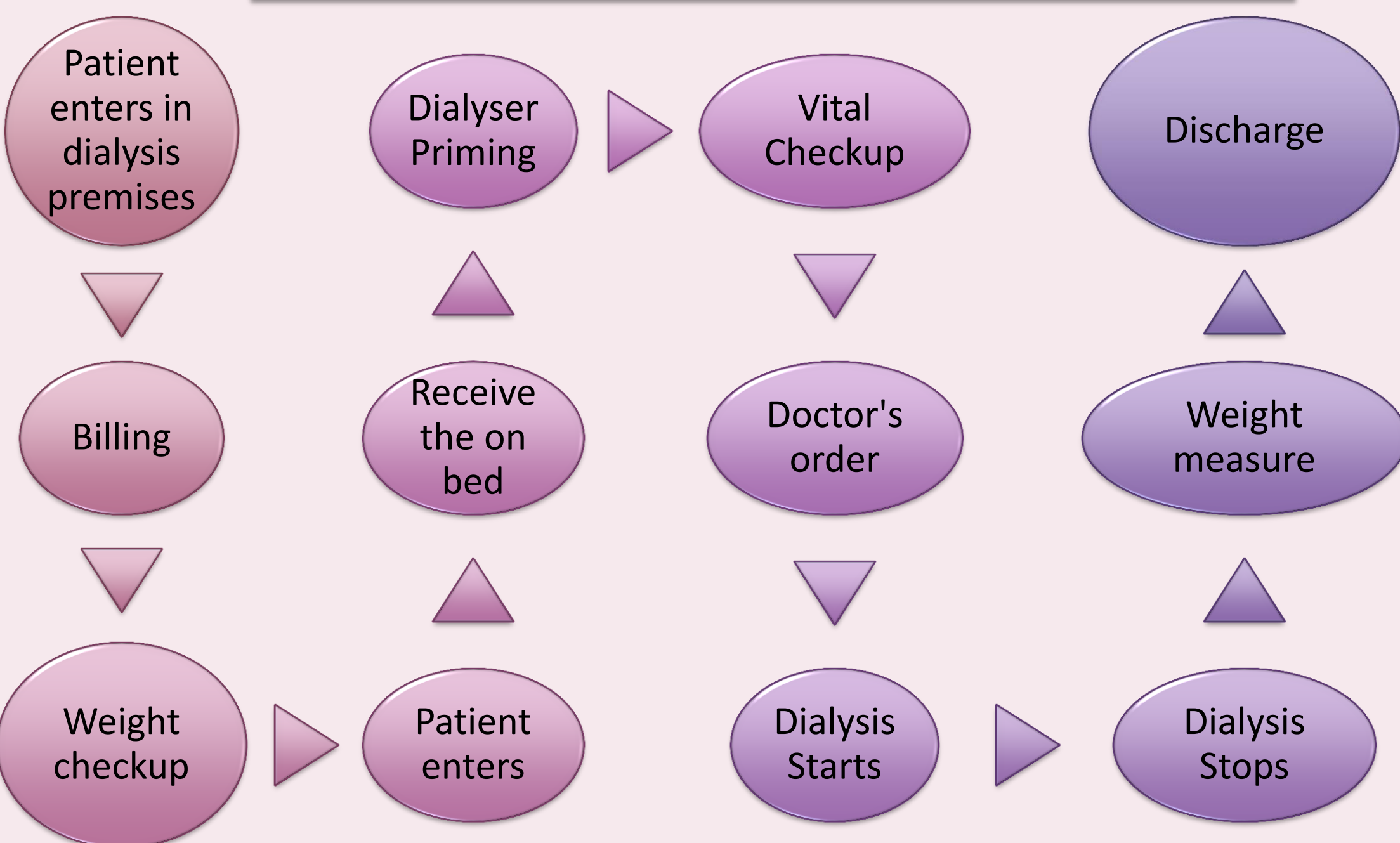


DEVIATION FROM STANDARD PROTOCOLS IN DIALYSIS UNIT

OBJECTIVES

1. To identify the various steps in the process flow of Dialysis Unit.
2. To identify the time taken at each step of the process flow.
3. To give recommendations for further improvement in protocols followed in dialysis unit and enhance patient satisfaction.

SEQUENTIAL EVENTS

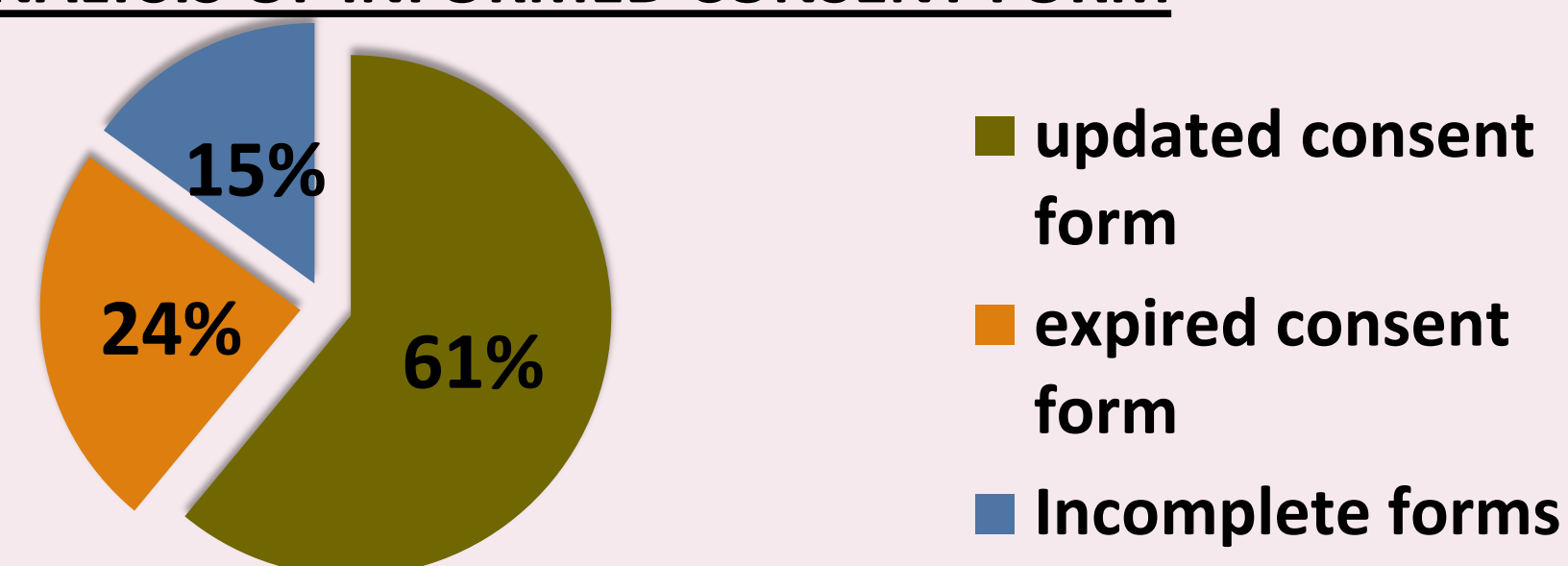


METHODOLOGY

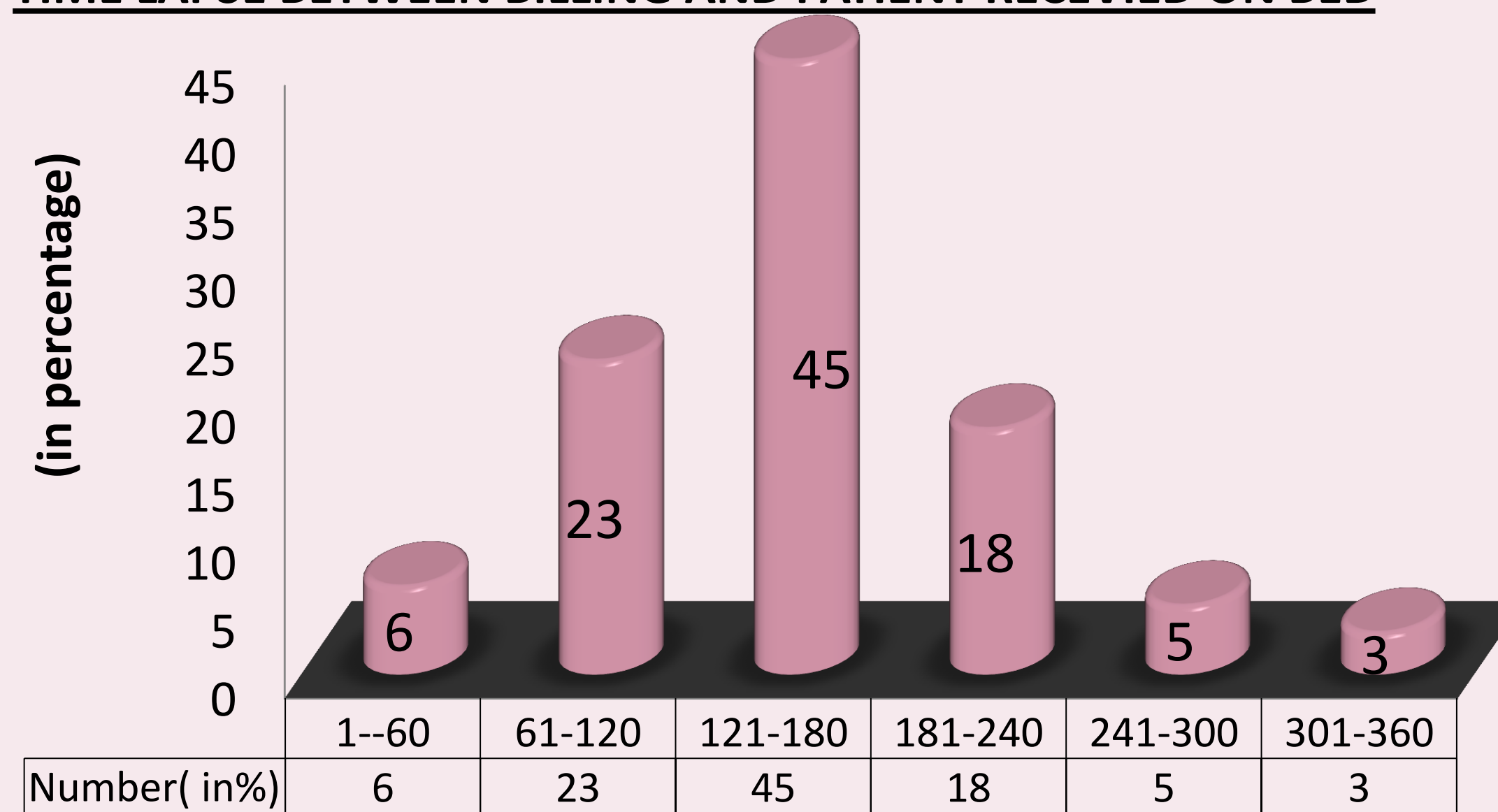
Type of study : Descriptive cross-sectional
Study population : Doctors, Nurses, technicians IN Dialysis unit at Max Super Speciality Hospital, Saket, Delhi
Study area –at Max Hospital, East wing, Saket, Delhi
Duration of Study - 3 weeks
Technique – Direct Observation of Dialysis process
Sample size - 100
Sampling technique- Convenience sampling
Data collection - Primary and Quantitative (3 weeks)
Data entry- Manually
Data Analysis- Using bar charts, pie, line diagram

FINDINGS

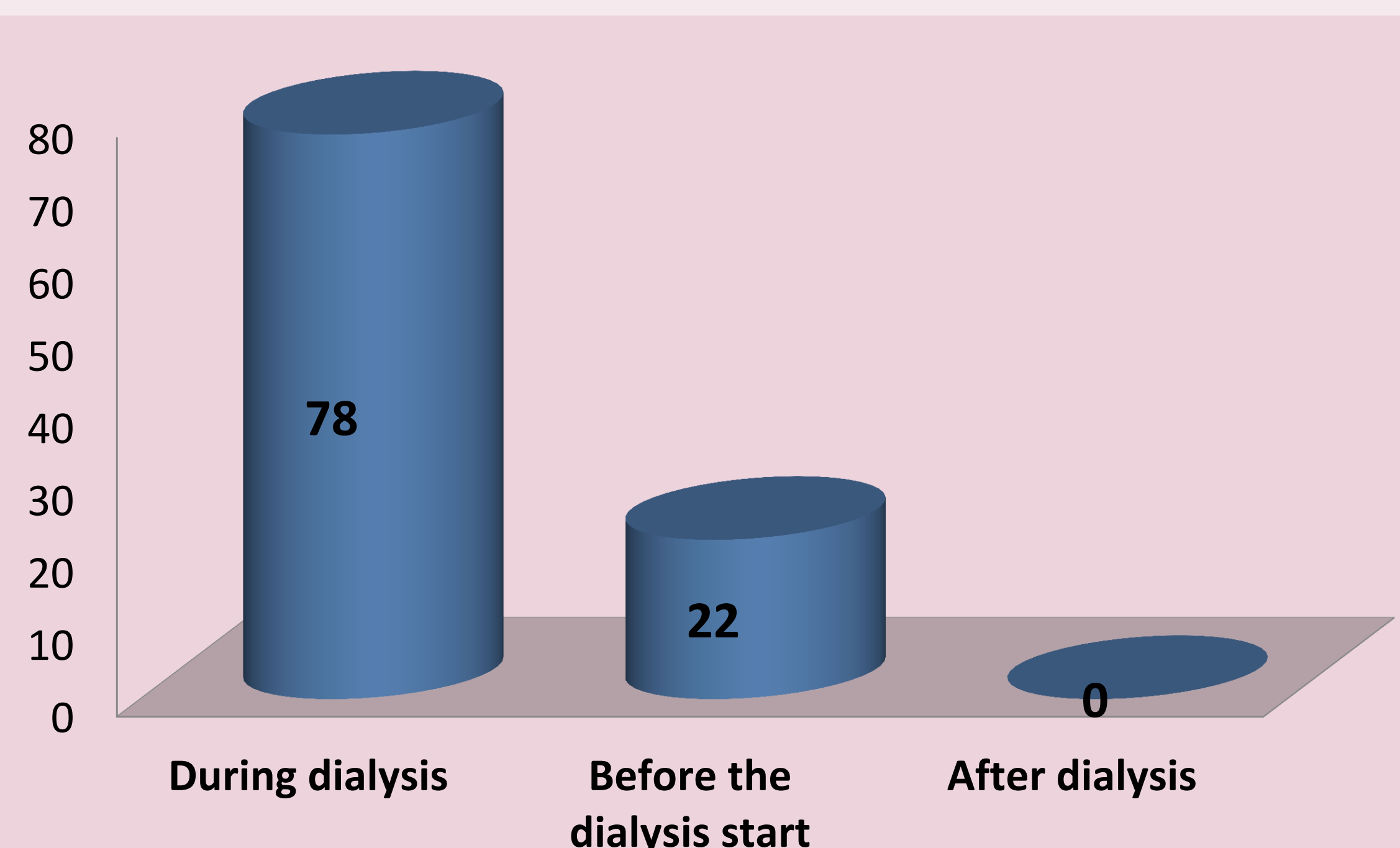
ANALYSIS OF INFORMED CONSENT FORM



TIME LAPSE BETWEEN BILLING AND PATIENT RECEIVED ON BED



Assessment of Time of Billing



RESULTS

1. 61% of them have updated consent form, 24% consent form was expired and 15% consent forms was incomplete.
2. Majority of patients pay their bills 2-3 hours after dialysis.
3. 78% of cases pay their bills during dialysis procedure while 22% of cases pay their bills before dialysis procedure.

RECOMMENDATIONS

1. There should be nice facility for attendants so that they can sit and relax as dialysis procedure take 4 hours and in some cases even more than that.
2. There must be assistant dialysis coordinator to ensure smooth functioning.
3. Expert counselling should be done on various issues related to Dialysis.

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