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Presented By: Khushi Makwana(1977) Batch: HM-29

Organisation Mentor: Dr. Deepa Mehra

1. HISTORY & DESCRIPTION OF ORGANISATION

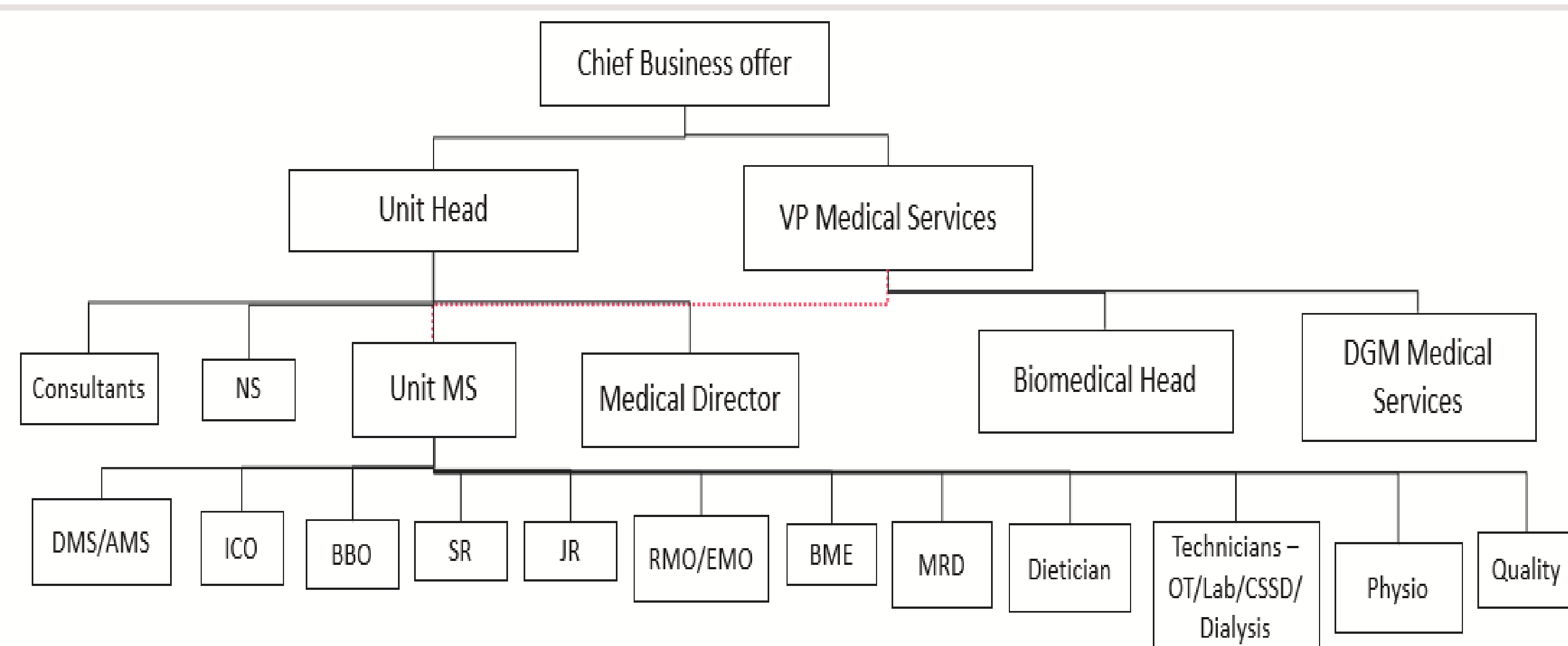
CK Birla Hospital, Gurgaon is a NABH-accredited, multi-specialty hospital offering world-class care in maternity, oncology, orthopaedics, and more. Known for innovations like North India's first water-birthing facility, it features advanced infrastructure and a Level III NICU. The hospital is part of the CK Birla Healthcare network, with centres also in Delhi, Jaipur, and Kolkata. It belongs to the CK Birla Group, home to renowned companies like Birlasoft, NBC Bearings, Orient Electric, and CK Birla Healthcare.

2. VISION & MISSION

Vision: To transform the future of healthcare through outstanding clinical outcomes, research, education and compassionate care.

Mission: To bring global standards of clinical expertise and care to patients and their families.

3. ORGANISATION STRUCTURE



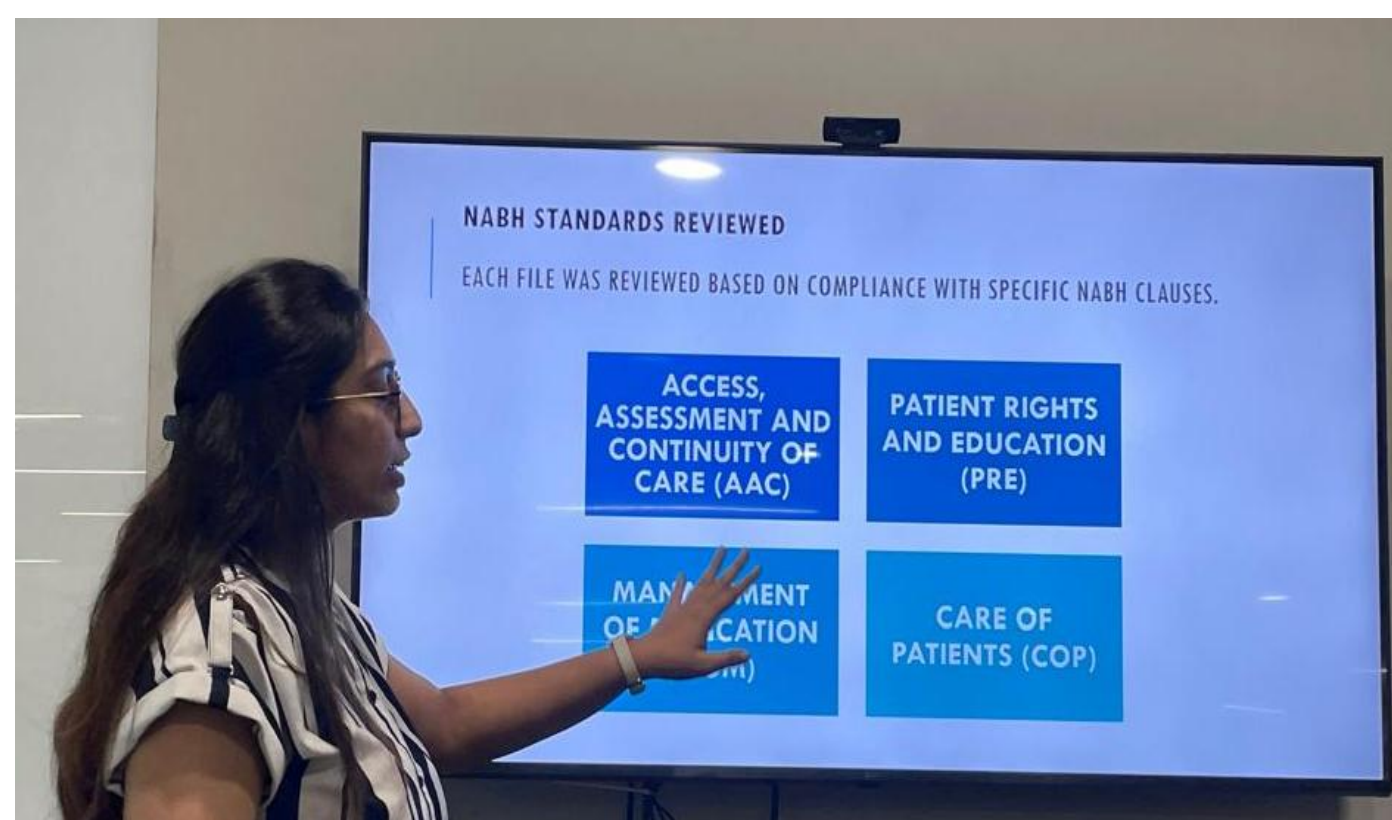
4. THEORETICAL EXPOSURE & PRACTICAL EXPOSURE

Theoretical Exposure

- Studied NABH standards and quality indicators.
- Gained insights into medication safety and documentation.
- Explored strategic planning and discharge frameworks.
- IPSG Goals

Practical Exposure

- Assisted in medication documentation and safety checks.
- ADR reporting
- Learned Mortality audit and SMR
- Quality tracking and data analysis.
- Helped streamline the discharge process



AIM:

To assess and improve the quality of IPD records as per NABH standards in a tertiary care hospital.

OBJECTIVES:

- Quality Assurance
- Enhance Patient and Legal Safety

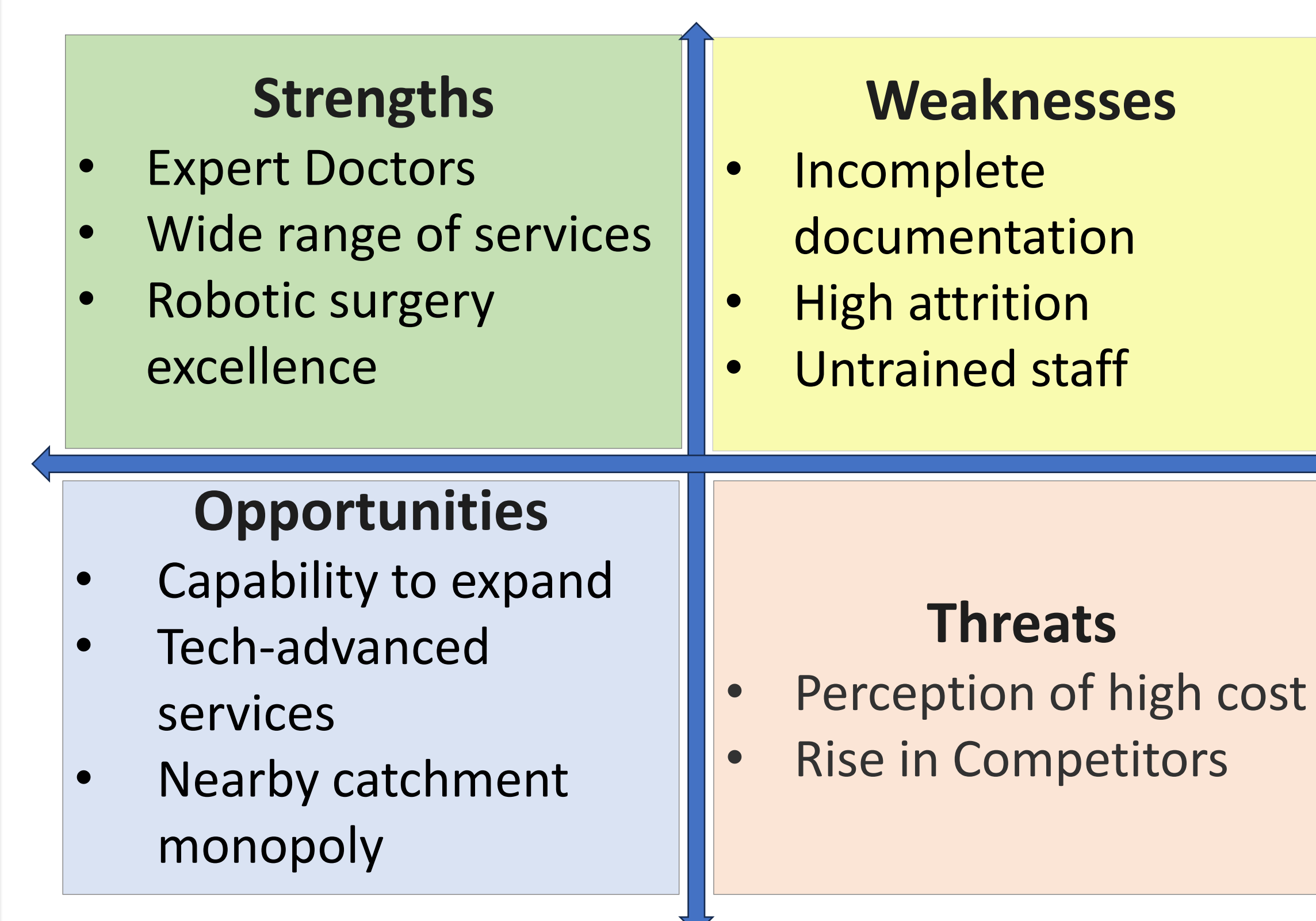
METHODOLOGY:

Prospective patient files from the Inpatient Department (IPD) were used as secondary data, collected through the review of medical records, Hospital Information System (HIS) reports, and existing patient registries and analysis of key indicators of NABH. A total sample size of 370 records was considered for the study.

KEY PARAMETERS AUDITED

S. No.	Audit Parameter	NABH Standards
1	Doctor's Initial Assessment Filled completely	AAC.4, MOM4e
2	Assessment within 1 Hour of Admission	AAC.4c
3	Care Plan with Outcomes Signed	AAC.4e,f
4	Nursing Care Plan Documented	AAC.4d
5	Pain Management Documentation	COP.17
6	Anesthesia services provided in a safe & consistent manner	PRE.4d,e / COP.13
7	Consent with Risks/Benefits	PRE.4c
8	Consent Time & Date Mentioned	PRE.4b
9	Clinical & Surgical services documentation	COP.7e / COP.13d / COP.14c
10	Informed Consent for High-risk Procedures	PRE.2g
12	Drug Routes, Dosage, Frequency Correct	MOM.5d / MOM.7g
12	Unapproved Abbreviations Avoided	MOM.5
13	Drugs Transcribed in MAR Legibly	MOM.5b,c
14	No Missed Doses / Medication Signing	MOM.8c
15	Safe Medication Administration	MOM.7f,g,h

6. SWOT ANALYSIS



7. CHALLENGES FACED DURING INTERNSHIP

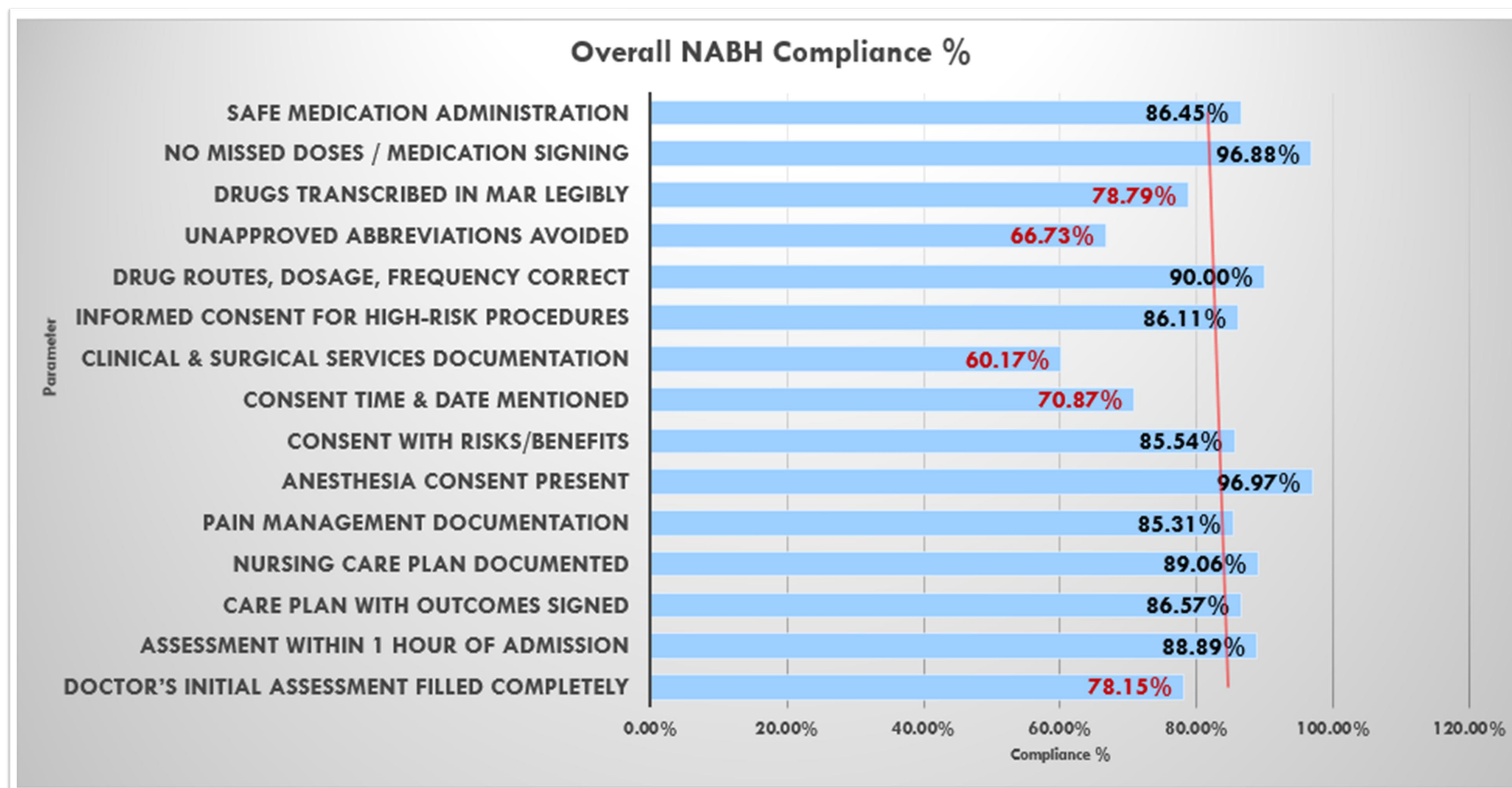
- Convincing staff to follow documentation standards
- Delays due to RMO/GDA non-availability
- Time-bound data collection of multiple audits

8. LEARNING DURING INTERNSHIP

- Learned the importance of coordination for smooth patient flow and discharge.
- Understood how real-time decisions impact care quality and efficiency.
- Realized the gap between theoretical protocols and practical hospital operations.

9. SUGGESTIONS

- Regular Training for the Nursing staff, for improving process compliance
- Daily internal audit
- Departmental wise scorecards
- Colour coded file checklists for real time tracking



References:

- <https://portal.nabh.co/images/Standards/NABH%20Hospital%20Accreditation%20Standard%206th%20Edition%20January%202025.pdf>
- https://www.researchgate.net/publication/361108249_Gap_Analysis_in_Internal_Assessment_against_National_Accreditation_Board_for_Hospitals_Healthcare_Providers_NABH_Standards_in_200_Bedded_Super_Specialty_Hospital