



Celebrating 35 Years of Institutional Excellence

DESSERTATION PROJECT

DEPARTMENT: QUALITY



Submitted by : Soundarya Tejomurthula

Enroll no. 1217

MBA hospital and healthcare management

Mentor: Dr. Kanika Jindal, Assistant Professor



ABOUT THE HOSPITAL

- **Care Hospital, Banjara Hills** A top private hospital which is formed by two prime hospitals in Hyderabad, Telangana. The hospital is located in Banjara hills, which is 435 bed multi-speciality hospital, including 120 critical care beds, and serves 1,80,000 outpatients and 16,000 in patients.
- The hospital has ten operating rooms equipped with cutting-edge technology.
- The transplant Unit is outfitted with cutting-edge technology and the most advanced equipment for performing liver and kidney transplantation procedures on both young and adult patients.
- It focuses on a safe and comfortable working environment and encourage all ethical practices while providing a wide range of medical services.
- However, in the view of high patient flow, or complicated cases, compliance of hospitals towards recording these informed consents might have to be assessed. Care hospital, Banjara Hills a 22-year-old, with around 50 surgeries happening every day, it becomes an important duty to check for the doctors, compliance towards taking and recorded informed consents, thereby gauging and improving quality of services of the hospital, as a whole
- **Centre of excellence** = best clinical experts + latest technology + exceptional patient experience.



KEY ACTIVITY UNDER TAKEN

1. Volunteered in the various activities conducted by the Quality Department ongoing in the hospital.
2. Med Blaze Software.
3. Performed Quality Audits exercise
4. Volunteered in quality department trainings.
5. Posted in inpatient, went on rounds and collected the data for required audits.
6. Performed Audit in Pharmacy.
7. Trained the staff for some implementations of new ideas.
8. Trained staff nurses for documentations and checklist.
9. How to handle the pressure. Working under pressure
10. Making decisions to satisfy the patients need and keeping the process efficient.



OTHER SERVICES:

1. Cafeteria
2. Home lab sample collection
3. Home care
4. Home delivery medicines
5. International insurance
6. International patient care
7. Parking
8. Preventive health check-up



QUALITY EXERCISE

- Quality exercises are the assessment which deals with daily base internal auditing with in the organisation.
- Auditing includes
 1. PNDT – Pre Natal-Diagnostic Technique
 2. MTP – Medical Termination of Pregnancy
 3. Narcotics
 4. Doctor's handover sheets



▪ **GENERAL OBSERVATIONS:**

1. Learned how to Audit for PNDT in radiology department, checking the registers and the forms of each and every patient on regular intervals and schedules.
2. Learned how to do the MTP audit from Gynaecology department and registrations for the patient coming for the Termination of pregnancies and performed cases.
3. Learned how to collect the data.
4. Learned the procedure for the audit for licence and other departments.
5. Learning the audit for doctor's handover sheet.
6. Learned how to manage various works at stipulated time.
7. Learned how to do the verifications.
8. Learned how to interact with staff/nurses and guided them
9. Learned to coordinate with people.
10. It has helped me to communicate with the citizens and how to handle the situation.



SUGGESTIONS AND FINDINGS:

1. Some of the staff nurses were not aware of the doctor's timings, and doctor's signature were not mentioned clearly for particular PNDT forms.
2. Not mentioning the proper sign of licenced doctors for MTP.
3. Asking them to maintain a proper track sheet to avoid the glitch with audits
4. Scheduling is done properly by the CRM people then the crowd could be avoided.
5. If the patient condition is very serious should give them the preference.
6. If the patient is a senior citizen and is not aware of calling and all then the screen should be displayed in the waiting area for more information.

▪ IMPLEMENTATIONS:

1. Gave trainings to the Nursing staff on various learnings like safety measurements for patients, First Aid treatment for road accidents for emergency patients
2. Gave learnings on initial program for staff
3. Took assessment on their knowledge on safety measurements



EMERGENCY BED TIME TURN OVER OF THE PATIENT

- In the department examined it is defined as the time from patient arrival to either discharge or hospitalization.
- The measurement of turnaround time is a helpful variable of efficacy which is feasible in most emergency departments. Measuring turnaround times may have two major goals: improving the medical care delivered within reasonable time and taking care of for patients' satisfaction.”
- “Turnaround time is an important parameter that strongly influences patients and staff satisfaction in the emergency department and there are early reports considering this important issue.”
- “Turnaround Time (TAT) of patients shifted to ICU from Emergency department is of outmost importance as delay in transfer is associated with increasing mortality as shown in different studies.
- The longer the patient stays in ER the more likely their care could be compromised.” Long length of stay in ER can lead to decreased patient satisfaction, revenue loss for the hospital, compromised care for patients with acute illness and employee dissatisfaction



IMPORTANCE OF TAT

- The role of the turnaround time (TAT) in the industry is a very important and crucial.
- It not only helps to increase the effective-ness of the working of the industry and laboratories but also helps in strengthen the relationship of the customers with the industry authorities and the management.

AIM AND OBJECTIVE OF THE STUDY:

- To identify the length of stay/To determine TAT of patients at Emergency Department



METHODOLOGY

- **STUDY DESIGN:** Prospective Objective only.

- **SETTING:**
 - CARE Hospitals in Banjara Hills, Hyderabad was established in the year 2000.
 - The multi-speciality hospital has 435 beds, with an annual inflow of 1,80,000 outpatients and 16,000 in-patients.

- **STUDY POPULATION:**
 - **Criteria:** Case data of patients admitted in emergency and discharged within the months of April and May 2022
 - **Study Tools:** Microsoft Excel

- **DURATION OF STUDY:** 1st April 2022 to 31st April 2022.

- **SAMPLE SIZE:** 366

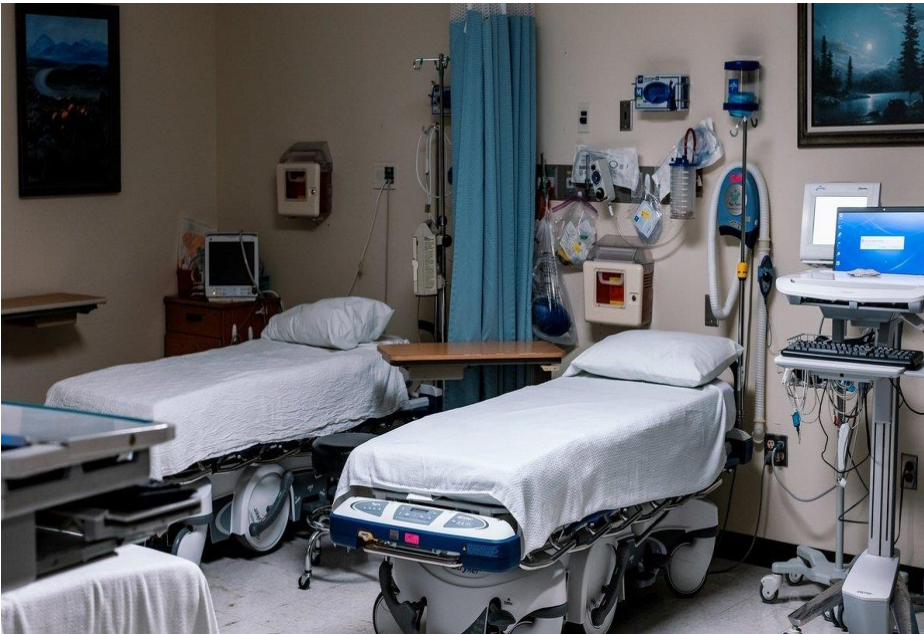
- **SAMPLING TECHNIQUE:** Simple random sampling



DATA COLLECTION PROCEDURE:

Case files and Foot fall registers from the Emergency department are picked at random and data regarding documentation, completeness and appropriateness of relevant consent forms is recorded.

RESULTS: The average of 366 cases recorded a TAT with an average of more than 4 hours.



Mean	04:26:10
Standard Error	0.006545
Median	0.159722
Mode	0.125
Standard Deviation	0.125206
Sample Variance	0.015677
Kurtosis	5.870885
Skewness	2.181551
Range	0.724306
Minimum	0.010417
Maximum	0.734722
Sum	67.64861
Count	366



RECOMMENDATIONS:

- The doctors and staff need to be educated rigours about the importance of registers.
- The format of registering the data can be modified into different templates, each specific for the most columns.
- Causes that delayed the Turnaround time of patients in ER were non- availability of beds
- Delay in investigations and communication failure between nursing and the front office staff. While other reasons like GDA, nursing and housekeeping related issues further delayed the shifting of patient from ER, leading to an increase in the length of stay for patients.
- Addressing these factors would decrease the TAT to an optimum level.



CONCLUSION:

- The average of 366 cases recorded a TAT with an average TAT of 4 hours.
- The major factors which are identified for an increase in Turnaround Time were
 - non- availability of beds
 - delay from investigations
 - communication failure between nursing and the front office staff
- Delays in patient transfer were caused due to non-availability of GDAs and non-availability of nurses while housekeeping related issues
- lack of coordination between nursing and admission staff was observed





THANK YOU!!!

