

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: 10/7/19  
17722

CIRCULAR

In reference to NQAS internal assessment, certain gaps have been identified during internal audit, conducted in the month of June'19, which need immediate rectification, to be made by Senior Nursing Officers in coordination with NABH team.

Following measures need to be implemented in patient care areas for fulfillment of NQAS/NABH standards and improving patient care and safety.

1. Signages

Senior nursing officers to ensure display of:

- Departmental signages i.e. name of department/area.
- Floor directory i.e. list of departments at a particular floor.
- Visitor's Policy & timings (on A-4 paper); till proper signages are made.
- List of services (provided by the department) signage with room no. , day & time.
- Complaint boxes and grievance redressal mechanism with contact person's name.

\* In case of non availability of signages, a request to be made through MOI/C PWD for subsequent action.

2. IEC Material/Other Display

Senior nursing officers to ensure display of:

- Updated essential drugs list in their respective areas. It can be obtained from MO I/C Medicine Store.
- Contact details of CATS ambulance at a prominent location.
- IEC material related to
  - Patient/visitor education
  - Hand washing instructions
  - Chlorine solution preparation
  - Spill management
  - BMW management
  - List of High level disinfectants (in use) with contact time
  - Sharps disinfection protocol
  - Work instructions and clinical protocols
  - Quality policy & objectives

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- Display of list of lab critical values in their respective area. It can be obtained from HOD Pathology and HOD Microbiology.
- \* Display of IEC material must be done at prominent location and it can be obtained from NABH/Quality team.

**3. Safety, Security & Privacy**

Senior nursing officers to ensure:

- Maintenance of privacy in the wards by drawing curtains, using folding privacy screens.
- Provision of disable friendly features like grab bars etc in the toilets & this needs to be initiated through PWD team.
- Storage of files in the cabinets at the nursing counters so that they are not accessible to general staff/visitors.
- Maintenance and utilisation of treatment rooms on regular basis and ensure availability of essential equipments and instruments for management of patients.
- Counselling of the patient/attendant regarding the hospital policy, allowing one family member to stay with the patient, at the time of admission itself.
- Compliance to identification before any clinical intervention i.e. confirming patient's name, using ID band etc strictly.

**4. Continuity of Care & Documentation:**

Senior nursing officers to ensure

- Documentation of Nursing notes and Transfer out/hand over notes in the case sheet
- Patient related handovers are given on bed side.
- Documentation of treatment chart in each case sheet.
- Rechecking of all verbal orders before administration and get it reduced in to written order as soon as possible.
- Usage of standard format of initial assessment form and monitor the time taken for assessment of patients.
- Continuous monitoring of critical patients.

**5. Bed turnover:**

- *Doctors and Senior Nursing Officers to hasten the transfer outs and discharge process for the stabilised patients for early availability of beds; in view of more than 100 percent occupancy in wards.*



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Senior Nursing Officers (in coordination with NABH & PWD team) to ensure implementation of corrective measures at the earliest.

This issues with prior approval of MD.

*Handwritten signature*  
8/7/19

Dr Ashok Jaiswal  
Add. Medical Superintendent(I)

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

Dated:

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10/7/19

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

*Handwritten signature*  
8/7/19

Dr Ashok Jaiswal  
Add. Medical Superintendent(I)