





Dr. R.M.L. Combined Hospital, Lucknow

Glimpse of Hospital...



MAIN DISPLAY BOARD

Glimpse of Hospital...



OPD CROWD

Glimpse of Hospital...



OPD CROWD

Glimpse of Hospital...



EMERGENCY COMPLEX

Glimpse of Hospital...



EMERGENCY COMPLEX

Glimpse of Hospital...



GENERAL WARD

Glimpse of Hospital...



OBS. & GYNAE. WARD

Glimpse of Hospital...



NURSING STATION

About us

- **Ownership :**

We are a public hospital under the ambit of Medical and Health, Government of Uttar Pradesh.

- **Salient Features:**

- a) Foundation Stone was laid in the year 1998.
- b) The hospital commenced its full-fledged services in the year 2003.
- c) We have 325 beds including 44 private wards.
- d) Bed occupancy 93-100%
- e) We are the only hospital having MRI facility in State.

A faded background image of a hospital room with a gurney, medical equipment, and a window with curtains.

About us.....

- **Services Available :**
 - Multi Specialty Services in :**
 - ▶ General Medicine
 - ▶ Chest Disease & Tuberculosis
 - ▶ General Surgery and Minimal Access Surgery
 - ▶ Cardiology
 - ▶ Paediatrics
 - ▶ Obstetrics and Gynaecology
 - ▶ Orthopaedics and Orthopaedic Surgery
 - ▶ ENT
 - ▶ Ophthalmology
 - ▶ Aneasthesia
 - ▶ Radiology/Interventional Radiology
 - ▶ Laboratory Medicine
 - ▶ Dermatology
 - ▶ Psychiatry
 - ▶ Dentistry and Dental Surgery
 - ▶ Physiotherapy

A faded background image of a hospital room with a gurney, medical equipment, and a window with curtains.

About us.....

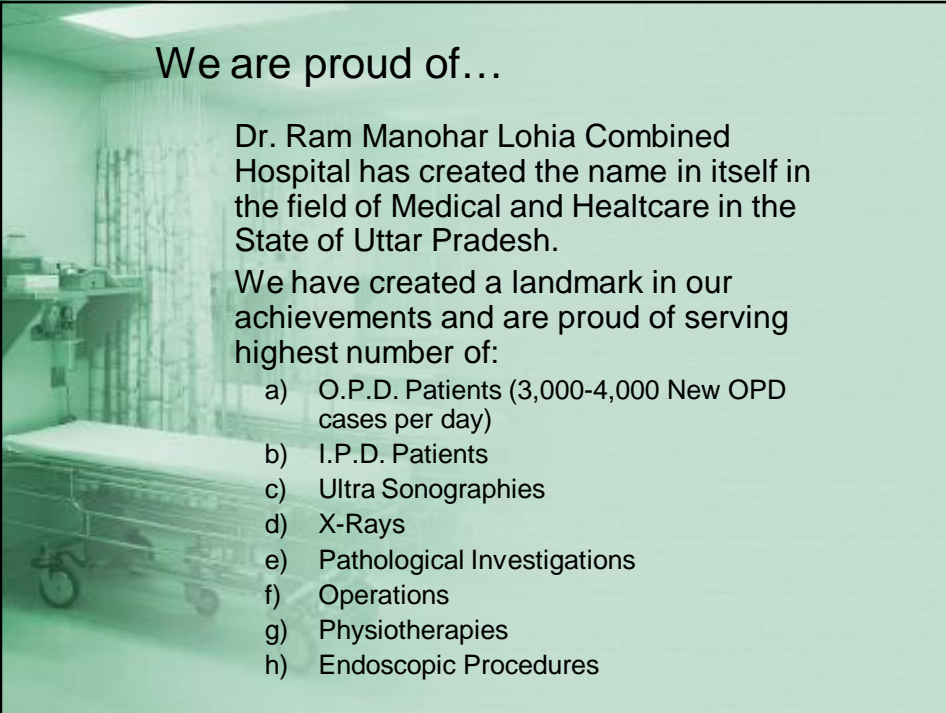
- **24 hour services :**
 - ▶ Emergency Care Facility
 - ▶ Delivery Facility
 - ▶ Ambulance Services
 - ▶ Blood Bank
 - ▶ Laboratory
 - ▶ Radiology

Outsourced Services

- We have outsourced diagnostics investigation not available in our hospital to the following facilities :
 - ü Chatrapati Sahuji Maharaj Medical University - Lucknow
 - ü Balrampur Hospital - Lucknow
 - ü Dr. Shyama Prasad Mukherjee Hospital - Lucknow
 - ü Ranbaxy Laboratories (NABL Accredited) - Lucknow
- Patients are referred to the following facilities for medical specialties not available in the hospital :
 - ü Chatrapati Sahuji Maharaj Medical University - Lucknow
 - ü Sanjay Gandhi Post Graduate Institute of Medical Sciences

Hospital at a glance

Bed Strength	- 325	
	Sanctioned Post	Working
<u>STAFF STRENGTH</u>		
DOCTORS	- 93	81
NURSING STAFF	- 123	
ADMINISTRATION	- 11	
PARAMEDICAL	- 65	
Housekeeping staff	- 248	
Total	- 540	

A semi-transparent image of a hospital room with a bed and medical equipment serves as the background for the text.

We are proud of...

Dr. Ram Manohar Lohia Combined Hospital has created the name in itself in the field of Medical and Healthcare in the State of Uttar Pradesh.

We have created a landmark in our achievements and are proud of serving highest number of:

- a) O.P.D. Patients (3,000-4,000 New OPD cases per day)
- b) I.P.D. Patients
- c) Ultra Sonographies
- d) X-Rays
- e) Pathological Investigations
- f) Operations
- g) Physiotherapies
- h) Endoscopic Procedures

A semi-transparent image of a hospital room with a bed and medical equipment serves as the background for the text.

Our Flagship Departments

- Department of Orthopaedics and Physical Rehabilitation
- Department of Dermatology
- Department of Dentistry
- Department of Internal Medicine
- Department of Obstetrics and Gynaecology
- Department of General Surgery
- Department of ENT and state referral centre for disables.



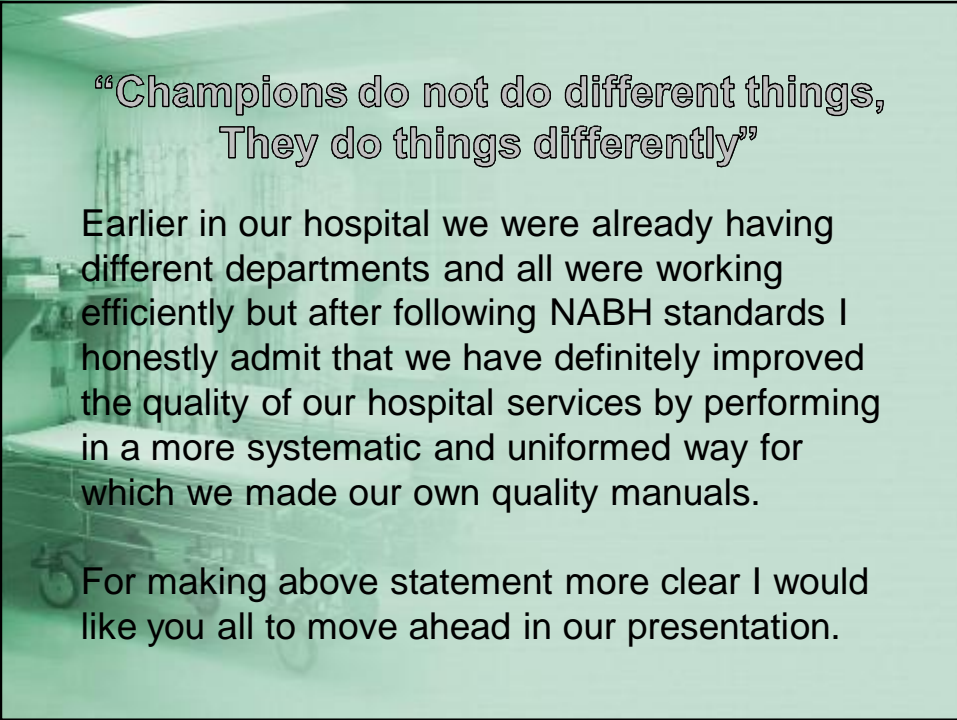
We are strongly committed to our

- **Mission**
 To provide quality healthcare to the community as a whole ,irrespective of caste culture and creed.
- **Vision**
 To emerge as a leading public healthcare service provider in the country.
- **Our Quality Policy**
 Dr.Ram Manohar Lohia Combined Hospital is committed to provide high quality affordable and accessible preventive, curative, promotive and comprehensive healthcare services to the community and assure best outcome.



The Quality Improvement Activities emphasized on

- **Safety** – The emphasis is to make Dr.Ram Manohar Lohia Hospital safe by implementing strategies and mechanisms to avoid injuries to patients from the care that is intended to help them and to avoid injuries to provider staff from the environment that is intended to support them.
- **Effectiveness** – Providing effective healthcare by identifying strategies and implementing mechanisms to provide services based on scientific knowledge to all who could benefit from it.
- **Patient Centeredness** – Patient centered approach by identifying strategies and implementation of mechanisms for provision of care that is respectful of and responsive to individual patient preferences, needs and values etc.
- **Timeliness** – Ensuring timely care by identifying strategies and implementation of mechanisms to promote appropriate waits and avoid harmful delays for those who receive and those who give care
- **Efficiency** - Incorporating efficiency by identifying strategies and implementing mechanisms to avoid waste ,in particular waste of equipment, supplies ,human resource and money
- **Equity** - Provision of equitable healthcare by identifying strategies and implementing mechanisms to provide care that does not vary in quality because of personal characteristics that are not in the control individual such as gender,ethnicity,geographic location and socioeconomic status.

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“Champions do not do different things,
They do things differently”

Earlier in our hospital we were already having different departments and all were working efficiently but after following NABH standards I honestly admit that we have definitely improved the quality of our hospital services by performing in a more systematic and uniformed way for which we made our own quality manuals.

For making above statement more clear I would like you all to move ahead in our presentation.

Why NABH?

(National Accreditation Board of Hospitals and Health Care Providers)

NABH standard provides us to improve the hospital services by implementing following ten chapters and more than 500 standards:

1. AAC (Access Assessment and Continuity of Care)
2. PRE (Patient Rights and Education)
3. COP (Care of Patients)
4. MOM (Management of Medication)
5. HIC (Hospital Infection Control)
6. CQI (Continuous Quality Improvement)
7. ROM (Responsibility of Management)
8. FMS (Facility Management and Safety)
9. HRM (Human Resource Management)
10. IMS (Information Management Services)

Improvements by opting NABH Standards

There are some statutory norms and Acts which every hospital must have but due to lack of knowledge most of the hospitals do not have them.

These norms and Acts cover all legal aspects. Just to quote a few of them are:

Statutory Norms

- Building Permit
- NOC From Chief Fire Officer, Lucknow
- NOC From U.P. Pollution Control Board
- Layout approval of Radiology Department and Xray Machine Installations from A.E.R.B. (Atomic Energy Regulatory Body, Mumbai)
- Excise Permit
- Vehicle Registration Certificate
- MTP Licence
- Licence for Blood Banks

continued...

Improvements by opting NABH Standards

(...contd.)

Acts

- AIR (Prevention and Control of Pollution) Act, 1981
- Biomedical Waste Management Handling Rules 1998
- Consumer Protection Act, 1986
- Dentist Regulation, 1976
- Drugs and Cosmetics Act, 1940
- Employees Provident Fund Act, 1952
- Equal Remuneration Act, 1976
- Fatal Accidents Act 1955
- Indian Lunacy Act, 1912
- Indian Medical Council Act 1956
- Indian Nursing Council Act, 1947
- Indian Penal Code, 1860
- Indian Trade Unions Act, 1926

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Improvements by opting NABH Standards

(...contd.)

Acts (continued...)

- Maternity Benefit Act, 1961
- MTP Act, 1971
- Minimum Wages Act, 1948
- National Building code
- Negotiable Instrument Act
- Payment of Wages Act
- Persons With Disability Act, 1995
- Pharmacy Act, 1948
- PNDT Act, 1996
- Protection of Human Rights Act, 1993
- Radiation Protection Rules
- Registration of Birth and Death Act, 1969
- Tax Deducted at Source Act
- Constitution of India
- Transplantation of Human Organs Act, 1994
- Narcotics and Psychotropic Substances Act, 1985

Improvements by opting NABH Standards

(...contd.)

- Making of Standard Operating Protocols (SOP) of all the departments
 - The making of SOPs helped us in having a uniform policy in all the fields right from entry of patient in the hospital till discharge/referral and follow-up by all service providers of the hospital. This has been achieved by complete documentation and computerised record-keeping.
- Standardisation and Caliberation of Equipments
 - Through CIPET (Central Institute of Plastics Engineering & Technology, Lucknow – a Government body).
 - Through Manufacturer itself

continued...

Improvements by opting NABH Standards

(...contd.)

- Bio-Medical Waste Management
 - In our daily practice, a lot of bio-medical waste is generated which is hazardous and infectious to environment and society. So, their proper and scientific disposal is utmost important.
 - 80% bio-medical waste generated is non-infectious and non-hazardous
 - 15% is infectious
 - 5% is non-infectious but hazardous
 - Stages of bio-medical waste management:
 - Segregation
 - Collection/Storage
 - Transportation
 - Disposal

continued...

Improvements by opting NABH Standards

(...contd.)

- Fire Safety:

In our hospital, by following the guidelines of NABH we have developed a very effective fire-safety management plan:

 - Declaring Hospital No-Smoking Zone
 - Installation of smoke detectors
 - Putting fire extinguishers and hydrants
 - Making Rescue Teams
 - Making Fire-fighting Teams
 - Making Evacuation Teams
 - Defining Route of Evacuation
 - **Training hospital staff of all categories in the event of Code RED (fire).**
 - Putting clear signages, display boards and pictorial signs for clear guidance of evacuation routes.

continued...

Improvements by opting NABH Standards

(...contd.)

- **Disaster Management:**

In our hospital, we have included Mock Drills as a regular procedure and a policy matter. This has reduced our response time and increased the level of alertness in the event of disaster by identifying areas of short-comings.

Due to mock drills, dramatic improvement was noticed while managing two following recent disasters in city of Lucknow:

1. A newly constructed Bridge was collapsed during high traffic time.
2. Collision of Road Transport Bus and a School Bus in very early hours of the day.

In both the above disasters, response of RML Hospital was quick and effective avoiding possible havoc. This whole act of ours was praised by aggrieved persons, relatives, society as a whole, electronic and print media and Government.

continued...

Improvements by opting NABH Standards

(...contd.)

- **Disaster Management**

- More organised with regular mock drills

- Command Centre
- Visitor Information & Control Centre
- Triage
- Morgue Facility
- Public and Media Relations
- Security Considerations

- **CPR Training & Code-Blue to all staff**

- Doctors
- Nurses
- Paramedics
- Housekeeping Staff

continued..

Improvements by opting NABH Standards

(...contd.)

- Pharmacy
 - Use of BIN Card
 - Procurement of medicines
 - Calibrated maintenance of temperature in refrigerators for drugs
 - Strict adherence to re-ordering level
- Radiology Department
 - Certificate from Atomic Energy Regulatory Body (AERB)
 - Regular monitoring of TLD badges in X-ray department & C-Arm Unit
 - Cross-checking of reports
 - Maintaining Turn-around Time
 - Critical Case Reporting

Improvements by opting NABH Standards

(...contd.)

- Pathology
 - All samples are collected in vaccutainer
 - Implementing PPE devices - Safety Norms for Staff
 - Timely and standardised reporting - Tie-up with Biorad System
 - Maintaining Turn-around Time
 - Critical Case Reporting to concerned clinician
- O.T. Complex and Operative Procedure
 - Zoning of Operation Theatre Complex
 - No criss-cross movement
 - Informed consents
 - General consents
 - Surgical consents
 - Separate consents for anaesthesia
 - Separate consents for blood transfusion
 - Separate consent for any other routine IV injections.

continued...

Improvements by opting NABH Standards

(...contd.)

- O.T. Complex and Operative Procedure (..contd.)
 - Consent and Maintenance of separate record for body implants and prosthesis
 - Wrong patient Wrong Side Policy
 - Identification of Patient
 - Surgical Site Marking
 - Following **Time-out** System
- Pain Assessment in Post-operative Cases
- HIC (Hospital Infection Control System)
 - ICT (Infection Control Team)
 - ICO (Infection Control Officer)
 - ICN (Infection Control Nurse)
 - In our hospital, regular bacteriological examinations of O.T., CSSD, Wards and suspected infected materials, samples are taken from surface and air.

continued...

Improvements by opting NABH Standards

(...contd.)

- CSSD
 - Re-structuring the building for one-way routing of unsterilised to sterilised products
 - Double checking of sterilisation level.
- Upgradation of Ambulance services
 - BLS (Basic Life Support)
 - ALS (Advanced Life Support)

continued...

Improvements by opting NABH Standards

(...contd.)

- Policy to prevent Infant Abduction

Other than routine precautionary measures we follow below mentioned steps to ensure better safety of infants:

- Self-locking doors
- Limited access to labour room
- Band application to newly born babies
- Uniform colour code of cloths for wrapping infants
- Checking of all above and discharge slip by security personnel

Improvements by opting NABH Standards

(...contd.)

- Facility Management and Safety

The hospital is committed to provide highest possible quality of care and safety to it's patients, visitors, employees and medical staff by providing them:

- Potable water & it's regular checkup
- Chlorinated water
- Alternate source of water
- High fencing / railings on roofs and stairs
- Measures to prevent from electric shocks, gas explosions, radiation by putting appropriate signages and appropriate fixtures
- Proper ventilation and lights
- Use of PPE devices by staff

Improvements by opting NABH Standards

(...contd.)

- Public Information System
 - One point public address system
 - Information of patient's rights & education through display board and pamphlets.
 - Website
- Signages
 - Hindi
 - English
 - Pictorial
- Recording of bio-data and medical record of all the hospital staff.
- Computerised Record Keeping

Improvements by opting NABH Standards

(...contd.)

- Making of different committees for regularly monitoring and improving services provided by hospital
 - Core Management Committee
 - Clinical Care Audit Committee
 - Quality Assurance Committee
 - Medical Audit Committee
 - Drugs & Therapeutic Committee
 - Pharmacy Advisory Committee
 - Infection Control Committee
 - Hospital Safety Committee
 - Mortality Committee
 - Ethics Committee
 - Sexual Harassment & Grievance Redressal Committee

Improvements by opting NABH Standards

(...contd.)

- Procurement of staff and equipment

During the process of NABH accreditation, we felt deficiency in staff and equipments.

Under umbrella of NABH accreditation we were able to get as much as 76 posts sanctioned and procured desired equipments which were not possible by any Government hospital in routine.

The above has resulted improvement in quality of medical and healthcare services provided by the Hospital.

Conclusion

In the end I can say, by practicing these norms we have successfully achieved the following:

- NABH has helped us to streamline management of our hospital.
- We are extremely overwhelmed to experience the changes happened after integration of the standards in our system.
- NABH has helped us realize our ambition to be a pioneer healthcare provider in the public health system.
- Quality management is not a one time affair but is a continuous process to always strive for betterment.
- Definite improvement in services provided by our hospital
- Improvement in attitude, behaviour, personality and body language of our hospital staff.
- Streamlined, systematic and uniformed working.
- As a bonus, all such improvements will safeguard our medical personnel from legal implications which they come across quite often.

THANK YOU !



Dr. R. S. Dubey
Chief Medical Superintendent
Dr. Ram Manohar Lohia Combined Hospital
Lucknow – 226010
www.rmlhospital.org
Email: care@rmlhospital.org