

A STUDY ON QUALITY OF SERVICES AT EMERGENCY DEPARTMENT OF SHRI MATA VAISHNO DEVI NARAYANA MULTISPECIALITY HOSPITAL KATRA

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INTRODUCTION

- The Emergency Department in a Hospital is first point of Contact for a Patient seeking acute care at a Hospital. Emergency Department plays a crucial role in ensuring People's Health and saving lives in disasters and accidents.
- Considering the importance of Emergency Departments in Healthcare System and the high mortality rate of Patients referred to these departments, it is crucial to provide Quality Services in Emergency Departments, with the aim to encourage healthcare Organisation to join quality Journey, NABH has developed Certification programme for Emergency Department in consultation with various stakeholders in the country
- As SMVDNH has already got NABH accreditation hence this study aims to identify and analyse the gaps/issues in various processes and procedure followed in hospital to comply with the standards of NABH. Maintaining the accreditation, update policies and procedure as per the 5th edition, and improve the process as much as possible to improve the compliance
- The study was done to evaluate the compliance in accordance to the NABH Standards of Emergency Department in the SMVDN Hospital

RESEARCH QUESTIONS AND OBJECTIVES

What are the gaps and non-compliances in the emergency departments in accordance with the policies of the organizations and the NABH manual during the internal audit?

- To review the quality of services policy of Emergency Department of SMVDN Hospital, Katra, and the NABH standards.
- To assess the quality of services at the Emergency Department using NABH Standards.
- To find out the facilitating and hindering factors of the quality of services at the Emergency Department.

REVIEW OF LITERATURE

SR.NO	TITLE/YEAR	AUTHOR	OBJECTIVES	METHODOLOGY	KEY RESULTS	REFERENCE
1	Study of compliance of crash carts to standards in the emergency of a tertiary care teaching hospital/ 1 July,2016	Namrata Makkar, Nirupam Madaan	Aim of the study was to perform gap analysis of crash carts in the emergency of a tertiary care teaching hospital by comparing the salient parameters with standards listed by Resuscitation Council UK (for equipment) and National Accreditation Board of Hospitals and health care providers (for management of medication). Further, to assess the improvement in compliance with the simple intervention of	Descriptive, Quantitative Observational study	The root causes of non-adherence to standardization were design of the area and of the cart, amount of workload which lead to neglect of labelling, documentation protocols resulting in decreased accountability and inefficient monitoring which impacted the adequate provision of content and functionality of the items in the crash cart.Human factor engineering in the form of	http://www.msjonline.org/ http://dx.doi.org/10.18203/ 2320-6012.ijrms20162917
2	Patient - Service Provider Communication is a Key for Patients' Satisfaction in Emergency Department - Cairo University Hospitals – Egypt/ 1 Jan,2016	Ghada W. Mohamed, Eman Taher	Display resource and hospital bed utilizationpattern-2009-2013 in Cairo Uni versity Hospital- Emergency Department ,tracking pre-hospital events and understand the perspectives of patients towards hospital services.	Cross-sectional study	There were insignificant difference between satisfied and unsatisfied patients by socio-demographic background , configuration of Pre-hospital events and condition at discharge. Satisfaction from physician performance was detected in 76.3% of patients , while satisfaction from nurse performance was elicited in 51.8%About 69.7% of patients expressed their satisfaction from Patient – Provider communication.	https://dx.doi.org/10.2160 8/ejcm.2016.644

3	Observance of patients' rights in emergency department of educational hospitals in south-east Iran/ 1, DEC,2020	Hojjat sheikh Bardasiri, Zahra Esameili Abdar	Patient right is the most important ethical right in the hospital, which equally, belongs to every human kind. Observance of patient right is responsibility of all treatment staff when they offer treatment and care for patient. This study aims to investigate observance of patients' rights in emergency department of educational hospitals in south-east Iran	Cross-sectional study	Means of total score for observing all essentials of patients' rights in emergency department of educational hospitals were at a moderate level (43.10 ± 15.05) from the viewpoint of patients. The area of "providing health services based on respecting patient's privacy and observing the essentials of secrecy and confidentiality" enjoying the highest mean score (86.89 ± 24.39), was at a good level compared to other areas. The area of "having access to effective complaint management system" showed the lowest mean score ($23/85 \pm 23/07$) from the participants' perspective proving a poor level. Between the patient rights observance and gender, education level, resident status and duration of hospitalization, a significant relationship was observed.	International Journal of Human Rights in Healthcare/ISSN: 2056-4902
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Methodology

STUDY DESIGN: An observational Study

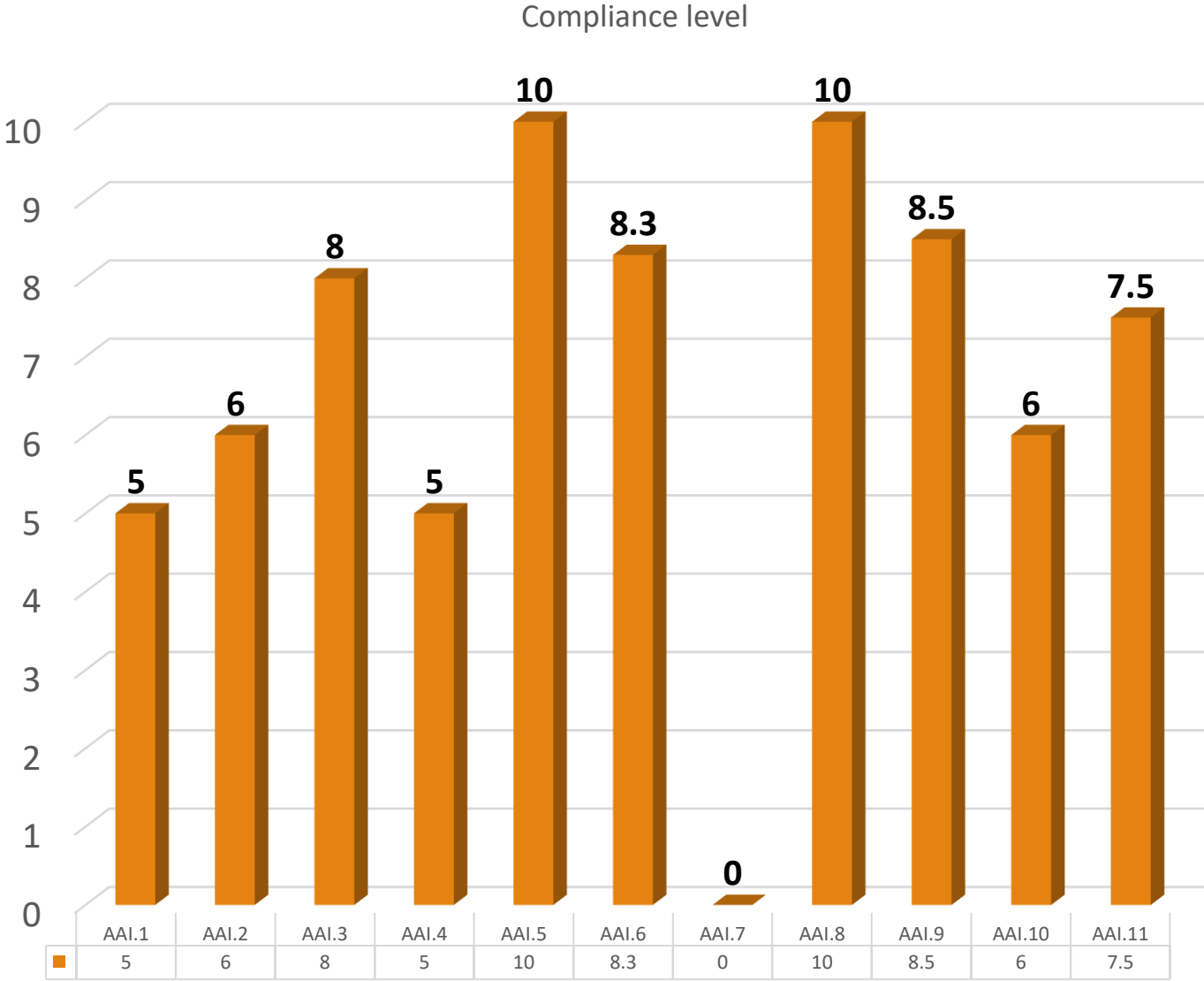
Study Area: Emergency department

Data Collection Methods: Observation, interview with HOD, MO, Nursing staff of the emergency department

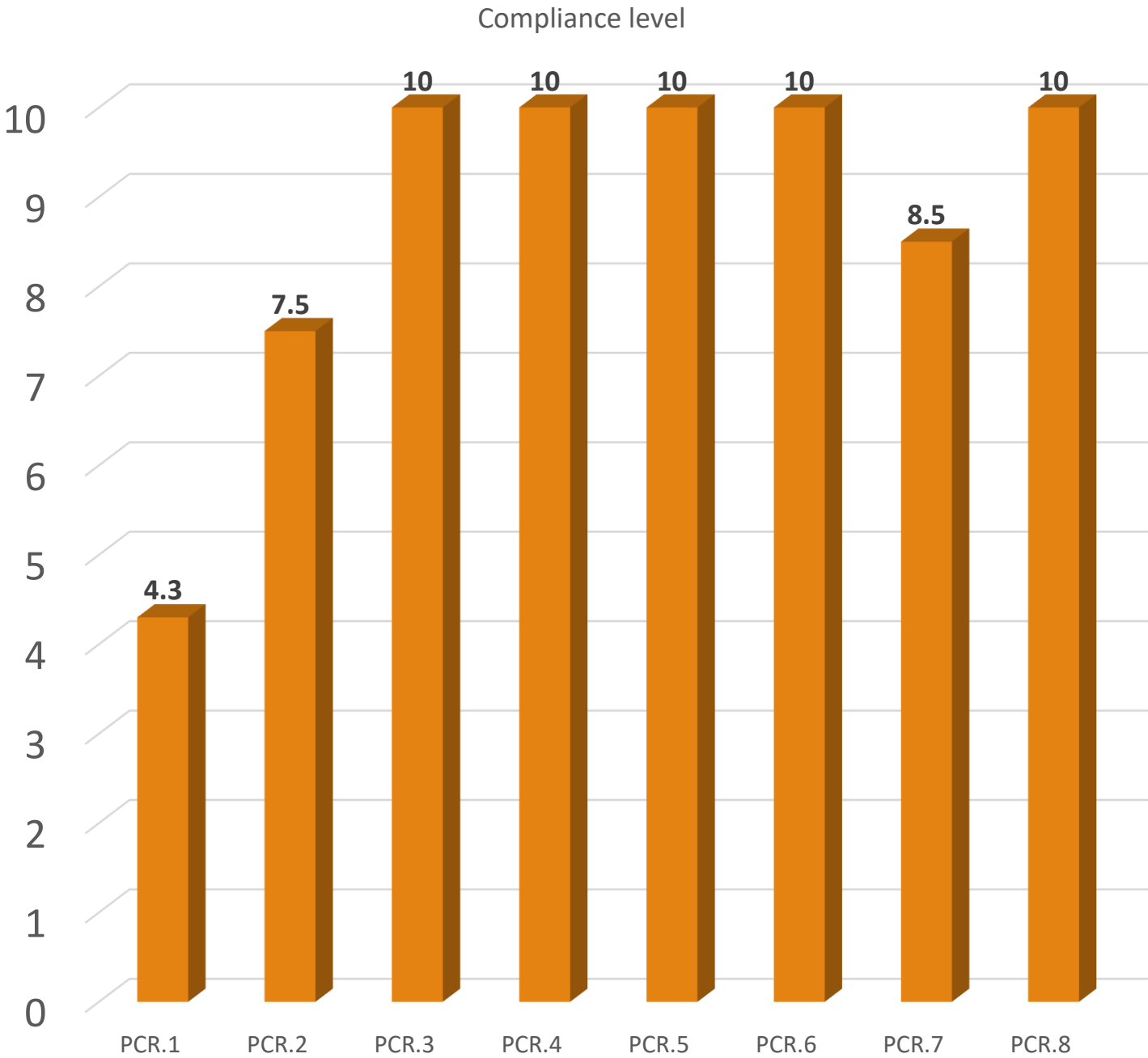
STUDY TOOL: Self-Assessment Audit tool kit (Checklists were prepared according to the 8 chapters of NABH 5th Edition). Interview related to the checklist to clarify

STUDY DURATION: 3 months (March-May, 2023).

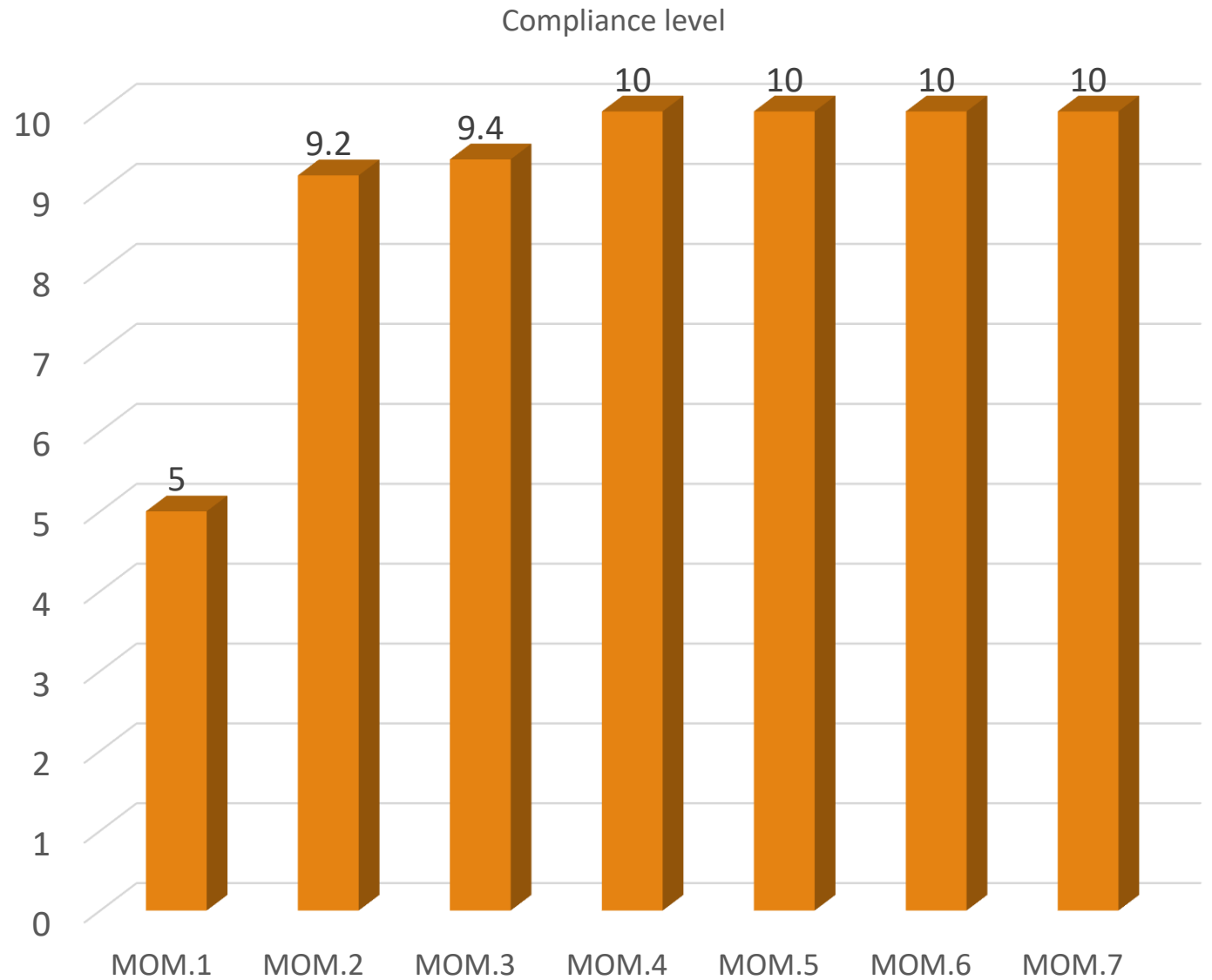
CHAPTER-1 ASSESS ASSESSMENT AND INFORMATION



Chapter-2 Patient Care and Rights

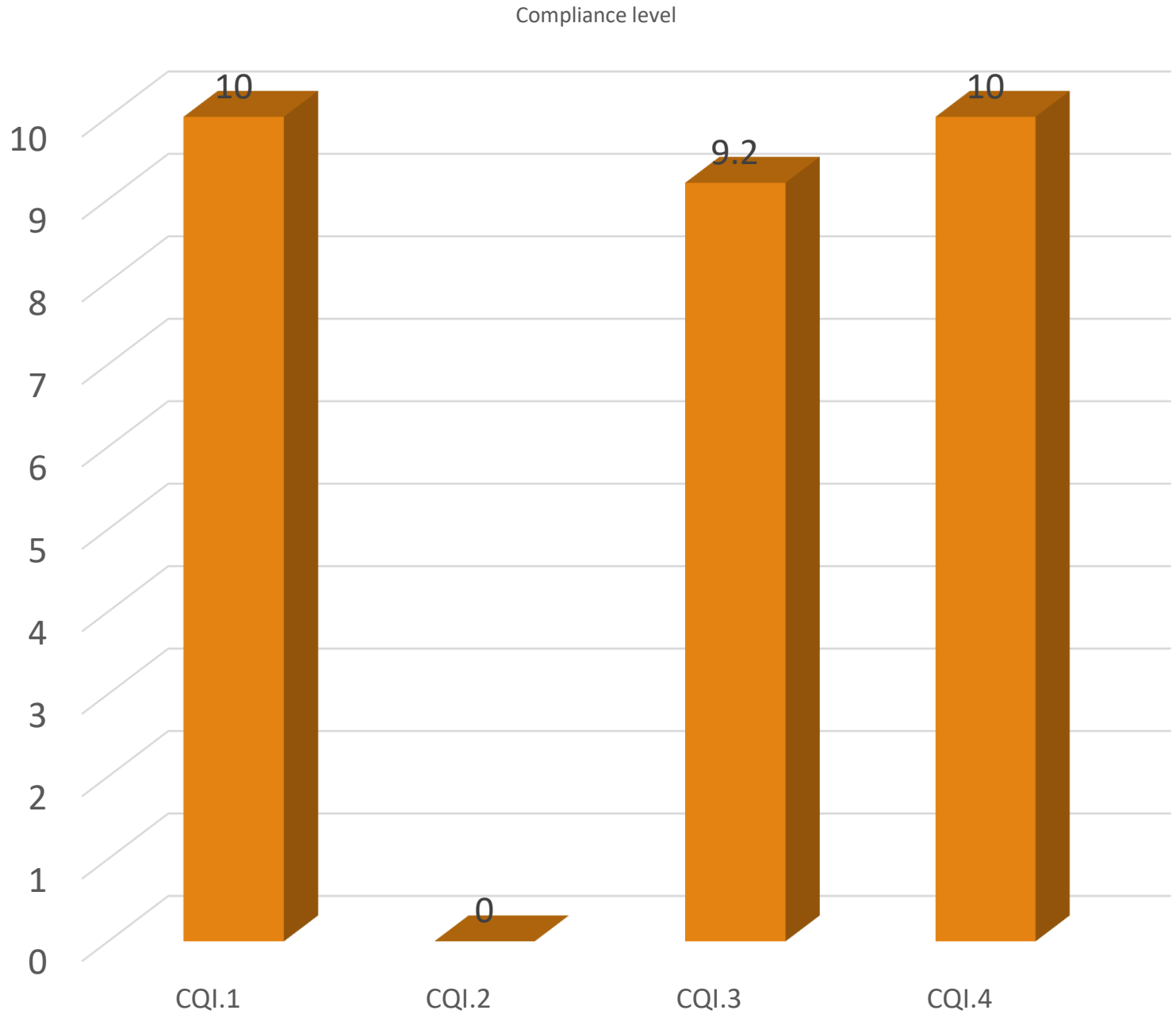


Chapter 3: Management of Medication

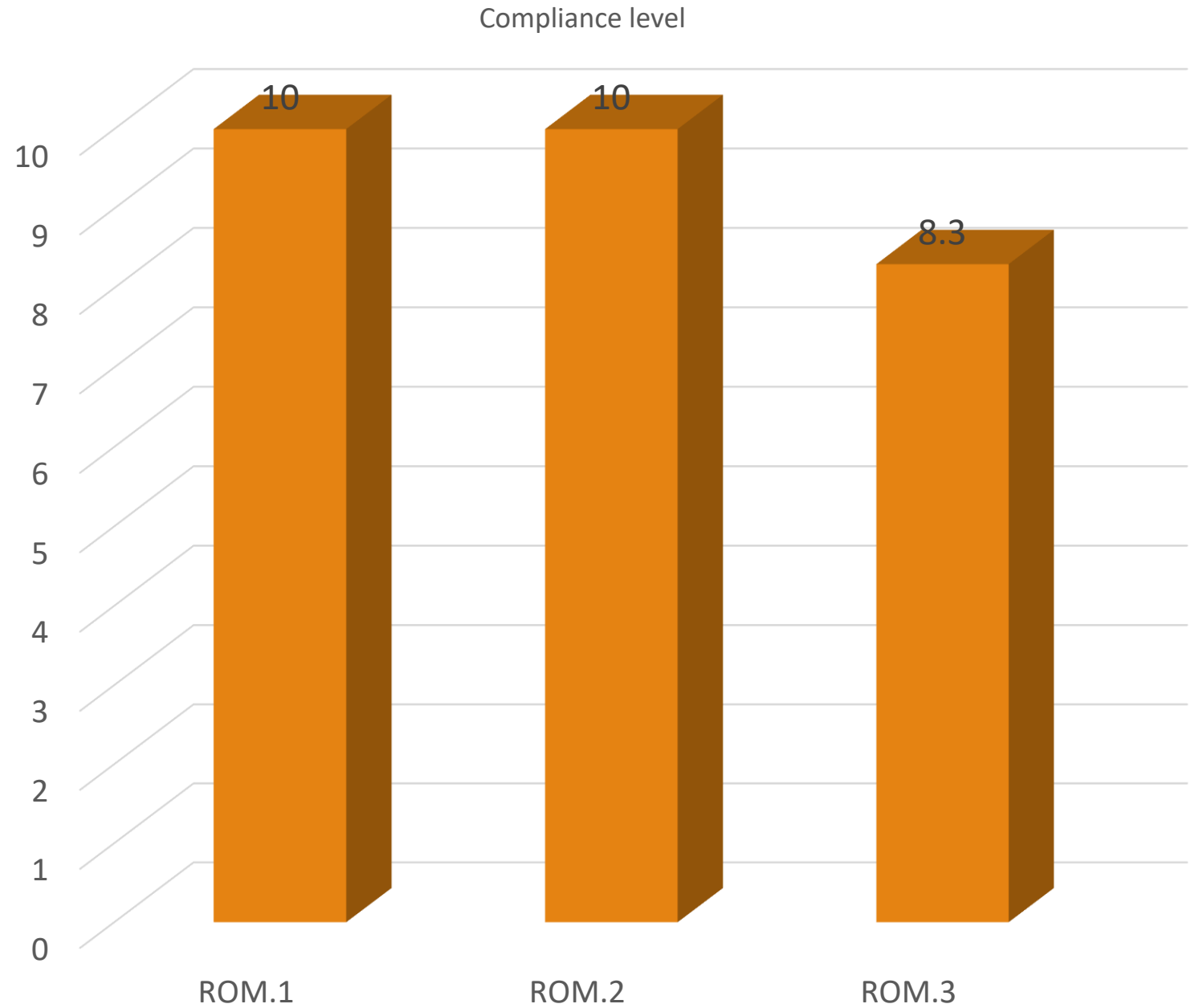


CHAPTER:5

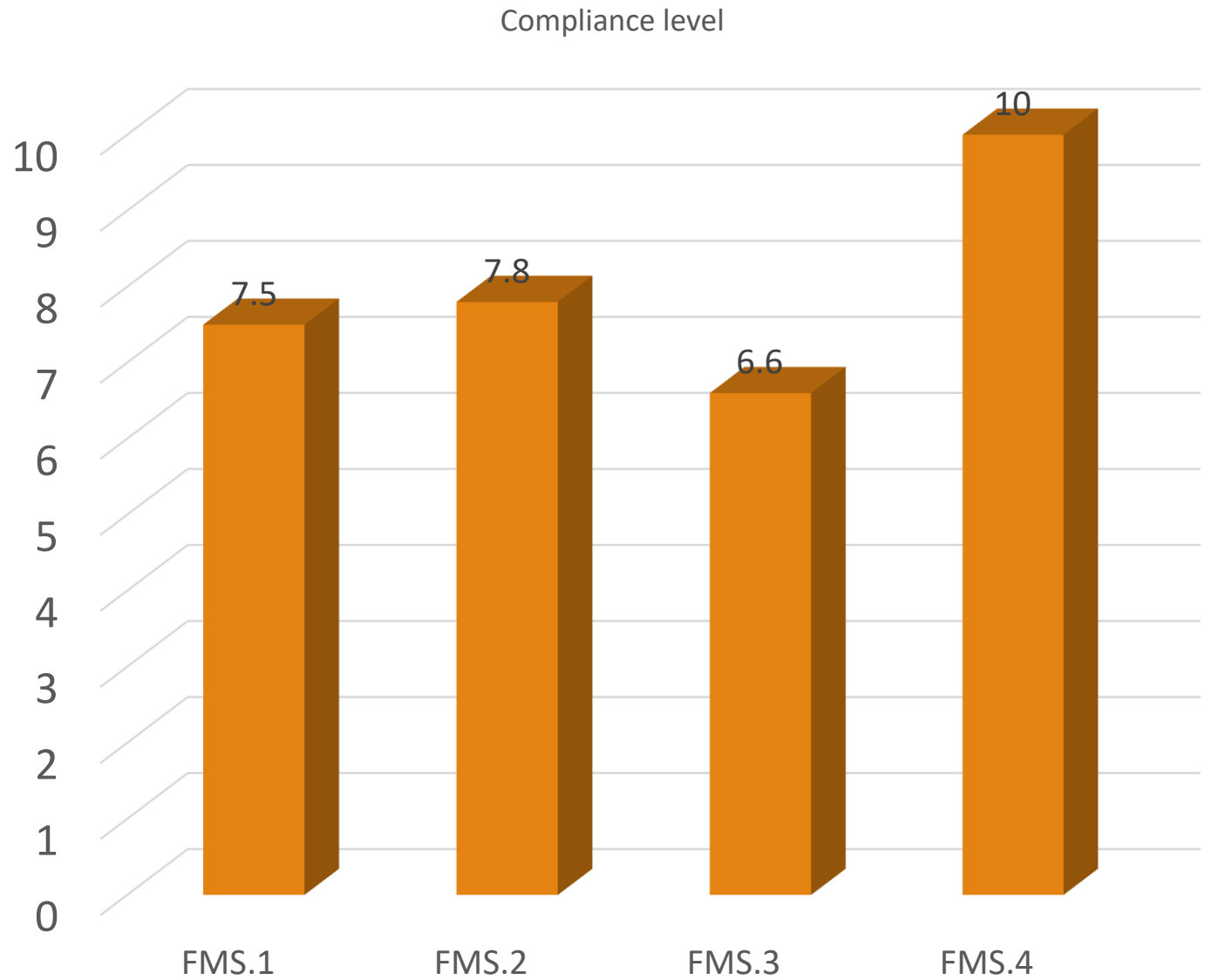
Continuous Quality Improvement



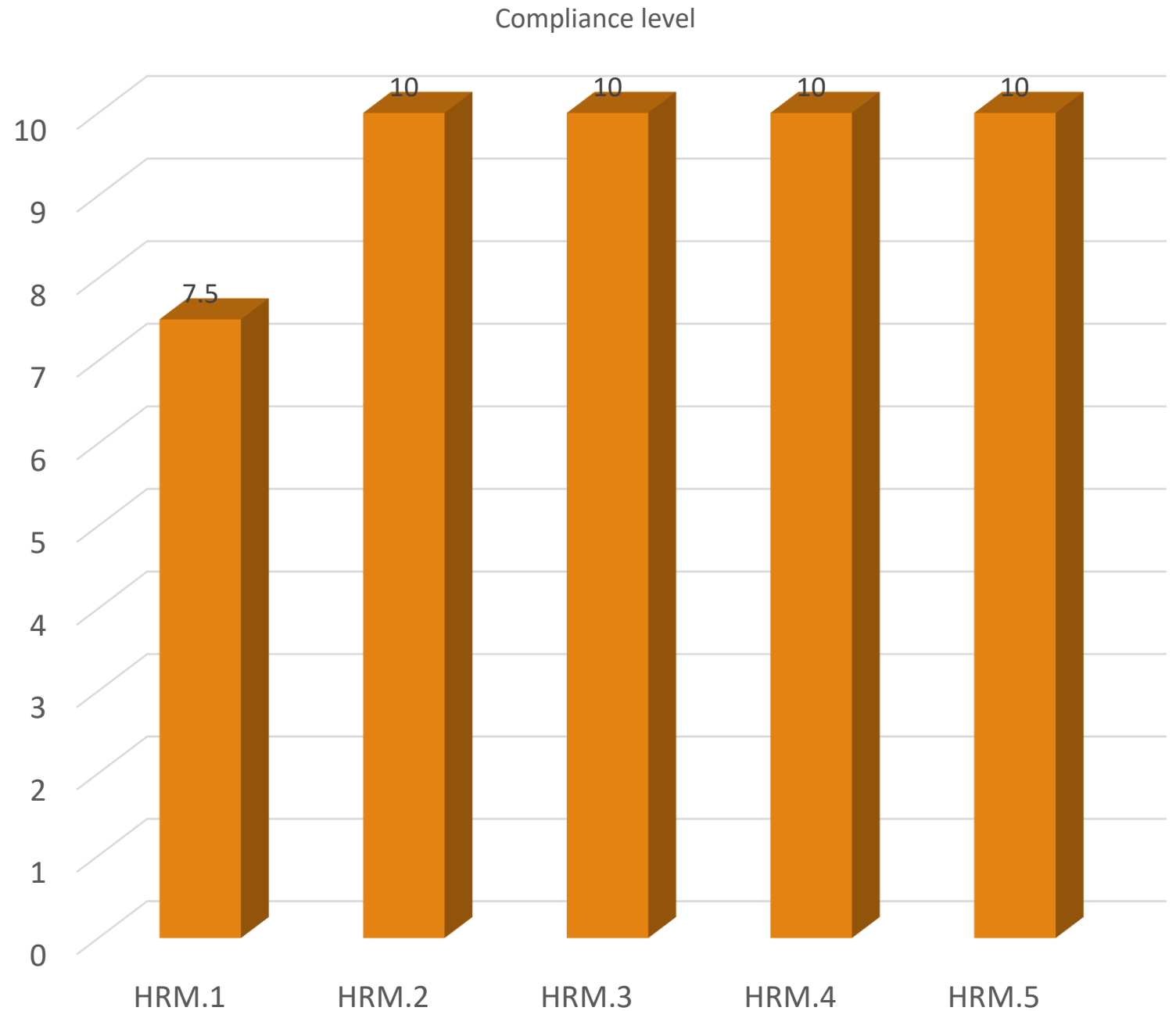
CHAPTER:6- RESPONSIBILITIES OF MANAGEMENT



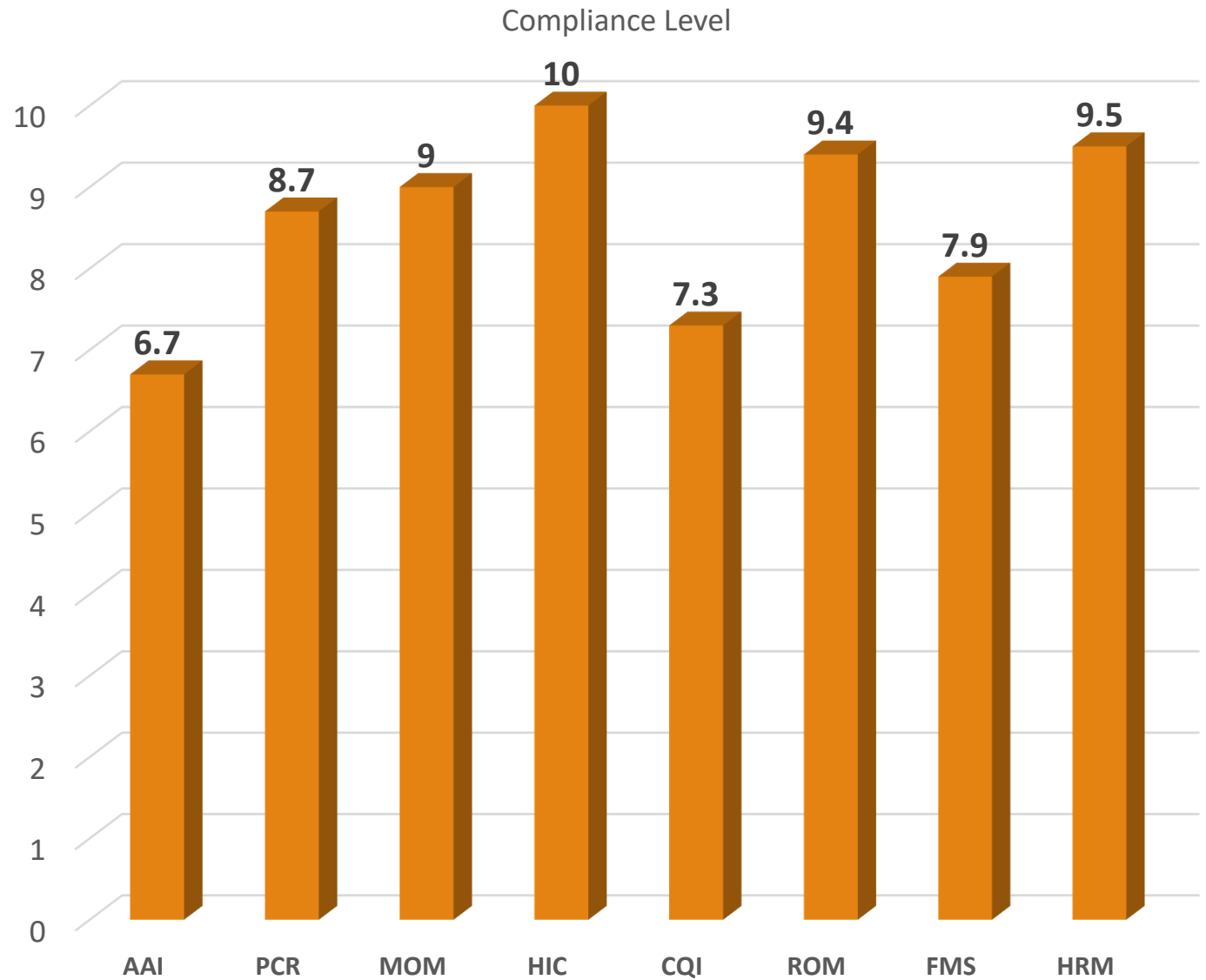
CHAPTER:7- FACILITY MANAGEMENT AND SAFETY



CHAPTER:8 HUMAN RESOURCE MANAGEMENT



AVERAGE SCORE OF NABH CHAPTERS



NON- COMPLIANCE REFER TO THE SELF -ASSESSMENT TOOL



DOCUMENTATION IN MANUAL ABOUT

Alert mechanism not activated upon the arrival of the patient.

Triage area is not well defined.

Entry of the medical record were incomplete in terms of name, signature, date and time.

Chronological order for the patient care documents.

Staff not well trained regarding policies and procedures of the hospital



AMBULANCE RELATED ALL THE POINTS ARE OPEN

Ambulance does not adhere to all statutory compliance

Ambulance is not appropriately well equipped.

Equipment are not checked on daily basis.

Medications used in emergency are not restored in a timely manner whenever used

CONCLUSION

Staff is trained regarding Policies and Procedures of the NABH Emergency Standards through Induction Process.

As per NABH criteria, facilitating All the nursing in charges have been instructed to make the nursing staff follow practice of keeping their files at designated places to avoid cluttering.

non-compliance was observed in terms of lack of awareness of the emergency codes, vision, mission, and hand-washing protocol among the Staff so Induction training is provided to them for the Improvement.

RECOMMENDATIONS

Verbal order forms should be implemented for effective communication between the departments of the organization, and Verbal order Policy is followed properly.

Triage area should be well defined

Facility round Audits should be done on monthly basis i.e; once in a month

There should be a well-defined Formulary for the Emergency Department