



Name of the Organization
Sir Padampat Institute of Neonatology and Pediatric Health (SPINPH), Jaipur
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Stream/Batch : HM-29
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ORGANISATION PROFILE

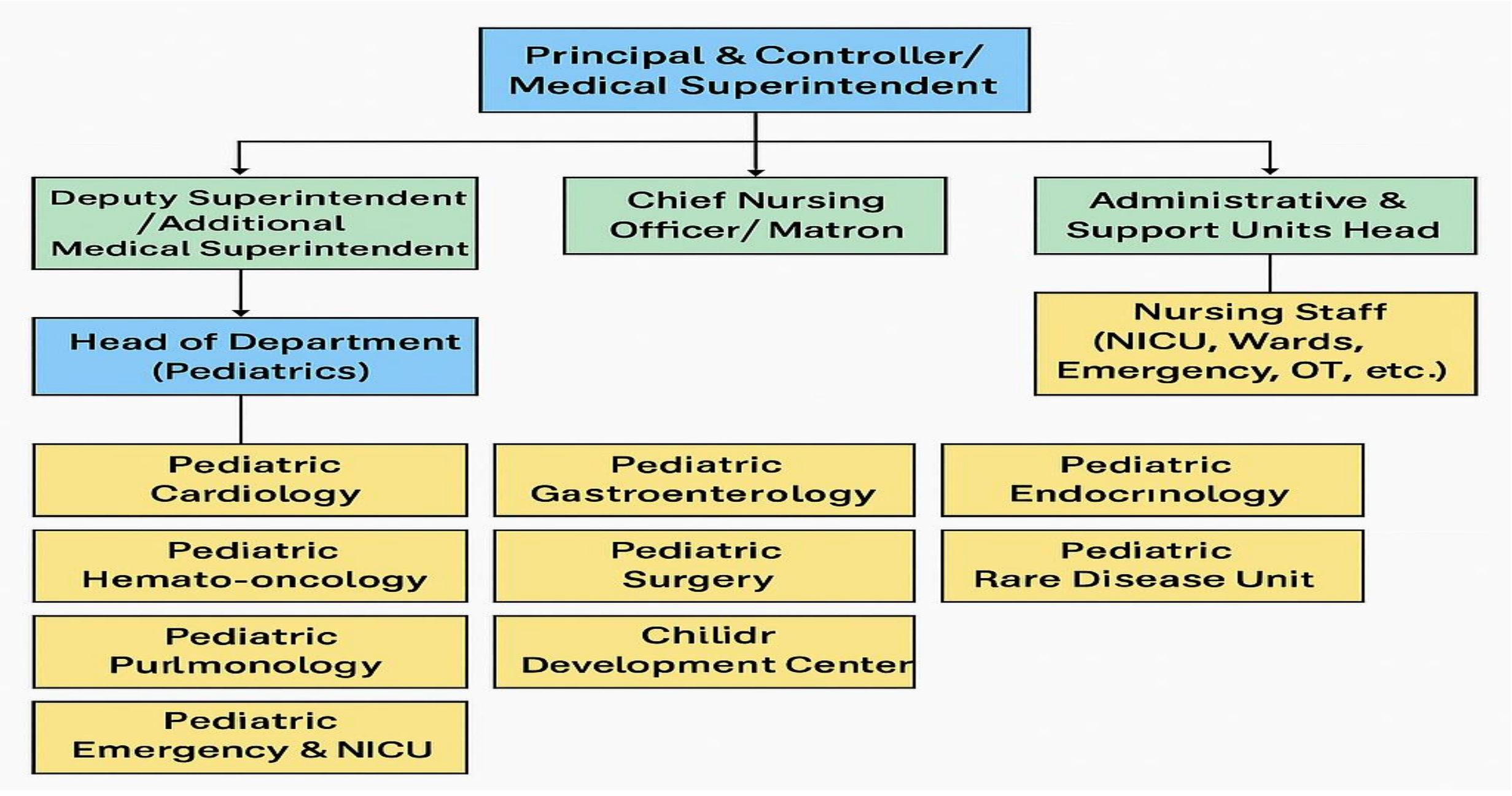
BRIEF HISTORY

The Sir Padampat Institute of Neonatology and Pediatric Health (SPINPH), formerly known as JK Lon Hospital, is the largest pediatric hospital in India today, with 894 beds and over 110 faculty members. It began in 1962 as a pediatric ward in SMS Hospital, became JK Lon Hospital in 1979, initially offering maternal and child services. Later, it shifted focus to exclusive pediatric care and was renamed SPINPH. Today, it offers 200 NICU beds, a 30-bed emergency unit, advanced pediatric sub-specialties, and sees over 5 lakh patients annually, with 82% satisfaction (Govt. of India survey). It was awarded Best Hospital in Jaipur in 2019.

VISION & MISSION

SPINPH envisions being a leading center of excellence in pediatric healthcare, delivering compassionate, affordable, and quality care to every child. Its mission is to provide 24×7 specialized services, ensure ethical and patient-centered treatment, promote continuous training and research, and serve all sections of society with equity and empathy.

ORGANISATIONAL STRUCTURE



LEARNINGS AND VALUE ADDITIONS

Theoretical concepts	Practical Learnings
- Studied MusQan guidelines and quality care standards in pediatrics. - Learned about ideal hospital structure and role distribution. - Understood the process of baseline assessment and data collection tools	- Observed real-time gaps in MusQan implementation at the facility. - Experienced coordination and workflow issues in a live hospital setting. - Conducted on-ground assessments and interacted directly with staff.

KEY FINDINGS

SNCU	OPD	Paediatric Ward	NRC
High compliance in infection control protocols (80%), but gaps in staff training frequency.	Partial implementation of patient-friendly amenities; long waiting times reported.	Basic infrastructure adequate but child-safety features (railings, flooring) lacking.	Found non-functional, lacking infrastructure and dedicated staff.

ABOUT MUSQAN GUIDELINES

MusQan Guidelines, by MoHFW under NHM, aim to ensure safe, respectful, and child-friendly pediatric care. Assessment is done using a scorecard across four departments i.e. SNCU, OPD, Pediatric Ward, and NRC. Focusing on protocols, infrastructure, infection control, and staff competency.



OBJECTIVE

- To assess the current implementation status of MusQan Guidelines at SPINPH, Jaipur.
- To identify gaps in pediatric care services across SNCU, OPD, Pediatric Ward, and NRC.
- To generate a baseline scorecard for guiding quality improvement interventions.

METHODOLOGY

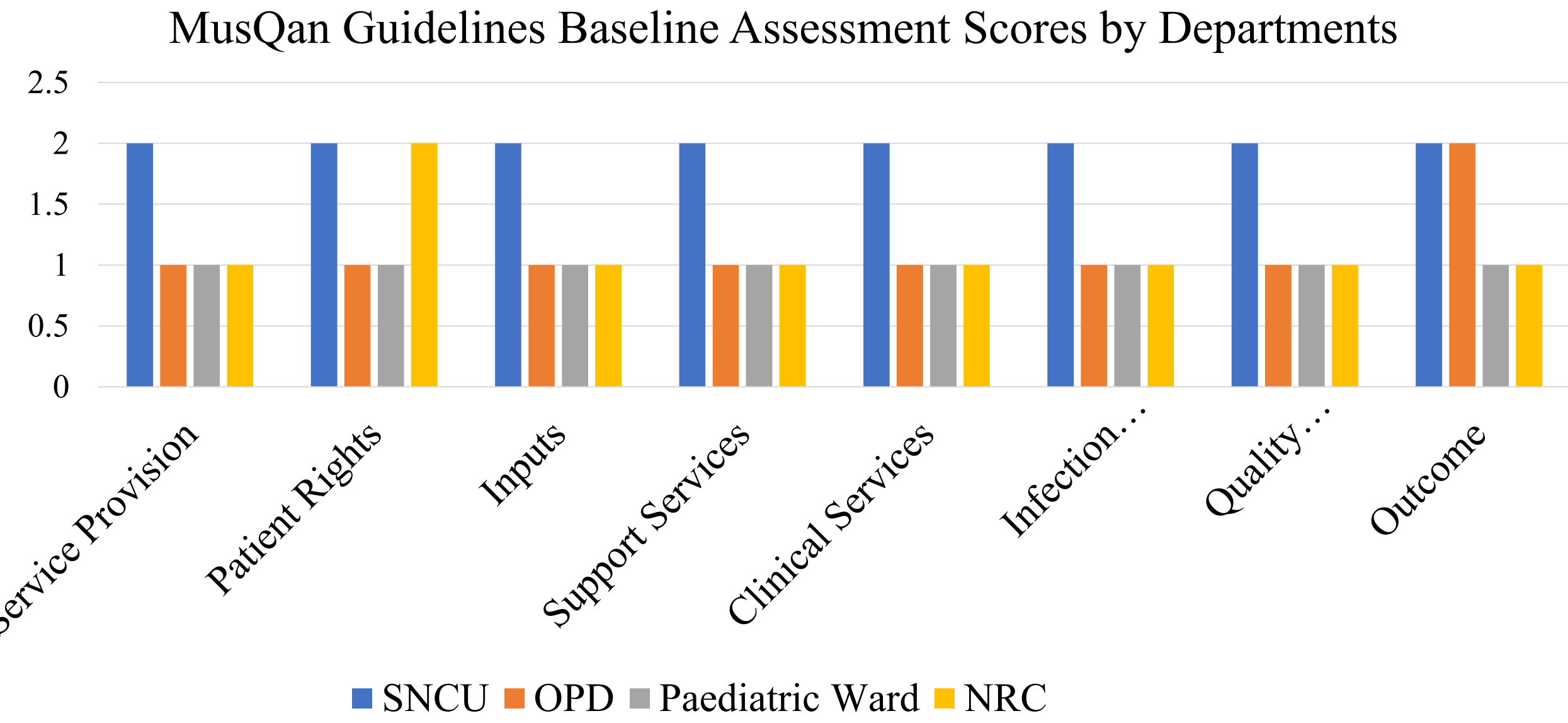
- Study Design:** Cross-sectional baseline assessment.
- Study Sites:** SNCU, OPD, Pediatric Ward, and NRC at SPINPH.
- Tools Used:** MusQan checklists, staff interviews, and facility observations.
- Scoring:** Each parameter rated on a 0–1–2 scale
0 = Not Practiced, 1 = Partially Practiced, 2 = Fully Practiced
- Data Collection:** Observed infrastructure, infection control, and staff practices; conducted structured interviews with key staff members.
- Output:** Department-wise scorecards to highlight strengths and gaps.

SWOT ANALYSIS

STRENGTHS	WEAKNESSES
- Largest Paediatric hospital in India with 894 beds and advanced NICU facilities. - High patient volume (5 lakh/year) with trained paediatric specialists. - Established protocols for infection control and neonatal care. - Recognition as Best Hospital in Jaipur(2019)	- NRC is non-functional and lacks infrastructure. - Inadequate child-safety features (anti-slip flooring, low railings, fire safety gaps). - Lack of regular staff training on MusQan guidelines. - Poor OPD waiting area management and patient friendly amenities.
OPPORTUNITIES	THREATS
- Government Support for MusQan implementation under NHM. - Potential for funding to upgrade NRC and infrastructure. - Scope for digital health interventions (queue systems, health education). - Collaborations with training institutes for regular staff skill upgradation.	- Risk of losing patient trust if quality gaps remain unaddressed. - Overburdened staff due to high patient inflow. - Infection outbreaks due to partial protocol adherence. - Competition from emerging private paediatric hospitals.

OBSERVATIONS

Assessment Domain	SNCU	OPD	Paediatric Ward	NRC
Service Provision	2	1	1	1
Patient Rights	2	1	1	1
Inputs (Infrastructure, HR, Equipment)	2	1	1	2
Support services (Dietary,Laundry,Sanitation)	2	1	1	1
Clinical services (Protocols, care, referral)	2	1	1	1
Infection Prevention & Control	2	1	1	1
Quality Management (Monitoring Review)	2	1	1	1
Outcomes(Records, Mortality)	2	1	1	1



Challenges Faced	Major Learnings
- Incomplete documentation in several departments. - Difficulty in coordinating with busy clinical staff for interviews. - Inconsistent adherence to MusQan standards	- Learned to assess hospital services using national quality guidelines. - Understood practical gaps in pediatric care delivery. - Enhanced skills in observation, documentation, and stakeholder interaction.

SUGGESTIONS TO THE ORGANISATION

- Short-Term
- ✓ Conduct regular staff training on MusQan protocols and infection control.
 - ✓ Display visual health education materials in OPD and wards.
 - ✓ Implement digital queue system in OPD to reduce waiting time.
- Medium-Term
- ✓ Re-establish NRC with child-friendly infrastructure and adequate staff.
 - ✓ Install anti-slip flooring, low-height railings, and fire safety systems in pediatric wards.
- Long-Term
- ✓ Develop structured quality monitoring with periodic MusQan assessments.
 - ✓ Allocate separate parking zones for staff, visitors, and ambulances to reduce congestion.