

**Summer Training at
Global Hospital,
Mumbai**

- **To Study the Turnaround Time of Patient Transfer from ICU to Ward.**
- **To Study Compliance of Active Medical Records of ICU**
- **ALOS and Drugs and Consumables Consumption Analysis of CABG, PTCA, IC Bleed, Cerebral Infarct Patients and Self Consumption Analysis of MICU**

**By
Milin M Kavanar**

**Under the guidance of
Dr. Barun Kanajilal**

**MBA Hospital and Health Management
2015-2017**



**The IIHMR University, Jaipur
2016**

CERTIFICATE

This is to certify Dr Milin M Kavanar student of **MBA in Hospital and Health Management, 2015-17** from the IIHMR University; Jaipur has undergone summer training from 1st April to 31st May, 2016.

The candidate has successfully carried out the study designated to him during summer training and his approach to the study has been sincere, scientific & analytical.

The internship is in fulfilment of the course requirements.

I wish him all success in future endeavours.



Col. (Dr.) Ashok Kaushik
Dean (Academics & Student Affairs)
IIHMR University, Jaipur



Barun Kanjilal
Professor
IIHMR University, Jaipur

TO WHOM SO EVER IT MAY CONCERN

This is to certify that Dr. Milin Muralidharan Kavanar , 1st year student of MBA - Master in Hospital and Health Administration at the Institute of Health Management Research, Jaipur has successfully completed 2 months (from 1st April to 31st May, 2016) internship program at our Hospital.

During the period of his Internship Program with us, He was found punctual, hardworking and inquisitive.

We wish him very best in his future endeavour.

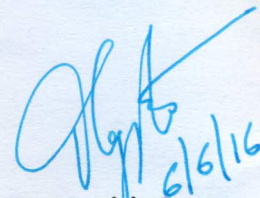
Yours truly,

For Global Hospital



Anil Kumar

AGM – Human Resources



Dr. Manish Gupta

Vice President- Medical Services

yamini

PREFACE

Summer internship is an integral part of MBA-HM curriculum. As a part of the course, the students of first year are required to undergo summer placement at any required organization to get in depth exposure to various departments of organization and understanding of health care delivery system and its functions

The major objectives of summer internship are as follows:

1. To understand and learn day to day operational management of a hospital/health care organizations and its service contents
2. To identify issues/problems with certain operational areas
3. To acquire more knowledge on roles and responsibilities of key players and stake holders in hospital
4. To gain perspective in the functions of various departments by interaction with key stake holders, policy makers, academicians and researchers
5. To work on a project assigned by the summer training organization

Acknowledgement

I sincerely thank the staff of Global hospital for giving me an opportunity and practical experience in working as an intern and helping me to enhance my knowledge and providing me an helping hand throughout the training.

I am highly obliged and grateful **to Dr Manish Gupta (VP- Medical Services)** and **Dr.Jigna Shrotiya (Deputy Medical Superintendent)** for permitting to carry out the training in Global hospital.

Also I would also like to thank **Mr Sanjoy Samantha, Dr .Sundar Murthy, Dr.Arпита Agarwal, and Mrs Mukta Gole** for teaching and guiding me about the hospital.

I have learnt a lot of new things and have gained a lot of knowledge from everyone.

I thank all of them for their good approach.

I am Indebted to my mentor at IIHMR, Mr.Barun Kanjilal who offered valuable guidance and support whenever required

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ABBREVIATIONS

- ❖ ICU-Intensive Care Unit
- ❖ MICU-Medical Intensive Care Unit
- ❖ PTCA- Percutaneous Transluminal Coronary Angioplasty
- ❖ CABG- Coronary Artery Bypass Grafting
- ❖ ALOS- Average Length of Stay
- ❖ TAT-Turn Around Time
- ❖ MRD-Medical Records Department
- ❖ CVA-CerebroVascular Accident

1.ORGANISATIONAL PROFILE

One of the Top Hospital in Mumbai, **Global Hospital** is well Known Super Specialty & Transplant Centre (A Unit of Centre for Digestive and Kidney Diseases) located at the renowned location of Mumbai Parel.It is branch of India's Renowned Healthcare Service Provider Global Hospital Group.

The Hospital offers most advanced clinical services across several disciplines such as Gastroenterology, Hepatobiliary & Liver, Cardiac Sciences, Neurosciences, Orthopedics & Joint Replacements, Organ Specific Cancer Care, Urology & Nephrology, Plastic & Reconstructive Surgery, Minimal Access & Bariatric Surgery, Critical Care & Pulmonary, Trauma & Emergency Care, ENT, Transfusion Medicine and other support specialties accessible to all the segments of the society with utmost care and compassion.

With a vision to be a world-class healthcare provider turning distant possibilities into realities, Global Hospitals utilizes a strong combination of clinical expertise, advanced technology, world-class infrastructure and facilities is to deliver high quality medical services of international standards. Having collaborations with several leading Indian and internationally reputed academic institutions, the Group offers a wide array of academic programmes for both medical and non-medical professionals. Recognized by the government bodies for research, the Group has made significant strides in advanced medical research programmes including Stem Cell and Regenerative Medicine Programmes.

VISION

To be a world-class medical services provider turning distant possibilities into today's realities

MISSION

The Mission of Global Hospitals Group is to achieve the dream of a healthy world through continuous innovation, dedication to quality, provision of compassionate and affordable medical services.

To carry out this mission Global Hospitals strongly believes in

- Deploying state-of-the art facilities and equipment
- Attracting the most talented medical, scientific and support staff
- Providing affordable health care of unsurpassed quality
- Exceeding service expectations
- Adhering to professional and scientific integrity
- Embracing change and encouraging innovation

Department in Global Hospital

Specialties

- Anaesthesiology
- Dentistry
- Dermatology
- ENT
- General Surgery
- Internal Medicine
- Microbiology
- Oncology
- Orthopaedics
- Ophthalmology
- Gynaecology & High Risk Pregnancy
- Pathology
- Psychiatry
- Radiology
- Trauma

Super Specialties

- Arthroscopy & Joint Replacement Surgery
- Bariatric Surgery
- Bone Marrow Transplant
- Cardiology
- Cardio-Vascular & Thoracic Surgery
- Diabetes & Endocrinology
- Gastroenterology & GI Surgery
- Haematology-Oncology
- HIV & Infectious Diseases
- Kidney Transplant
- Liver Transplant
- Neonatology
- Nephrology
- Neurosciences
- Neurosurgery

- Onco Surgery
- Paediatrics
- Paediatric Surgery
- Plastic, Cosmetic & Reconstructive Surgery
- Pulmonology & Critical Care
- Rheumatology
- Spine Surgery
- Stereotactic & Functional Neurosurgery
- Urology
- Vascular Surgery

Medical Departments of Global Hospital

Global hospital is the 17th storey hospital out of which 12 floors are working and remaining are under construction.

Hospital tried to provide best facilities to each department and also better patient caring services to all departments

Hospital total comprise of 220 beds till now.

Emergency Department, Outward Patient Department , Inward patient Department:

Emergency Department is located at the ground floor of hospital premises where patients in trauma, accidental, unconscious condition, critical condition are taken and provided with primary treatment. On the patient condition and relative's permission the patient is then admitted for the future treatment.

The Advanced Emergency Medicine & Trauma Care Centre at Global Hospitals, Mumbai is equipped with the requisite personnel and facilities to provide round- the-clock emergency services. Trauma physicians, emergency room physicians, surgical residents, and nurses, are available at all times and are prepared to respond to all medical contingencies.

Immediately stabilizing patients suffering from life threatening conditions and beginning the process of critical care even before the patient reaches the hospital is the hallmark of our emergency care services.

The treatments and procedures offered at the Emergency and Trauma Care Center include:

- 24/7 emergency services dealing in medical and surgical emergencies
- Tertiary trauma centre with a trauma team, including neurosurgery, orthopedics, general surgery and anesthesiology
- The emergency department is equipped with emergency operation theatre, triage room, trauma bay, transit ward, pneumatic system for blood investigation, and shock room that is exclusively meant for cardiac arrest patients for CPR (Cardiopulmonary resuscitation)
- The hospital offers 24/7 ambulance services and have an ambulance control room.
- All critical care emergencies

- Road Traffic Accidents
- Head Injuries
- Medical Emergencies
- Burns

Outpatient Department: It is located on 1st and 2nd floor of the hospital and has separate admission and billing counter.

Average no. of OPD patients 240-250 per day (Including old and new patients)

INPATIENT DEPARTMENT: It is located on 2nd, 10th, 11th, 12th floor of hospital. Each patient has given unique UHID No. on registration and also IP No. on admission

The second floor IPD is general ward which consist of 12 beds.

The Tenth floor of IPD consists of triple sharing and double sharing rooms which has total 28 beds

The eleventh floor has also triple sharing, double sharing and single rooms which has total 22 beds

The twelfth floor has double sharing and single rooms which has total of 14 beds

Intense Care Unit (ICU):

ICU is divided into various categories according to patient treatment

MICU for medical treatment patients (9th Floor)-15 beds

SICU for surgical patients (8th Floor)-6beds

TICU for transplant patient (8th Floor)-12 beds

LICU for Liver treatment Patients (8th Floor)-9 beds

RICU for renal Patients (9th Floor)-6 beds

ICCU (7th floor)-14 beds

Department of Radiology:

The Department of Radiology forms an integral part of the hospital. It is Located at the ground floor. From the CT scan and MRI to the Echo and Stress departments, the very best in medical equipment is made available to every patient.

Around 90 patients come for the imaging of their body.

Interventional Radiology

The Interventional Radiologists in Global Mumbai perform a variety of complex diagnostic and interventional procedures related to the vascular system, lymphatic system, biliary system and kidneys.

- Most procedures can be performed on an outpatient basis or require only a short Hospital stay
- General anaesthesia is usually not required
- Risk, pain and recovery time are often significantly reduced
- Procedures can be less expensive than surgery or other alternatives

Department of Nephrology:

The Institute of Kidney Diseases at Global Hospitals, Mumbai is the leader in kidney disease management and provides a full spectrum of services and takes pride in teamwork to achieve the best possible outcomes in a range of disorders from congenital to acquired and degenerative.

Patients with kidney diseases need quality care, guidance, and hope and Global Hospitals' Institute of Kidney Diseases has pioneered the development of renal/kidney transplantation in both live and cadaveric donor renal transplantation programs to offer a definite ray of hope for individuals.

Department of Neurology And Neurosurgery

Global Hospitals Mumbai is an advanced super-specialty Institute with one of the best Neurology and Neurological Surgery Departments in India!

Treating Brain-related Neurological Disorders demands the best Standard of care, internationally acclaimed Expertise and Cutting - Edge technology. This is exactly what the Institute of Neurosciences at Global Hospitals aims to provide and deliver on a consistent basis, by bringing together a team of acclaimed Neurologists, Neurosurgeons and allied health professionals, up-to-date and innovative technology and superior patient-oriented care practices to deliver the best possible outcomes.

The Department of Neurosurgery, which works under the auspices of the Institute of Neurosciences Disorders, offers comprehensive consultation, evaluation, and treatment services for patients with neurological disorders.

Department of Oncology:

Traditionally, cancer care centres in India have always followed a conventional – vertically-driven approach to the treatment of cancer. However, Global Hospitals' Global Cancer Institute at Mumbai takes a different approach to the diagnosis, treatment, disease management and rehabilitation of cancer patients altogether. The treatment design at Global Hospitals follows an integrated approach which involves super specialists from different medical specialities coming together to provide “Multi Super Speciality Organ Specific Cancer Care.”

As one of the one of the best cancer hospitals in Mumbai, Global Hospitals offers end-to-end options for cancer treatment in India delivered by the one of the best cancer specialists in Mumbai.

The distinctiveness of the institute lies in its efforts to treat the cancers of different organs of the body with different but comprehensive procedures. The Department of Medical Oncology under the Global Cancer Institute (GCI) at Global Hospitals, Mumbai is one of the six approaches to provide complete cancer care services.

Apart from the clinical work the department also is successfully running the Chemotherapy course in cancer surgery.

Department of cardiology:

The Centre of Excellence for Cardiology, Cardiothoracic & Vascular Surgery at Global Hospitals, Mumbai is a comprehensive, innovative and advanced care facility. Offering the complete spectrum of endovascular procedures - coronary intervention and peripheral intervention, heart surgery, heart bypass surgery as well as heart transplantation surgery - the Centre is one of the first and few facilities in India to perform a coronary PCI by radial artery approach.

A team of experts, physicians and nurses, the Centre employ evidence-based medicine blended with patient-centred care to ensure each individual receives the most advanced and comprehensive cardiac care. Each individual is viewed uniquely and therefore personalized care is imparted with precision and greater understanding of their problem

The Heart Transplant facility at Global Hospitals, Mumbai is one of the best heart transplant hospitals in India with most individuals undergoing a heart transplant surgery returning to normal activities as they were prior to the surgery

The department also has an ultramodern non-invasive cardiology investigation which consists of latest colour Doppler, echo machines and treadmill.

Department of Gynaecology:

The Department of Obstetrics and Gynaecology at Global Hospitals Mumbai offers comprehensive and personalized total care for all women-related ailments. Covering all aspect of women-health from young teenagers to the elderly, the highly experienced team of consultant gynaecologists provides out-patient services on all weekdays.

The Department provides a modern, safe and maternal-friendly environment for 'mothers-to-be' alongside a complete multi-specialty backup. With expertise in handling all open as well as laparoscopic gynec surgeries - including total laparoscopic hysterectomy alongside hysteroscopy – the Department provides facilities for painless labor with continuous electronic fetal monitoring and supports all high-risk pregnancy cases that multi-specialty consultants.

Department of ENT:

The Institute of ENT, Head & Neck surgery at Global Hospitals, Mumbai delivers comprehensive treatment and services for problems related to Ear, Nose, Throat as well as the Head, Neck, and Skull-Base all under one roof. Using the most modern and innovative technology, the institute is adept at carrying out both basic and advanced nasal endoscopic surgeries for endoscopic and combined skull-base surgeries, micro ear/micro laryngeal surgeries, nasal/laryngeal/oesophageal endoscopies, and surgery for deafness.

Primary objectives of the Institute of ENT, Head & Neck surgery at Global Hospitals, Mumbai include:

- To provide the International standard quality of care to patients with simple as well as complicated ear, nose, and throat disorders
- To provide the best possible education to trainees including medical and paramedical personnel
- To involve in active research to find new insights into the pathophysiology and treatment of otolaryngological disease
- To provide corporate care at affordable prices to economically weak population through community service activities

Department of Hepatology:

The study of liver, gall bladder and pancreas with the objective of managing the related diseases, diagnosis, treatment and prevention is known as Hepatology. The Department of Hepatology at Global Hospitals, Mumbai is the pre-eminent healthcare facility in India for all liver, pancreas and other gastroenterology problems.

The Department provides a comprehensive suite of treatments and diagnostic procedures for the treatment of various disorders of the liver, gall bladder and pancreas. The Department has the state-of-the-art facilities for all endoscopic and colonoscopy procedures.

Working on the cutting-edge of some of the most ground breaking achievements in treatment of liver and pancreas related diseases, Global Hospitals, Mumbai offers personalized care for chronic liver and pancreatic diseases including – Hepatitis B & C, liver cirrhosis, cancers and other ailments.

Global Hospitals Mumbai offers end-to-end liver care and liver transplantation options and it is one of the finest Liver Transplant centres in India having attained the status of excellence in liver care and liver transplantation.

Department of Dermatology:

The Department of Dermatology at Global Hospitals, Mumbai provides the best treatment for all skin related ailments. Treatments are available for both common skin rashes, itchiness etc., as well as for rare and complex skin disorders. The expert panel of doctors at the Department cater to both general dermatology as well as cosmetic services for all age groups. Aside from dermatological and cosmetic services, Global Hospitals also treats various symptoms of skin cancer.

Department of Orthopaedics:

One of the best orthopaedic and joint replacement units in the country carrying out extensive knee and hip replacement surgeries, the institute provides both minimally invasive and comprehensive pain management procedures to individuals. With an integrated centre for General Orthopaedics, 24 x 7 Fracture Clinic, Trauma Management, and Joint Replacement, the Institute offers the expertise of orthopaedic doctors who provide consultation and highly individualized treatment options for a number of joint and musculoskeletal problems.

Department of Gastroenterology:

The Institute of Advanced Gastroenterology & Therapeutic Endoscopy at Global Hospitals, Mumbai is one of the best in the country because it takes a multidisciplinary approach to the treatment of gastroenterological problems. Diverse specialities give their inputs when it comes to the evaluation and treatment of various digestive diseases. A critical multidisciplinary team of medical gastroenterologists and specialist surgeon's work together to ensure a comprehensive solution to all gastroenterological problems. The Institute also employs advanced investigations and offers expert advice on diet and lifestyle.

Department of psychiatry

The Department of Psychiatry at Global Hospitals, Mumbai is committed to the improvement of mental and emotional health of individuals and employs some of the country's leading clinical experts and specialists in the field of psychiatry. The Department is one of India's leading behavioural health facilities working towards evolving the best treatment and correctional plans for various psychiatric disorders.

The department deals with all psychiatric conditions such as – depression, obsessive compulsive disorder, substance abuse, autism, ADHD, and PTSD amongst others.

Blood Bank:

Global blood bank is private blood bank of global trust. Blood Bank is under the federation of the Mumbai blood bank association. Blood bank provides blood during surgery and other emergency states.

Pathology Lab (Metropolis):

Lab takes the sample (Blood, Urine, spasm etc) of the patient after advice from the consultant and carry out the test and report to the consultant.

OT Complex:

It is Located on the 4th floor of the hospital.

About 80% of surgeries performed are of liver transplants and kidney transplants. Rest CABG and PTCA are performed.

Pharmacy:

Pharmacy store is located on 1st floor for the IPD and OPD patients and also on 4th floor for the adjacent to OT for the OT supplies.

Pharmacy consists of each type of medicine. It's open for 24/7.

Non-Medical Departments

Administration:

Administration looks at the normal functioning of the hospital. They have various departments under them

1 Human Resource Department

2 Marketing Department

3 Bio medical Department

4 Accounts Department

5 Finance Department

6 IT Department

Medical Service Department:

MSD looks at the functioning of doctors, wards availability, Clinical meet of patients, procedure treatment of the patient, billing and other queries

Patient Welfare Committee.

PWC looks at the welfare of the patient like needs of the patients, resolving problems of the patients and of relatives etc.

Central Sterile Supply Unit:

_CSSD looks at providing sterile and cleaned equipments and dressing materials to the hospitals.

Medical Records Department: MRD looks at the maintenance of the records of the patients which will be needed in court cases, govt nodes, for insurance claims etc.

PROJECT REPORT

To Study the Turn Around Time of Transfer of Patients from Intensive Care Unit to wards.

Project Guide:

Mrs.Jigna Shrotiya

Deputy Medical Superintendent

1.1 Introduction

The Medical Intensive Care Unit (MICU) is a unit within GLOBAL Hospital that provides care for critically ill Patients. The current patient transfer process in the MICU has been experiencing delays and frustration for both staff and patients. Optimal use of intensive care unit (ICU) resources is an important goal for individual hospitals and healthcare systems and is an essential component of the effort to contain healthcare expenditures. In Global Hospital, it was found that many patients who met criteria for transfer out of the ICU remained in the ICU for a longer time than necessary. So it was necessary to investigate the incidence of delayed transfer of MICU patients and sought to determine the causes for delays. This study describes the turnaround time of beds between intensive care unit and medical floors, along with the reasons for delay in transfer. And to learn how the overall protocols are followed between doctor recommendation and actual

physical shifting of patient from ICU to ward. The study hypothesized that transfers out of MICU are delayed by 1 or more days and that the majority of delays are due to a lack of available floor beds. Based on conclusions made from collected data, some recommendations are given to make some changes to decrease the length of time it takes transferring patients.

1.2 OBJECTIVES:-

- ❖ To Determine The Incidence Of Patients Whose Transfer Out Is Delayed
- ❖ To Know What Are The Most Common Possible Reasons For Delay

1.3 Methodology

Study area and Design: The prospective, observational study was conducted in MICU of Global Hospital, Mumbai for 1 month from 18 April 2016 to 18 May 2016. The MICU of Global Hospital has 15 critical care beds.

- Sampling unit:- patient who was admitted in Medical Intensive care unit and was medically ready for transfer to floor

- Sampling size:-

Data was collected on 96 patients of MICU who were ordered to transfer out by the primary consultant.

- Data collection:-

- Primary Data Collection:- Data Was Collected From Personal Observation And Information Gathered By Discussion With Department Head And Staff.

- Design tool:-

- Tool Used:- The Tool Used For Data Collection Was Self-Administered Tabulated Format For Each Day Under The Following Domains:
 - a) Number Of Admitted Patients With Their UHID No
 - b) Timing Of Transfer Order Given By Doctor
 - c) Timing Of Register Sent To Admission Department From MICU
 - d) Timing Of Register Received Back From Admission Department
 - e) Timing Of Bed Allotted By Admission Department
 - f) Timing Of Bed Ready At Floor

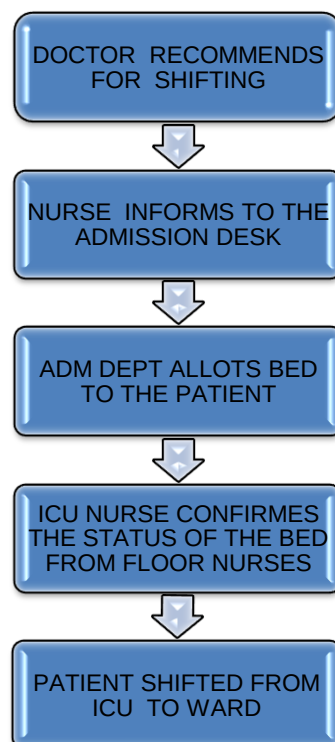
g) Timing Of Patient Shifted From MICU To Floor

h) Timing Of Patient Reaching At Floor

➤ Exclusion Criteria:-

- Patients who were discharged directly
- Patients who died during their course in ICU

TRANSFER OUT PROCESS



1.4 Data Analysis and Interpretation

ALL THE DATA ANALYSIS WAS PERFORMED USING MICROSOFT OFFICE EXCEL 2007

- The average time taken by the nurses to send transfer-out register to admission department is 5.36 minutes.
- The average time taken by the admission department to receive and register the transfer-out order is 17.24 minutes
- The average time taken by the admission department to assign the bed is 4 hours
- The average time taken for bed to get ready at ward after the patient is discharged is 45 minutes

Here, some factors are to be considered

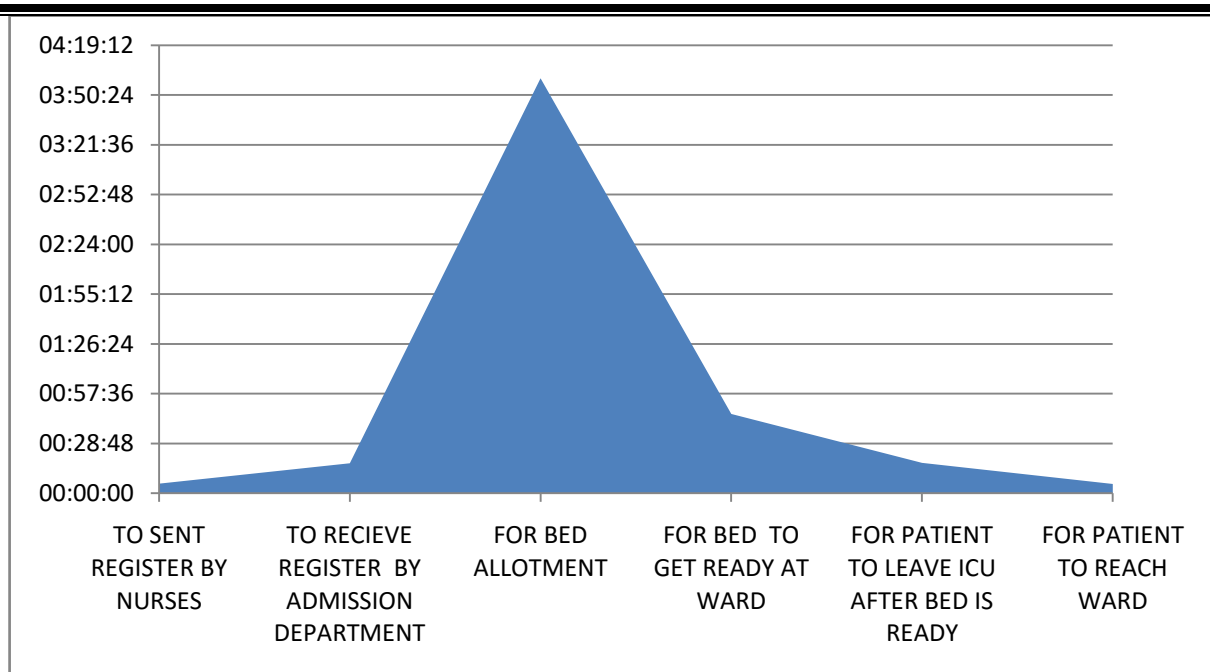
- **Bed status at floor-** whether it is vacant/ready or not.
- **Bed ready-** the time taken to clean and prepare the bed to receive the patient.

1.4.1TIMELINE

As **fig1.4.1** shows ,

- ⊙ The average time taken by the nurses to send transfer-out register to admission department is 5.36 minutes.
- ⊙ The average time taken by the admission department to receive and register the transfer-out order is 17.24 minutes.
- ⊙ The average time taken by the admission department to assign the bed is 4 hours
- ⊙ The average time taken for bed to get ready at ward after the patient is discharged is 45 minutes.
- ⊙ The average time taken for the patient to transfer after the bed is ready at ward is 17 minutes.
- ⊙ The average time taken for the patient to reach from ICU to ward is 5 minutes.
- ⊙ The average total time taken for the transfer out is 5hrs 31min .

Fig1.4.1 Total Time Taken For Each Parameters Used For Calculating TAT of Patient Transfer



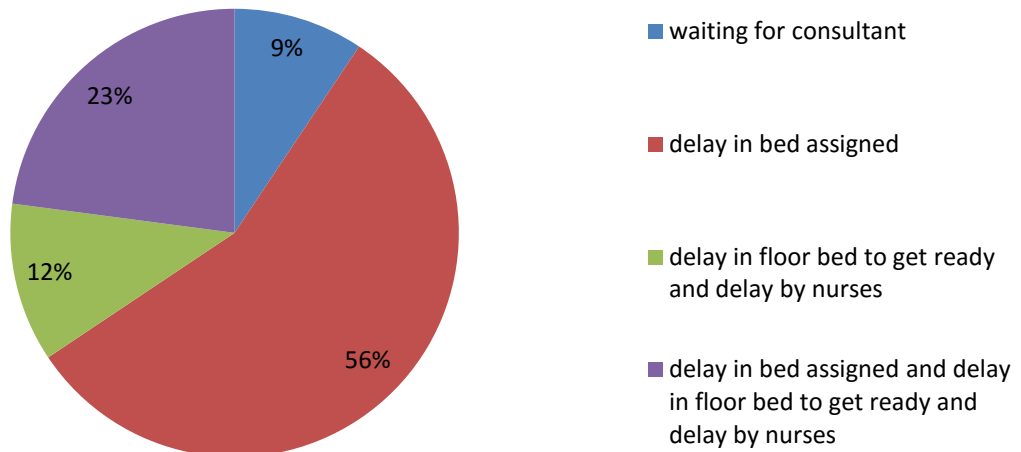
1.4.2 Reasons for delay:-

As **fig 1.4.2** shows,

- ⦿ In 9% of the cases there was delay by consultants to advice transfer-out of the patients
- ⦿ In 12% of the cases there was delay in floor bed to get ready and delay by nurses and housekeeping
- ⦿ In 56% of the cases their was delay in allocating the bed.
- ⦿ In 23% of cases their was delay due to all three reasons bed assigning and delay in floor bed to get ready and delay by nurses.

Fig1.4.2 Reasons for delay

REASONS FOR DELAY



➤ **FINDINGS**

- ▶ Most of the time taken was for allocating bed. There was lot of delay in assigning the bed due to multiple reasons,
 1. Non availability of desired beds: This time was taken due to shortage of beds in general ward and triple sharing rooms. There were vacant single and double-sharing beds but as patient demanded for general and triple sharing beds only there was automatic shortage of rooms which increased time for allocating bed.
 2. Delay in communication between admission department and ICU nurses. Many times the bed was allotted but admission department delayed in informing the ICU nurses and sometimes there was delay by ICU nurses in receiving the phone call.
- ▶ There was communication gap between floor nurses and ICU nurses due to which even though the bed was ready in ward there was delay in transfer
- ▶ There was communication gap between floor nurses and housekeeping staff. Sometimes even after bed was cleaned housekeeping staff sometimes didn't inform the nurses due to which there was delay in transfer and sometimes floor nurses didn't inform housekeeping staff to clean the bed
- ▶ In 9% of the cases there was delay by consultants to advice transfer-out of the patients.

1.5 RECOMMENDATIONS

- ▶ Start the transfer out of the medically ready patients who have been seen by Intensives and for whom the consultant confirmation is not required in midnight or early morning from 6.00am rather than waiting till 10.00am of next day.
- ▶ Intensives should make a list of patients whose Condition is stable prior one day in midnight.
- ▶ Central monitoring of patients and Integration of HIS on doctor's smart phone showing the patient's parameters and Investigations
- ▶ Up gradation of hospital information system in which there will be
 1. Separate notifications for the admission department requesting the bed for patients
 2. Notification for the ward nurses asking to vacate and clean the bed
 3. Notification from floor nurses to ICU nurses informing bed is ready.

This may fill the communication gap between floor nurses, ICU nurses and admission department

REFERENCES

- HOSPITAL SOP's
- ICU MANAGER OF GLOBAL HOSPITAL
- Integrating Quality and Strategy in Health Care Organizations-By Sarmad Sadeghi, Afsaneh Barzi, Osama Mikhail, M. Michael Shabot
- Quality management in hospital by S.K Joshi

ANNEXURE 1

Time schedule at different areas

S.NO	NAME OF THE DEPARTMENT	DATE OF VISIT	TIME SPENT	NAME OF THE CO-ORDINATOR
1.	IP & OP Reception	01-04-16 to 05-04-16	9 AM TO 6 PM	Dr.Arпита
2.	Emergency	06-04-16	9 AM TO 6 PM	Mr.Sanjoy
3.	Radiology	07-04-16	9 AM TO 6 PM	Mr. Sanjoy
5.	Dialysis	09-04-16	2 PM TO 6 PM	Dr. Murthy
6.	LICU	11-04-16	9 AM TO 6 PM	Dr. Murthy
7.	MICU	12-04-16	9 AM TO 6 PM	Dr. Murthy
8.	Quality	13-04-16	9 AM TO 6 PM	Dr.Ajit
9.	TICU	14-04-16	9 AM TO 6 PM	Dr.Murthy
10.	Pharmacy	16-04-16	9 AM TO 11 AM	Mr.Sanjoy
13.	Medical Records	18-04-16	9 AM TO 1 PM	Dr. Jigna
18.	IPD-2 nd floor and 12 th floor	21-04-16	2 PM TO 6 PM	Mrs.Mukta
19.	IPD-10 and 11 th floor	22-04-16	9 AM TO 1 PM	Mrs.Mukta

ANNEXURE 2

A Study on Compliance Rate of Active Medical Records of ICU

TOOL USED: Various Medical Documents Included Were

- Admission Form

- Progress Notes
- Daily ICU Rounds
- Counselling Form
- Nurses Notes
- Daily Nursing Assessment
- Monitoring Sheet
- Daily Drug Chart
- Investigation Flow Chart
- Consent Forms

DOCUMENTATION COMPLIANCE - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Styles Cells Editing

E112 YES= 103

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
	SRL	PATIENT'S NAME	DATE	UHD NO.	DOCTORS SIGN	ADMISSION FOR	PROGRESS NOTE	DAILY ICU ROUND	COUNSELLING FORM (TWICE)	COUNSELLING FORM (ONCE)	NURSES NOTE	NURSING ASSESSMENT	MONITORING SHEET	DAILY DRUG CHART	INVESTIGATION FLOW CHART	CONSENT FORMS
1	1	MR SADIH CHARAN	16/4/16	105060221	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
2	2	MR CHANDRAVADAN	17/4/16	105074037	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
3	3	MR RAMAN VITHAL	14/4/16	105073862	YES	YES	NO	YES	NO	NO	YES	YES	YES	YES	YES	YES
4	4	MR AMRUL ABDU	15/4/16	105056102	YES	YES	YES	YES	NO	NO	YES	YES	YES	YES	YES	YES
5	5	MRS GEETA MARUTI	16/4/16	105073300	YES	YES	YES	YES	NO	NO	YES	YES	YES	YES	YES	YES
6	6	MR CHOICALAL JAIN	16/4/16	105043655	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
7	7	MR RAVINDRA RAJARAM	13/4/16	105073624	YES	YES	YES	YES	NO	NO	YES	YES	YES	YES	YES	YES
8	8	MR NITESH KOLEY	14/4/16	105073718	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
9	9	MRS REHMA MOHD	14/4/16	105073738	YES	YES	NO	YES	NO	YES	YES	YES	YES	YES	YES	YES
10	10	MR ASHOK KESHAV	17/4/16	105027323	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
11	11	MR YADAV SHARMA	16/4/16	105033616	YES	YES	YES	YES	NO	NO	YES	YES	YES	YES	YES	YES
12	12	MRS KRISHNA BAI	16/4/16	105073763	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
13	13	MRS RAJANA GALA	16/4/16	105031270	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
14	14	MRS ASHA SAVANT	16/4/16	105074083	YES	YES	YES	YES	NO	NO	YES	YES	YES	YES	YES	NO
15	15	MR NANKUMAR	16/4/16	105027036	NO	YES	YES	YES	NO	NO	YES	YES	YES	YES	YES	YES
16	16	MR SUDAS LAXMAN	16/4/16	105073751	YES	YES	NO	YES	NO	YES	YES	YES	YES	YES	YES	YES
17	17	MR NARAYAN VITHAL	16/4/16	105074129	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
18	18	MRS ANANDI R. JADHAV	20/4/16	105074164	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
19	19	MRS SUPRIYA SAVANT	16/4/16	105031665	YES	NO	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
20	20	MRS LILAVATI S	20/4/16	105074234	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
21	21	MR SANTOSH CHOWIT	16/4/16	105074191	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
22	22	MR KANCHALAL	20/4/16	105074221	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
23	23	MR MANOHAR SUKHARAM	16/4/16	105074118	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
24	24	KAVISH DINESH R	16/4/16		YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
25	25	RAMACHANDRA LAXMAN S	16/4/16	105073824	YES	YES	NO	YES	NO	YES	YES	YES	YES	YES	YES	YES
26	26	MR NALPAL R	16/4/16	105073590	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
27	27	ANTHONY M	14/4/16	105073237	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
28	28	JAYASHREE JARAM	14/4/16	105073877	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
29	29	SHUBHADA S	14/4/16	100000493	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES
30	30	MANOHAR K	13/4/16	105073719	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	NO
31	31	SMITA A	04/12/2016	105073646	YES	YES	YES	YES	NO	YES	YES	YES	YES	YES	YES	YES

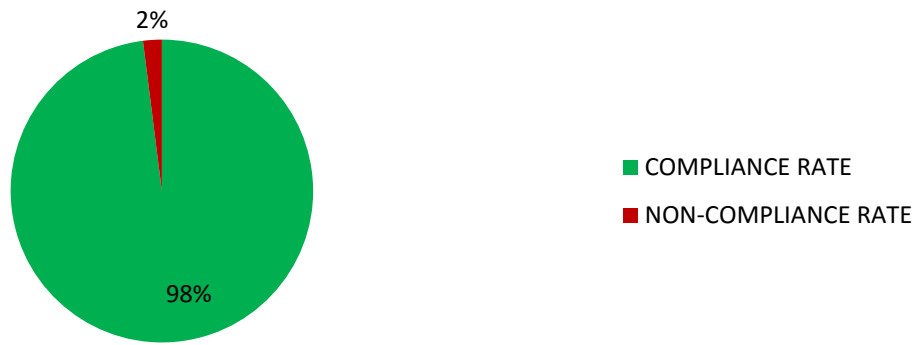
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Sheet1 Sheet2 Sheet3

70%

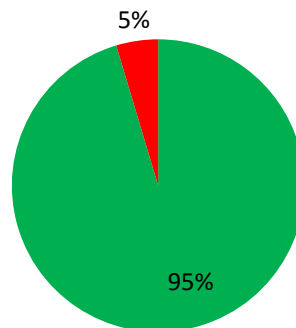
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Compliance Rate of Admission Form



COMPLIANCE RATE OF PROGRESS NOTES

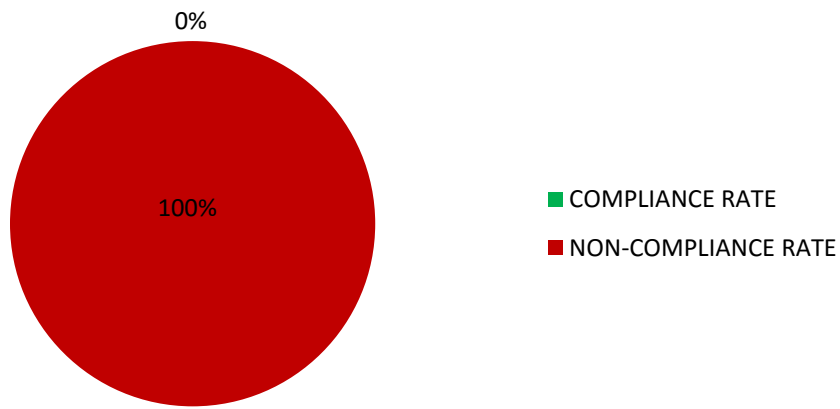
■ COMPLIANCE ■ NON-COMPLIANCE



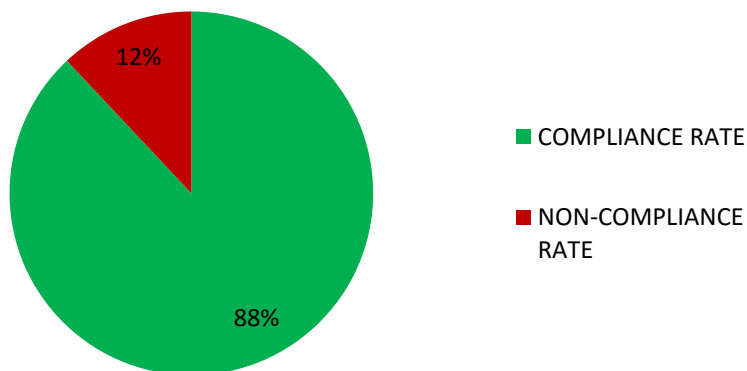
Compliance rate of daily ICU rounds.



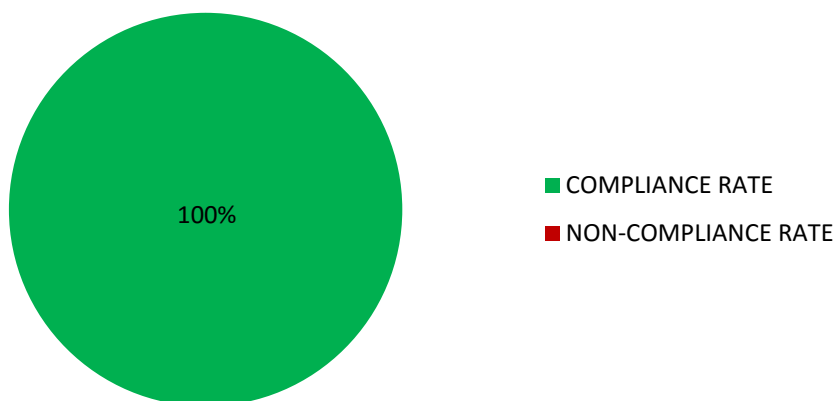
COMPLIANCE RATE OF COUNCELLING FORM DONE IN EVENING



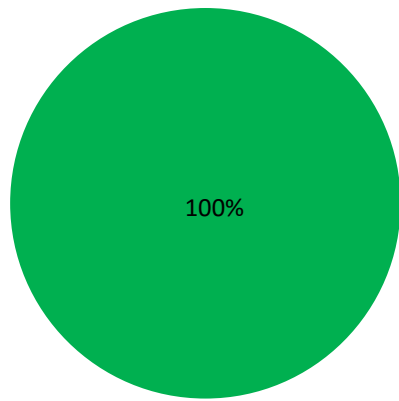
COMPLIANCE RATE OF COUNCELLING FORM DONE IN MORNING



COMPLIANCE RATE OF NURSES NOTES

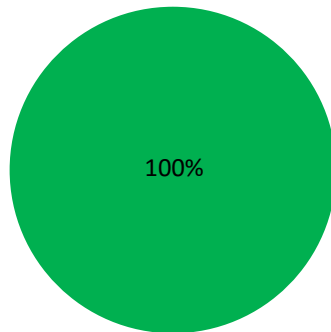


COMPLIANCE RATE OF NURSING ASSESSMENT FORM



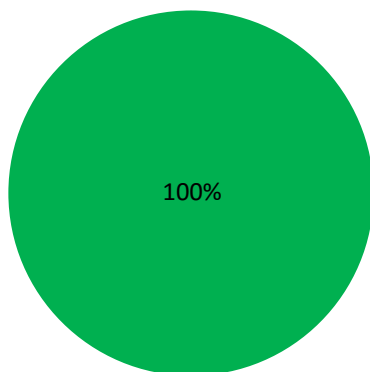
■ COMPLIANCE RATE
■ NON-COMPLIANCE RATE

COMPLIANCE RATE OF MONITORING SHEET



■ COMPLIANCE RATE
■ NON-COMPLIANCE RATE

COMPLIANCE RATE OF INVESTIGATION FLOW CHART



■ COMPLIANCE RATE
■ NON-COMPLIANCE RATE

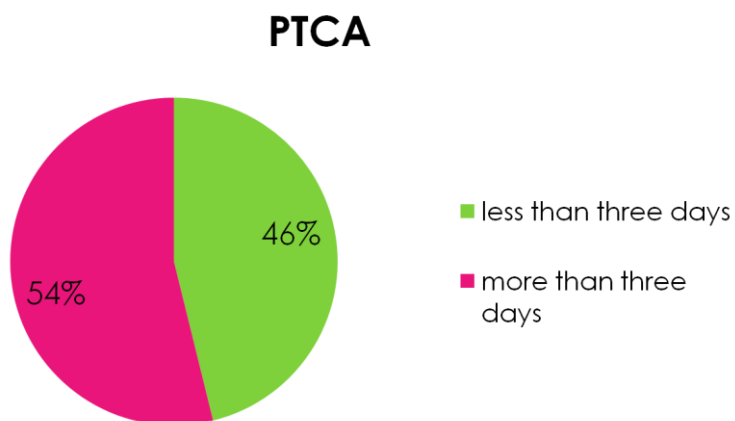
COMPLIANCE RATE OF CONSENT FORMS



Annexure 3:-

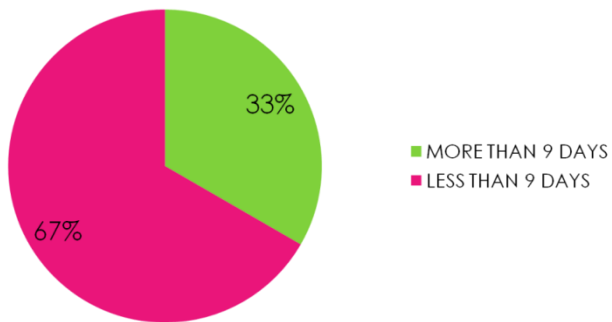
ALOS AND DRUGS AND CONSUMABLES CONSUMPTION ANALYSIS OF CABG, PTCA, IC BLEED, CEREBRAL INFARCT PATIENTS

ALOS OF PTCA Patients



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1		NAME OF PATIENT	UHID	TOTAL BILL	TOTAL DAYS	AVG PER DAY CHARGE												
2		MR. VITHAL KRISHNA DOLARE	105072761															
3	1			234,119.12	6													
4	2	MR. ANTHONY A D MELLO	105073237	206,714.89	3													
5	3	MR. BOMI J MISTRY	105072045	334,772.73	3													
6	4	MR. DATTARAM GOVIND JADHAV	105074312	195,341.31	2													
7	5	MR. DILIP VASANT NARVEKAR	105074375	342,974.08	3													
8	6	MR. PRABHAKAR JAMBHAVDEKAR	105074372	134,048.45	4													
9	7	MR. MADHAV EKNATH LAHANE	105074414	337,687.24	3													
10	8	MR. VIJAY PALANDE	105016014	343,885.01	5													
11	9	MR. ROHIT SOLANKI	105067074	213,420.48	4													
12	10	MR. SUBHASH M KASHIMPURIA	105074991	237,980.90	6													
13	11	MR. SURYAKANT SHANKAR DHIPALE	105073444	339,715.31	3													
14	12	MR. RAJPAL RAMPELLI	105073950	180,873.69	6													
15	13	MR. YADAV KUMAR SHARMA	105029876	281,997.83	9													
16		AVG		251,559.92	4.5	55902.20444												
17																		
18																		
19																		

ALOS OF CABG Patients



CVS FINAL (Recovered) - Microsoft Excel

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	C	NAME OF PATIENT	UHID	TOTAL BILL	TOTAL DAYS	AVERAGE PER DAY CHARGE								
2		MR. RIYAZ NOOR MD												
3		1 PATNI	105072779	241,553.37	8									
4		MR. RAMCHANDRA LAXMAN SHELKE	105073824											
5		2 MRS. RIHANA ANSARI		126,281.20	17									
6		3	105074451	110,210.05	9									
7			AVG	159348.2	11.3	14101.61062								
8														
9														
10														
11														
12														
13														
14														
15														
16														
17														
18														
19														
20														
21														

Ready

ALOS of IC Bleed patients

CNS FINAL - Microsoft Excel

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1		NAME OF PATIENT	UHID	TOTAL BILL	TOTAL DAYS	AVG PER DAY CHARGE										
2		MRS. SUREKHA														
3		1 BALKRISHNA MALEKAR	105073538	74,288.65	20											
4		MR. RAMAN VITHAL														
5		2 KOCHAREKAR	105073862	72,390.00	27											
6				73,339.00	23.5	3120.808511										
7																
8																
9																
10																
11																
12																
13																
14																
15																
16																
17																

ALOS of Cerebral infarct Patients

CNS FINAL - Microsoft Excel															
C12															
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1		NAME OF PATIENT	UHID	TOTAL BILL	TOTAL DAYS	AVG PER DAY CHARGE									
2		MR. MOHANLAL													
3	INFARCT	DEVICHANDJI JAIN	105074221	13,152.12	4										
4	CVA	MRS. AMITA KANADE	105074446	32,436.56	8										
5	CVA	MRS. LEELA KOLI	105074573	19,802.52	6										
6	CVA	MR. CHAKOLI													
7	CVA	MUBARAK AHMED	105074777	10,672.71	4										
8	CVA	KUNVARJI VIRA	105074825	25,717.63	3										
9	INFARCT	MR. JANARDAN POSU	105074779	48,793.36	14										
10	INFARCT	PATIL	105074779	48,793.36	14										
11		MR. DEEPAK													
12		NARAYAN NIKAJE	105072006	10,888.96	4										
13		AVG		23,066.27	6.1	3781.355738									
14															
15															
16															
17															
18															
19															
20															

ANNEXURE 4:-

SELF CONSUMPTION ANALYSIS OF ICU

- ULTRASOUND JELLY 250 GRM
- SODIUM HYPOCHLORIDE 5 LTR
- SURGEON CAP FEMALE (NURSE CAP)
- ACETONE 400 ML
- ECG PAPER ROLL 50MM X 20MTR BPL
- BLOOD GLUCOSTRIP ALERE G1
- BACTOSCRUB 500 ML
- BACTOSCRUB 100 ML
- BACILLO-FLOOR 500ML
- BACILLOL 25 SPRAY 250 ML
- LINOTOX 500 ML
- BACCISHIELD 1 LTR MAKE RAMAN & WEIL
- LANCET TRUEPLUS SAFETY 28G/29G - NIPRO / STERILENCE LITE / MEDISAFE HTL STREFA

