



**Qimpro**<sup>®</sup>  
FOUNDATION

# World Quality Month 2020 Celebration

**Title: “Time is Muscle”- PCI in time saves the heart!**



Dr Somrita Ganguly  
Assistant Manager- Medical Administration  
Fortis Hospital, Anandapur, Kolkata

TEAM EXCELLENCE AWARDS  
FOR CQI BREAKTHROUGHS



## **Introduction:**

The management of acute ST-Elevation Myocardial Infarction (STEMI) has rapidly evolved worldwide during the last two decades with the better understanding of the need for early reperfusion and protocol based pharmacotherapy. Primary PCI in STEMI has been proven worldwide as the gold standard of treatment by way of establishing high percentage of complete and lasting reperfusion. Therapy is time bound, as is the death of heart muscle. Intervention is the key and it is often said that “time is muscle”. The proficiency of the STEMI team of a hospital is measured by “Door to balloon time” which should ideally be below 90 minutes. (Cardiological Society of India-<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5388060/>)

# PROBLEM DEFINITION

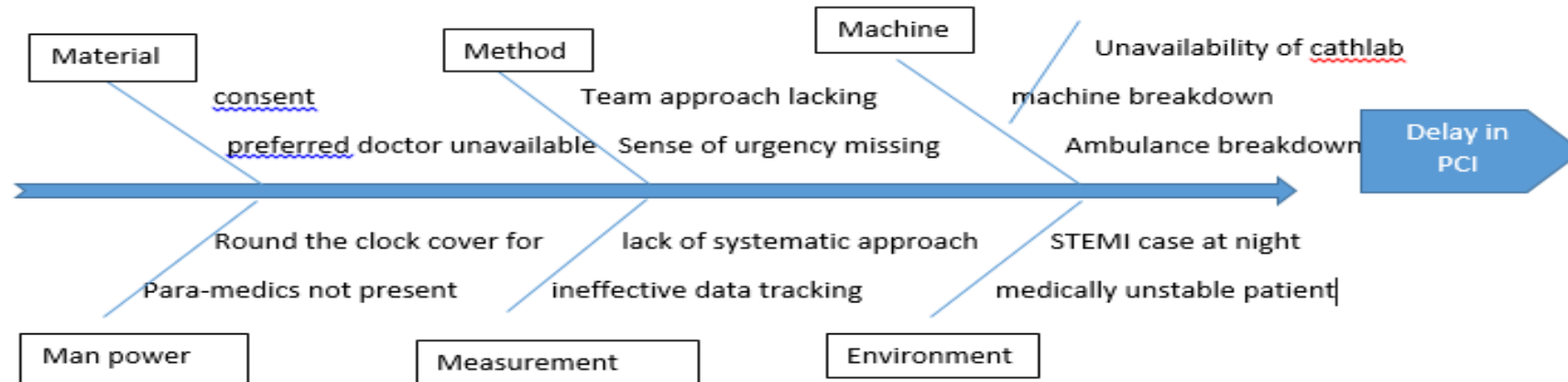
---

Despite efforts, 40%-60% of STEMI cases (16 cases out of 27 cases ) were getting delayed due to different reasons every month (March 2018- October 2018)

# PROBLEM DIAGNOSIS

1. Presentation beyond routine working hours.
2. Team approach lacking.
3. Sense of urgency missing due to insufficient knowledge and process orientation
4. Round the clock cover for paramedics not present

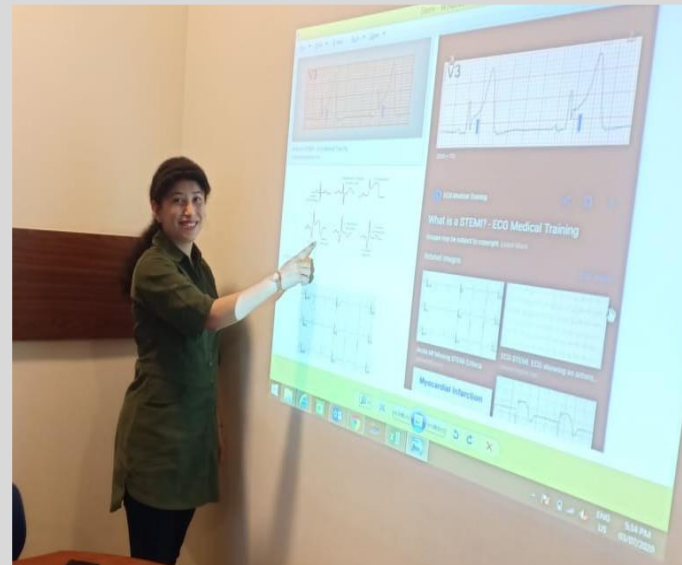
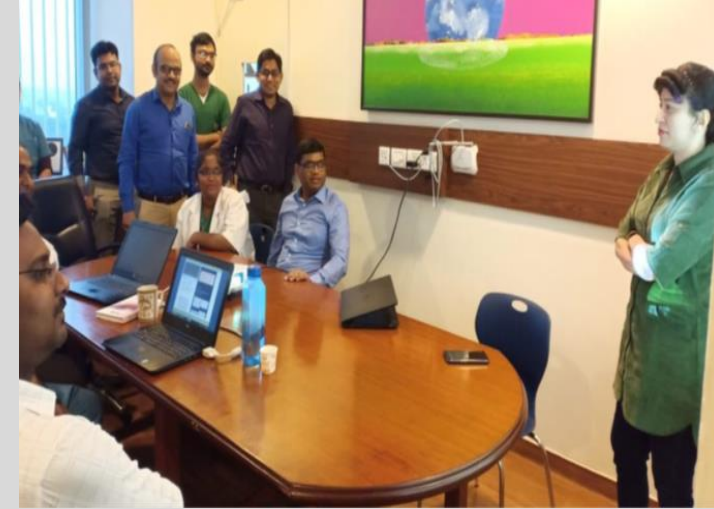
**Fish Bone Diagram- Root cause Analysis for delay in PCI performance time**



# PROBLEM REMEDY

QUALTECH PRIZE 2020  
*Healthcare*

1. Training of entire team on the importance of promptitude in STEMI cases (Refer Annexure 1.1-1.3,4.1-4.4)
2. Defining a process for STEMI during day hours and night
3. Ensuring round the clock presence of support staff by optimizing available resources





## MINUTES OF MEETING – STEMI workshop

NAME OF UNIT: Fortis Anandpur

1. Date & Time: 26.10.18
2. Total no. of Members in the committee: NA
3. Number of members attended (attach attendance sheet): 11
4. Chairman, convener & Mandatory Members present (Yes/No): yes
5. Details of essential members who neither attended nor sent a representative: 0
6. Agenda circulated prior to meeting (Yes/No): yes
7. Discussion on Action Taken Report on action items / recommendations from previous meeting (Yes/No): yes
8. Details of action items open from previous meeting : None
9. Details of action items open from previous two meetings: None
10. Summary of discussion on Reports / documents of all essential Agenda items presented:
  - Daily night rota of nursing staff for cathlab
  - Daily night rota of technician
  - Clarity on STEMI protocol was found to be inadequate
  - One point contact for STEMI at night

### 11. Timelines & responsibilities

Action Item	Responsibility	Expected Closure Date	Interdependencies
It was agreed by Nursing Superintendent to have night staff for cathlab	Mrs. Doli biswas	27.10.18	
Dr Suvanon Roy sir has agreed to have one technician for night duty.	Dr Ritesh Sanwal to prepare rota with covenant of Dr Suvanon Roy	27.10.18	
Night manager on duty will be one point contact for STEMI	MOD (night)	Immediately	

patients; there financial counselling, billing and so on.			
Dr Suvanon Roy sir to give content of STEMI protocol	Dr. Suvanon Roy	01.11.18	

Date: 26.10.18



Signature of Chairman and Convener



Meeting Name: STEMI workshop

Time: 11am

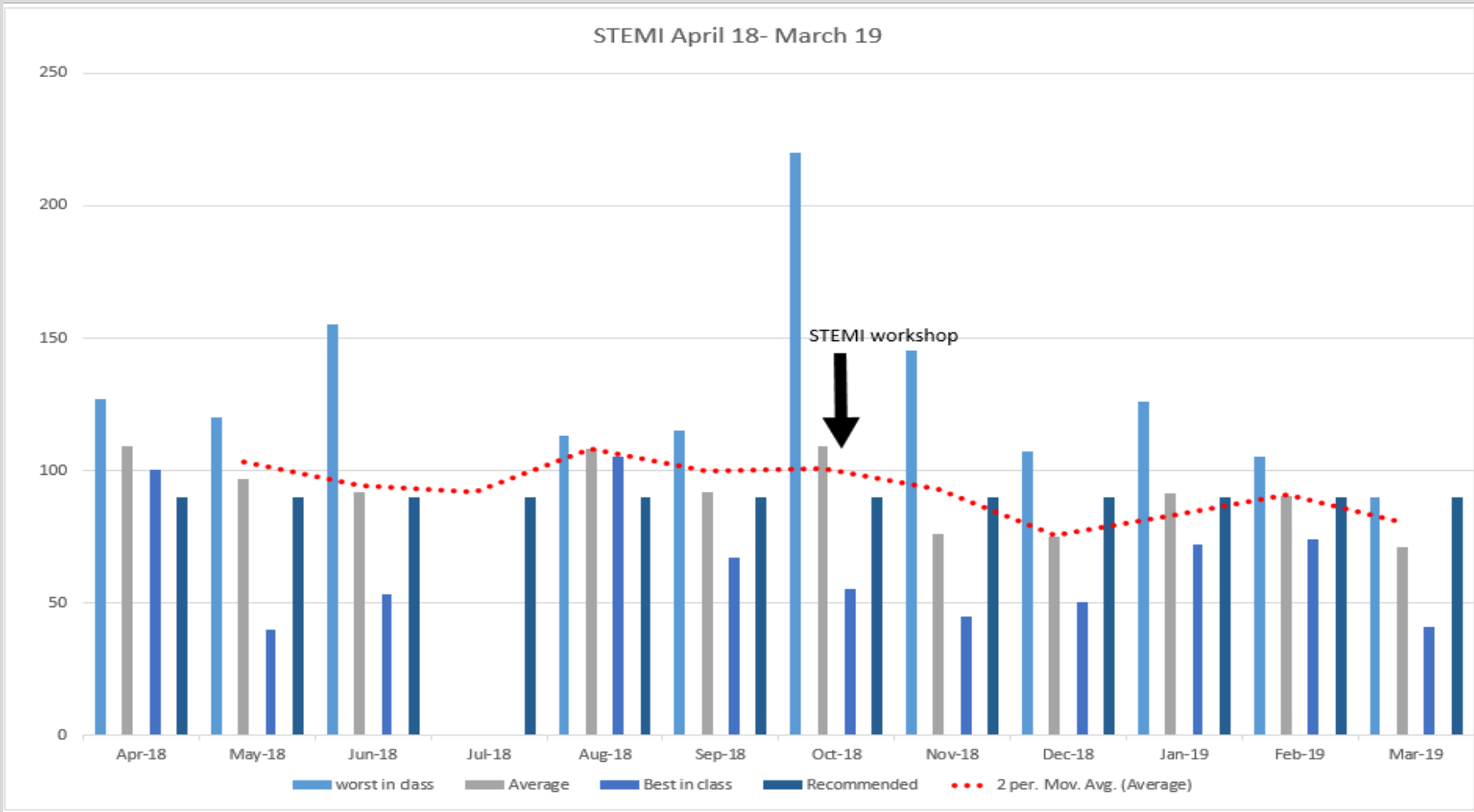
Date: 26.10.18

Venue: VC Room

SL No	Name	Designation	Signature
1	Dr Shuvan Roy	Director cardiology	
2	Dr Arafat Faisal	Medical Superintendent	
3	Dr Somrita Ganguly	Sr Officer Medical Administration	
4	Sr Sushweta	Cath lab in charge	
5	Mr Samir Singh	Zonal Director	
5	Mr Ashish Mukherjee	Head- Marketing	
6	Dr Sanjukta Datta	Head- ER	
7	Sr Sudeshna	Nursing in charge-ER	
8	Moloy Acharya	PCS – ER	
9	Mr Karan Puri	Head-Administration	
10	Hetal Ashar	IP Head	
11	Dr Ritesh Sanwal	DMS	
12			
13			

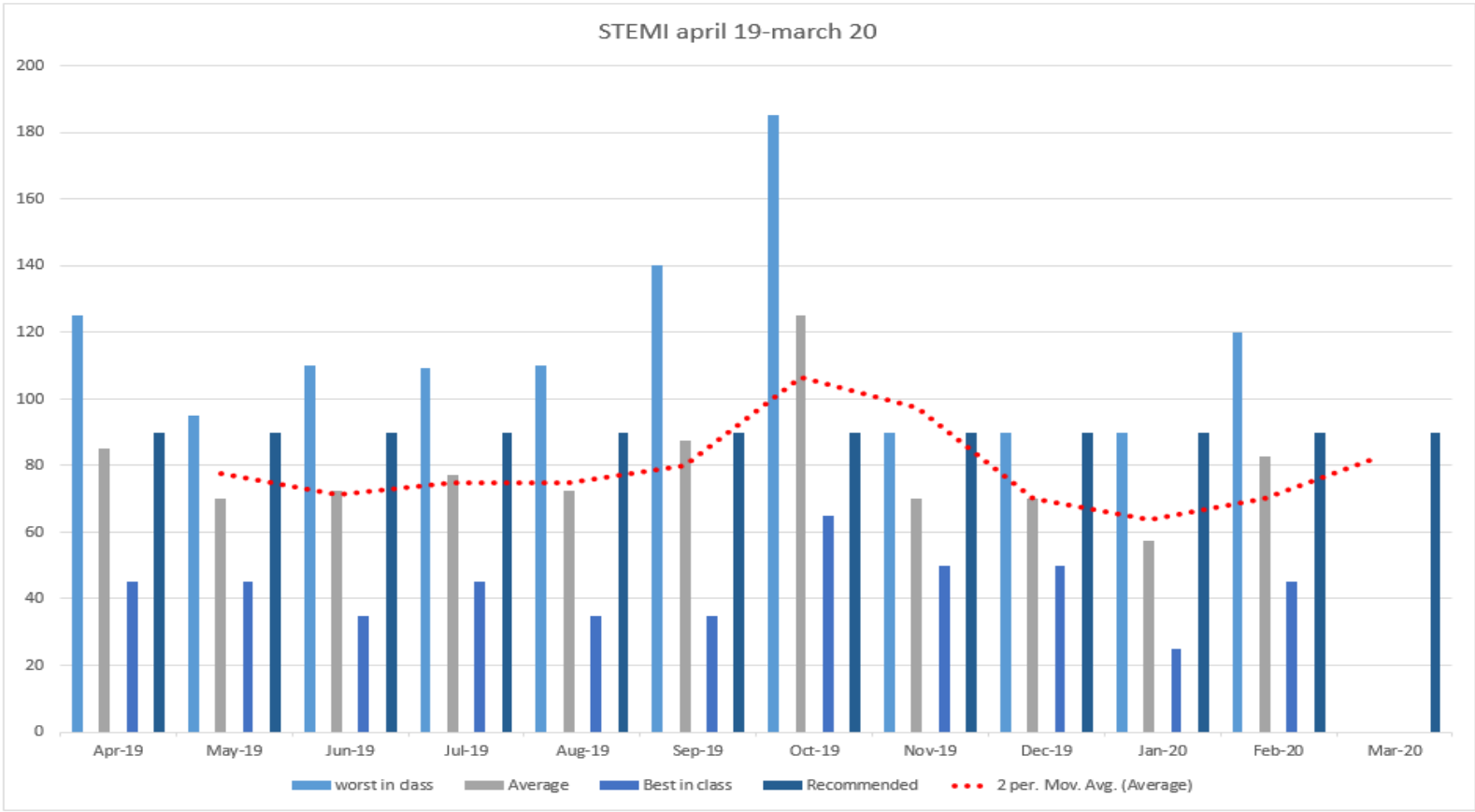
# LOCKING THE IMPROVEMENT

From November 2018 onwards there was a gradual improvement in the process and percentage of delays was brought down to 20%. (Refer Annexure 2)



# CLONING THE IMPROVEMENT

The improvement was sustained in the coming months and in March 2019, 100% cases were done within 90 minutes. Now the target time was brought down to 75 minutes. This parameter also showed improvement and there has been 0 delays in the last 3 months (Nov 2019- Jan 2020). (Refer Annexure 3)





# TANGIBLE RESULTS

---

QUALTECH PRIZE 2020  
*Healthcare*

1. Saving lives by performing primary PCI on time
2. Ensuring good hospital outcomes and compliance to international benchmarks of quality. (ICHOM)

# INTANGIBLE RESULTS

QUALTECH PRIZE 2020  
*Healthcare*

1. Increasing the happiness quotient of patients and their families by delivering quality care
2. Good will generation for clinician peers within state & increase in referrals to our center.  
(Annexure 5.1-5.2)

