

DR. BABA SAHEB AMBEDKAR HOSPITAL
(GOVT. OF NCT OF DELHI)
SECTOR VI, ROHINI, DELHI—85

F. No.16(20)/2019/Misc correspondence/BSAH/Part File 1

Dated:

In reference to rounds taken by designated teams, certain gaps have been identified, which need to be addressed in order to improve the quality of care.

Following aspects need to be taken care of:

1. Biomedical & Solid Waste Management:

- It is reiterated that segregation of both Biomedical & Solid waste should be done strictly as per the guidelines/norms, as improper segregation can invite penalties from concerned authorities.

Senior Nursing Officer of the concerned area will be held accountable for non compliance of the norms.

2. Fire Safety Measures:

- It is imperative that that all sort of inflammable materials like cardboard boxes/papers/waste material/ condemned material be removed from the department.
- All Fire Exit doors should have easy access i.e. there shouldn't be any hindrance or obstruction in the corridor & keys should be readily available.
- Further trainings (code-red, use of fire extinguisher, fire exits etc.) and mock drills related to fire safety need to be conducted and may be arranged through PWD.

3. Complaint Matrix Display & Patient Feedback:

- Display of Complaint Matrix needs to be ensured by Senior Nursing Officers in their respective area, at easily accessible location with Telephone numbers.
- Feedback forms need to be shared with patients at the time of discharge.

4. Medical and Death Audit:

- It has been observed that Medical and Death Audit are not done by most of the departments. Clinical HODs are requested to ensure that these audits are done atleast once a month and a copy of Audit Report is submitted in the standard format to AMS (Indoor).
- Concerned Department HODs to ensure that the requisite action plan and subsequent corrective and preventive action is taken for the gaps/deficiencies observed during assessment/audit.

5. Documentation:

- All Clinical HODs need to ensure that complete patient care documentation (along with ICD coding) is maintained in the approved standard formats.

DR. BABA SAHEB AMBEDKAR HOSPITAL
(GOVT. OF NCT OF DELHI)
SECTOR VI, ROHINI, DELHI—85

6. Inventory:

- All Senior Nursing Officers to ensure that expiry dates are clearly mentioned for the available stock of drugs in their respective ward & it should be ensured that *No Expiry Drug is dispensed to the patient.*
- Drug stock out register for all the Essential Drugs need to be maintained in all the patient care areas by Senior Nursing Officers.

7. Equipment:

- Equipment log books need to be updated on regular basis by the Senior Nursing Officers for their respective areas.

8. Others:

- Timely discharge of patients for early bed availability and adherence to One Pass per attendant needs to be followed.
- In the wake of increase in behavioural issue complaints; it is reiterated that we all need to be polite, courteous and helpful towards our patients.

Dr Ashok Jaiswal
Add. Medical Superintendent(I)

F. No.16(20)/2019/Misc correspondence//BSAH

Dated:

Copy to:-

28722 — 731

14/11/18

1. PS to MD for information
2. AMS(A)/AMS(I)/AMS(M)/AMS(E)/DMS(A)
3. MS(A&E)/ MS(Surg & Allied)
4. All Clinical HODs
5. Quality Incharge & Nodal Officer-NQAS
6. DNS/ ANS
7. All Senior Nursing Officers through DNS
8. Hospital Manager Indoor & Facilities.
9. Notice Board Display
10. Asstt. programmer to upload on hospital website
11. Guard File


Dr Ashok Jaiswal
Add. Medical Superintendent(I)