

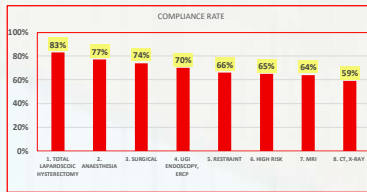
Brief Description about Organisation

Rukmani Birla Hospital (RBH) is a multispecialty hospital with 230 beds that provides extensive inpatient and outpatient care. Based on three guiding principles of clinical excellence, ethics and patient centred care, this multispecialty facility provides for the needs of patients and ensures that they and their families are well cared for by a staff of skilled physicians, attentive and caring nurses, well organised housekeeping and back office management. The three iconic landmarks of CK Birla Hospitals are RBH (Rukmani Birla Hospital), BMB (BM Birla Heart Research Centre), and CMRI (The Calcutta Medical Research Institute).

VISION & MISSION

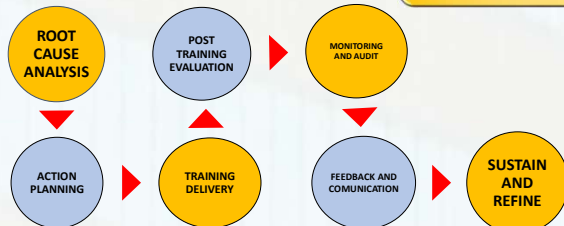
Vision- To deliver the highest quality of clinical excellence and patient care.
Mission- To establish Clinical Centers of Excellence with a solid foundation in research, academia, and evidence-based medicine to provide the best possible clinical and patient outcomes.

OVERALL FINDINGS



INTERPRETATION- The overall compliance rate for consent documentation varies significantly across procedures. The highest compliance is observed in Total Laparoscopic Hysterectomy consents (83%), followed by Anaesthesia (77%), Surgical (74%), and UGI Endoscopy/ERCP consents (70%). Restraint, High-Risk, and MRI consents show moderate compliance ranging between 64–66%, while the lowest compliance is noted in CT/X-Ray consents (59%).

Steps to improve the compliance of procedure consents



CHALLENGES FACED DURING INTERNSHIP

Staff Cooperation: During consent form audits, it was frequently challenging to get the cooperation of busy clinical staff, which caused delays in data collection.
Medical Abbreviations: Since they weren't taught in school, it was difficult to understand some of the medical abbreviations used in consent forms.
Documentation Format: At first, it was challenging to evaluate compliance consistently because the hospital's consent form formats deviated from expectations.

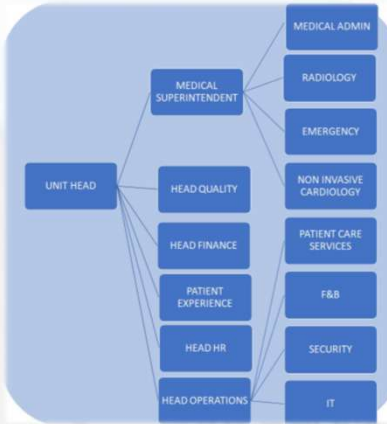
LEARNINGS

- Understood the importance of proper consent documentation for legal and ethical safety
- Identified key reasons for incomplete consent documentation
- Learned how to collect, review, and analyze data using a structured approach.
- Realized the need for regular staff training and accountability
- Experienced challenges in coordination and communication during audits.
- Gained exposure to quality improvement methods and practical problem solving

Key Reasons for Incomplete Consent Documentation

- Consent forms are often filled out at the last minute, just before the procedure, leading to missing information or skipped sections.
- Doctors and staff are often in a hurry due to a heavy workload, especially during peak hours or emergency cases, which reduces focus on proper documentation.
- Witness not present during consent – Forms are signed later without an actual witness, or witness fields are left blank.
- Neglect of Page 2 Entries – After completing Page 1, staff often overlook Page 2 due to time pressure and unclear responsibility, leading to incomplete documentation.

Organisation Structure



AIMS AND OBJECTIVES

- AIMS-** To assess how well procedure consent forms are filled out in the hospital and whether they meet hospital rules, legal standards, and ethical guidelines, ensuring patient rights and informed decision-making.
- OBJECTIVES-**
- To check if all required information is properly filled in the consent forms.
 - To find out which part of the consent forms are often left incomplete or incorrect
 - To compare how different types of consents are filled and whether they meet compliance standards.

RESEARCH METHODOLOGY

Title: An Evaluation of Compliance and Completeness of Procedure Consents in Clinical Practice
Study Design: Descriptive cross-sectional study
Study Setting: Conducted in a 230+ bedded multispecialty hospital, reviewing different procedure consent documentation related to various clinical procedures.
Study Duration: May 2025 to July 2025
Sample Size: A total of 305 procedure consent forms were reviewed.
Sampling Technique: Convenient sampling method – consent forms from different procedures were selected based on availability during the study period.
Data Collection Method: Data was collected through a review of open files and consent forms associated with various clinical procedures.

Study Tools: Each consent form was systematically reviewed for key components including patient and doctor signatures, date and time, procedure details, documentation of risks and benefits, and witness signature, to assess completeness and compliance

Data Analysis: The collected data was entered and analyzed using Microsoft Excel. Analysis included: Calculation of percentages for compliance indicators Graphical representation of findings (bar graphs) Comparison between different types of procedures in terms of consent completeness

Ethical Consideration: Confidentiality of patient data was strictly maintained. No identifying information was used in the analysis. The study was conducted with appropriate administrative permission and followed ethical guidelines for record-based audits.

SWOT ANALYSIS

STRENGTH

- Improves Patient Safety and Rights: Ensures that patients receive all necessary information before procedures.
- Supports Legal and Ethical Standards: Helps the hospital meet legal requirements and reduces the risk of litigations due to incomplete or missing consent.
- Meets Accreditation Requirements: Shows compliance with NABH, JCI, and other standards.
- Improves Documentation Quality: Promotes standardization and completeness in medical records.

OPPORTUNITIES

- Integrated EMR Alerts: Use the Electronic Medical Record (EMR) system to automatically remind staff members when consents are due or not yet complete.
- Digital Consent Forms: Use of electronic formats with validation checks can improve completeness.
- Language & Literacy Support: Make sure patients understand what they are consenting to by offering consent forms in several languages and using spoken or visual explanations.

WEAKNESS

- Forms Not Completed: In clinical settings, not all consent forms are consistently or fully completed.
- Staff Awareness Gaps: It's possible that many employees don't fully comprehend the documentation requirements.
- Time Pressure: In a hurry, consents could be filled out incorrectly or with missing information.
- Employee Turnover: Temporary or new hires might not adhere to the correct consent procedures

THREATS

- Legal Repercussions: Incomplete consents may result in patient complaints and legal obligations.
- Risks to Audit and Accreditation: Failure to comply could lead to unfavorable comments made during NABH/JCI inspections.

DIFFERENCE BETWEEN PRACTICAL EXPOSURE AND THEORITICAL UNDERSTANDING

I learned a lot about the documentation procedures used in clinical settings during my internship on procedure consent compliance. Although I received a solid education in patient rights and ethical principles, my firsthand experience with hospital procedures exposed me to the real-world difficulties in putting appropriate consent paperwork into practice. I frequently saw problems like inadequate risk disclosure, missing signatures, and incomplete forms. Gaps in compliance were also caused by inconsistent training and differences in staff awareness. The quality of consent-taking was further impacted by practical issues like staff shortages, patient literacy levels, and time constraints. Additionally, I had the chance to watch audit procedures, which made it clear how important it is to keep an eye on things and raise staff awareness. This event highlighted how crucial it is to close the gap between theoretical and practical knowledge

Importance of Consent Compliance

Ethical: By guaranteeing that patients are fully informed and make their own decisions regarding their care, consent compliance respects patient autonomy. It increases patient-provider trust and upholds ethical standards in clinical practice.
Legal: Informed consent is required by law to safeguard patients and medical personnel. Legal repercussions, such as accusations of malpractice or negligence, may arise from missing or incomplete consent.
Medical: By guaranteeing knowledge of the risks, advantages, and available options, explicit and comprehensive consent promotes patient safety. It encourages proactive patient involvement in care and aids in error prevention.
Patient Rights and Safety: Making sure patients are well-informed safeguards their rights and encourages safer healthcare choices. It places a strong emphasis on openness and shared accountability in the provision of healthcare.
Quality of Care: Robust clinical governance is demonstrated by a comprehensive and standardized consent procedure. It leads to better treatment results and increases patient satisfaction.
Regulatory Requirements: As part of accreditation and quality programs, hospitals undergo routine audits for consent compliance. Institutional accountability and ongoing quality improvement are supported by appropriate documentation.

