



“To improve is to change; To be perfect is to change often”

Effectiveness of Code Insulin implementation for reducing patient complaints and improving healthcare satisfaction

S. L. Raheja (A Fortis Associate) Hospital

Mumbai

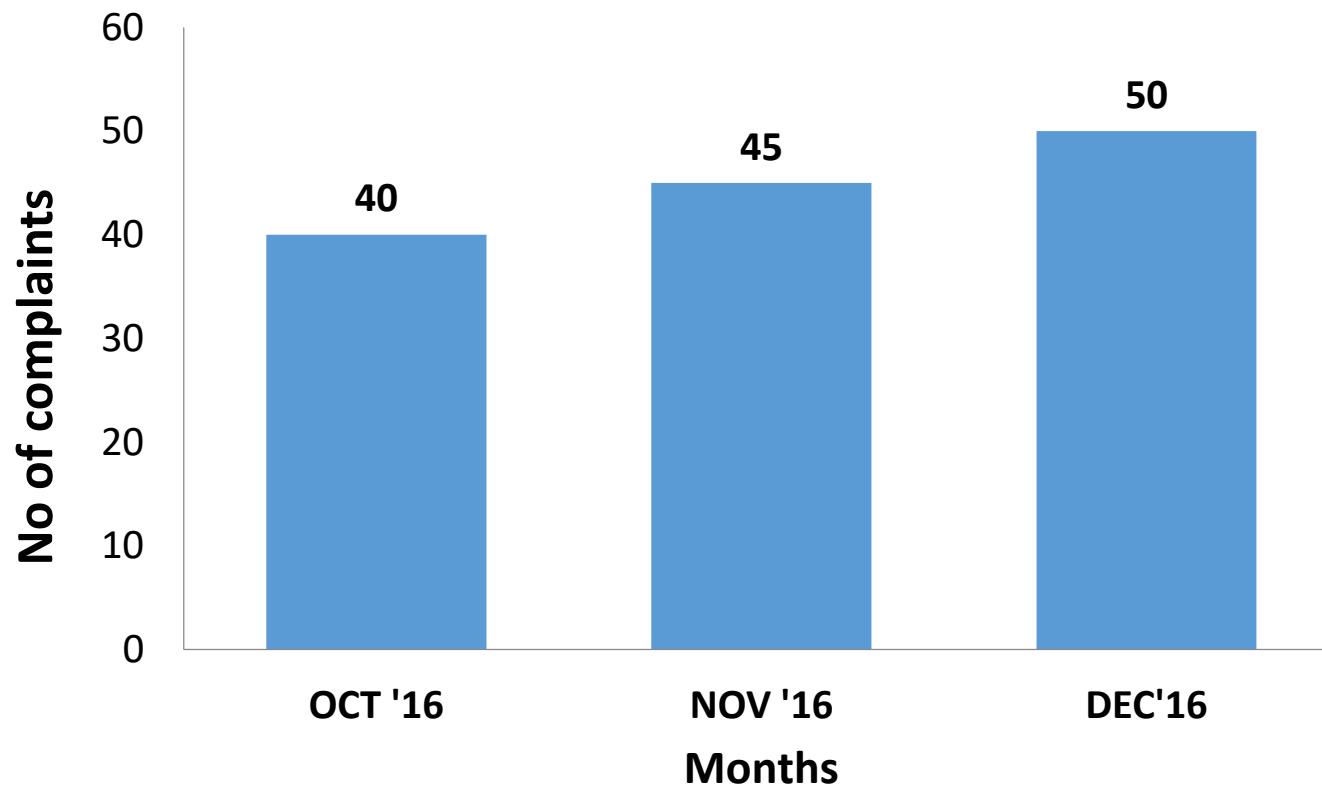
BACKGROUND

- S.L.Raheja (A Fortis Associate) hospital is one of the Centers of Excellence in medical fields such as Diabetes management and Diabetic Foot Surgery.
- 60% of the inpatient are on insulin therapy



NEED OF THE STUDY

1. Increase in the number of complaints of patients regarding insulin administration delay



NEED OF THE STUDY

2. Consultant dissatisfaction- inappropriate time gap between insulin administration and food
3. Lack of co-ordination among the healthcare team members- nurses, doctors and Food & Beverages (F&B) department
4. To reduce verbal orders regarding insulin administration

ACTION PLAN

Brain storming- Multidisciplinary meeting (Head of hospital and department, doctors, nurses, dieticians)



Initiation of Code Insulin



Training and conduct of Mock drill



Pilot in one of the areas & successfully implemented



Implementation across the hospital



OBJECTIVES

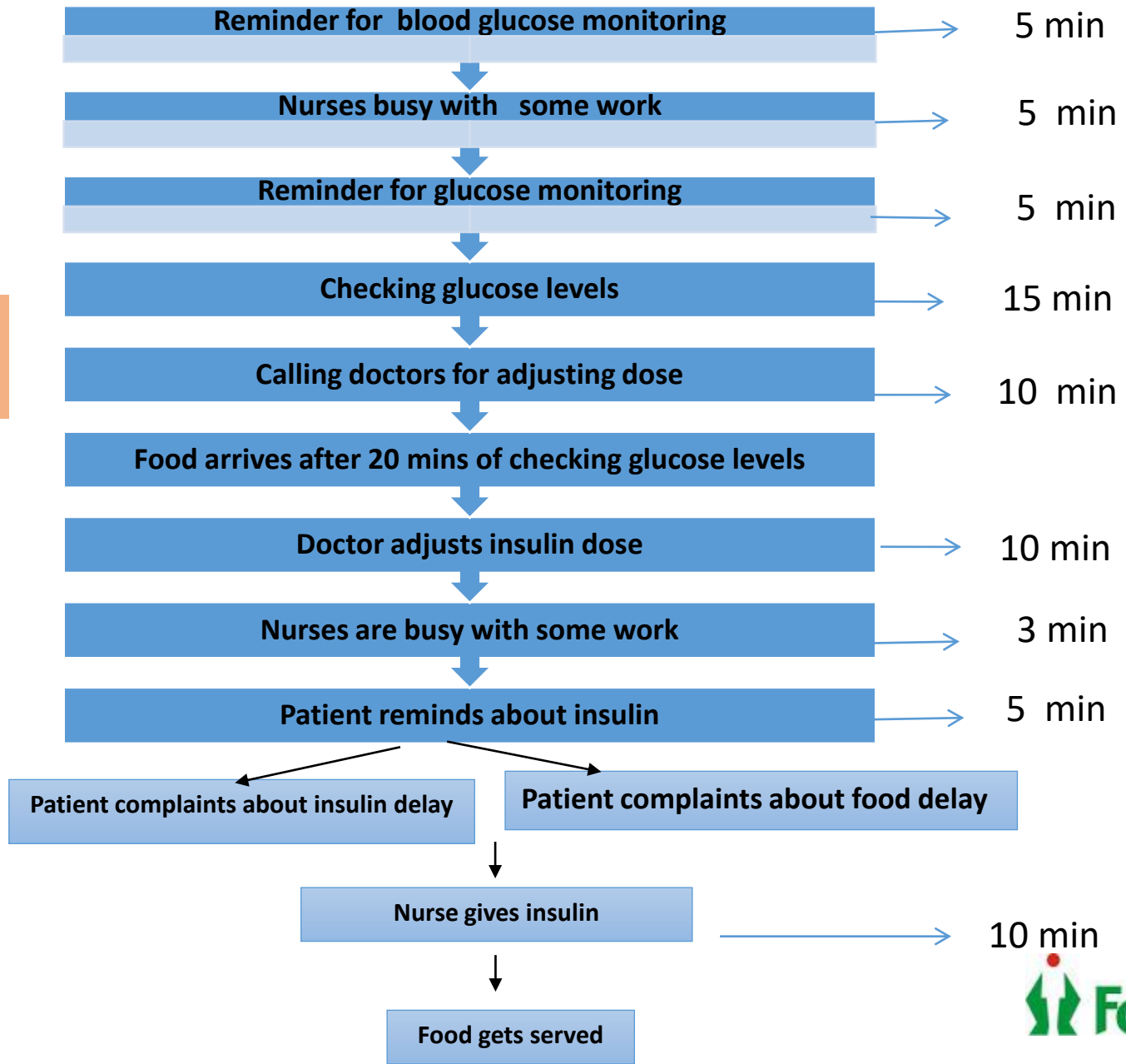
- To compare time frame for insulin administration in the areas
- To monitor the number of patient complaints in the areas
- To assess the satisfaction levels among health care providers in the areas

METHODOLOGY

- **PERIOD OF STUDY:** Dec'16- Feb'17
- **SAMPLING TECHNIQUE:** Non-probability convenient sampling
- **TOOL:** Questionnaire (satisfaction level) & Patient complaint analysis (Feedback tool)
- **SAMPLING CRITERIA:**
 - Health care professionals working in two different areas of a hospital (6th Floor & 9th Floor)
 - Inpatient (receiving insulin therapy) of the areas

Process Mapping- BEFORE

TOTAL TIME
68 mins



ANNOUNCEMENT OF CODE INSULIN



9100



CODE INSULIN

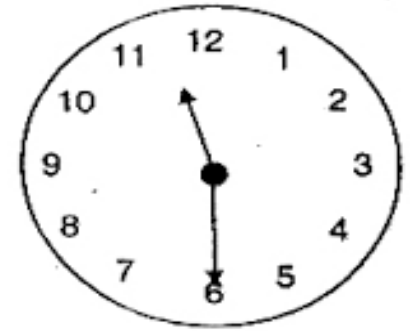
CODE INSULIN

CODE INSULIN

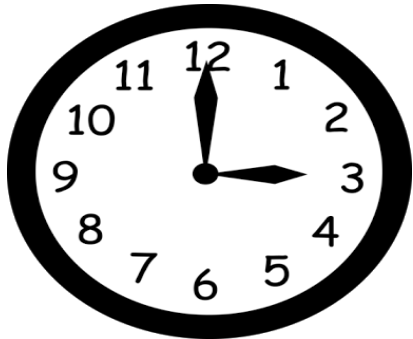
CODE INSULIN: CONCEPT



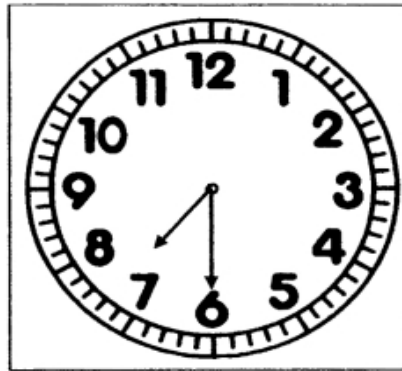
Before Breakfast



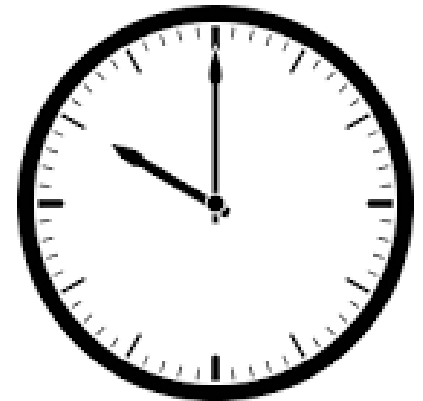
Before Lunch



Before Tea



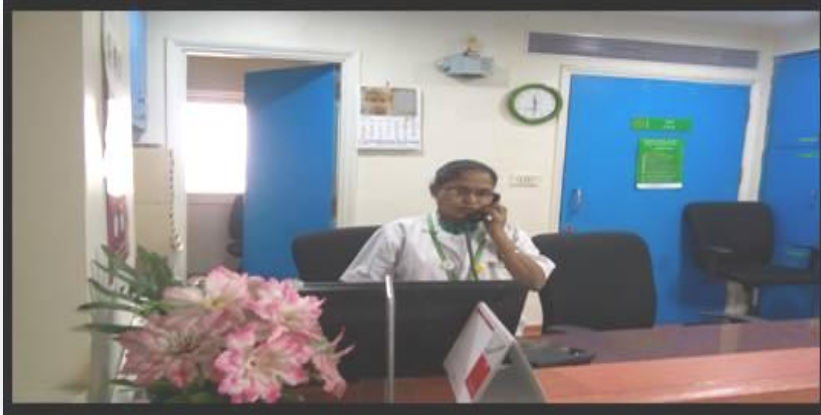
Before Dinner



At night

CODE INSULIN- PROCESS FLOW

Code insulin announced
(11:30am)



Nurse gets alerted(11:30am)



Nurse checks
HGT(11:31am)



Prompt response of the
medical officer for
adjusting insulin(11:35am)



**Nurse gives
insulin(11:40am)**



**Pantry boy leaves F and B
Dept(11:45am)**



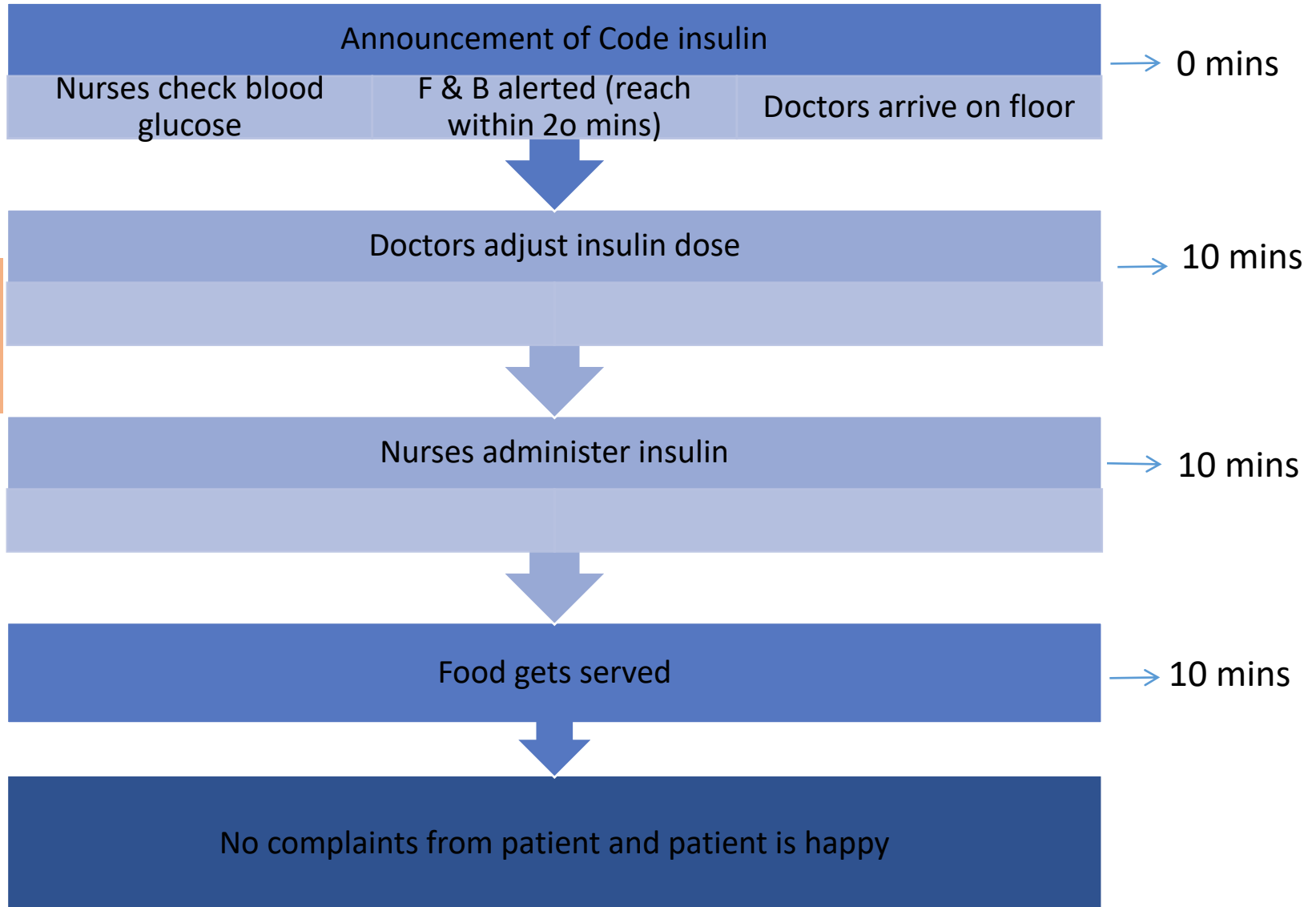
**Pantry boy distributes
lunch(11:57am)**



Patient eats lunch(12pm)

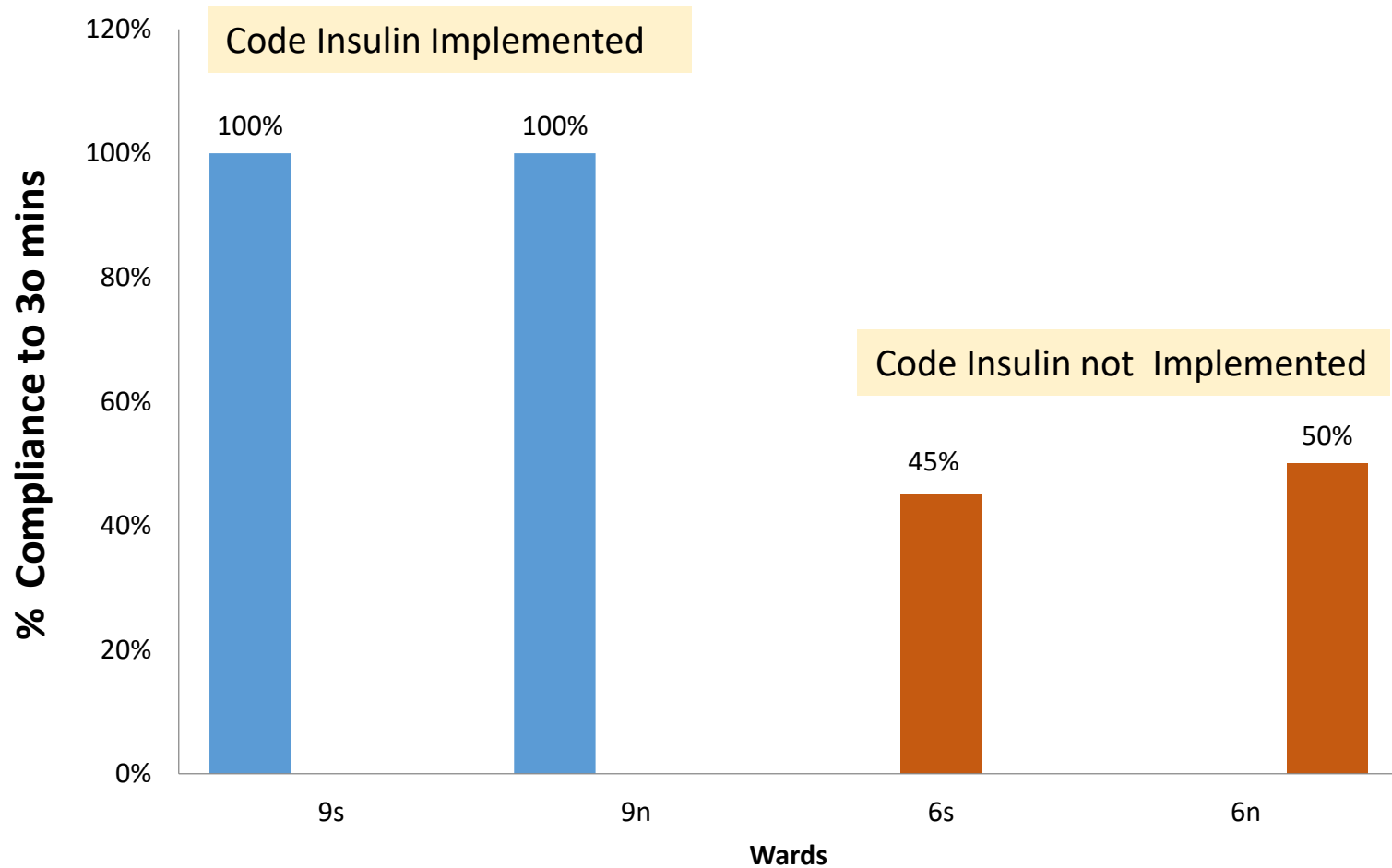


PROCESS MAPPING- AFTER



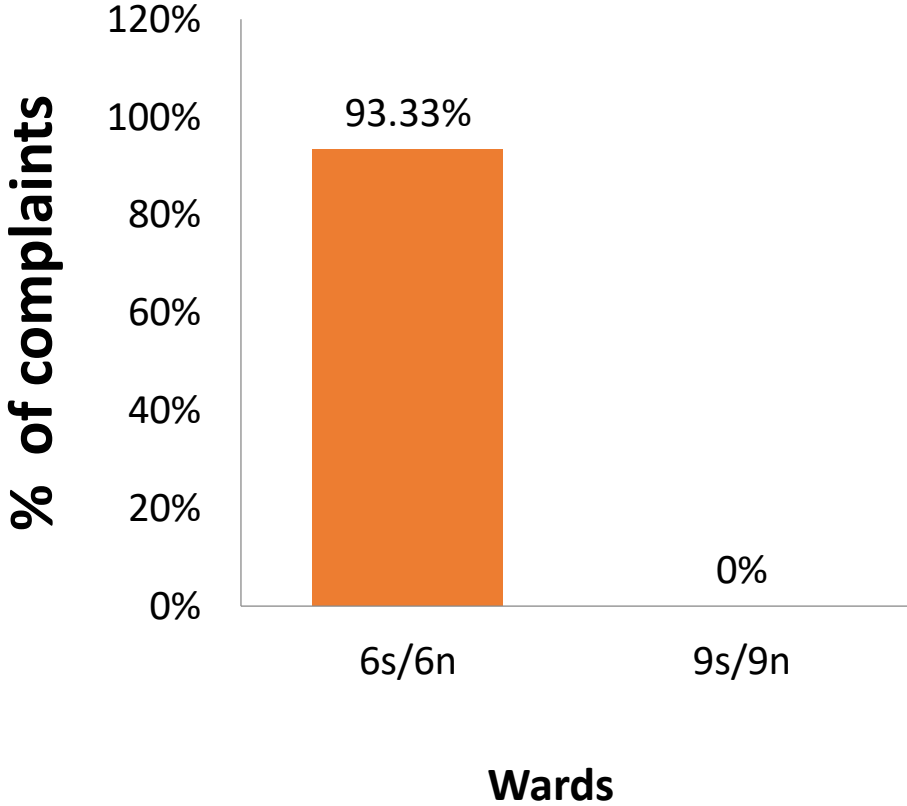
COMPARITIVE RESULTS

GRAPH 1.1: Time required for insulin administration process

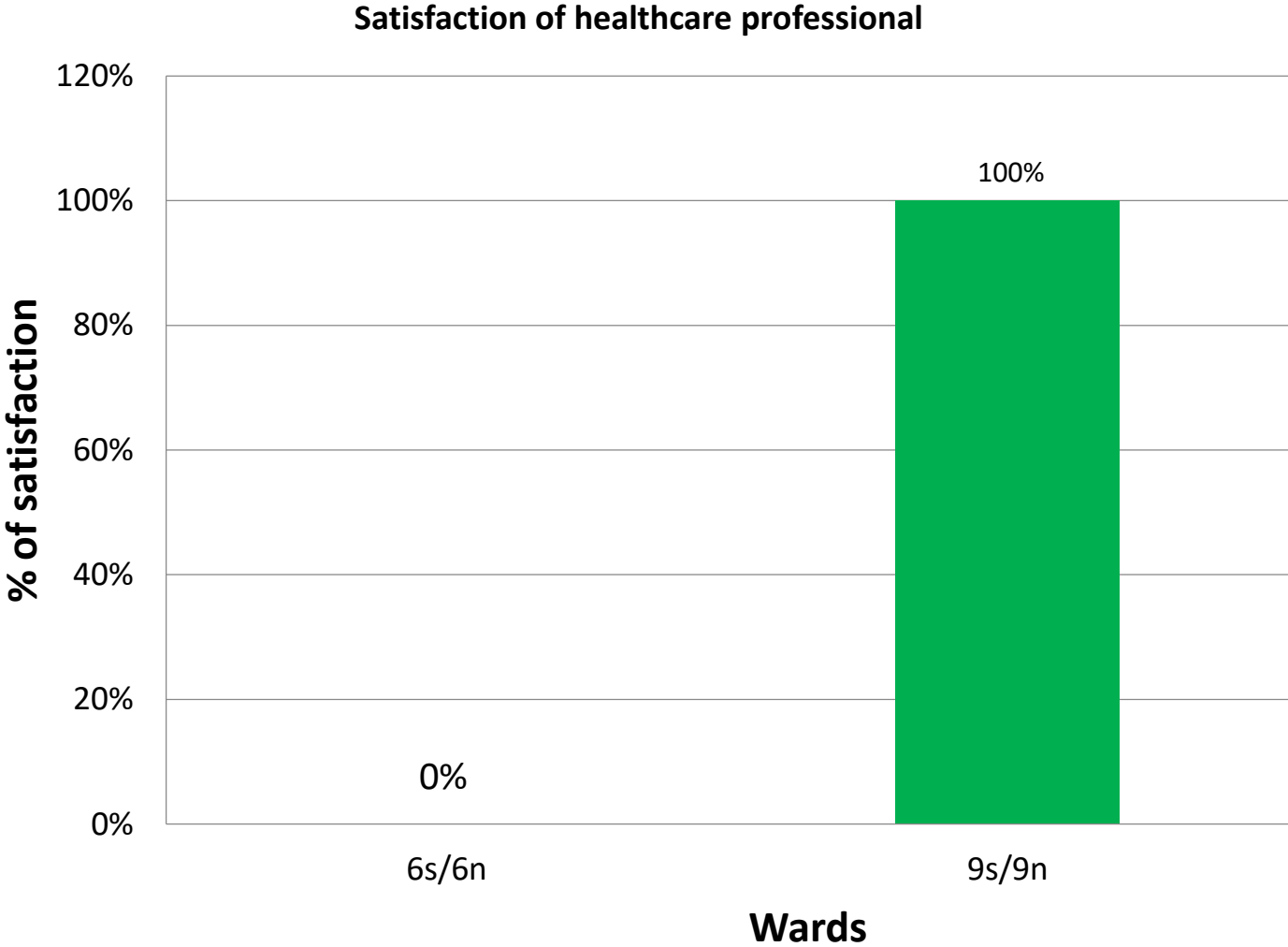


GRAPH 1.2: Complaints related to current insulin administration practice

Complaints related to insulin administration



GRAPH 1.3: Satisfaction of Healthcare professional regarding insulin process



IMPACT OF THE STUDY

- 30 mins to administer insulin
- 100% health care professional satisfaction
- Zero patient complaints regarding insulin administration process





CONCLUSION

- Code insulin effectively improved process of insulin administration
- Announcement of Code insulin ensured effective co-ordination between health team members making them alert and process oriented
- Process of Code insulin reduced patient complaints and improved health care team satisfaction

The process of “ Code Insulin” has helped the consultants a lot as we are relieved that there are no insulin delays or gap in insulin administration and food.

Kudos to the team!!!



Dr Anil Bhoraskar, Diabetologist

Our F& B team benefitted a lot through Code Insulin, Our pantry boys were sure when to leave the department, patient complaints of food reduced



Ms Rajashree, Dietician

“Code Insulin has made the life of nurses easier- as repeated reminders to other team members were avoided . Also, the nurses became alert of the time of initiation of Insulin process”



Ms Sunita D'Souza, Chief Nursing Officer

“Our hospital has a huge influx of diabetic patients, so good glycemic control was the need. Code Insulin ensured that the gaps in insulin administration were closed”



Dr Shanthi Radhakrishnan, MS

THANK YOU....