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Background

The Foundation entered the health sector by setting up Deepak Medical Foundation (DMF) hospital in Nandesari, a 15-bedded multi-specialty hospital, catering to a population of around 50,000 living of 33 surrounding villages.

The SOPs have been found to be of immense use in proper working, training of personnel and favourable outcomes. However lack of basic standards including standard operating procedure (SOPs) for hospitals makes this a difficult job. Hence SOPs are an essential pre-requisite for any Quality initiative. Some SOPs were already prepared for reference while others were reviewed and generated after understanding the needs and functioning of the Hospital.

Objectives

1. To suggest modifications and revise the SOPs
2. To generate new SOPs
3. To implement the revised SOPs in the Hospital and set the procedure

Reasons for Revision of SOPs

- To Design and implement Duty Roasters
- For Management and Administration
- To Standardize processes
- To Improve Quality

Methodology

Study Design

Descriptive study, which involved:

1. Revision of old SOPs
2. TNA
3. SWOT Analysis of the Organization
4. In depth interviews and discussions with stakeholders
5. Questionnaire and feedback

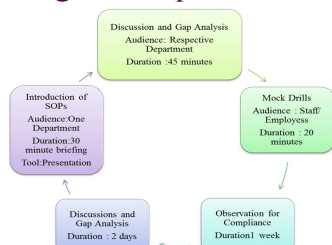
Study Area and population

Deepak medical foundation hospital which is catering to a population of around 50,000 living of 33 surrounding villages.

TYPES OF SOPs

Sr.No	Contents
1.	Gynaecological services
1.1.	SOP for Sonography
2.	Paediatric services and Neonatal Intensive Care Unit
3.	Occupational Health
	Equipments :
3.1.	SOP for Audiometry
3.2.	SOP for Spirometry
3.3.	SOP for X ray
3.4.	SOP for ECG
4.	General Patients
	Specialized OPD Services.
4.1.	SOP for Vision
4.2.	SOP for Skin
5.	Nursing Services
6.	Laboratory Services
7.	Pharmacy
8.	Housekeeping
9.	Reception
10.	Hospital Administrator

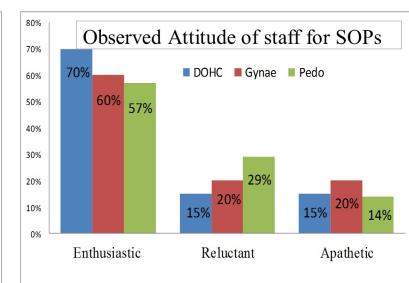
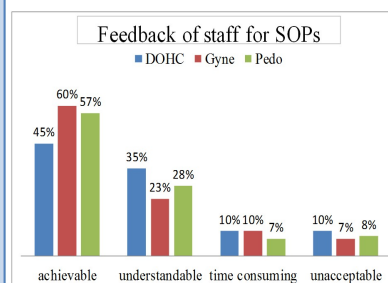
Training and implementation



Learnings

1. The importance of team work and interpersonal communication
2. The clarity and psychological advantage of villages over urban areas.
3. Good doctors lay the foundation for a good hospital.
4. A Hospital Administrator bridges the gap between the lower staff and managerial staff. He/she is the backbone of the hospital
5. Work allocation and work implementation
6. The art of Multitasking and community service.
7. Leadership and training is allowing error without consequence
8. Staff retention and importance of feedback
9. Acclimatization and absorbing the culture of the organization.
10. Round the clock availability of doctors and its significance.
11. How sound marketing strategies can lead to growth of the organization

Findings



Recommendations

1. Appropriate Nurse patient ratio to be maintained
2. Division of work to be done more carefully
3. Employ more people for efficiency in work
4. Strengthening Organizational Culture
5. Training and development provided by the hospital should be encouraged
6. There should be availability of sound amenities for staff
7. A conducive working atmosphere, good culture, training and career growth with adequate salary are some provisions that control attrition.
8. Advancement opportunities