

Difference is in Intent: Understanding & Implementing with the Right Intent

P801

Author: VIDYA MANI

Presenting author(s): VIDYA MANI

1. Fortis Healthcare Limited, Vadapalani, Chennai

INTRODUCTION

Quality in Healthcare is a journey and not a destination. What is important with regards to Quality Implementation is doing things right even when no-one is looking.

The accreditation and quality efforts taken in a healthcare organization depends on the organization's readiness to implement systems which will ensure they function right irrespective of any accreditation agency's inspection or surveillance.

AIM

The Aim of implementing systems within the organization with the sole purpose of ensuring quality and patient safety initiatives by:

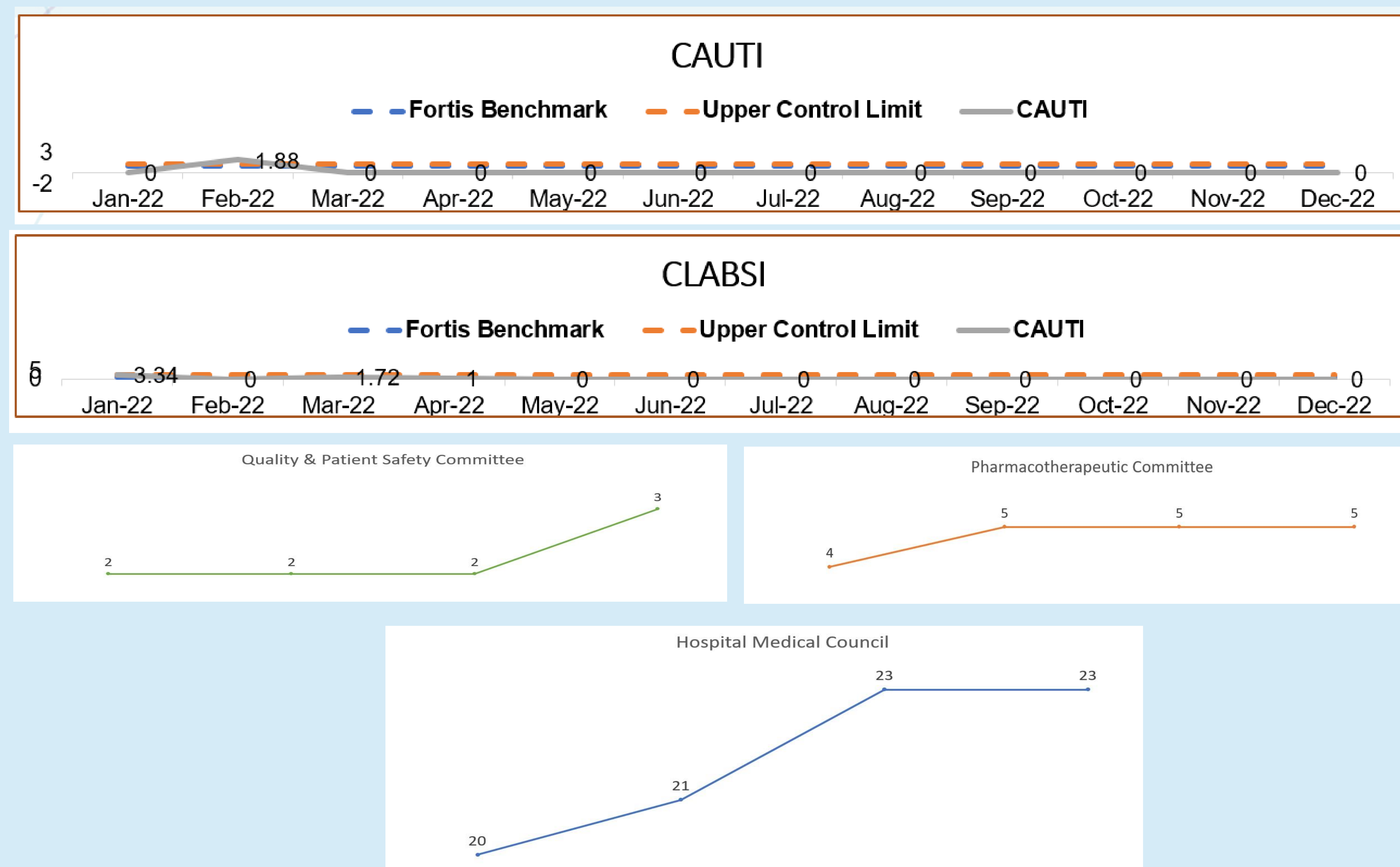
- Measuring the effects of quality initiatives taken
- Value addition to the process / work carried out by the HCW
- Ensuring leadership commitment and involvement of stakeholders in SOP Implementation
- Safer and effective way of rendering care/service
- Standardization of processes across units
- Patient Experience Capture

METHOD

- Clinical Excellence Scorecard:** Measuring the Scores of defined parameters
- Care Pathways:** STEMI & FAST Protocol implementation
- Leadership and Stakeholders Involvement:** Effective committees and leaders involved in giving constructive feedback for improvement
- Infrastructure & Internal Audits:** Ensuring compliance to safety measures and SOP implementation
- Patient Experience Capture:** Hearing them out and making the experience count
- Good Catches, QIP & Knowledge Sharing:** Key learnings shared across group hospitals

RESULTS

Monitoring, analysing and working towards improving the measures defined



Leadership and Stakeholders Involvement to ensure Intent of Quality is percolated down the line



CONCLUSIONS

- **Standardization of Care Delivery:** E.g Timely intervention of treatment, Antibiotics Compliance, prevention bundles of care
- **Measuring Metrics that Matter:** Clinical Outcome monitoring, Medication Errors Reduction, Service excellence, Committees Effectiveness
- **Team Involvement:** periodic review and internal audits keeping the teams ever ready
- **Good Catches:** An opportunity to learn towards patient safety and quality improvement
- **Patient Experience:** Enhanced NPS

ACKNOWLEDGEMENT

Sustenance of the Quality will be made with the leadership actively supporting the cause and encouraging teams to work beyond accreditation requirements. Developing systems and protocols to ensure standards are met and having the right people to make these work is the key to sustenance.

I wish to acknowledge the efforts taken by the Medical Strategy & Operational Group of Fortis Healthcare Ltd. for guiding the units to implement the Quality Initiatives beyond accreditation requirements and in real spirits.

REFERENCES

- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3156520/>
<https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-021-07097-6>
<https://jamanetwork.com/journals/jama/fullarticle/2718782>
<https://www.elsevier.es/en-revista-enfermeria-clinica-35-articulo-impact-hospital-accreditation-on-quality-S1130862119301378>
<https://academic.oup.com/intqhc/article/29/7/941/4555279>
<https://www.annsaudimed.net/doi/pdf/10.4103/0256-4947.83204>
 Acronym : HCW – Healthcare Worker, SOP – Standard Operating Procedure, QIP – Quality Improvement Project, NPS – Net Promoter Score, STEMI – ST Segment Elevation Myocardial Infarction, FAST – Face Arm Speech Time

CONTACT INFORMATION

Name: Ms Vidya Mani
 Email ID: vidyamani24@gmail.com
 Mobile: +91-9940648142
 Institution Address: Fortis Healthcare Ltd.
 23, Arcot Road, Vadapalani, Chennai, India