

"Enhancing Patient Safety in Healthcare Facilities"

State : Assam

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Background

Patient safety is defined as “the absence of preventable harm to a patient and reduction of risk of unnecessary harm associated with health care to an acceptable minimum.

Type of Facility	Number of Facilities Assessed	Average Score Obtained
DH	21	65%
SDH/CHC	16	60%

Common Gaps Identified in Assessment

Area of Concern A: Safe Patient Care Processes

- ***Standard Treatment Guideline*** during prescription in terms antibiotics need attention.
- ***Timebound action plan*** is to be prepared for improving the low performing attributes and prescription practices.
- In all health facilities maintenance of ***storing of high alert medicines*** in secure and safe demarcated place not yet achieved.
- ***Counselling of patients on prescription*** and related behaviour always an unmet need for patient safety.

Area of Concern B: Clinical Risk Management

- **Periodic validation** of reagents, stains, media, kits, etc. is to be performed and Control charts are to be prepared, outliers is to be identified and corrective action is taken.
- **Cross-validation** of Laboratory tests are to be done and Corrective actions is to be prepared for abnormal values.
- Comprehensive **Geriatric Assessment tools** are to be implemented for early identification and complication of chronic diseases.
- **Occupational Safety** Measures is to be ensured for prevention of Radiational Hazard.
- Non availability of **demarcated triage area** and equipment for providing safety in emergency care

Area of Concern C: Safe Care Environment

- **Fire Safety** certificate all Health facilities yet to received .
- **Authorization certificate** from pollution Control Board for Management of Bio Medical waste is yet to received from some of the HFs.
- Comprehensive **Disaster response plan** for all HF need review for updating as per recent development in the sector.
- **Electrical safety** measures is in place but need updating as per latest technical up gradation in the sector in terms of installation of safety equipments.

Area of Concern D: Patient Safety system

- *Comprehensive **patient safety policy and plan** need review using Patient Safety Assessment tools for Patient safety measures periodically.*
- ***Risk Evaluation and Assessment tools** is to be used on regular basis. Gaps is to be identified and proper action plan is to be prepared.*

Key learnings -

- *Circle of Continuous Learning for Patient Safety.*
- *5 moments for Medication safety app.*
- *Comprehensive Geriatric Assessment (CGA) tool.*
- *ALARA (As Low As Reasonably Achievable) principle to ensure radiation.*
- *Thermostatic Control System*
- *Grievance Redressal System*
- *Leadership and Governance*
- *Patient Empowerment System*



Key Improvements under Facilities

- *Air Quality Index in patient care area.*
- *Structural Safety.*
- *Ensure Safety in Dialysis Services.*
- *Ensure Patient Safety in all NHP.*
- *Hospital Alert Code.*



Thank you