An evidence based Process Improvement initiative to improve Patient safety across all units of Max healthcare
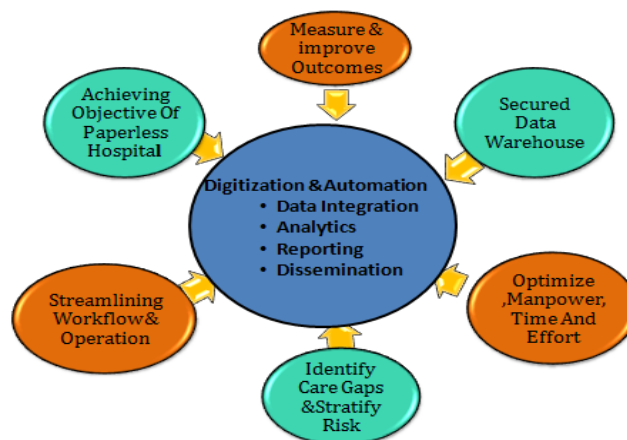
The current healthcare quality improvement infrastructure is a product of a century long experience & cumulative efforts. It began with an acknowledgement of the role of quality in healthcare, and gradually evolved to the prioritization of quality improvement and the development of systems to monitor, quantify, and incentivize quality improvement initiative .

Issues that require continued work include the development of valid and reliable data base, data collection methods, an integrated incident reporting system, risk assessment tool and reporting mechanisms. Manual surveillance and reporting cannot provide the speed, accuracy, consistency of computerized surveillance & it require the involvement of large manpower workforce in collecting, collating, analyzing & disseminating data.

MHC has adapted healthcare safety & quality software like **PENTAHO** for HAI surveillance and **Sapphire IMS** for incident reporting & automated analysis of nursing Quality Indicator.

PENTAHO – A system driven surveillance program was set up for healthcare associated infections . A new process for tracking was put in place and integrated with the new tracking mechanism for an end to end surveillance and improvement in the reported incidence of HAI cases ,improving patient safety and satisfaction.

Sapphire IMS: Software was customized to record the nursing quality incidents in real-time. The incident management process is then enforced to see the incidents are actioned within the stipulated time. The platform escalates the issue if there is no action taken. During the process, the investigations, RCA, corrective and preventive actions are taken for early closure. The auto analytics and inbuilt intelligence pre-empts and reduces any recurrence of similar incidents.

MHC in the journey of Digitalization assures to transform the delivery of care & commit to deliver world-class healthcare through the use of innovative technology, and raising the level of healthcare in our community.

Special Issue on Nursing Education

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