



An Analysis of the Feasibility of Patient Safety Index Application for Improving, Better Quality Standards in a Leading Multi-Speciality Hospital

Prof Ayazahamed Malek, Tinashe Clever Manjeya, Priyanka

1. Assistant professor, Parul Institute of Engineering and Technology (MBA) Parul university, Vadodara 391760
2. Student, Parul Institute of Engineering and Technology (MBA) Parul University, Vadodara 391760
3. Student, Parul Institute of Engineering and Technology (MBA) Parul University, Vadodara 391760

ABSTRACT

The research analyzes the practical implementation of a Patient safety Index tool in a leading multispecialty hospital's operation and service delivery. In a time when the health care system is crumbling due to the ongoing scourge of the Covid pandemic that has crippled the economy and has led to the buckling of a Patient-centered Patient carrying, quality, and safe delivery system, which should be the main focus and primary care of a healthcare facility. The Patient Index safety tool in its practical and integration into the Indian Health sector will lead to an undeniable and unstoppable positive impact in the modern healthcare system not only in India and Asia but on a global scale as patient care is an integral part of the health delivery system by digging deeper and adding to the already existing Hospital Safety Index tool.

Keywords: Patient safety index tool, Multispecialty hospital, Hospital Safety Index, Patient-Centred, Patient Care,

1. Introduction

The Patient Safety Index tool is a quality monitoring safety index tool composed of approximately 24 key performance indicators and quality control measures. It stands out as a checklist or standard guidelines aimed at helping medical and non-medical health care workers establish procedures that produce a hazard-free and safe patient care facility.

The Hospital Index tool is a framework and checklist designed and implemented as guidelines that are meant to prevent, prepare, respond, rehabilitate, reintegrate and reconstruct the infrastructure and technology of a health facility by adhering to the safety standards set up to avoid the safe day to day use of structures and equipment.

Patient care is understood as the duties and responsibilities that the medical professionals carry out towards the Patient to nurture a patient back to a healthy state in a patient-centered comfort manner.

Patient-centered. The term refers to ensuring that efforts that have the Patient at heart as the focal point to provide and prioritize the wellbeing of a patient and quality service delivery in a conducive manner that creates and promotes patient value.

2. Review Papers

In a look at the assessment by the (Medical Journal armed forces of India, April 2015). The research aimed to find out what steps could be taken to curb medical areas. Hence through this research, it can be understood that the Patient safety index possesses the guidelines that can be used to create guidelines for safe operations. Therefore, this research aims to understand the procedures that make the Patient Safety Index. Thus to say a more profound meaning as to the contents of the Patients Safety index is one of the critical areas left by the previous research and is, therefore, the basis of this research paper.

The (Peter E Rivard Etal, 2006) research looked at breaking down the safety indicators used within a hospital that contribute to making the safety Index tool through understanding the organization structure. The study, therefore, looked at how patient safety can be achieved by ensuring safe hospital structures. (Listari F and Wijaya O, 2019) emphasized the importance of disaster management protocols. (The Moratuwa Engineering Research Conference; 2019) shared light on the importance of disaster management in the Hospital index tool. This article then researches the ways patient safety can be established by further looking at other indicators like time. This agrees with (Alan J Foster, 2004) the importance of time as an indicator and Patient safety control tool.

This research aims to improve the integration of the Patient safety Tool into the Indian health care sector. (Dr. Akish Jha, Harvard School of Public health) and illuminated the weakness of the implementation method of the patient safety tool. The researcher illuminated the drawback of the adaptation process and implementation of the device in a developed state that ignored the cultural norms and values that are followed in the developing world. This research, therefore, aims to establish the importance of integrating the tool and implementing it in a manner that will take into consideration the Indian norms. This will also further improve on the safety of the patients' health through looking at various indicators like a patient flow rather than just monitoring the post effects of the use of the hospital index tool use as done in the paper by (Ahmad Reza Raeesi, Etal, 2018) as further supported by the research of (Rouzbeh Rajaei Ghafouri, Etal, 2018)

3. Research Methodology

Did you observe good communication between the doctors and nurses regarding your treatment?

Chart 1

Table -1

Response	Percentage %
Always	55.8
Usually	14.9
Sometimes	15.9
Rarely or never	5.2
Not sure	5.2
Decline to answer	3

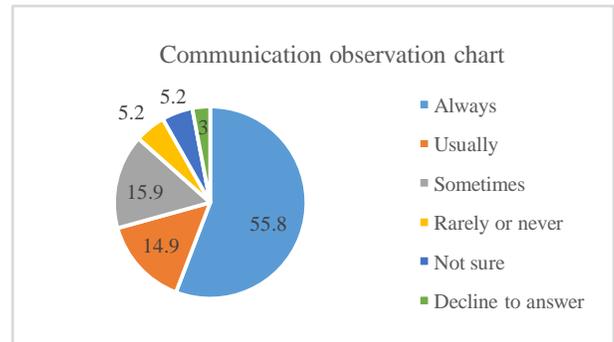


TABLE 2

1. Did your doctor involve you in decisions regarding your health?

Chart 2

Response	Percentage %
Yes	87
No	13

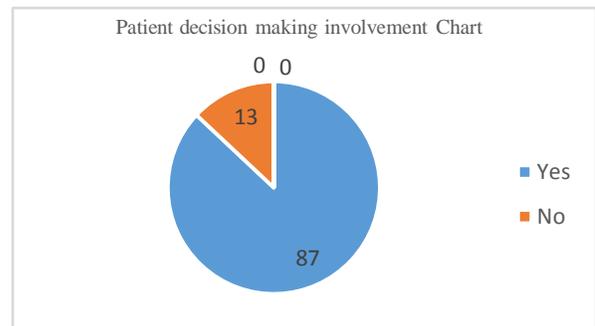


TABLE 3

2. Before you left the hospital, did you get all the information you needed to know that the symptoms or health problems to look out for after you left the hospital

Response	Percentage %
Yes definitely	32
Yes, to some extent	45
No, not really	14
Not sure	5
No, definitely not	3
Decline to answer	3

Chart 3

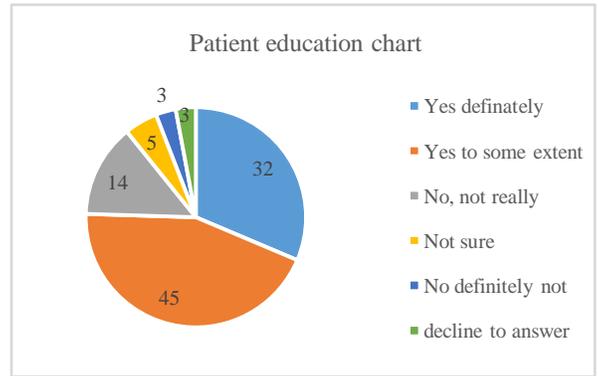


TABLE 4

3. During this hospital stay, were you told who or which part of a hospital to contact if you have any concerns or worries about your care or treatment?

Response	Percentage %
Yes	69.5
No	21.3
I do not remember	7.9
Decline to answer	1.2

Chart 4

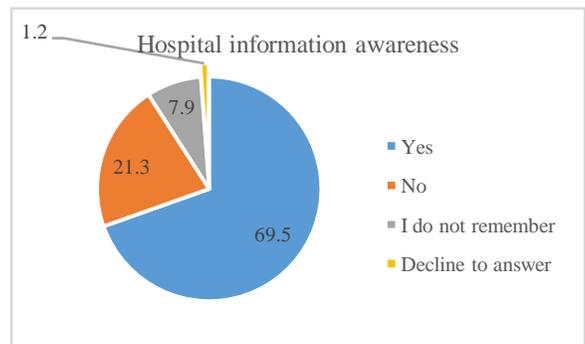


TABLE 5

4. When you spoke out, was the situation handled?

Response	Percentage%
Yes, definitely	58.5
Yes, to some extent	20.7
No, not really	11.6
No, definitely not	3
Not sure	4.6

Chart 5

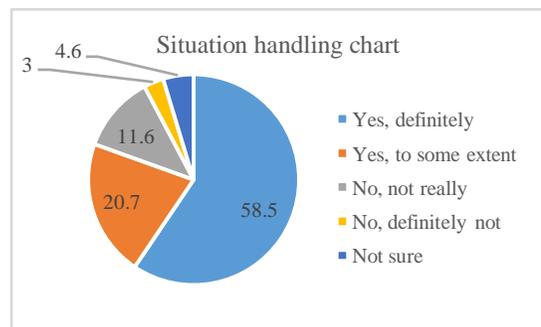


TABLE 6

5. During this hospital stay, did you feel confident in the safety of your treatment and care?

Response	Percentage%
Yes definitely	63.4
Yes, to some extent	17.4
No, not really	8.5
Not sure	9.1
Decline to answer	1.5

Chart 6

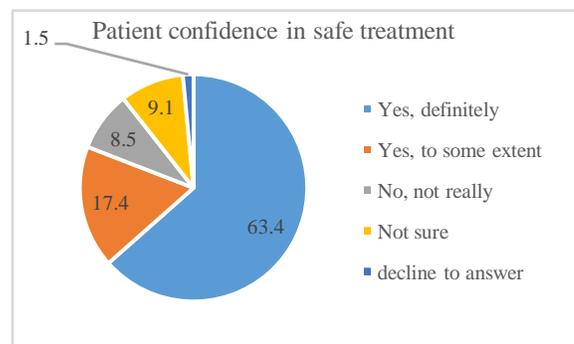


TABLE 7

6. Did you experience any patient safety incidents during this hospital stay?

Responses	Percentage %
Yes	57
No	24
I don't know	10.1
I don't remember	4
Decline to answer	4

Chart 7

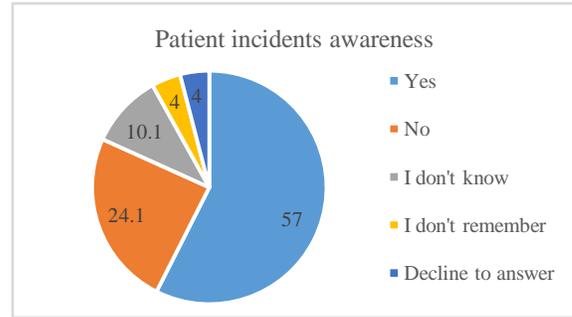
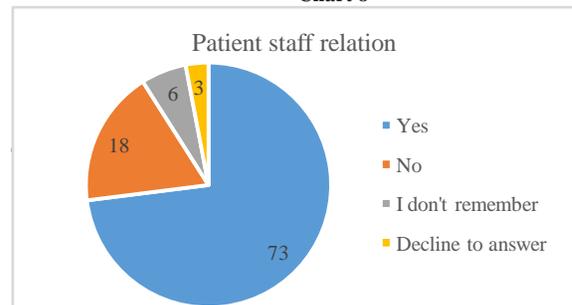


TABLE 8

7. Did you have a good experience with the hospital staff

Responses	Percentage%
Yes	73
No	18
I don't remember	6
Decline	3

Chart 8



8. How did you find out that you experienced patient incidents

Responses	Percentage%
I was told by hospital staff	25.9
I noticed myself	49.1
I was told by my family	5.8
I was told by somebody else	4.9
I do not remember	5.5
Decline to answer	8.8

Chart 9

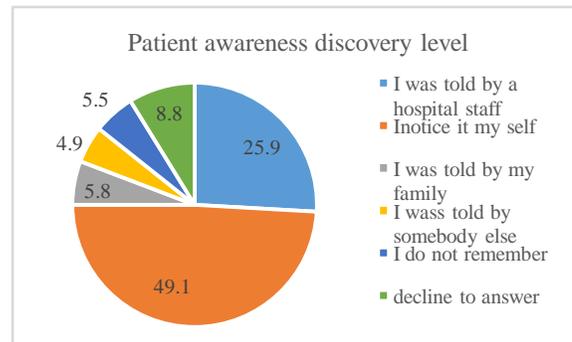
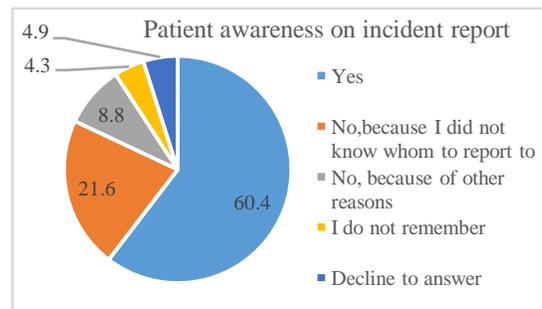


TABLE 10

9. Did you speak to any hospital staff about this/ these experience(s)

Responses	Percentage%
Yes	60.4
No, because I did not know whom to report to	21.6
No, because of other reasons	8.8
I do not remember	4.3
Decline	4.9

Chart 10



Findings

- The Patient has acknowledged good communication and action as they communicate with the medical experts when they visit.
- Patients were satisfied by the services of the doctors.
- A certain number of patients were unsatisfied due to the late arrival of doctors.
- It needs to be noted that the hospital made great strides to increase patient awareness.
- Despite insufficient knowledge regarding patient incidents, however, patients demonstrated high levels of expertise regarding whom to approach in a time of challenge.
- Direct observation displayed a lot of grey areas in the service sector due to high levels of stress and frustration amongst the medical personnel due to poor patient flow navigation.

Recommendations:

- Staff education on what are Patient Safety Incidents.
- Implementation of the Patient Safety index tool in an India-friendly manner.
- Timely services should be of emphasis as Patients have to wait.
- Speed and efficiency should be increased in the Inpatient Department.
- Timely discharge of patients to clear patient bed occupancy reduces patient admission time.
- Adaptation of patient flow models within the Patient Safety index.

Conclusion

It can be noted that while the Indian health sector has drastically improved over the years, however, challenges within the healthcare sector are still visible, as shown by the research, through using a Patient safety Index tool that incorporates the Indian norms and values guideline. Safety protocol and patient-centered approach can be crafted. This will ensure that challenges regarding timely service Health patient incidents are addressed. Morden systems should be incorporated within the Central Health System to tackle any pandemic or epidemic.

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