

DISSERTATION SYNOPSIS

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1. TITLE

"Enhancing Patient Safety and Operational Efficiency: Admission Workflow Optimization and IPSG Implementation in Apollo Hospital, Ahmedabad

2. INTRODUCTION

The admission process in hospitals is a critical touchpoint that sets the tone for a patient's entire healthcare journey. Inefficient admission procedures can lead to delays, patient dissatisfaction, miscommunication, and increased risk of clinical errors. In high-acuity settings such as the Inpatient Department (IPD), streamlined admissions are essential for maintaining continuity of care, improving patient flow, and ensuring the timely initiation of treatment.

Simultaneously, the implementation of International Patient Safety Goals (IPSG), as mandated by global accreditation bodies such as Joint Commission International (JCI), is fundamental to ensuring patient safety across healthcare delivery processes. These goals—ranging from correct patient identification to reducing the risk of healthcare-associated infections—are especially crucial in inpatient care, where the complexity and intensity of services are high.

This study aims to explore how optimizing the admission workflow can contribute to both enhanced operational efficiency and improved compliance with IPSG standards in the IPD of Apollo Hospital, Ahmedabad—a leading tertiary care institution committed to quality and patient safety.

3. RESEARCH QUESTION

How does optimizing the admission process impact patient safety and IPSG compliance in the Inpatient Department of Apollo Hospital, Ahmedabad?

4. OBJECTIVES

- Primary Objective:

To assess the effectiveness of admission process optimization in improving operational efficiency and International Patient Safety Goals (IPSG) compliance in the IPD.

Secondary Objectives:

-To identify existing gaps and delays in the current admission workflow.

-To evaluate the level of awareness and adherence to IPSG protocols among admission and clinical staff.

- To recommend process modifications for improving safety and efficiency.
- To measure changes in patient satisfaction and key performance indicators post-intervention.

5. HYPOTHESIS

Optimizing the admission process significantly improves operational efficiency and IPSP compliance in the Inpatient Department.

6. MATERIAL AND METHODS

STUDY DESIGN

- Observational, cross-sectional study.

SETTING

- OP department , Apollo Hospital

STUDY POPULATION

- Administrative and clinical staff involved in the admission process, admitted patients in the IPD during the study period.

Inclusion Criteria:

- Patients admitted through the regular admission desk process.
- Patients from OPD (Outpatient Department), ICU (Intensive Care Unit), and IPD (Inpatient Department), Day care.
- Patients of all age groups
- Patients willing to participate provide informed consent.
- Staff members directly involved in patient admission and documentation.

Exclusion Criteria:

- Patients who refuse to participate or give informed consent.
- Emergency admissions and direct ICU admissions.

STUDY TOOLS

- Structured admission workflow checklist.
- IPSP compliance audit tool (based on JCI/NABH standards).
- Patient satisfaction questionnaire (pre-validated).
- Staff feedback form on workflow issues and IPSP implementation.
- Time-motion study sheets for admission duration.

DURATION OF STUDY

- 3 months.

SAMPLE SIZE

- Patients: 100 patients (50 pre-intervention, 50 post-intervention) for Admission TAT.
- Patients: 100 patients (50 pre-intervention, 50 post-intervention) for patient satisfaction score.
- Staff: 15–20 staff members (convenience sampling based on role in admission process) for IPSP compliance and Staff awareness score.

SAMPLING TECHNIQUE

- Patients: Purposive sampling for those meeting inclusion criteria.
- Staff: Convenience sampling.

DATA COLLECTION PROCEDURE

Pre-Intervention Phase:

- Baseline mapping of current admission workflow using direct observation and process flow diagrams.
- Conduct IPSPG compliance audits.
- Record patient admission time and satisfaction.
- Collect staff feedback on pain points.

Intervention Phase:

- Implement identified workflow changes (e.g., form simplification, digital checklists, role clarifications).
- Conduct IPSPG sensitization sessions for staff.

Post-Intervention Phase:

- Reassess admission process time, patient satisfaction, and IPSPG compliance.
- Conduct follow-up interviews/surveys with staff.

OPERATIONAL DEFINITIONS

-Admission process optimization enhances efficiency, accuracy, and role clarity. IPSPG compliance ensures adherence to six key patient safety goals. Operational efficiency is reflected in reduced admission time, fewer errors, and improved coordination. Patient satisfaction is gauged through feedback on the admission experience.

7. DATA ANALYSIS PLAN

- Data will be analyzed using Microsoft Excel.
- Descriptive statistics such as mean, median, and standard deviation will be used to summarize admission time, IPSPG compliance scores and satisfaction levels.
- TAT and data analysis and various open ended staff feedback.
- Graphical representations like bar charts and pie charts will be used for better understanding.

8. ETHICAL CONSIDERATIONS

- Informed consent will be obtained from all study participants.
- Participants' confidentiality and anonymity will be strictly maintained throughout the study.
- Ethical clearance will be obtained from the Institutional Ethics Committee of Apollo Hospital, Ahmedabad.

9. IMPLICATIONS OF RESEARCH

-The study will provide evidence-based recommendations for streamlining hospital admission processes. Improved IPSPG compliance will enhance patient safety and reduce the risk of medical errors. Findings may support administrative decision-making and policy updates for quality improvement. Results can serve as a model for similar process optimization efforts in other hospital departments or institutions.

10. REFERENCES

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