

**Summer Training at
Royale Hayat Hospital, Kuwait
(April 3 to June 2, 2017)**

Report on Blending Hospitality with Hospital

**By
Anshu Saxena**

**Under the guidance of
Ms. Geetika Goswami**

**MBA Hospital & Health Management
2016-2018**


**Institute of Health Management Research
The IIHMR University, Jaipur
2017**

CERTIFICATE

This is to certify that Mrs Anshu Saxena has undergone summer training in Royale Hayat Hospital, Kuwait from 17th April to 12th June 2017.

The candidate herself completed the project assign to her during summer training. Her approach to the project was sincere and proactive. This summer training is in partial fulfillment of the course requirement recommended for the award of MBA in Hospital and Health Management.

I wish her success in all her future endeavors.



Col. (Dr.) Ashok Kaushik

Dean (Academic & Student Affair)

The IIHMR University, Jaipur



Mrs. Geetika Goswami

Assistant Professor

The IIHMR University



شركة سما للخدمات الطبية ذ.م.م. Sama Medical Services CO. W.L.L.
P.O.Box: 179, Hawally, Kuwait 32002 - Telephone: (+965) 2536 0000 - Fax: (+965) 2536 0027 - Paid Capital: (K.D.) 3,000,000
ص.ب: 179، حولي، الكويت 32002 - تليفون: (+965) 2536 0000 - فاكس: (+965) 2536 0027 - رأس المال المدفوع (د.ك.): 3,000,000

Ref: RHH/ HRD//JUN17/001

June 12, 2017

To Whom It May Concern

This is to certify that **Ms. Anshu Saxena**, student of MBA in Hospital and Health Management, IIHMR University, has completed her summer training program from April 17, 2017 till June 12, 2017 at Royale Hayat Hospital, Kuwait.

During her internship programme, she showed great interest to obtain knowledge and information.

We wish her the best of luck in her studies and future endeavours.

Regards,


Shibu Mathew
CFO & HR Director



مستشفى رويال هايات
ROYALE HAYAT HOSPITAL



HUMAN RESOURCES CAPITAL DEPARTMENT

Learning and Development Division



ROYALE HAYAT HOSPITAL

has the pleasure to award this

Certificate of Attendance

to

Anshu Saxena

For attending

Waste Management Training

Presented by Ms. Anu George On 30 May 2017

Royale Hayat Hospital

Ms. Anu George
Infection Control Officer

Ms. Ioana Irani
Learning & Development
Manager

HUMAN RESOURCES CAPITAL DEPARTMENT

Learning and Development Division



مستشفى رويال حياة
ROYALE HAYAT HOSPITAL

has the pleasure to award this

Certificate of Attendance

to

Anshu Saxena

For attending

Safe Transfusion Practices

Conducted on 25 May 2017

Royale Hayat Hospital

Dr. Yasser Mounir Haggag
Consultant Anesthesia &
Chair RHH Transfusion
Committee

Ms. Ioana Irani
Learning & Development Manager

HUMAN RESOURCES CAPITAL DEPARTMENT

Learning and Development Division



ROYALE HAYAT HOSPITAL

has the pleasure to award this

Certificate of Attendance

to

Anshu Saxena

For attending

Blood Borne Pathogens Exposure

Presented by Ms. Anu George On 30 May 2017

Royale Hayat Hospital

Ms. Anu George
Infection Control Officer

Ms. Ioana Irani
Learning & Development
Manager

HUMAN RESOURCES CAPITAL DEPARTMENT

Learning and Development Division



ROYALE HAYAT HOSPITAL

has the pleasure to award this

Certificate of Attendance

to

Anshu Saxena

For attending

Personal Protective Equipment / Isolation Training

Presented by Ms. Anu George On 5 June 2017

Royale Hayat Hospital

Ms. Anu George
Infection Control Officer

Ms. Ioana Irani
Learning & Development
Manager

HUMAN RESOURCES CAPITAL DEPARTMENT

Learning and Development Division



ROYALE HAYAT HOSPITAL

has the pleasure to award this

Certificate of Attendance

to

Anshu Saxena

For attending

Hand Hygiene Training

Presented by Ms. Anu George On 5 June 2017

Royale Hayat Hospital

Ms. Anu George
Infection Control Officer

Ms. Ioana Irani
Learning & Development
Manager

DECLARATION

I hereby declare that I Anshu Saxena student of 1st year, MBA in Hospital and Healthcare Management, IIHMR University, Jaipur, Rajasthan session 2016- 2018.

I have carried out my summer training on the topic “Blending of Hospitality with Hospital” at Royale Hayat Hospital, Kuwait for the partial fulfilment for the degree of MBA in hospital and Healthcare Administration.

This project work is prepared by my own and has not been submitted to any other Institute or University for any degree or diploma.

Mrs. Anshu Saxena

**IIHMR University, JAIPUR.
(2016 – 2018)**

ACKNOWLEDGEMENT

It is with great pleasure that I acknowledge all the professionals from the Royale Hayat Hospital, who have inspired me with their commitment and dedication towards their respective professional duties. I owe my greatest gratitude to Mr. SHIBU THOMAS MATHEW (CFO) and Mr. SHIJU (Finance Manager) for their guidance during my two-month summer training.

I express my sincere appreciation to Mr. Dennis Joseph (Quality Director) who mentored me in and helped me understand the intricacies of handling a quality department in a professionally managed hospital such as Royale Hayat, Kuwait.

I would also like to acknowledge the valuable contributions of

1. Anu George (Infection Control)
2. Manoj (Medical Records)
3. Eitab (Patient Advocate officer)
4. Divya Jayaprakash (Quality Officer)

For their valuable inputs in helping me to prepare this report. It was a most enriching learning experience of my professional career to date.

Last but not the least let me take this opportunity to thank my mentor Ms. Geetika Goswami, Assistant Professor at IIHMR University, Jaipur in preparation of my report and poster presentation.

Table of Contents

INTRODUCTION.....	12
BLENDING HOSPITALITY WITH HOSPITAL – THE CONCEPT	12
HOSPITAL PROFILE –.....	14
STREAMS OF HELATH CARE	15
ORGANIZATIONAL STURUCTURE	17
FOUR PILLARS OF HOSPITAL MANAGEMENT.....	18
FINANCE – BILLING AND INSURANCE CLAIMS PROCESSING.....	18
OUT-PATIENT BILLING	18
IN-PATIENT BILLING	19
AFIYA HEALTH Program for the Ageing population	21
UNDERSTANDING MEDICAL POLICY AND CLAIM PROCESSING	22
MEDICAL POLICY	22
MEDICAL CLAIM	23
BLENDING IN THE HOSPITALITY WITH HOSPITAL	24
• PROJECT 1	26
QUALITY DEPARTMENT.....	26
Objective	26
Analysis of Incident	26
Risk Matrix	26
Data Classification by Incident Event.....	27
Complaint Logs:.....	27
FISH BONE ANALYSIS	28
PROJECT 2	30
MEDICAL RECORDS AND COMPLIANCE	30
Objective	30
Research Methodology.....	30
Observations	31

INTRODUCTION

BLENDING HOSPITALITY WITH HOSPITAL – THE CONCEPT

Royale Hayat Hospital, Kuwait patrons had a vision to develop a health care institute that envisaged to blend best quality healthcare with luxurious hospitality services. It owes this vision to the very beginning of the hospitals as institutions where patients recuperated from physical and mental health ailments. These hospitals then were run by charitable seminaries.

Over period of time hospitals have become more professional but at the cost of losing the human touch while giving the treatment. Very little attention is paid to make a patient comfortable and welcome at the hospital. Over a period of time patients have come to dread the possibility of being admitted to the hospital. They dread to leave the comfort of their home and being treated by some very unconcerned professionals who have scant respect for their psychological turmoil that a patient goes through.

Royal Hayat, Kuwait has set itself this lofty goal to change this very perception of the hospital. It strives to welcome its patients in the hospital soothing sound of music and instead nauseating disinfectant our senses are exposed to a very pleasing scent of flowers.

Patients are immediately put in charge of the concierge, who especially trained to empathize with the patients suffering and lend them an ear to all their problems. They help the patients explain their condition to their consulting doctors and technicians and always by their side to help them deal with their sickness and anxieties.



The patients near and dear ones are treated with the same care as the patient, they are immediately received by the Health care official who explains the condition of the patient being admitted based upon the doctor's observations and also explains to them the duration of the stay, the type of care so also the various nitty gritty such as insurance claims and bills settlement.

Since its inception Royale Hayat Hospital, Kuwait has strived to offer the patient healthcare as a form of service that restores the patient to its full health, rather than

focusing only on the ailment faced by the patient. And in doing so it has introduced the concept of health care packages designed to cover certain categories and lines of treatment.



To the recovering and recuperating patients, it offers the facility of spa treatment and to make patient feel at home it offers the patients with facilities to meet their family members in a very comforting and cheerful environment provided in each of its patient rooms.

HOSPITAL PROFILE –

The Royale Hayat Hospital was established in 2006 and quickly became known as the standard of excellence for women and children healthcare in Kuwait. In 2009, given its rapid growth in both medical expertise and customer care, it decided to expand its medical services to include multi-specialties that the management felt would best serve our customers and benefit overall health services in Kuwait, such as our new Obesity Surgery Centre.



It have since expanded to represent a gamut of health services like our ENT health care program, which complements its Obesity Program in the treatment of Sleep Apnea. Our emphasis on minimally invasive techniques has led to further development in Laparoscopic Programs, reproductive medicines and pain management.

Their partners in Dental and Cosmetic Surgery have also stepped up their operations in 2011, with larger facilities and to include many visiting, internationally acclaimed experts and tie up with smaller clinics. They have added services that we think best encompass our customer's holistic health and we hope to add many more specialties that continually drive their excellence as a luxury healthcare provider.

STREAMS OF HEALTH CARE

Since its inception this hospital has blossomed to become a multi-facility hospital catering to multiple streams of health care. Currently it provides care for –

1. Obstetrics & Gynecology

Although, pregnancy and childbirth are among the most joyous experiences of your life it can also be a little bewildering, and at times rather daunting. Excellent medical care is therefore required, and the hospital provides its patients with a team who will guide its patients safely through their pregnancy and birth by providing you the best professional and medical advice, along with quality, compassionate care to ensure the best possible outcome for you and your baby.

- Luxurious birthing suites equipped with the latest pain management techniques.
- Mimosa Suites which are low risk rooms for birth and the post-natal period.
- HDU (High Dependency Units) for high levels of medical and nursing cases.
- Isolation room for infectious cases.

2. ENT

The Department of Otolaryngology is among the country's best programs for all general ENT services. Otolaryngology is the complete medical and surgical management of both general and complex problems dealing with congenital, infectious and inflammatory, and benign and malignant conditions of the ear, nose, paranasal sinuses, pharynx, larynx, oral cavity, neck, thyroid and parathyroid glands, salivary glands, tracheobronchial tree and oesophagus.

Services include:

- Rigid Scope
- Tympanometry
- Tonsillectomy, Adenoidectomy + tubes
- Septoplasty & Tonsillectomy
- Tube insertion (local)
- Functional Endoscopic Sinus Surgery (FESS)
- Nasal Endoscopy & Biopsy
- Micro laryngeal Surgery
- Tympanoplasty Surgery
- Stapedotomy
- Diagnosis and Management of Vertigo
- Diagnosis and Management of Snoring and Sleep Apnea
- Coblation surgery for snoring, allergic rhinitis and adenotonsillectomy

3. Al Safwa Healthcare Program

Hospital realize that citizens of Kuwait may not always have the time to manage their health. That's why hospital have developed an Executive Healthcare Program to provide dedicated personalized quality medical care that is ideally suited to adapt to the schedule of a busy executive.

- To provide continuous premium medical services that meet the demanding lifestyle of today's executive
- Reduce your health risks using preventive & early detection methods, from diseases that you are genetically pre-disposed to or that form due to lifestyle habits.
- Address any current medical health issues and treat them efficiently.
- Establishing risks that you may face from chronic diseases and Identifying them to Treat them or control those diseases and their symptoms
- Immunization Update: vaccines against seasonal diseases such as influenza etc.
- Improve your overall quality of life.

4. Dental

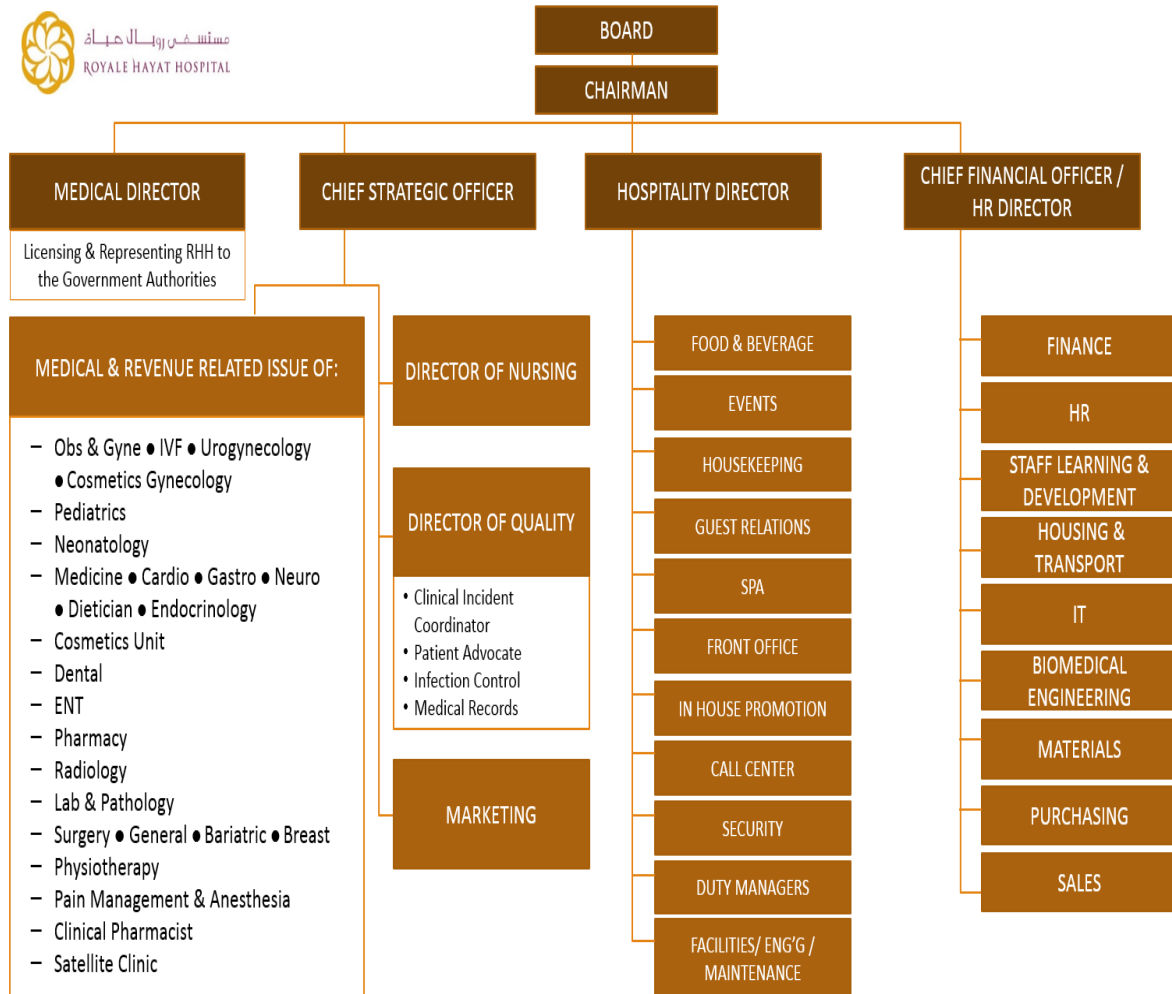
Royale Dental Clinic provides the latest techniques using the most advanced dental technology. Whether its pediatric dentistry for the little ones or cosmetic dentistry, restorative treatment and full rehabilitation of the mouth for you, hospital offer the most luxurious ambience, state-of-the-art technology combined with the expertise of specialized dentists who will listen to and address all your needs.

The Royale Dental Clinic provides the following services:

- Pain free Paediatric Dentistry
- Cosmetic dentistry (Veneers, Esthetic Crowns)
- Crown and Bridges
- Teeth Whitening
- Oral Surgery
- Periodontology
- Implantology
- Orthodontics
- Restorative Dentistry
- Endodontics (Root Canal Treatment)
- Oral Hygiene & Prophylaxis

Besides the above mentioned streams the hospital also provides for an in-house ancillary service such as
Laboratory Services, Radiology Services, Clinical Pharmacy, ICU.

ORGANIZATIONAL STURUCTURE



FOUR PILLARS OF HOSPITAL MANAGEMENT

The management of the Royale Hayat hospital in order to coherence in the management, divided the management of hospital into four distinct divisions as is shown in the organogram above. Of these the Finance department headed by the CFO looks after the Billing and Insurance Claims processing division of the hospital. Hospitality division headed by the hospitality director looks after the wellbeing of the patient and their relatives. The Chief strategy director heads the department of the Quality management in all the divisions of the hospital. Lastly the Medical director heads the medical services division of the hospital.

As part of the summer training I have worked in the three management divisions of the hospital as detailed under.

1. Finance - Billing & Insurance Claims Division.
2. Quality Management
3. Hospitality Services

FINANCE – BILLING and INSURANCE CLAIMS PROCESSING

This branch of the hospital department deals with the billing and the insurance claims processing on behalf of the patients by liaising with the various TPA's, Insurance companies and financing companies that facilitate health care by various schemes.

The billing process consists of the bills being generated at four locations in the hospital during the patient visit or stay at the hospitals.

These four locations are

1. Direct Patients for consultations also known as the Out-Patients.
2. Hospital admissions for the patients that are admitted for the medical procedures as the In-Patient.
3. Pharmacy to procure medicines for the patients clinical or otherwise.
4. Radiological and Laboratory Services.

OUT-PATIENT BILLING

These are typically the patients that would walk-in for the consultation with the hospital physician. The reception creates a file for the patient, if the patient is "new" to the hospital for a minimum fee that has to be paid in cash and in case the patient is an existing patient, the reception would requisition the patient file from the Medical records division.

The reception requests from the patient their preferred mode of payment for the consultation fees. In the cases or the situation where the patient provides their

insurer information. The reception inquires with the respective TPA over phone or online and seeks its approval for the requested consultation before forwarding the patient to the physician or the consultant. Thus after the completion of the consultation the reception bills the patient for the consultation charges.

In case the patient is required to undergo the laboratory or the radiological investigations as part of the consultation the radiology division and the laboratory division bills the patient separately for the same. By again requesting the patient for the preferred mode of payment and in case the patient provides insurance information the respective receptions take approvals again from the respective TPA's or the insurance company for the processing of the investigations charges.

IN-PATIENT BILLING

Typically, the in-patients are either coming after the consultations or are referred by other clinics associated with the hospital.

As detailed earlier the patient are made aware of the service oriented nature of the hospital and where in the existence of the **packages for the treatment of a particular ailment or condition**. The packages are typically made up of two constituents.

1. The hospitality services
2. The hospital / clinical services.

Typically, there are multiple packages for the treatment of the same condition with hospitality being the variable factor which determines variation in the value of the packages. Sometimes the insurers cover even the partial hospitality cost under the lodging and boarding clause.

The hospital / clinical services usually consist of the typical procedures/ investigations that are needed for the treatment of the particular condition. The hospital treatment does not vary from package to package for a typical condition are strictly defined **and insurers** are made aware of these packages in order to seek their **pre-approvals before the admission of the patient**.

In case the patient does not have any insurance, cover and prefers fund the entire treatment in that case patient's relatives are requested to deposit partial amount of the package value equivalent to the medical charges.

Thereafter during the stay of the patient at the hospital the intermittent additional hospitality services availed by the patient are billed on daily basis and the patient is invoice summary updated by the particular specialty floor manager.

At the time of the discharge the all the daily invoice summaries and the initial package amount are compiled.

In case of the patients with pre-approvals from the insurance companies or TPA's the request for the payment is collected and sent to finance for further processing. The hospitality component of the invoice is to be settled by the patient is presented to the patient for its settlement after compiling all the daily additional services availed.

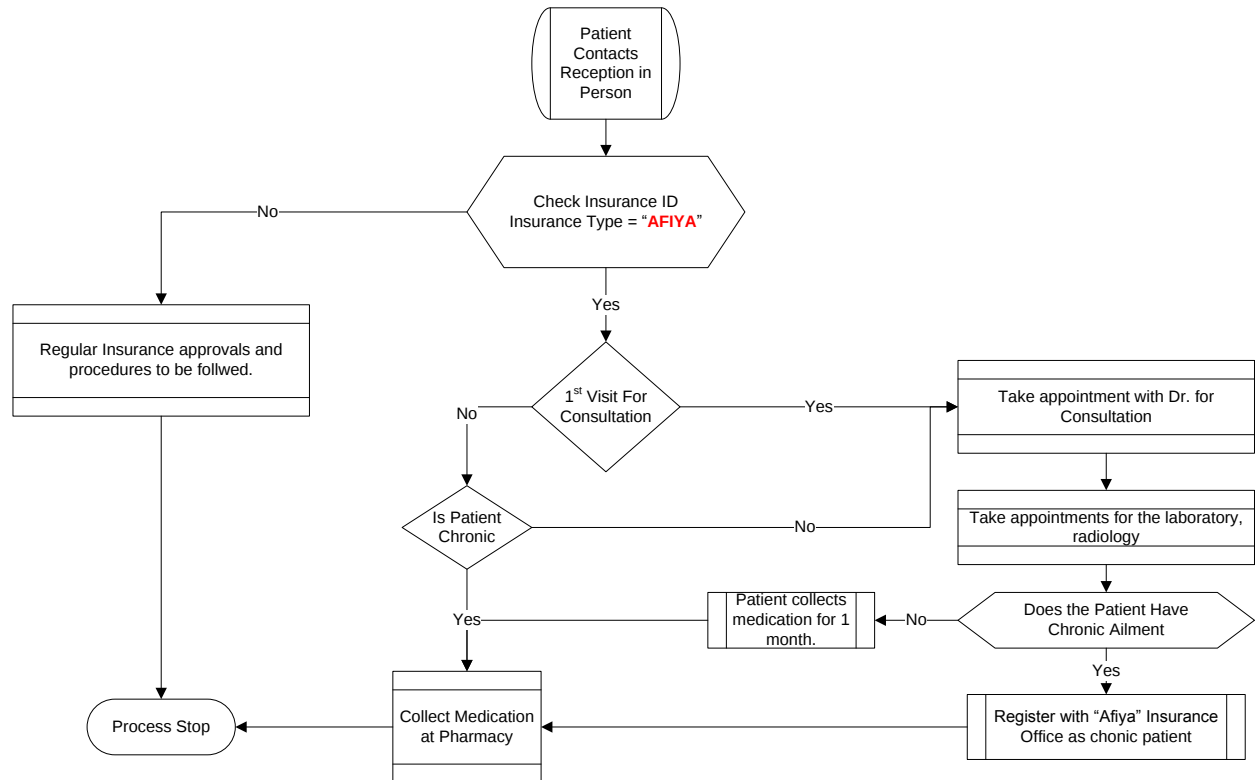
In case of patients preferring to pay cash are presented with the invoice for the balance amount after deducting the deposited and taking into consideration any additional hospitality services availed by the patient.

Very rarely there are situations when there are medical procedures that need to be performed in addition to those defined in the package. To deal with these eventualities the hospital dedicates full time doctors that liaise and coordinate TPA's and insurance companies and seek their approvals for the procedures.

Further the finance department collects invoices pre-approved by the insurance companies and TPA's for a period of 15 days and then dispatches them in the form of a combined debit note to all the insurers for the settlement of the patient claims.

AFIYA HEALTH Program for the Ageing population

Kuwait government in pursuit of providing quality health care to its ageing population has introduced the Afiya health care government backed medical insurance program. The hospital is among the chosen few to run this program. The flowchart below typically depicts the flow of the billing cycle for the same.



UNDERSTANDING MEDICAL POLICY AND CLAIM PROCESSING

MEDICAL POLICY

Insurance companies across the world issue medical policy to individuals with good health credentials, the basic idea while issuing the medical policy is to insulate an individual from untimely expenses that may arise due to unforeseen health issues. All medical policies are usually issued for a period of a year.

Essentially a medical policy comprises of a “PLAN”, which typically allows an individual to avail benefits covered under that plan. Each plan comprises of certain number of “benefits” that an individual can avail during the life of the policy. The same is illustrated in the table given below.

Besides the value of the plan there are some overriding benefits and deductions that an insurance company may or may not specify while issuing a policy.

Benefits such as In-Patient valued as specified or any unutilized amount available.

Deductions such as all consultations invoices have to be paid 25% by the insurer.

The plan value has the cost component called as the “Premium” that is paid by the insurer while purchasing a plan.

The calculation of the premium is typically based upon several health parameters and age of an individual. For this each insurance company gets its actuarial (insurance experts) tables prepared based upon which it charges premium for each and every benefit offered by it in the plan.

Hence continuing with the above example –

PLAN-A premium calculation for a person between 18- 25 male would look like this.

Sr.	Benefit	Max Amount Permitted	Rate	Premium (IRS)
1.	In-Patient	2000/- IRS	5%	100
2.	Out-Patient	6000/- IRS	3%	180
3.	Dental Treatment	10,000/- IRS	4%	400
4.	One Day surgeries	20,000/- IRS	2%	400
5.	Pharmacy	10,000/- IRS	1%	100
6.	Radiology	2,000/- IRS	3%	60
	Total Plan Value	48,000/- IRS		1240

Besides this some companies do also offer a free cover limit policy where in all the medical expenses are born by the company for a flat premium. However, the plans for such policies are very restrictive.

MEDICAL CLAIM

Medical claims are processed only for individual who has a policy issued in their name as the beneficiary.

Medical claims are either entertained directly by Insurance Company or by their appointed TPA (third party approvers). The medical claims can be registered only during the life time of the policy.

Typical all the insured have an identity number issued to it by the Insurance Company. These are commonly called as the UHID's.

There are 3 types of claims –

The claims that do not need prior approvals such as dental and consultations.

The claims that need prior approval such as the surgical procedures.

The pharmacy and radiology claim whose claim values are partly paid by the insured and partly by the insurer.

Besides this many time in some cases if the health provider does not recognize the insurer then the claims can still be submitted by the insured on a later date to the insurance company based upon the invoices issued by the health provider. Such claims are called as the reimbursement claims.

BLENDING IN THE HOSPITALITY WITH HOSPITAL

Royale Hayat Hospital, Kuwait attempts to nurture an environment of empathy, comfort and care and takes this mission statement very seriously.

The aim is to reduce the patient's morbidity (state of mind marked by excessive gloom) while healing them physically. Also, providing services that would help reduce the anxiety faced by the family members of the patient.

- Front Desk Reception & Concierge

Front Desk Reception & Concierge

Property information center which is situated in the ground floor. It monitors occupancy, admission & appointments. Ensures complaints are being handled properly and prioritized.

Handles room & birthing price inquiry and conducts tour of the house, open 24/7.

Handles guest luggage from arrival to discharge. Internal distribution of magazines, newspaper and mails.



Doorman/Valet Parking

Assists guests in opening vehicle doors upon arrival & departure

Equipped with professional license ensures valet parking to guests vehicle



DOORMAN



VALET PARKING

- Lobby Ambassador
- Kim Player, Flutist
- Al Liwan Café
- Private Dining, 5th Floor Royale Café
- Elements Spa – By Banyan Tree

- Housekeeping Department – This department is specially maintained in house to pamper its patient.
- Call Center Department – This department helps patients and their supporting members by keeping them posted on the patient's condition. They do this for all the patients admitted in its hospital.

• PROJECT 1

Quality Department

The Quality department constitutes the third important pillar that forms the basis upon which the hospital management tries to determine for the compliance of its standard operating procedures established. The quality department is responsible to ascertain the reasons, causes and impact of the non-compliance.

Propose new process in order to reduce the adverse patient assessment and their dissatisfaction as such it has to not only correctly determine what is not working for the hospital but also propose methods to make it work.

Objective

- The analysis of patient safety events also known as incidents. Related to hospital.
- The analysis of patient complaint events also known as complaint logs. Related to hospitality.

Research Methodology

- Type of study: Descriptive
- Setting: Royale Hayat Hospital, Kuwait
- Review and Categorization of Incident and Complaint Events
- Data Source: Retrospective Incident Forms and complaint logs.

Analysis of Incident

Categories of Incident:

- Adverse Medical events or Harmful events: Any untoward medical occurrence or a negative patient outcome which is unanticipated that have the potential to negatively impact health and quality of life of a patient.
- Near Miss: An event that could harm the patient but did not reach him/her.
- Health & Safety: Health and environment related issues including injury, falls or death of any patient/client employee.
- No Harm Event: Is an unsatisfactory physical condition existing in a workplace environment before an event.

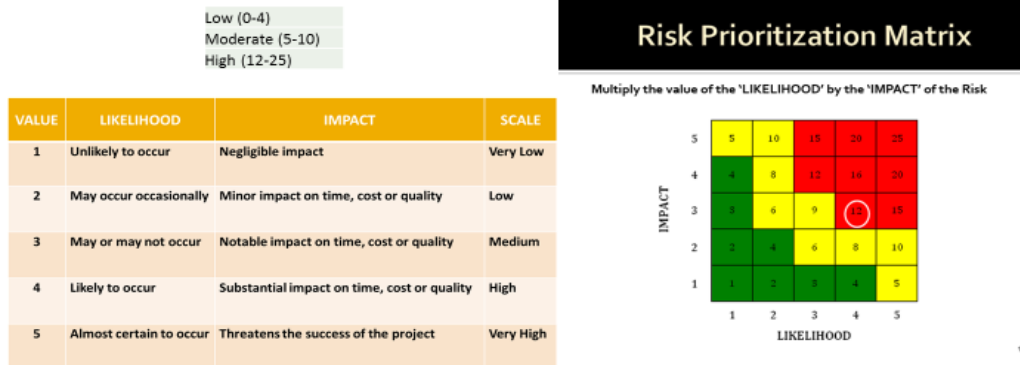
Risk Matrix

Risk matrix is a quantitative risk analysis tool that is used in the review of the events to determine the severity of the incident and priority of its resolution.

Following decisions are achieved by using this tool

1. Determine which risk event warrants a response,
2. Identify the risk requiring the most attention,

3. Create realistic and achievable scope targets.



Data Classification by Incident Event

A total of incidents were reported for the period of Study.

All these incident reports are categorized under the following major heading.

1. Near Miss
2. Adverse Medical
3. Harmful Health and Safety Events
4. No Harm Events
5. Irrelevant

Complaint Logs:



Pareto Principle

Definition - The Pareto principle (also known as the 80/20 rule, the law of the vital few, or the principle of factor sparsity) states that, for many events, **roughly 80% of the effects come from 20% of the causes**.

Royale Hayat implemented this principle to analyse the complaint log.

To begin with they identified and short listed the basic 35 hospital operations domains for which they received the complaints.

When we apply the Pareto principle to this figure of 35 we realise that we would essentially at any given time focus on top 7 most frequently occurring complaints of the operational domains.

These 7 focus areas can be different or same depending upon the data set of the complaint log being analysed.

Review of Complaints

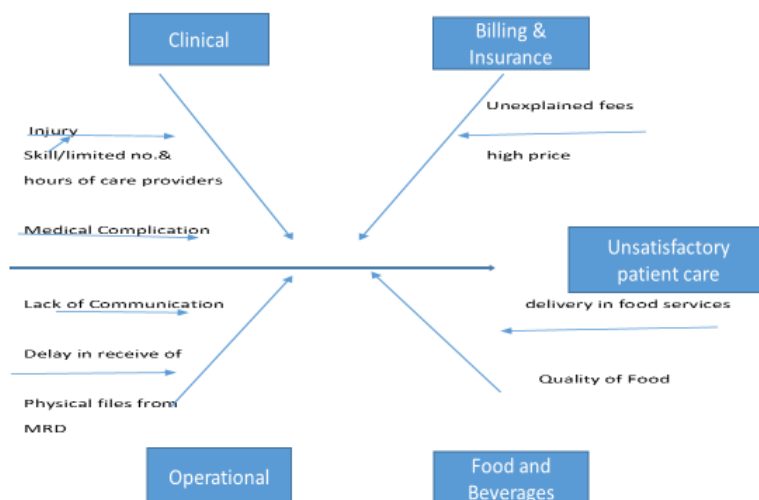
The Complaint Database contains only negative feedback or suggestions for improvement. Of the total number of comment cards collected during the period of study it was concluded that seven areas require greatest attention because of the fact that 78% of the complaints are from these seven domains listed as under.

- Patient Service including Scheduling and Admission process
- Food & Beverages
- House Keeping & Security
- Maintenance & Engineering
- Finance, Billing & Insurance
- Nursing Services
- Physician Services

FISH BONE ANALYSIS

Fish Bone analysis methodology is adopted to make sense of the reasons that go into a particular type of the complaint. For the case mentioned below it is tried to established what could be the causes of unsatisfactory patient care and which are the responsible departments that need to be looked into for their operational behavior.

FISHBONE – Cause and Effect



CONCLUSION

A range of clinical (hospital domain) and relationship (hospitality domain) issues underlie patient complaints/ incidents.

The complaint/incidents database potentially provides a mechanism through which the standard of healthcare delivery can be monitored and system-level, interventions developed.

Not only the analysis of these complaints but also the follow-up of the implementations suggested would finally determine how beautifully the hospitality has blended with hospital.

PROJECT 2

Medical records and compliance

Objective

The Medical records department is maintained in the Royale Hayat Hospital, Kuwait to maintain the medical material facts for all the patients that have used either the consultation facility and/ or have been admitted to the hospital.

The below mentioned observations are with respect to the compliance of the procedures established before and after the medical procedures are performed on the patients.

We have tried herein to quantify and analyze how diligently are the doctors and the supporting staff following the same.

To find out the compliance for following Medical Records.

- Consent for Anesthesia
- Anesthesia Record
- WHO Surgical Checklist
- PACU Endorsement

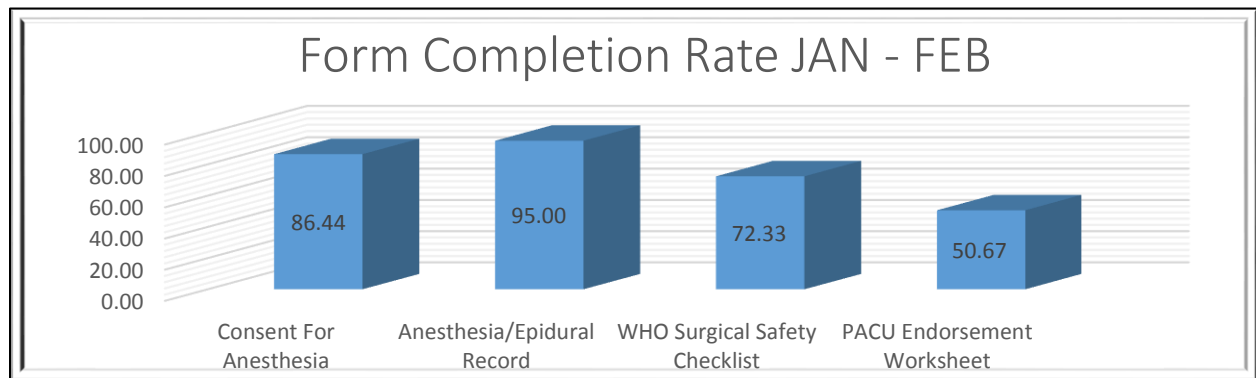
Research Methodology

- Type of study: Retrospective Study
- Setting: Royale Hayat Hospital, Kuwait
- Data Source: Secondary

Observations

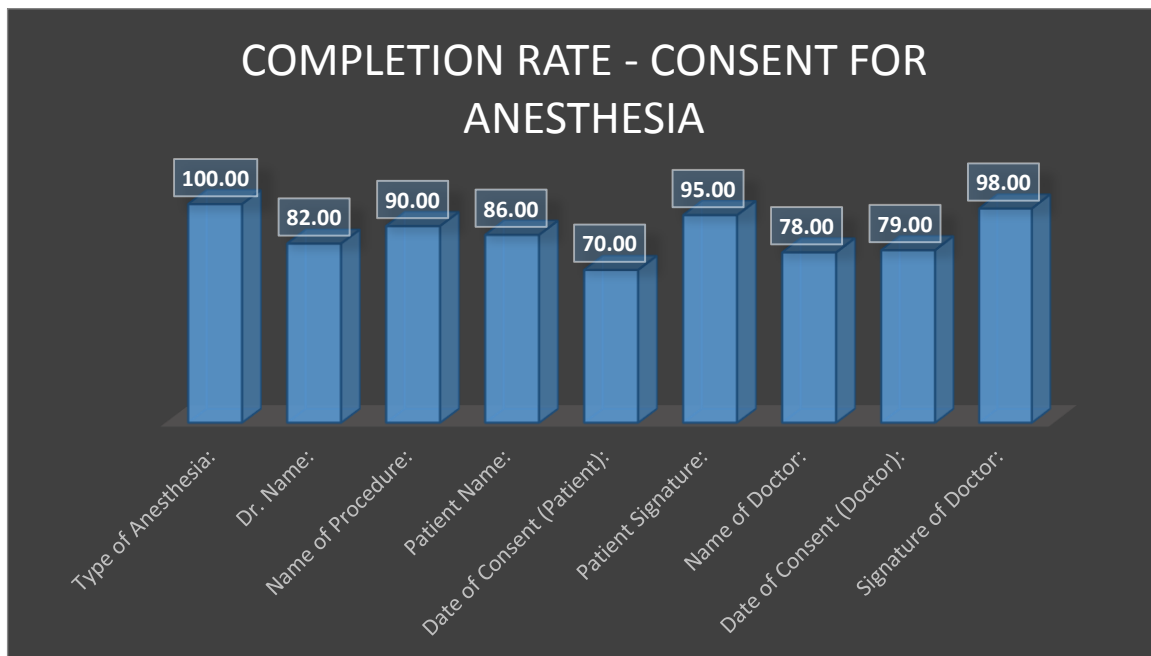
The below mentioned graph 1 presents the comparative study for the period of two months for the compliance of the completion of the various documentations mandated necessary by the quality department for various aspects to be completed before the medical procedure can be performed on the patient.

The scale used is in the percentage of the total forms collected for the period.

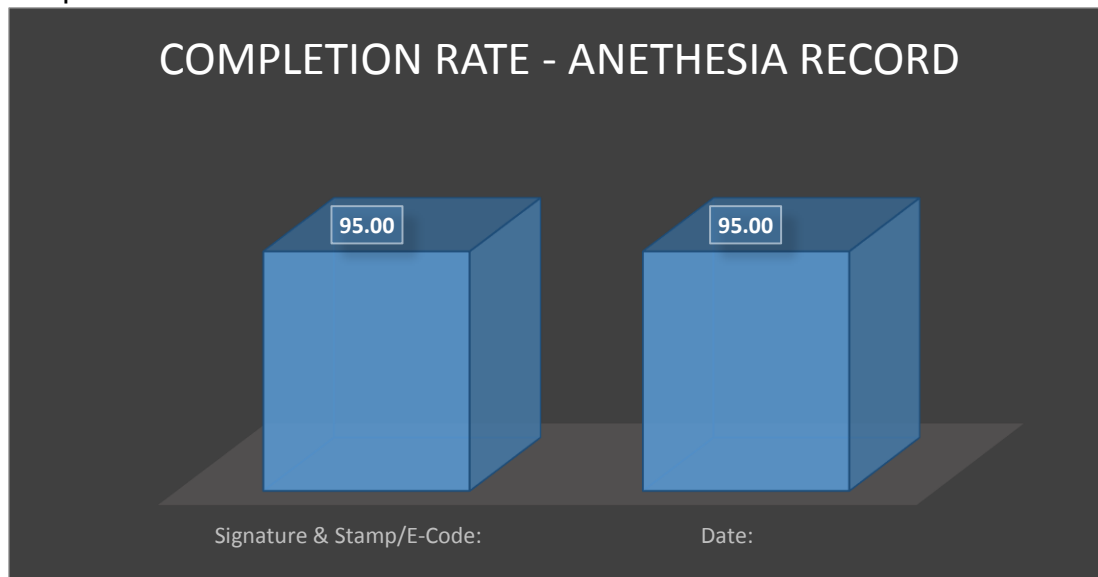


Graph 2 and graph 3 tries The completeness of the consent for anesthesia form for all the elements that need to be filled before any medical procedure can be performed by any anesthetist on the patient.

The scale used is in the percentage of the total forms collected for the period of two months.

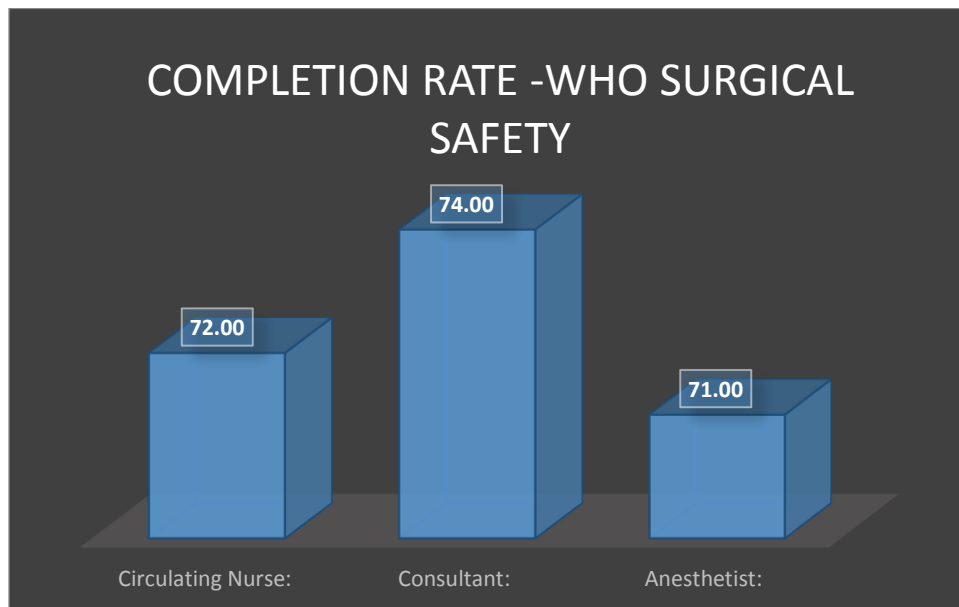


Graph 3



Graph 4 The availability and presence of the WHO mandated responsible professionals and their availability for the medical procedures based upon their signatures at the time of the medical procedure being performed.

The scale used is in the percentage of the total forms collected for the period of two months.



GRAPH 5 - Completion of the mandatory information related to PACU has been provided by the available professionals after the completion of the medical procedure.

