



GAP ANALYSIS OF SUPERSPECIALITY BUILDING AT MDM HOSPITALJODHPUR BASED ON KAYAKALP GUIDELINES



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Practical Exposure vs Theoretical Understanding

- Studied rules like color coded bins, segregation of infectious vs non infectious waste, and guidelines such as BMW (Management & Handling Rules. Where as in reality, observe how waste is actually handled on ground some times bins are missing, misused, shortage, etc.
- In theory we studied importance of SOP but in reality SOP is not visible as well as not compliant
- In theoretical classes we learned about all equipment, and staff available as per the standard guidelines. Whereas in practical we got the opportunity to observe real time situations
- In theory we learned about the hospitals working on quality of services in contrast mdm maintains its basic operational efficiency even with the daily opd foot fall of 6000 patients

SWOT ANALYSIS

STRENGTH

- High Quality of care
- Experienced staff
- Trust and reputation
- Technology use- IHMS
- Satisfied patient experience
- Bed capacity

WEAKNESSES

- Communication gaps
- Overburdening of staff leading to decreased efficiency
- Overlapping of roles and duties leading to confusion and delayed progress
- Lack of accountability because of lack of role clarity

OPPORTUNITES

- Opportunity for making it NABH/NQAS compliant
- Can be made KAYAKALP guidelines compliant
- Can be made LAKSHYA guidelines compliant

THREATS

- Lack of quality compliance because of higher footfall
- Fire safety vulnerability
- Poor patient feedback because of complex patient flow.

Major Learning

- How hospital administration work in real scenarios.
- Concepts like queue management, waste segregation and patient satiation in daily takes.
- Learned about schemes like MAA yojana , RGHS etc.
- Worked on digital platforms IHMS portal.
- Learned how to manage with limited resources
- Developed practical solution for problems like overcrowding.
- Observed processes like admission, discharge, patent record, and infection control.

Challenges

- Facing challenge to reduce long waiting time due to large footfall daily in OPD, leading to long waiting time
- Multiple approval need for simple tasks.
- Saff are overburdened, leading to delays in service delivery.
- Many patients are confused about where to go for services, especially in OPD departments.
- Improper segregation of waste because of shortage in color plastic bag.
- Patients are often sent from one unit to another without clear instructions or documentation.

About Project

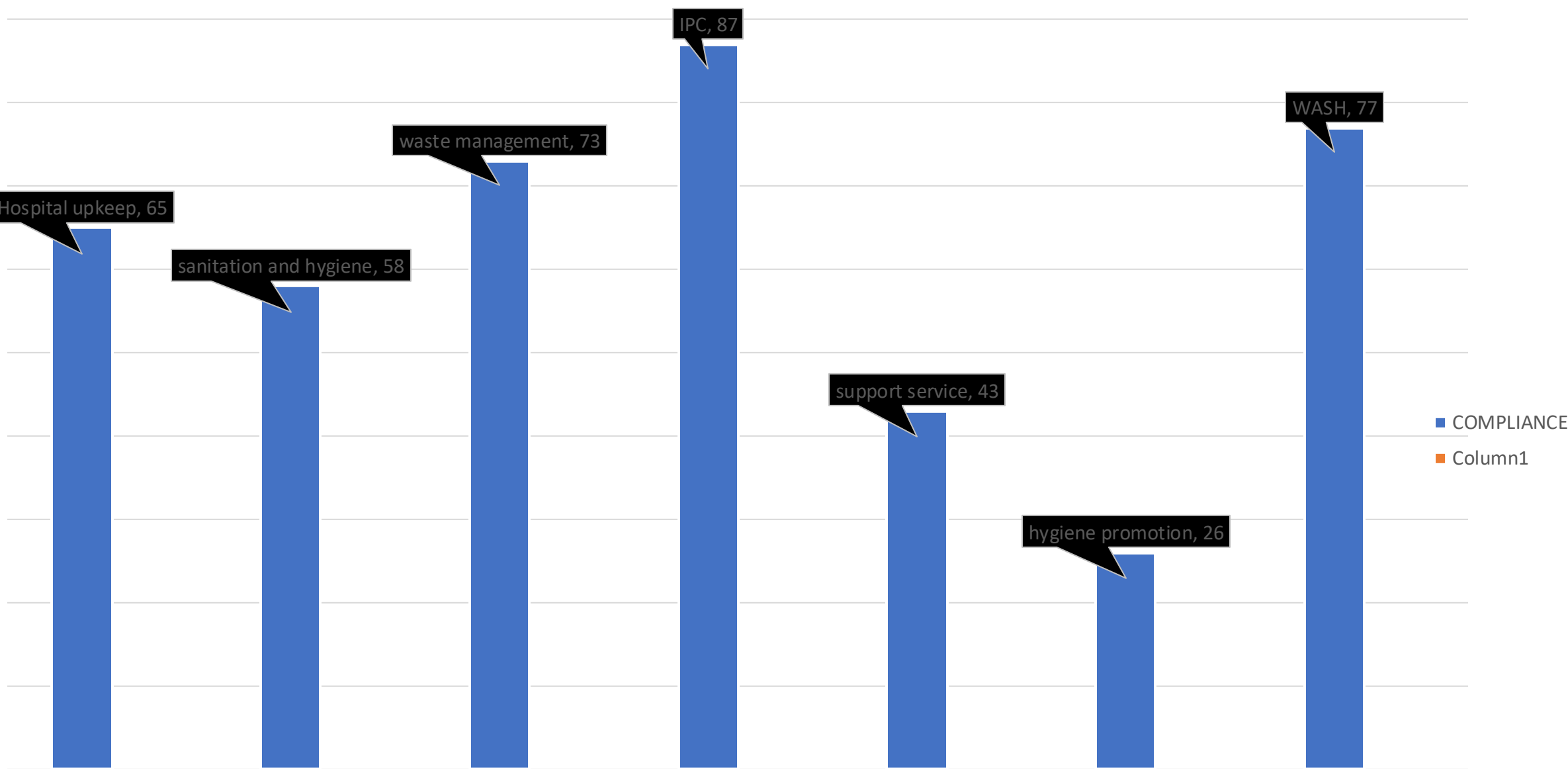
The project focused on conducting a comprehensive gap analysis of the Superspeciality building based on the Kayakalp guidelines, which aim to promote cleanliness, hygiene, and infection control in public health facilities All thematic areas of Kayakalp were assessed, including hospital upkeep, sanitation and hygiene, infection control, support services, waste management, and behavioral practices . The goal was to identify existing gaps, understand their impact on patient care and service delivery, and provide practical, implementable recommendations to improve the hospital’s compliance with quality and cleanliness standards.

Gap Analysis & Key Findingsamong

A thorough assessment of the hospital's sanitation and hygiene practices was conducted across key areas , including circulation corridors, walls, roofs, and cleaning routines, based on Kayakalp guidelines.

- Unclean Circulation Areas:** Presence of dust, stains, and cobwebs in certain corridors indicates lapses in routine cleaning.
- Inadequate Cleaning Frequency:** Corridors are not consistently cleaned twice daily as per the recommended.
- Poor Visibility of Cleaning Schedules:** Cleaning charts and schedules were either not displayed or not updated regularly.
- Training Gaps:** Cleaning staff lacked clarity on standard operating procedures (SOPs) for sanitation tasks.
- Absence of checklist verification by a supervisor or nursing superintendent**
- Lack of awareness staff regarding concentration ratio of disinfectantsstandards**

Marks obtained by each theme in KAYAKALP checklist



Mission:

Provide personalized healthcare that focuses on patient happiness and well-being through optimal, evidence-based medical interventions. To improve patient outcomes through investments in medical technologies. To encourage health education and wellness through active engagement in community outreach and public health programs.

Vision:

To provide comprehensive healthcare services accessible to all. To become a model and global leader in healthcare, and a research center on health.

