

ABOUT THE ORGANISATION



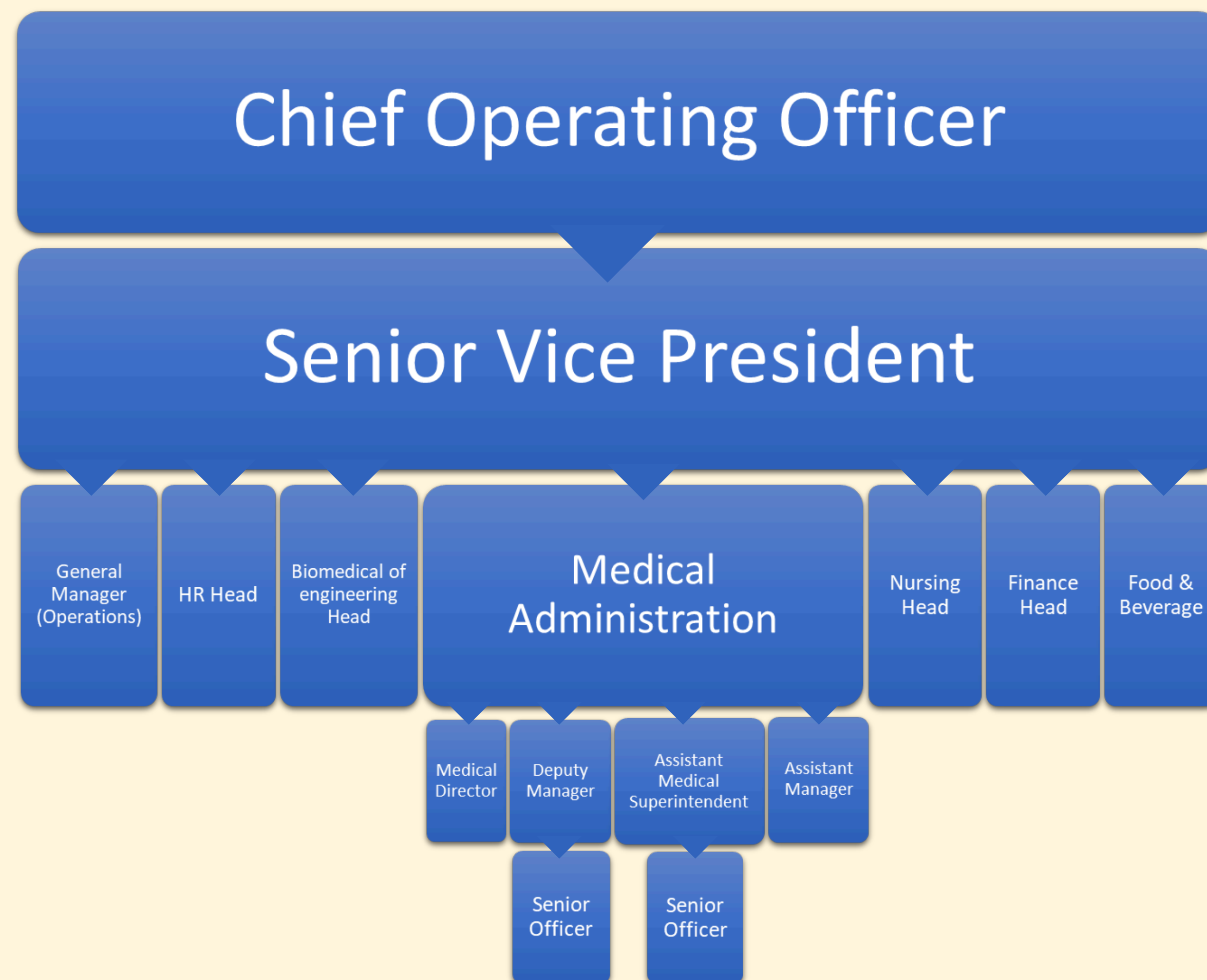
MAX Superspecialty Hospital, Mohali, established in 2011, is a 250+ bedded multi-specialty facility offering over 46 specialties including **Neurosciences, Cardiac Sciences, Cancer Care, Orthopedics, Obstetrics & Gynecology**, among others.

The hospital is well-equipped with a Medical Intensive Care Unit (MICU), Surgical Intensive Care Unit (SICU), Critical Care Unit (CCU), and Cath Labs. It is accredited by NABH and also houses NABL-accredited Max Labs and blood banks.

MISSION AND VISION

TO SERVE: With commitment and compassion in the heart, deliver the highest standard of patient centered care to those they serve.
TO EXCEL: To excel from a dream team of doctors and specialties to support staff that goes the extra mile to deliver quality care, excellence in their DNA.
VISION: To be India's most respected healthcare provider, committed to top clinical standards, patient care, advanced technology, and leading research.

ORGANISATIONAL STRUCTURE



AIM OF THE PROJECT

To evaluate compliance with the WHO Surgical Safety Checklist in OTs, identify implementation gaps, and assess the impact of training on improving adherence and patient safety.

SWOT ANALYSIS

STRENGTH

- OT staff are trained in basic checklist protocols.
- Existence of SSC policy (though enforcement is weak).
- Presence of infrastructure and environment to support compliance.

WEAKNESS

- Checklist often filled retrospectively or skipped entirely.
- Lack of clear accountability for checklist completion.
- Lack of strict monitoring, audit, or feedback.

OPPORTUNITIES

- Scope to improve accountability through role assignment.
- Integration of automated reminders and digital checklists.
- Training and orientation for all surgical team members.

THREATS

- High surgical load creates time pressure in OT.
- Inadequate staffing in some shifts increases checklist neglect.
- Environment with multiple lined-up cases increases error risk.

TOWS ANALYSIS

STRENGTH-OPPORTUNITIES (S-O STRATEGIES)

- Use existing infrastructure to digitize SSC and implement auto-reminders.
- Train and assign existing staff to own checklist roles with tech support.
- Leverage existing SSC policy framework to integrate feedback mechanisms.

WEAKNESS-OPPORTUNITIES (W-O STRATEGIES)

- Assign dedicated SSC coordinator in each shift to ensure accountability.
- Digitize checklist with mandatory fields to avoid retrospective filling.
- Introduce regular feedback and monitoring to improve checklist discipline.

STRENGTH-THREATS (S-T STRATEGIES)

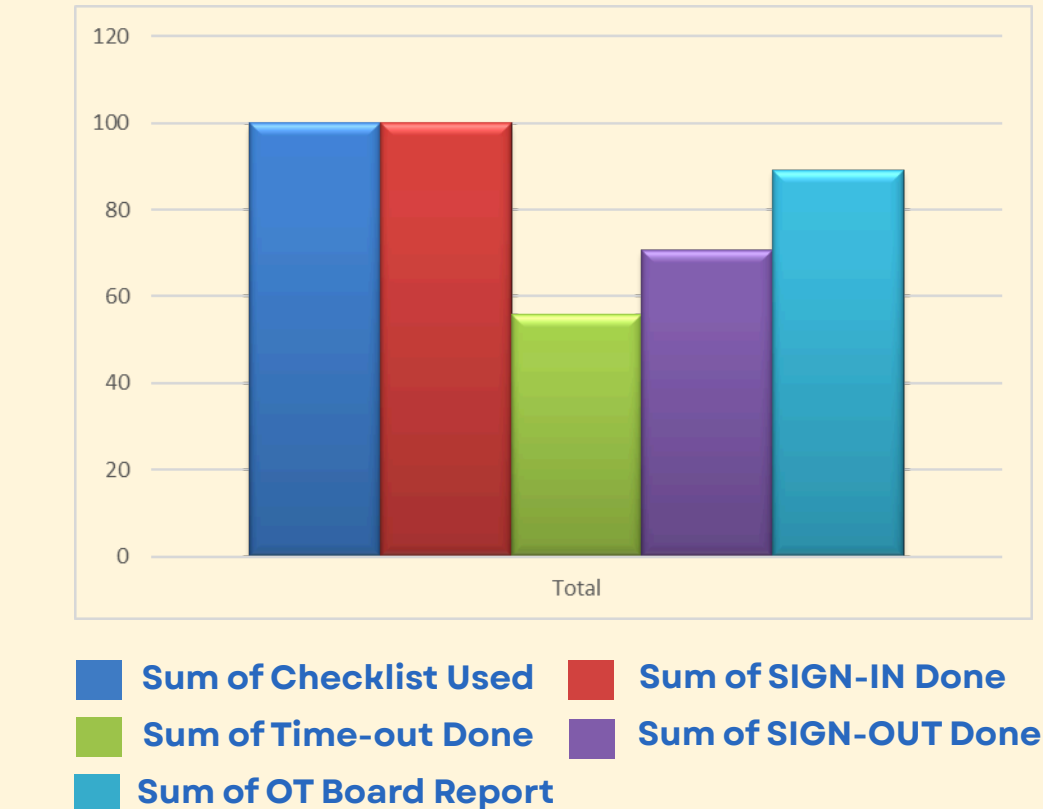
- Use HIS/EHR to manage case load visibility and avoid checklist skipping.
- Create buffer time between cases through SOPs, reducing OT pressure.
- Engage strong existing infrastructure to streamline multiple-case management.

WEAKNESS-THREATS (W-T STRATEGIES)

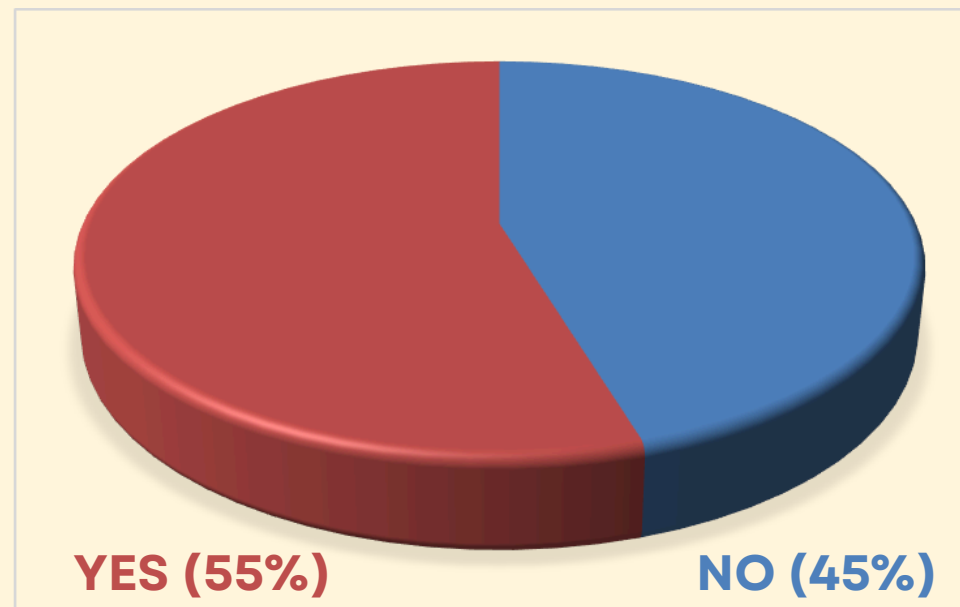
- Automate checklist reminders to prevent skipping under time pressure.
- Introduce strict SOPs and accountability even with late arrivals.

DATA ANALYSIS

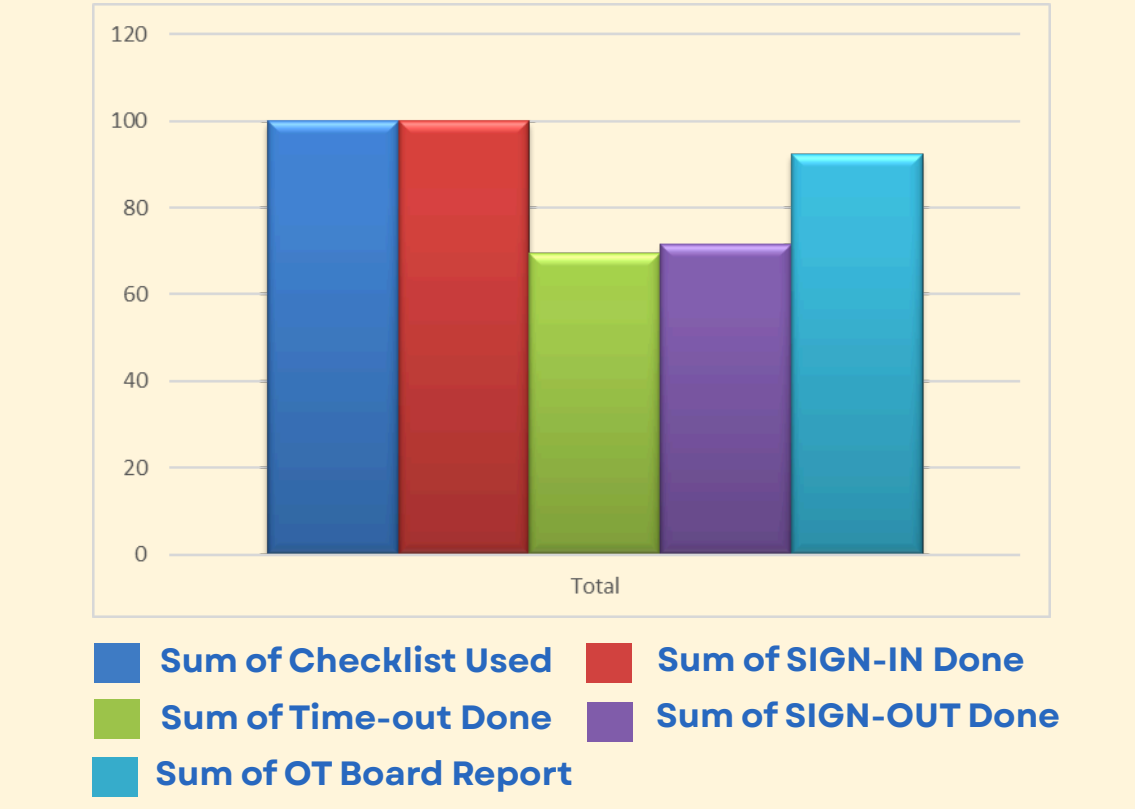
PRE INTERVENTION



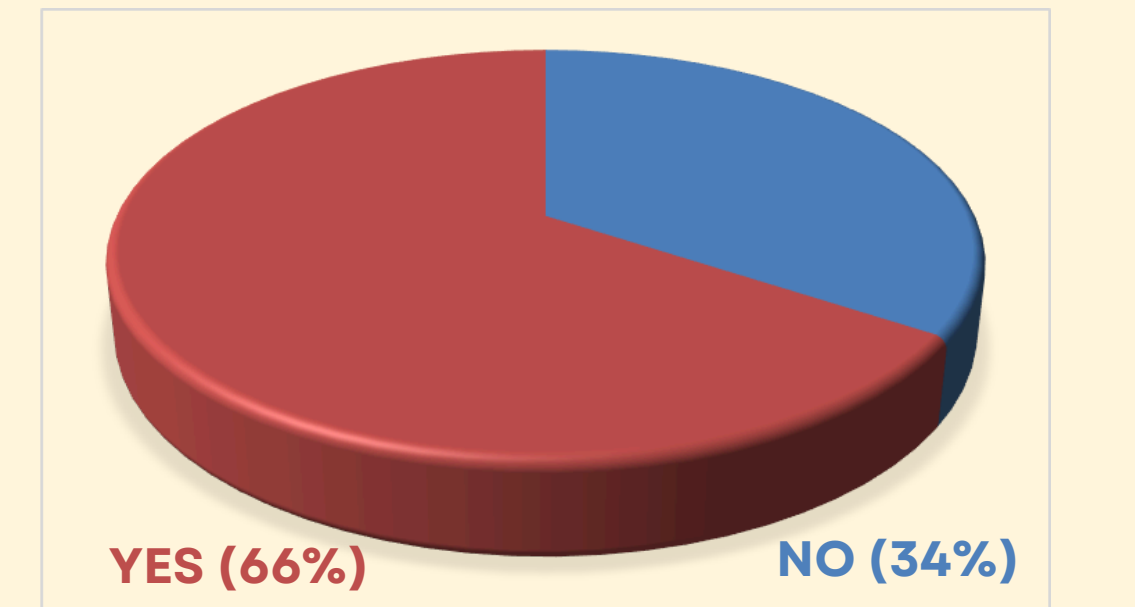
PRE INTERVENTION COMPLIANCE



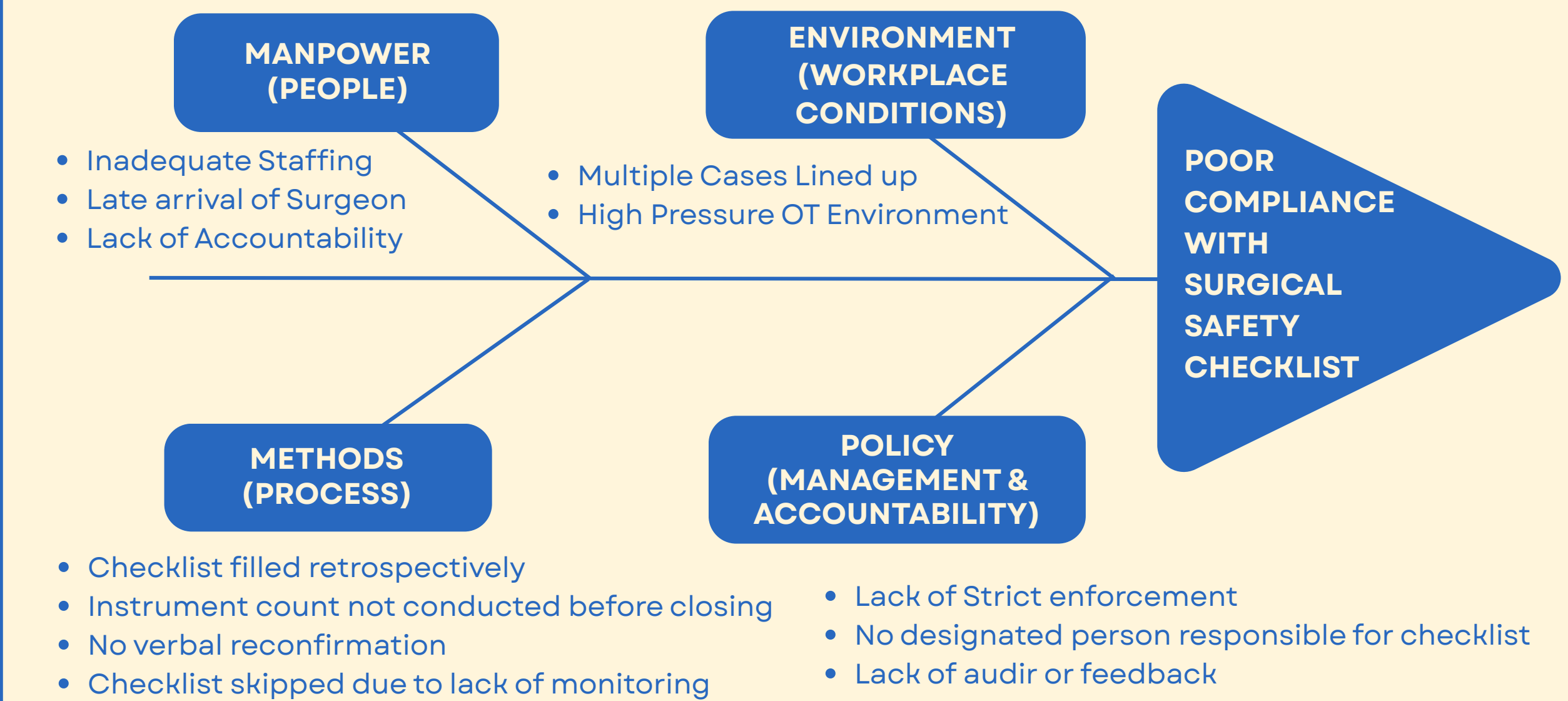
POST INTERVENTION



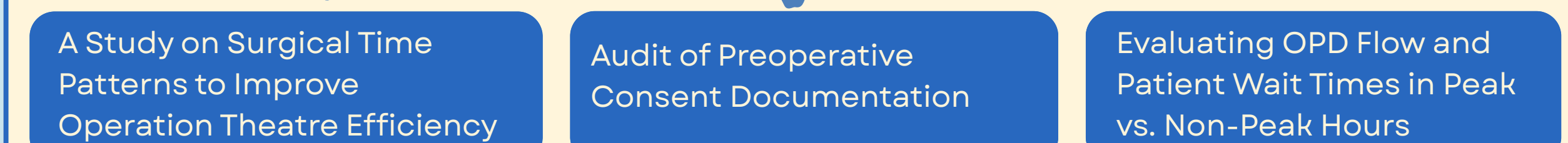
POST INTERVENTION COMPLIANCE



ROOT CAUSE ANALYSIS



OTHER PROJECTS



SUGGESTIONS

- Regular training sessions should be taken
- Ensure enough manpower is available in each shift to manage workload smoothly
- Set Up Patient Navigation Counters at all key entry points to guide patients through departments.
- Strengthen Internal Audits Across Departments
- Designate Priority Lanes/Counters for Elderly, Pregnant Women, and Differently-Abled in registration and pharmacy.

THEORETICAL

- Learnt about ideal workflows, lean systems, and quality improvement
- Studied proper format and legal importance of records
- Learnt about HIS, EMR, and digital health innovations

PRACTICAL

- Data Collection & Analysis
- Experienced manpower shortages, multitasking and overlapping responsibilities
- Experienced actual teamwork, communication gaps, and interdepartmental delays

CHALLENGES

- Data Access and Confidentiality
- Faced communication gaps with clinical staff due to their busy schedule
- Cross-Department Coordination
- Challenge in Suggesting Improvements
- Incomplete Access to Digital Systems

LEARNINGS

- Helped develop skills in communication, teamwork, time management, and decision-making.
- Importance of Role Clarity and Accountability
- Data Collection & Audit Skills
- Problem-Solving & Root Cause Analysis
- Operational Insight into High-Pressure Settings.
- Ethical Considerations and Confidentiality.
- Exposure to Digital Health Tools