




SHETH H. J. MAHAGUJARAT HOSPITAL

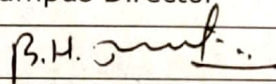
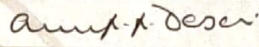
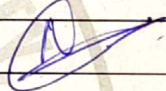
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Sheth H. J. Mahagujarat Hospital, Nadiad		
	Reference Number	Issue date: 12-12-2019
	Patient Safety and Quality Care Policy	Issue No.:
	Date of Implementation	Rev. Date :
	Number of Pages	Rev. No.: 00
		13-12-2019
		04

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1.0 POLICY

The mission of the Mahagujarat Medical Society and Sheth H. J. Mahagujarat Hospital, Nadiad, is to provide advanced medical care, to educate and train health care professionals, and to conduct research in medicine and health care. We also have the mission to provide safe and high quality care to patients. To achieve this goal, the following policies have been defined.

2.0 PURPOSE

This Safety Management and Quality care Plan serves to describe the policies and processes in place to minimize safety risks to patients and staff through a comprehensive hazard surveillance program and analysis of aggregate information.


3.0 SCOPE

The Safety Management and Quality care Plan defines the mechanisms for controlling hazards, promoting and implementing safety measures for the patients, staff in particular and the hospital in general.

4.0 RESPONSIBILITY

Doctors, Safety Officer, Nursing staff, all health care providers and patients.



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5.0 PROCESS

General Precaution: All patients shall be oriented to the clinical area, Orientation shall include the following:

- 5.1 Room number and unit layout.
- 5.2 Call bells and how to request assistance
- 5.3 Bed operation.
- 5.4 Visiting hours, as applicable.
- 5.5 Patients Wear foot coverings when out of bed, Non-skid shoes or slippers shall be encouraged.
- 5.6 All Staff shall wear photo I.D. card when on duty.
- 5.7 The patient care area and hall shall be clean, well-lighted, and free from clutter.
- 5.8 The floor clean and dry. Appropriate signage is in place when floor is wet.
- 5.9 Supplies, machines, and equipment shall be stored in designated areas. Equipments not in use shall be promptly returned.
- 5.10 Patient care equipment shall be inspected and labeled by the Biomedical Department prior to initial use and according to Preventive Maintenance Schedules.

6.0 PROCEDURE

6.1 Patient-centered care


With the greatest concern for our patients, we shall make every effort to provide the safest and most comfortable environment possible for them when receiving medical services regardless of their race, religion, economic and social background.

6.2 Shared medical information

We shall provide patients with health-related information to share medical knowledge so that patients may fully understand their illness and care that they could receive, improve their decision-making processes and control their care.

6.3 Hospital-wide patient safety activities.



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To improve quality and safety, we shall organize various committees including Quality and Safety Management Committee, Infection Control Committee, Clinical Risk Management Committee, Medication Safety Management Committee, Medical Equipment Safety Management Committee and Quality Review Committee. These functional committees shall cooperate with the Department of Clinical Quality Management, Department of Infection Control and Prevention, patient safety officers and managers in individual wards and departments, and link doctors and link nurses.

6.4 Early detection of threats

We shall report incidents when they are experienced or recognized to detect safety threats and to take prompt actions for risk mitigation.

6.5 A Human Factors approach to patient safety

We shall analyze root causes of incidents or adverse events and implement hospital-wide preventive measures taking into consideration of human factors.

6.6 Patient advocacy

We shall establish Office of Patient and Family Relations to listen to patients' concerns, comments, and complaints and swiftly respond to them, making use of patients and family members' voices in further improving hospital functions.

6.7 Distribution of patient safety information

We shall inform useful information necessary for patient safety and quality of care including alerts, preventive measures and educational findings to the hospital clinicians and administrative personnel through diverse methods at various opportunities.


6.8 Education and training for patient safety

We shall educate and train the clinical and administrative personnel of the hospital to strengthen their knowledge and expertise in patient safety, communication and teamwork skills, and in threat and error management.

6.9 Building just and safe culture

To promote voluntary incident reporting and to improve hospital systems for patient



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safety, we shall make continuous efforts to establish just and safe culture in collaboration with the hospital board, managerial staff and front-line clinicians.

6.10 Provision/Updating of Patient Safety Manual

We shall prepare and distribute "Patient Safety Manual" to the clinicians and administrative personnel. We shall also review and update it as necessary.

6.11 Disclosure of hospital patient safety policy

We shall make this hospital policy for patient safety accessible to the public.

6.12 Prevent infection:-

6.12.1 Use the hand cleaning guidelines from the Centre for Disease Control and Prevention or the World Health Organization.

6.12.2 Set goals for improving hand cleaning. Use the goals to improve Hand cleaning.

6.12.3 Use proven guidelines to prevent infection that are difficult to treat.

6.12.4 Use proven guidelines to prevent infections of the blood from central lines.

Use proven guidelines to prevent infection after surgery. Use proven guideline to prevent infections of the urinary tract that are caused by catheter.

7.0 REFERENCES

- WHO, patient safety guideline
- AHPI, patient safety protocols
- JCI, International patient safety goals
- NPSIF, National patients safety framework

8.0 ABBREVIATION :

- WHO- World Health Organization
- AHPI- Association of Healthcare Providers India
- JCI- Joint Commission International
- NPSIF-National Patient Safety Implementation Framework

