

INTRODUCTION

A Standard Operating Procedure (SOP) is a set of written instructions that document a routine or repetitious activity followed by an organization. The aim is to analyze the gaps and to device or improve the standard operating procedures for the respective departments of Indraprastha Apollo Hospitals, New Delhi. SOPs are policies, procedures and standards that are needed in the organization to ensure efficiency and quality.

OBJECTIVES

- To review and find out the gaps in the Standard Operating Procedures in terms of availability and completeness in the Hospital Departments.
- To device Standard Operating Procedures for the Departments wherever not available.

METHODOLOGY

Research Design: Qualitative Descriptive Study

Method of Data Collection: General observations and Interviews with stakeholders.

Study Setting: Indraprastha Apollo Hospitals, New Delhi.

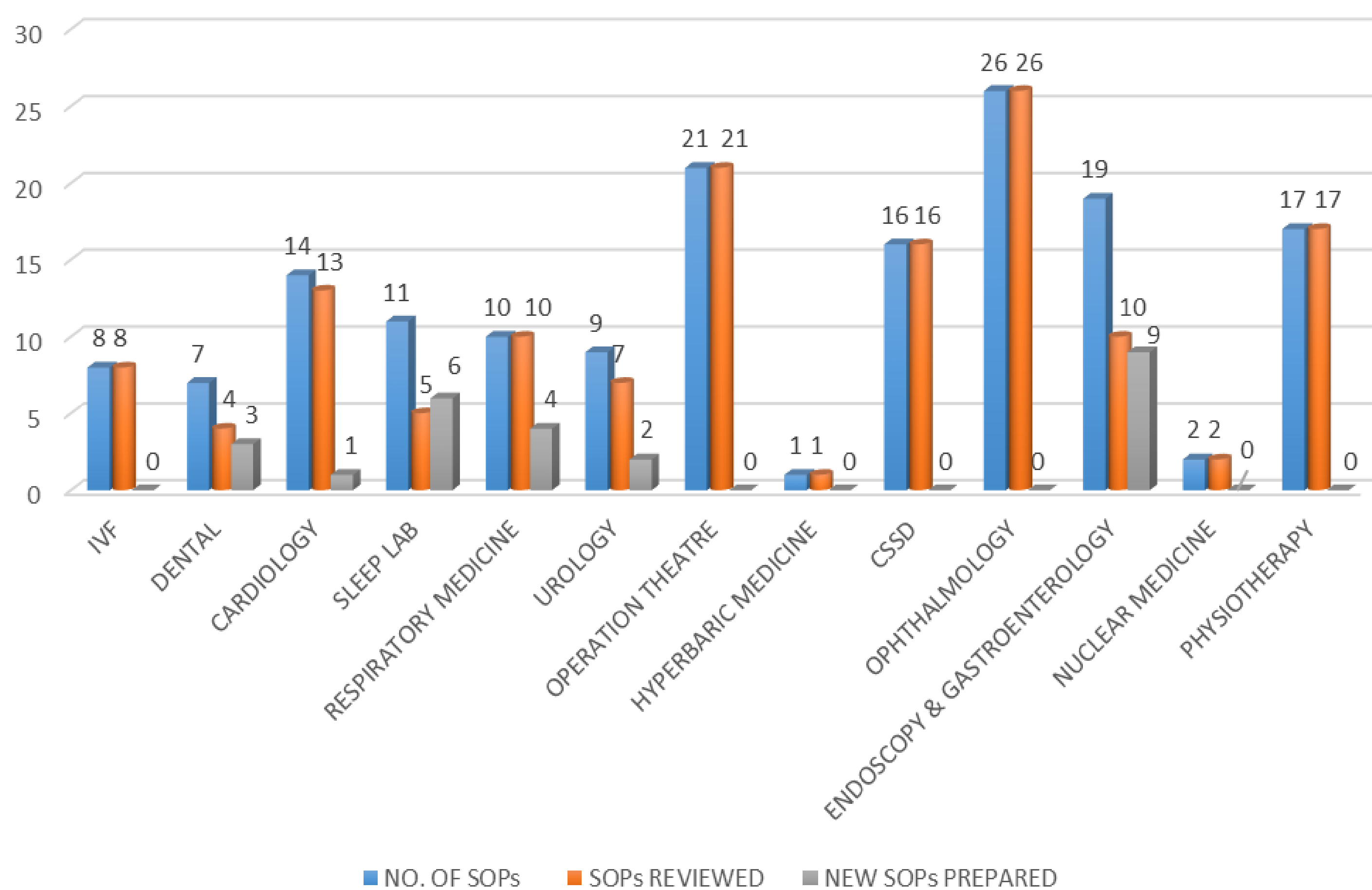
Study Design: There were total 161 SOPs relating to medical procedures, patient handling, equipment, instruments, staff training etc. were reviewed. For data collection, Interviews of selected participants were conducted, which were followed up by discussions regarding the process flow in their respective departments. These discussions were documented and critically analyzed as to how the absence or inadequate standards affected over all functioning of the department and the employees conduct.

PROCESS FLOW OF REVIEWING SOPs



FINDINGS

GRAPH SHOWING NO. OF SOPs REVIEWED & PREPARED



DEPARTMENT	NO. OF EXISTING SOPs	AMENDMENTS MADE	NEW SOPs
IVF	8	NIL	0
DENTAL	7	2	3
CARDIOLOGY	14	3	1
SLEEP LAB	11	5	6
RESPIRATORY MEDICINE	10	4	4
UROLOGY	9	7	2
OPERATION THEATRE	21	9	0
HYPERBARIC MEDICINE	1	NIL	0
CSSD	16	4	0
OPHTHALMOLOGY	26	5	0
ENDOSCOPY & GASTROENTEROL-OGY	19	8	9
NUCLEAR MEDICINE	2	NIL	0
PHYSIOTHERAPY	17	2	0

PROCESS OF REVIEWING SOPs (PHYSIOTHERAPY)



GAPS/OBSERVATION	DENTAL	CARDIOLOGY	SLEEP LAB	RESPIRATORY MEDICINE	UROLOGY	OPERATION THEATRE	CSSD	OPHTHALMOLOGY	ENDOSCOPY & GASTROENTEROLOGY	PHYSIOTHERAPY
SUMMARY OF PROCEDURE		Y		Y	Y				Y	Y
DEFINITIONS		Y		Y	Y				Y	Y
RESPONSIBILITIES	Y	Y	Y	Y	Y				Y	Y
PRE-CARE				Y					Y	
PROCEDURE				Y					Y	
AFTER-CARE				Y					Y	
RECORDS MANAGEMENT	Y	Y	Y	Y	Y				Y	Y
REFERENCES				Y		Y	Y	Y	Y	Y

GAPS

- Summary of the procedure was not available in some of the SOPs of Cardiology, Respiratory Medicine, Urology, Endoscopy Lab and Physiotherapy.
- Definitions were missing from the SOPs of Cardiology, Respiratory Medicine, Urology, Endoscopy lab and Physiotherapy.
- Responsibilities were not mentioned in Dental, Cardiology, Sleep Lab, Respiratory Medicine, Urology, Endoscopy Lab and Physiotherapy.
- Pre-Care, Procedure and Post Care was not defined in Respiratory Medicine and Endoscopy Lab.
- Records of last review, and Name of the Reviewer were not present in most of the Departments.
- References were missing in most SOPs of the Departments in the Hospital.
- Some of the SOPs were unavailable in Dental, Cardiology,