



Assessment of IPSPG Compliance and Knowledge among the Nursing Staff of Cloud Nine, Sarjapur, Bangalore

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BRIEF HISTROY AND DESCRIPTION

Cloudnine Group of Hospitals founded in 2007 by renowned neonatologist Dr. R. Kishore Kumar in partnership with Sequoia and True North , has grown to provide top-tier maternal ,gynaecological, fertility, neonatal and paediatric care across India. Cloud nine's proactive approach is reflected in their comprehensive maternity programs including Prenatal Workshops ,the award winning management of Baby Affairs program, Prenatal Yoga &Aerobic sessions, and Baby Shower celebrations. These initiatives offer expectants mothers premium professional guidance and care, essential for a healthy pregnancy.

Cloud nine Hospital, Sarjapur Road in Bangalore, offers top-tier maternal, gynaecological, fertility, neonatal and paediatric care. Key features include 10 Level 3 NICU, 3 daycare beds, 2 operation theatre, 1 Lamaze room, and 3 Presidential suites and 4 suite rooms. Services include comprehensive prenatal and postnatal care, high- risk pregnancy management, advanced gynaecological treatments, and specialized paediatric care. The facility also offers state-of-the-art fertility treatments and cutting-edge radiology services. Cloud nine's unique programs, such as the management of Baby Affairs, prenatal workshops, lactation consultations and baby shower celebrations ensure premium guidance and care for expectant mothers.

VISION

To be the kind of leader in the space of women and child health that India has not witnessed yet, by providing premier quality healthcare to women and children.

MISSION

Our aim is the pursuit of excellence in providing the best maternal and neonatal care by setting higher standards for ourselves and striving constantly to achieve them

CHALLENGES FACED DURING INTERNSHIP

- During the initial days, data collection was difficult due to the busy schedule of the nursing staff. As the time progressed, it was resolved.
- Adapting to a new environment and culture.
- Lack of regular communication with the industry mentor

RESEARCH QUESTION

How much does the nursing staff adhere to and are aware about the International Patient Safety Goals(IPSG)?

ABOUT THE PROJECT

The International Patient Safety Goals (IPSG) were developed in 2006 by the Joint Commission (JCI) to promote specific improvements in patient safety world wide. There are 6 IPSG:

1. Identify patients correctly.
2. Improve effective communication.
3. Improve the safety of high alert medications.
- 4.Ensure safe surgery.
5. Reduce the risk of Healthcare associated infections
6. Reduce the risk of patient harm resulting from falls.

OBJECTIVES

1. Assessing the current level of IPSG knowledge among nursing staff using a structured questionnaire.
2. Monitor and document compliance with IPSG standards through direct observation.
3. To find out the association between level of knowledge and compliance of IPSG.
4. Recommend training sessions or policy changes to improve compliance.

METHODOLOGY AND DATA COLLECTION

STUDY DESIGN: Random Sampling.

STUDY DURATION : 1 Month

- Observation of process compliance – 15/06/2025 to 30/06/2025
- Knowledge assessment and analysis- 1/07/2025 to 15/07/2025

SAMPLE: 49 Nursing staff of critical and non-critical areas.

COLLECTION TOOL: Checklist for process observation(5 indicators) and Microsoft forms for knowledge of the Nursing staff (25questions).

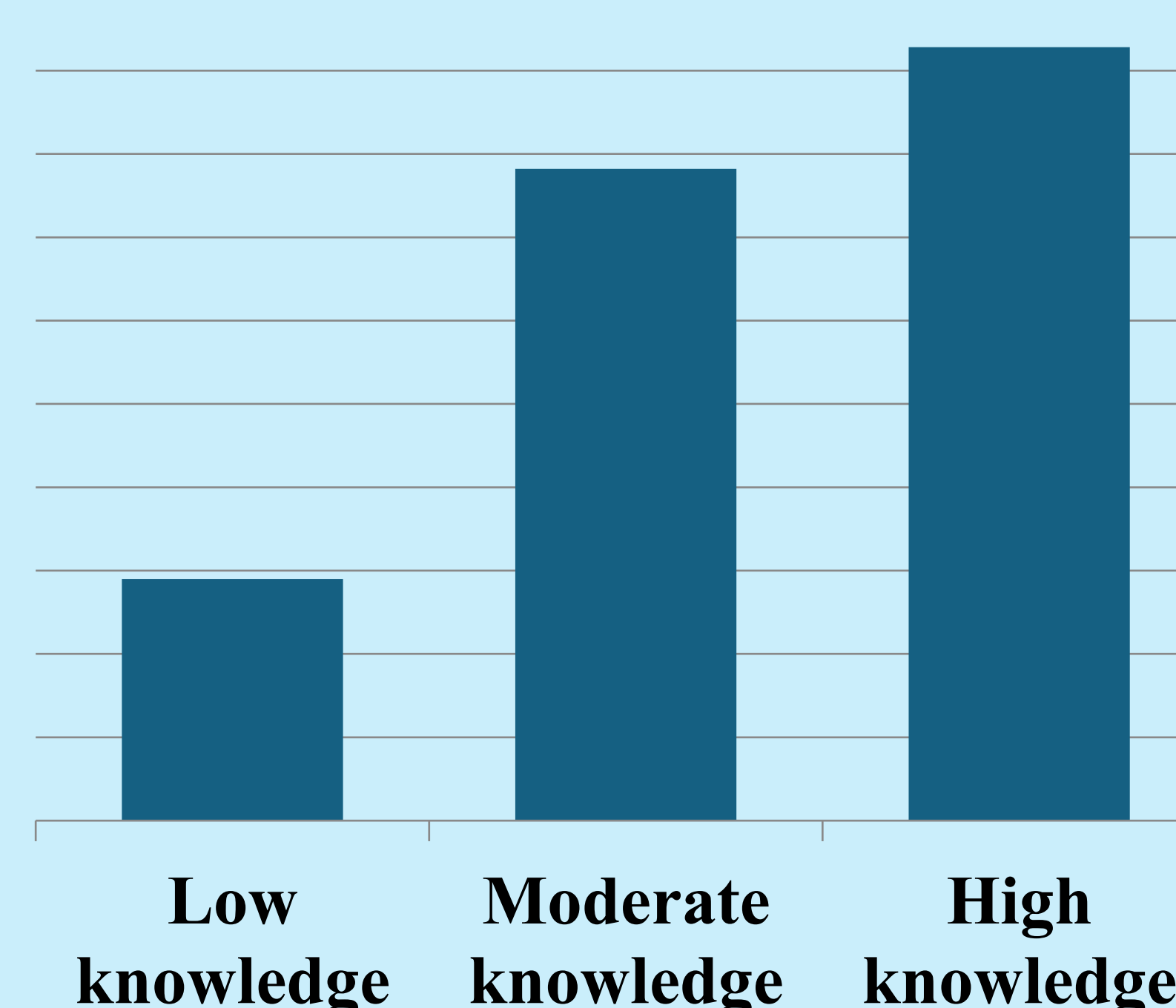
DATA ANAYLSIS TOOL: Microsoft Excel.

RESULTS

FIG: 1 Process compliance (n=49)



Figure 2: Level of knowledge about IPSGs among nursing staff (n=49)

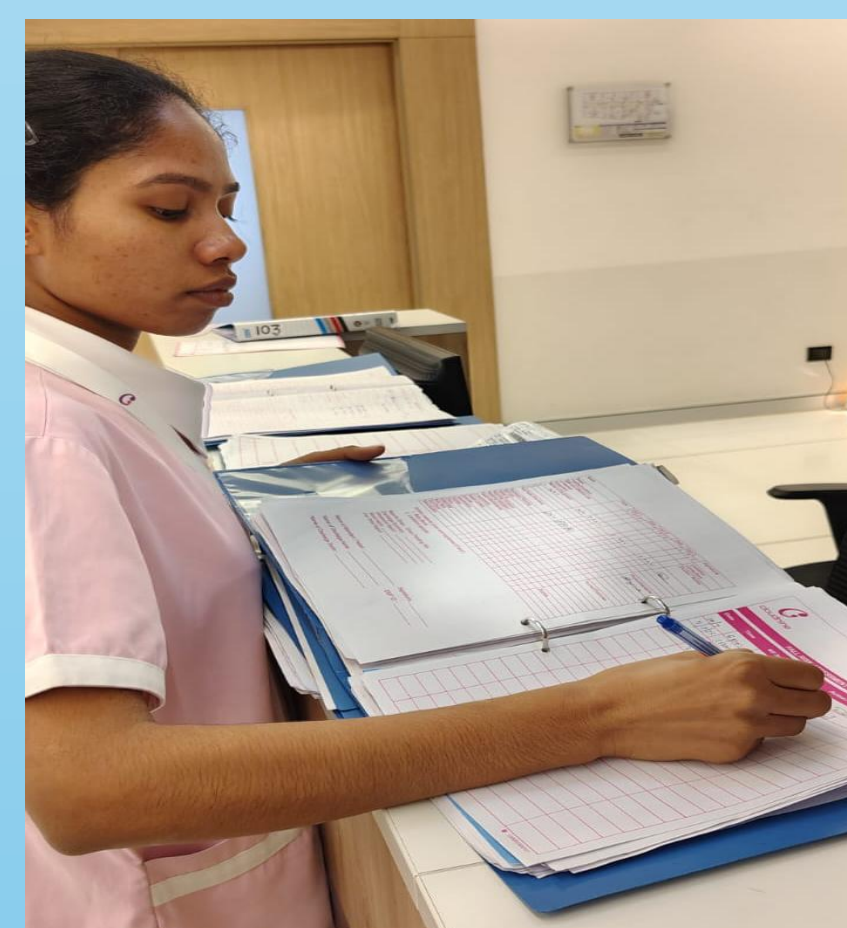


DISSCUSSION

- Highest process compliance was found for goal 3 (97% 47 out of 49 Individuals), while the lowest compliance was observed for Goal 5(86% 42 out of 49 Individual).
- Moderate knowledge was found among around 23% (11 Individuals) and around 77% (38 Individual) found having high knowledge of the IPSG's.
- Find significant association between level of knowledge and process compliance of the nursing staff in the studied hospital. It emerged out from the analysis that there was a statistically significant association between level of knowledge and process compliance .



Executive Following Effective Communication. (ISPG-2)



A Staff Filling Fall Risk Assessment Form. (IPSG-6)

SWOT ANALYSIS- CLOUDNINE SARJAPUR

STRENGTH

- Strong brand reputation
- Specialized services in maternity, gynaecology, neonatology, fertility and paediatrics.
- NABH Accreditation.
- Well-trained and experienced clinical support teams :Lactation, Consultants, Physiotherapists and Nutritionist.

WEAKNESS

- Nurse staff shortage.
- New hospital establishment.
- Limited bed capacity (25) restrict scaling of In-patient services.
- Compliance gaps in new staff.

OPPORUNITY

- Expansion and growth region.
- Patient-centric innovations.

THREATS

- High patient expectations from a premium brand—any minor lapse can impact loyalty.
- Intense competition from other maternity and multispecialty hospitals (e.g., Apollo Cradle, Motherhood).

SUGGESTIONS

- Training and workshops :** Organizing comprehensive training sessions and workshops to educate the nursing staff about the IPSG's.
- Supervision:** Shift in-charge and senior nursing staff should continuously supervise the nursing staff to assure the compliance of IPSG Guidelines.
- Regular audits:** Implementation of regular audits to monitor compliance according to IPSG.
- Online resources:** Develop an online repository of IPSG Guidelines, FAQ's, and video tutorials accessible to all staff.
- Increase staff.**

LEARNING DURING INTERNSHIP

- Understood the work culture of the hospital .
- Understood the IPSG's and its significance.
- Learnt how to communicate effectively with the patients as well as the hospital staff of different levels.
- Data analysis in excel.
- Understood the process followed during the codes.
- Adaptability.

LEARNINGS DURING INTERNSHIP

1. Industry exposure .
2. Great learnings of discipline, communication and time management.
3. Valuable experience and confidence.

THEORTICAL UNDERSTANDING VS PRACTICAL EXPOSURE

THEORETICAL UNDERSTANDING

- Got to know about the quality parameters of a hospital in the class.
- Emergency codes were introduced in the class through a case study.
- Theoretical foundation helped me in understanding the concepts of quality in the hospital, and principles related to hospital management.

PRACTICAL EXPOSURE

- Observed the compliance of the quality parameters during various audits.
- When mock drills were conducted on various emergency codes, got to know the procedure that must be followed in real time.
- Had direct interaction with patients, medical staff, and hospital administration.
- Interacted with a multidisciplinary team, including doctors, nurses, technicians, and administrative staff.

ORGANIZATIONAL STRUCTURE

