SUMMER PROJECT
ON

Study on the Clinical Audits Of the Hospital

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OBSERVATIONAL STUDY

Organization Details:

For the purpose of Summer training, I was working in the prestigious organization "**Bhakti Vedanta Hospital and Research**". Situated in Mira road in the Thane district.

It is a Not-for-Profit organization owned by Sri Chaitanya Educational Seva Trust functional from 11 January 1998. It is a 200 bedded superspeciality hospital providing state of art Healthcare facilities using Hi-Tech technology and services. It is supported by 100+ consultants heling to cater to population of over 8 million people of Mira-Bhayandar and beyond. The Hospital offers twin advantage of ultra-modern medicine together with the ancient knowledge of various therapies to provide a holistic approach to patient care.

MISSION STATEMENT

"With love and devotion, we will offer everyone a modern, scientific and holistic health care service based on true awareness and understanding of the needs of the body, mind and soul."

VISION

- We shall have organizational culture based on spirituality.
- We shall be leading healthcare provider of quality medical services.
- We shall be known for district community work.
- We shall achieve this by innovative resourcing and funding activities.

VALUES

- Compassionate Care
- Integrity
- Humility
- Spirituality

The hospital consists of the latest Specializations, Diagnostic Services, Super Specialties, Emergency services, Community services, Alternative therapies and Outsourced services.

UNIQUE SERVICE PROPOSITION (USP)

- The hospital offers Allopathic as well as alternative therapies like Ayurveda (including Panchakarma), Homeopathy, Acupuncture, Pain Management and Yoga Therapy all under one roof.
- Department of Spiritual Care.
- Department of Palliative Care.
- Share your care.
- Bhaktivedanta Hospital and Research Institute Health Forum.
- Bhaktivedanta Hospital and Research Institute Youth foundation.

SERVICES NOT AVAILABLE

- PET Scan
- Radiation Therapy
- Burns Unit
- Eye Bank

SWOT ANALYSES

STRENGTHS

- Palliative care unit is one of the best in and around the Mumbai.
- The hospital has its own Nursing college and Research institute.
- The hospitals community outreach healthcare services are positively impacting the lives of the underprivileged section of the society.
- As the patient demand is increasing the hospital is expanding with one more building with 200 bed capacity,

WEAKNESSES

- 200 bed capacity which is offered by the hospital is not enough to meet the rising demand of quality healthcare services.
- Magnetic Resonance Imaging (MRI) is not available at the hospital.

OPPORTUNITIES

• As people majorly from within Mumbai are shifting and residing in the Mira road-Virar belt there is an increase in the population which led to the increase in the demand for quality healthcare services.

• The hospital offers alternative therapies along with allopathic therapy under one roof. It is faced with the opportunity of capitalizing on this unique feature.

• Medical tourism is increasing in India; hence the hospital focuses on these activities leveraging its alternative therapies offering.

THREATS

• Growing competition from major competitors i.e., Umrao Hospitals and Thunga Hospitals as well as the reputed practitioners.

• Growing government rules and regulations like NABH etc.

PART 2.
PROJECT REPORT OF
STUDY ON THE CLINICAL AUDITS OF THE HOSPITAL

INTRODUCTION

- Healthcare Services is one of the industries that marks its strengthened global presence.
- Healthcare services are defined as the services aimed at prevention, treatment and rehabilitation of illness through the services provided by the various healthcare practitioners in all settings of care from personal to non-personal.
- A hospital plays a vital role in improving the access, coverage and quality of services for the patient.

- “Clinical audit is a part of the continuous quality improvement process. It consists in measuring a clinical outcome or a process against well-defined standards, established using the principles of evidence-based medicine. The comparison between clinical practice and standards leads to the formulation of strategies, in order to improve daily care quality. It helps to examines the basis of clinical audit and the data about the efficacy of the methodology focusing on medical issues. A clinical audit could offer to the modern practitioners a useful tool to monitor and advance their clinical practice.”
- It can be observed that most of the hospitals are facing the issue of poor documentation practices. Therefore, a study needs to be conducted in Bhakti Vedanta Hospital to study the documentation practices of patient files, which is one of the important factors effecting quality services in patient care. After the study, the area of concern can be identified, and proper actions can be taken to improve the services in the targeted area.

OBJECTIVE

- To conduct a Clinical Audit of the documentation of inpatient medical records in BhaktiVedanta Hospital.
- To study the gaps identified in the process of audits and to overcome them by doing proper CAPA.

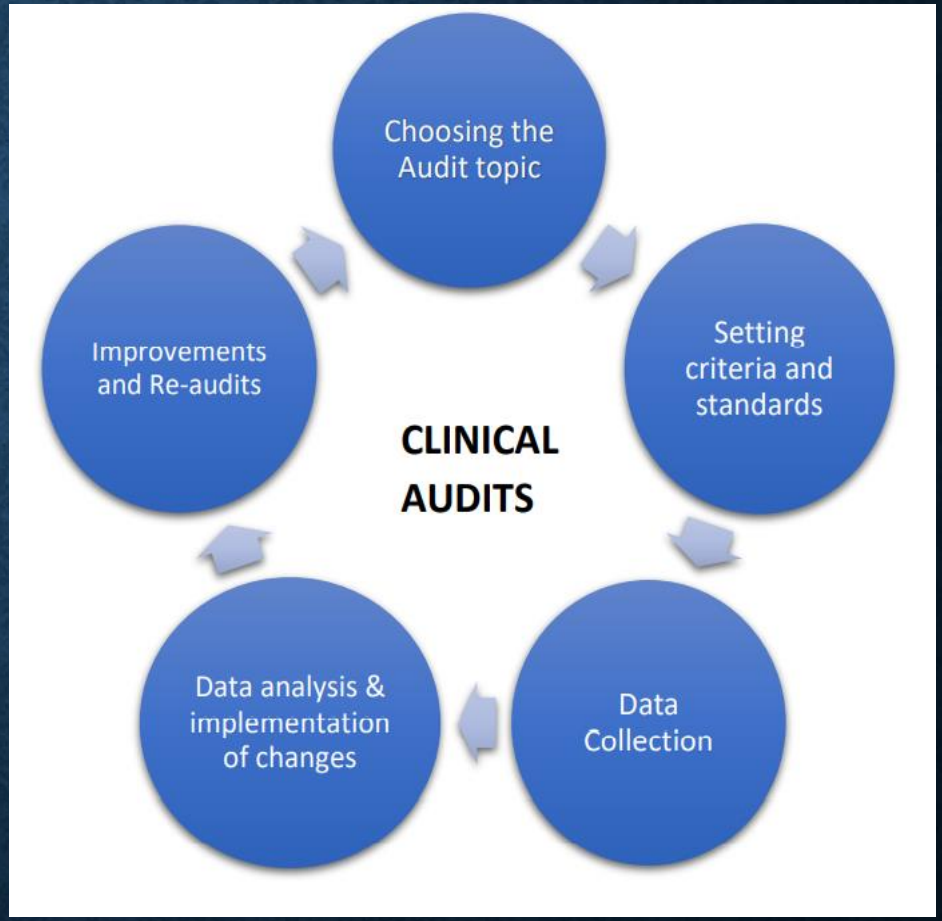
METHODOLOGY

- Area of Study: The study of active audits was conducted in all the patient wards (The Eco-A.C ward, Eco Privilege ward, Deluxe ward and the General wards). Whereas the passive audits of the discharged patients was conducted in the Medical records department.
- Duration of Study: 10 May 2021 to 10 July 2021
- Sample size: 40 patient files for pre audits.

  40 patient files for post audits.
- Sample Technique: Convenient Sampling.
- Inclusion Criteria: TPA and general cash patients, planned and unplanned admission and discharge patients of 3rd and 4th floor.
- Exclusion Criteria: Day care patients and NICU patients.
- With the help of the Audit conducted the hospital aims to achieve the standard of at least 90% compliance in each of the parameters assigned.

MODE OF DATA COLLECTION:

- Source of Data: Primary
- Data Type: Quantitative data
- Data collection tool: Audit documentation checklist prepared in google forms.
- Data Entry: An MS-Excel sheet was prepared.



The Checklist consisted the following important points mentioned below:

1)Patient UHID as per Green Sheet

2) Admitted under Consultant Doctor

3) RMO names

4) Signature verification sheet of: a) Primary consultant b) Referral consultant c) All RMO involved

5) History Sheet of the patient

6) RMO rounds with SNDT

Daily Consultant round with SNDT

7) Drug sheet (medicine fresh order)

8) All Consent forms if applicable

9) Blood transfusion forms

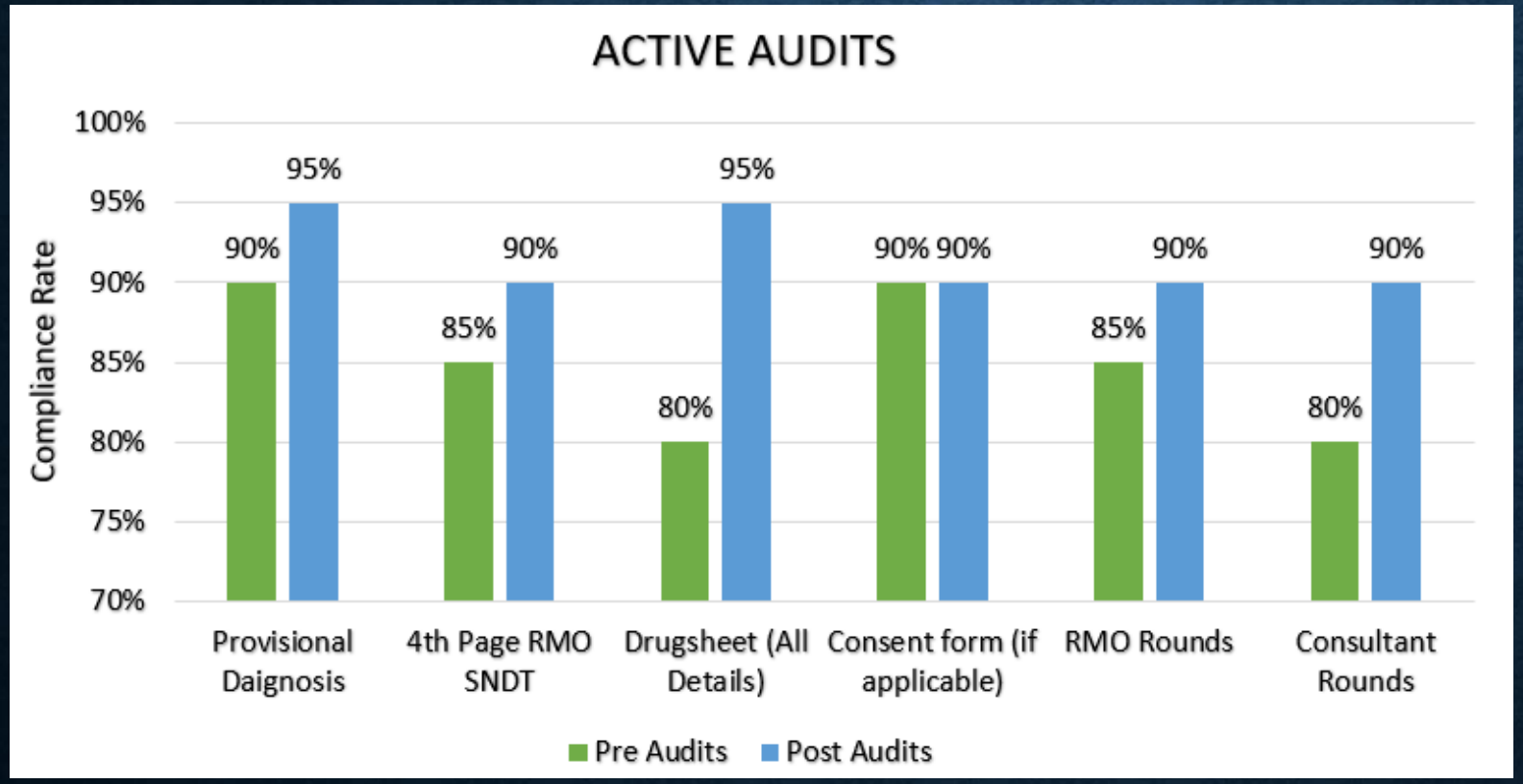
10) Discharge summary with all details.

RESULTS

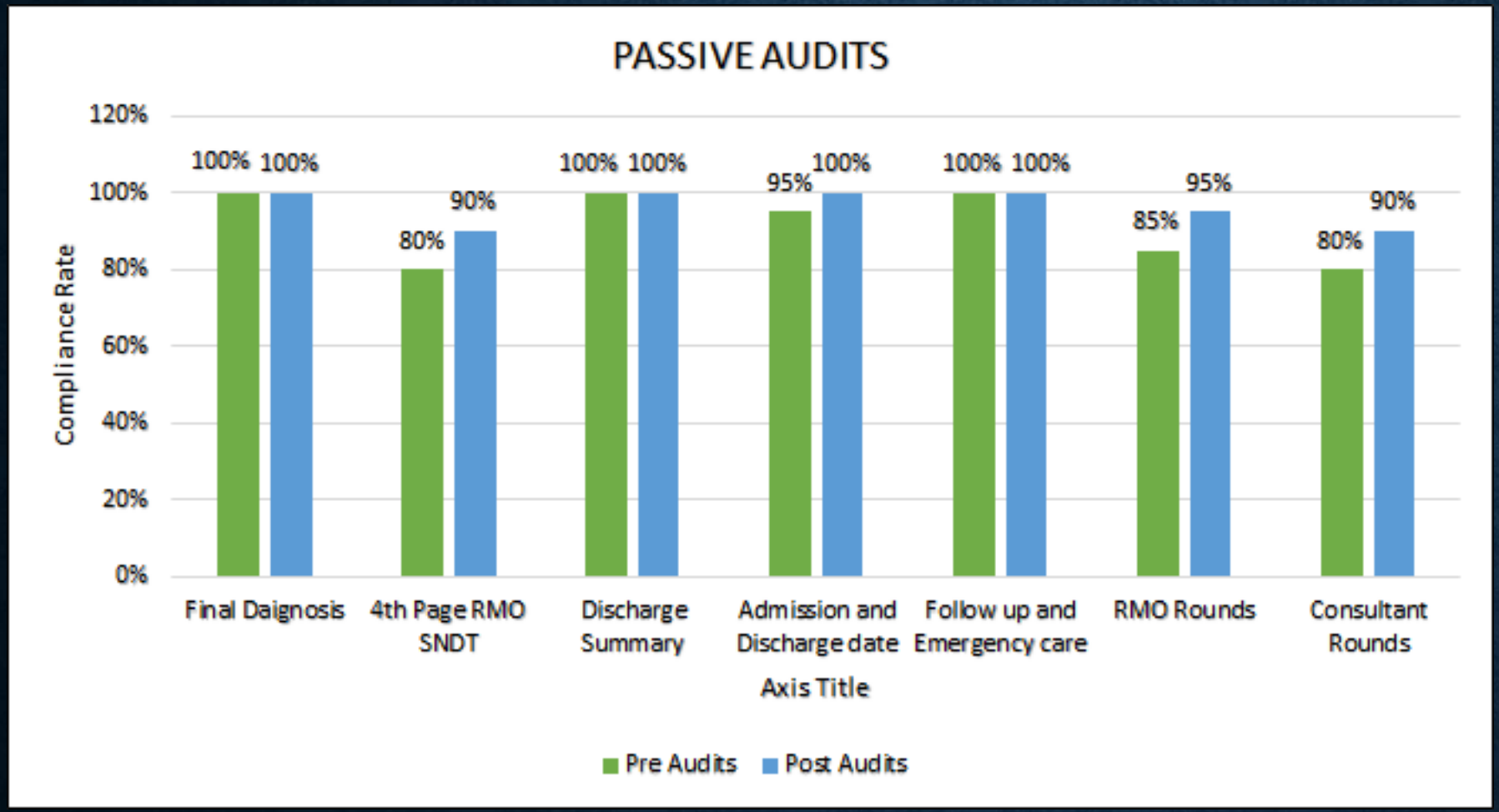
- From the audits conducted, it could be observed that the Pre Audits showed an average compliance rate of 85% which is a considerable rate and shows that the hospital was already working on the quality of the Medical Record Documentation.
- Whereas after the CAPA done a Post audit was conducted again, there it could be observed that the compliance rate increased by 91% which is appreciable rate.
- It shows that the staff toke the audit process as a serious concern after the CAPA done and worked on the for the compliance of the medical records.

DATA ANALYSIS

A comparative study was done to analyze the difference in the outcome through the post and pre audits of the active and passive files respectively.



A comparative study of the Active files of the hospital where there is a comparison of the outcomes between pre audits and post audits.



Here there is A comparative study of the Passive files of the hospital where there is a comparison of the outcomes between pre audits and post audits.

Pre-audit Interventions

The CAPA which was performed after the pre audits to identify and overcome the gaps in the audits were:

- To follow up with concerned doctor for the compliance of the file as most of the noncompliance referred with the signatures in the file.
- By keeping a training program for the medical staff to train and guide them about the importance of compliance of the medical records for the patient as well as for the hospital.
- By making the medical staff realize that maintaining the records compliance will help acquiring quality services and even their performance can be assessed through the record compliance.
- Lastly not burdening the medical staff by giving this as responsibility but as part of their routine by filling the information accurately and get used to the procedure so that the records are complete and accurate.

POST AUDIT INTERVENTION

- In the study it could be concluded that the compliance rate has increased from 85% to 91% of the active files. Whereas the rate of compliance of the passive files increased from 91% to 96%.
- Improvement of 5% compliance can be seen in a very short span of time. Which is noteworthy improvement. As the results are better than the standards set by hospital.
- The rate can gradually increase with the constant effort of the medical staff. Timely trainings and regular audits can help in assessing this improvement to keep the graph growing.
- Emphasizing and working on the parameters who have shown less growth in the development. And lastly working the best to achieve 100% compliance.

RECOMMENDATIONS

1) Identifying and analyzing the root cause responsible for the gaps in the certain departments.
2) Sensitizing the medical staff regarding the importance of accurate record keeping for patient care and research purpose with the help of training programmes.
3) Standardizing the medical records documents including the admission and discharge summary in the whole hospital.
4) Praising and rewarding the best performing department or the staff for their performance.
5) Performing monthly medical audits of the documentation procedure.
6) A monthly checking of the medical records by the consultant incharge to assure the compliance of the documents.

CONCLUSION

- Medical Records are the valid health records of the patient which adheres to provide the overall correct description of the patient's detail of the care given from the hospital.
- Hence it can be concluded that timely audits should be done which helps in the determination of all the deficiency in the records, which when identified can be rectified and worked upon by the medical staff of the hospital.
- It helps in giving attention to all required points and to work upon them if they are lacking in it.
- Every department should conduct an audit by their self in their department to analyze their performance and to overcome the gaps by the protocols setup by hospital.
- It helps the hospital to function properly according to the protocols set up by the hospital and NABH.

REFERENCE

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THANK YOU!!