

Purpose of Summer Training:

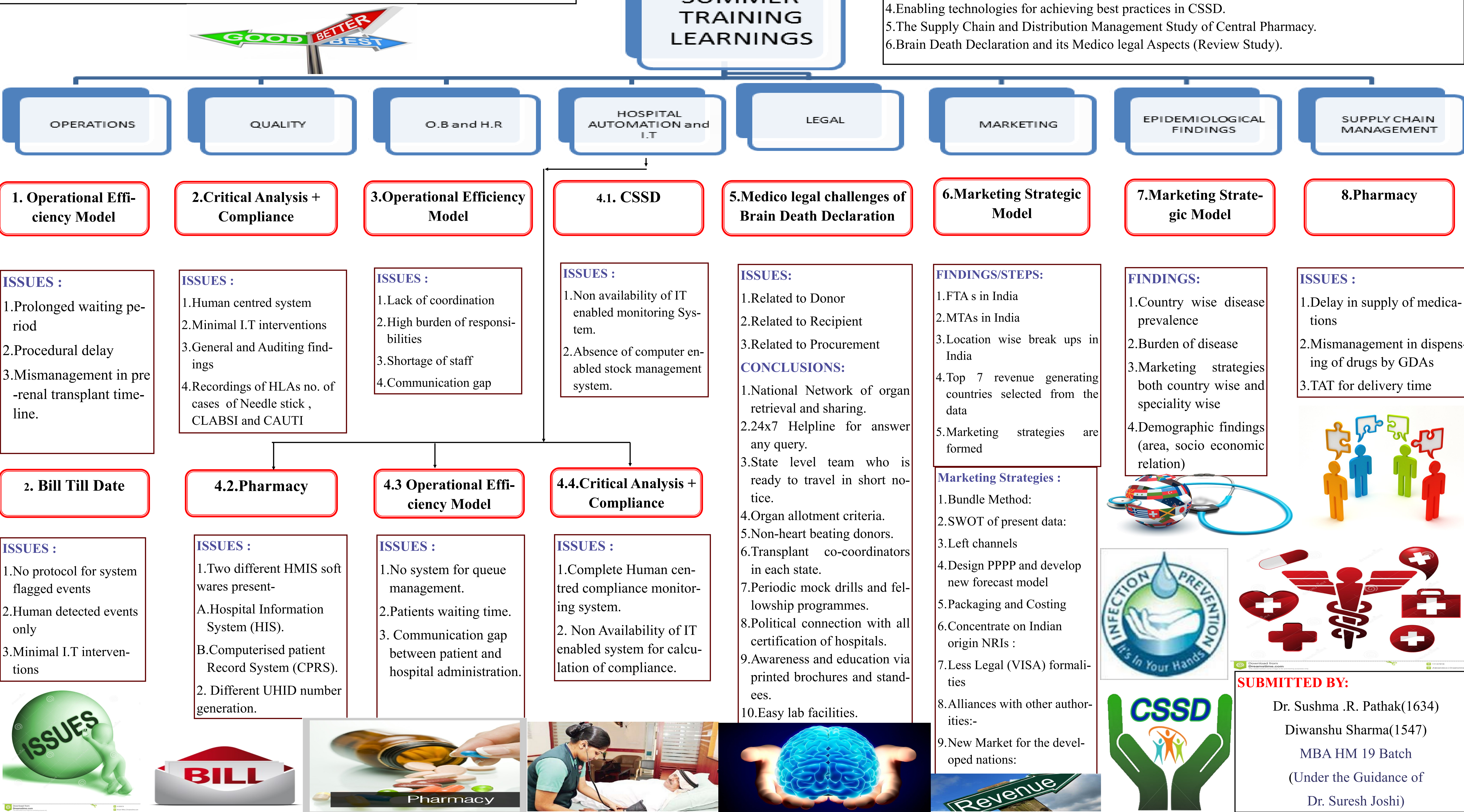
- 1.Provides an opportunity for hospital exposure at ground situations.
- 2.Helps in identifying the issues and problems for a manager to resolve, based on the

Summer Training At Max Super Speciality Hospital,



Summer Training Project topics:

- 1.Operational Efficiency Model for streamlining the pre-renal transplant workup via patient satisfaction findings.
- 2.Critical Analysis of Infection Control Measures and Compliance factors determination in Dialysis Unit.
- 3.Marketing Strategic Model of Revenue Escalation for Medical Tourism.
- 4.Enabling technologies for achieving best practices in CSSD.
- 5.The Supply Chain and Distribution Management Study of Central Pharmacy.
- 6.Brain Death Declaration and its Medico legal Aspects (Review Study).



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(Under the Guidance of
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Project 4 - Critical Analysis of Infection Control Measures and Compliance Factors In Dialysis Unit



OBJECTIVES:-

- 1.To assess the implemented Infection Control Measures in dialysis unit at Max Super Speciality Hospital, Saket, New Delhi.
- 2.To examine the compliance of Infection Control Measures used in Dialysis Unit via auditing.
- 3.To critically analyse the effectiveness of Infection Control Measures followed by various levels of health care professionals in Dialysis unit.

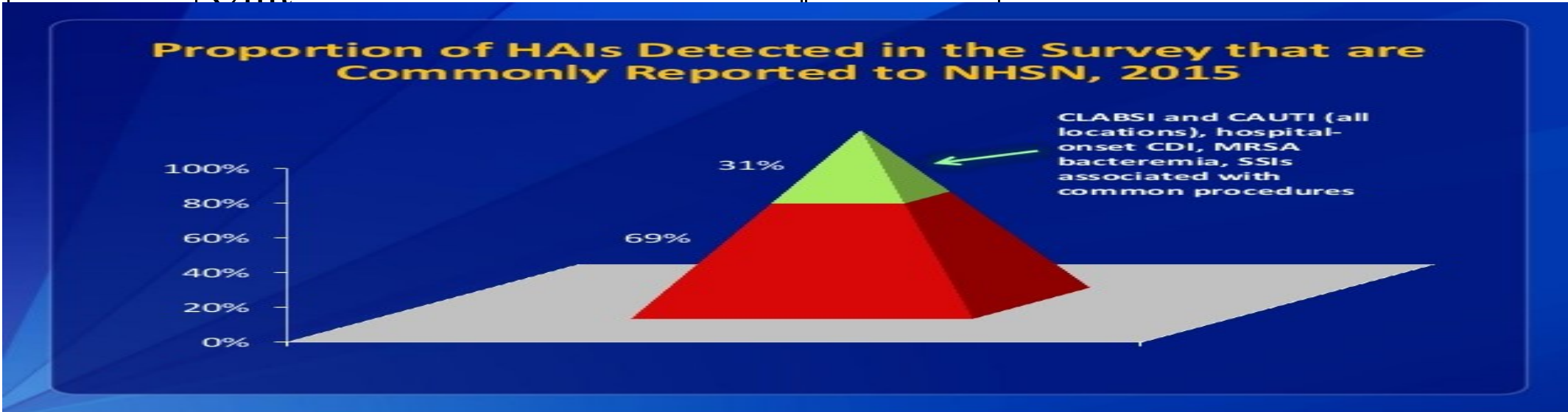
Research Methodology:-

- 1.Carrying out survey amongst patients who had undergone the renal transplant procedure at Max Super Speciality Hospital, Saket.
- 2.Type of Study – Descriptive Research Study
- 3.Study population– Patients in Dialysis Unit (n=340)
- 4.Type of Data – Quantitative and Qualitative
- 5.Techniques – Internal Auditing
- 6.Tool – Checklist
- 7.Data Collection – Primary and quantitative
- 8.Data Analysis – By analysing the data using appropriate statistical methods.

Identified Compliance Factors-

- 1.Hand Hygiene Practices
- 2.Patient Identification
- 3.Needle Stick Injuries
- 4.HIA(CLABSI & CAUTI)

S.No	Auditing Findings	S.No.	Auditing Findings
1.	Attendant as a source of Infection	7.	Error in supply and working of Printer and printing paper in Crash Cart
2.	Over filled Dustbins	8.	Hand Hygiene Error
3.	GNB was found growing during the month of March 2015	9.	Errors in HYPOKIT checklist and STOCK list
4.	TDS monitoring machine not working	10.	Deficiency of items in dressing trolley
5.	Contamination via Encicarb Containers	11.	Housekeeping issues in re-processing room
6.	Seepage on walls of Dialysis Unit	12.	Drainage issues



Conclusion:-Internal periodic auditing with compliance determination results in :

STRENGTHS:

- 1.100% compliance rate for CLABSI and CAUTI
- 2.97% compliance rate for Patient Identification
- 3.6 Needle stick injuries in 6 months
- 4.77% compliance rate in hand

WEAKNESSES:

1. Less I.T interventions
- 2.Environmental and general factors
- 3.Human-centred measures
- 4.Biasness and lack of efficiency
- 5.Authenticity and Accountability



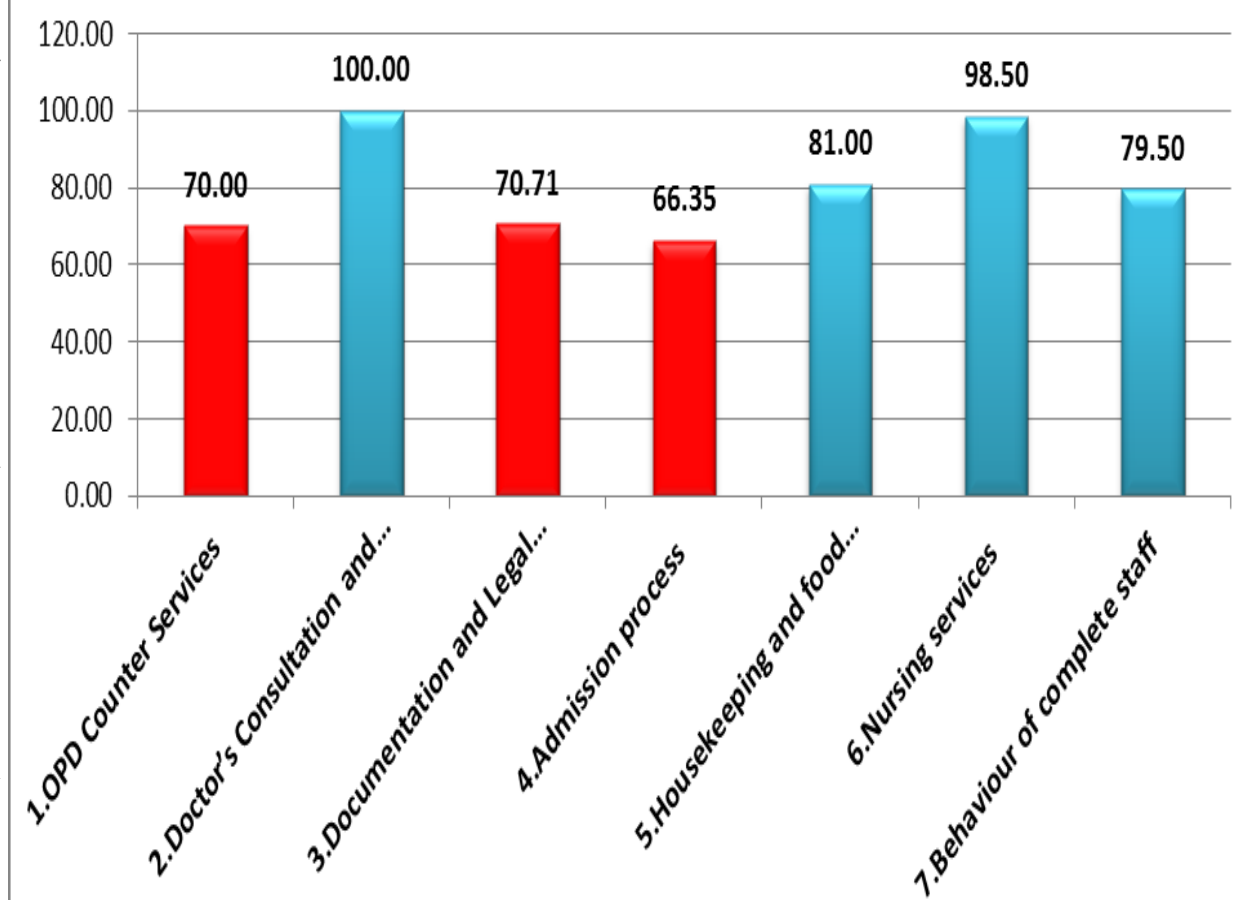
Project 2– Operational Efficiency Model for Streamlining the Pre Renal Transplant Workup Considering Patient Satisfaction Levels



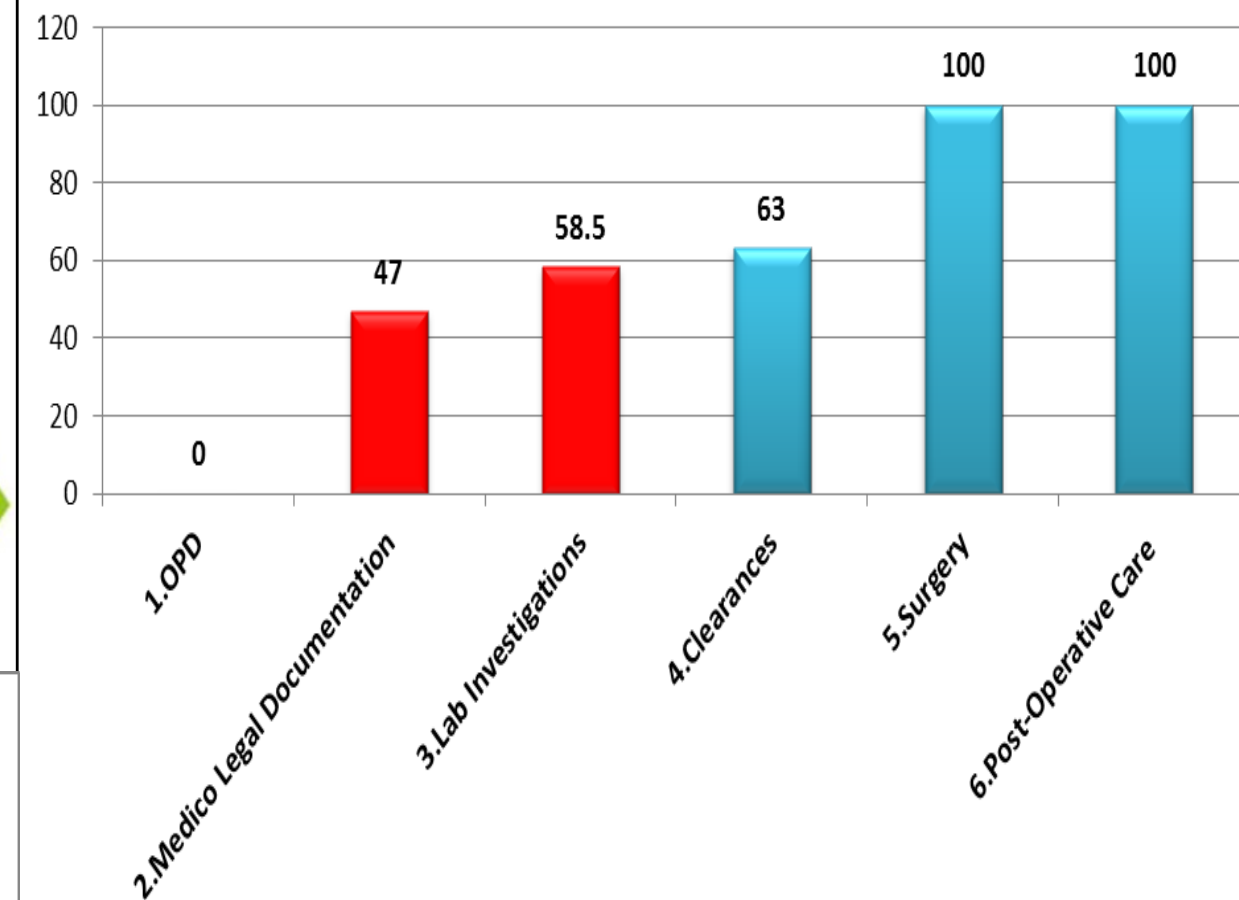
Objectives:-

- 1.To analyse the level of satisfaction among the transplant patients of last 6 months.
- 2.To determine the leading factors contributing to working efficiency of transplant unit.
- 3.To streamline the lacking factors recognised by patient satisfaction level.

Facility wise Median Percentage of Satisfaction Level



Median Percentage of Patients Satisfied with the Time Taken in Different Procedures



Research Methodology:-

- 1.Carrying out survey amongst patients who had undergone the renal transplant procedure at Max Super Speciality Hospital, Saket, New Delhi.
- 2.Type of Study –
- 3.Study population- All domestic patients gone through Renal Transplant Procedure during the time period October 2014 to March 2015.
- 4.Type of Data – Quantitative and Qualitative
- 5.Techniques – Telephonic and Personal Interviews
- 6.Tool – Questionnaire
- 7.Data Collection – Primary and quantitative
- 8.Data Analysis – By analysing the data using appropriate statistical methods.

CONCLUSIONS:

Waiting period in OPD, Medico legal documentation and lab investigation are the main areas of concern.

Currently, complete pre renal transplant workup is **human centred** with less I.T interventions and no Tracker systems.

This leads to **increase of waiting period and delay** in procedure which results in **Patient Dissatisfaction**.

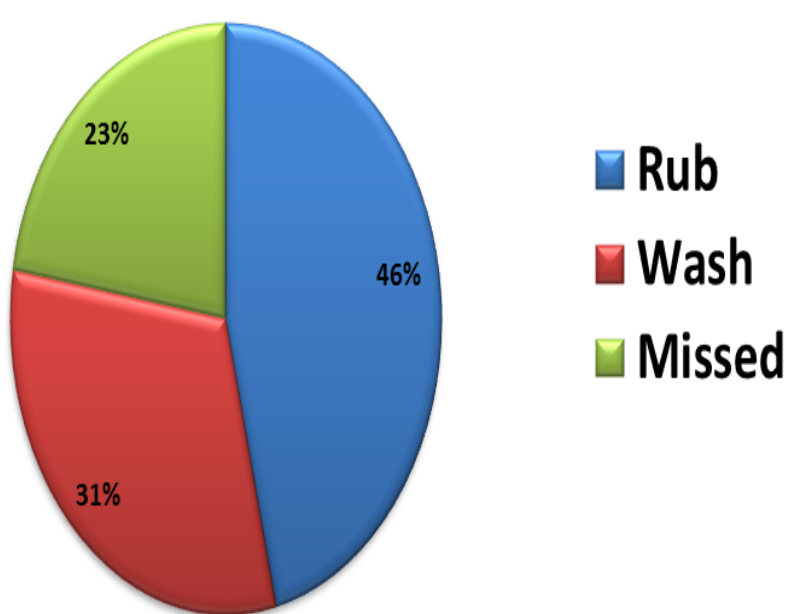
Thus, this **Operational Efficiency Model** provides IT interventions and tracking system. This will indirectly increase **patient satisfaction** and efficiency of the department.

Medico Legal Issues in Brain Dead

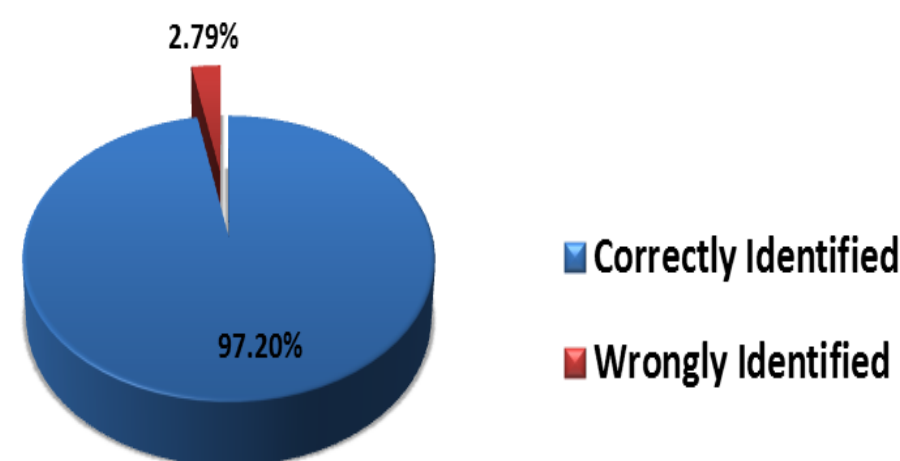
These are divided under three sub categories which are

- 1.Issues related to donor.
2. Issues related to recipient
- 3.Issues related to procurement.

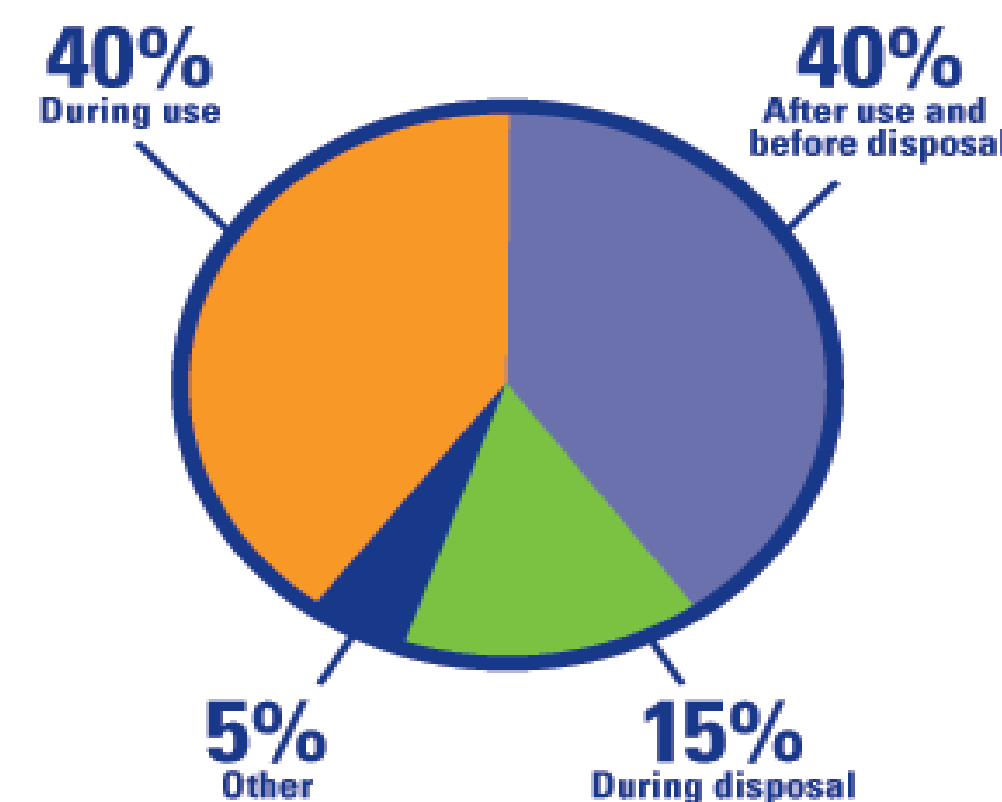
Overall Hand Hygiene Percentage



Percentage of Patient Identification Compliance



WHEN NEEDLESTICK INJURIES OCCUR



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New Inclusions in the Recommended OPD Process Flow

Out Patient Encounter No. Generation

Pre Counselling Session

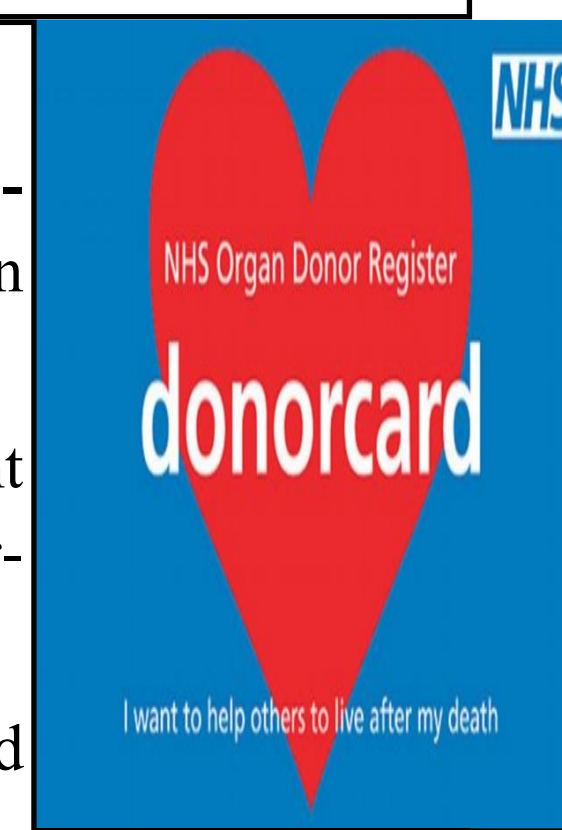
Post Consultation Counselling Session

Time lining and Grouping of Lab Investigations

Donor/Recipient	Total Test Groups	Recommended Time Consumption
Donor	3	Less than 10 days
Recipient	5	Less than 9 days

Medico Legal Documentation work Grouping

Group number	Document Type	Time Taken in preparation.
1.	Documentary Evidences	1 Day
2.	Affidavits and consents	2 Days
3.	Forms	1 Day
4.	Family Tree	1 Days



Highlights of Medico legal Challenges Particularly in Brain Dead Transplantation

Comment Section:-

- 1.Leverage to ethical and legal challenges through THOA amendments.
- 2.State level and national level organ registry systems.
- 3.NGOs and Community bodies' participation.
- 4.Inclusion of MLCs.
- 5.Brain Dead Committee Formation.
- 6.Organ bank.
- 7.Separate registration for opt out system.

