

PULSE

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QUALITY HEALTHCARE



**GODREJ
MEMORIAL
HOSPITAL**

COMPASSIONATE CARE FOR ALL
(NABH & NABL Accredited)

From the Editor's Desk

Quality Quotient

Quality is the core and Soul / Spark of any product , performance or service. Without it, the outcome will be dull, assembly - line like.

Quality is something beyond standards, specifications and measures - it is experiential. One feels it, enjoys it, savours it. Something like the 'aha' or the 'wah - wah' moment. Quality 'touches' & 'moves' us.

"When science, art & spirituality blend- quality is borne. When the 'karta' (doer) , 'Karma' (act) & the 'creator' go into the act , service or making - quality can be expected. A real hallmark of a true ' Karmayogi.'" - Kaydee

When what one does is not just a job but a 'calling' - quality emerges.

'Processes' & 'Protocols' help to eliminate errors - but do not ensure quality.

" Quality has to be caused & not controlled". (Phil Cosby) (Just as absence of illness is no longer considered as health. We talk of Positive health). (Value addition)

"Quality is a combination of "consciousness", "conscientiousness" and "consistency" - (Kaydee). It has to be inherently there or culturally cultivated.

"Quality is not an act but a habit" (Aristotle) It is about who you are & what you stand for.


" It (Quality) means doing it right (even) when no one is looking" (Henry Ford)

When stress is on 'bottom line', 'cost cutting' implies (unfortunately) 'cutting corners', thus 'compromising quality'. 'Style' & 'features' are added as 'sop' & what you have is a 'fancy / fashionable' 'product' at a 'fancy' price. 'Style' more than 'substance' because 'style' sells' or is ' sold / shoved' (marketed / hyped').

Quality is quiet. It requires for the doer to be at peace with everything. Quality doesn't "tom - tom".

" Whenever & wherever you have a lot of 'talk' (noise) about quality - chances are that the quality has gone for a toss" - (Kaydee).

"By your deeds ye shall be known". " what is your Quality Quotient?"



*Quality
begins on the
inside...and
then works its
way out.*

Bob Moawad

Dr Kanishka Kapasi
MD,DGO

Message From CEO Desk.....

As we usher in a new year of a new decade at Godrej Memorial Hospital, it is a time, Janus like, for looking back with satisfaction and sense of achievement and looking forward with hope and anticipation of overcoming newer challenges. Healthcare industry is changing almost by the day and the disruptive churning that is taking place in various areas like equipment manufacturing, development of newer treatment modalities, home based care, etc., will have to be met not with trepidation but with watchful anticipation. However for that to happen, the hospitals will have to develop sustainable strategies and one of the most important pillar of that will be building in quality consciousness across the organizations. Admittedly the outcomes in hospitals, insofar as patient cure is concerned, are not always easy to predict but the systems could be developed to achieve reasonably consistent results. One of the important steps in that direction is accreditation, either national or international or both. The seeds of quality in Godrej Memorial Hospital were sown in the very beginning by the trustees and the top management and serious efforts were made to be system dependent rather than person dependent. Godrej Memorial Hospital put in a lot of hard work then towards getting NABH and NABL accreditation and was successful in its first attempt. What was more creditable was that this was done without any help or assistance of consultants. In the following years it was reaccredited both for NABH as well as NABL without a hitch. This year we are going in for reaccreditation for third consecutive time. Thus as we enter a new decade apart from improving our infrastructure and services we renew our vow to excel by giving quality care to our patients.



Dr. Suhas Gangurde
Chief Executive Officer

QUALITY TOOLS

Quality is never an **ACCIDENT** : it is always the result of high intention, sincere effort, intelligent direction and skillful execution. It represents the wise choice amongst many alternatives. (William A Foster)

Florence Nightingale stated, "It may seem a strange principle to enunciate as the very first requirement in a hospital that it should do the sick no harm." In the same lines Hippocrates (460-370 B.C). Cautioned us "care administered by the physician to the patients would always be to the best of their abilities."

The health care team (nurses & doctors) who are trained under the principles of these two great personalities are aware of the changes that are happening rapidly around them involving their profession and the obstacles that they face in rendering their services. They are no more GODs they are professionals who need to maintain high quality health care services.

Application of quality tools in their day to day life and as a whole, in the processes of the various departments of the healthcare organization is as important as in any other profession. Is it possible when the care provided is perishable /no immediate results evidenced ? Are we convinced that these tools can assist us in improving the health care delivery to our patients ? Can the processes in the organization be improved and better productivity ensured?

Quality Tools are Problem Solving Tools which can help -

- ⇒ To identify and prioritise problems quickly and more effectively.
- ⇒ Assist the decision making process.
- ⇒ Provide simple but powerful tools for use in continuous improvement activity.
- ⇒ Provide a vehicle for communicating problems and resolutions throughout the Organization.
- ⇒ Provide a way of extracting information from the data collected.



Basic Tools of Quality are -

Check sheet, Control chart, Histogram, Pareto chart, Scatter diagram, Cause and effect diagram ("**fishbone**" or **Ishikawa diagram**) & Flow chart or run chart

Check Sheet

A simple and effective method of gathering information. Ensures consistency of data collected, can be completed whilst doing the normal job, simplifies data collection and analysis, highlights trends & spots problems.

How to use Checksheets

- ⇒ Decide on the format required e.g table, tally chart etc.
- ⇒ Decide on the factors that need to be measured.
- ⇒ Allow space for comments – often gives a valuable insight
- ⇒ Prepare instructions for use and train the data collectors.
- ⇒ Test the check sheet before full usage – allows problems to be eradicated.
- ⇒ Audit the process and validate the results.

Control Chart

It is a statistical tool used to distinguish between variation in a process resulting from common causes, and variation resulting from special causes. It is a graphic display of the process stability or instability over time. It displays data in the time sequence in which it occurred.

Can be used to make judgement of the process performance over a certain period of time. It provides a common language for discussing process performance and to assess the effectiveness of changes to improve a process.

Histogram

It can be vertical or horizontal, a visual way of representing data – easier to display and interpret large amounts of data than using tables. It is a picture of the process behaviour at a given process of time

Allows us to make sense of data, allows us to see patterns that are difficult to see in tables or numbers and it is a simple way of communicating data

Pareto Chart

- ⇒ Commonly known as "ABC analysis" or "the 80:20 rule"
For example: 80% of problems are attributed to 20% of the causes
- ⇒ Data categories are arranged in order of frequency – starting with the most frequent
- ⇒ It is one of the most effective yet simple tools available
- ⇒ It identifies the most significant problem to be worked first
- ⇒ It is an effective on-going improvement tool
- ⇒ This tool distinguishes between the vital few and the trivial many

Scatter Diagram

A graphical tool allowing the identification of possible relationships between two different sets of variables, a display of what happens to one variable when another changes. A method of testing possible cause / effect relationships.

Cause-and effect Diagram ("**fishbone**" or **Ishikawa diagram**)

It is a tool that is used alongside brainstorming and helps to identify, sort and display possible causes of a specific problem. Can otherwise be known as a Fishbone or Ishikawa Diagram. It illustrates the relationship between the outcome and the factors that influence it.

Flow Chart or Run Chart

They show the steps in a process (eg flow of materials, sequence of operations).

They can be used to compare intended changes with the actual situation and can be used to initiate process improvement activities

Why use Flowcharts?

- ⇒ They provide a process overview at a glance.
- ⇒ They relate one step in the process to the others.
- ⇒ They provide insight for data collection and control points.
- ⇒ They assist in identifying the process customers.

**Knowing is not enough;
we must apply.
Willing is not enough;
*we must do.***

-Johann von Goethe

to conclude, The Quality Tools are used as the basis for Problem Solving. However, it is NOT important just to use any tool, it is important to know HOW and WHEN to use them

Mrs Daisy N Raj
General Manager
Godrej Memorial Hospital

PILLARS OF QUALITY

Quality is an important aspect of our day to day life as each one of us depend on it. It is a complex notion and means different things to different people. In healthcare quality is defined as the 'degree of excellence'.

Quality health care means doing the right thing, at the right time, in the right way, for the right person—and having the best possible results.

The mission of GMH is "to provide compassionate healthcare to all at an affordable cost in a rational and ethical manner with focus on quality"

As the focus of GMH is quality, we ensure that quality healthcare is provided to patients. This is done by various means.

Godrej Memorial Hospital is NABH and NABL accredited. NABH is National Accreditation Board for Hospitals & Health care Providers (NABH). It is a constituent board of Quality Council of India, set up to establish and operate accreditation for healthcare organizations. NABH has 10 chapters, 102 standards and 636 objective elements. The hospital adheres to these standards and is committed to create a culture of quality, patient safety, efficiency and accountability towards patient care. Patients are treated with respect, dignity and courtesy at all times.

NABL is the National Accreditation Board for Testing and Calibration Laboratories (NABL) which undertakes the assessment and accreditation of Testing and Calibration Laboratories. It assesses and recognizes the technical competence of laboratories to provide accurate diagnosis for appropriate treatment.

The benefits of accreditation for patients are high quality care, access to quality focused organization, good health outcomes and value for money.

I believe in the saying, "Quality is never an accident. It is always the result of intelligent effort"-John Ruskin. At GMH the staff belonging to various departments strive to provide safe and efficient care and thus improve the patient satisfaction. Their participation and cooperation helps in delivering quality high end tertiary healthcare services to patients.

Continuous training and mock drills are conducted to check and improve the skills and knowledge of the staff. Internal audits are conducted to ensure that staff adheres to processes/policies and patient safety protocols. Continuous quality indicators like reporting errors, downtime of equipment, hospital acquired infections, patient feedback, etc are monitored daily & analysed monthly and based on this analysis corrective & preventive actions are taken. This helps to meet international norms in infection control and patient safety and satisfaction. In the previous year, we celebrated the "World Quality Week" from November 13- 20 where many programmes were conducted based on the theme of quality to motivate the staff.

"The quality of an organization can never exceed the quality of the minds that make it up" We should remember that quality begins with us first. Hence I invite you to join hands in this mission of making quality the focus and creating a fundamental difference in the quality of healthcare we provide. Thus becoming the pillars of quality.



Ms Daisy Rani
Senior Associate Officer-Quality
Godrej Memorial Hospital

Aishwarya Rai Bachchan's Visit At GMH on 19th November 2014

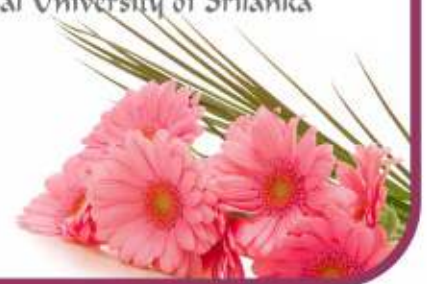
Smile Train goodwill ambassador Aishwarya Rai Bachchan gifts 100 surgeries to children suffering from Cleft Palate lip at Godrej Memorial Hospital



Smile Train goodwill ambassador Aishwarya Rai Bachchan celebrates 20th anniversary of Miss World title win with father Krishnaraj Rai on his 76th birthday at Godrej Memorial Hospital.



We would like to Congratulate Dr Sunita Dave, for successful completion of her PhD in Fibromyalgia-Comparative study between White collar's & Blue collar's in November 2014, from International University of Srilanka



NURSING IN GMH

Quality refers to excellence of a product or a service, including its attractiveness, lack of defects, reliability, and long-term durability. Quality healthcare is the appropriate application of medical and nursing science knowledge to patient care, while balancing the hazards associated with each intervention with the benefits resulting from the intervention.

Quality assurance provides the mechanisms to effectively monitor patient care provided by health care professionals using co-effective resources.

Nursing programmes of quality assurance are concerned with the qualitative assessment of nursing care as measured by proven standards of nursing practice. As a direct care giver, nurses are in excellent position to monitor nursing practice by identifying problems and implementing corrective actions that have the greatest impact on patient care.

Quality assurance system motivates nurses to strive for excellence in delivering quality care and to be more open and flexible in experimenting with innovative ways to change outmoded systems.

Florence Nightingale introduced the concept of quality in nursing care in 1855 while attending to the soldiers in the hospital during the Crimean war.

Is the work of a good ward nurse quantifiable?

It has always been important to understand the quality of nursing, because whatever the nurses do is important to patients, with real impact, especially in the areas of safety and patient experience. But measuring nursing services brings with it some unique challenges.

For example, monitoring pressure ulcers. These are linked to inadequate pressure relief, immobility, malnutrition and the patient's general condition, so they are potentially a good

indicator of whether nurses have been identifying need and delivering preventative care. Some of the other indicators we monitor are medication errors, falls, adverse drug reaction, adverse drug event, sentinel event, etc.

We conduct nursing audits every month i.e retrospective and concurrent review. It is the assessment of the quality of nursing care. It helps to assess the work of nurses involved in patient care.

Continous quality improvement:

It is the ongoing process of monitoring structure, process and outcome indicators in order to identify signal events, significant trends and opportunities for change that will guide healthcare professionals in preventing patient care problems and improving already satisfactory patient services.

It is also important to monitor nursing care during rounds. For instance on my rounds I notice that the nurses observe whether ward helpers are shifting patient on wheelchair with safety belts. They ensure that they apply the belts and make them understand the importance of safety measures for patients.

Also I've observed nurses checking intravenous line of patients. When I ask them why they do so, they say that they check the site for redness and patency of the intravascular lines in order to prevent infection. Thus they follow infection control protocols. These are a few examples of how quality is monitored and maintained on daily basis.



**CARING TODAY FOR A
HEALTHIER TOMORROW**

We provide continuous inservice education like case discussion, case presentation based on problem areas identified during daily rounds and we also send nurses for external training/ seminars/ conferences etc. On the job teaching and supervision is done by nursing senior round the clock and negative observations are corrected then and there. Thus we enhance and ensure contnous quality improvement at GMH.

Conclusion

To ensure quality nursing care within the contemporary health care system, mechanisms for monitoring and evaluating care are under scrutiny. As the level of knowledge increases for a profession, the demand for accountability for its services

likewise increases. Individuals within the profession must assume responsibility for their professional actions and be answerable to the recipients for their care. As profession become more interdependent, it appears that the power base will become more balanced, allowing individual practitioners to demonstrate their competence and expertise. Quality assurance programme will help to improve the quality of nursing care and support professional development.

Mrs Agnes Dsouza
Chief of Nursing
Godrej Memorial Hospital

QUALITY IN PATHOLOGY LABORATORY

A Pathology Laboratory acts as a navigator in the diagnosis and treatment of patients. The issue of laboratory quality has evolved over more than four decades since its first recommendation in 1965. Today QC in laboratory is seen as an integral part of its functioning.

The main objective of a laboratory is to provide reliable, accurate and timely test results. To achieve this a lab should establish and continuously monitor a robust Quality Management system. This system should encompass all aspects of lab workflow viz. Pre-analytical, Analytical and Post-analytical.

The Pre-Analytical factors include collection of right specimen in adequate quantity, right labeling, transportation and storage. While the Analytical variables include equipments and reagents purchased from standard companies, competent and trained Technicians performing tests as per Standard Operating Procedures (SOP), running of Internal Quality Control (IQC) and participation in External Quality Assurance Programme(EQAP). IQC and EQAP are the cornerstones of a lab's Quality Management System. IQC is included in every assay run to verify that the results generated are correct.

Last but not the least are the Continuous Improvement Activities that a lab should plan to monitor its contribution to patient care. These include a wide array of activities viz monitoring patients feedback, root-cause analysis of complaints/non-conformances with appropriate corrective and preventive actions to prevent recurrences, periodic Audits etc.



Godrej Memorial Hospital Laboratory is NABL Accredited since the past 7 years. This herculean task has been achieved by the commitment of the Management towards Quality and the sincere efforts put in by the Laboratory Technicians, Pathologists and the Microbiologist

In EQAP, a sample provided by an External agency is run and the results submitted. These are then compared with the participants. EQAP provides objective evidence of lab competence in comparison with its peers. The Post-Analytical factors include recording, interpretation, maintaining TAT.

Dr. Ashwini Pore
Consultant Pathologist
Godrej Memorial Hospital

Events of November & December

Various Camps

DATE	EVENT	VENUE	SERVICES OFFERED	REGISTRATIONS
14th to 25th November 2014	Concessional Diabetes Diagnostic Camp on Occasion of World Diabetes Day	Godrej Memorial Hospital	22 Vital Diagnostic Tests & 3 Medical Consultations @ Rs 1999/-	61
16th November 2014	Free Dental Check up for Children	Godrej Memorial Hospital	Dental Screening	37
19th November 2014	Aishwarya Rai-Bacchan's Visit to GMH	Godrej Memorial Hospital	Cleft surgeries to support the Smile train Project	160
23rd November 2014	Free Cardiac Diagnostic Camp	Panchasheel Mitra Mandal Bhandup	BP, Blood Sugar, ECG, Medical Consultation & Medicines	107
7th December 2014	Free Cardiac Diagnostic Camp	Shravasthi Yuva NGO Ulhasnagar	BP, Blood Sugar, ECG, Medical Consultation & Medicines	100
20th to 21st December 2014	Anand Mela	Hill side Colony, Vikhroli	BP, Blood Sugar, Height & Weight Examination	170+

CME

DATE	TOPIC	VENUE	SPEAKER	REGISTRATIONS
13th November 2014	Quality Initiatives at GMH	Godrej Memorial Hospital	Dr Suhas Gangurde	55
15th November 2014	Recent Advances in Diabetology	Godrej Memorial Hospital	Dr Abhijit Jadhav	69
13th December 2014	Scarless & Painless Surgery (Single incision laproscopic surgery)	Godrej Memorial Hospital	Dr Dilip Rajpal	60

Health Talks

DATE	TOPIC	VENUE	SPEAKER	REGISTRATIONS
5th December 2014	Stress Management	Godrej Memorial Hospital	Mr Karan Thakur, ICFAI	75

Celebrations & Competitions

DATE	EVENT	VENUE	SERVICES OFFERED	REGISTRATIONS
7th to 14th November 2014	Cancer Week	Godrej Memorial Hospital	Awareness about Cancer early detection & cure	150+

Events of November & December

Quality Week 13th to 20th November 2014

DATE	EVENTS ON QUALITY THEME
14th November 2014	Poster Competition
17th November 2014	Quiz Competiton
18th November 2014	Rangoli Competition
19th November 2014	Speech Competition
20th November 2014	Essay Competition

Indoor & Outdoor Sports for Staff

DATE	SPORTS
24th to 28th November 2014	Carrom & Chess Competition
29th November 2014	Musical Chair Competiton
29th November 2014	Lemon & Spoon Competition
10th & 11th December 2014	Cricket
12th December 2014	Tug of War & Running Race

Annual Day Celebration on 31st December 2014

Forth Coming Events of January & February

Various Camps

DATE	EVENT	VENUE	SERVICES OFFERED
25th January 2015	Free Cardiac Diagnostic Camp	Sant Ramdas Vidyalaya, Ambivili West	BP, Blood Sugar, ECG, Medical Consultation & Medicines
28th January 2015	Free Cardiac Diagnostic Camp	Ashoka Buildcon Ltd, Wadala.	BP, Blood Sugar, ECG, Medical Consultation & Medicines

CME

DATE	EVENT	VENUE	SPEAKER
15th January 2015	Intersting Angioplasty cases	Godrej Memorial Hospital	Dr Amit Sanghavi

Events & Competitions

DATE	EVENT	VENUE
9th,16th & 23rd & 30th January 2015	Picnic for Staff, Management & Consulatnts	Waterpark
12th February 2015	Salad Decoration	CME Hall
13th February 2015	Flower Decoration	CME Hall
14th February 2015	Hair Dressing Competition	CME Hall



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