



Qimpro[®]
FOUNDATION

World Quality Month 2020 Celebration

PROJECT 365



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TEAM EXCELLENCE AWARDS
FOR CQI BREAKTHROUGHS





Apollo BGS Hospitals, Mysore

Quality Department

Project 365

Accreditation involves the certification of a program, service, organization, institution or agency by an authorized external body using process to assess performance in relation to support continuous improvement. To evaluate effectiveness, there is a need to understand how accreditation could work to accomplish desired outcomes. Therefore, the objectives of this study were to explore

- (i) how organizations respond to and interact with the accreditation process and
- (ii) the actual and potential mechanisms to sustain and improve the quality standard not only during the assessment, but throughout the year.

The major reasons for this set back was

- High attrition of trained
- oriented health care professionals
- Working environment
- Cost for advanced degrees
- Advancement in the technology
- Attitude of the staff towards the change management
- Lack of commitment among the senior staff

A systematic review of accreditation literature highlighted inconsistent findings, with conflicting evidence around organizational impact, financial impact, quality measures and program assessment. Attempts to establish value have emerged in response to repeated calls for further evidence, although with limited success. Before further attempts to evaluate effectiveness, there is a need to understand how accreditation could work to accomplish desired outcomes. Establishing an underlying programme theory would clarify the links between the accreditation process and its anticipated effects, serving as a tool for clearly understanding the process (i.e. how the accreditation process should work and why).

PROBLEM DIAGNOSIS

- Constant comparison was utilized to confirm that standards are in place, and the new groups were developed with a recursive approach. Reviewed by the selective team (Quality) and verify whether the findings were in line with the plan.
- A third party assessment was done by the NABH assessors to ensure the results (peer checking).
- The quarterly internal audit reports were also compared based on the NABH standards.
- The criteria is inclusive of all NABH standards (4th edition), ACE parameters, IPSG. Data from each unit based on the pre-defined checklist was collected and collated. These data were analyzed using the comparison study to understand the areas which requires attention and drastic change.
- The peer review report was compared with the previous assessment report.

When the quality of treatment meets the expectation, the satisfaction increases proportionally. This indicates a proportionate growth in the customer satisfaction as well.

PROBLEM REMEDY

- Identify the responsible person (Chapter champions) and orient them about their major gap; Show the road map (what is required)
- Training on the floor and classrooms were increased; Mock drills were conducted frequently
- Assessed the implementation through internal audits
- Staff were communicated about the current status in achieving the goal
- Physicians were informed the rate of infection control, patient satisfaction and compliance to MR documentation
- Review by senior management
- Checklists were prepared by incorporating JCI, NABH standards with more focus on clinical care, HAI, BMW and safety
- Data were collected through daily, weekly, monthly audits by the champions

Project 365 is a concept to ensure the commitment by every individual in sustaining and improving of accreditation

LOCKING THE IMPROVEMENT

1. Multidisciplinary team was created
2. Checklist was prepared inline of NABH standards
3. Internal auditors identified were doing daily, weekly, monthly audits & were sharing comprehensive observations
4. Observations were corrected on regular basis

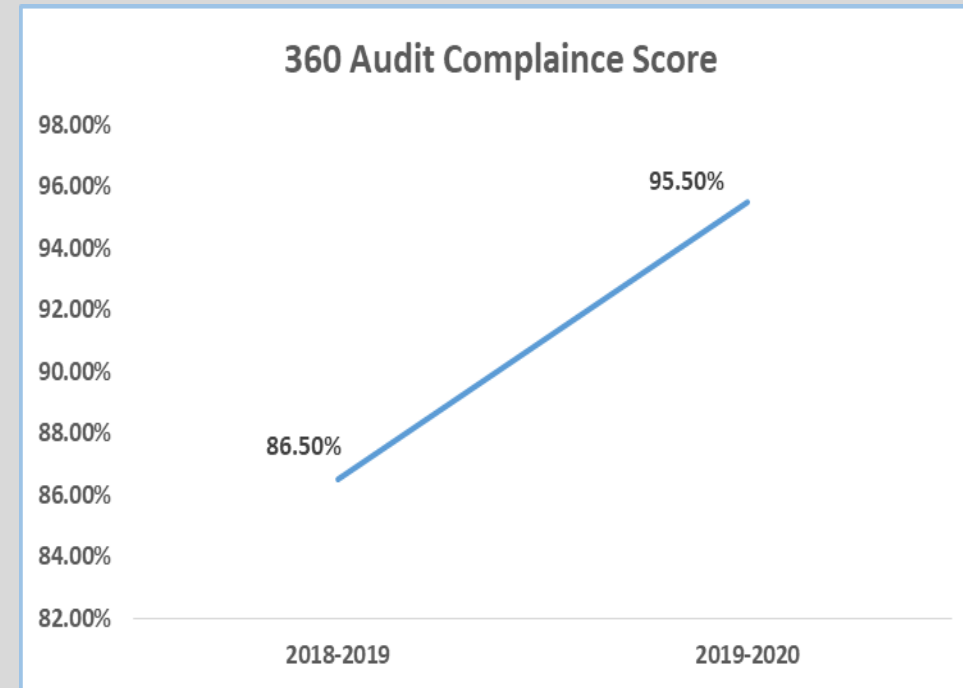
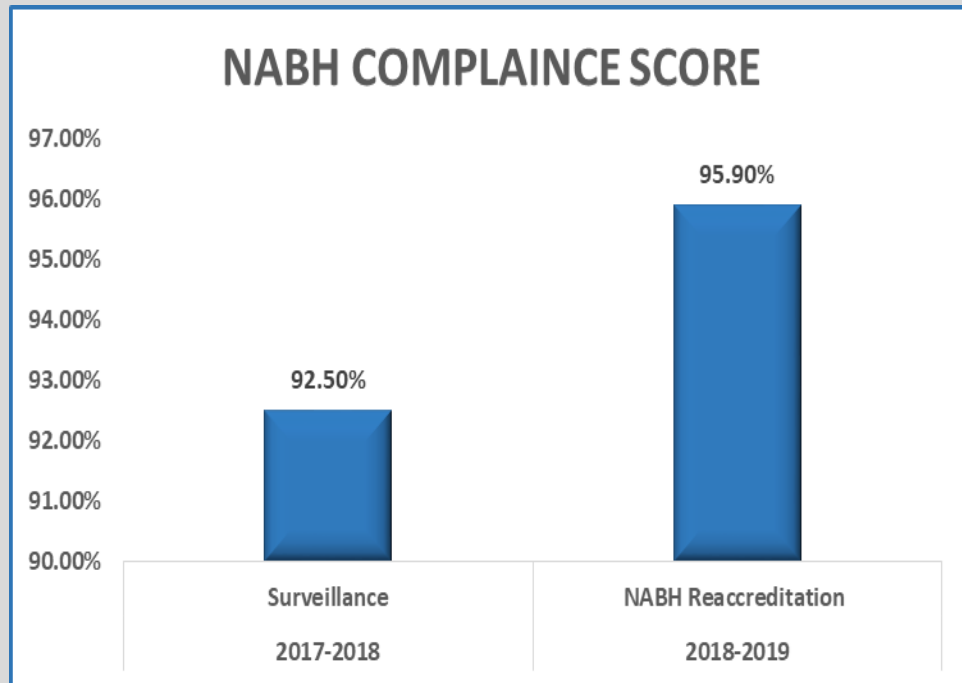
CLOWING THE IMPROVEMENT

QUALTECH PRIZE 2020
Healthcare

The Project 365 has been replicated in all other Apollo units

TANGIBLE RESULTS

- 1. Increased compliance rate against standards
- 2. Awards and accolades for being selected



- PPE usage has increased
- Zero infection rate
- Increased awareness on BMW management
- Increase Customer Satisfaction
- Reduced TAT and WAT
- Accuracy in the results
- Develops leadership qualities
- Motivated team players
- Satisfied work environment
- Effective communication
- Feeling of onus
- Enhances self development

THANK YOU