

“Implementing SaQushal- Improving Patient Safety Practices in Healthcare Facilities”

Patient Safety & Quality as a Priority in Gujarat

Presented by:

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“We can’t run from our mistakes. We need to be fair and consistent in our approach and need to give our staff a safe place to recognize and respond to medical errors..”

—Anonymous

SaQushal- Activities undertaken by State

SaQushal- a *self-assessment tool* launched by MoHFW & NHSRC on September 16, 2022, under the established National Quality Assurance Standards (NQAS) with the undertaking of pledge for Patient Safety.

Orientation of all District Hospitals & Medical Colleges and Hospital done in April 2023 at the state level

State issued necessary orders for use & implementation of SaQushal tool the self-assessment

Self assessment -SaQushal undertaken by healthcare facilities in Gujarat

Level of Facilities	Total (N)	Adopted (N)	Adopted (%)	Overall Scores (%) (Range)
Medical College	22	16	72.7%	45%-97%
District Hospital	18	10	55.6%	50%-91%
Sub-District Hospital	58	17	29.3%	36%-89%

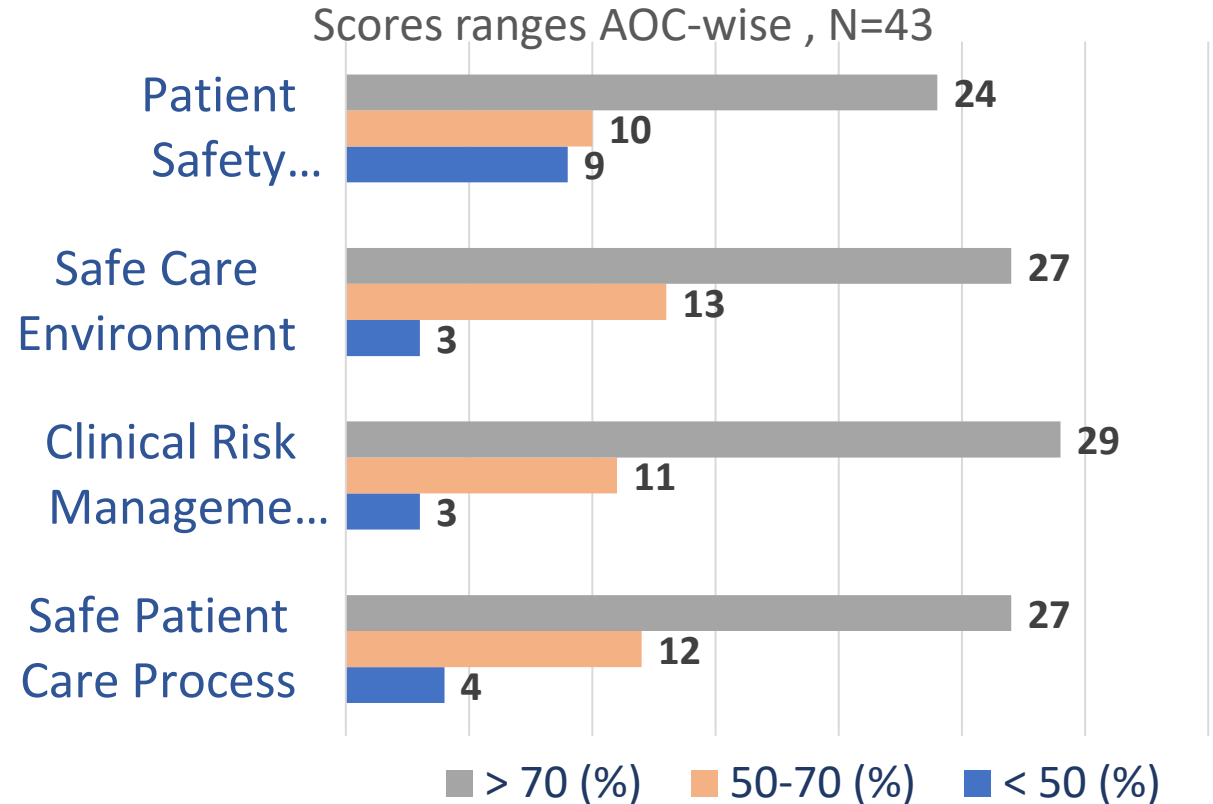
Area of concern-wise scores

Based on frequency distribution, compliance scores have been divided in 3 ranges

Facilities scoring under 50%

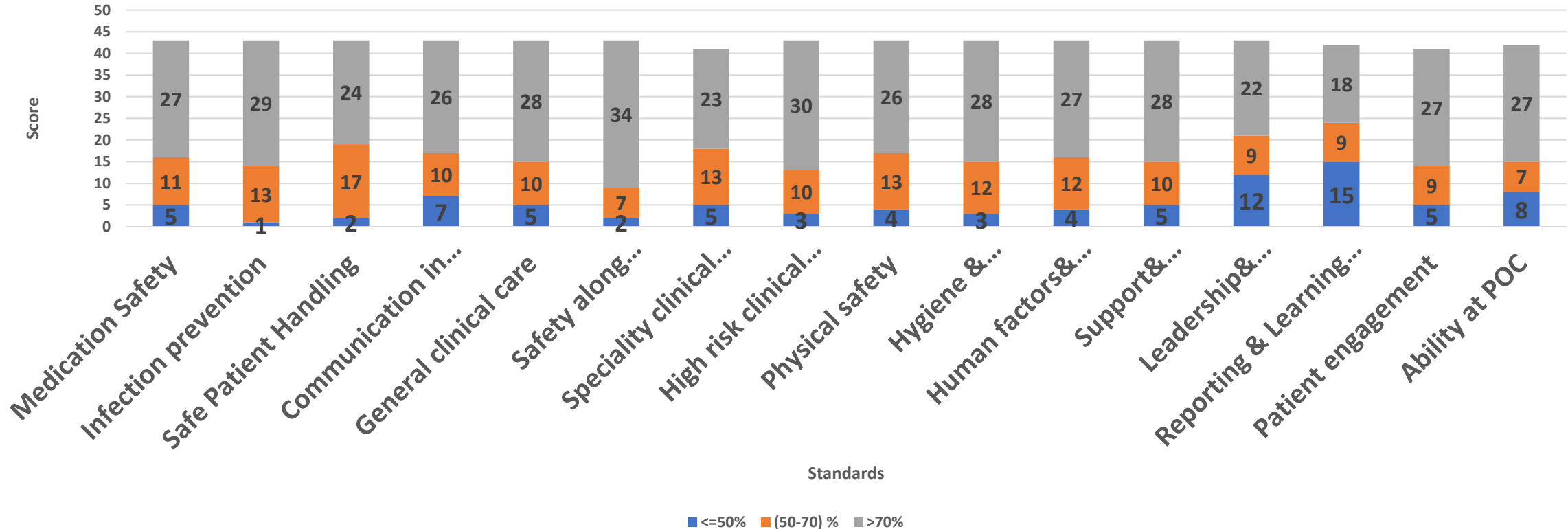
Facilities scoring in-between (50-70) %

Facilities scoring above 70%



- ✓ Majority of scores fall within the 50-70% range across all categories, suggesting a moderate level of performance or satisfaction in these areas.
- ✓ The 'Safe Environment' and 'Clinical Risk Management' categories have a relatively higher number of responses scoring less than 50%, which may indicate particular areas needing improvement.

Standard-wise scores



1. For most standards, approximately 60% of the facilities have scored more than 70% with 20% lying the below 50% categories.
2. Some standards like “Medication Safety” and “Infection Prevention” have higher percentages, indicating better performance or focus in these areas.
3. Standards with lower percentages across all three categories, such as “Human Factors & Ergonomics” and “Leadership & Governance,” may indicate areas needing more attention and improvement.

Major Observation

Patient Care Process

1. Medication safety are ensured in facilities.
2. IPC measures maintained however lack of hygiene practices among workers are observed.
3. Safe patient handling in facilities needs focus.
4. Well trained HR for emergency management available.
5. Effective spill management mechanism in facilities are placed.

Clinical Risk Management

1. Maintenance of electronic/paper based record systems are placed
2. NHP protocols are strictly followed in DH&SDH level.
3. Immunisation services well maintained.
4. Mental & palliative healthcare services at DH Level needs more attention.
5. Shortage of specialist doctors & staff nurses, hired on contractual basis compromising quality of care

Safe Care Environment

1. More spaces & infrastructural issues needs focus.
2. Structural safety needs are needed more attention in facilities.
3. Availability of 24* 7 running water at all points of usage.
4. Focus on SBCC regarding WASH practices
5. Availability of PPE & spill management kits in facilities.

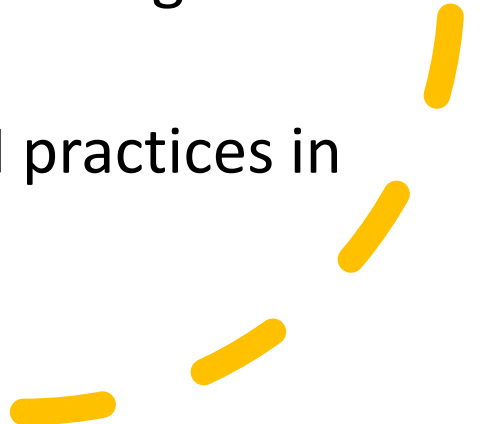
Patient Safety System

1. Quality and patient safety teams not functional in all facilities.
2. Increased need of capacity building & training session for teams.
3. Availability of multidisciplinary teams in MCH level.
4. HCW safety ensured in facilities.
5. Increased counselling & awareness for patients & caregivers in facilities.

Good practices recorded

- Automation in testing and recording systems in DH & MCH.
- Effective spill management mechanisms.
- Functional Obstetric Intensive Care Units (OICUs) attached to Labor Rooms in MCH.
- Availability of 24*7 running water.
- Pre diagnostic screening and testing facilities available in facilities.
- Patient engagement tools available: 5 Moments of Medication, telephonic follow-up, patient and caregiver counseling.
- Specialized units like Midwifery-Led Care Units (MLCUs) for fitness & nutritional supplements to ANC and PNC mothers.
- Smart referral system in neonatal units.

Way Forward

- Reassessment of facilities scoring below 70%.
 - Regular SaQushal training on priority.
 - Increase focus on physical safety and infrastructure with periodic audits in consultation with PIU.
 - Safe patient handling measures in facilities.
 - Implement electronic record maintenance systems.
 - Quality and Patient Safety Teams to be made more accountable and regular monitoring on patient safety activity
 - Improvement in hygiene and WASH practices in facilities to be focused
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Thank You

Get it right, make it safe!