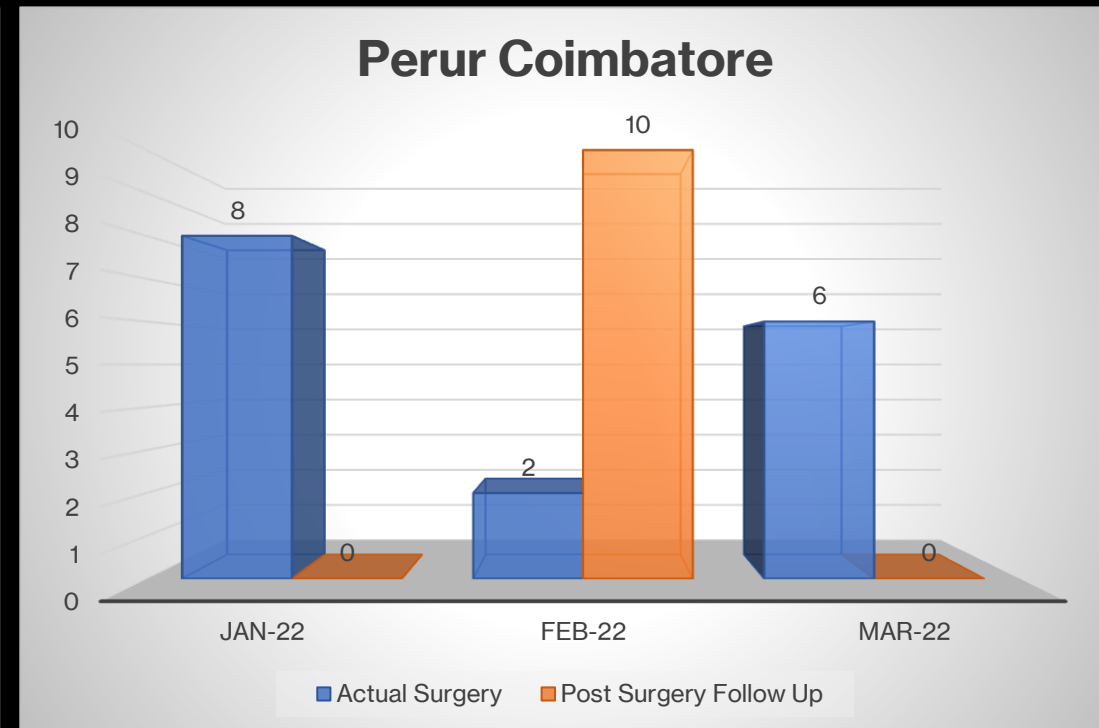
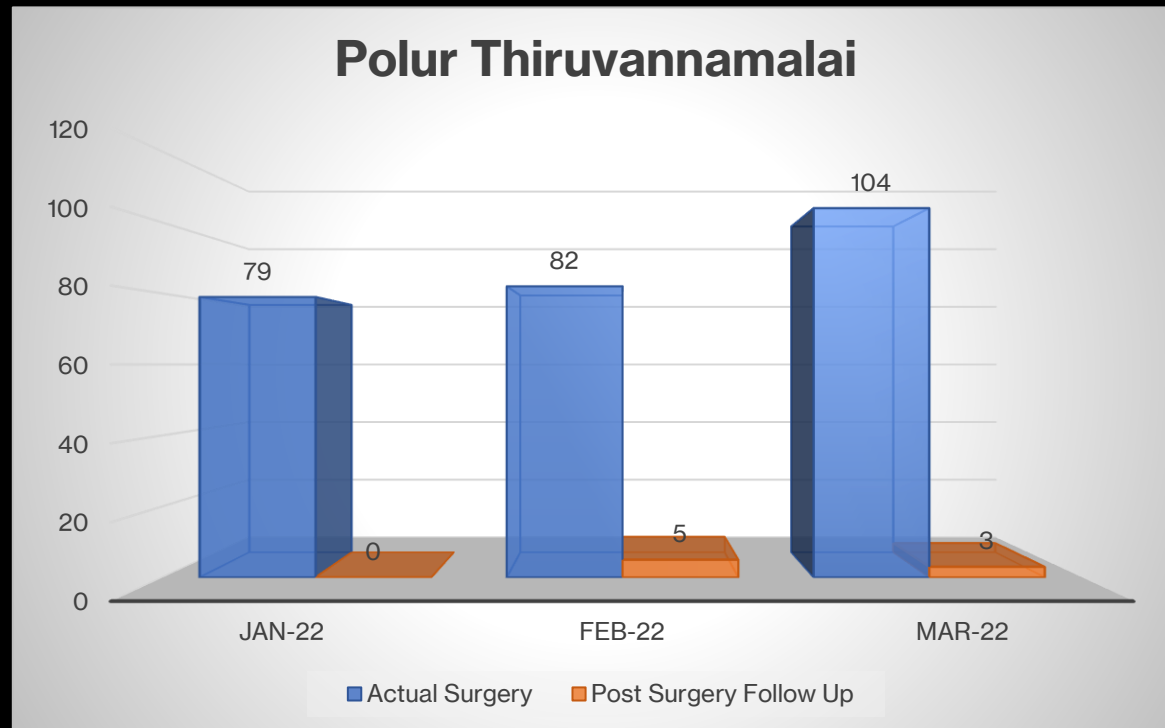


Fig: 1.1 - Number of actual surgeries and post-surgery follow-up since – 1st Jan 2022 – 31st March 2022

FINDINGS (POST OP FOLLOW-UP)

As per Master sheet Data (Paying Surgery)

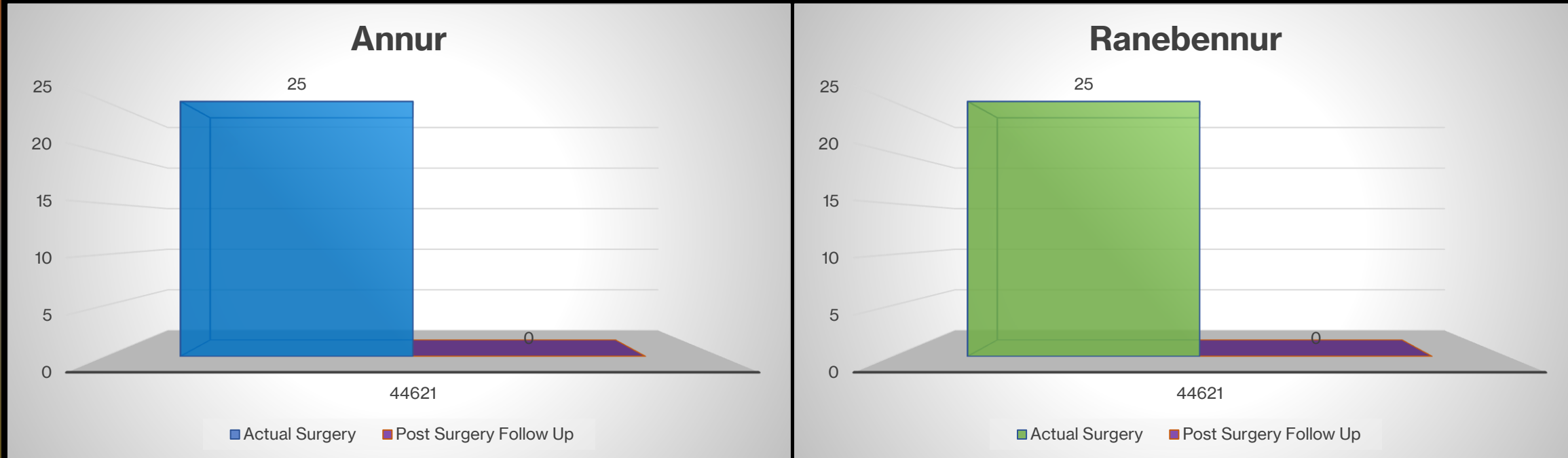
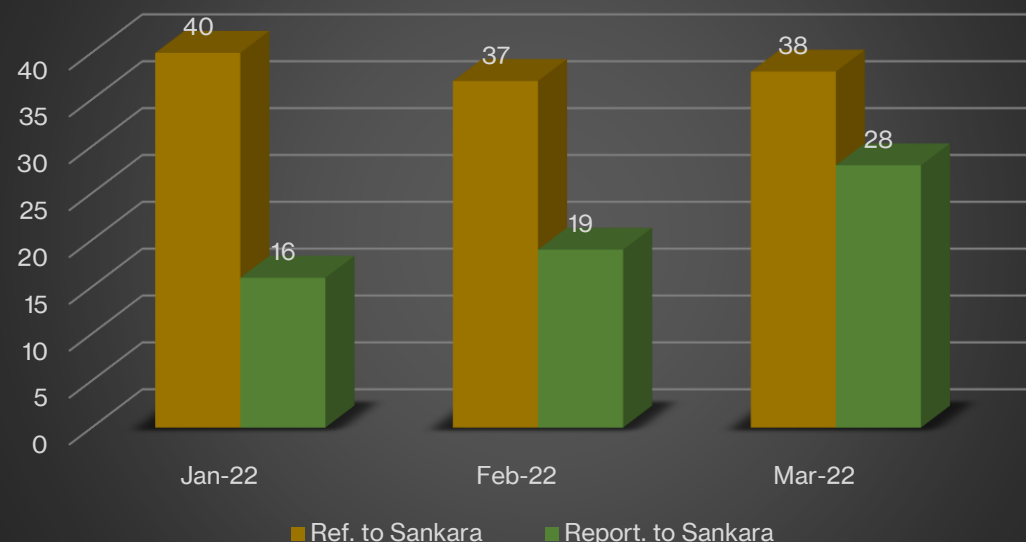


Fig: 1.2 - Number of actual surgeries and post-surgery in March 2022

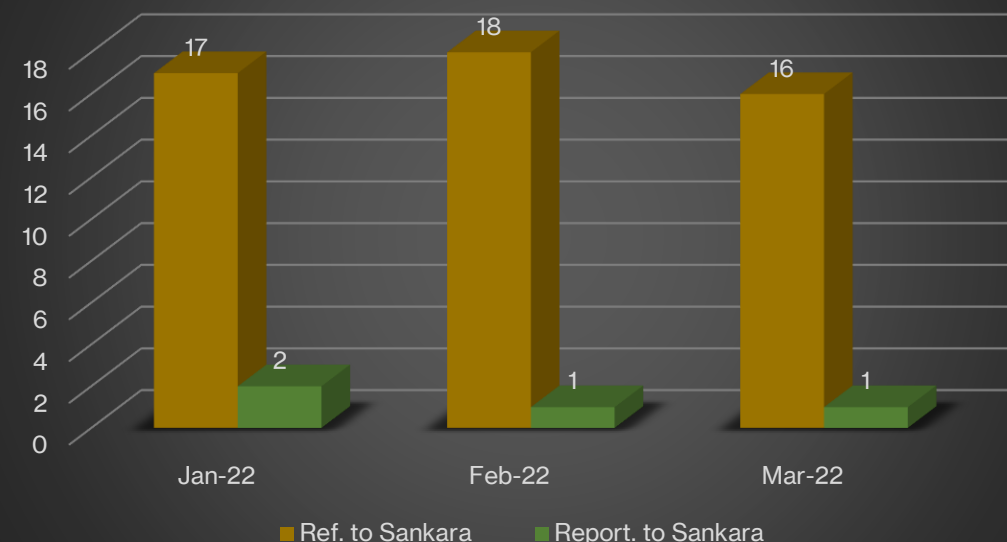
FINDINGS (Referral Report)

Annur Coimbatore



1st Jan 2022 – 31st March 2022

VIRUDHACHALAM Cuddalore



1st Jan 2022 – 31st March 2022

➤ Due to improper follow up, less patients are reporting to the base hospital as a result it is directly affecting to the revenue of the hospital.

STEPS FOR CREATING A TOOL

Go

Go to Google Sheet



Create

Create a Google Sheet



Enter

Enter all the patient demographic details



Go

Go to Extensions



Click on

Click on email Add on



Install

And install email spreadsheet



Open

Go to email spreadsheet and open rules.



Set

Set the rules

TOOL

They will be able to monitor these patients on a regular basis with the use of google sheet.

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FINDINGS

(Post - OP Follow Up)

- ❖ The record of Post OP follow up was not maintained properly.
- ❖ Incomplete data was maintained in MIS (MocDoc software).
- ❖ It is observed that some of the vision centers doesn't have any record of paying patient follow up.
- ❖ In some Vision centers it has been manually maintained in a notebook/Excel.
- ❖ No provision in MIS software.



CONCLUSION

- Ensuring patient attend their post discharge follow up care. Regular follow ups and proper communications will lead to improve patient's outcome.
- The Data must be maintained on a regular basis by the vision center staffs. First follow up care makes the patient drives positive and boosting patient satisfaction.
- It will increase overall patient satisfaction and ultimately increase the revenue of the hospital.



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THANK YOU