

The Journey of Kayakalp- experiences of a quality improvement initiative at a tertiary-level Healthcare Institute in Eastern India.

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isqua2023.1c002f9

6 Components of
Kayakalp

Hospital upkeep

Sanitation and hygiene

Support services

Hygiene promotion

Waste management

Infection control

INTRODUCTION

Kayakalp- A Set of guidelines for public healthcare facilities under the National Swachhata (Cleanliness) Mission by the Ministry of Health & Family Welfare (MoHFW), Govt. of India (GoI) focused on the improvement of sanitation, cleanliness & infection control at public hospitals through incentive methods.

Infrastructure

Process Standardization

Policy Changes

Staff Training

AIM

Aim: To study the implementation of Kayakalp guidelines as a quality improvement tool in the institution & recommend a sustainable model for improving cleanliness at public hospitals.

METHOD

Methodology: The study design is pre-intervention, intervention and post-intervention.

The Kayakalp checklist was used for the self-assessment to identify the gaps through **observations (OB)**, **staff interviews (SI)**, **review of records (RR)**, and **patient interviews (PI)** with numerical scoring.

Steps were undertaken in the intervention phase under three headings of structure, processes & outcomes. The external experts nominated by the government conducted the final assessment.

Interventions

Quality Improvement Activities under Kayakalp Programme

Policy implementation:

Ban on spitting & tobacco usage in hospital and on single use plastics in campus.

Hospital Upkeep:

Plastic Free Drive, LED Lights installed, Herbal Garden, vermicomposting and Indoor Plantation, Multilingual Signage, TV Networking, Roofing & barricading of the footpaths.

Green Initiatives:

Solar Panel Installation, Rain Water Harvesting System, Waste water recycling, cycles in the campus. Battery operated vehicles and Vermicomposting

Housekeeping Services:

Manual, Staff Training, availability of cleaning materials, Live Communication (WhatsApp Group), & Best Employee Award

Procurement: Three Bucket System, Cleaning Materials, Transport Trolleys, laboratory sample transport boxes.

Support Services: Deliverables monitored for Linen & Laundry Services, Kitchen, Security, Pharmacy and others.

Waste Management Services:

License & Contract Renewal, Staff Training, IEC Installations, Microwaving of wastes, Barcoding of waste bags.

Hospital Infection Control (HIC) Activities:

Manual, Regular Meetings, HIC team, Surveillance in all areas. Environment Monitoring and Hand Hygiene Audits conducted.

Circulation of Monthly surveillance & audit reports, and Best Hand hygiene compliance awards.

Hygiene Promotion:

Swachhata Pakhwada, Walkathon & Cyclathon, Street Plays, Short Movies, Soap Distribution, IEC display, Painting & essay writing competitions among children. Public feedback system strengthened.

Human Resource Development (HRD) Cell:

Induction Training, Clinical Skill, Emergency codes, and disaster management

Audits: Medication Errors audits, Adverse event & sentinel event monitoring, fire safety audits and Patient Satisfaction Survey were conducted, Hazard Identification and Risk Assessment (HIRA)

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RESULTS

The self-assessment score improved from 73.68 % to 95 %.
A 360-degree improvement was achieved in all six areas.

National Kayakalp Award- Category B



The MoHFW, Govt. of India has awarded the institution with the Kayakalp Award for 4 times in consecutive years at the National Level.



CONCLUSION

The Kayakalp guidelines proved to be an efficient quality improvement tool for the institution in terms of sanitation & infection control.

ACKNOWLEDGEMENT

All Sanitation Staff, Sanitary Inspectors and all other staff of AIIMS Bhubaneswar.

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