

Women & Children Hospital Kozhikode

Women & Children is the first NABH Accredited hospital in Malabar and the forth one in the State of Kerala. It is a 295 bedded hospital situated in the north Kerala. It is situated in the heart of the Kozhikode city. The success story of the hospital is the result of the teamwork of the hospital. It was a concerted effort from the top to the bottom with common objective.

Govt. Hospital for Women and Children has a glorious past as a major health care institution of Kozhikode. It is situated at the centre of Calicut town near to the central bus station. It was Started with the name of Raja Sir Ramaswami Mudaliyar Women's and Children's Hospital, Kozhikode as a memory of the reminiscence of the Diamond Jubilee, of her Majesty of (late) Victoria Queen. Acquisition: As per the order of Madras Govt. Order o.456.MR.Mon.19-3-1901, acquired the land for the construction of this hospital. Construction of the on 16th October 1901 and the hospital started functioning on 16th October 1903.

Surviving all the threats of the time it continues as a leading health care organization providing services to a large number of people of north Kerala in the fields of Maternity and childhood. The recent development of the hospital started nine years back along with the renovation of the hospital with NRHM Fund and MLA Fund. On seeing its overall development, the hospital has been selected for NABH Accreditation in 2008. As a century old healthcare institution it had a lot of constraints in relation to the facility standards. The pre assessment of NABH was held in January 2010 The Final Assessment has been conducted in March 2011. The hospital has been accredited by NABH on 3rd December 2013. The requirement of additional power connection has little bit delayed the process of the rectification of the Non compliances noticed by the Final Assessment Team of NABH. Energy efficient lights (LED) have been installed in the entire area of the Casualty. Pap smear examination has been started in the meantime as an extension of services to determine Malignancy at the early stage. The area of Garden has been extended. Additional garden has been set at the front side of the hospital. A television has been provided to the Paediatric ward so as to make the children comfortable within the hospital.

KAYAKALP AWARD-2015

- Government of Kerala has selected Govt. Hospital for Women & Children, Kozhikode has selected to the list of hospitals considering for the KAYAKALP Award giving under the Swachh Bharath Mission.
- The first internal assessment was done in August 2015.
- The Peer Assessment was done in September 2015. The Score was 91%
- The State level external Assessment was done on 16th January 2016. The score was 96.4% and got third prize in the state level.

KAYAKALP AWARD-2016

- Government of Kerala has selected Govt. Hospital for Women & Children, Kozhikode has selected to the list of hospitals considering for the KAYAKALP Award giving under the Swachh Bharath Mission.
- The first internal assessment was done in July. The score was 94.2%.
- The Peer Assessment was done on 23rd January 2017. The score was 96.8%
- The State level external Assessment was done on 25th January 2017. The score was 98.6% and got first prize in the state.

The hospital has a good team which is our strength. All the achievement we bagged is the outcome of the concerted effort of the team under the leadership of the Superintendent. The Support from all the stake holders especially from the Central and State Government, NHM and Hospital Management committee is praiseworthy.

1. Problem

As century old hospital, the maintenance of the facilities especially the repair of premises surroundings, maintenance of furniture etc have always problems to the hospital mainly because of the shortage of fund and administrative delay. The issue has been settled by the teamwork of the staff members

2. How idea was generated

The above mentioned idea has been originated during the surveillance of Audit of NABH. The repair and painting being done in the Operation theatre by some of the enlightened staff had been taken over by the entire stake holders later and it was a grand victory.

3. Description of intervention(Innovation/ Best Practice)

Many of the staff members of the hospital have additional time to invest in areas where they are interested. They are also experts in some other fields like minor repair, painting etc.. Because of motivation from the side of the hospital management many of them enlightened and contributed a lot of effort and repaired and painted the building, repaired furniture and assisted to keep them proper. All public holidays are used to clean the hospital with the participation from the Superintendent to the cleaning staff which gave a new face to the hospital

4. Engaging stake holders

All the stake holders, Hospital Management Committee members, volunteers were also participated in the cleaning events being conducted in the hospital. Many of kind hearted people of Calicut have also contributed to the development of the hospital.

5. Effects/ Outcome of intervention

The effects of the intervention were wonderful. It could change the entire nature of the hospital. The entire hospital compound became neat and tidy. Bio degradable waste is being properly segregated and being kept in a separate shed constructed backside of the hospital compound. The Non- biodegradable waste is giving to the recycling unit through “Nirave Vengery” an approved agency of Kerala Shuchithva Mission.

6. Lesson Learnt

We learned a great lesson that teamwork can bring magnificent results and achievements in the overall development of the hospital.

7. Plans for scale up

It has been planned to establish Sewage Treatment Plant, Installation of LED Lights in the rest of the areas of the hospital, and Renovation of Labour Room Complex by constructing new MCH Block, Renovation of CSSD, Overall development of the hospital based on a Master Plan. Hospital is aimed to enhance customer satisfaction based on patient's experience.

Details of Authors

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